

# HX 4.0(2c) Build 35590 Installation fails with unknown error occurred

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## Introduction

HyperFlex Cluster Deployment will fail with "Installing Software Packages on Storage Controller VM with Error:unknown error occurred". Retrying workflow would not clear this symptom.

### Note -

1. Upgrade to 4.0(2c) is not affected
2. May impact 4.0(1b) 4.0(2b) and 4.0(2c) for Intersight based installs.

## Prerequisites

### Requirements

- Hyperflex 4.0(2c) Build 35590 Installs Only
- HyperV and VMware HXDP installs

## Troubleshoot

### Defect Id

There are two related defects one each for Intersight and classic OVA Installer.

[CSCvv05705](#) HyperFlex VM Installer fails during "Installing Software Packages on Storage 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.

<B>Further Problem Description:</B>

## Error Message

## Classic OVA Installer

When deploying Hyperflex, we will see the following error in the classis OVA based installer:

The screenshot shows a web browser window with the URL `https://[redacted]/#/progress`. The page title is "during Deploy". At the top right, there are buttons for "Retry Deploy" and "Re-Enter Credentials". Below the title bar, there is a "Deploy" button. The main content area displays the deployment progress, which is divided into three sections. The first two sections show a "Failed" status, and the third section shows a "Succeeded" status.

**Deploy - Overall**  
**Failed**

- Deploying Controller Nodes.  
Error while executing scripts. Please contact Cisco Support Team.

**Failed**

- Installing Software Packages on Storage Controller VM  
failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'non-zero return code'
- Initializing Configuration
- Configuring CIMC server
- Preparing ESXi Host for Installation
- Configuring Hypervisor
- Deploying Storage Controller VM on ESXi Host
- Configuring Storage Node

**Failed**

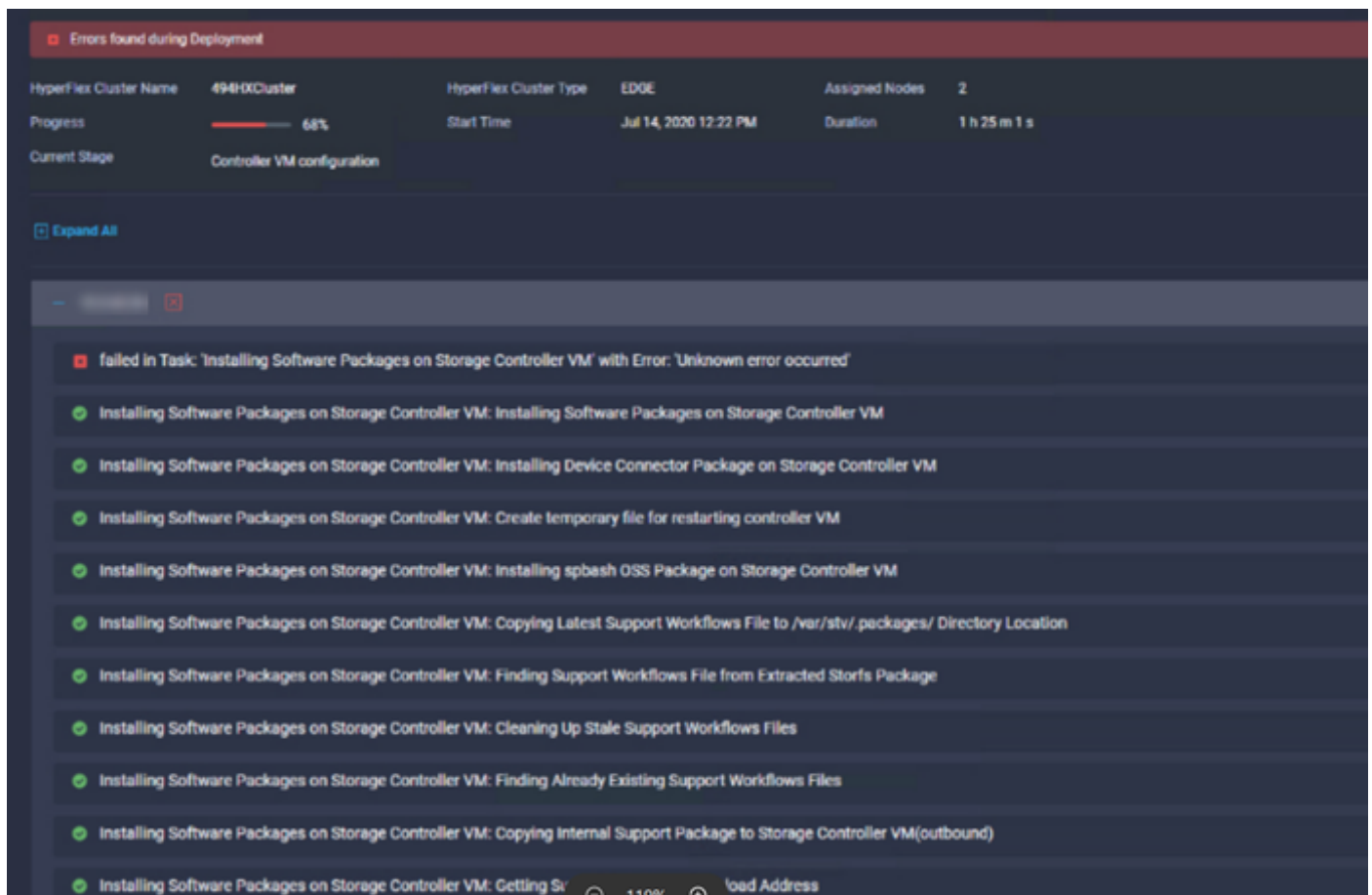
- Installing Software Packages on Storage Controller VM  
failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'non-zero return code'
- Initializing Configuration
- Configuring CIMC server
- Preparing ESXi Host for Installation
- Configuring Hypervisor
- Deploying Storage Controller VM on ESXi Host
- Configuring Storage Node

**Succeeded**

- Initializing Configuration
- Configuring CIMC server
- Preparing ESXi Host for Installation

## Intersight Installer

Error from Intersight based installer



## Workaround

### Classic OVA Installer

For classic OVA based installer, select "Clear Disk Partitions" box under Advanced Configuration section of the Cluster Settings and start the installation again.

#### 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



## **Installer Files with Fix**

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

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