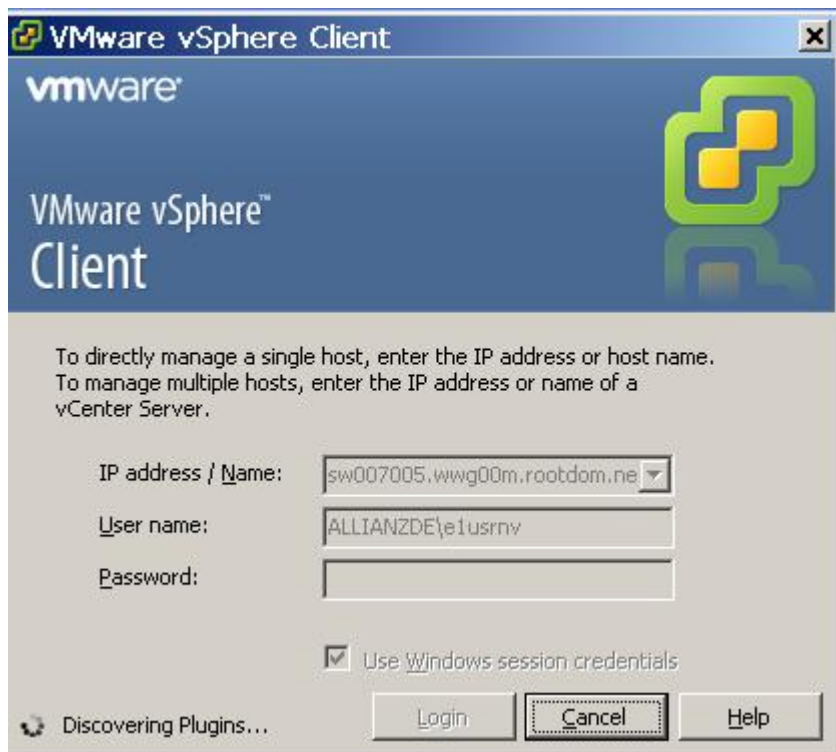


Step 1. Check via vSphere Client if the vCenter is running. When the vCenter is loading, forward ticket to AMOS.AMS.07.VIRT



The image shows the VMware vSphere Client login window. The title bar reads "VMware vSphere Client". The VMware logo is in the top left, and a large green and yellow logo is in the top right. Below the logo, the text "VMware vSphere Client" is displayed. The main area contains instructions: "To directly manage a single host, enter the IP address or host name. To manage multiple hosts, enter the IP address or name of a vCenter Server." There are three input fields: "IP address / Name:" with the value "sw007005.wwg00m.rootdom.ne", "User name:" with the value "ALLIANZDE\eiusrnv", and "Password:" which is empty. A checkbox labeled "Use Windows session credentials" is checked. At the bottom, there is a "Discovering Plugins..." status indicator and three buttons: "Login", "Cancel", and "Help".

VMware vSphere Client

vmware

VMware vSphere™
Client

To directly manage a single host, enter the IP address or host name.
To manage multiple hosts, enter the IP address or name of a vCenter Server.

IP address / Name: sw007005.wwg00m.rootdom.ne

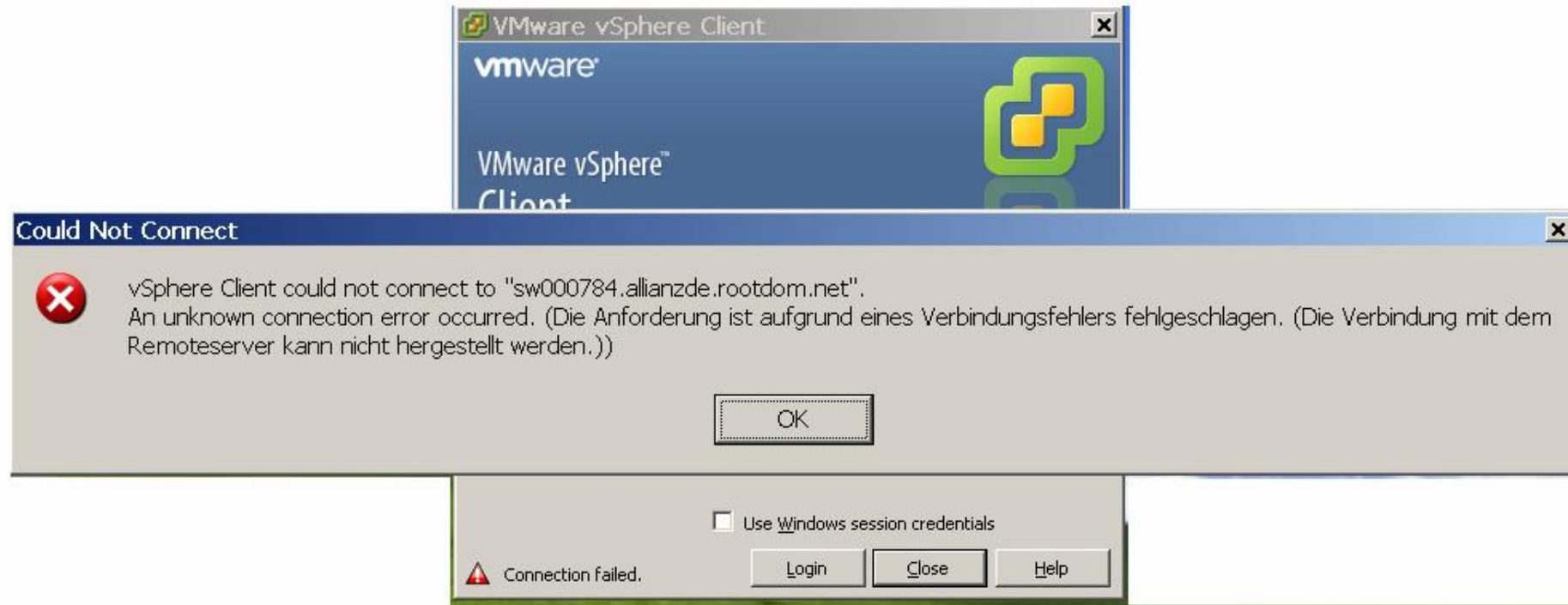
User name: ALLIANZDE\eiusrnv

Password:

Use Windows session credentials

Discovering Plugins... Login Cancel Help

Step 2. If the vSphere Client could not connect to the vCenter, try to login to the vCenter Server via rdp.



Step 3. If RDP is not working, call the virtualization on call

Step 4. If RDP is working, check the **Application Log of the Windows Logs** for an error of the **VMware VirtualCenter Server**:

In this case the transaction drive of the SQL Database is full. The SQL Team must fix the problem. After the issue is fixed, the vCenter should work again. **Check if the VMware VirtualCenter service is running.** If not, restart the service and if it fails, call the Virtualization on call

Server Manager (SW009001)

Application Number of events: 71.723

Filtered: Log: Application; Levels: Critical, Error; Source: . Number of events: 1.601

Level	Date and Time	Source	Event ID	Task
Error	06.02.2013 19:49:54	SideBySide	63	None
Error	06.02.2013 19:49:54	SideBySide	63	None
Error	06.02.2013 12:43:37	Application Error	1000 (100)	None
Error	06.02.2013 11:49:57	User Profile Service	1511	None
Error	06.02.2013 11:49:57	User Profile Service	1521	None
Error	06.02.2013 11:42:37	WMI	10	None
Error	02.02.2013 09:05:04	VMware VirtualCenter Server	1000	None
Error	02.02.2013 09:03:34	VMware VirtualCenter Server	1000	None
Error	02.02.2013 09:03:33	VMware VirtualCenter Server	1000	None
Error	02.02.2013 09:03:18	VMware VirtualCenter Server	1000	None
Error	02.02.2013 09:02:03	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:59:25	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:57:46	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:53:33	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:48:37	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:48:30	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:47:15	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:43:33	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:43:05	VMware VirtualCenter Server	1000	None
Error	02.02.2013 08:33:44	VMware VirtualCenter Server	1000	None

Event 1000, VMware VirtualCenter Server

General Details

An unrecoverable problem has occurred, stopping the VMware VirtualCenter service. Error: Error[VdbODBCError] (-1) "ODBC error: (42000) - [Microsoft][SQL Native Client][SQL Server]The transaction log for database 'VC_K' is full. To find out why space in the log cannot be reused, see the log_reuse_wait_desc column in sys.databases" is returned when executing SQL statement "update vpx_sequence WITH (ROWLOCK) set id = ? where name = ?"

Log Name: Application
Source: VMware VirtualCenter Server Logged: 02.02.2013 09:05:04
Event ID: 1000 Task Category: None
Level: Error Keywords: Classic
User: N/A Computer: SW009001.www00m.rootdom.net
OpCode:
More Information: [Event Log Online Help](#)

Check if the VMware Virtual Center service is running:

The screenshot shows the Windows Server Manager interface. On the left, the navigation pane is expanded to 'Services'. The main pane displays the 'VMware VirtualCenter Server' service details, including a description and a list of system services. The 'VMware VirtualCenter Server' service is highlighted in the list.

Services

VMware VirtualCenter Server

[Stop](#) the service
[Restart](#) the service

Description:
Provides centralized management of VMware virtual machines.

Name	Description	Status	Startup Type	Log On As
Snare	Snare is a ...	Started	Automatic	Local System
SNMP Service	Enables Si...	Started	Automatic	Local System
SNMP Trap	Receives tr...		Manual	Local Service
Software Protection	Enables th...		Automatic (D...	Network S...
Special Administration Console Helper	Allows adm...		Manual	Local System
SPP Notification Service	Provides S...		Manual	Local Service
SSDP Discovery	Discovers ...		Disabled	Local Service
Symantec AntiVirus	Provides re...	Started	Automatic	Local System
Symantec AntiVirus Definition Watcher	Monitors a...	Started	Automatic	Local System
Symantec Event Manager	Event prop...	Started	Automatic	Local System
Symantec Settings Manager	Settings st...	Started	Automatic	Local System
System Center Management	Monitors th...	Started	Automatic	Local System
System Event Notification Service	Monitors s...	Started	Automatic	Local System
Task Scheduler	Enables a ...	Started	Automatic	Local System
TCP/IP NetBIOS Helper	Provides s...	Started	Automatic	Local Service
Telephony	Provides T...		Disabled	Network S...
Thread Ordering Server	Provides or...		Manual	Local Service
TP AutoConnect Service	ThinPrint ...		Manual	Local System
TP VC Gateway Service	ThinPrint c...		Manual	Local System
TPM Base Services	Enables ac...		Manual	Local Service
UC4SvcMgr [DEFAULT]	UC4 Servic...	Started	Automatic	Local System
UPnP Device Host	Allows UPn...		Disabled	Local Service
User Profile Service	This servic...	Started	Automatic	Local System
vCenter Inventory Service	vCenter In...	Started	Automatic (D...	Local System
Virtual Disk	Provides m...		Manual	Local System
VMware Snapshot Provider	VMware Sn...		Manual	Local System
VMware Tools Service	Provides s...	Started	Automatic	Local System
VMware USB Arbitration Service		Started	Automatic	Local System
VMware vCenter Orchestrator Configuration	VMware vC...		Manual	Local System
VMware VirtualCenter Management Webservices	Allows conf...	Started	Automatic (D...	Local System
VMware VirtualCenter Server	Provides c...	Started	Automatic (D...	Local System
VMware vSphere Profile-Driven Storage Service	VMware vS...	Started	Automatic	Local System
VMwareVCMSSDS	Provides V...	Started	Automatic	Network S...