



Troubleshooting Information

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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"> 1. Verify that stNodeMgr is running on Hyper-V clusters. 2. Verify that stUpgradeSvc is running on Hyper-V clusters. 3. If any of the services are stopped, start them by running <code>start <service-name></code>, where <service-name> is stNodeMgr or stMgr or stUpgradeSvc.

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> <pre>1) /bin/hxdpservices stop 2) /bin/hxdpservices start</pre> <p>Wait for 5 minutes</p> <p>Start UCS Server Firmware upgrade again</p>
<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"}}</pre> <p>Updating upgrade status in ZK. ("i32":0)</p> <pre>[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>