



# Troubleshooting Information

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## Troubleshooting Information

Symptom	Resolution
Connection to HX Connect lost after pre-upgrade step from HX 3.5(2g) to HX 4.0(2a). During the upgrade, if there is an expired certificate in the upgrade source version, the browser will log user out after pre-upgrade step. This is accepted secure behavior since the certificate of the server has changed after pre-upgrade.	Refresh the browser and login again.
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.	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.  Check the Failover cluster event log to debug the issue.  Retry placing the node in HX Maintenance Mode after resolving these issues.
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.	Change strict mode to lenient mode temporarily before upgrading and then change back after the upgrade is complete:  <pre>sysmtool --ns cluster --cmd accesspolicy --accesspolicy=lenient</pre>

Symptom	Resolution
<p>After a cluster is upgraded to HX 4.0(2a) from any previous version, the user may see a logout screen with a message indicating:</p> <pre>Invalid CSRF token</pre>	<p>Re-log back in again. This will generate CSRF tokens to validate all future requests between the client and server.</p>
<p>Option to upgrade UCS does not appear in HX Connect.</p>	<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 start &lt;service-name&gt;, where &lt;service-name&gt; is stNodeMgr or stMgr or stUpgradeSvc.</li> </ol>
<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> <pre>Run 1) /bin/hxdpservices stop 2) /bin/hxdpservices start Wait for 5 minutes Start UCS Server Firmware upgrade again</pre>

Symptom	Resolution
<p>Upgrade process already in progress even after failure in a Hyper-V setup.</p>	<pre> Fetching upgrade status from ZK("i32":1)  [zk: localhost:2181(CONNECTED) 0] get /hxUpgrade/clusterUpgradeStatus /2802157519622062146:7345585794604318257 {"1":{"rec":{"1":{"str":"2802157519622062146: 7345585794604318257"}, "2":{"i32":4},"3":{"str":"ucs1796smb"}}}}, "2":{"i32":1},"4": {"str":"5.0.2a-41393"}}  Updating upgrade status in ZK. ("i32":0)  [zk: localhost:2181(CONNECTED) 3] set /hxUpgrade/clusterUpgradeStatus/ 2802157519622062146: 7345585794604318257 '{"1":{"rec": {"1":{"str":"2802157519622062146:7 345585794604318257"}, "2":{"i32":4},"3":{"str":"ucs1796smb"}}}," 2":{"i32":0},"4": {"str":"5.0.2a-41393"}}'-                     </pre>

