



Troubleshooting

Common Troubleshooting Scenarios

This section explains the common troubleshooting scenarios and the various ways to troubleshoot and monitor VQE 3.9 Tools Virtual Machine functioning and performance.



Note

The troubleshooting can be done either via CLI, or the esxtop command (by logging in to the ESXi shell), or the vSphere GUI.

Unable to deploy VM or VM is deployed but unable to power on the VM

The error can appear for one of the following reasons:

- The VM is being attempted to be deployed, or was deployed on insufficient data store memory.

Check the size of the total disk of the VM, and see if the available space on data store is enough. One might not run into the disk storage insufficiency if using Thin provisioning to create disks since it occupies only 2GB memory for the VM, however it is strongly recommended to use Thick provisioning of virtual disks to get good VM performance.

Unable to deploy VM with disk size greater than 8TB

Step 1 In the hypervisor settings, click on the **Configuration** tab.

Step 2 From the Software menu, select **Advanced Settings**.

The Advanced Settings window appears.

Step 3 Select **VMFS3**.

Step 4 In the **VMFS3.MaxHeapSizeMB** field, enter 256 as the maximum heap size.



Note The default value set in the **VMFS3.MaxHeapSizeMB** is 80MB.

Step 5 Click **Ok**, and save the changes.

Text Part Number:

Step 6 Reboot the ESXi Host.

Unable to ping the external switch connected to port channel

Let us consider that, four interfaces from an external switch are configured with port channel that run into a vswitch on the hypervisor. On the other hand the VM has a number of logical interfaces configured in port channel that are not equal to 4. The VM and external switch will not be able to ping each other in this case and connectivity not established.

The reason for this is that the number of interfaces in port channel at either ends should be equal. If there are 4 interfaces from the external switch in port channel as in the example above, the VM should also have a corresponding 4 interfaces in port channel.

Unable to connect even with equal number of interfaces in port channel and external switch

- Step 1** In the hypervisor settings, click on the **Configuration** tab.
 - Step 2** From the Hardware menu, select **Networking**.
 - Step 3** Click on the **Properties** link located to the right of 'Virtual Switch: vSwitch1'.
A 'vSwitch1 Properties' window will appear.
 - Step 4** Select **vSwitch** from the vSwitch properties window.
 - Step 5** From the **Load Balancing** drop-box, Select **Route based on IP hash**.
 - Step 6** Click **Ok**, and save the changes.
 - Step 7** Reboot the ESXi Host.
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Using vSphere

The vSphere GUI has several options that allow to monitor the performance of VM's running on the hypervisor. Select the "Performance" tab among the VM options and click "Chart Options" to set the appropriate fields to monitor.