

## FreeNAS - Bug #33021

### Try to show the reason a VMware snapshot failed

05/03/2018 09:22 AM - Lorenzo Rosei

<b>Status:</b> Done	
<b>Priority:</b> No priority	
<b>Assignee:</b> William Grzybowski	
<b>Category:</b> Middleware	
<b>Target version:</b> 11.2-BETA1	
<b>Seen in:</b> 11.1-U4	<b>Needs Merging:</b> No
<b>Severity:</b> Low Medium	<b>Needs Automation:</b> No
<b>Reason for Closing:</b>	<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> No	
<b>Description</b>	
Hi,	
I am trying to snapshot a VM Datastore on a ESXi host, but even if I think I did it all correct, it still gives me an error.	
I setup the vmware snapshot and the snapshot of the datastore, and the login credentials for ESXi are root	

#### Associated revisions

##### Revision cc4b5ebf - 05/10/2018 11:03 AM - William Grzybowski

fix(autosnap): try to show the reason a vmware snapshot failed

Ticket: #33021

##### Revision 0eeeeafc2 - 05/10/2018 01:39 PM - William Grzybowski

fix(autosnap): try to show the reason a vmware snapshot failed

Ticket: #33021

#### History

##### #1 - 05/03/2018 09:24 AM - Lorenzo Rosei

- File *debug-susan-20180503162355.tgz* added

- Private changed from No to Yes

##### #2 - 05/03/2018 09:53 AM - Dru Lavigne

- Category changed from OS to Middleware

- Assignee changed from Release Council to William Grzybowski

- Seen in changed from Unspecified to 11.1-U4

##### #3 - 05/03/2018 10:18 AM - William Grzybowski

- Status changed from Unscreened to Blocked

- Reason for Blocked set to Waiting for feedback

Could you please elaborate that a bit more? What error? Where? How is your ESXi configured, etc?

**#4 - 05/03/2018 11:24 AM - Lorenzo Rosei**

William Grzybowski wrote:

Could you please elaborate that a bit more? What error? Where? How is your ESXi configured, etc?

Of course.

I have a R210ii setup with ESXi 6.7, and a bunch of VMs. My main VMs are on a SSD which I tried configuring the vmware-snapshot utility on freenas. Once I setup it, from what I gathered, I had to do a snapshot of the datastore ON freenas, and it would automagically tell ESXi to do a snapshot and save it there (on freenas). The credentials I provided to esxi are root, and work because I was able to select the ESX datastore.

**#5 - 05/04/2018 06:06 AM - William Grzybowski**

Can we schedule a teamviewer sometime next week?

**#6 - 05/04/2018 06:09 AM - Lorenzo Rosei**

Sure, what is your timezone?

**#7 - 05/04/2018 06:23 AM - William Grzybowski**

Lorenzo Rosei wrote:

Sure, what is your timezone?

GMT-3, available from 9am to 11:30am and from 12:00pm to 5pm my time.

**#8 - 05/04/2018 06:35 AM - Lorenzo Rosei**

Would Monday at 9 am be okay? I am in Italy, so it should be 1 pm GMT+1

**#9 - 05/04/2018 07:28 AM - William Grzybowski**

Lorenzo Rosei wrote:

Would Monday at 9 am be okay? I am in Italy, so it should be 1 pm GMT+1

Sorry, just checked my calendar, Monday morning would not be a good time for me. Anything else should work in the week.

**#10 - 05/04/2018 09:33 AM - Lorenzo Rosei**

Would tuesday work?

**#11 - 05/04/2018 09:39 AM - William Grzybowski**

Lorenzo Rosei wrote:

Would tuesday work?

Yes

**#12 - 05/07/2018 08:26 AM - William Grzybowski**

- Severity changed from New to Low Medium

**#13 - 05/07/2018 08:46 AM - Lorenzo Rosei**

William,

I wanted to confirm for tomorrow at 9 AM GMT-3 / 1 PM GMT+1.

How will I give you my login info? Here?

**#14 - 05/07/2018 08:51 AM - William Grzybowski**

Lorenzo Rosei wrote:

William,

I wanted to confirm for tomorrow at 9 AM GMT-3 / 1 PM GMT+1.

How will I give you my login info? Here?

Either here or email me william at ixsystems com

Thanks

**#15 - 05/08/2018 03:54 AM - Lorenzo Rosei**

Hi William,

my logins are the following:

EDIT: removed logins

**#16 - 05/08/2018 05:28 AM - William Grzybowski**

- Status changed from *Blocked* to *Not Started*
- Target version changed from *Backlog* to *11.2-RC2*
- Reason for *Blocked* deleted (*Waiting for feedback*)
- Needs Merging changed from *Yes* to *No*

We have debugged this and found out its about incompatible ESXi license, we just need to be more verbose about the error.

**#17 - 05/10/2018 11:04 AM - William Grzybowski**

- Status changed from *Not Started* to *In Progress*
- Target version changed from *11.2-RC2* to *11.2-BETA1*
- Needs Doc changed from *Yes* to *No*

<https://github.com/freenas/freenas/pull/1196>

**#18 - 05/10/2018 01:39 PM - William Grzybowski**

- Status changed from *In Progress* to *Ready for Testing*

**#19 - 05/10/2018 01:48 PM - Dru Lavigne**

- File deleted (*debug-susan-20180503162355.txz*)

**#20 - 05/10/2018 01:49 PM - Dru Lavigne**

- Subject changed from *can't do vmware snapshot* to *Try to show the reason a VMware snapshot failed*
- Private changed from *Yes* to *No*

**#21 - 06/29/2018 08:52 AM - Dru Lavigne**

- Status changed from *Ready for Testing* to *Done*