



Known Issues

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Overview

This chapter provides information to help you troubleshoot common problems that may occur during the Cisco HyperFlex upgrade process.

ESXi Host Is In Lockdown Mode

Description

If the ESXi host is in lockdown mode, pre-upgrade validation will fail with the error message *auth cancel*.

Action: Disable Lockdown mode on the ESXi host and enable it after the upgrade is successful.

Enable/Disable Lockdown Mode

Using HX Connect

1. Log in to HX Connect.
2. On the Navigation pane, select **System Overview**.
3. On the **System Overview** tab, from the **Actions** drop-down list, you can enable or disable access to the controller VM using SSH as an administrator.

Using vSphere Web Client

1. Log in to vSphere Web Client.

2. Browse to the host in the vSphere Web Client inventory.
3. Click the **Manage** tab and click Settings.
4. Under System, select **Security Profile**.
5. In the Lockdown Mode panel, click **Edit**.
6. Click **Lockdown Mode** and select one of the Lockdown mode options.

Offline Upgrade Cluster Start Command Error: Node Not Available

Description

After an offline upgrade, due to a VMware EAM issue, sometimes all the controller VMs do not restart. The `stcli start cluster` command returns an error: `Node not available`.

Action: Manually power on the controller VMs, then start the storage cluster.

Procedure

Step 1

Manually power on the controller VMs.

- a) Login to the vSphere Web Client.
- b) Locate the controller VMs that are not powered on.

From the Navigator select, **vCenter Inventory Lists > Virtual Machines > vm**.

Storage controller VMs, have the prefix, `stCtlVM`.

- c) From the right-click or Actions menu select, **Power > Power On**.
- d) Repeat until all the storage controller VMs are powered on.

Step 2

Restart the storage cluster.

- a) Login to the command line of any controller VM.
- b) Run the command.

```
# stcli cluster start
```

A Node Fails to Upgrade due to vCenter Issues

Description

Sometimes during an online upgrade the vCenter daemon crashes on a node. When this happens, the node cannot enter HX maintenance mode. Without entering HX maintenance mode, the node cannot complete the upgrade. All other nodes, with properly functioning vCenter, complete the upgrade.

Action: Re-run the Upgrade on the Affected Node

1. Correct the vCenter issue.
2. Re-run the upgrade on the affected node.

vCenter Plugin shows Upgrade button after Cluster Upgrade

Description:

After a cluster upgrade to HXDP release 3.5, the vCenter Plugin continues to show the **Upgrade** button.

Action: If you see this issue, perform a vCenter cleanup.

Cluster Reregistration Fails After VCSA Upgrade

Description

After upgrade of VCSA, cluster reregistration to the upgraded vCenter fails due to the controller IP not populating in vCenter. This is a known issue in a docker VM with multiple NICs where the IP does not populate in VC, causing upgrades to HX which immediately follow a VCSA upgrade, to fail because the IP can not be retrieved.

Action: Open a web console session to the controller VM to trigger it.

Procedure

There are three suggested steps to workaround this issue.

- a) Launch the VMRC/web console to the guest to view a list of all IP addresses.
- b) Connect to the host directly to identify/ find all the IP for the Virtual Machine

For more information, see the VMware KB article, [Summary page does not show all IP address on VM's after vCenter upgrade](#).

Option to upgrade UCS does not appear in HX Connect

Description: Option to upgrade UCS does not appear in HX Connect.

Action: Verify that all backend services are up and running:

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

Connection to HX Connect Lost After Pre-Upgrade

Description: 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.

Action: Refresh the browser and login again.