

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.

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:

Error Message

Classic OVA Installer

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

https://[redacted]#/progress

Search

during Deploy [Retry Deploy](#) [Re-Enter Credentials](#)

Deploy

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

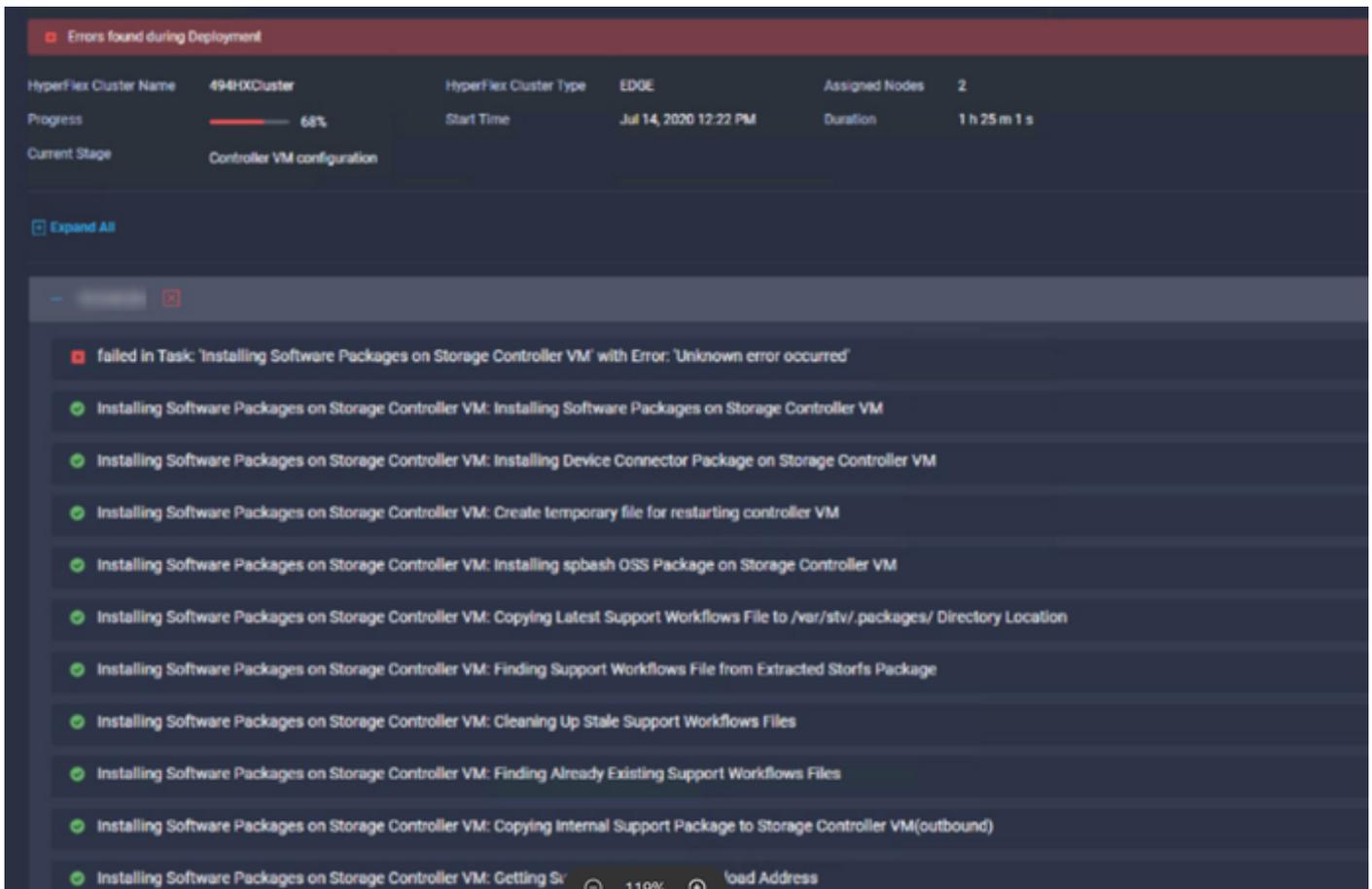
- ! Installing Software Packages on Storage Controller VM
failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'non-zero return code'
- ✓ Initializing Configuration
- ✓ Configuring CIMC server
- ✓ Preparing ESXi Host for Installation
- ✓ Configuring Hypervisor
- ✓ Deploying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



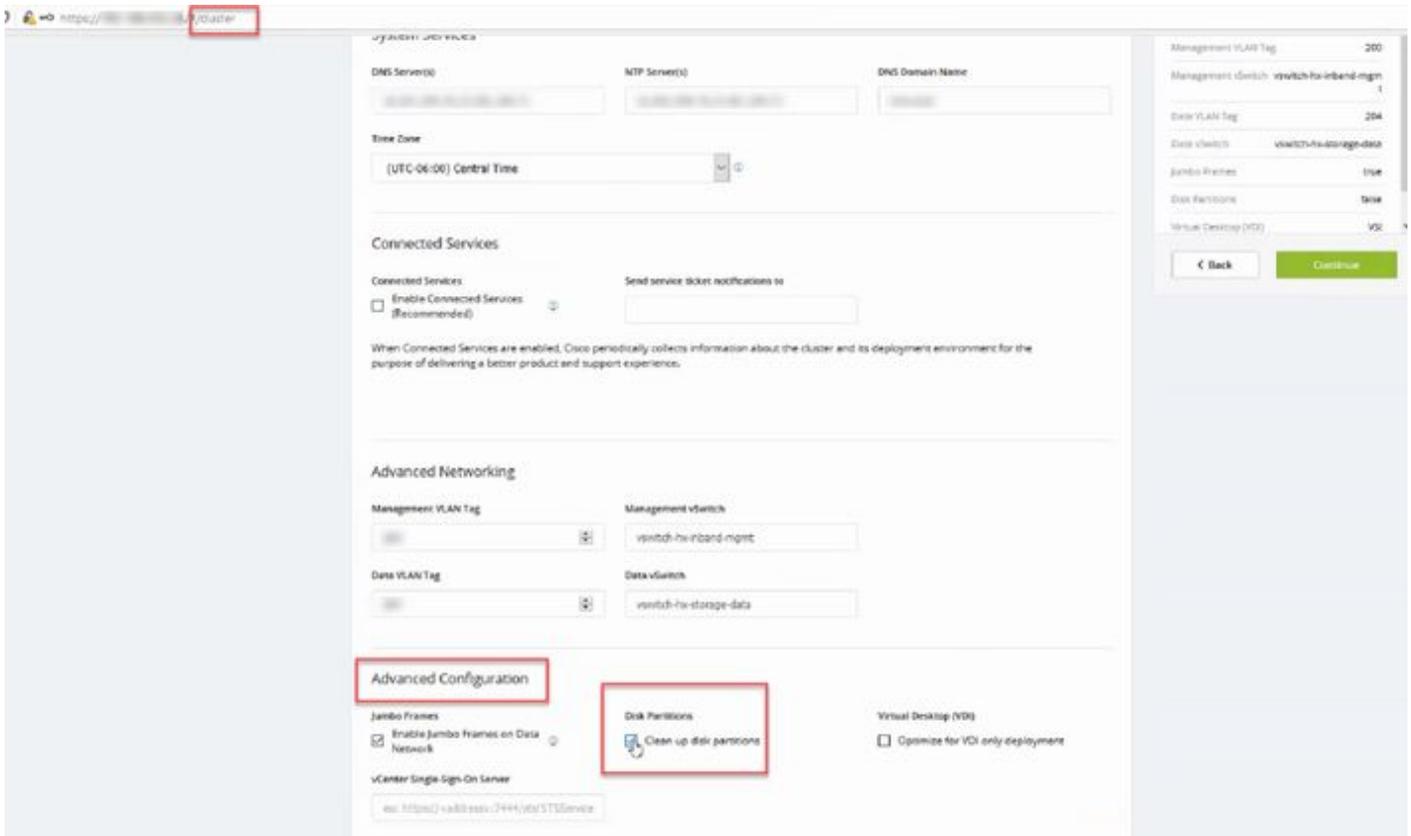
Workaround

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

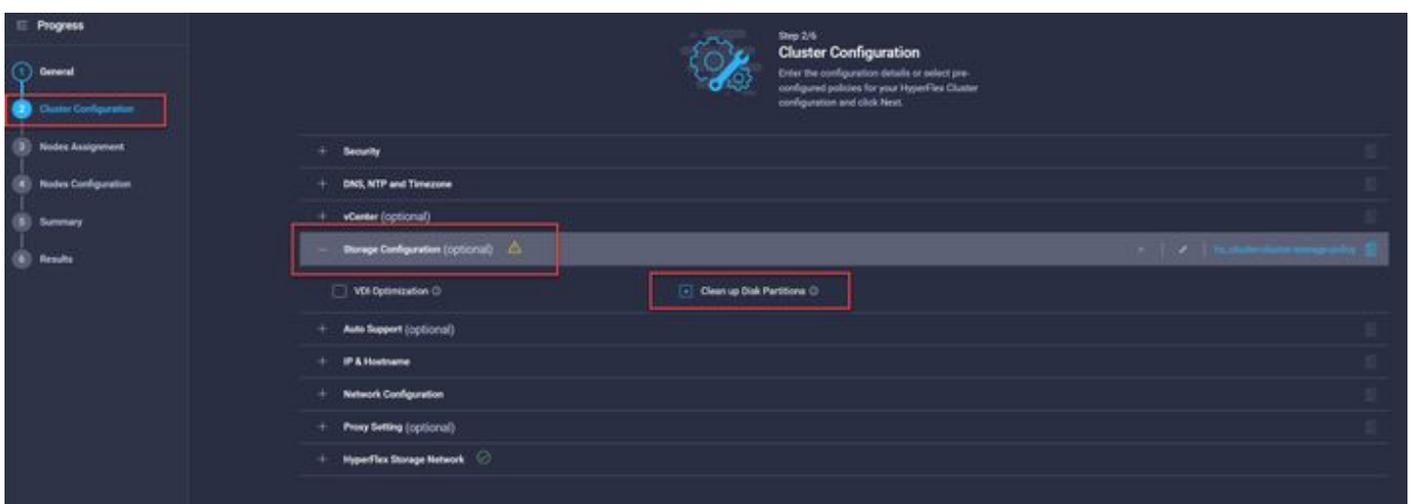


Intersight Installer

For Intersight based installs, edit the cluster profile under Cluster Configuration > Storage Configuration. Select "Clear Disk Partitions" box. Please retry the cluster deployment after editing this policy.

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.



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