

## 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](http://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

**Keywords:** cpu processor alarm media server offline virtualized virtualization VMware hyper-v time sync

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<http://micc.mitel.com/kb/KnowledgebaseArticle52079.aspx>

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