

## Motorola Solutions Technical Notification (MTN)

**TITLE:** VMware snapshot usage can result in site trunking for all sites.

**TECHNOLOGY:** Servers for the A7.14 or later releases with the common server architecture (HPE servers with VMware ESXi).

**SYMPTOMS:**

Taking a VMware snapshot of an active virtual machine and the continued presence of that snapshot will cause system performance degradation. The following are examples of symptoms that may be observed:

- Loss of wide area trunking
- Audio delays or audio holes in active calls

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

Any application installed as a virtual machine on VMware ESXi.

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Initiating a snapshot on an active virtual machine will cause the virtual machine to become temporarily unresponsive while the snapshot data files are created. The continued presence of the snapshot while the virtual machine is active will cause periodic interruptions to services provided by the virtual machine. For example, a snapshot on a Zone Controller will cause the zone controller to become unresponsive and may result in the loss of wide area trunking.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

Remove all snapshots from the impacted server. Refer to VMware knowledge base article 1004343 to determine if snapshots are present: <https://kb.vmware.com/s/article/1004343>.

**RESOLUTIONS AND REPAIR PROCEDURES:**

Do not use snapshots as a backup mechanism. Use the system backup and restore facility. Ensure that no snapshots are present for active virtual machines.

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

N/A

**ADDITIONAL INFORMATION:**

VMware snapshots should be avoided. Follow documented upgrade procedures and use the Motorola Solutions backup and restore functionality for disaster recovery.

VMware does not recommend use of snapshots as backups. Refer to VMware knowledge base article 1025279:

<https://kb.vmware.com/s/article/1025279>.

Snapshots can cause a virtual machine to become unresponsive:

<https://kb.vmware.com/s/article/1013163>

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**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 \_X\_  
As instructed \_X\_  
Information only \_\_\_

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