

Resolution Paths are collections of modular steps that can be used to solve tech support issues with VMware Products.

The very first left hand column of each resolution path are common issues that customers encounter. To the right of each these are VMware's recommended steps to resolving these issues. Each and every one is hyper-linked directly to our Knowledge base article on that topic. These can be very handy and can save you having to make that call into Tech Support. Click the links below. There's one for each potential problem area.



Network

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|---|---|---|--|---|--|---|---|---|--|
| 1003675 Network adapter does not appear in the Virtual Infrastructure Client | 1003685 ESX Server host network adapter compatibility | 1003686 Verifying the integrity of the physical network adapter | | | | | | | |
| 1003893 Troubleshooting a virtual machine that has no network connectivity | 1003786 Verifying virtual network adapter is present and connected to the virtual machine | 1004089 Configuring the speed and duplex of an ESX Server host network adapter | 1003899 Verifying the networking within the guest operating system | 1179 Networking Error, IP Address Already Assigned to Another Adapter | 1004883 Network cable of a virtual machine appears unplugged | 1000797 IPSec within a Windows virtual machine | | | |
| 1003969 NIC team failover, failback, or VMotion results in loss of network connectivity | 1003685 ESX Server host network adapter compatibility | | | | | | | | |
| 1004087 Network performance issues | 1004088 NIC teaming in ESX Server | 1004099 Configuring promiscuous mode on a virtual switch or portgroup | 1001805 Choosing a Network Adapter for Your Virtual Machine | | | | | | |
| 1004109 ESX Server host or virtual machines have intermittent or no network connectivity | 1003916 Verifying ESX Server hardware (System, Storage, and I/O) devices are supported | 1003724 Verifying a network link | 1003825 Configuring a VLAN on a portgroup | 1001938 ESX Server host requirements for link aggregation | 1004089 Configuring the speed and duplex of an ESX Server host network adapter | 1003796 Verifying ESX Server host networking configuration on the service console | 1002811 Port security on the physical switch causes a loss of network connectivity | 1003804 Spanning tree protocol (STP) in an ESX Server environment | 1003686 Verifying the integrity of the physical network adapter |
| 1003806 VLAN Configuration on Virtual Switch, Physical Switch, and Virtual Machines - ESX 3.x | 1004127 Sample Configuration - ESX connecting to physical switch via VLAN access mode and External Switch VLAN Tagging (EST Mode) | 1004074 Sample configuration of virtual switch VLAN tagging (VST Mode) and ESX Server | 1004252 Sample configuration of virtual machine(VM) VLAN Tagging (VGT Mode) in ESX | | | | | | |
| 1007842 Troubleshooting Network (TCP/IP) connection issues with a Virtual Machine (VM) | 1007875 Verifying virtual machine TCP/IP settings | 1008206 Troubleshooting Virtual Machine(VM) TCP/IP by pinging Loopback interface | 1008177 Resolving virtual machine IP address conflicts issues | 1008184 Troubleshooting network connectivity issues via Address Resolution Protocol (ARP) | 1007910 Troubleshooting virtual machine default gateway configuration | 1007911 Virtual machine firewall configuration | 1003806 VLAN Configuration on Virtual Switch, Physical Switch, and Virtual Machines - ESX 3.x | 1006935 Virtual machines cannot ping gateway | 1004090 Troubleshooting network issues by capturing and sniffing network traffic |
| 1007986 Troubleshooting a Service Console connection failure | 1000258 How to configure networking from the Service | 4309499 Changing the IP address, default gateway and hostname of the Service | 1003796 Verifying ESX Server host networking configuration | 1003486 Testing network connectivity with the Ping command | 1004074 Sample configuration of virtual switch VLAN tagging (VST Mode) | 1004127 Sample Configuration - ESX connecting to physical | 1008001 Troubleshooting Network Connectivity with Virtual Switch Tagging | | |

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| | Console command line | Console in ESX Server 3.x | on the service console | | and ESX Server | switch via VLAN access mode and External Switch VLAN Tagging (EST Mode) | (VST) mode |
| 1008001 Troubleshooting Network Connectivity with Virtual Switch Tagging (VST) mode | 1004074 Sample configuration of virtual switch VLAN tagging (VST Mode) and ESX Server | 1006628 Sample switch port configuration - TRUNK Mode with VLAN Pruning | 1007069 Cisco Discovery Protocol (CDP) network information via command line and VirtualCenter on an ESX host | 1008017 Verifying gateway IP connectivity using the tcpdump command | | | |