

Motorola Solutions Technical Notification (MTN)

TITLE: IPCAP service fails to gather statistics from ESXi servers.

TECHNOLOGY: ASTRO 25

SYMPTOM(S):

Symptom #1

IPCAP service delivers error notification to UEM service approximately every 62 minutes with the following message:

Critical Hypervisor Statistics Capture Service - Event details

General Information

Severity:	Critical
Event ID:	27202
Managed Resource:	z001ipcap01.zone1
Reporting Device:	10.1.233.218
Date / Time:	Apr 26, 2019 10:04:07 -0600
Category:	Equipment Alarm

Message

CRITICAL MALFUNCTION, SOFTWARE ERROR - All critical services down - vmstat-vms01

Such an alarm automatically is cleared after 30 seconds (up to 60 seconds) following an associated critical alarm event. But then 62 minutes later IPCAP service repeats the same error notification delivery.

Symptom #2

In /var/log/messages file on IPCAP service virtual machine you can find similar error messages:

```
z001ipcap01.zone1 [vmstat: vms01/10.1.233.121] [ERROR] Failed to gather statistics from vms01 gathering  
process exits with return code: 127  
z001ipcap01.zone1 systemd: vmstat-vms01.service: main process exited, code=exited, status=1/FAILURE
```

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

System Release: ASTRO 25 7.18

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

ROOT CAUSE

IPCAP service receives ESXi's statistics by logging into ESXi and executing a script, which has windows style line-endings treated by shell as wrong syntax.

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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 command:

<code>grep -c '\$'\r' /store/run_esxtop.sh</code>

Result: The issue is confirmed if an output result of the command is a number greater than zero, and you should proceed with “ WORKAROUNDS AND CORRECTIVE ACTIONS ” section of this MTN otherwise please cancel performing this document. |

WORKAROUNDS AND CORRECTIVE ACTIONS:

RESOLUTIONS AND REPAIR PROCEDURES:

- | | |
|---|--|
| 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:

<code>sed -i 's/\r//' /store/run_esxtop.sh</code>

<code>grep -c '\$'\r' /store/run_esxtop.sh</code>

Result: The output of the last command must be number '0'. |

PARTS REQUIRED (HARDWARE/SOFTWARE):

n/a

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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