

# Troubleshooting checklist for VMware Converter

## Troubleshooting checklist;

1. To eliminate permission issues, always use the local administrator account instead of a domain account.
2. To eliminate DNS issues, use IP addresses instead of host names.
3. If OS level Network Teaming is enabled, remove the Teaming.
4. Ensure that you do not choose partitions that contain any vendor specific Diagnostic Partitions before proceeding with a conversion.
5. To reduce network obstructions, convert directly to an ESX host instead of vCenter Server as the destination.
6. VMware vCenter Converter Standalone has many more options available to customize your conversion. If you are having issues using the Converter Plug-in inside vCenter Server, consider trying the Standalone version.
7. If a conversion fails using the exact size of hard disks, decrease the size of the disks by at least 1MB. This forces VMware Converter to do a file level copy instead of a block level copy, which can be more successful if there are errors with the volume or if there are file-locking issues.
8. Ensure there is at least 500MB of free space on the machine being converted. VMware Converter requires this space to copy data.
9. Shut down any unnecessary services, such as SQL, antivirus programs, and firewalls. These services can cause issues during conversion.
10. Run a check disk on the volume before running a conversion as errors on disk volumes can cause VMware Converter to fail.

11. Do not install VMware Tools during the conversion. Install VMware Tools after you confirm that the conversion was successful.
12. Do not customize the new virtual machine before conversion.
13. Ensure that these services are enabled:
14. Check that the appropriate firewall ports are opened.
15. Check that boot.ini is not looking for a Diagnostic/Utility Partition that no longer exists.
16. If you are unable to see some or all of the data disks on the source system, ensure that you are not using GPT on the disk partitions.
17. Unplug any USB, serial/parallel port devices from the source system. VMware Converter may interpret these as additional devices, such as external hard drives which may cause the conversion to fail.
18. If the source machine contains multiple drives or partitions and you are having issues failing on certain drives, consider converting one drive or partition at a time.
19. Verify that there are no host NICs or network devices in the environment that have been statically configured to be at a different speed or duplex. This includes settings on the source operating system, switches and networking devices between the source and destination server. If this is the case, Converter checks the C: drive but not the D: drive.
20. If you are using a security firewall or Stateful Packet Inspecting (SPI) firewall, check firewall alerts and logs to ensure the connection is not being blocked as malicious traffic.
21. If you have static IP addresses assigned, assign the interfaces DHCP addresses prior to conversion.
22. If the source server contains a hard drive or partition larger than 256GB, ensure that the destination datastores block size is 2MB, 4MB, or 8MB, and not the default 1MB size. The 1MB default block size cannot

accommodate a file larger than 256GB.

23. Clear any third-party software from the physical machine that could be using the Volume Shadow Copy Service (VSS). VMware Converter relies on VSS, and other programs can cause contention.
24. Disable mirrored or striped volumes. Mirrored or striped volumes cannot be converted.
25. Verify that the VMware Converter agent is installed on the source machine. It may not be if the conversion fails right away.
26. Verify that DNS and reverse DNS lookups are working. It may be necessary to make entries into the local hosts file on source machine. Use IP addresses, if possible.
27. Run msconfig on the source server to reduce the number of services and applications running at startup. Only Microsoft services and the VMware Converter Service should be running.
28. Install VMware SCSI drivers into the machine before conversion. Windows tries to Plug-n-Play the new SCSI Controller, and Windows may fail if the proper drivers are not installed.
29. If you customized permissions in your environment, ensure that local administrator has rights to all files, directories, or registry permissions before conversion.
30. Uninstall any UPS software. This has been known to cause issues after Conversion.
31. Ensure that you do not have any virtual mounted media through an ILO- or DRAC-type connection. Converter can misinterpret these as convertible drives, and fails upon detecting them. As a precaution, disconnect your ILO or DRAC to prevent this issue.