



Troubleshooting the Cisco Intercloud Fabric Cloud Setup

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Issues with the Cloud Setup

This section includes symptoms, possible causes, and solutions for issues encountered while setting up an Intercloud Fabric cloud.

Symptom: Creating an Intercloud Fabric cloud failed.

Possible Cause: The network does not have enough available IP addresses.

Verification and Solution: Modify the IP address pools that are associated with the specific Intercloud Fabric cloud and recreate the Intercloud Fabric cloud.

Symptom: Resources required for this REST API operation are not available.

Possible Cause: Locks are not available for the required associated objects.

Verification and Solution:

- 1 From the REST API/UI, review the service request API page for log information and each lock acquired and released. Use the log details to identify the ongoing operation or any previous service requests that did not release the locks.
- 2 Review the MongoDB locks collection for details on unreleased locks.
- 3 If the operation, after waiting for some time, does not complete or the locks are not released, restart services from the administrator console. This will result in a release of the locks and move the stalled operation in a system aborted state.

Symptom: The REST API operation cannot be performed because the referenced object with OID {0} cannot be found.

Possible Cause: The referenced object may have been deleted by a concurrent operation running at approximately the same time and is no longer present.

Verification and Solution:

- 1 From the Rest API/UI, review the associated objects to verify if they are available.
- 2 Query MongoDB for the object and identify, from the input object or 'additionalLockableEntities', the object being referred.
- 3 To resolve, refer to an alternate object that is present or create the associated object.

Symptom: Credentials validation failed.

Possible Cause: The cloud provider credentials were entered incorrectly.

Verification and Solution: Reenter the cloud provider credentials.

Symptom: From the VMware vCenter client, you cannot determine which VSM virtual machine (VM) configuration is active (primary) and which configuration is standby (secondary).

Possible Cause: While deploying the Intercloud Fabric Switch in high availability mode, you created the VMs with names similar to the Intercloud Fabric VSM high availability VM names.

Verification and Solution: As a best practice, prefix active VM names with "pri" (primary) and standby VM names with "sec" (secondary).

Symptom: Intercloud Fabric cloud creation fails with a message stating that SCP is not present on the VM.

Error Message:

```
Jan 23 2015 20:32:15 GMT Error occurred while Template Creation: ICFC Task State:
Failed. Task Message: OS not compatible:scp not present on VM
Jan 23, 2015 20:33:49 GMT Handler failed with error - ICFC Task State: failed. Task
Message: OS not compatible:scp not present on VM, selectedContext=<None>
Jan 23, 2015 20:33:49 GMT Task #1 (InterCloud Create Template (Create Template in
Cloud)) failed after 456 seconds
```

Possible Causes:

- SCP is not installed or is installed in the wrong location.
- SSH is not fully installed.

Verification and Solution:

- 1 Confirm that SCP is installed and in the correct location by entering the command **whereis -b scp**.
- 2 Confirm that SSH is fully installed. If it is not, use the **yum** command to update the SSH package by entering **yum update package-name**.

Symptom: Creating an Intercloud Fabric cloud fails with the error, "Failed to create instance".**Error Message:**

```
Jan 23, 2015 07:28:08 GMT [Deploy IcSwitchInst : icldCiscoITDD3-iclink-ics-1] [Step 1
of 4 : Instantiate IcSwitch][Create instance failed for instance: Failed to create
instance: 00050a12-fab0-43d6-005-a12fab043d6Error not populated][Retry Count:5]
Jan 23, 2015 07:28:08 GMT (Deploy IcSwitchInst : icldCiscoITDD3-iclink-ics-1 failed:
Create instance failed for instance: Failed to create instance:
00050a12-fab0-43d6-0005-0a12fab043d6Error not populated)
Jan 23, 2015 07:28:08 GMT 'icldCiscoITDD3' is the last IcfCloud for Provider Account
'CiscoITDDwedd'.
```

Possible Cause: Multiple situations can cause this problem.

Verification: The most likely cause is that the networking infrastructure on the VMware vCenter client that controls how the VMs communicate prevents the Intercloud Fabric VSM from establishing a connection with the Intercloud Fabric Switch instance that is being brought up on the cloud provider.

Symptom: After rebooting the host on which Intercloud Fabric, ICFC, Intercloud Fabric Extender, and Intercloud Fabric VSM are deployed and powering on all VMs, there is no communication between private VMs and cloud VMs.

Possible Cause: The Intercloud Fabric Extender host was rebooted out-of-band, resulting in a loss of communication and modules being unable to register with the Intercloud Fabric VSM.

Verification and Solution:

- 1 Check module status by logging into the Intercloud Fabric VSM console and entering the **show module** command. The results should indicate that modules are not registered and that communication has been lost.
- 2 In the Intercloud Fabric UI, reboot the Intercloud Fabric Extender and the Intercloud Fabric Switch. Because this reboot occurs in-band, the Intercloud Fabric VSM can register the modules and communication is restored.

Symptom: The Intercloud Fabric cloud is deployed but the tunnel is not operational.

Possible Cause: The control channel port or data tunnel port is not open in the firewall.

Verification and Solution:

- 1 Confirm that the required protocol or port is configured for the Intercloud tunnel by entering the following command:

```
icx-1# show intercloud tunnel config
ICS-Profile:
uuid                2B59D348-9E48-F950-92B2-5258A9E2999F
public-ip           54.151.47.163
ICE-uuid            855FD5BF-2BD0-7864-57DB-954DA517D887
Site-to-Site-tunnel-profile:
    Heartbeat-interval      1
    Heartbeat-retries       120
    Tunnel-Protocol         UDP
    Tunnel-Port             6644
Site-to-site-key-profile [Configured]
Encryption Algorithm      AES-128-CBC
Hash Algorithm            SHA1
Key-Profile-Checksum      B722147B-276704CF-FBA8ACB6-13371C99-ECE116BF
ReKey-State               Not-In-Progress
Epoch                   0
```

- 2 Do one of the following:

- If the desired protocol or port is not shown in the preceding command, change the protocol for the site-to-site tunnel in tunnel-profile in Intercloud Fabric:
 - If the default tunnel-profile is used in Intercloud Fabric cloud, it cannot be changed. In that case, create or clone a new Intercloud Fabric cloud with a new tunnel profile with the desired protocol.
 - If the nondefault tunnel profile is used in the Intercloud Fabric cloud, edit the tunnel profile with the correct protocol in the site-to-site tunnel section. To enforce the modified tunnel profile, you must reboot or switchover the Intercloud Fabric cloud. If the Intercloud Fabric cloud is in high availability mode, you must reboot or switch it over twice.
- If the correct protocol or port is shown in the preceding command, use the following command to verify that ports are open in the firewall and establish a site-to-site tunnel between ICX and ICS:

```
icx-1# intercloud test ics-reachability
PORT      STATE      SERVICE      REASON
6644/udp   open       data-tunnel   success
6646/tcp   closed     data-tunnel   Connection refused
22/tcp     open       ssh          success
443/tcp    open       https         success
icx-1#
```

- For a TCP HTTPS-based tunnel, make sure that 22/tcp, and 443/tcp are open.
- For a TCP-based tunnel, make sure that 22/tcp, 443/tcp, and 6646/tcp are open.
- For a UDP-based tunnel, make sure that 22/tcp, 443/tcp, and 6644/udp are open.

If the data tunnel in HTTPS mode (6646/tcp) is unused, you can ignore its status.

Symptom: Creating an Intercloud Fabric cloud in AWS fails.

Error Message:

```
Unable to create tempVM
```

Possible Cause: No subnet or default subnet is attached on the VPC.

Verification and Solution: On the AWS console, verify that the VPC has a subnet attached and whether or not the attached subnet ID is a default subnet. If a default subnet does not exist, contact AWS support to recreate it. If a default subnet exists, associate it with the VPC.

Symptom: Intercloud Fabric link creation fails during deployment.

Possible Cause: There are several causes for Intercloud Fabric link creation failure. Use the following steps to identify where the failure occurs.

Verification and Solution:

- 1 Check the Service Request (SR) event log in Intercloud Fabric for error messages detailing at which step the Intercloud Fabric link failed and why.
- 2 Check this guide for Intercloud Fabric log error messages.

If the issue does not match any of the documented log file error messages, use ICFC for further debugging:

- 1 Log in to Intercloud Fabric.
- 2 Choose **InterCloud Management > Infrastructure > VPCs** and select the Intercloud Fabric link from the VPC list you are debugging.
- 3 Click the **Recent Jobs** tab and look for any failure associated with ICX or ICS deployment.
- 4 To verify configuration information, go to (ICFC) Visore by choosing **hcloudEp > hcloud > tab**.

For additional debugging, do the following:

- 1 SSH to ICFC.
- 2 If the failure occurs at the private cloud data center, review the ICFC logs by entering the following information:

```
/var/log/resource-mgr
```

For example:

```
/var/log/resource-mgr/svc_res_dme.log
```

```
/var/log/resource-mgr/svc_res_enterpriseAG.log
```

- 3 If the failure occurs at the cloud provider, review the ICFC logs by entering the following information:

```
/var/log/cloud/cloudprovider-mgr
```

For example:

```
/var/log/cloud/cloudprovider-mgr/cpm.log
```

```
/var/log/resource-mgr/svc_res_cloudprovider.AG.log
```

Symptom: Unable to allocate IP addresses.

Possible Cause: Intercloud Fabric cannot allocate the correct number of IP addresses for the ICX/ICS interfaces.

Verification and Solution: Verify that there are enough available IP addresses. Additional IP addresses can be copied from the error message shown in the Service Request (SR) logs.

Symptom: Port profile creation fails on cloud VSM (cVSM).

Possible Cause: There are varying causes for port profile creation failure.

Verification and Solution: For each possible cause, first check the **cVSM Fault** tab to identify the possible root cause, such as:

- NTP configuration: ICFC cannot communicate with cVSM if the ICFC clock is set ahead of the cVSM clock.
- Limit on the number of port profiles: cVSM cannot create more than 128 port profiles using the same system vLAN. Determine whether or not this limit has been reached.

Symptom: Intercloud Fabric flow times out during the port profile operation.

Possible Cause: Port profile operations can time out for multiple reasons:

- NTP configuration: ICFC cannot communicate with cVSM if the ICFC clock is set ahead of the cVSM clock.
- REST connectivity to cVSM is not working.
- cVSM service is down.
- Port profile configuration errors.

Verification and Solution:

- 1 Compare the time set for ICFC and cVSM. If the cVSM time is ahead of the ICFC time, the certificate that ICFC uses to authenticate itself to cVSM is not yet valid. Configure NTP on cVSM and retry the failed configuration. Also ensure that ESXi hosts are configured for NTP .
- 2 From the ICFC debug shell, enter the following **curl** command to check connectivity to cVSM REST API:

```
$ curl --cert /opt/cisco/cert/CACertificate.pem --key  
/opt/cisco/cert/privKey.pem -k https://cVSM_IP/nsc-api
```
- 3 Check the service status on ICFC to confirm that vsm-service is running. Vsm-service is the application that talks to the cVSM REST API:
 - CLI command:

```
# service status
```
 - Shell command:

```
$ /opt/cisco/bin/state.sh
```
 - Send ICFC logs to Cisco.
- 4 Check for errors that occurred during port profile configuration. Choose **Intercloud Management > cVSM > Edit > Faults** and look for any active errors. From ICFC Visore, search for "vaswVsm", navigate to its children, and look for "faultInst" objects and any active errors.

Symptom: ICFC rejects ICF port profile requests.

Possible Cause: There are varying causes for rejected ICF port profile requests.

Verification and Solution:

- 1 Confirm that you did not create a duplicate port profile.
- 2 Check if one of the ICFC validations on port profile was violated. If so, the error message is visible in the SR or ICFC logs.
- 3 Send log information to Cisco for further debugging.

Symptom: An ICX VM creation on vCenter failure occurs during ICX deployment.

Possible Cause: ICFC cannot connect with vCenter, or the host or data store where ICFC is deploying the ICX VM is unreachable.

Verification and Solution:

- 1 Check the ICF Service Request (SR) logs.
- 2 Review the ICFC logs (such as /var/log/resource-mgr/svc_res_enterpriseAG.log) for ICX VM instantiation failures.
- 3 Debug connectivity between ICFC and vCenter.
- 4 Restore connectivity to the host or data store or use an alternate host or data store.

Symptom: The Intercloud Fabric Switch (ICS) VM was created in ICFC, but ICX cannot register with ICFC.

Possible Cause: Communication issue between ICFC and ICX.

Verification and Solution: Using the management IP address, confirm that the ICX and ICFC can communicate with each other. If they are both reachable, review the ICX management interface port group configuration and confirm that the port group that is configured is the correct one. In addition, confirm that the ICX VM settings in the vCenter client are correct.

Symptom: The ICS upload or register image fails.

Possible Cause: Image creation fails while uploading ICFC or registering the ICS image on the public cloud.

Verification and Solution: Review the Service Request (SR) event log in ICF for error message details. If there is not sufficient information, check the ICFC CPM logs (/var/log/cloudprovider-mgr/cpm.log).

Symptom: ICFC fails to generate SSH certificates and pushes them to ICS using ICS's public IP address.

Possible Cause: Either the ICS public IP address is not reachable or port 22 is not open on the cloud.

Verification and Solution: Check the gateway IP address configured in ICFC and confirm that the gateway is reachable by doing the following:

- 1 Log in to the public cloud portal and check the security group and ACL configuration.
- 2 Review the public and private provider IP address configurations.
- 3 If you use an AWS provider VPC, confirm that the internet gateway is configured and associated with a VPC so that it can add a route to the routing table. For more information on creating a VPC, see <http://docs.aws.amazon.com/AmazonVPC/latest/GettingStartedGuide/getting-started-create-vpc.html>.

Symptom: ICS and ICX are registered with ICFC, but the site-to-site tunnel is not operational.

Possible Cause: ICFC fails to push tunnel and device profiles to ICS to form a site-to-site tunnel.

Verification and Solution: Do the following:

- 1 Review the ICFC and **ICX** tabs for any configuration errors.
- 2 SSH to the ICX console through its management IP address for further debugging. For example:

```
ssh admin@icx_mgmt_ip
```
- 3 Examine the ICX log files for further analysis of the Intercloud Fabric link failure.

Symptom: Intercloud Fabric link redundancy (high availability) fails.

Possible Cause: Intercloud Fabric link redundancy is not available if one of the two pairs belonging to ICX or ICS, named primary pair (IcLink-1) and secondary pair (IcLink-2), is not established and in operation.

Verification and Solution: Review the ICX log files and the internal system event-log redundancy-mgr for further analysis of the Intercloud Fabric link failure.

Symptom: Both primary and secondary ICF link come up in Active state instead of one in Active and the other in Standby.

Possible Cause: A Network connectivity problem between primary and secondary ICXs in ICF link can cause this issue.

Verification and Solution: Reboot secondary in ICF link to restore ICF link to normal Active/Standby state.

Symptom: ICF link becomes partial_operational or not_operational after out-of-band (from provider portal) reboot operation, or a stop operation followed by a start operation, of ICS instance(s).

Possible Cause: An out-of-band reboot operation, or a stop operation followed by a start operation, can cause this issue.

Verification and Solution: Using the Intercloud Fabric UI, reboot the ICF link pair for the tunnel or module whose status is not showing up or online.

Deleting the Intercloud Fabric Cloud Setup

Use this procedure to delete the Intercloud Fabric cloud setup.

Procedure

-
- Step 1** Delete all services, such as ICF Firewall or ICF Router, that are associated with the Intercloud Fabric cloud:
- a) Log in to Cisco Intercloud Fabric.
 - b) Choose **Intercloud > Infrastructure**.
 - c) Choose **Resource Management > Manage Resources > tenant > Network Services**.

- d) Select the service, such as an ICF Firewall or an ICF Router, and click **Delete**.
Ensure that the services are deleted by navigating to **Resource Management > Manage Resources > tenant > Network Services** before continuing.

Step 2 Terminate all the virtual machines associated with the Intercloud Fabric cloud:

- a) Choose **Intercloud > Compute**.
- b) Select the Intercloud Fabric cloud and click the **VM** tab.
- c) Select the virtual machine and click **Terminate**.
You can delete only one virtual machine at a time. Repeat this step to delete the other virtual machines.

Step 3 Delete the VDC associated with the Intercloud Fabric cloud and the provider account:

- a) Choose **Policies > Virtual/Hypervisor Policies > Virtual Data Centers**.
- b) In the **All User Groups** pane, choose the VDC group that you want to delete.
- c) Click the **VDC** tab.
- d) Select the VDC and click **Delete**.
You can delete only one VDC at a time. Repeat this step to delete the other VDCs.

Step 4 Delete the Intercloud Fabric cloud and the images in the cloud:

- a) Choose **Intercloud > IcfCloud**.
- b) Select the Intercloud Fabric cloud and click **Delete**.
The completion of the service request indicates that the Intercloud Fabric cloud is deleted.
Note When you delete the last Intercloud Fabric cloud associated with a virtual cloud account, all associated images are deleted.
- c) For the Amazon Web Services (AWS) provider account, use the AWS console to delete any snapshots or volumes associated with the Intercloud Fabric cloud.

Step 5 Delete the Intercloud Fabric VSM:

- a) Choose **Intercloud > Network > All Clouds**.
- b) Click the **IcfVSM** tab.
- c) Select the IcfVSM and click **Terminate**.

Step 6 Power off and delete the virtual machine:

- a) Log in to the VMware vSphere client.
 - b) Navigate to **Recent Tasks** and confirm that the Intercloud Fabric VSM has been deleted.
 - c) Select the Intercloud Fabric virtual machine and click **Power off**.
 - d) Select the Intercloud Fabric virtual machine and click **Delete from Disk**.
-

Issues with the Intercloud Fabric Link

This section includes symptoms, possible causes, and solutions for issues encountered while setting up an Intercloud Fabric link.

Issues Creating the Intercloud Fabric Link

Symptom: The network IP pool has insufficient number of IP addresses.

```
ICX mgmt IP address allocation failed. There are not enough IP addresses in IP pool {0}. Requested [{1}], Available [{2}].  
ICS mgmt IP address allocation failed. There are not enough IP addresses in IP pool {0}. Requested [{1}], Available [{2}].
```

Possible Cause: The standalone Intercloud Fabric link network must have at least two IP addresses and at least four IP addresses available for HA.

Verification and Solution:

- 1 Add the IP pool or IP pool range.
- 2 Delete the failed Intercloud Fabric link.
- 3 Submit an Intercloud Fabric link create request using the newly created IP pool.

**Note**

REST API users can also perform an update operation on the failed Intercloud Fabric link with an updated payload.

Symptom: Configuring port profiles on cVSM fails.

```
Port profiles creation failed. <ICFC exception message>  
Polling timed out. Waited 600 seconds for creation of ICF link port profiles.
```

Possible Cause:

- Unable to communicate with ICFC, or any HTTP or REST client error, while communicating with ICFC.
- The cVSM is down. Infrastructure status will show as not operational.

Verification and Solution:

- 1 Review services status on Intercloud Fabric and ICFC to determine if it is operational. If all services are operational, retry the configuration after some time.
- 2 Ensure that cVSM instance is operational on the vCenter. If cVSM went down during an out of band operation, power it on out of band.
- 3 Ensure that Intercloud Fabric and ICFC can connect to cVSM (use ping or ssh for reachability). Restore the connection if it remains unreachable.

Symptom: Configuring Intercloud Fabric cloud constructs fails.

Failed to create ICF cloud resources. <ICFC exception message>
Error creating ICF cloud resources on ICFC. <ICFC exception message>

The subscription policy limit for resource type 'Network Security Group count' was exceeded. The limit for resource type 'Network Security Group count' is {} per subscription, the current count is {}, and the requested increment is 1.

Possible Cause:

- Unable to communicate with ICFC or any HTTP or REST client error while communicating with ICFC.
- The security group or ACL limit was exceeded on the provider account.

Verification and Solution:

- 1 Retry the operation after some time.
- 2 Clean up stale or unused security groups from the provider account.
- 3 Delete the failed Intercloud Fabric link.
- 4 Submit the create Intercloud Fabric link request again.

**Note**

REST API users can also perform an update operation on failed Intercloud Fabric link with an updated payload.

Symptom: For ICX, one or more deployment tasks failed on ICFC.



Note There are multiple possible causes for this issue.

Possible Cause: The host, or datastore, is not reachable or does not have enough resources. The curl error will be viewable in the SR log.

Failed to create/deploy ICX on vCenter.

Verification and Solution:

- 1 Ensure that the host and datastore is reachable from ICFC or resolve the failed connectivity.
- 2 Ensure that the host and datastore has sufficient resources to launch the ICX instance.

Possible Cause: ICX cannot reach ICFC.

ICX FSM registration exhausted.

Verification and Solution: Ensure that the correct management port profile is used for the ICX management port.

Possible Cause: The ICFC clock and the ICX clock differ by more than three minutes.

Unable to communicate with ICX. The time is out of sync on the ESX host where ICF VM or ICX VM is deployed. The clocks differ by {} minutes.

Verification and Solution:

- 1 Ensure that the NTP server configuration is properly set.
- 2 Ensure that the ESXi clock is correctly set when Intercloud Fabric and the ICX VM is brought up. If not, resolve the clock setting on the ESXi host.

Issues with the Intercloud Fabric Link Status Operation

The following Intercloud Fabric link status symptom has three different scenarios for possible cause and verification and solution.

Symptom: Scenario 1: The Intercloud Fabric link status fails.

```
Some of IcfLink deployment tasks failed were not complete, exiting workflow
ICF link deployment tasks failed
Deploy IcExtenderInst : link3-icx-1 FAILED. ICX failed to register with ICFC.
Deploy IcExtenderInst : link3-icx-2 FAILED. ICX failed to register with ICFC.
```

Possible Cause: The VLAN ID on the management port-profile for ICX and ICS is incorrectly configured.

Verification and Solution: Ensure that the correct VLAN is used for the management port-profile in Cisco Nexus 1000V or VMware vSwitch on the enterprise data center.

Symptom: Scenario 2: The Intercloud Fabric link status fails.

```
Enabling routing has failed:link4-ics-2::CreateRoutingServiceWorkflow::1 (SR oid
XXXX-XXXX-XXXX-XXXX-XXXX)
Enabling Routing Service failed with error: Routing Service failed to create since
link link4 is not-operational Check SR bad-link4-ics-2::CreateRoutingServiceWorkflow::1
(SR oid XXXX-XXXX-XXXX-XXXX-XXXX) for more details.
```

Possible Cause:

- The VLAN ID for management is missing in the enterprise trunk port-profile.
- Intercloud Fabric module(s) will not register to cVSM.

Verification and Solution:

- 1 Ensure that the management VLAN ID is added in the enterprise trunk port-profile prior the Intercloud Fabric creation.
- 2 Add the missing management VLAN ID in the enterprise trunk profile and again deploy the Intercloud Fabric link.

Symptom: Scenario 3: The Intercloud Fabric link status fails.

```
Deploy IcExtenderInst : link1-icx-1 FAILED. ICX failed to register with ICFC
ICF link deployment tasks failed
Some of IcfLink deployment tasks failed were not complete, exiting workflow
```

Possible Cause: The network's gateway cannot be reached.

Verification and Solution: Ensure that the network's gateway is valid for the Intercloud Fabric link creation.

Issues Updating the Intercloud Fabric Link

Symptom: The Intercloud Fabric link update fails.

```
Failed to connect to ICFC service
ICFC is not responding. Contact support for further assistance
```

Possible Cause: ICFC cannot be reached during the Intercloud Fabric link update operation.

Verification and Solution:

- 1 Ensure ICFC services are operational.
- 2 Ensure ICFC can be reached by Intercloud Fabric.

Symptom: The Intercloud Fabric link update fails due to insufficient IP addresses.

Allocation of IPs for ICX and ICS components of ICF link failed
ICX mgmt IP address allocation failed.9048://There are not enough usable IP addresses available in the IP pool v36-p2 (OID:0856be64-4cfd-408d-82c0-2302f299916c). The IPs in the IP pool are all in use by ICF or other systems. Requested [1], Available [0].

Possible Cause: There are an insufficient number of IP addresses in the IP pool.

Verification and Solution: Ensure that there are at least three IP addresses for standalone Intercloud Fabric link deployment and six IP addresses for HA Intercloud Fabric deployment.

Issues Starting the Intercloud Fabric Link

Symptom: The Intercloud Fabric link fails to start.

```
IcfLink operation start failed  
672664192334953970113101849022577607556 FAILED. virtual machine does not exist
```

Possible Cause: The ICX has been terminated out of band on VMware vCenter. Review the VM (ICX) in VMware vCenter.

Verification and Solution: Delete the Intercloud Fabric link and redeploy the new Intercloud Fabric link.

Issues Stopping the Intercloud Fabric Link

Symptom: The Intercloud Fabric link fails to stop.

ICFC Error Message:VM Cycle property value validation failed.
The lifecycle operation stop on ICS failed.

Possible Cause: ICS is being terminated out of band. Check the instance on AWS.

Verification and Solution: Delete the Intercloud Fabric link and redeploy the new Intercloud Fabric link.

Issues Rebooting the Intercloud Fabric Link

Symptom: The HA Intercloud Fabric link reboot fails.

```

Contacting to reboot ICF link link2-sa
Reboot IcSwitchInst :link2-sa-ics-1 FAILED. Reboot Server failed for instance:
i-f08af96c request POST https://ec2.us-east-1.amazonaws.com/ HTTP/1.1 failed with code
400, error: AWSError{requestId='278abe93-9684-4d9e-a0c0-fb586f18ca71',
requestToken='null', code='IncorrectState', message='Cannot reboot instance i-f08af96c
that is currently in stopped state.', context='{Response=, Errors=}'}
```

Possible Cause: The ICS instance is in the powered off state.

Verification and Solution:

- 1 Ensure ICS is running prior to the Intercloud Fabric reboot occurring.
- 2 Perform a lifecycle operation on ICS if it is powered off.

Issues Deleting the Intercloud Fabric Link

Symptom: The Intercloud Fabric link fails to delete.

```

Failed to undeploy Routing Service from Icflink link1-ha (Failed to connect to ICFC
service)
```

Possible Cause: ICFC service is down during the Intercloud Fabric link delete operation.

Verification and Solution: Restart the ICFC service if it is not operational.

Issues with the Intercloud Fabric Link Switchover Operation

Symptom: The HA Intercloud Fabric link fails to switchover.

```

Standby ICS is not found to perform switchover of IcLink
The ICF link switchover failed. Standby ICS cannot be found and cannot perform the
switchover of ICF link.
```

Possible Cause: The secondary Intercloud Fabric link is offline due to an issue on ICX and ICS and may have been powered off.

Verification and Solution:

- 1 Ensure ICX and ICS instances are running.
- 2 Perform a lifecycle operation on ICX and ICS if they are powered off.