

## FreeNAS - Bug #30127

### VM start from GUI not working

03/17/2018 10:35 AM - Eric McGarr

<b>Status:</b> Closed	
<b>Priority:</b> No priority	
<b>Assignee:</b> William Grzybowski	
<b>Category:</b> Middleware	
<b>Target version:</b> N/A	
<b>Seen in:</b> Unspecified	<b>Needs Merging:</b> Yes
<b>Severity:</b> Medium	<b>Needs Automation:</b> No
<b>Reason for Closing:</b> Duplicate Issue	<b>Support Suite Ticket:</b> n/a
<b>Reason for Blocked:</b>	<b>Hardware Configuration:</b>
<b>Needs QA:</b> Yes	<b>ChangeLog Required:</b> No
<b>Needs Doc:</b> Yes	
<b>Description</b>	
<p>I have been trying to search for this answer for 5 days. I could not get a new VM to start so I resorted to rebooting the freenas system. the second VM is now running but my first VM is now Stopped and every time I click start it says successful but then still shows stopped and is not running. I have searched /var/log/middleware.log and /var/log/messages for help with what might be wrong. I cannot find the issue. I have to searching for a shell command to start the VM but I find no answers. the only thing I have to go on is the 3 log errors attached. I have read every single search result containing anything close to this and none of the half solutions I find work. PLEASE HELP ME IM LOSING MY MIND over this. also my clients web sites and primary application are down in the meantime until I can get this VM to start. thanks you</p>	
<b>Related issues:</b>	
Related to FreeNAS - Bug #34825: Add UI error message for VM memory usage	<b>Closed</b>
Is duplicate of FreeNAS - Bug #26434: Add descriptive error to API when VM fa...	<b>Done</b>

### History

#### #1 - 03/17/2018 10:37 AM - Eric McGarr

- File debug-freenas-20180317173716.txz added

- Private changed from No to Yes

#### #2 - 03/17/2018 10:37 AM - Eric McGarr

- File dmesg.PNG added

#### #3 - 03/17/2018 10:37 AM - Eric McGarr

- File guestvmemory.PNG added

#### #4 - 03/17/2018 10:37 AM - Eric McGarr

- File promiscuous\_mode\_enabled.PNG added

#### #5 - 03/17/2018 10:37 AM - Eric McGarr

- File rc.conf\_error.PNG added

#### #6 - 03/17/2018 10:54 AM - Vaibhav Chauhan

hi, please ssh into your freenas and type in midclt call vm.query and paste the output

#### #7 - 03/17/2018 11:05 AM - Vaibhav Chauhan

- Assignee changed from Release Council to Marcelo Araujo

assigning to Marcello as this looking into the logs looks it like something needs to be done on backend side.

**#8 - 03/17/2018 12:13 PM - Eric McGarr**

- File midclt call vm query.PNG.PNG added

here is the output from midclt call vm.query

**#9 - 03/17/2018 12:20 PM - Eric McGarr**

- File freenas VMs.PNG added

the VM I need to start desperately is the first in the list. Also the 4th one wont start also but the 2 VMs in the middle started fine.

**#10 - 03/17/2018 12:32 PM - Vaibhav Chauhan**

ok can you please verify the total memory you have in your freenas system ?

please paste output for

```
htop
```

```
ls /dev/vmm
```

```
ps aux | grep bh
```

**#11 - 03/17/2018 12:36 PM - Eric McGarr**

- File htop.PNG added

- File ls dev vmm.PNG added

- File ps aux grep bh.PNG added

**#12 - 03/17/2018 12:47 PM - Vaibhav Chauhan**

ok, I may have to guess but I think your freenas is memory constrained, so you may try powering down VM's which are not absolutely necessary and the try powering the first VM which you need the most.

**#13 - 03/17/2018 12:56 PM - Eric McGarr**

ok I shutdown Debian2 and Debian3 both had 1024MiB of allocated memory and then my Debian started now. This is good since the first VM is running live applications. However, Im confused because I have 8GB of RAM, how am I being constrained to just 2GB? Thanks for your help and quick responses, I really needed this VM back up before the schools spring break was over. Much appreciation!

**#14 - 03/17/2018 01:08 PM - Vaibhav Chauhan**

- File Screen Shot 2018-03-17 at 1.05.01 PM.png added

I am glad reboot helped.;D  
freenas new UI is aiming to provide a vm dashboard which may provide you valuable system information.(see attached screenshot)

**#15 - 03/20/2018 09:46 AM - Dru Lavigne**

- Category changed from GUI (new) to Middleware
- Target version set to 11.2-RC2

Marcelo: if a middleware piece is not needed, please pass back to VB for the new UI.

**#16 - 03/20/2018 10:37 AM - Eric McGarr**

Last question, I was able to get 2 VMs running with allocating only 1024 memory to each but why is the other 6GB unusable? I know Freenas uses whatever isnt being allocated but what happend to my other 6GB of RAM. If you could help me understand this I'd much appreciate it? I can install another 8GB stick but will I have use of the full 8GB if I do? stinks I am only able to use 2GB of my RAM.

**#17 - 03/20/2018 06:42 PM - Marcelo Araujo**

Dru Lavigne wrote:

Marcelo: if a middleware piece is not needed, please pass back to VB for the new UI.

It needs some rework from my side to return a proper error message up to the UI.

**#18 - 03/20/2018 07:21 PM - Marcelo Araujo**

Eric McGarr wrote:

Last question, I was able to get 2 VMs running with allocating only 1024 memory to each but why is the other 6GB unusable? I know Freenas uses whatever isnt being allocated but what happend to my other 6GB of RAM. If you could help me understand this I'd much appreciate it? I can install another 8GB stick but will I have use of the full 8GB if I do? stinks I am only able to use 2GB of my RAM.

Hi,

FreeNAS uses ZFS as its file system, and ZFS heavily uses memory for ARC cache for the most accessed data, any read requests for data in the cache can be served directly from the ARC memory cache instead of hitting the much slower hard drives.

So, usually the system memory allocation is 1GB reserved to OS and the rest dedicated to ARC, ZFS will allocated the memory by demand and also will release it. However when we talk about virtualization, our hypervisor is not aware of ZFS ARC and vice-versa, based on that we try to reserve memory for guests based in some internal algorithms to avoid ZFS ARC cache impact on guest VMs.

What you can do to give more memory for the VM system is to tuning the syscall "vfs.zfs.arc\_max" via Tunables menu to have less memory resources available to ZFS.

So if you lower the vfs.zfs.arc\_max value to something that you consider will be good for your system, you will be able to launch more guests VMs.

**#19 - 03/30/2018 07:19 AM - Ben Gadd**

- Category changed from *Middleware* to *OS*

**#20 - 05/04/2018 02:10 AM - Marcelo Araujo**

- Severity set to *Medium*

**#21 - 06/20/2018 01:53 AM - Marcelo Araujo**

- Status changed from *Unscreened* to *Screened*

- Target version changed from *11.2-RC2* to *11.2-U2*

- Parent task set to *#34825*

**#22 - 06/20/2018 10:33 PM - Marcelo Araujo**

- Parent task deleted (*#34825*)

**#23 - 06/20/2018 10:33 PM - Marcelo Araujo**

- Related to Bug *#34825*: Add UI error message for VM memory usage added

**#24 - 06/20/2018 10:35 PM - Marcelo Araujo**

- Status changed from *Screened* to *In Progress*

Waiting for merge: <https://github.com/freenas/freenas/pull/1403>

**#25 - 07/04/2018 10:28 PM - Marcelo Araujo**

- Category changed from *OS* to *Middleware*

- Assignee changed from *Marcelo Araujo* to *William Grzybowski*

Pass over middleware team.

**#26 - 07/04/2018 10:29 PM - Marcelo Araujo**

- Status changed from *In Progress* to *Unscreened*

**#27 - 07/10/2018 01:12 PM - William Grzybowski**

- Status changed from *Unscreened* to *Closed*

- Reason for Closing set to *Duplicate Issue*

**#28 - 07/10/2018 01:12 PM - William Grzybowski**

- Is duplicate of Bug *#26434*: Add descriptive error to API when VM fails to start added

**#29 - 07/10/2018 01:12 PM - William Grzybowski**

This will be handled as part of [#26434](#)

**#30 - 07/10/2018 02:59 PM - Dru Lavigne**

- File deleted (*debug-freenas-20180317173716.tgz*)

**#31 - 07/10/2018 02:59 PM - Dru Lavigne**

- Target version changed from *11.2-U2* to *N/A*

- Private changed from *Yes* to *No*

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## Files

dmesg.PNG	4.24 KB	03/17/2018	Eric McGarr
guestvmemory.PNG	20.1 KB	03/17/2018	Eric McGarr
promiscuous_mode_enabled.PNG	9.76 KB	03/17/2018	Eric McGarr
rc.conf_error.PNG	7.36 KB	03/17/2018	Eric McGarr
midclt call vm queryPNG.PNG	56.7 KB	03/17/2018	Eric McGarr
freenas VMs.PNG	84.8 KB	03/17/2018	Eric McGarr
htop.PNG	102 KB	03/17/2018	Eric McGarr
ls dev vmm.PNG	3.18 KB	03/17/2018	Eric McGarr
ps aux grep bh.PNG	8.9 KB	03/17/2018	Eric McGarr
Screen Shot 2018-03-17 at 1.05.01 PM.png	328 KB	03/17/2018	Vaibhav Chauhan