

vSphere - Virtual Machine Will Not 'Power Off' (Hangs at 95%)

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Problem

I had a virtual machine crash on me, while I was doing some work on it. As I was unable to shut it down gracefully, I attempted to 'Power Off'. It progressed to 95% and stopped there.

 Start service	 10.12.0.10	 Completed	root	29/01/2014 15:18:07	29/01/2014 15:18:07
 Power Off virtual mach...	 2012 Test	95% 	root	29/01/2014 15:08:38	29/01/2014 15:08:38

Expecting it to 'time out', I carried on with some other work and kept an eye on it. 30 minutes later there was still no progress.

Solution

1. Enable SSH access on the ESX host that is hosting the problem VM.
2. Connect to the ESX host via SSH, and logon as root. Execute the following command to see all the running VMs on this host, and list their *world ID numbers*.

```
esxcli vm process list
```

Â

```
172.16.254.180 - PuTTY
login as: root
Using keyboard-interactive authentication.
Password:
The time and date of this login have been sent to the system logs.

VMware offers supported, powerful system administration tools. Please
see www.vmware.com/go/sysadmintools for details.

The ESXi Shell can be disabled by an administrative user. See the
vSphere Security documentation for more information.
~ # esxcli vm process list
2012 Test
  World ID: 1397444
  Process ID: 0
  VMX Cartel ID: 1397443
  UUID: 42 0d 67 d3 86 c7 33 1a-af 94 b1 4d 7a 14 30 4c
  Display Name: 2012 Test
  Config File: /vmfs/volumes/500fbcd5-48ee2a8c-f926-001e4f401bed/2012 Test/2012
Test.vmx

PNL-DC
  World ID: 1291396
  Process ID: 0
  VMX Cartel ID: 1291390
```

3. Once you have the World ID of the problem VM, you can attempt to power it off with the following command;

Syntax

```
esxcli vm process kill --type {soft,hard,force} --world-id {ID Number}
```

Example

```
esxcli vm process kill --type hard --world-id 1397444
```

```
172.16.254.180 - PuTTY
Display Name: PNL-DC
Config File: /vmfs/volumes/500fbcc5-12f26c00-ab92-001e4f401bed/PNL-DC/PNL-DC.
vmx
PNL-VCA
  World ID: 5759
  Process ID: 0
  VMX Cartel ID: 5755
  UUID: 56 4d 20 d2 67 74 ab 4d-31 b5 45 88 72 40 5e 73
  Display Name: PNL-VCA
  Config File: /vmfs/volumes/500fbcb5-1f4eb06a-6837-001e4f401bed/PNL-VCA/PNL-VC
A.vmx
2008_R2_Exch2010
  World ID: 167321
  Process ID: 0
  VMX Cartel ID: 167320
  UUID: 42 33 ac 1b a2 a2 26 92-c2 95 ba e2 cc 7c 8f 44
  Display Name: 2008_R2_Exch2010
  Config File: /vmfs/volumes/500fbcd5-48ee2a8c-f926-001e4f401bed/2008_R2_Exch20
10/2008_R2_Exch2010.vmx
~ #
~ # esxcli vm process kill --type hard --world-id 1397444
~ #
```

4. Check, and your VM should now be powered off.

If That Didn't Work (How to Kill a VM)

Note: This is a last resort.

1. Issue the following command to locate the Process ID's that are associated with the problem VM.

Syntax

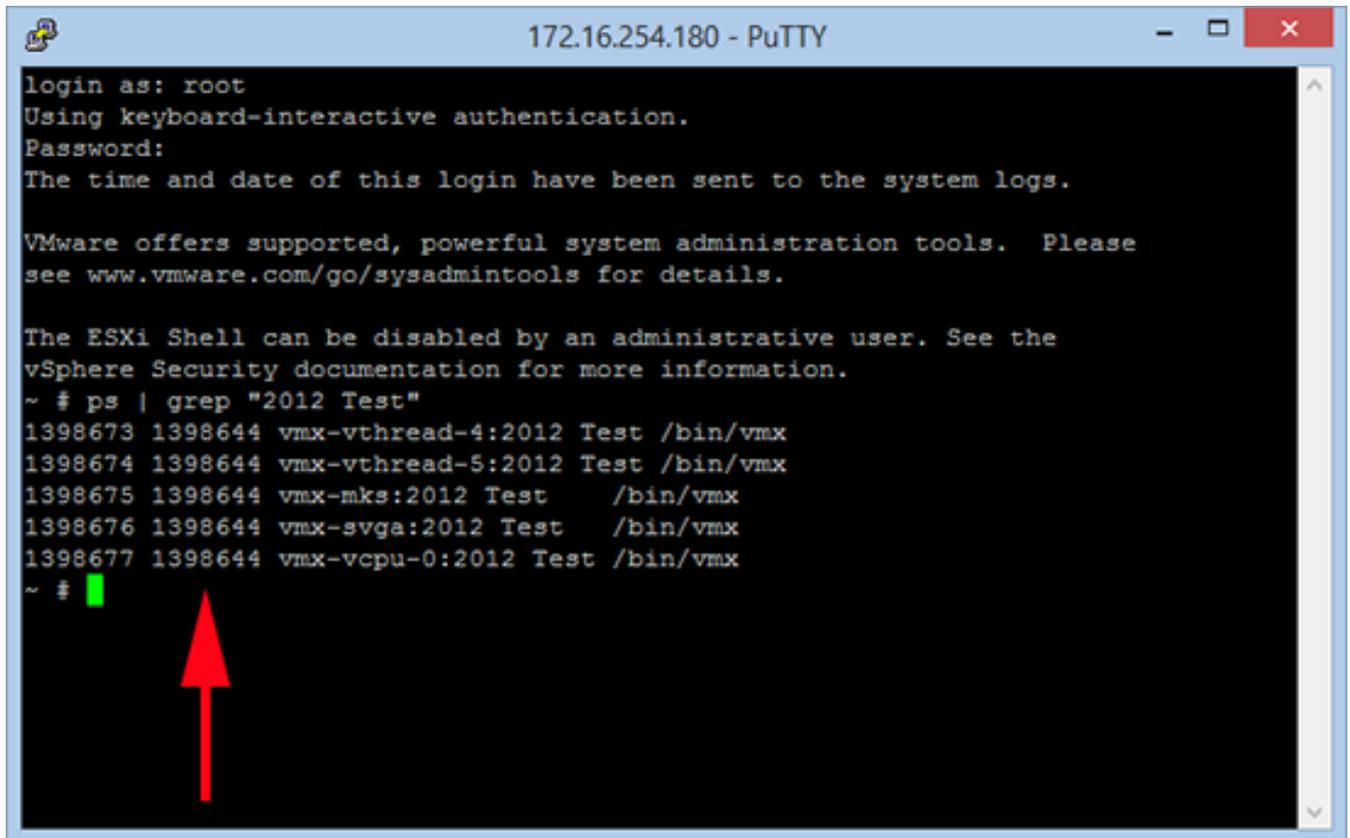
```
ps | grep "VM Name"
```

Example

```
ps | grep "2012 Test"
```

You will get all the processes, and they are preceded by two columns of

numbers, the first column contains the individual PID's. The second column is the PID for the parent process, **this is the one you need**.



```
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vSphere Security documentation for more information.
~ # ps | grep "2012 Test"
1398673 1398644 vmx-vthread-4:2012 Test /bin/vmx
1398674 1398644 vmx-vthread-5:2012 Test /bin/vmx
1398675 1398644 vmx-mks:2012 Test /bin/vmx
1398676 1398644 vmx-svga:2012 Test /bin/vmx
1398677 1398644 vmx-vcpu-0:2012 Test /bin/vmx
~ #
```

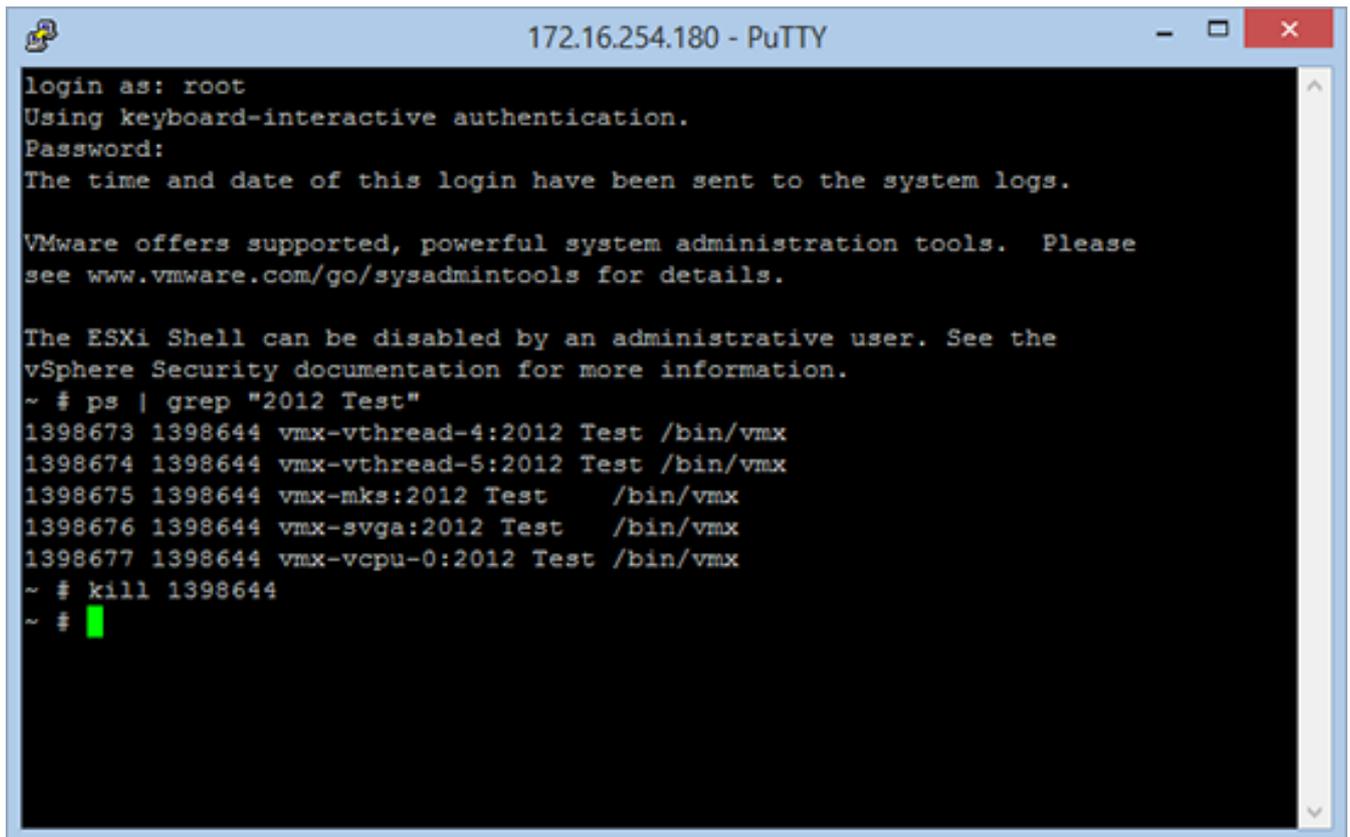
2. Armed with your PID, you need to terminate that **parent process** with the following command;

Syntax

```
kill {PID}
```

Example

```
kill 1398644
```



```
172.16.254.180 - PuTTY
login as: root
Using keyboard-interactive authentication.
Password:
The time and date of this login have been sent to the system logs.

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1398675 1398644 vmx-mks:2012 Test /bin/vmx
1398676 1398644 vmx-svga:2012 Test /bin/vmx
1398677 1398644 vmx-vcpu-0:2012 Test /bin/vmx
~ # kill 1398644
~ #
```

3. Check, and your VM should now be powered off.

Online URL: <https://kb.naturalnetworks.com/article.php?id=173>