

Unified Communications VMware Snapshot Verification

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Introduction

This document describes how to check for snapshots in vSphere Client for Cisco Unified Communications (UC) applications.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Virtual Machine-ware (VMware) and vSphere Client. Access to the VMware VCenter via the vSphere Client is also required.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

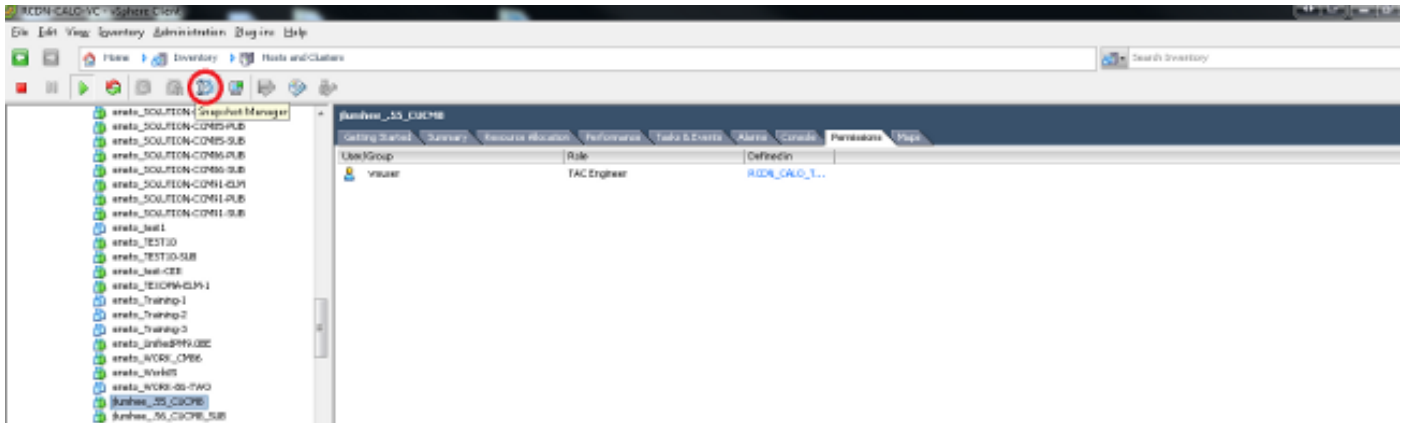
Background Information

VMware snapshots are not supported in UC applications. Snapshots cause all types of latency and voice-quality issues. They also cause disk-drive space issues, CPU spikes, and memory utilization issues in UC applications.

When you troubleshoot any voice-quality or CPU/memory issues on a UC application that is supported on a VMware platform, the first thing to check is the presence of snapshots on the system.

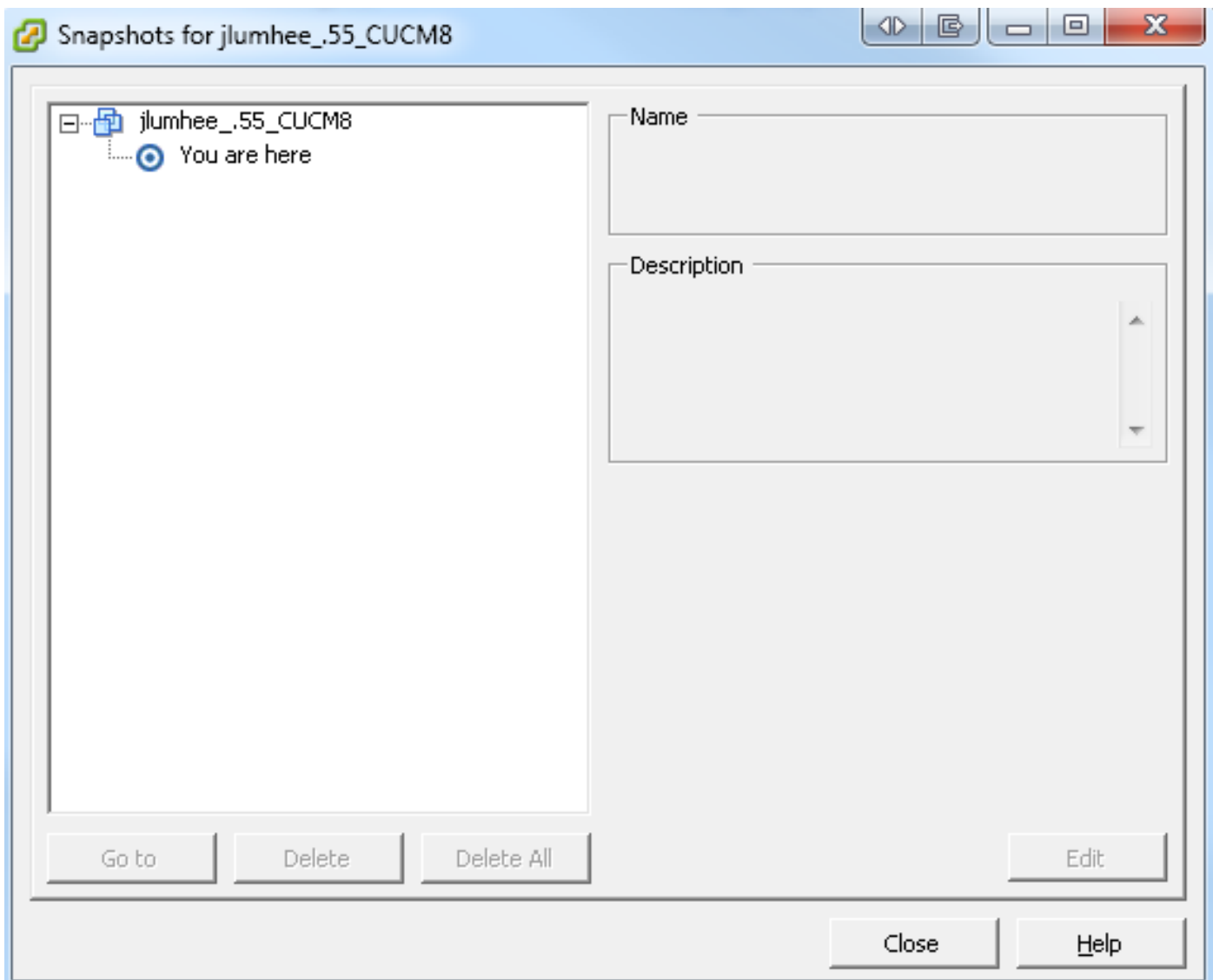
Check for Snapshots in vSphere Client for UC Applications

Log into vSphere Client, and select the Virtual Machine (VM) that supports the UC application. Click the **Snapshot Manager** icon (circled in red in the next image):



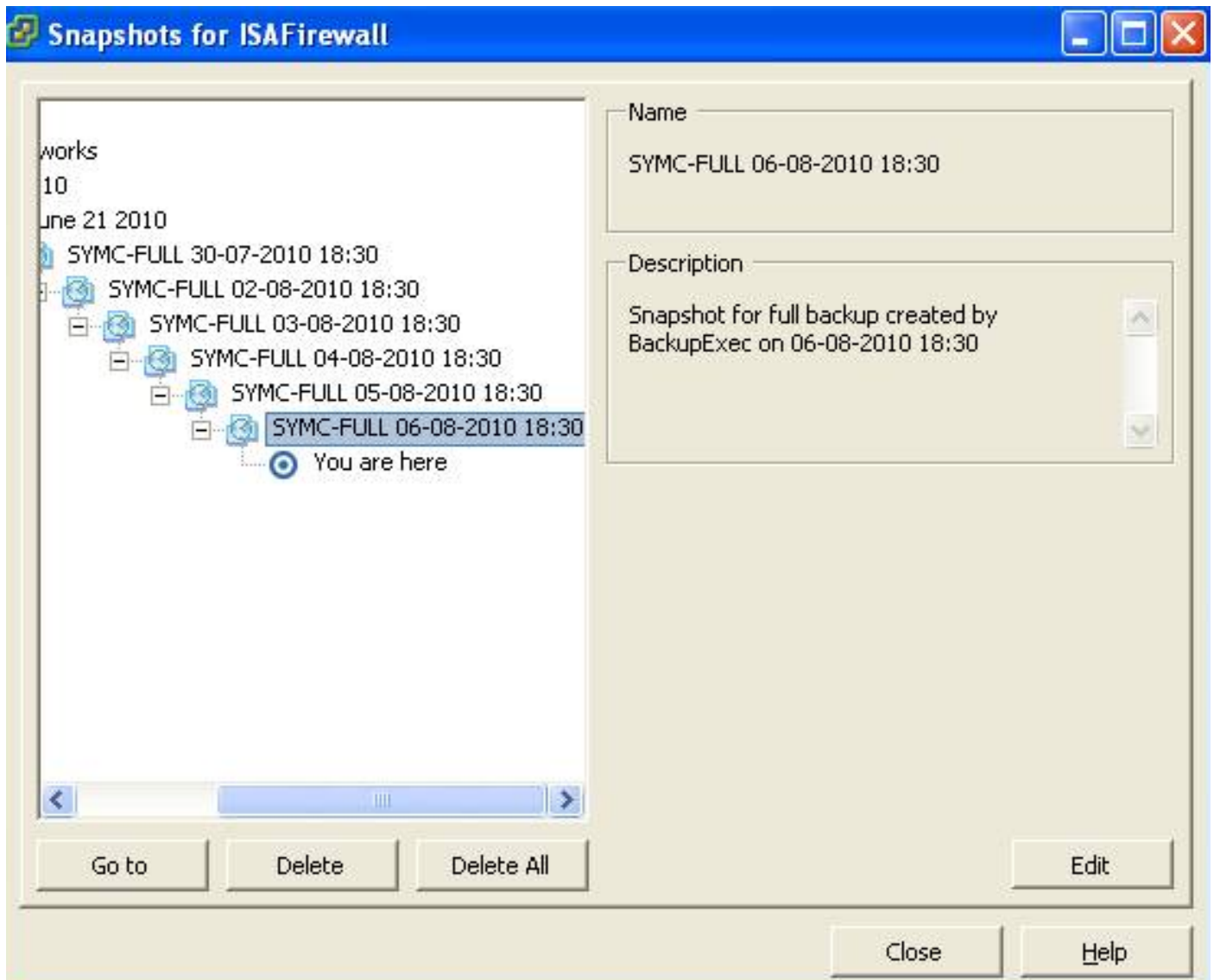
A VM that does not run snapshots shows the **You are here** field under the VM hostname.

Here is an example of a VM that does not run snapshots:



If snapshots are present, the **You are here** field appears along with the available snapshots. The snapshots appear either above or underneath the VM hostname.

Here is an example of a VM that has snapshots:



Note: For more information about why VMware snapshots are not supported, reference the Cisco [Unified Communications VMware Requirements](#) article.

Legend for Feature Support Tables

- Y(C) = Supported with Caveats - see [Best Practices](#) for details
- Y(P) = Partial (limited) support only - see [Best Practices](#) for details
- No = the feature is not supported at this time - see [Best Practices](#) for alternatives, if any.

VMware Feature Support for Unified Communications 8.0(2) through 9.x

For guide to abbreviations, see [At a Glance table at http://www.cisco.com/go/uc-virtualized-5](http://www.cisco.com/go/uc-virtualized-5).

Feature	CUICM	Clisco Paging Server	CER	SME	CliscoAC	PCP	PCA	UPM	UOM, USM, USSM	CIME	Unity Connection	CIIP + IM&P
vSphere ESXi 4.0 Features												
VM Templates (OVAs)	Y(C)		Y(C)	Y(C)	Y(C)	Y	Y	Y	Y	Y(C)	Y(C)	Y(C)
Copy Virtual Machine	Y(C)		Y(C)	Y(C)	No	Y(C)	No	Y(C)	No	Y(C)	Y(C)	Y(C)
Restart Virtual Machine on Different ESXi Host	Y(C)		Y(C)	Y(C)	Y(C)	Y(C)	Y(C)	Y(C)	Y(C)	Y(C)	Y(C)	Y(C)
Resize Virtual Machine	Y(P)		Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)
VMware Hot Add	No		No	No	No	No	No	No	No	No	No	No
Multiple Physical NICs and vNICs	Y(P)		Y(P)	Y(P)	Y(P)	Yes	Y(P)	Yes	Y(P)	Y(P)	Y(P)	Y(P)
VMware High Availability (HA)	Y(C)		Y(C)	Y(C)	No	Y(C)	No	Y(C)	No	Y(C)	Y(C)	Y(C)
VMware Site Recovery Manager (SRM)	Y(C)		Y(C)	Y(C)	No	Y(C)	No	Y(C)	No	Y(C)	Y(C)	Y(C)
VMware vNetwork Distributed Switch	Y(C)		Y(C)	Y(C)	No	Y(C)	No	Y(C)	No	Y(C)	Y(C)	Y(C)
VMware vMotion	Y(C)		Y(C)	Y(C)	No	Yes	No	Yes	No	No	Y(P)	Y(P)
VMware Dynamic Resource Scheduler (DRS)	No		No	No	No	No	No	No	No	No	No	No
VMware Dynamic Power Management	No		No	No	No	No	No	No	No	No	No	No
Long Distance vMotion	No		No	No	No	Y(C)	No	Y(C)	No	No	No	No
VMware Storage vMotion	Y(C)		Y(C)	No	No	Yes	No	Yes	No	No	No	No
VMware Update Manager (VUM)	Y(P)		Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)	Y(P)
VMware Consolidated Backup (VCB)	No		No	No	No	No	No	No	No	No	No	No
VMware Data Recovery (DR, VDR)	No		No	No	No	Yes	No	Yes	No	No	No	No
VMware Snapshots	No		No	No	No	Y(C)	No	Y(C)	No	No	No	No
VMware Fault Tolerance (FT)	No		No	No	No	Y(C)	No	Y(C)	No	No	No	No

You can delete snapshots without any effects to the production network, and the hosts and VMs do not need to be rebooted. Keep in mind that snapshot deletions can take up to three hours, depending on the size of the snapshot.

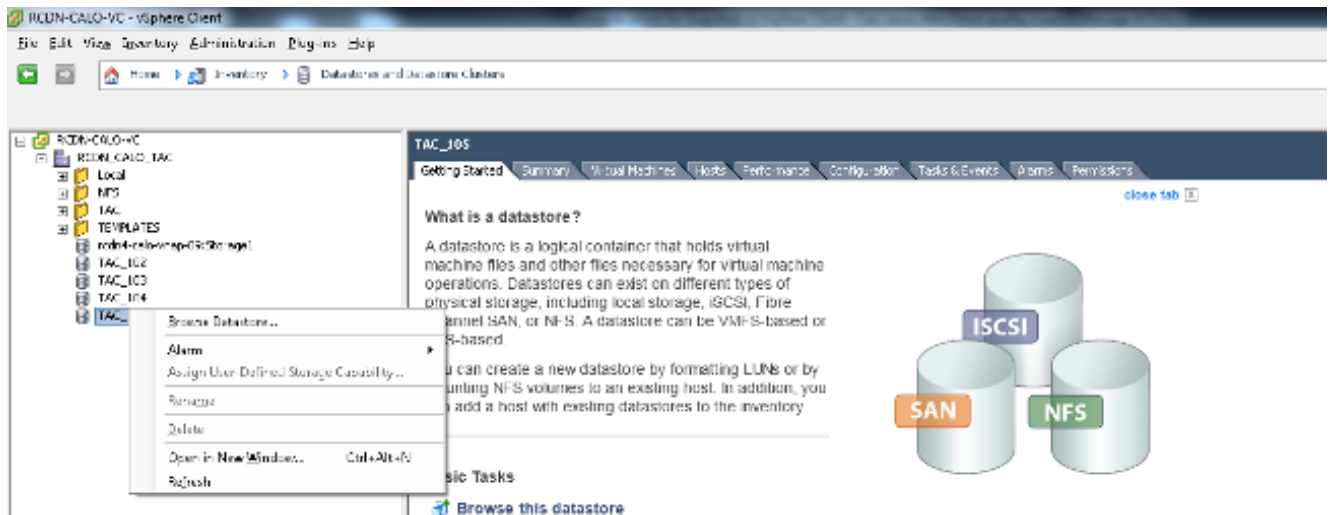
Note: It is recommended that you alert the Administrator that snapshots are not supported, and have the Administrator remove the snapshots from the VM that supports the UC Application.

Note: The progress of the snapshot deletion might jump to 95% immediately, and remain there for an extended period of time. This might make you think that it is stuck or hung. However, this is normal, and the task eventually completes successfully.

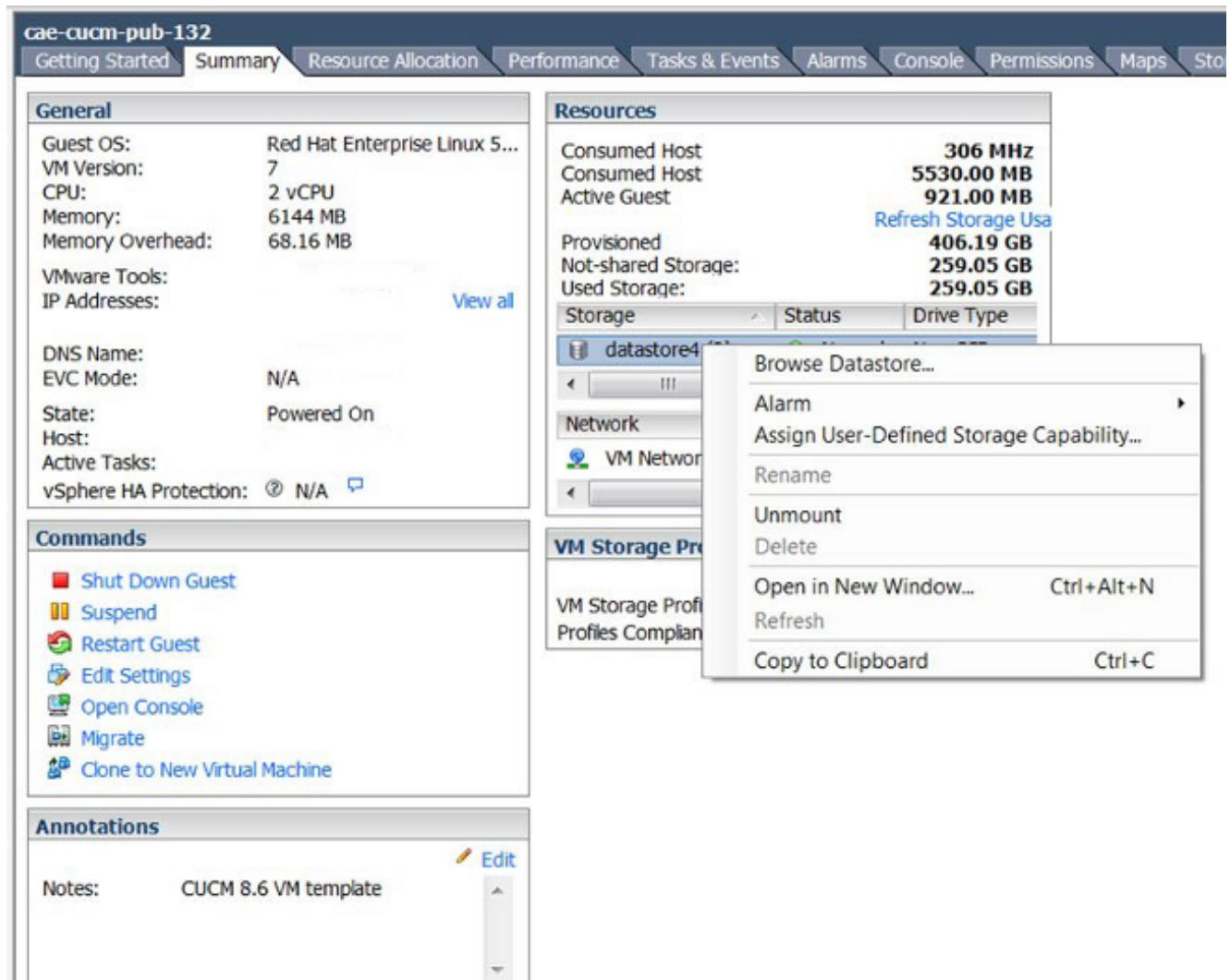
Alternative Procedure to Verify Snapshots on a VM

Complete these steps for an alternative to the previously-mentioned procedure:











1. Verify the Datastore that is used by the VM. This information is on the **Summary** page of the VM.
2. Navigate to **Home > Inventory > Datastore and Datastore Clusters**, and right-click the appropriate **Datastore**.
3. Select **Browse Datastore**, and search for files that have the word **snapshot** in the title, and the delimiter **.vmsn** (virtual machine snapshot).



If you are unsure about which datastore to check, locate the VM in question, select the VM, and display the **Summary** page. On the **Summary** page, below **Storage**, right-click the **Datastore**, and select **Browse Datastore**.



4. A file with **snapshot** in the title, as shown in the next image, indicates that a snapshot is created for this VM.

Name	Size	Provisioned Size	Type
 Demo-VM01.vmx	2.66 KB		Virtual Machine
 Demo-VM01.vmdk	0.00 KB	41,943,040.00 KB	Virtual Disk
 vmware.log	57.33 KB		Virtual Machine log file
 Demo-VM01.nvram	8.48 KB		Non-volatile memory file
 Demo-VM01-Snapshot1.vmsn	4,195,579.00 KB		Snapshot file
 Demo-VM01-000001.vmdk	1,024.00 KB	41,943,040.00 KB	Virtual Disk
 Demo-VM01.vmx	0.26 KB		File
 Demo-VM01.vmsd	0.44 KB		File
 vmx-Demo-VM01-2431324034-1.vswp	51,200.00 KB		File
 Demo-VM01-90eb0f82.vswp	4,194,304.00 KB		File