# Troubleshooting

# Verifying and Recreating the HX User Account

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**Important**  This troubleshooting task requires root access provided by TAC via a challenge response.

**Step 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.

**Step 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).

**Step 3**  Rerun the upgrade.

# Verifying and Recreating the Springpath User Account

**Step 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.

**Step 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).

**Step 3**    Rerun the upgrade.

# After Upgrade Cluster Shows Offline from CLI/nodes Show Offline in vCenter HXDP Plugin Summary

**Step 1**    Recreate Springpath_security.properties link:

    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.

**Step 2**    If the file is missing, copy the file from another node to the missing node:

Example (from controller with the file):

```
scp /etc/springapth/secure/springapth_security.properties root@10.10.10.5:
/etc/springpath/secure/springpath_security.properties
```

**Step 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`.

**Step 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

Perform the following steps on ALL ESXi Hosts:

**Step 1** Confirm current value is set to 100.

```
[root@JR-NODE-1:~] esxcli system settings advanced list -o /Net/TeamPolicyUpDelay
```

**Step 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
```

**Step 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]
```

**Step 1** **Workaround:** 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.

**Step 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
```

# Extra or Duplicate stNode is Present in stcli after Upgrade

Contact TAC.

# Duplicate pnode is Present in stcli cluster info after Upgrade

Contact TAC.