



# Troubleshooting Information

- [Troubleshooting Information, on page 1](#)

## Troubleshooting Information

Symptom	Resolution
Validation fails when the non-clustered VMs are running on the Hyper-V host that is being placed in HX Maintenance Mode.	Power off the non-clustered VMs or manually migrate them to another node.
VM Live migration can fail while pausing the Failover cluster node.	<p>This can be due to several underlying issues related to resources on the Windows host or networking failure between the nodes within the failover cluster.</p> <p>Check the Failover cluster event log to debug the issue.</p> <p>Retry placing the node in HX Maintenance Mode after resolving these issues.</p>
When the cluster is configured with rf=2 + strict access policy, the cluster resiliency state remains in warning state and the online upgrade fails due to the resiliency state.	<p>Change strict mode to lenient mode temporarily before upgrading and then change back after the upgrade is complete:</p> <pre>sysmtool --ns cluster --cmd accesspolicy --accesspolicy=lenient</pre>
Option to upgrade UCS does not appear in HX Connect.	<p>Verify that all backend services are up and running:</p> <ol style="list-style-type: none"> <li>1. Verify that stNodeMgr is running on Hyper-V clusters.</li> <li>2. Verify that stUpgradeSvc is running on Hyper-V clusters.</li> <li>3. If any of the services are stopped, start them by running <code>start &lt;service-name&gt;</code>, where &lt;service-name&gt; is stNodeMgr or stMgr or stUpgradeSvc.</li> </ol>

Symptom	Resolution
<p>During UCS Server Firmware Upgrade, when the node that is not part of the Fail Over Cluster (FOC) being used, then upgrade fails with <code>Pause HyperV Host: Suspend-ClusterNode -Drain</code>. An error occurred pausing node 'node not in FOC'.</p>	<p>Remove one of the FOCs from the node which shows as failed WFC and make sure that the working FOC has all the nodes of the cluster.</p> <p>Perform the following on all stCtlVms of every node:</p> <p>Run</p> <ol style="list-style-type: none"><li>1) <code>/bin/hxdpservices stop</code></li><li>2) <code>/bin/hxdpservices start</code></li></ol> <p>Wait for 5 minutes</p> <p>Start UCS Server Firmware upgrade again</p>