

Virtualization - CCM Server throwing alarms about high processor usage, and Media Server Offline periodically during the day

PROBLEM

When running your CCM server in VMware you are receiving frequent alarms regarding high CPU usage, and Media Server Offline status.

SYMPTOMS

These alarms happen at roughly the same time, and on a set cycle (every 75 minutes, for example).

CAUSE

Your server is using VMware or Hyper-V time-sync and it is drifting away from the other network devices.

RESOLUTION

To disable time sync in VMware : kb.vmware.com/kb/1189

To disable time sync in Hyper-V : View the properties of the virtual machine, navigate to the Integration Services section, and un-check the Time Synchronization box

APPLIES TO

CCM 5.X and 6.X

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