

RHEV Troubleshooting

PREPARED FOR - Volkswagen IT Group Cloud

Adrian Bradshaw

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Table of Contents

1. History and Revisions	1
2. Preface	2
2.1. Confidentiality, Copyright, and Disclaimer	2
2.2. Additional Background and Related Documents	2
2.3. Terminology	2
3. Summary	3
3.1. Raise A Ticket	3
3.2. Killing a VM in an Unknown State.	3
3.3. Failure to migrate VMs to/from a HV	4

1. History and Revisions

Version	Date	Authors	Changes
0.0.1	24.10.2015	Adrian Bradshaw adrian@redhat.com	Initial version of the template

2. Preface

2.1. Confidentiality, Copyright, and Disclaimer

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2.2. Additional Background and Related Documents

This document also references additional information that can be found on Red Hat's documentation site at <https://access.redhat.com/knowledge/docs/> and specifically at https://access.redhat.com/documentation/en-US/Red_Hat_Enterprise_Virtualization/3.5/

Documents specific to products covered in this solution include the following Guides

- [RHEV 3.5 Installation Guide](#)
- [RHEV 3.5 Administration Guide](#)
- [RHEV 3.5 User Guide](#)
- [RHEV 3.5 Technical Guide](#)

Additional information can be found on the RHEV upstream projects website (oVirt):

<http://www.ovirt.org/Documentation>

2.3. Terminology

Some of the acronyms using in this document are included in the table below

Table 1. Terminology Table

Term	Definition
RHEV	Red Hat Enterprise Virtualisation
RHEV-M	Red Hat Enterprise Virtualisation Manager
RHEL-H	Red Hat Enterprise Linux Hypervisor

3. Summary

This document aims to give some basic troubleshooting tips and recommendations for help diagnose issues with the RHEV environment

3.1. Raise A Ticket

If you arent able to quickly resolve this issue yourself, you should get a ticket raised with Red Hat as soon as possible. The sooner you engage them, the sooner they will be able to assist. Ideally the ticket would be raised by an approved TAM contact, ensuring the TAM is made aware as soon as possible.

3.2. Killing a VM in an Unknown State

the following process should be followed in order to resolve a VM that is in an unknown state.

- Identify which HV the VM is/was running on, from the Web UI
- Connect via SSH to the HV (identified above)
- Use virsh to list the state of the VM

```
virsh -r list
```

- Attempt to use vdsClient to cleanly kill the VM

```
vdsClient localhost shutdown <vm> 0 none force=1  
vdsClient localhost destroy <vm> #Note - destroy does NOT remove the VM, just terminates it
```

- If the above steps fail to kill the VM, identify the pid of the qemu-kvm task for the particular machine

```
ps aux | grep qemu-kvm
```

- If you have time, it may be useful to get a dump of the current VM for later analysis by Red Hat, if required

```
gcore -o <location with enough disk space> <PID identified above>
```

This file would compress very well, so you should gzip it to save space. Items of up to 1G can be added to cases directly via the web. (A recent 13G core file compressed to about 433M)

- user the kill command to kill the VM

```
kill <PID identified above>  
or  
kill -9 <PID identified above>
```

This information is based on <https://access.redhat.com/solutions/194583>

Other References

[Guest in unknown state](#)

3.3. Failure to migrate VMs to/from a HV

If you are unable to migrate a VM to/from a particular Hypervisor, it may be related to a misconfiguration of the move network

Check that

- the move IP address is pingable from other HVs
- the correct bonding is set (mode 4 LACP usually)