

Knowledge Base Article: [000457868](#)

Avamar VMWare Image Backups Fail (Code 10056) >> avvcbimage Error <9759>: createSnapshot: Snapshot creation failed (000457868)

Primary Product : Avamar Client for VMware

Product : Avamar Client for VMware

Version: 5

Article Type: Break Fix

Audience: Level 30 = Customers

Last Published: Fri Nov 11 15:00:18 GMT 2016

Summary:

Issue: VMware client Image backups are failing with Code 10056. The Snapshot create task fails with one the following errors:

Issue #1

```
avvcbimage Warning <16002>: Too many extra snapshot files (3) were found on the VMs datastore. This can cause .
avvcbimage FATAL <16018>: The datastore information from VMX '[MLUN] Datastore/TestMachine.vmx' will not permi
avvcbimage Info <0000>: Starting graceful (staged) termination, Too many pre-existing snapshots on the datasto
avvcbimage Error <9759>: createSnapshot: snapshot creation failed
```

The log shows Avamar did not detect there is Snapshot for this VM initially:

```
avvcbimage Info <14664>: no snapshots are present on this VM.
```

However, there are Snapshot files on the Datastore:

```
avvcbimage Info <14677>: All VM file Info:
File:'TEST-000003-ctk.vmdk           ' last modified on '07-Dec-2015 15:58'   size=3932672
File:'TEST-000003-delta.vmdk        ' last modified on '07-Dec-2015 15:57'   size=134344704
File:'TEST-000003.vmdk              ' last modified on '07-Dec-2015 15:55'   size=408
```

Issue #2 The vm has too many existing snapshots (30 or more)

```
avvcbimage Info <14665>: 30 snapshots are present on this VM:
  level=1, children=1, ref='snapshot-4223', 'snapshot1':desc='na'
  ...
  *level=30, children=0, ref='snapshot-4252', 'snapshot30':desc='na'
```

```
avvcbimage FATAL <0000>: [IMG0019] The pre-existing snapshots from VMX '[MLUN] Datastore/TestMachine.vmx' does :
```

Cause: For issue #1

If there are Snapshot files in the Virtual Machine directory and vCenter reported less than were discovered during the scan then the backup will fail.

When Avamar attempts to back up a Virtual Machine, it must take a snapshot. Before performing the snapshot, it queries vCenter for how many snapshots the Virtual Machine resides is then scanned.

For Issue #2

The Avamar proxy code will NOT allow Snapshots of a VM that has 30 existing snapshots.

VMware ESX will only permit up to 32 snapshots before the snapshot task fails with:

Create Virtual Machine Snapshot task fails with a VMware error of: "Snapshot hierarchy is too deep".

As described above we need to take a new "Avamar" snapshot (bring Snapshot count to 31).

At the end of the backup we need to delete this Snapshot. This delete action causes ESX to create a hidden ESX Snapshot called consolidated help hierarchy is too deep" issue.

Resolution: For Issue #1

Snapshot files must be removed from the Virtual Machines Datastore Directory. Before removing the files there are some checks that must be completed.

1. Ensure the Virtual Machines are not currently using the snapshot file in question.

This can be done by looking into the virtual machines Settings > Hardware tab > select each disk and make sure the "Disk file" is not name>-00000#.vmdk

1. Make sure the Avamar proxies do not have the disk attached to them.

In vCenter select a proxy and navigate to the **Settings > Hardware** tab

Each proxy should have two disks, any additional should be removed

To remove an extra disk, select the disk and click "**Remove**" and leave the "**Removal Options**" selection to "**Remove from Virtual**

This may be done by Avamar Support using Proxycp utility with the "--listproxysdisk --cleanup" options.

1. Run a Snapshot Consolidation (ESX / vCenter 5.x and above)

In vCenter navigate to the Virtual Machine, then in the tool bar select > **Inventory > Virtual Machine > Snapshot > Consolidate**

For vCenter 4.x you may take a snapshot of the Virtual Machine, Then go back to Snapshot Manager and select "**Delete All**" (**Warn** you do not mind losing your current valid snapshots)

Manually remove the Snapshots if the Consolidate does not work - Do not perform this if there are other valid user Snapshots Or if t

Navigate to the Datastore directory of the Virtual Machine

Create a new Folder in the VM Directory Called "SS Removal"

Drag and drop the offending snapshot files into the new directory created above.

1. Inspect the Datastore directory for the Virtual Machine in question and verify the Snapshot files still exist.
2. Once removed perform a backup.
3. If the issue is not resolved please contact Avamar Support.

For Issue #2.

In VMware, delete the existing Snapshot. VMware does not recommend using Snapshots as your only backup strategy (For example: use a product like Snapshots introduces latency and high stun times during Snapshot operations. Ideally a VM should not have Snapshots.

Notes:

Primary Product: Avamar Client for VMware

Product: Avamar Client for VMware

Problem Code: Configuration;Corrective Maintenance