



## Virtual Machine issues

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This section includes troubleshooting topics about virtual machine issues.

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## Virtual Machine Crashes

**Problem** Your virtual machine crashes and does not resume functioning.

**Possible Cause**

**Solution** Attempt to perform the following solutions:

- **Solution** Attempt to restart your virtual machine from VMware vCenter.
- **Solution** If you took snapshots of your virtual machines, attempt to restore a snapshot.



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**Note** **Solution** Snapshots might not contain all of your configuration information and you might have to perform some configuration tasks to restore all functions on your system.

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- **Solution** If you configured a storage server, you can attempt to perform a disaster recovery procedure to restore your system. Refer to "Using the Disaster Recovery Feature" in your Administration Guide for more information.
- **Solution** If none of the above solve your problem, contact the Cisco TAC for assistance. You can contact the TAC at the following URL: <http://www.cisco.com/cisco/web/support/index.html>

