

Troubleshooting Guide

Problem - You receive the following alert: `An error occurred while taking a snapshot: Failed to quiesce the virtual machine.`

Probable Cause - VMware was unable to successfully quiesce (temporarily disable) the filesystem during replication.

Solution - Whenever this error occurs, the AVM automatically switches to obtaining VMware crash-consistent snapshots for that iteration. The next replication job will default to obtaining the VMware application-consistent snapshots. You can also take the following steps:

1. Re-install VMware Tools on the target device.
2. Reboot the device.

You can also refer to the [Unable to Create a Quiesced Snapshot of the Windows 2008 R2 Virtual Machine](#) article for more information.

Problem - Some or all replication jobs are failing due to the following error: `Vixd mount failed for device.`

Probable Cause - The cause for the error can be one of the following:

- Amount of memory assigned to the AVM was modified, which in turn causes SCSI controllers to disappear due to no disks assigned to them.
- The VMDK being protected is an independent-persistent disk.
- The AVM and protected device(s) are on datastores that have different block sizes or VMFS versions.

Solution for Cause 1- Recreate the SCSI controllers. Refer to the [Adding a SCSI Controller to the Virtual Machine](#) article for complete instructions.

High-level steps include:

1. Right-click the AVM virtual machine in VMware vSphere and click the **Edit Settings** option.
2. In the *VirtualMachinesProperties* screen, click the **Add...** button and create the required SCSI controllers.
3. When the SCSI controllers have been created, click the **Add...** button again and create the same number of new hard disks. Assign a disk to each of the new SCSI controllers created above.

The SCSI controllers should now be successfully added back to the AVM virtual machine. At this point, it is safe to remove the disks that were added above.

Solution for Cause 2- Axcient Fusion does not currently support protection of a VMDK that is an independent-persistent disk. You will need to reconfigure the disk to a persistent disk for Axcient Fusion to protect it.

Solution for Cause 3- If the AVM and the protected device(s) are on different datastores, these datastores must have the same block size and VMFS version. If replication jobs are failing due to incompatible datastores, you will need to either make these two datastores compatible or migrate the AVM or protected device(s) to the same datastore.

Problem - An error occurred while saving the snapshot.

Cause -VMware vSphere is not the correct build.

Solution -You will need to upgrade VMwre vSphere 6.0 to build 2715440. For more information, reference the [When Changed Block Tracking is Enabled, Backing Up the Virtual Machines Fails](#) article.

Problem - You are unable to RDP in to a virtualized device in the Virtual Office.

Cause - Remote access was not enabled on the device for the selected recovery point.

Solution - RDP is the only method by which you can access virtualized devices in the Virtual Office. You will be unable to RDP into a device so long as the recovery point selected is one where the Remote Access option is not enabled. You will need to select a recovery point where the Remote Access option is enabled on the device.

In the future, ensure the Remote Access option is enabled on the device for replication jobs.

Problem - AVM has not registered, devices are not getting registered by the AVM, or replication jobs are not running.

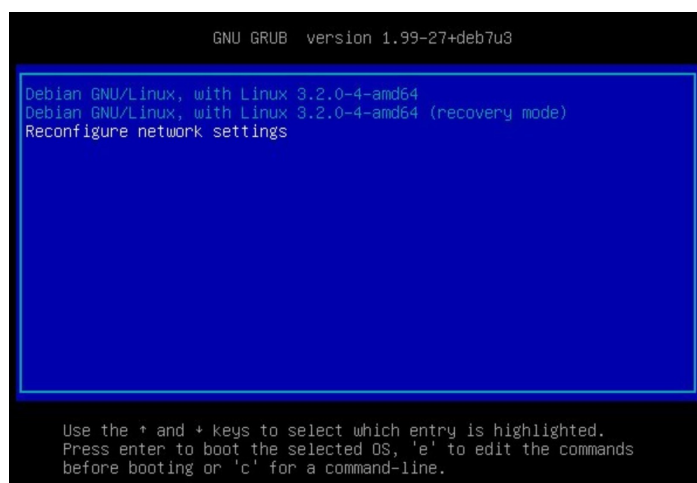
Cause - DHCP might not be enabled on the ESX host.

Solution - Follow the steps below to manually assign a static IP to the AVM:

STEP 1

Open a console window for the AVM and reboot it from the vSphere client or Web vCenter client. A GRUB menu will appear.

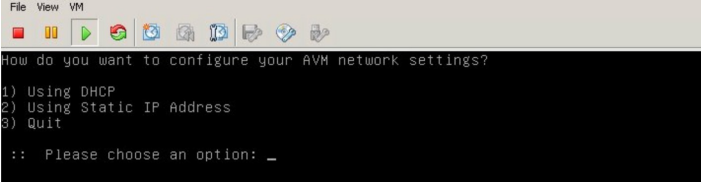
Select the **Reconfigure network settings** option.



STEP 2

You will be prompted to configure the AVM network setting.

Select **option 2** to use the static IP address and press the **Enter** key.



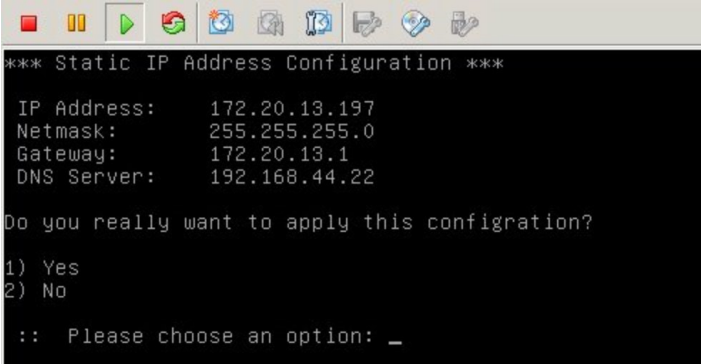
```
File View VM
How do you want to configure your AVM network settings?
1) Using DHCP
2) Using Static IP Address
3) Quit
:: Please choose an option: _
```

STEP 2

Type the **IP address, netmask, gateway** and **DNS server**.

Type **1** to confirm the AVM network configuration.

The AVM will reboot and apply the new network configuration.



```
*** Static IP Address Configuration ***
IP Address: 172.20.13.197
Netmask: 255.255.255.0
Gateway: 172.20.13.1
DNS Server: 192.168.44.22
Do you really want to apply this configuration?
1) Yes
2) No
:: Please choose an option: _
```

Problem - You receive an error in the Web Application Events log similar to the following:

```
A critical system operation failed: "OSError: [Errno 2] No such file or directory:
'/var/vixd_fuse/mount/<b>new</b>'" Check logs.
```

Cause - VMware vCenter Server and ESX/ESXi Server do not support VMs with one or more special characters in the display name. A special character can be one of following:

```
%,&,*,$,#,@,!,\,/,;,:*?,"<,>,|,;,'
```

This results in issues when querying the name using the vSphere Client. Ultimately, Fusion is unable to recognize the device, and it will be unable to replicate the VM.

Solution - You will need to change the name of the VM to not include the special character(s) in the display name. When the vSphere Client is able to recognize the VM, the AVM will be able to begin replicating. For more information about this specific VMware limitation, please visit the [VMware Knowledgebase](#).