Troubleshooting Information

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.
During cluster expansion deployment, one node fails with the following error message: `failed in Task:'Enable And Run Scheduled Tasks' with Error` The "retry deploy" did not work and the same node fails again. The Windows error logs also indicate that: "`You don't have administrator privileges on the server`", even though this node actually has the privileges.	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.	• 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.	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: • 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.
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.	1. Switch the boot policy to Embedded Disk (Any). 2. For the Service Profile or Service Profile Template use a boot policy that mirrors `hx-nodes-m5` than `compute-nodes-m5`.
Migration failed due to incompatible processors.	A cluster may not have a combination of different CPU types.