



Troubleshooting

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Troubleshooting

Verifying and Recreating the HX User Account

1. Check for missing hxuser account:
 - a. Secure Shell (SSH) to all esxi hosts.
 - b. Type `esxcli system account list`.
 - c. Verify that the hxuser account is present on all esxi hosts. If the hxuser account is missing, proceed to step 2.
2. Secure Shell (SSH) to any controller:
 - a. Type `cd /opt/springpath/storfs-mgmt/hxtoolbox-1.0/bin`.
 - b. Type `./hxtoolbox -u`.



Note If you see an error, open a TAC case.

- c. Verify that the huxser is created on the esxi hosts (Repeat step 1).
3. Rerun the upgrade.

Verifying and Recreating the Springpath User Account

1. Check for missing Springpath user account:
 - a. Secure Shell (SSH) to all esxi hosts.
 - b. Type `esxcli system account list`.
 - c. Verify that the Springpath user account is present on all esxi hosts. If the Springpath user account is missing, proceed to step 2.

2. On the ESXi hosts where springpath user is missing:
 - a. Type `esxcli system account add -i springpath -p spr!n9p@th -c spr!n9p@th`.
 - b. Type `esxcli system permission set -i springpath -r Admin`.
 - c. Verify that the Springpath User is present on missing nodes (Repeat step 1).
3. Rerun the upgrade.

After upgrade vcluster shows offline from CLI/nodes show offline in vCenter HXDP plugin summary section

Recreate Springpath_security.properties link:

1. Confirm alias to springpath properties exists on all controllers:
 - a. Secure Shell (SSH) to all controller VMs.
 - b. Type `ls /usr/share/springpath/storfs-misc/` and confirm the `springpath_security.properties` link exists on all controllers.
 - c. Type `ls /etc/springpath/secure` to confirm that the `springpath_security.properties` file exists on all nodes.
2. If the file is missing, copy the file from another node to the missing node:
 - a. Example (from controller with the file): Type `scp /etc/springpath/secure/springpath_security.properties root@10.10.10.5:/etc/springpath/secure/springpath_security.properties`.
3. If the alias link is missing, you must recreate the link on the missing node:

Example: `/etc/springpath/secure/springpath_security.properties`

 - a. Type `ln -s /usr/share/springpath/storfs-misc/springpath_security.properties /etc/springpath/secure/springpath_security.properties`.
 - b. Type `restart stMgr`.
4. Verify the fix:
 - a. Type `stcli cluster info` and confirm that the vCluster state is online.
 - b. In the HXDP vCenter plugin, confirm that the nodes all show as online in the summary section.

Update Net.Team Policy

ON ALL ESXi HOSTS:

1. Confirm current value is set to 100


```
[root@JR-NODE-1:~] esxcli system settings advanced list -o /Net/TeamPolicyUpDelay
```
2. Change `/Net/TeamPolicyUpDelay --int-value` from 100 (Default value) to 30000.

```
[root@JR-NODE-1:~] esxcli system settings advanced set -o /Net/TeamPolicyUpDelay
--int-value 30000
```

3. Confirm the new value of /Net/TeamPolicyUpDelay --int-value is 30000.

```
[root@JR-NODE-1:~] esxcli system settings advanced list -o /Net/TeamPolicyUpDelay
Path: /Net/TeamPolicyUpDelay
Type: integer
Int Value: 30000 <- Value set in Step-1 above from 100(Default value) to 30000
Default Int Value: 100
Min Value: 0
Max Value: 600000 String Value:
Default String Value:
Valid Characters:
Description: Delay (ms) before considering an 'uplink up' event relevant
```

Precheck Validation Failure Due to an Algorithm Change in 6.0 U3

While upgrading HX, with version 6.0 U3 and later, we see following error: **Failed upgrade validations : Checking vCenter configuration. Reason: Upgrade validations failed. Failed to query ESX version on host X.X.X.X**

```
root@SpringpathControllerXXXX:~# stcli cluster upgrade --components hxdp --location
/tmp/storfs-packages-3.5.2d-31738.tgz --vcenter-user administrator@XXX.com
...Waiting for upgrade validations to finish... ['Checking vCenter configuration']
Failed upgrade validations : Checking vCenter configuration. Reason: Upgrade validations
failed. Failed to query ESX version on host: X.X.X.X
```

From ESXi /var/run/log/auth.log

```
2019-07-03T19:56:18Z sshd[757807]: Connection from X.X.X.Xport 42416
2019-07-03T19:56:18Z sshd[757807]: Unable to negotiate with X.X.X.Xport 42416:
no matching key exchange method found. Their offer: diffie-hellman-group1-sha1,
diffie-hellman-group-exchange-sha1 [preauth]
```

Workaround:

1. On each ESXI host in the cluster, edit the **/etc/ssh/sshd_config** file. Add `KexAlgorithms` `diffie-hellman-group-exchange-sha256,diffie-hellman-group14-sha1,diffie-hellman-group-exchange-sha1` to the end of the file.
2. Rerun the upgrade command or resume from UI.

Pycrypto Minimum Version

Verify the minimum package version is 2.6.

```
EXAMPLE:
$ pip show pycrypto
---
Name: Jinja2
Version: 2.6.1
```

Upgrading a Version before HyperFlex Release 1.8(1a)

Contact TAC to up upgrade the package.

Extra or Duplicate stNode is Present in stcli after Upgrade

Contact TAC.

Duplicate pnode is Present in stcli cluster info after Upgrade

Contact TAC.