

How to Resolve "Error Removing Snapshot" Error During ESX/ESXi Virtual Machine Backup

<https://campus.barracuda.com/doc/12192363/>

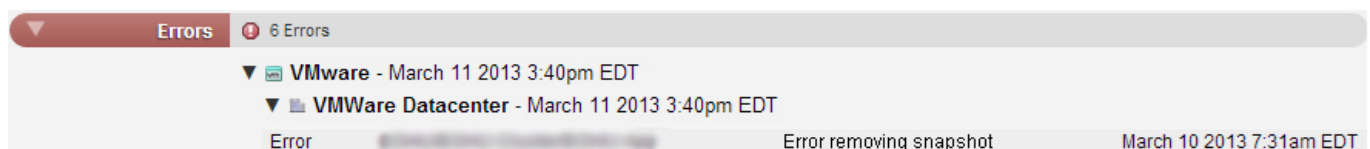
This article refers to VMware, VMware vCenter, vSphere, and ESX, and Agent for VMware Virtual Infrastructure (AVVI).

When AVVI is enabled, you cannot manually delete a vCenter snapshot because when a snapshot is removed from a virtual machine, ESX automatically creates a Consolidated Helper-0 snapshot which holds the snapshot data until the actual snapshot is deleted. Once the process is complete, the Consolidated Helper-0 is rolled into the resulting **.vmdk** file only when the following conditions are met:

- Consolidated Helper-0 snapshot file size must meet the minimal snapshot size in VMware which is less than 16MB
- None or minimal I/O write on the virtual machine

To automatically delete a vCenter snapshots, log into the Barracuda Backup web interface, and go to the **Backup > Schedules** page.

If you attempt to manually delete a vCenter snapshot from Barracuda Backup before the Consolidated Helper-0 snapshot is rolled into the VMDK, an error displays in the **Reports > Backup** report page in the Barracuda Backup web interface, as shown in the following image:



Verify VMware Disk I/O Issues

If you continue to encounter an error, you may wish to confirm whether there are I/O issues on the virtual machine causing high CPU usage.

1. Log into and restart the virtual machine to commit the Consolidated Helper-0 snapshot.
2. Log into the vCenter/vSphere Snapshot Manager and create a **quiesce** snapshot file.
3. Once the **quiesce** snapshot is created, click on the **quiesce** snapshot file name, and click **Delete**.
4. When you delete the snapshot, if a Consolidate Helper-0 snapshot continues to display, and the

Status field displays an error message similar to the following:



You may need to adjust your virtual environment to resolve the high CPU usage.

Unlock the quiesce Snapshot

Use the following steps to unlock the Consolidated Helper-0 file:

1. Log into and restart the virtual machine.
2. Allow the **quiesce** snapshot to commit the snapshot; the Consolidated Helper-0 file should be automatically removed once this process is complete.

Figures

1. error_removing_snapshot.jpg
2. file_locked.png

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