

VM hangs when installing CommVault



[shlee84](#) 1 posts since

Sep 18, 2008

Hi guys,

Recently I hit a problem where VM hangs during installing CommVault Agent on the windows based VM. i connect the VM on the ESX 3.5 server from the console in VMware Infrastructure Client, accessing the CD-ROM from the VM to start the installation.

The weird thing is, it is not happening everytime. I manage to complete the installation on first attempt, but it fails on second attempt (client change backup server, so i have to uninstall the agent, and reinstall back again), and it successfully complete the installation on third attempt, all happen on same VM.

When the VM hangs, i close the console. When i try to power on that VM, it is no longer be power on and it shows an error connecting to the VM. It seems like the ESX node has failed over and failed to restart the VM.



Anyone can help me out on this. Thanks

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Regards,

Lee

Attachments:

-  [VMstructure.jpg](#) (13.1 K)
-  [vmHANG.JPG](#) (90.0 K)

Tags: backup



[Chris Skinner](#) 5 posts since

Sep 10, 2007 1. **Re: VM hangs when installing CommVault** Sep 19, 2008 2:27 PM

Shooting this off from the BlackBerry, but try <http://viops.vmware.com> and search on VCB or CommVault. See if that helps.



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