



## Upgrade, Update, and Expansion Issues

This section includes troubleshooting topics about upgrades, updates, and expansions.

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### Unable to Connect to ISO Image in the CD/DVD Drive

**Problem** You are unable to connect to the ISO image in the CD/DVD drive to perform an installation.

**Possible Cause** Your Administration site virtual machine's CD/DVD is not connecting to the ISO file. You might be attempting to connect to the wrong virtual machine, or it is connecting slowly (this can be caused by activity in VMware vCenter).

**Solution** Connect the ISO using vSphere client. Check that your ISO image is connected to the correct virtual machine. The administrator user interface displays the hostname of the virtual machine. Make sure it matches. It is normally the primary administration node unless you are upgrading a high-availability system that is not attached to a primary system yet. If the CD/DVD drive shows "Connecting" as its status, wait until it is finished.

### Update Failure

**Problem** Your update fails.

**Possible Cause** A connection issue occurs (a network glitch, input/output problem, or another issue for your Internet Reverse Proxy) or one or more virtual machines is not accessible.

- **Solution** Collect logs: `/opt/log/upgrade/*`, `/opt/log/webadmin/*`, and so on.

- **Solution** Roll back all virtual machines to a backed up version, or restore the backup taken before you attempted your update, and then retry your update.

## Update System Process is Stuck

**Problem** The update process is stuck at "Updating system..." for an hour or more.

- **Possible Cause** Your ISO package is unable to get placed in the datastore and the vSphere client is experiencing a slow network connection.
- **Possible Cause** Your system is experiencing slow disk input/output or congested input/output on the datastore. Too many hosts are connecting to and accessing the same datastore or disk array.
- **Solution** Roll back your update, put your ISO in the datastore or, if your administration virtual machine's CD/DVD drive is connecting locally using the vSphere client, then be sure the vSphere client has a local hardware connection into your company's Intranet (not over VPN).
- **Solution** Roll back your update, migrate your virtual machine to a new datastore, and retry your update.

## Upgrade Button Grayed Out

**Problem** The **System** page on your Administration site does not have an **Upgrade** button or the button is grayed out.

**Possible Cause** You are attempting an update, upgrade, or expansion on the high-availability Administration site instead of the primary system Administration site.

**Solution** Make sure your primary administration virtual machine is powered on. Sign out from the Administration site, start a new browser session and sign in again. If the issue persists, make sure your primary administration process is still working.

## Upgrade or Expansion Fails

**Problem** Your upgrade or expansion attempt fails.

**Possible Cause** A data file on your system might be corrupted.

**Solution** Check your log file to see if an error or other problem appears on it. Rollback your existing system. Reinstall a new system, or rollback a new system if VMware snapshots were taken or disaster recovery was configured after OVA installation, and then retry your upgrade or expansion.