



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 |
|--|--|
| Cisco HX Release 4.5(x) installations with UCSM 4.1.2a and 4.1.2b are not supported. | Use UCSM 4.0.4i with a new Cisco HyperFlex System installation for Hyper-V, Release 4.5. |
| <p>During cluster expansion deployment, one node fails with the following error message:</p> <pre>failed in Task:'Enable And Run Scheduled Tasks' with Error</pre> <p>The "retry deploy" did not work and the same node fails again.</p> <p>The Windows error logs also indicate that: "You don't have administrator privileges on the server", even though this node actually has the privileges.</p> | Reboot the failed node or log out and log back in. |
| 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 that you 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 the HX Installer in the "Deploying HX Data Platform Installer and Cluster Configuration" phase in installation, and provide the correct credentials. |

| Symptom or Scenario | Workaround or Recommendation |
|--|---|
| 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 during the time when any of the controller VMs are down. |
| 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 l only node. |
| <p>Windows installation failed with the following error: Could not detect system partition. 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 a 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. |