

ثودح عم HX 4.0(2c) Build 35590 تيبيثت لشـفـفـورـعـمـريـغـأـطـخـ

تـاـيـوـتـحـمـلـا

ةـمـدـقـمـلـا

[ةـيـسـاسـأـلـاـتـابـلـطـتـمـلـا](#)

[تابـلـطـتـمـلـا](#)

[اهـالـصـاوـعـاطـخـأـلـاـفـاشـكـتـسـراـ](#)

[بـوـيـعـلـاـفـرـعـمـ](#)

[أـطـخـقـلـاسـرـ](#)

[ةـيـكـيـسـالـكـلـاـOVAـتـيـبـثـةـادـاـ](#)

[تـيـبـثـةـادـاـIntersight](#)

[لـحـلـاـ](#)

[ةـيـكـيـسـالـكـلـاـOVAـتـيـبـثـةـادـاـ](#)

[تـيـبـثـةـادـاـIntersight](#)

[حـالـصـاعـمـتـافـلـمـتـبـثـمـ](#)

ةـمـدـقـمـلـا

VM نـيـزـخـتـلـاـيـفـمـكـحـتـلـاـزـاهـجـىـلـعـجـمـارـبـلـاـمـزـحـتـيـبـثـتـ"ـعـمـHyperFlexـةـعـوـمـجـمـرـشـنـلـشـفـيـسـضـرـعـلـاـاـذـهـحـسـمـىـلـاـلـمـعـلـاـرـيـسـةـلـوـاحـمـةـدـاعـاـيـدـوـتـنـلـ".ـفـورـعـمـرـيـغـأـطـخـثـدـحـعـمـ

- ظـحـاـلـمـ

1. ىـلـاـةـيـقـرـتـلـاـرـثـأـتـتـاـلـ.

2. ىـلـعـةـمـئـاقـتـاتـيـبـثـتـىـلـعـIntersightـرـثـؤـيـدقـ.

ةـيـسـاسـأـلـاـتـابـلـطـتـمـلـا

تـابـلـطـتـمـلـا

- طـقـفـHyperFlexـ4.0(2c)ـBuild~35590ـتـيـبـثـتـ
- نـمـVMwareـتـاتـيـبـثـتـ وـHyperVـوـHXDPـ

اهـالـصـاوـعـاطـخـأـلـاـفـاشـكـتـسـراـ

بـوـيـعـلـاـفـرـعـمـ

نـمـنـاعـونـكـانـهـ لـجـأـنـمـاـمـهـدـحـأـةـلـصـتـمـلـاـبـوـيـعـلـاـنـمـC~l~a~s~t~i~s~t~e~r~a~l~r~

Controller VM"

Symptom:

HyperFlex Installer VM deployment fails during the task "Installing Software Packages on Storage Controller VM" with the error: "non-zero return code"

Retrying the workflow will not fix the issue and continues to halt with the same error.

Conditions:

When factory new Cisco HX Servers are used, but the "clean up disk partitions" advanced configuration setting is not checked (enabled), then cluster deployment will fail at this task with the given error.

For cases where Cisco HX Servers must be redeployed after being previously used in a HyperFlex cluster, enabling the "clean up disk partitions" setting is already mandatory and this issue is not seen.

Workaround:

- 1) Click the Edit Configuration from the failed deployment screen
- 2) Click continue to proceed to the Cluster Configuration page
- 3) Open the Advanced Configuration section and check/enable the "Clean up disk partitions" option
- 4) Click Continue to return to the current installation in progress
- 5) Click Retry Deploy button to continue with the deployment

Further Problem Description:

The HyperFlex installer OVA files have been temporarily removed from Cisco.com for HyperFlex 4.0(2c) release. They will be replaced with a newer installer version containing the fix to this issue. This issue does not affect upgrades to 4.0(2c) and only impacts fresh cluster installation and converged node expansion.

The final summary page of the installer will show the installed version of HyperFlex Data Platform as 4.0.2c-35590. This is the expected build number for all 4.0(2c) installers and will differ from the installer OVA build number.

[CSCvv01895](#) Intersight HyperFlex deployment fails during "Installing Software Packages on Storage Controller VM"

Symptoms:

Intersight HyperFlex cluster deployment fails during the task "Installing Software Packages on Storage Controller VM with Error:unknown error occurred".

Retrying the workflow will not fix the issue and continues to halt with the same error.

Conditions:

When factory new Cisco HX Servers are used, but the "clean up disk partitions" storage configuration setting is not checked (enabled), then cluster deployment will fail at this task with the given error.

For cases where Cisco HX Servers must be redeployed after being previously used in a HyperFlex cluster, enabling the "clean up disk partitions" setting is already mandatory and this issue is not seen.

Workaround:

- 1) Abort the current running installation.
- 2) Edit the cluster profile and check the "Clear Up Disk Partitions" checkbox under the Storage Configuration Policy.
- 3) Proceed to the summary screen and confirm under Storage Configuration the setting Clean Up Disk Partitions is marked as Yes.
- 4) Clean up the cluster following cluster cleanup procedures, including re-imaging of the hypervisor.
- 5) Start the cluster deployment again.

Further Problem Description:

أطخ ؤلاسر

ةيكيسيالكلا OVA تيبيثت ڈاڈا

ةيكلل OVA ىلإ ڈنتسملا تيبيثتل اڈاً يف یلاتل اأطخلا ىرنس، رشن دنع HyperFlex.

The screenshot shows the Cisco Intersight deployment interface. At the top, there's a browser header with a URL like [https://\[REDACTED\]/#/progress](https://[REDACTED]/#/progress), a search bar, and navigation buttons. Below the header, there are tabs for 'during Deploy' (selected), 'Retry Deploy', and 'Re-Enter Credentials'. A 'Deploy' button is visible at the bottom right of the main content area.

The main content area displays deployment logs for three separate tasks:

- Deploy - Overall**: Failed. Status message: Deploying Controller Nodes. Error: Error while executing scripts. Please contact Cisco Support Team.
- Installing Software Packages on Storage Controller VM**: Failed. Sub-tasks: Initializing Configuration, Configuring CIMC server, Preparing ESXi Host for Installation, Configuring Hypervisor, Deploying Storage Controller VM on ESXi Host, Configuring Storage Node. Error: failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'non-zero return code'
- Installing Software Packages on Storage Controller VM**: Failed. Sub-tasks: Initializing Configuration, Configuring CIMC server, Preparing ESXi Host for Installation, Configuring Hypervisor, Deploying Storage Controller VM on ESXi Host, Configuring Storage Node. Error: failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'non-zero return code'
- Succeeded**: Status message: Initializing Configuration, Configuring CIMC server, Preparing ESXi Host for Installation.

دنسملا Intersight تبثم نم اطخ

The screenshot shows the Intersight deployment interface for a HyperFlex cluster named '494HXCluster'. The progress is at 68% and the current stage is 'Controller VM configuration'. A red error icon indicates an error occurred during the task 'Installing Software Packages on Storage Controller VM'. Below the error message, a list of tasks is shown, mostly marked with green checkmarks, indicating they were successful.

HyperFlex Cluster Name	494HXCluster	HyperFlex Cluster Type	EDOE	Assigned Nodes	2
Progress	<div style="width: 68%;">68%</div>	Start Time	Jul 14, 2020 12:22 PM	Duration	1 h 25 m 1 s
Current Stage	Controller VM configuration				

Errors found during Deployment

HyperFlex Cluster Name: 494HXCluster | HyperFlex Cluster Type: EDOE | Assigned Nodes: 2 | Progress: 68% | Start Time: Jul 14, 2020 12:22 PM | Duration: 1 h 25 m 1 s | Current Stage: Controller VM configuration

Expand All

failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'Unknown error occurred'

Installing Software Packages on Storage Controller VM: Installing Software Packages on Storage Controller VM

Installing Software Packages on Storage Controller VM: Installing Device Connector Package on Storage Controller VM

Installing Software Packages on Storage Controller VM: Create temporary file for restarting controller VM

Installing Software Packages on Storage Controller VM: Installing spbash OSS Package on Storage Controller VM

Installing Software Packages on Storage Controller VM: Copying Latest Support Workflows File to /var/stv/.packages/ Directory Location

Installing Software Packages on Storage Controller VM: Finding Support Workflows File from Extracted Storfs Package

Installing Software Packages on Storage Controller VM: Cleaning Up Stale Support Workflows Files

Installing Software Packages on Storage Controller VM: Finding Already Existing Support Workflows Files

Installing Software Packages on Storage Controller VM: Copying Internal Support Package to Storage Controller VM(outbound)

Installing Software Packages on Storage Controller VM: Getting Storfs Package

لحل

ةيكيسالكلا OVA تيبيثت ئادا

نم ض "صرقلما ماسقا حسم" عبرملا ددح، ىلإ دنسملاب يديلىق تلا تبثم ملل ئبسنلاب رخأ ئرم تيبيتلا أدباو "عومجملا ماظن تادادعإ" نم "مدقتملان يوكتلار" مسق.

لـيـدـبـلـا لـحلـا:

- 1) ئـلـشـافـلـا رـشـنـلـا ئـشـاشـ نـم نـيـوـكـتـلـا رـيـرـحـتـ قـوـفـ رـقـنـا
- 2) ئـعـوـمـجـمـلـا مـاظـنـ نـيـوـكـتـ قـحـفـصـ ىـلـا ئـعـبـاتـمـلـلـ "ئـعـبـاتـمـ" قـوـفـ رـقـنـا
- 3) "صرـقـلـا مـاسـقا فـيـظـنـتـ" رـايـخـ نـيـكـمـتـ/صـحـفـوـ "مـدـقـتـمـلـا نـيـوـكـتـلـا" مـسـقـ حـتـفـ
- 4) مـدـقـتـلـا دـيـقـ يـلـاحـلـا تـيـبـيـتـلـا ىـلـا ئـدـوـعـلـلـ ئـعـبـاتـمـ ىـلـعـ رـقـنـا
- 5) رـشـنـلـا ئـيـلـمـعـ ئـعـبـاتـمـلـ "رـشـنـلـا ئـلـواـحـمـ ئـدـاعـإـ" رـزـلـا قـوـفـ رـقـنـا

Cluster Configuration

General Settings

DNS Server(s): [redacted] NTP Server(s): [redacted] DNS Domain Name: [redacted]

Time Zone: (UTC-06:00) Central Time

Connected Services

Connected Services: Enable Connected Services (Recommended)

Send service ticket notifications to: [redacted]

When Connected Services are enabled, Cisco periodically collects information about the cluster and its deployment environment for the purpose of delivering a better product and support experience.

Advanced Networking

Management VLAN Tag: [redacted] Management vSwitch: vswitch-hv-inband-mgmt

Data VLAN Tag: [redacted] Data vSwitch: vswitch-hv-storage-data

Advanced Configuration

Jumbo Frames: Enable Jumbo Frames on Data Network

Disk Partitions

Clean up disk partitions

Virtual Desktop (VDI): Optimize for VDI only deployment

vCenter Single Sign-On Server: <https://vcenter:443/sts/STSService>

تیبٹت ڈا انٹر سایٹ Intersight

وعومجملا ماظن فيرعت فلم ريرحتب مق، Intersight الى ٰ ٰ دنتسملا تاتي بثتلل ئبسنلاب ٰ داعاً ئاجرلا "صرقلما ماسقا حسم" عبرم ددح .نيرختلا ئئيهت > ٰ دعومجملا ماظن نيوكت نمض جنلما اذه ريرحت دعب ٰ دعومجملا ماظن رشن ٰ لواحم

لحلّ دبليو:

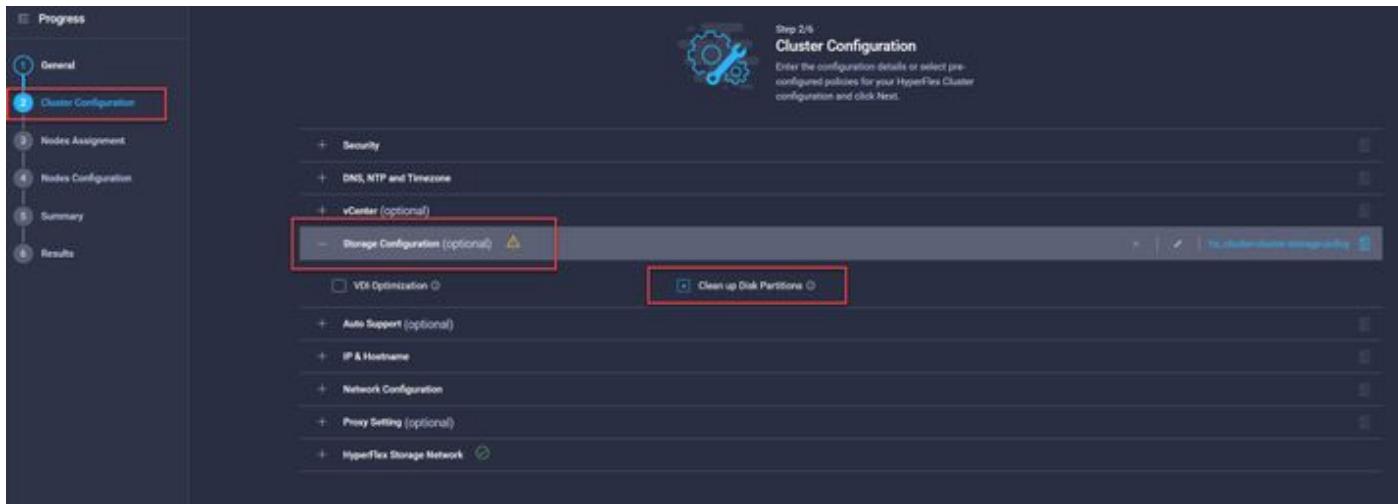
ايلاح هل يغشت يراجلا تي بثتللا ضاهجا (1)

نموض "صرقلاء ماسق أحسم" رايٌ تخالاً ئن اخ ددحو ۋەعومىجىلا ماظنان فييعرىت فىلم رىحىت بىرىخىتىلە نىزختىلە نىيوكىت جەن.

ىلע صرقلا ماسقا حسم هيـف متـي يـذـلـا دادـعـإـلـا دـيـكـأـتـبـ مـقـ وـصـخـلـمـلـا ةـشـاشـ ئـلـا لـقـتنـا (3) نـيـزـخـتـلـا نـيـوـكـتـ تـحـتـ معـنـ هـنـأـ.

جمان رب ریوصت ۀداع| کلذ یف امپ ،تاعومجملا فیظننت تاءارج| دعب ۀعومجملا فیظننتب مق (4) hypervisor.

رخأ ةرم ٤عومجملا ماظن رشن عدب مق (5).



حالم تافلم تبثم

Cisco-HX-Data-Platform-Installer-v4.0.2c-35596-esx.ova

Cisco-HX-Data-Platform-Installer-v4.0.2c-35596-hyperv.vhdx.zip

هـ لـ وـ لـ جـ رـ تـ لـ اـ هـ ذـ هـ

ةـ يـ لـ آـ لـ اـ تـ اـ يـ نـ قـ تـ لـ اـ نـ مـ مـ جـ مـ وـ عـ مـ اـ دـ خـ تـ سـ اـ بـ دـ نـ تـ سـ مـ لـ اـ اـ ذـ هـ تـ مـ جـ رـ تـ
لـ اـ عـ لـ اـ ءـ اـ حـ نـ اـ عـ يـ مـ جـ يـ فـ نـ يـ مـ دـ خـ تـ سـ مـ لـ لـ مـ عـ دـ ئـ وـ تـ حـ مـ يـ دـ قـ تـ لـ ةـ يـ رـ شـ بـ لـ اـ وـ
اـ مـ كـ ةـ قـ يـ قـ دـ نـ وـ كـ تـ نـ لـ ةـ يـ لـ آـ ةـ مـ جـ رـ تـ لـ ضـ فـ اـ نـ اـ ةـ ظـ حـ اـ لـ مـ ئـ جـ رـ يـ .ـ صـ اـ خـ لـ اـ مـ هـ تـ غـ لـ بـ
يـ لـ خـ تـ .ـ فـ رـ تـ حـ مـ مـ جـ رـ تـ مـ اـ هـ دـ قـ يـ يـ تـ لـ اـ ةـ يـ فـ اـ رـ تـ حـ اـ لـ اـ ةـ مـ جـ رـ تـ لـ اـ عـ مـ لـ اـ حـ لـ اـ وـ
ىـ لـ إـ أـ مـ ئـ اـ دـ عـ وـ جـ رـ لـ اـ بـ يـ صـ وـ تـ وـ تـ اـ مـ جـ رـ تـ لـ اـ هـ ذـ هـ ةـ قـ دـ نـ عـ اـ هـ تـ يـ لـ وـ ئـ سـ مـ
(رـ فـ وـ تـ مـ طـ بـ اـ رـ لـ اـ)ـ يـ لـ صـ أـ لـ اـ يـ زـ يـ لـ جـ نـ إـ لـ اـ دـ نـ تـ سـ مـ لـ اـ).