MOTOROLA SOLUTIONS

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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:

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.

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: `grep -c $'\r' /store/run_esxtop.sh` **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:
	
	`sed -i 's/\r//' /store/run_esxtop.sh`
	
	`grep -c $'\r' /store/run_esxtop.sh`
	
	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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