

## Purpose

To inform customers that VMware Virtual Machines with VM Hardware Version 10 (vmx-10) with some Virtual Hardware Controllers might not be backed up.

## Description

VMware introduced new Virtual Hardware Controllers with vSphere 5.5 and VM Hardware Version 10. These controllers cannot be backed up as they are not recognized by Unitrends 7.3 and older. The primary new controller type not recognized is the new SATA controller.

## Cause

When creating a VM using the vSphere Web Client on a vSphere 5.5 or later host that supports VM Hardware version 10 (see pictures below on setting up such a VM) and trying to backup that VM onto a DPU, the backup will fail because the new virtual hardware controllers added with VM Hardware version 10 are not recognized.

The items highlighted in the red boxes in the figures below correspond to incompatible Virtual Hardware Controllers. If a VM is created with this configuration, it will fail to backup to a DPU.

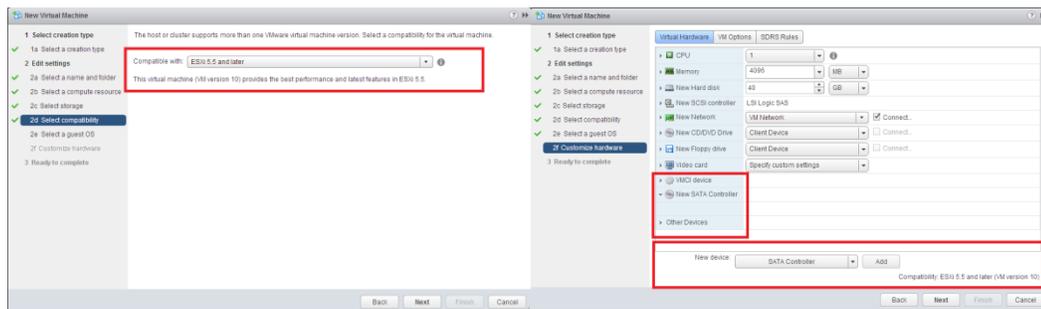


Figure 1: Adding a new VM on a ESXi 5.5 (HW 10 compatible) host with new unsupported controllers or devices causes backups to fail. Be careful not to add unsupported controllers or devices.

## Resolution

When creating a new VM, make sure there are no unrecognized devices. (namely SATA Controller) Under the section "Customize hardware", the default selection for New CD/DVD Drive should be IDE (and NOT SATA) as shown in Figure 2. If the Virtual Device Node shows the SATA radio button checked, then

- a) Uncheck the SATA radio button and check the IDE radio button
- b) Remove the tab New SATA Controller (as shown in figure 2)

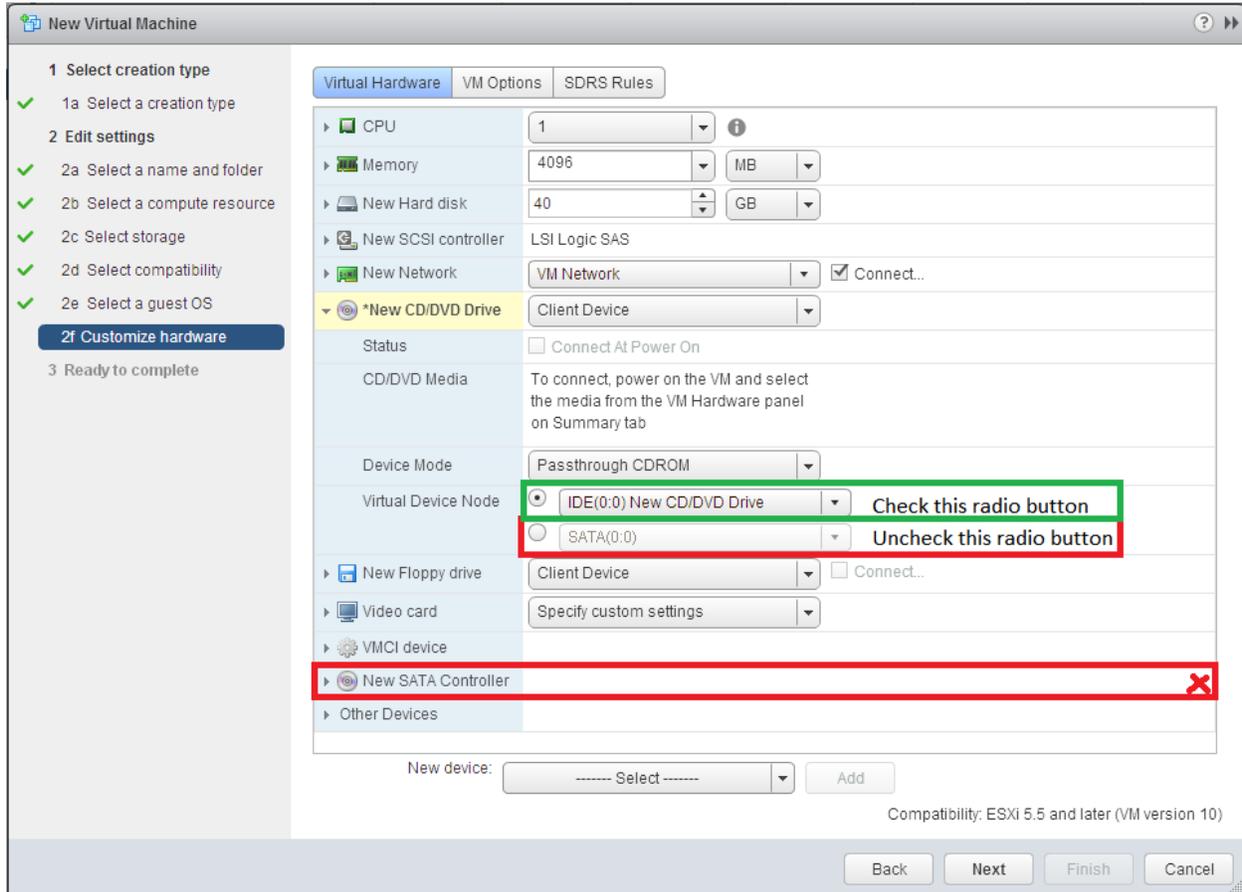


Figure 2: Do NOT customize or Add New Hardware that is not supported.

For existing VMs that fail to backup, follow these steps:

- a) Insure the VM is powered-off and go to "Edit Settings"
- b) Uncheck the SATA radio button and check the IDE radio button
- c) Remove the tab New SATA Controller (as shown in figure 2)
- d) Insure that any other SATA Controller entries are replaced by either IDE or SCSI controllers.

This is a workaround to provide continued backups of your complete VMware environment while Unitrends works on a resolution to properly recognize these new Virtual Hardware Controller types. This support will be available in a future update.