

# Prevent ISE VM Snapshots

VMware-based snapshots of Cisco Identity Services Engine virtual machines are not supported and can sometimes lead to VM corruption requiring a rebuild of the ISE node(s).

To protect the ISE VMs from being snapshot manually by an administrator or automatically from a virtual environment's backup software, a configuration parameter can be added to each ISE VM's configuration.

Follow the steps below to add the configuration parameter to the ISE VM. Note: The steps and screenshots provided were captured from a vSphere 6.7 environment so they may differ depending on the version of vSphere in your environment.

1. Before powering on the ISE VM for the first time, right-click the VM and click **Edit Settings**. If the VM is already powered on, you must shut it down to make changes.
2. Click the **VM Options** tab.
3. Click **Advanced** to expand it.
4. Scroll to the bottom and locate **Configuration Parameters** and click the **Edit Configuration** button.
5. Click the **Add Configuration Params** button.
6. Enter **snapshot.maxSnapshots** into the **Name** field and enter **0** into the **Value** field, then click **OK**.
7. Attempt to create a snapshot of the VM to test. The task should error out.

Figure 1 - VM Options

Edit Settings |   ×

Virtual Hardware VM Options

ADD NEW DEVICE

> CPU	12	▼	<span style="float: right;">i</span>
> Memory	16	GB ▼	
> Hard disk 1	300	GB ▼	
> SCSI controller 0	VMware Paravirtual		
> Network adapter 1	VDS-Mgmt ▼	<input checked="" type="checkbox"/> Connected	
> CD/DVD drive 1	Client Device ▼	<input type="checkbox"/> Connected	
> Video card	Specify custom settings ▼		
VMCI device	Device on the virtual machine PCI bus that provides support for the virtual machine communication interface		
SATA controller 0	AHCI		
> Other	Additional Hardware		

CANCEL OK

Figure 2 - Advanced

Edit Settings | [ ] ×

Virtual Hardware VM Options

> General Options	VM Name: [ ]
> VMware Remote Console Options	<input type="checkbox"/> Lock the guest operating system when the last remote user disconnects
> Encryption	Expand for encryption settings
> Power management	Expand for power management settings
> VMware Tools	Expand for VMware Tools settings
> Boot Options	Expand for boot options
> Advanced	Expand for advanced settings
> Fibre Channel NPIV	Expand for Fibre Channel NPIV settings

CANCEL OK

Figure 3 - Edit Configuration Parameters

### Edit Settings ×


Virtual Hardware VM Options

Settings	<input type="checkbox"/> Disable acceleration <input checked="" type="checkbox"/> Enable logging
Debugging and statistics	Run normally <span>▾</span>
Swap file location	<input checked="" type="radio"/> Default Use the settings of the cluster or host containing the virtual machine. <input type="radio"/> Virtual machine directory Store the swap files in the same directory as the virtual machine. <input type="radio"/> Datastore specified by host Store the swap files in the datastore specified by the host to be used for swap files. If not possible, store the swap files in the same directory as the virtual machine. Using a datastore that is not visible to both hosts during vMotion might affect the vMotion performance for the affected virtual machines.
Configuration Parameters	<b>EDIT CONFIGURATION...</b>
Latency Sensitivity	Normal <span>▾</span>
> Fibre Channel NPIV	Expand for Fibre Channel NPIV settings

CANCEL OK

Figure 4 - Add Configuration Parameter

## Configuration Parameters ✕

 Modify or add configuration parameters as needed for experimental features or as instructed by technical support. Empty values will be removed (supported on ESXi 6.0 and later).

**ADD CONFIGURATION PARAMS**

Add New Configuration Params

Name	Value
snapshot.maxSnapshots	0


  

Name	Value
nvram	
pciBridge0.present	TRUE
svga.present	TRUE
pciBridge4.present	TRUE
pciBridge4.virtualDev	pcieRootPort
pciBridge4.functions	8
pciBridge5.present	TRUE
pciBridge5.virtualDev	pcieRootPort


**CANCEL** **OK**

Figure 5 - Snapshot Attempt Error Message

Create virtual machine snapshot

Status:  An error occurred while saving the snapshot. Exceeded the maximum number of permitted snapshots.

Initiator: \_\_\_\_\_

Target:  \_\_\_\_\_

Server: \_\_\_\_\_

Error stack:

↳ An error occurred while saving the snapshot: Exceeded the maximum number of permitted snapshots.

Related events: