



Troubleshooting Information

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Troubleshooting

This section contains troubleshooting information for issues seen during Hyper-V deployment.

Symptom or Scenario	Workaround or Recommendation
File Witness Share is not configured.	Create a File Witness Share and configure it as a Witness Share in Failover Cluster Manager (FCM). It is recommended not use the Witness Share created for anything else.
Waiting for Storage Controller VM (SCVM) times out.	<ul style="list-style-type: none">• Set the VLAN ID manually and retry, or,• Delete the controller VM and retry.
HX Installer fails to join computers to the domain due to incorrect Active Directory credentials to HX Installer.	Restart HX Installer in the "Deploying HX Data Platform Installer and Cluster Configuration" phase in installation, and provide correct credentials.
Unreliable per node statistics displayed for a node in the duration when any of controller VMs are down in the cluster.	Use Windows side counters in the time when any of the controller VMs are down.

Symptom or Scenario	Workaround or Recommendation
The FQDN address for HX Connect may be inaccessible after successful cluster installation.	<p>The default Internet Explorer security setting on Windows 2008 prevents HX Connect accessibility with the FQDN name. As a workaround, try one of the following:</p> <ul style="list-style-type: none"> • Modify the Internet Explorer setting. • Use an IP address. • Use other supported browsers such as Chrome or Firefox.
For compute-only nodes, performance charts are unavailable in the HX Connect Dashboard page.	This is a limitation of nodes.
<p>Windows installation failed with the following error:</p> <p>Could not detect system partition.</p> <p>In addition, setupact.log shows that the setup could not detect any available disk as a valid boot device.</p>	<ol style="list-style-type: none"> 1. Switch the boot policy to Embedded Disk (Any). 2. For the Service Profile or Service Profile Template use boot policy that mirrors <code>hx-nodes-m5</code> than <code>compute-nodes-m5</code>.
Migration failed due to incompatible processors.	A cluster may not have a combination of different CPU types.