

**Motorola Solutions Technical Notification (MTN)****TITLE:** RAM Disk Full on VMS and vCenter.**TECHNOLOGY:** ASTRO 25**SYMPTOM(S):**

UEM message concerning VMS or VCS with Severity set to "info": The ramdisk "tmp" is full. As a result, the file <file_name> could not be written.

Additional symptoms:

1. Unable to login to ESXi via web interface
2. hanging VMs and/or extremely slow performance,
3. syslog memory exhaustion errors

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

System Release: ASTRO 25 2019.2

SEVERITY RECOMMENDATION:[Medium / Operational - Schedule to implement](#)**ROOT CAUSE / DEFINITIVE TEST:**

Issue in HP-AMS service running on ESXi 6.0/6.5 VMS which causes /tmp to become full.

DEFINITIVE TEST

1 Establish the ssh connection to ESXi management interface IP address by using a **PuTTY** terminal emulator software.

Log on as the root user.

Result: A command prompt is displayed on **PuTTY** terminal emulator window.

2 In the prompt, execute the following commands:

1)

esxcli software vib list | grep amsamsd 650.11.4.0-18.4240417 HPE PartnerSupported 2019-10-17

2)

ls -l /tmp

```

rw-rr- 1 root root 0 Jan 4 09:01 altbootbank.lck
rw-rr- 1 root root 268271486 Jan 9 00:28 ams-bbUsg.txt
rw-rr- 1 root root 2533 Jan 3 01:01 ams-ent.txt
rw-rr- 1 root root 0 Jan 1 01:02 ams-fc.txt
rw-rr- 1 root root 579 Dec 27 01:01 ams-fsys.txt
rw-rr- 1 root root 48213 Dec 31 01:03 ams-hrswrun.txt
rw-rr- 1 root root 1423 Dec 25 01:01 ams-ip.txt
rw-rr- 1 root root 510 Dec 25 01:01 ams-ipv4.txt
rw-rr- 1 root root 84 Dec 25 01:01 ams-ipv6.txt

```

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```

rw-rr- 1 root root 1278 Dec 15 01:01 ams-iscsi3.txt
rw-rr- 1 root root 9 Jan 9 00:28 ams-mem.txt
rw-rr- 1 root root 3602 Dec 25 01:01 ams-nic-list.txt
rw-rr- 1 root root 384 Dec 25 01:01 ams-route.txt
rw-rr- 1 root root 3046 Dec 18 01:01 ams-sas.txt
rw-rr- 1 root root 0 Dec 18 01:01 ams-sas2.txt
rw-rr- 1 root root 0 Jan 9 00:28 ams-sata-dev.txt
rw-rr- 1 root root 3046 Jan 9 00:28 ams-sata-stat.txt
rw-rr- 1 root root 0 Jan 9 00:28 ams-sata.txt
rw-rr- 1 root root 48211 Dec 29 01:01 ams-swrn.txt
rw-rr- 1 root root 0 Jan 9 00:27 ams-sysmod.txt
rw-rr- 1 root root 5200 Oct 17 05:35 ams-usb1.txt
rw-rr- 1 root root 4608 Dec 25 01:01 ams-vsw.txt
rw-rr- 1 root root 0 Jan 9 00:28 amsbb.done
rw-rr- 1 root root 0 Dec 29 01:01 amscpqsw.done
rw-rr- 1 root root 0 Jan 3 01:01 amsent.done
rw-rr- 1 root root 0 Jan 9 00:27 amsfc.done
rw-rr- 1 root root 0 Dec 27 01:01 amsfsys.done
rw-rr- 1 root root 0 Dec 31 01:03 amshrsd.done

```

```

3)
vdf -h | grep -e "Ramdisk\|tmp"

```

Ramdisk	Size	Used	Available	Use%	Mounted on
tmp	256M	256M	0B	100%	-

Result: The issue is confirmed if the following conditions are met:

- 1) the HP AMS version is 11.4.0
- 2) ams-bbUsg.txt log file is very large, approximately 200MB
- 3) tmp usage is over 90%

If the issue is confirmed you should proceed with “**WORKAROUNDS AND CORRECTIVE ACTIONS**” section of this MTN otherwise please cancel performing this document.

WORKAROUNDS AND CORRECTIVE ACTIONS:

- 1 Establish the ssh connection to ESXi management interface IP address by using a **PutTY** terminal emulator software.

Log on as the root user.

Result: A command prompt is displayed on **PutTY** terminal emulator window.

- 2 In the prompt, execute the following commands one by one:

```

1)
rm /tmp/ams-bbUsg.txt

2)
vdf -h | grep -e "Ramdisk\|tmp"

```

Ramdisk	Size	Used	Available	Use%	Mounted on
tmp	256M	128M	128M	50%	-

Result: The output of the last command must indicate the /tmp use is lower than 100 %

Important: The above workaround must be implemented periodically on a monthly basis until the problem is resolved by upgrading the HP-AMS service.

RESOLUTIONS AND REPAIR PROCEDURES:

At this time the workaround must be performed until a permanent fix is available

PARTS REQUIRED (HARDWARE/SOFTWARE):

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure ___
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed ☒
Information only ___

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