

## **VMware Update Manager updates may fail for VMware systems with AMS version 11.4.0**

On any Express5800 series server running VMware ESXi 6.0/6.5/6.7 with Agentless Management Service (AMS) version 11.4.0, updating the VMware system via VMware Update Manager (VUM) may fail with an error indicating lack of available disk space in the /tmp directory to stage updates. Other applications that depend on available disk space in the /tmp directory may also fail. In addition, it may prevent the ESXi host from shutting down properly. This is caused by the increasing size of the ams-bbUsg.txt file in the /tmp directory of the VMware ESXi host, which eventually takes up all available space over the course of several months.

### **Affected Servers**

Express5800/R120h-1M  
Express5800/R120h-1M(2nd-Gen)  
Express5800/R120h-2M  
Express5800/R120h-2M(2nd-Gen)  
Express5800/R120h-1E  
Express5800/R120h-1E(2nd-Gen)  
Express5800/R120h-2E  
Express5800/R120h-2E(2nd-Gen)  
Express5800/T120h  
Express5800/T120h(2nd-Gen)  
Express5800/R110j-1

### **Affected Operating Systems**

VMware ESXi 6.0  
VMware ESXi 6.5  
VMware ESXi 6.7

### **Affected Versions**

Agentless Management Service (AMS) version 11.4.0.

You can check the current version of AMS in the system in either of the following ways.

- On the OS of the target system:
  - (1) Run the following command from the console:

```
# esxcli software vib get -n amsd | grep Version
```

(2) Check the version from the command result.

The version will be displayed in the following format: "650.xx.x.x-..."

The value of "xx.x.x" indicates the version of AMS.

E.g. An ESXi 6.5 system with AMS 11.4.0 will show "650.11.4.0-..."

- Using the iLO Web Interface:

(1) Login to the iLO Web I/F in a web browser on a remote system.

(2) Select the "Firmware & OS Software" on the left side menu, and select "Software".

(3) Check the version of "amsd" displayed in "Product Related Software".

The version will be displayed in the following format: "650.xx.x.x-..."

The value of "xx.x.x" indicates the version of AMS.

E.g. An ESXi 6.5 system with AMS 11.4.0 will show "650.11.4.0-..."

## **Resolution**

- ◆ This issue has been resolved in Agentless Management Service (AMS) version 11.4.5. The location from which to install this version of AMS differs for each version of VMware ESXi. Please follow the guidance in the relevant link below to update AMS.

※ If the version of iLO5 is lower than 1.45, please upgrade the iLO5 Firmware as well.

For VMware ESXi 6.0:

<http://www.58support.nec.co.jp/global/download/033042-G07/index.html>

For VMware ESXi 6.5:

<http://www.58support.nec.co.jp/global/download/033079-G08/index.html>

For VMware ESXi 6.7:

<http://www.58support.nec.co.jp/global/download/047175-G05/index.html>

- ◆ If upgrading AMS is not immediately possible, manually delete the ams-bbUsg.txt file in the /tmp directory of the VMware host periodically to free up space. The frequency of deleting the file depends on the size of the /tmp directory.

If the /tmp directory size is 256MB, the available space may become full within 2 months, so delete the file once a month. If the /tmp directory size is 512MB, it may become full after about 4 months, so delete the file once every 3 months.

※ When the ams-bbUsg.txt file is deleted, it will be created again automatically. When the VMware host is rebooted, the file will be deleted and then created again automatically upon booting. Therefore, manually deleting the file periodically will be necessary until AMS is updated.

- ◆ The size of the /tmp directory can be checked by running the following command (see the "tmp" row):

```
# vdf -h
```

```
:
```

Ramdisk	Size	Used	Available	Use%	Mounted on
root	32M	2M	29M	7%	--
etc	28M	172K	27M	0%	--
opt	32M	564K	31M	1%	--
var	48M	448K	47M	0%	--
<b>tmp</b>	<b>256M</b>	<b>276K</b>	<b>255M</b>	<b>0%</b>	<b>—</b>

```
:
```