Virtual machines appear as unknown in Inventory on host and invalid in vCenter Server (1031605)

Document Id

1031605

Symptoms

- vSphere Client direct to host show virtual machine(s) as unknown.
- The vSphere Client connected to vCenter Server shows virtual machine(s) as invalid.
- No errors on storage or on vmkwarning.
- All the virtual machines on the host are functional and responding.

Resolution

To resolve this issue:
For ESX 3.5 and 4.x

1. Remove the host from vCenter Server Inventory.
2. Connect to the host directly using SSH. For more information, see
   Connecting to an ESX host using an SSH client (1019852) (/s/article/1019852?
   r=1&other.KM_Utility.getArticle=1&other.KM_Utility.getArticleData=1&other.KM_Utility.getArticleLanguage=1&other.KM_Utility.getGUser=1&
   comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1)
   .
3. Run one of these set of commands:

   Note: This action will unregister all virtual machines from the host.

   - ```
     #vmware-cmd -l
     #cd/etc/vmware/hostd/
     #cp vmInventory.xml vmInventory.xml.bak
     ```
     (**Make a copy of** `vmInventory.xml`)

   - ```
     #mv vmInventory.xml vmInventory_xml.bak
     #service vmware-vpxa stop
     #service mgmt-vmware restart
     #service xinetd restart
     #service vmware-vmkauthd restart
     ```
     (**Rename** `vmInventory.xml`)

4. Log in to vSphere Client and verify that the virtual machine Inventory is now displayed as blank.
5. Use this command to register every virtual machine back to Inventory on the host:

   ```
   vmware-cmd -s register (full path of VMX)
   ```

   Note: Alternatively the empty host can be added back to the vCenter Server and the virtual machines can be re-registered back to the Inventory using the vSphere Client.

6. After registering all virtual machines on the host, add the host back to vCenter Server.

For ESXi 3.5, 4 .x and 5.x

1. Log in to the VMware ESX/ESXi host as the root user. For more information on VMware ESXi 4.1 and ESXi 5.x Technical Support Mode,
   see
   Using Tech Support Mode in ESXi 4.1 and ESXi 5.x (1017910) (/s/article/1017910?
   r=1&other.KM_Utility.getArticle=1&other.KM_Utility.getArticleData=1&other.KM_Utility.getArticleLanguage=1&other.KM_Utility.getGUser=1&
   comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1)
2. To list all running virtual machines and their corresponding VMIDs, run these commands:

   ```
   #vim-cmd vmsvc/getallvms
   #cdto /etc/vmware/hostd/
   ```

3. Make a copy of `vmInventory.xml` file by running this command:

   ```
   #cp vmInventory.xml vmInventory.xml.bak
   ```

4. Stop the vpxa and hostd services by running these commands:

   ```
   #/etc/init.d/vpxa stop
   #/etc/init.d/hostd stop
   ```

5. Rename the `vmInventory.xml` file by running this command:

   Note: This action unregisters all virtual machines from the host.

   ```
   #mv vmInventory.xml vmInventory_xml.bak
   ```

6. Start the vpxa and hostd services by running these commands:

   ```
   #/etc/init.d/vpxa start
   #/etc/init.d/hostd start
   ```

7. Log in to vSphere Client and verify that the virtual machine Inventory is now displayed as blank.
8. Use this command to register every virtual machine back to Inventory on the host:

   ```
   #vim-cmd solo/registervmfull_path_of_VMX
   ```

   For Example: # `vim-cmd solo/registervm /vmfs/volumes/datastore_name/VM_directory/VM_name.vmx`