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ESX hosts stop responding with vCenter Server IP address blacklisted errors in the hostd log



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Symptoms

- ESX hosts intermittently go into a state of Not Responding in vCenter Server.
- The hosts start responding again after a few moments.
- The `/var/log/vmware/hostd.log` on the ESX host contains entries similar to:

```
[2010-05-18 04:51:56.836 F632DB90 error 'App'] SSLStreamImpl::BIORRead (5DAB2DC0)
timed out
[2010-05-18 04:51:56.836 F542EB90 error 'App'] SSLStreamImpl::BIORRead (5D855960)
timed out
[2010-05-18 04:51:56.836 F632DB90 error 'App'] SSLStreamImpl::DoServerHandshake
(5DAB2DC0) SSL_accept failed with BIO Error
[2010-05-18 04:51:56.836 F632DB90 warning 'Proxysvc'] SSL Handshake timedout for
stream 192.168.1.10, blacklisting it for 3000 ms
[2010-05-18 04:51:56.837 F542EB90 error 'App'] SSLStreamImpl::DoServerHandshake
(5D855960) SSL_accept failed with BIO Error
[2010-05-18 04:51:56.837 F542EB90 warning 'Proxysvc'] SSL Handshake timedout for
stream 192.168.1.10, blacklisting it for 3000 ms
[2010-05-18 04:51:57.153 F5954B90 warning 'Proxysvc'] Hanging up for the first
time on blacklisted stream: TCP(local=192.168.1.10:4657, peer=192.168.5.20:443)
[2010-05-18 04:52:06.856 F5954B90 info 'Proxysvc'] Removing stream with peer
192.168.1.10 from blacklist after 1 hangups
```

Note: In the logs, 192.168.1.10 is the IP address of vCenter Server.

Resolution

This problem can occur on a busy network when the SSL timeout value is too short.

To resolve this issue, increase the SSL handshake timeout.

To increase the SSL handshake timeout:

1. Connect to the ESX host via direct console access, a remote KVM or through an SSH session as root. For more information, see [Connecting to an ESX host using a SSH client \(1019852\)](#).
2. Open `/etc/vmware/hostd/config.xml` in a text editor.
3. Place `<handshakeTimeoutMs> 120000 </handshakeTimeoutMs>` in between the `<ssl>` tags so that it looks like:

```
<ssl>
  <!-- The server private key file -->
  <privateKey>/etc/vmware/ssl/rui.key</privateKey>
  <!-- The server side certificate file -->
  <certificate>/etc/vmware/ssl/rui.crt</certificate>
  <handshakeTimeoutMs> 120000 </handshakeTimeoutMs>
</ssl>
```

Note: For more information, see [Editing files on an ESX host using vi or nano \(1020302\)](#).

4. Restart the ESX host's Management agents. For more information, see [Restarting the Management agents on an ESX or ESXi Server \(1003490\)](#).
5. Verify the change by checking the `/var/log/vmware/hostd.log` for the entry:

```
[2010-03-15 09:49:32.788 F66D76D0 info 'App'] Vmactore::InitSSL: doVersionCheck =
false, handshakeTimeoutUs = 120000000
```

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