



# Troubleshooting

---

The following topics describe various Cisco NFVI troubleshooting operations:

- [Displaying Cisco NFVI Node Names and IP Addresses, on page 1](#)
- [Verifying Cisco NFVI Node Interface Configurations, on page 2](#)
- [Displaying Cisco NFVI Node Network Configuration Files, on page 3](#)
- [Viewing Cisco NFVI Node Interface Bond Configuration Files, on page 4](#)
- [Viewing Cisco NFVI Node Route Information, on page 4](#)
- [Viewing Linux Network Namespace Route Information, on page 5](#)
- [Pre-checks for Storage Removal Operation, on page 5](#)
- [Troubleshooting Cisco NFVI, on page 7](#)
- [Management Node Recovery Scenarios, on page 12](#)
- [Recovering Compute Node Scenario, on page 21](#)
- [Running the Cisco VIM Technical Support Tool, on page 23](#)
- [Tech-Support Configuration File, on page 24](#)
- [Tech-Support When Servers Are Offline, on page 27](#)
- [Running Cisco VIM Software Hub Technical Support Tool, on page 27](#)
- [Disk-Maintenance Tool to Manage Physical Drives, on page 27](#)
- [OSD-Maintenance Tool, on page 31](#)
- [Utility to Resolve Cisco VIM Hardware Validation Failures, on page 33](#)
- [Cisco VIM Client Debug Option, on page 36](#)

## Displaying Cisco NFVI Node Names and IP Addresses

Complete the following steps to display the Cisco NFVI node names and IP addresses.

**Step 1** Log into the Cisco NFVI build node.

**Step 2** The `openstack-configs/mercury_servers_info` file displays the node name and the address as follows.

```
# more openstack-configs/mercury_servers_info Total nodes: 5
Controller nodes: 3
+-----+-----+-----+-----+-----+-----+
| Server | CIMC | Management | Provision | Tenant | Storage |
+-----+-----+-----+-----+-----+-----+
| test-c-control-1 | 10.10.223.13 | 10.11.223.22 | 10.11.223.22 | 169.254.133.102 | None |
| | | | | | |
```

```
| test-c-control-3 | 10.10.223.9 | 10.11.223.23 | 10.11.223.23 | 169.254.133.103 | None |
| | | | | |
| test-c-control-2 | 10.10.223.10 | 10.11.223.24 | 10.11.223.24 | 169.254.133.104 | None |
| | | | | |
+-----+-----+-----+-----+-----+
Compute nodes: 2
+-----+-----+-----+-----+-----+
| Server | CIMC | Management | Provision | Tenant | Storage |
+-----+-----+-----+-----+-----+
| test-c-compute-1 | 10.10.223.11 | 10.11.223.25 | 10.11.223.25 | 169.254.133.105 | None |
| | | | | |
| test-c-compute-2 | 10.10.223.12 | 10.11.223.26 | 10.11.223.26 | 169.254.133.106 | None |
| | | | | |
+
```

**Note** During the Cisco NFVI deployment, SSH public keys for each node are added to `.../.ssh/authorized_keys`, so you should be able to log in from the build node into each of the Cisco NFVI nodes without passwords. If, for some reason you do need account information, see the `openstack-configs/secrets.yaml` file on the build node.

# Verifying Cisco NFVI Node Interface Configurations

Complete the following steps to verify the interface configurations of Cisco NFVI nodes:

**Step 1** SSH into the target node, for example, one of the Cisco VIM controllers:

```
[root@mgmt-node~]# ssh root@control-server-1
[root@control-server-1 ~]#
```

**Step 2** Enter the `ip a` command to get a list of all interfaces on the node:

```
[root@control-server-1 ~]# ip a
1: lo: <LOOPBACK,UP,LOWER_UP> mtu 65536 qdisc noqueue state UNKNOWN link/loopback 00:00:00:00:00:00
   brd 00:00:00:00:00:00
   inet 127.0.0.1/8 scope host lo
      valid_lft forever preferred_lft forever
2: enp8s0: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc mq state UP qlen 1000 link/ether
   54:a2:74:7d:42:1d brd ff:ff:ff:ff:ff:ff
3: enp9s0: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc mq state UP qlen 1000 link/ether
   54:a2:74:7d:42:1e brd ff:ff:ff:ff:ff:ff
4: mx0: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master mx state UP qlen 1000
   link/ether 54:a2:74:7d:42:21 brd ff:ff:ff:ff:ff:ff
5: mx1: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master mx state UP qlen 1000
   link/ether 54:a2:74:7d:42:21 brd ff:ff:ff:ff:ff:ff
6: t0: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master t state UP qlen 1000 link/ether
   54:a2:74:7d:42:23 brd ff:ff:ff:ff:ff:ff
7: t1: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master t state UP qlen 1000 link/ether
   54:a2:74:7d:42:23 brd ff:ff:ff:ff:ff:ff
8: e0: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master e state UP qlen 1000 link/ether
   54:a2:74:7d:42:25 brd ff:ff:ff:ff:ff:ff
9: e1: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master e state UP qlen 1000 link/ether
   54:a2:74:7d:42:25 brd ff:ff:ff:ff:ff:ff
10: p0: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master p state UP qlen 1000 link/ether
```

```

54:a2:74:7d:42:27 brd ff:ff:ff:ff:ff:ff
11: p1: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master p state UP qlen 1000 link/ether
54:a2:74:7d:42:27 brd ff:ff:ff:ff:ff:ff
12: a0: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master a state UP qlen 1000 link/ether
54:a2:74:7d:42:29 brd ff:ff:ff:ff:ff:ff
13: a1: <BROADCAST,MULTICAST,SLAVE,UP,LOWER_UP> mtu 1500 qdisc mq master a state UP qlen 1000

link/ether 54:a2:74:7d:42:29 brd ff:ff:ff:ff:ff:ff
14: bond0: <BROADCAST,MULTICAST,MASTER> mtu 1500 qdisc noop state DOWN link/ether 4a:2e:2a:9e:01:d1
brd ff:ff:ff:ff:ff:ff
15: a: <BROADCAST,MULTICAST,MASTER,UP,LOWER_UP> mtu 1500 qdisc noqueue master br_api state UP link/ether
54:a2:74:7d:42:29 brd ff:ff:ff:ff:ff:ff
16: br_api: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc noqueue state UP link/ether
54:a2:74:7d:42:29 brd ff:ff:ff:ff:ff:ff
17: e: <BROADCAST,MULTICAST,MASTER,UP,LOWER_UP> mtu 1500 qdisc noqueue state UP link/ether
54:a2:74:7d:42:25 brd ff:ff:ff:ff:ff:ff
18: mx: <BROADCAST,MULTICAST,MASTER,UP,LOWER_UP> mtu 1500 qdisc noqueue master br_mgmt state UP
link/ether 54:a2:74:7d:42:21 brd ff:ff:ff:ff:ff:ff
19: br_mgmt: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc noqueue state UP link/ether
54:a2:74:7d:42:21 brd ff:ff:ff:ff:ff:ff
inet 10.23.221.41/28 brd 10.23.221.47 scope global br_mgmt valid_lft forever preferred_lft forever
20: p: <BROADCAST,MULTICAST,MASTER,UP,LOWER_UP> mtu 1500 qdisc noqueue state UP link/ether
54:a2:74:7d:42:27 brd ff:ff:ff:ff:ff:ff
21: t: <BROADCAST,MULTICAST,MASTER,UP,LOWER_UP> mtu 1500 qdisc noqueue state UP link/ether
54:a2:74:7d:42:23 brd ff:ff:ff:ff:ff:ff
inet 17.16.3.8/24 brd 17.16.3.255 scope global t valid_lft forever preferred_lft forever
22: docker0: <NO-CARRIER,BROADCAST,MULTICAST,UP> mtu 1500 qdisc noqueue state DOWN link/ether
02:42:70:f6:8b:da brd ff:ff:ff:ff:ff:ff
inet 172.17.42.1/16 scope global docker0 valid_lft forever preferred_lft forever
24: mgmt-out@if23: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc pfifo_fast master br_mgmt state
UP qlen 1000
link/ether 5a:73:51:af:e5:e7 brd ff:ff:ff:ff:ff:ff link-netnsid 0
26: api-out@if25: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc pfifo_fast master br_api state UP
qlen 1000
link/ether 6a:a6:fd:70:01:f9 brd ff:ff:ff:ff:ff:ff link-netnsid 0

```

# Displaying Cisco NFVI Node Network Configuration Files

Complete the following steps to view a Cisco NFVI node network configuration files:

**Step 1** SSH into the target node, for example, one of the Cisco VIM controllers:

```

[root@mgmt-node~]# ssh root@control-server-1
[root@control-server-1 ~]#

```

**Step 2** List all of the network configuration files in the /etc/sysconfig/network-scripts directory, for example:

```

[root@control-server-1 ~]# ls /etc/sysconfig/network-scripts/
ifcfg-a          ifcfg-enp15s0  ifcfg-mx0      ifdown-ib      ifup           ifup-ppp
ifcfg-a0         ifcfg-enp16s0  ifcfg-mx1      ifdown-ipppp   ifup-aliases  ifup-routes
ifcfg-a1         ifcfg-enp17s0  ifcfg-p        ifdown-ipv6    ifup-bnep     ifup-sit
ifcfg-br_api    ifcfg-enp18s0  ifcfg-p0       ifdown-isdn    ifup-eth      ifup-Team
ifcfg-br_mgmt   ifcfg-enp19s0  ifcfg-p1       ifdown-post    ifup-ib       ifup-TeamPort
ifcfg-e          ifcfg-enp20s0  ifcfg-t        ifdown-ppp     ifup-ipppp    ifup-tunnel
ifcfg-e0        ifcfg-enp21s0  ifcfg-t0       ifdown-routes  ifup-ipv6     ifup-wireless

```

```

ifcfg-e1          ifcfg-enp8s0    ifcfg-t1        ifdown-sit      ifup-isdn       init.ipv6-global
ifcfg-enp12s0    ifcfg-enp9s0    ifdown          ifdown-Team     ifup-plip       network-functions
ifcfg-enp13s0    ifcfg-lo        ifdown-bnep     ifdown-TeamPort ifup-plusb      network-functions-ipv6
ifcfg-enp14s0    ifcfg-mx        ifdown-eth      ifdown-tunnel   ifup-post

```

## Viewing Cisco NFVI Node Interface Bond Configuration Files

Complete the following steps to view the Cisco NFVI node interface bond configuration files:

**Step 1** SSH into the target node, for example, one of the Cisco VIM controllers:

```

[root@mgmt-node~]# ssh root@control-server-1
[root@control-server-1 ~]#

```

**Step 2** List all of the network bond configuration files in the /proc/net/bonding/ directory:

```

[root@control-server-1 ~]# ls /proc/net/bonding/
a bond0 e mx p t

```

**Step 3** To view more information about a particular bond configuration, enter:

```

[root@control-server-1 ~]# more /proc/net/bonding/a
Ethernet Channel Bonding Driver: v3.7.1 (April 27, 2011)

```

```

Bonding Mode: load balancing (xor)
Transmit Hash Policy: layer3+4 (1)
MII Status: up
MII Polling Interval (ms): 100
Up Delay (ms): 0
Down Delay (ms): 0

```

```

Slave Interface: a0
MII Status: up
Speed: 10000 Mbps
Duplex: full
Link Failure Count: 1
Permanent HW addr: 54:a2:74:7d:42:29
Slave queue ID: 0

```

```

Slave Interface: a1
MII Status: up
Speed: 10000 Mbps
Duplex: full
Link Failure Count: 2
Permanent HW addr: 54:a2:74:7d:42:2a
Slave queue ID: 0

```

## Viewing Cisco NFVI Node Route Information

Complete the following steps to view Cisco NFVI node route information. Note that this is not the HAProxy container running on the controller. The default gateway should point to the gateway on the management network using the br\_mgmt bridge.

**Step 1** SSH into the target node, for example, one of the Cisco VIM controllers:

```
[root@mgmt-node~]# ssh root@control-server-1
[root@control-server-1 ~]#
```

**Step 2** View the routing table (verify the default gateway) of the Cisco NFVI node:

```
[root@control-server-1 ~]# route -n
Kernel IP routing table
Destination      Gateway          Genmask         Flags Metric Ref    Use Iface
0.0.0.0          10.23.221.33    0.0.0.0        UG    0      0      0 br_mgmt
10.23.221.32    0.0.0.0         255.255.255.240 U    0      0      0 br_mgmt
17.16.3.0        0.0.0.0         255.255.255.0  U    0      0      0 t
169.254.0.0      0.0.0.0         255.255.0.0    U    1016   0      0 br_api
169.254.0.0      0.0.0.0         255.255.0.0    U    1017   0      0 e
169.254.0.0      0.0.0.0         255.255.0.0    U    1019   0      0 br_mgmt
169.254.0.0      0.0.0.0         255.255.0.0    U    1020   0      0 p
169.254.0.0      0.0.0.0         255.255.0.0    U    1021   0      0 t
172.17.0.0       0.0.0.0         255.255.0.0    U    0      0      0 docker0
```

## Viewing Linux Network Namespace Route Information

Complete the following steps to view the route information of the Linux network namespace that the HAProxy container uses on a Cisco NFVI controller node. The default gateway must point to the gateway on the API network using the API interface in the Linux network namespace.

**Step 1** SSH into the target node. For example, one of the Cisco VIM controllers:

```
[root@mgmt-node~]# ssh root@control-server-1
[root@control-server-1 ~]#
```

**Step 2** Enter the `ip netns` command to find the name of the network namespace:

```
[root@control-server-2 ~]# ip netns 17550 (id: 0)
```

**Step 3** Enter the `ip netns exec` command to view the routing table (verify the default gateway) of the Linux network namespace:

```
[root@control-server-2 ~]# ip netns exec 17550 route -n
Kernel IP routing table
Destination      Gateway          Genmask         Flags Metric Ref    Use Iface
0.0.0.0          172.29.86.1     0.0.0.0        UG    0      0      0 api
10.23.221.32    0.0.0.0         255.255.255.240 U    0      0      0 mgmt
172.29.86.0     0.0.0.0         255.255.255.0  U    0      0      0 api
```

## Pre-checks for Storage Removal Operation

Upon completion of the pod management operations like add-storage, you need to ensure that any subsequent operation such as remove-storage is done on the same storage node after accounting for all of the devices and

their corresponding OSDs have been marked in the persistent crush map as shown in the output of the ceph osd crush tree.

Execute the following command on the storage node where a remove-storage pod operation is performed, to get a list of all the devices configured for ceph osds:

```
[root@storage-3 ~]$ df | grep -oh ceph-[0-9]*
[root@storage-3 ~]$ df | grep -oh ceph-[0-9]*
ceph-1
ceph-5
ceph-7
ceph-10
```

Login to any of the controller nodes and run the following commands within the ceph mon container:

```
$ cephmon
$ ceph osd crush tree
```

From the json output, locate the storage node to be removed and ensure all of the devices listed for ceph osds have corresponding osd entries for them by running the following commands:

```
{
  "id": -3,
  "name": "storage-3",
  "type": "host",
  "type_id": 1,
  "items": [
    {
      "id": 1,
      "name": "osd.1",
      "type": "osd",
      "type_id": 0,
      "crush_weight": 1.091095,
      "depth": 2
    },
    {
      "id": 5,
      "name": "osd.5",
      "type": "osd",
      "type_id": 0,
      "crush_weight": 1.091095,
      "depth": 2
    },
    {
      "id": 7,
      "name": "osd.7",
      "type": "osd",
      "type_id": 0,
      "crush_weight": 1.091095,
      "depth": 2
    },
    {
      "id": 10,
      "name": "osd.10",
      "type": "osd",
      "type_id": 0,
      "crush_weight": 1.091095,
      "depth": 2
    }
  ]
},
```



**Note** If ToR\_TYPE is Cisco NCS 5500, you must manually remove all the sub-interfaces that were manually configured on the NCS switch, as Cisco VIM automation does not unconfigure/configure the sub-interfaces for which the VLANs were not defined in the setup\_data.yaml. If manual removal of sub-interface is not done, remove-compute operation is initiated.

# Troubleshooting Cisco NFVI

The following topics provide Cisco NFVI general troubleshooting procedures.

## Managing CIMC and ISO Installation

When you are remote it is good to map the ISO through the CIMC Mapped vMedia.

To add new mapping:

**Step 1** Click **Server > Remote Presence > Virtual Media > Add New Mapping**.

The screenshot shows a web-based configuration window titled "Cisco IMC-Mapped vMedia". Inside, there is a section titled "Add New Map" with the following fields and values:

- Volume: f
- Mount Type: WWW(HTTP/HTTP)
- Remote Share: http://172.29.172.152/downloads/
- Remote File: buildnode-internal-13130.iso (with a "Browse..." button)
- Mount Options: noauto
- User Name: (empty)
- Password: (empty)

At the bottom right of the window, there are "Save" and "Close" buttons.

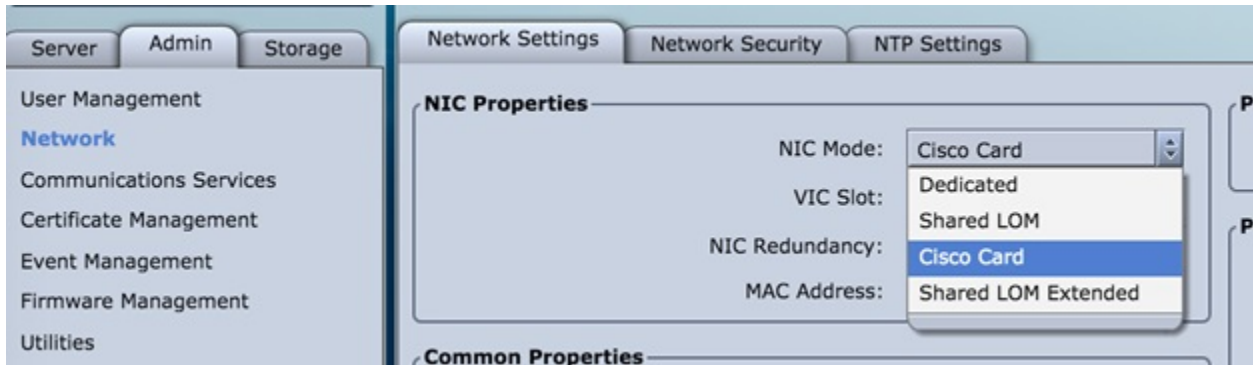
**Step 2** Enter the field values such as the Volume, Mount Type, Remote Share, Remote File, User name, and Password.

**Step 3** Click **Save**. The CIMC pulls the ISO directly from the HTTP server.

## Management Node Installation Fails

Management node installation fails if the CIMC is configured for cisco card mode.

Choose the dedicated mode in the following screen:



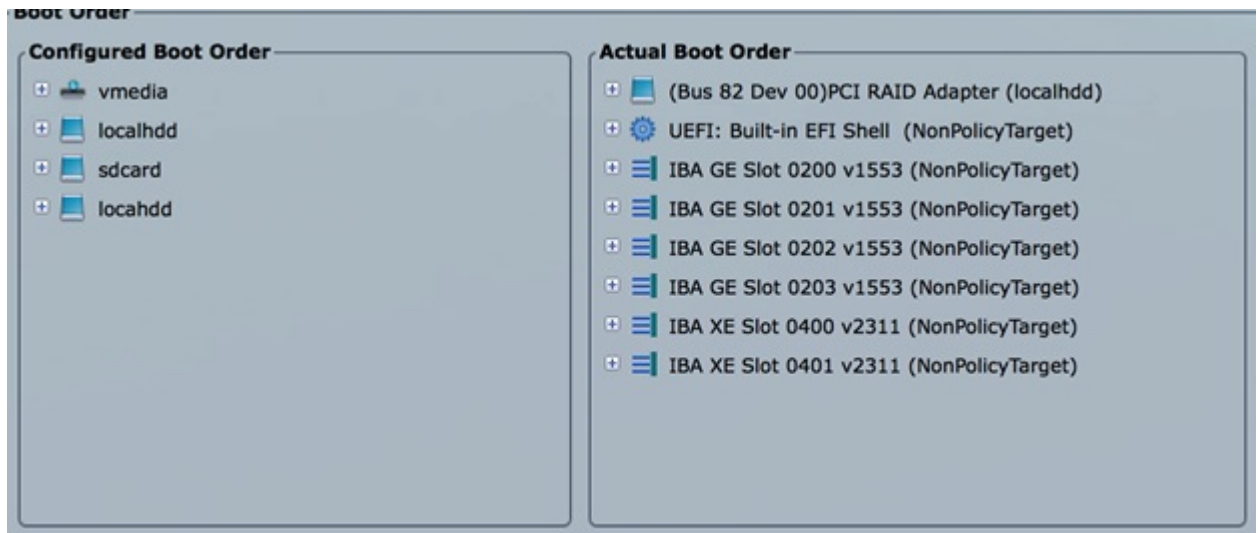
The selected method that is shown in the preceding screen is the incorrect mode.

## Configuring Boot Order

Management node does not come up post reboot. It must boot from hard drive to check for the actual boot order.

Choose **Server > BIOS > Configure Boot Order > Boot Order**.





## PXE Failure Issue During Baremetal Step

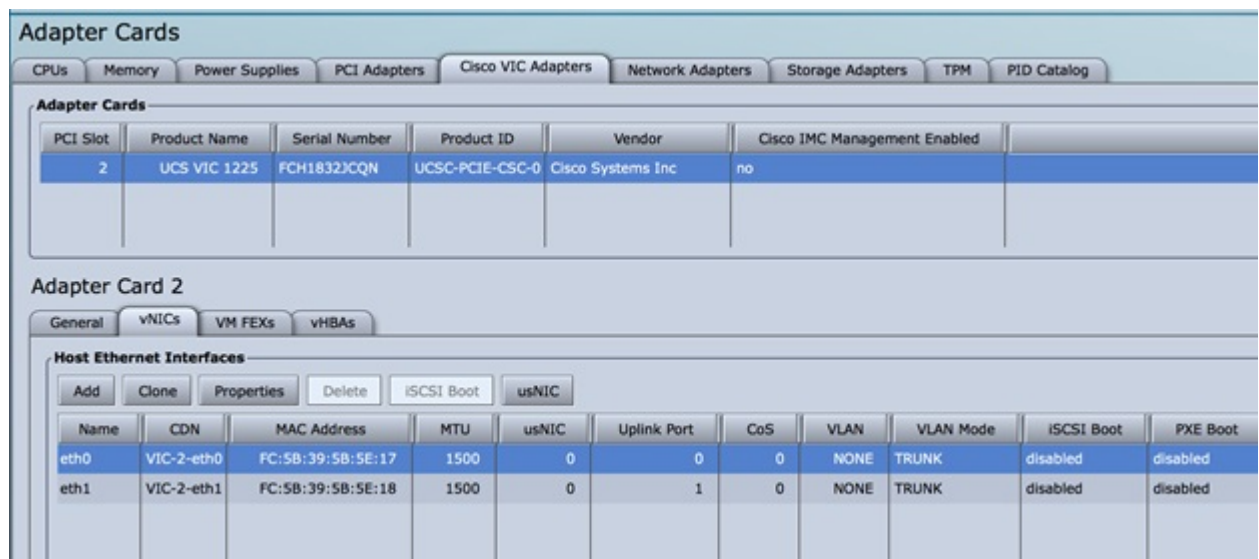
Perform the following steps in case of PXE boot failure:

- Step 1** Check log file `/var/log/mercury/mercury_baremetal_install.log` and connect to failing node CIMC KVM console to find out more on PXE boot failure reason.
- Step 2** Ensure all validations (step 1) and hardware validations (step 3) pass.
- Step 3** Check log file `/var/log/mercury/<UUID>/mercury_baremetal_install.log`.
- Step 4** Connect to KVM console of failing node(s) to find out more on PXE boot failure.
- Step 5** Check L2/L3 network connectivity between failing node(s) and management node.
- Step 6** Check for VPC configuration and port-channel status of failing node(s) and ensure *no lacp suspend-individual* is configured on the port-channel.
- Step 7** Check the actual PXE boot order must not differ from the boot-order configured.
- Step 8** Perform `tcpdump` on the management node interface `br_mgmt` to watch for UDP port 67 (dhcp) or UDP port 69 (tftp) `tcpdump -I br_mgmt port 67 or port 69 #` on the management node.
- Step 9** Perform `tcpdump` on the management node management interface `br_mgmt` on TCP 80 `tcpdump -I br_mgmt port 80 #` on the management node.
- Step 10** Check the apache log to watch the management IP address of failing node (if static allocated) `tail -f /var/log/cobblerhttpd/access_log #` on the management node.
- Step 11** For Authorization Required error messages during bare metal (Step 4) with CIMC operations such as hardware validations or cleaning up vNIC, check whether the maximum allowed simultaneous connection (4) are in use. All four connections are run when the 3rd party application monitoring CIMC does not properly close CIMC. This makes CiscoVIM installer not to log in using `xmlapi` with valid username and password. Check Cisco IMC logs on CIMC (Server > Faults and Logs > Cisco IMC Logs) for the reason why user was denied the access (maximum session, incorrect credentials.). The workaround is to disable 3rd party monitoring, wait at least 10 minutes and then perform CiscoVIM operations.

**Step 12**

In case none of the nodes are getting DHCP address; DHCP requests arrive at the management node but no response goes out, then check CIMC VIC adapter settings. Server > Inventory > Cisco VIC Adapters > vNICs | VLAN & VLAN Mode. Ensure the VLAN (both id and mode) configured does not matche with that of N9K switch

Option	Description
CIMC	Trunk:None
Switch	Access:vlan_mgmt



The following topics provide Cisco NFVI general troubleshooting procedures.

**Container Download Problems**

1. Check installer logs log file /var/log/mercury/mercury\_buildorchestration.log for any build node orchestration failures including stuck "registry-Populate local registry". Downloading the Docker container from your management node can be slow.
2. Check the network connectivity between the management node and the remote registry in defaults.yaml on the management node (grep "^registry:" openstack-configs/defaults.yaml).
3. Verify valid remote registry credentials are defined in setup\_data.yaml file.
4. A proxy server is required to pull the container images from remote registry. If a proxy is required, exclude all IP addresses for your setup including management node.

**Cisco IMC Connection Problems during Bare Metal Installation**

The cause may be Cisco IMC has too many connections, so the installer cannot connect to it. Clear the connections by logging into your Cisco IMC, going into the Admin->Sessions tab and clearing the connections.

**API VIP Connection Problems**

Verify the active HAProxy container is running in one of the controller nodes. On that controller within the HAProxy container namespace verify the IP address is assigned to the API interface. Also, verify that your ToR and the network infrastructure connecting your ToR is provisioned with API network segment VLAN.

**HAProxy Services Downtime after Initial Installation or HA Failover**

The HAProxy web interface can be accessed on TCP port 1936

```
http://<external_lb_vip_address>:1936/
Username: haproxy
Password: <HAPROXY_PASSWORD> from secrets.yaml file
```

After initial installation, the HAProxy web interface can report to several OpenStack services with downtime depending upon when that OpenStack service was installed after HAProxy install. The counters are not synchronized between HAProxy active and standby. After HA proxy failover, the downtime timers can change based on the uptime of new active HAproxy container.

### Management Node Problems

#### Service Commands

To identify all the services that are running, enter:

```
$ systemctl -a | grep docker | grep service
  On controller ignore status of:
docker-neutronlb
  On compute ignore status of:
docker-neutronlb, docker-keystone
```

To start a service on a host, enter:

```
$ systemctl start <service_name>
```

To stop a service on a host, enter:

```
$ systemctl stop <service_name>
```

To restart a service on a host, enter:

```
$ systemctl restart <service_name>
```

To check service status on a host, enter:

```
$ systemctl status <service_name>
```

## Connecting to Docker Container

To connect to the docket container do the following:

```
# generally, aliases are created for all containers
# use alias to identify those
alias | grep in_container
# checking specific alias by name
alias cobbler

# check docker containers
# alias created by CVIM
dp
# list docker containers
docker ps -a
# list docker images
docker images

# connecting to container
docker exec -it my_cobbler_<tag_id> /bin/bash

# connecting to docker container as privileged user
```

```
docker exec -it -u root my_cobbler_<tag_id> /bin/bash

# systemctl files
systemctl -a | egrep "docker-.*.service"

# check specific service
systemctl status mercury-restapi -l
systemctl status docker-vmtp

# restart specific service
systemctl restart docker-vmtp
```

---

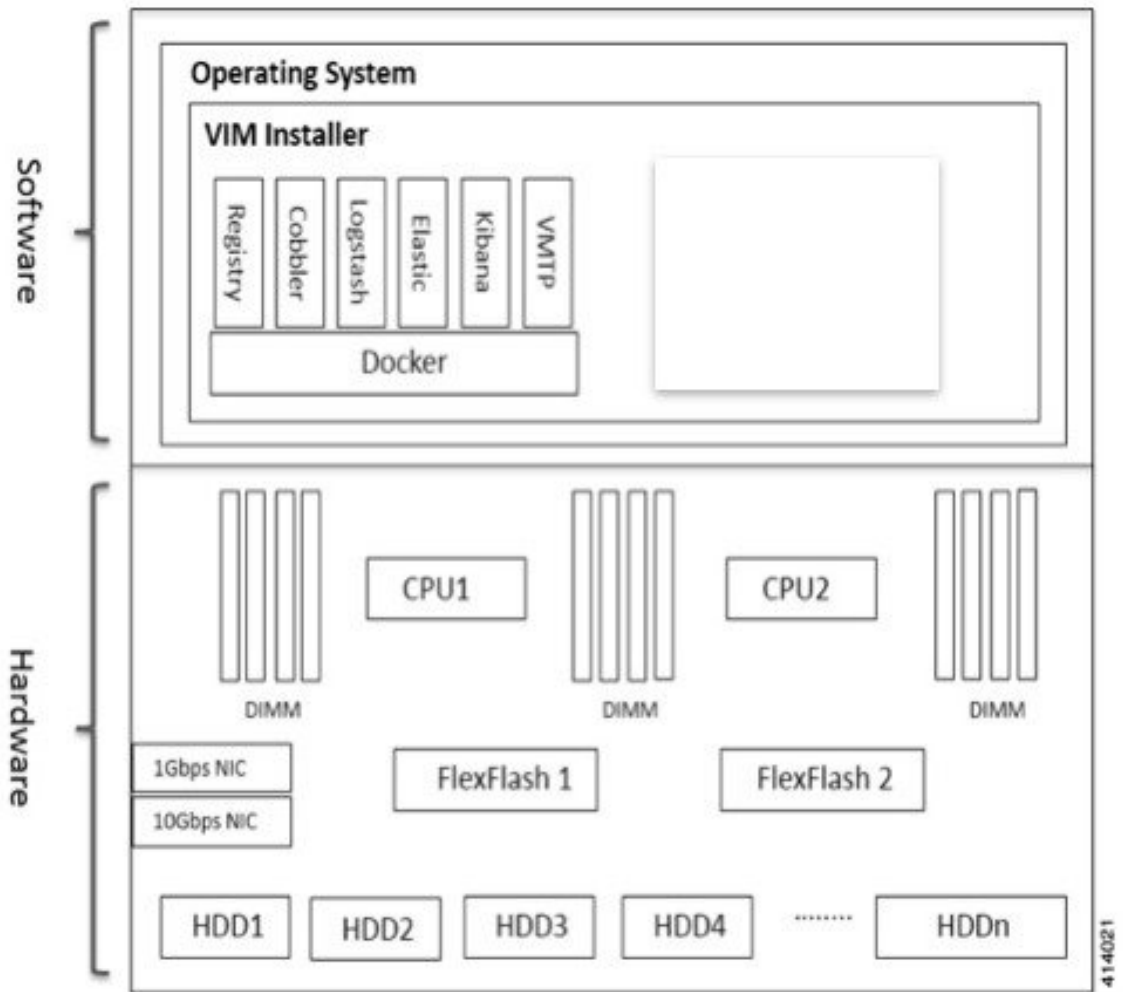
## Management Node Recovery Scenarios

The Cisco NFVI management node hosts the Cisco VIM Rest API service, Cobbler for PXE services, ELK for Logging to Kibana dashboard services and VMTP for the cloud validation. As the maintenance node does not have redundancy, understanding its points of failure and recovery scenarios is important. Managing Node recovery scenarios are described in the following steps.

The management node architecture includes a Cisco UCS C240 M4 server with dual CPU socket. It has a 1-Gbps on-board (LOM) NIC and a 10-Gbps Cisco VIC mLOM. HDDs are used in 8,16, or 24 disk configurations.

The following figure shows the high-level maintenance node of the hardware and software architecture.

Figure 1: Cisco NFVI Management Node Architecture



Different management node hardware or software failures can cause Cisco NFVI service disruptions and outages. Some failed services can be recovered through manual intervention. In cases if the system is operational during a failure, double faults cannot be recoverable.

The following table lists the management node failure scenarios and their recovery options.

Table 1: Management Node Failure Scenarios

Scenario #	Failure or Trigger	Recoverable?	Operational Impact
1	Failure of 1 or 2 active HDD	Yes	No
2	Simultaneous failure of more than 2 active HDD	No	Yes
3	Spare HDD failure: 4 spare for 24 HDD; or 2 spare for 8 HDD	Yes	No

Scenario #	Failure or Trigger	Recoverable?	Operational Impact
4	Power outage/hard reboot	Yes	Yes
5	Graceful reboot	Yes	Yes
6	Docker daemon start failure	Yes	Yes
7	Service container (Cobbler, ELK) start failure	Yes	Yes
8	One link failure on bond interface	Yes	No
9	Two link failures on bond interface	Yes	Yes
10	REST API service failure	Yes	No
11	Graceful reboot with Cisco VIM Unified Management	Yes	Yes; CLI alternatives exist during reboot.
12	Power outage or hard reboot with Cisco VIM Unified Management	Yes	Yes
13	VIM Unified Management Container reinstallation	Yes	Yes; CLI alternatives exist during reinstall.
14	Cisco VIM Unified Management Container reboot	Yes	Yes; CLI alternatives exist during reboot.
15	Intel 1350 1Gbps LOM failure	Yes	Yes
16	Cisco VIC 1227 10-Gbps mLOM failure	Yes	Yes
17	DIMM memory failure	Yes	No
18	One CPU failure	Yes	No

**Scenario 1: Failure of one or two active HDDs**

The management node has either 8,16, or 24-HDDs. The HDDs are configured with RAID 6, which helps to enable data redundancy and storage performance and overcomes any unforeseen HDD failures.

- When 8 HDDs are installed, 7 are active disks and one is spare disk.
- When 16 HDDs are installed, 14 are active disks and two are spare disks.
- When 24 HDDs are installed, 20 are active disks and four are spare disks.

With RAID 6 up, two simultaneous active HDD failures can occur. When an HDD fails, the system begins automatic recovery by moving the spare disk to active state and begins recovering and rebuilding the new active HDD. It takes approximately 4 hours to rebuild the new disk and move to synchronized state. During this operation, the system is fully functional and no impacts are seen. However, you must monitor the system to ensure that more failures do not occur to enter into a double fault situation.

You can use the **storcli** commands to check the disk and RAID state as shown in the following commands:



**Note** Make sure that the node is running with hardware RAID by checking the storcli output and comparing to the one preceding.

```
[root@mgmt-node ~]# /opt/MegaRAID/storcli/storcli64 /c0 show
<...snip...>
TOPOLOGY:
=====
-----
DG Arr Row EID:Slot DID Type State BT Size PDC PI SED DS3 FSpace TR
-----
0 - - - - RAID6 Optl N 4.087 TB dflt N N dflt N N
0 0 - - - RAID6 Optl N 4.087 TB dflt N N dflt N N <== RAID
6 in optimal state
0 0 0 252:1 1 DRIVE Onln N 837.258 GB dflt N N dflt - N
0 0 1 252:2 2 DRIVE Onln N 837.258 GB dflt N N dflt - N
0 0 2 252:3 3 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 0 3 252:4 4 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 0 4 252:5 5 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 0 5 252:6 6 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 0 6 252:7 7 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 - - 252:8 8 DRIVE DHS - 930.390 GB - - - - N
```

```
<...snip...>
PD LIST:
=====
-----
EID:SlT DID State DG Size Intf Med SED PI SeSz Model Sp
-----
252:1 1 Onln 0 837.258 GB SAS HDD N N 512B ST900MM0006 U <== all disks
functioning
252:2 2 Onln 0 837.258 GB SAS HDD N N 512B ST900MM0006 U
252:3 3 Onln 0 930.390 GB SAS HDD N N 512B ST91000640SS U
252:4 4 Onln 0 930.390 GB SAS HDD N N 512B ST91000640SS U
252:5 5 Onln 0 930.390 GB SAS HDD N N 512B ST91000640SS U
252:6 6 Onln 0 930.390 GB SAS HDD N N 512B ST91000640SS U
252:7 7 Onln 0 930.390 GB SAS HDD N N 512B ST91000640SS U
252:8 8 DHS 0 930.390 GB SAS HDD N N 512B ST91000640SS D
```

```
[root@mgmt-node ~]# /opt/MegaRAID/storcli/storcli64 /c0 show
<...snip...>
TOPOLOGY :
=====
-----
DG Arr Row EID:Slot DID Type State BT Size PDC PI SED DS3 FSpace TR
-----
0 - - - - RAID6 Pdgd N 4.087 TB dflt N N dflt N N <== RAID 6
in degraded state
0 0 - - - RAID6 Dgrd N 4.087 TB dflt N N dflt N N
0 0 0 252:8 8 DRIVE Rbld Y 930.390 GB dflt N N dflt - N
0 0 1 252:2 2 DRIVE Onln N 837.258 GB dflt N N dflt - N
0 0 2 252:3 3 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 0 3 252:4 4 DRIVE Onln N 930.390 GB dflt N N dflt - N
```

```

0 0 4 252:5 5 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 0 5 252:6 6 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 0 6 252:7 7 DRIVE Onln N 930.390 GB dflt N N dflt - N
-----

```

<...snip...>

PD LIST :

=====

```

-----
EID:SlT DID State DG          Size Intf Med SED PI SeSz Model          Sp
-----
252:1      1 UGood - 837.258 GB SAS HDD N   N 512B ST900MM0006      U  <== active disk
in slot 1 disconnected from drive group 0
252:2      2 Onln  0 837.258 GB SAS HDD N   N 512B ST900MM0006      U
252:3      3 Onln  0 930.390 GB SAS HDD N   N 512B ST91000640SS     U
252:4      4 Onln  0 930.390 GB SAS HDD N   N 512B ST91000640SS     U
252:5      5 Onln  0 930.390 GB SAS HDD N   N 512B ST91000640SS     U
252:6      6 Onln  0 930.390 GB SAS HDD N   N 512B ST91000640SS     U
252:7      7 Onln  0 930.390 GB SAS HDD N   N 512B ST91000640SS     U
252:8      8 Rbld  0 930.390 GB SAS HDD N   N 512B ST91000640SS     U  <== spare disk
in slot 8 joined drive group 0 and in rebuilding state
-----

```

```

[root@mgmt-node ~]# /opt/MegaRAID/storcli/storcli64 /c0/e252/s8 show rebuild
Controller = 0
Status = Success
Description = Show Drive Rebuild Status Succeeded.

```

```

-----
Drive-ID      Progress% Status          Estimated Time Left
-----
/c0/e252/s8      20 In progress 2 Hours 28 Minutes    <== spare disk in slot 8 rebuild
status
-----

```

To replace the failed disk and add it back as a spare:

```

[root@mgmt-node ~]# /opt/MegaRAID/storcli/storcli64 /c0/e252/s1 add hotsparedrive dg=0
Controller = 0
Status = Success
Description = Add Hot Spare Succeeded.

```

```

[root@mgmt-node ~]# /opt/MegaRAID/storcli/storcli64 /c0 show

```

<...snip...>

TOPOLOGY :

=====

```

-----
DG Arr Row EID:Slot DID Type   State BT          Size PDC  PI SED DS3  FSpace TR
-----
0 - - - - RAID6 Pdgd N    4.087 TB dflt N N  dflt N    N
0 0 - - - RAID6 Dgrd N    4.087 TB dflt N N  dflt N    N
0 0 0 252:8 8 DRIVE Rbld Y 930.390 GB dflt N N  dflt -    N
0 0 1 252:2 2 DRIVE Onln N 837.258 GB dflt N N  dflt -    N
0 0 2 252:3 3 DRIVE Onln N 930.390 GB dflt N N  dflt -    N
0 0 3 252:4 4 DRIVE Onln N 930.390 GB dflt N N  dflt -    N
0 0 4 252:5 5 DRIVE Onln N 930.390 GB dflt N N  dflt -    N
0 0 5 252:6 6 DRIVE Onln N 930.390 GB dflt N N  dflt -    N

```



```

0 0 6 252:7 7 DRIVE Onln N 930.390 GB dflt N N dflt - N
0 - - 252:1 1 DRIVE DHS - 837.258 GB - - - - N
-----

```

<...snip...>

PD LIST :  
=====

```

-----
EID:SlT DID State DG          Size Intf Med SED PI SeSz Model          Sp
-----
252:1      1 DHS   0 837.258 GB SAS HDD N  N  512B ST900MM0006      U  <== replacement
  disk added back as spare
252:2      2 Onln  0 837.258 GB SAS HDD N  N  512B ST900MM0006      U
252:3      3 Onln  0 930.390 GB SAS HDD N  N  512B ST91000640SS      U
252:4      4 Onln  0 930.390 GB SAS HDD N  N  512B ST91000640SS      U
252:5      5 Onln  0 930.390 GB SAS HDD N  N  512B ST91000640SS      U
252:6      6 Onln  0 930.390 GB SAS HDD N  N  512B ST91000640SS      U
252:7      7 Onln  0 930.390 GB SAS HDD N  N  512B ST91000640SS      U
252:8      8 Rbld  0 930.390 GB SAS HDD N  N  512B ST91000640SS      U
-----

```

**Scenario 2: Simultaneous failure of more than two active HDDs**

If more than two HDD failures occur at the same time, the management node goes into an unrecoverable failure state because RAID 6 allows for recovery of up to two simultaneous HDD failures. To recover the management node, reinstall the operating system.

**Scenario 3: Spare HDD failure**

When the management node has 24 HDDs, four are designated as spares. Failure of any of the disks does not impact the RAID or system functionality. Cisco recommends replacing these disks when they fail (see the steps in Scenario 1) to serve as standby disks and so when an active disk fails, an auto-rebuild is triggered.

**Scenario 4: Power outage or reboot**

If a power outage or hard system reboot occurs, the system boots up, and come back to operational state. Services running on the management node during down time gets disrupted. See the steps in Scenario 9 for the list of commands to check the services status after recovery.

**Scenario 5: System reboot**

If a graceful system reboot occurs, the system boots up and come back to operational state. Services running on the management node during down time gets disrupted. See the steps in Scenario 9 for the list of commands to check the services status after recovery.

**Scenario 6: Docker daemon start failure**

The management node runs the services using Docker containers. If the Docker daemon fails to come up, it causes services such as ELK, Cobbler, and VMTP to go into down state. You can use the **systemctl** command to check the status of the Docker daemon, for example:

```

# systemctl status docker
docker.service - Docker Application Container Engine
Loaded: loaded (/usr/lib/systemd/system/docker.service; enabled; vendor preset: disabled)
Active: active (running) since Mon 2016-08-22 00:33:43 CEST; 21h ago
Docs: http://docs.docker.com
Main PID: 16728 (docker)

```

If the Docker daemon is in down state, use the **systemctl restart docker** command to restart the Docker service. Run the commands that are listed in Scenario 9 to verify that all the Docker services are active.

**Scenario 7: Service container (Cobbler, ELK) start failure**

As described in Scenario 8, all the services run as Docker containers on the management node. To find all services running as containers, use the **docker ps -a** command. If any services are in Exit state, use the **systemctl** command and **grep** for Docker to find the exact service name, for example:

```
# systemctl | grep docker- | awk '{print $1}'
docker-cobbler-tftp.service
docker-cobbler-web.service
docker-cobbler.service
docker-container-registry.service
docker-elasticsearch.service
docker-kibana.service
docker-logstash.service
docker-vmtp.service
```

If any services need restarting, use the **systemctl** command. For example, to restart a Kibana service:

```
# systemctl restart docker-kibana.service
```

### Scenario 8: One link failure on the bond Interface

management node is set up with two different networks: `br_api` and `br_mgmt`. The `br_api` interface is the external. It is used for accessing outside services such as the Cisco VIM REST API, Kibana, and Cobbler. The `br_mgmt` interface is internal. It is used for provisioning and to provide management connectivity to all OpenStack nodes (control, compute and storage). Each network has two ports that are bonded to provide redundancy. If one port fails, the system remains completely functional through the other port. If a port fails, check for physical network connectivity, and remote switch configuration to debug the underlying cause of the link failure.

### Scenario 9: Two link failures on the bond Interface

As described in Scenario 10, each network is configured with two ports. If both ports are down, the system is not reachable and management node services could be disrupted. After the ports are back up, the system is fully operational. Check the physical network connectivity and the remote switch configuration to debug the underlying link failure cause.

### Scenario 10: REST API service failure

The management node runs the REST API service for Cisco VIM clients to reach the server. If the REST service is down, Cisco VIM clients cannot reach the server to trigger any server operations. However, with the exception of the REST service, other management node services remain operational.

To verify the management node REST services are fully operational, use the following command to check that the `httpd` and `mercury-restapi` services are in active and running state:

```
# systemctl status httpd
httpd.service - The Apache HTTP Server
  Loaded: loaded (/usr/lib/systemd/system/httpd.service; enabled; vendor preset: disabled)
  Active: active (running) since Mon 2016-08-22 00:22:10 CEST; 22h ago

# systemctl status mercury-restapi.service
mercury-restapi.service - Mercury Restapi
  Loaded: loaded (/usr/lib/systemd/system/mercury-restapi.service; enabled; vendor preset: disabled)
  Active: active (running) since Mon 2016-08-22 00:20:18 CEST; 22h ago
```

A tool is also provided so that you can check the REST API server status and the location of the folder it is running from. To execute run the following command:

```
# cd installer-<tagid>/tools
# ./restapi.py -a status
Status of the REST API Server: active (running) since Thu 2016-08-18 09:15:39 UTC; 9h
```

```
ago
  REST API launch directory: /root/installer-<tagid>/
```

Confirm the server status is active and check that the restapi launch folder matches the folder where the installation was launched. The restapi tool also provides the options to launch, tear down, and reset password for the restapi server as shown in the following command:

```
# ./restapi.py -h

usage: restapi.py [-h] --action ACTION [--yes] [--verbose]

REST API setup helper

optional arguments:
  -h, --help            show this help message and exit
  --action ACTION, -a ACTION
                        setup - Install and Start the REST API server.
                        teardown - Stop and Uninstall the REST API
                        server.
                        restart - Restart the REST API server.
                        regenerate-password - Regenerate the password for
                        REST API server.
                        reset-password - Reset the REST API password with
                        user given password.
                        status - Check the status of the REST API server
  --yes, -y            Skip the dialog. Yes to the action.
  --verbose, -v        Perform the action in verbose mode.
```

If the REST API server is not running, execute **ciscovim** to show the following error message:

```
# cd installer-<tagid>/
# ciscovim -setupfile ~/Save/<setup_data.yaml> run
```

If the installer directory or the REST API state is not correct or points to an incorrect REST API launch directory, go to the installer-<tagid>/tools directory and execute:

```
# ./restapi.py -action setup
```

To confirm that the REST API server state and launch directory is correct run the following command:

```
# ./restapi.py -action status
```

### Scenario 11: Graceful reboot with Cisco VIM Unified Management

Cisco VIM Unified Management runs as a container on the management node. After a graceful reboot of the management node, the VIM Unified Management and its associated database containers comes up. So there is no impact on recovery.

### Scenario 12: Power outage or hard reboot with VIM Unified Management

The Cisco VIM Unified Management container comes up automatically following a power outage or hard reset of the management node.

### Scenario 13: Cisco VIM Unified Management reinstallation

If the management node which is running the Cisco VIM Unified Management fails and cannot come up, you must uninstall and reinstall the Cisco VIM UM. After the VM Unified Management container comes up, add the relevant bootstrap steps as listed in the install guide to register the pod. VIM Unified Management then automatically detects the installer status and reflects the present status appropriately.

To clean up and reinstall Cisco VIM UM run the following command:

```
# cd /root/installer-<tagid>/insight/
# ./bootstrap_insight.py -a uninstall -o standalone -f </root/insight_setup_data.yaml>
```

**Scenario 14: VIM Unified Management Container reboot**

On Reboot of the VIM Unified Management container, services continue to work as it is.

**Scenario 15: Intel (I350) 1Gbps LOM failure**

The management node is set up with an Intel (I350) 1-Gbps LOM for API connectivity. Two 1-Gbps ports are bonded to provide connectivity redundancy. No operational impact occurs if one of these ports goes down. However, if both ports fail, or the LOM network adapter fails, the system cannot be reached through the API IP address. If this occurs you must replace the server because the LOM is connected to the system motherboard. To recover the management node with a new server, complete the following steps. Make sure the new management node hardware profile, matches the existing server and the Cisco IMC IP address is assigned.

1. Shut down the existing management node.
2. Unplug the power from the existing and new management nodes.
3. Remove all HDDs from existing management node and install them in the same slots of the new management node.
4. Plug in the power to the new management node, but do not boot the node.
5. Verify the configured boot order is set to boot from local HDD.
6. Verify the Cisco NFVI management VLAN is configured on the Cisco VIC interfaces.
7. Boot the management node for the operating system to begin.

After the management node is up, the management node bond interface is down due to the incorrect MAC address. It points to old node network card MAC address.

8. Update the MAC address under `/etc/sysconfig/network-scripts`.
9. Reboot the management node.  
It is fully operational. All interfaces has to be in an up state and be reachable.
10. Verify that Kibana and Cobbler dashboards are accessible.
11. Verify the Rest API services are up. See Scenario 15 for any recovery steps.

**Scenario 16: Cisco VIC 1227 10Gbps mLOM failure**

The management node is configured with a Cisco VIC 1227 dual port 10-Gbps mLOM adapter for connectivity to the other Cisco NFVI nodes. Two 10 Gbps ports are bonded to provide connectivity redundancy. If one of the 10-Gbps ports goes down, no operational impact occurs. However, if both Cisco VIC 10 Gbps ports fail, the system goes into an unreachable state on the management network. If this occurs, you must replace the VIC network adapters. Otherwise pod management and the Fluentd forwarding service is disrupted. If you replace a Cisco VIC, update the management and provisioning VLAN for the VIC interfaces using Cisco IMC and update the MAC address in the interfaces under `/etc/sysconfig/network-scripts` interface configuration file.

**Scenario 17: DIMM memory failure**

The management node is set up with multiple DIMM memory across different slots. Failure of one or memory modules could cause the system to go into unstable state, depending on how many DIMM memory failures occur. DIMM memory failures are standard system failures like any other Linux system server. If a DIMM memory fails, replace the memory module(s) as soon as possible to keep the system in stable state.

**Scenario 18: One CPU failure**

Cisco NFVI management nodes have dual core Intel CPUs (CPU1 and CPU2). If one CPU fails, the system remains operational. However, always replace failed CPU modules immediately. CPU failures are standard system failures such as any other Linux system server. If a CPU fails, replace it immediately to keep the system in stable state.

## Recovering Compute Node Scenario

The Cisco NFVI Compute node hosts the OpenStack services to provide processing, network, and storage resources to run instances. The node architecture includes a Cisco UCS C220 M4 server with dual CPU socket, 10-Gbps Cisco VIC mLOM, and two HDDs in RAID 1 configuration.

### Failure of one active HDD

With RAID 1, data are shown and allows up to one active HDD failure. When an HDD fails, the node is still functional with no impacts. However, the data are no longer illustrated and losing another HDD results in unrecoverable and operational downtime. The failed disk has to be replaced soon as it takes approximately 2 hours to rebuild the new disk and move to synchronized state.

To check the disk and RAID state, run the storcli commands as follows:



**Note** Make sure that the node is running with hardware RAID by checking the storcli output and comparing to the one that is shown in the following command.

```
[root@compute-node ~]# /opt/MegaRAID/storcli/storcli64 /c0 show

<...snip...>

TOPOLOGY :
=====
-----
DG Arr Row EID:Slot DID Type State BT Size PDC PI SED DS3 FSpace TR
-----
0 - - - - RAID1 Opt1 N 837.258 GB dflt N N dflt N N <== RAID 1 in
optimal state
0 0 - - - RAID1 Opt1 N 837.258 GB dflt N N dflt N N
0 0 0 252:2 9 DRIVE Onln N 837.258 GB dflt N N dflt - N
0 0 1 252:3 11 DRIVE Onln N 837.258 GB dflt N N dflt - N
-----

<...snip...>

Physical Drives = 2

PD LIST :
=====
-----
EID:SlT DID State DG Size Intf Med SED PI SeSz Model Sp
-----
252:2 9 Onln 0 837.258 GB SAS HDD N N 512B ST900MM0006 U <== all disks
functioning
252:3 11 Onln 0 837.258 GB SAS HDD N N 512B ST900MM0006 U
-----

[root@compute-node ~]# /opt/MegaRAID/storcli/storcli64 /c0 show
```

<...snip...>

TOPOLOGY :

=====

DG	Arr	Row	EID:Slot	DID	Type	State	BT	Size	PDC	PI	SED	DS3	FSpace	TR
0	-	-	-	-	RAID1	Dgrd	N	837.258 GB	dflt	N	N	dflt	N	N <== RAID 1 in degraded state.
0	0	-	-	-	RAID1	Dgrd	N	837.258 GB	dflt	N	N	dflt	N	N
0	0	0	-	-	DRIVE	Msgng	-	837.258 GB	-	-	-	-	-	N
0	0	1	252:3	11	DRIVE	Onln	N	837.258 GB	dflt	N	N	dflt	-	N

<...snip...>

PD LIST :

=====

EID:SlT	DID	State	DG	Size	Intf	Med	SED	PI	SeSz	Model	Sp
252:2	9	UGood	-	837.258 GB	SAS	HDD	N	N	512B	ST900MM0006	U <== active disk in slot 2 disconnected from drive group 0
252:3	11	Onln	0	837.258 GB	SAS	HDD	N	N	512B	ST900MM0006	U

To replace the failed disk and add it back as a spare run the following command:

```
[root@compute-node ~]# /opt/MegaRAID/storcli/storcli64 /c0/e252/s2 add hotsparedrive dg=0
Controller = 0
Status = Success
Description = Add Hot Spare Succeeded.
```

```
[root@compute-node ~]# /opt/MegaRAID/storcli/storcli64 /c0 show
```

<...snip...>

TOPOLOGY :

=====

DG	Arr	Row	EID:Slot	DID	Type	State	BT	Size	PDC	PI	SED	DS3	FSpace	TR
0	-	-	-	-	RAID1	Dgrd	N	837.258 GB	dflt	N	N	dflt	N	N
0	0	-	-	-	RAID1	Dgrd	N	837.258 GB	dflt	N	N	dflt	N	N
0	0	0	252:2	9	DRIVE	Rbld	Y	837.258 GB	dflt	N	N	dflt	-	N
0	0	1	252:3	11	DRIVE	Onln	N	837.258 GB	dflt	N	N	dflt	-	N

<...snip...>

PD LIST :

=====

EID:SlT	DID	State	DG	Size	Intf	Med	SED	PI	SeSz	Model	Sp
252:2	9	Rbld	0	837.258 GB	SAS	HDD	N	N	512B	ST900MM0006	U <== replacement disk in slot 2 joined device group 0 and in rebuilding state
252:3	11	Onln	0	837.258 GB	SAS	HDD	N	N	512B	ST900MM0006	U

```
[root@compute-node ~]# /opt/MegaRAID/storcli/storcli64 /c0/e252/s2 show rebuild
Controller = 0
```

```
Status = Success
Description = Show Drive Rebuild Status Succeeded.
```

```
-----
Drive-ID      Progress% Status      Estimated Time Left
-----
/c0/e252/s2   10 In progress 1 Hours 9 Minutes  <== replacement disk in slot 2 rebuild
status
-----
```

## Running the Cisco VIM Technical Support Tool

Cisco VIM includes a tech-support tool that you can use to gather Cisco VIM information to help solve issues working with Cisco Technical Support. The tech-support tool can be extended to execute custom scripts. It can be called after runner is executed at least once. The tech-support tool uses a configuration file that specifies what information to collect. The configuration file is located in the following location:  
/root/openstack-configs/tech-support/tech\_support\_cfg.yaml.

The tech-support tool checks the point where the Cisco VIM installer has executed and collects the output of files or commands that is indicated by the configuration file. For example, if the installer fails at Step 3 (VALIDATION), the tech-support provides information that is listed in the configuration file up to Step 3 (included). You can override this default behavior by adding the --stage option to the command.

The tech-support script is located at the management node /root/installer-`{tag-id}`/tech-support directory. To run it after the runner execution, enter the following command:

```
./tech-support/tech_support.py
```

The command creates a compressed tar file containing all the information that is gathered. The file location is displayed in the console at the end of the execution. You need not have to execute the command with any options. However, if you want to override any default behavior, you can use the following options:

```
/tech_support.py --help
Usage: tech_support.py [options]
```

```
Tech-support collects information about your cloud
```

```
Options:
-h, --help                show this help message and exit
--stage=STAGE             specify the stage where installer left off
--config-file=CFG_FILE   specify alternate configuration file name
--tmp-dir=TMP_DIR        specify alternate temporary directory name
--file-size=TAIL_SIZE    specify max size (in KB) of each file collected
--host-list=HOST_LIST    List (comma separated) of the hostnames of the servers
                        to collect info from
--ip-list=IP_LIST        List (comma separated) of the IPv4 of the hosts to
                        collect info from
--exclude-mgmt-node      specify if mgmt node info needs to be excluded
--include-cimc           specify if cimc techsupport needs to be included
--include-hw-diags       specify if hardware diagnostics need to be included
```

Where:

- `stage`—tells at which state the installer left off. The possible values are: `INPUT_VALIDATION`, `BUILDNODE_ORCHESTRATION`, `VALIDATION`, `BAREMETAL_INSTALL`, `COMMON_SETUP`, `CEPH`, `ORCHESTRATION` or `VMTP`
- `config-file`—Provides the path for a specific configuration file. Make sure that your syntax is correct. Look at the default `/root/tech-support/openstack-configs/tech_support_cfg.yaml` file as an example on how to create a new `config-file` or modify the default file.
- `tmp-dir`—Provides the path to a temp directory `tech-support` can use to create the compressed tar file. The `tech-support` tool provides the infrastructure to execute standard Linux commands from packages that are included in the Cisco VIM installation. This infrastructure is extensible and you can add commands, files, or custom bash or Python scripts into the configuration file pane for the tool to collect the output of those commands or scripts. (See the README pane for more details.)
- `file-size`—Is an integer that specifies (in KB) the maximum file size that `tech-support` captures and tail the file if needed. By default, this value is set to 10 MB. For example, if no `file-size` option is provided and the `tech-support` has to collect `/var/log/mercury/data.log` and the `data.log` is more than 10 MB, `tech-support` gets the last 10 MB from `/var/log/mercury/data.log`.
- `host-list`—Provides the list of hosts one wants to collect from the `tech-support` through hostname, defaults to all hosts.
- `ip-list`—Provides the list of hosts to collect `tech-support` when their management IPv4 defaults to all hosts.
- `exclude-mgmt-node`—It is an option not to collect `tech-support` from the management node.
- `include-cimc`—(Only applied for Cisco servers) . This option allows to specify the list of hosts to get the CIMC `tech-support`. You can use this option along with the `-host-list` and `-ip-list` options.
- `include-hw-diags`—(Only applied for Quanta servers). This option allows to specify the list of hosts to get the hardware support information collected on Quanta servers. It also collects the hardware information of the management node if it is a Quanta server. This option can be used along with the `-host-list` option.




---

**Note** When using the `ip-list` option, provide the list of the management IP addresses. The `tech-support` can figure out the CIMC IP address from the `setup_data.yaml` file.

---

## Tech-Support Configuration File

Cisco VIM `tech-support` is a utility tool is designed to collect the VIM pod logs which help users to debug the issues offline. The administrator uses the `tech-support` configuration files to provide the list of commands or configuration files. The `tech support` tool of the Cisco VIM gathers list of commands or configuration files for the offline diagnostic or debugging purposes.

By default the `tech-support` configuration file is located at the `/root/openstack-configs/tech-support/tech_support_cfg.yaml` file. Alternatively, you can use a different one by specifying the `-config-file` option. The syntax of this configuration file must be as follows:

The `tech-support` configuration file section is divided into eight sections which corresponds to each of the installer stages:



- INPUT\_VALIDATION
- BUILDNODE\_ORCHESTRATION
- VALIDATION
- BAREMETAL\_INSTALL
- COMMON\_SETUP
- CEPH
- ORCHESTRATION
- VMTP

Inside each of these eight sections, there are tags divided on hierarchical levels. At the first level, the tag indicates the host(s) or path on which the command(s) run and from where the file(s) can be collected. The possible tags are as follows:

- - HOSTS\_MANAGEMENT: Run in the Management node only
- - HOSTS\_CONTROL: Run in all the Control nodes
- - HOSTS\_COMPUTE: Run in all the Compute nodes
- - HOSTS\_STORAGE: Run in all the Storage nodes
- - HOSTS\_COMMON: Run in all the Compute and Control nodes
- - HOSTS\_ALL: Run in all the Compute, Control and Storage nodes




---

**Note** In any of these eight sections, if HOSTS tag is not specified then no information is collected for that stage.

---

For each of the hosts mentioned above there is a second level tag which specifies where to run the command. The possible values of those tags are as follows:

- - SERVER\_FILES: Path(s) to the file(s) that tech-support has to collect.
- - SERVER\_COMMANDS: Command(s) or script name(s) which has to be executed directly on the server. The command(s) has to be included before in the \$PATH. For the scripts, refer to the Custom Scripts paragraph below.
- - CONTAINERS: Indicates the tech-support tool that the command(s) has to be executed and the files to be gathered from inside a container. See the following steps for more specific information of what can be added in this section.

In the CONTAINERS section, indicate the path in which container the commands are executed or gathered from. This is done with a <container\_name> tag The following are the shown to get the string for the <container\_name> tag):

- all\_containers: Execute inside all containers (regardless of the state).
- <container\_name>: Container Name must be the name of a container and it indicates in which container to run the command or gather the information. It runs commands inside the container only if the mentioned

container is up (as we cannot run commands on dead containers). Examples of how to get the container name:

- Execute **docker ps** and get the name (without any numbers) of the last column of output **docker ps -a**.

For example:

```
CONTAINER ID  IMAGE  COMMAND  <snip>  NAMES
81bc4e54cbfb  <registry>/vmtp:4263  /bin/bash"  vmtp_4263
```

The tech-support runs the linux commands on the server (from packages that is included in RHEL7.3). Add the name of the commands under the SERVER\_COMMANDS section of the configuration file to run the commands.

However, if the administrator wants to add a custom bash or python script to be executed in some set of servers in the cloud. In such case you need to add the script into the custom-scripts directory on the current directory path (/root/openstack-configs/tech-support/) and add the script name into the corresponding SERVER\_COMMANDS section.

The tech-support tool will scp the script(s) included in the custom-scripts directory into the appropriate cloud nodes where it will be executed (as# indicated in this config file) and capture the output (stdout and stderr) and add it to the collection of files collected by the tech-support tool. It is assumed that the scripts are self-standing and independent and needs no external input.

Following is an example of a custom tech-support configuration file. This is just an example of what information the tech-support tool will gather if given the following configuration file:

```
COMMON_SETUP:
HOSTS_ALL: # All compute, control and storage hosts
SERVER_FILES:
- /usr/lib/docker-storage-setup
SERVER_COMMANDS:
- docker info
- my_script.sh
CONTAINERS:
all_containers: #execute in all containers (even if they are in down state)
CONTAINER_COMMANDS:
- docker inspect
- docker logs
logstash:
CONTAINER_FILES:
- /var/log/
CONTAINER_COMMANDS:
- ls -l
```

Given this example of configuration, and assuming that the installer ended in at least the COMMON\_SETUP state, the tech-support tool will run under all OpenStack nodes (Compute, Control and Storage) and it will:

- Gather (if exists) the contents of /usr/lib/docker-storage-setup file.
- Run **docker info** command and collect the output.
- Run **my\_script.sh** and collect the output. The **my\_script.sh** is an example of a bash script which the user previously added to the /root/openstack-configs/tech-support/custom-scripts directory.
- Collect the output of docker inspect and docker logs for all containers.
- Collect the files in /var/log inside the logstash container (if there is container with that name). This is equivalent to running the following command (where /tmp indicates a temporary location where the tech-support tool gathers all the information): **docker cp logstash\_{tag}:/var/log/ /tmp**.

- Collect the output of the command `docker exec logstash_{{tag}}: ls -l`.

## Tech-Support When Servers Are Offline

It is difficult to collect the information from the servers if one or more cloud nodes are not reachable. In this case, you can connect through the KVM console into those servers and run the local tech-support tool.

**Step 1** To run the local tech-support tool run the following command:

```
/root/tech_support_offline
```

**Step 2** Cisco VIM `tech_support_offline` collects the Logs and other troubleshooting output from the server and place it in the location of the other server:

```
/root/tech_support
```

**Note** After the server is reachable, you can use the Cisco VIM tech-support tool which collects all the files under the `/root/tech-support/` directory which can be used to debug any issue which are offline.

## Running Cisco VIM Software Hub Technical Support Tool

The Cisco VIM Software Hub technical support tool uses a configuration file that specifies the information to be collected. The configuration file is located in the following location:

```
/root/cvim_sds-{{tag-id}}/openstack-configs/tech-support/tech_support_sds.yaml
```

This tool checks the point where the Cisco VIM Software Hub has executed and collects the output of files or commands indicated by the configuration file.

The technical support script is available at the Software Hub node in the following location:

```
/root/cvim_sds-{{tag-id}}/tech-support/ directory.
```

To run the script, enter the following command:

```
./tech-support/tech_support_sds
```

This command execution creates a compressed tar file containing all the collected information and displays the file location.

## Disk-Maintenance Tool to Manage Physical Drives

In VIM you can use the disk-maintenance tool to check the status of all physical drives that are present in running and operational nodes in the following roles -

- Management
- Control (all or specific nodes)

- Compute (all or specific nodes) (Expect for third party)

This provides the information about the present status of the physical drives - if they are in Online, Offline, Rebuilding, Unconfigured Good or JBOD states if all disks are ok. If not, the disks that have gone bad are displayed with the slot number and server information, that has to be replaced. When multiple disks have to be replaced, we recommend you to execute remove or add of the node.

- Physically remove and insert a new disk before attempting to replace.
- For smooth operation, wipe out disk before attempting replace operations.
- Call Cisco TAC if you face any issue. Do not reattempt.




---

**Note** Make sure that each node is running with hardware RAID, the steps for which can be found in the section titled Recovering Compute Node Scenario. Refer to step 15 of the section "Upgrading Cisco VIM Software Using a USB" on how to move the pod from hardware RAID to software RAID.

---

To check the status of the Diskmgmt log in to the management node and run the `ciscovim` command with the `diskmgmt` option. The design of the `diskmgmt` user interface follows a test job create, list, show, and delete the workflow.

Diskmgmt user workflow:

A database of disk operation results is maintained so that you can keep the results of multiple disk check or replace and view them at any time.

---

**Step 1** Run the Help command to see all available command line options:

```
# ciscovim help diskmgmt
usage: ciscovim diskmgmt [--server <node1,node2,...>] [--id <id>]
      [--locator {on,off}] [--json-display] [-y]
      create|delete|list|show check-disks|replace-disks
      all|management|control|compute

HDD maintenance helper

Positional arguments:
  create|delete|list|show      The control command to perform
  check-disks|replace-disks   The identity of the task/action
  all|management|control|compute The role of the target host(s)

Optional arguments:
  --server <node1,node2,...> List of specific control/compute host names
                              within the target role.
  --id <id>                   ID used to identify specific item to
                              show/delete.
  --locator {on,off}         Turn on|off locator LED for server with bad
                              disks and for the physical drives.
  --json-display             Shows output in JSON format.
  -y, --yes                  Yes option to perform the action
```

**Step 2** Check disk operation creates `check-disks` operation for all control nodes in the POD. The system responds with a message indicating the Time, ID and when it was created. Run the following check-disk operation command:

```
# ciscovim diskmgmt create check-disks control
+-----+
| Field      | Value                                     |
+-----+
| action     | check-disks                             |
| command    | create                                   |
| created_at | 2018-03-07T21:12:20.684648+00:00        |
| id         | 0c6d27c8-bdac-493b-817e-1ea8640dae57    |
| locator    | False                                    |
| result     |                                           |
| role       | control                                  |
| servers    | None                                     |
| status     | not_run                                  |
| updated_at | None                                     |
+-----+
```

**Step 3** The cisco vim diskmgmt list command is used to monitor a currently running task, and the completed tasks. The list command can filter based on the role. Using ‘all’ command lists all the tests that are in the database.

```
# ciscovim diskmgmt list check-disks control
+-----+-----+-----+-----+-----+
| ID                | Action      | Role   | Status  | Created                |
+-----+-----+-----+-----+-----+
| 861d4d73-ffee-40bf-9348-13afc697ee3d | check-disks | control | Complete | 2018-03-05 14:44:47+00:00 |
| 0c6d27c8-bdac-493b-817e-1ea8640dae57 | check-disks | control | Running  | 2018-03-07 21:12:20+00:00 |
+-----+-----+-----+-----+-----+
[root@F24-Michigan ~]# ciscovim diskmgmt list check-disks compute
+-----+-----+-----+-----+-----+
| ID                | Action      | Role   | Status  | Created                |
+-----+-----+-----+-----+-----+
| 0be7a55a-37fe-43a1-a975-cbf93ac78893 | check-disks | compute | Complete | 2018-03-05 14:45:45+00:00 |
+-----+-----+-----+-----+-----+
[root@F24-Michigan ~]# ciscovim diskmgmt list check-disks all
+-----+-----+-----+-----+-----+
| ID                | Action      | Role   | Status  | Created                |
+-----+-----+-----+-----+-----+
| cdfd18c1-6346-47a2-b0f5-661305b5d160 | check-disks | all    | Complete | 2018-03-05 14:43:50+00:00 |
| 861d4d73-ffee-40bf-9348-13afc697ee3d | check-disks | control | Complete | 2018-03-05 14:44:47+00:00 |
| 0be7a55a-37fe-43a1-a975-cbf93ac78893 | check-disks | compute | Complete | 2018-03-05 14:45:45+00:00 |
| 0c6d27c8-bdac-493b-817e-1ea8640dae57 | check-disks | control | Complete | 2018-03-07 21:12:20+00:00 |
+-----+-----+-----+-----+-----+
```

**Step 4** Run the following command to show the detailed results of a diskmgmt check-disks operation:

```
# ciscovim diskmgmt show check-disks control --id 0c6d27c8-bdac-493b-817e-1ea8640dae57
+-----+-----+-----+-----+-----+
| Message                | Host                | Role                | Server | State |
+-----+-----+-----+-----+-----+
| Raid Health Status    | f24-michigan-micro-1 | block_storage control compute | 7.7.7.7 | Optimal |
|                        | f24-michigan-micro-2 | block_storage control compute | 7.7.7.6 | Optimal |
+-----+-----+-----+-----+-----+
```

```

|
|
| f24-michigan-micro-3 | block_storage control compute | 7.7.7.5 |
Optimal
|
|
| VD Health Status | f24-michigan-micro-1 | block_storage control compute | 7.7.7.7 |
Optimal
|
| f24-michigan-micro-2 | block_storage control compute | 7.7.7.6 |
Optimal
|
| f24-michigan-micro-3 | block_storage control compute | 7.7.7.5 |
Optimal
|
|
|
| RAID Level and Type | f24-michigan-micro-1 | block_storage control compute | 7.7.7.7 | Type
- HW; Level - RAID1 |
|
| f24-michigan-micro-2 | block_storage control compute | 7.7.7.6 | Type
- HW; Level - RAID1 |
|
| f24-michigan-micro-3 | block_storage control compute | 7.7.7.5 | Type
- HW; Level - RAID1 |
|
|
|
| Number of Physical Disks | f24-michigan-micro-1 | block_storage control compute | 7.7.7.7 | 8
|
| f24-michigan-micro-2 | block_storage control compute | 7.7.7.6 | 8
|
| f24-michigan-micro-3 | block_storage control compute | 7.7.7.5 | 8
|
|
|
| Number of Virtual Disks | f24-michigan-micro-1 | block_storage control compute | 7.7.7.7 | 1
|
| f24-michigan-micro-2 | block_storage control compute | 7.7.7.6 | 1
|
| f24-michigan-micro-3 | block_storage control compute | 7.7.7.5 | 1
|
|
|
| Boot Drive Disk Media-Type | f24-michigan-micro-1 | block_storage control compute | 7.7.7.7 | HDD
|
| f24-michigan-micro-2 | block_storage control compute | 7.7.7.6 | HDD
|
| f24-michigan-micro-3 | block_storage control compute | 7.7.7.5 | SSD
|
+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
State Keys:
DHS-Dedicated Hot Spare|UGood-Unconfigured Good|GHS-Global Hotspare
UBad-Unconfigured Bad|Onln-Online|Offln-Offline
Rbld-Rebuilding|JBOD-Just a Bunch Of Disks

```

**Step 5** Run the following command to delete the diskmgmt check-disks:

Delete a diskmgmt check-disks result:

**Note** Cisco recommends you to delete the tests which are not in use.

# OSD-Maintenance Tool

You can use the osd-maintenance tool to check the status of all OSDs that are present in running and operational block storage nodes. OSD maintenance tool gives you the detailed information about the status of the OSDs - if they are Up or Down, in addition to what HDD corresponds to which OSD, including the slot number and server hostname.

- If it is down OSD is discovered after check\_osds is performed, run the cluster recovery and recheck.
- If still down, wait 30 minutes before attempting replace - time for ceph-mon to sync.
- Physically remove and insert a new disk before attempting replace.
- For smooth operation, wipe out disk before attempting replace operations.
- Need a dedicated journal SSD for each storage server where osdmgmt is attempted.
- Only allowed to replace one OSD at a time. Space out each replace OSD by 30 minutes - time for ceph-mon to sync.
- Call TAC if any issue is hit. Do not reattempt.

To check the status of the osdmgmt tool log in the management node and run the ciscovim command with the osdmgmt option. The osdmgmt user interface allows you to create, list, show, and delete a workflow.

- Use ‘ciscovim osdmgmt create ...’ command to initiate a check and replace OSD operation
- Use ‘ciscovim osdmgmt list ...’ command to view summary and status of current OSD operations
- Use ‘ciscovim osdmgmt show ... --id <ID>’ command to view detail OSD operation results
- Use ‘ciscovim osdmgmt delete ... --id <ID>’ command to delete the results.

Examples of usage of this tool:

## Step 1 Run the Help command to see all the option:

```
# ciscovim help osdmgmt
usage: ciscovim osdmgmt [--server <node1,node2,...>] [--detail] [--id <id>]
      [--osd <osd_name>] [--locator {on,off}]
      [--json-display] [-y]
      create|delete|list|show check-osds|replace-osd

OSD maintenance helper

Positional arguments:
  create|delete|list|show      The control command to perform
  check-osds|replace-osd     The identity of the task/action

Optional arguments:
  --server <node1,node2,...> List of specific block_storage hostnames
  --detail                    Display full OSD details
  --id <id>                   ID used to identify specific item to
                              show/delete.
  --osd <osd_name>           Name of down OSD to replace. Eg. 'osd.xx'
  --locator {on,off}         Turn on|off locator LED for server with bad OSDs
                              and for the physical drives.
  --json-display              Show output will be in JSON format.
```

-y, --yes Yes option to perform the action

**Step 2** To check the osds run the following command:

```
# ciscovim osdmgmt create check-osds
+-----+-----+-----+-----+
| Field      | Value                                     |
+-----+-----+-----+-----+
| action     | check-osds                              |
| command    | create                                   |
| created_at | 2018-03-08T21:11:13.611786+00:00        |
| id         | 5fd4f9b5-786a-4a21-a70f-bffac70a3f3f    |
| locator    | False                                    |
| osd        | None                                     |
| result     |                                           |
| servers    | None                                     |
| status     | not_run                                  |
| updated_at | None                                     |
+-----+-----+-----+-----+
```

**Step 3** Monitor the osdmgmt check operations using the list command. Cisco Vim Osd mgmt list commands are used to monitor the currently running test. It also helps you to view the tests that are run/ completed.

```
# ciscovim osdmgmt list check-osds
+-----+-----+-----+-----+-----+
| ID                                     | Action   | Status   | Created                                     |
+-----+-----+-----+-----+-----+
| 5fd4f9b5-786a-4a21-a70f-bffac70a3f3f | check-osds | Complete | 2018-03-08 21:11:13+00:00 |
| 4efd0be8-a76c-4bc3-89ce-142de458d844 | check-osds | Complete | 2018-03-08 21:31:01+00:00 |
+-----+-----+-----+-----+-----+
```

**Step 4** To show the detailed results of osdmgmt check-osds operation, run the following command:

```
# ciscovim osdmgmt show check-osds --id 5fd4f9b5-786a-4a21-a70f-bffac70a3f3f
+-----+-----+-----+-----+-----+-----+
| Message                               | Host                | Role                | Server  | State  |
+-----+-----+-----+-----+-----+-----+
| Overall OSD Status                    | f24-michigan-micro-3 | block_storage control compute | 7.7.7.5 | Optimal |
|                                         | f24-michigan-micro-1 | block_storage control compute | 7.7.7.7 | Optimal |
|                                         | f24-michigan-micro-2 | block_storage control compute | 7.7.7.6 | Optimal |
| Number of OSDs                         | f24-michigan-micro-3 | block_storage control compute | 7.7.7.5 | 5       |
|                                         | f24-michigan-micro-1 | block_storage control compute | 7.7.7.7 | 5       |
|                                         | f24-michigan-micro-2 | block_storage control compute | 7.7.7.6 | 5       |
+-----+-----+-----+-----+-----+-----+
| Host      | OSDs  | Status | ID | HDD Slot | Path           | Mount           |
+-----+-----+-----+-----+-----+-----+
| f24-michigan-micro-3 | osd.0 | up     | 0 | 4 (JBOD) | /dev/sda1     | /var/lib/ceph/osd/ceph-0 |
| /dev/sdf1 |
| f24-michigan-micro-3 | osd.1 | up     | 1 | 5 (JBOD) | /dev/sdb1     | /var/lib/ceph/osd/ceph-1 |
| /dev/sdf2 |
| f24-michigan-micro-3 | osd.3 | up     | 3 | 7 (JBOD) | /dev/sdc1     | /var/lib/ceph/osd/ceph-3 |
| /dev/sdf3 |
| f24-michigan-micro-3 | osd.5 | up     | 5 | 8 (JBOD) | /dev/sdd1     | /var/lib/ceph/osd/ceph-5 |
| /dev/sdf4 |
| f24-michigan-micro-3 | osd.6 | up     | 6 | 6 (JBOD) | /dev/sde1     | /var/lib/ceph/osd/ceph-6 |
| /dev/sdf5 |
|                   |      |        |   |          |                |                    |
+-----+-----+-----+-----+-----+-----+
```



```

| f24-michigan-micro-1 | osd.2 | up | 2 | 5 (JBOD) | /dev/sda1 | /var/lib/ceph/osd/ceph-2 |
/dev/sdf1 |
| /dev/sdf2 | | osd.7 | up | 7 | 7 (JBOD) | /dev/sdb1 | /var/lib/ceph/osd/ceph-7 |
| /dev/sdf3 | | osd.9 | up | 9 | 8 (JBOD) | /dev/sdc1 | /var/lib/ceph/osd/ceph-9 |
| /dev/sdf4 | | osd.11 | up | 11 | 6 (JBOD) | /dev/sdd1 | /var/lib/ceph/osd/ceph-11 |
| /dev/sdf5 | | osd.13 | up | 13 | 4 (JBOD) | /dev/sde1 | /var/lib/ceph/osd/ceph-13 |
| | | | | | | |
| f24-michigan-micro-2 | osd.4 | up | 4 | 8 (JBOD) | /dev/sda1 | /var/lib/ceph/osd/ceph-4 |
/dev/sdf1 |
| /dev/sdf2 | | osd.8 | up | 8 | 5 (JBOD) | /dev/sdb1 | /var/lib/ceph/osd/ceph-8 |
| /dev/sdf3 | | osd.10 | up | 10 | 4 (JBOD) | /dev/sdc1 | /var/lib/ceph/osd/ceph-10 |
| /dev/sdf4 | | osd.12 | up | 12 | 6 (JBOD) | /dev/sdd1 | /var/lib/ceph/osd/ceph-12 |
| /dev/sdf5 | | osd.14 | up | 14 | 7 (JBOD) | /dev/sde1 | /var/lib/ceph/osd/ceph-14 |
+-----+-----+-----+-----+-----+-----+-----+-----+

```

**Step 5** To delete the check-disk osds, run the following command:

```
# ciscovim osdmgmt delete check-osds --id 5fd4f9b5-786a-4a21-a70f-bffac70a3f3f
```

```
Perform the action. Continue (Y/N)Y
Delete of UUID 5fd4f9b5-786a-4a21-a70f-bffac70a3f3f Successful
```

```
[root@F24-Michigan ~]# ciscovim osdmgmt list check-osds
+-----+-----+-----+-----+-----+-----+-----+-----+
| ID | Action | Status | Created |
+-----+-----+-----+-----+-----+-----+-----+-----+
| 4efd0be8-a76c-4bc3-89ce-142de458d844 | check-osds | Complete | 2018-03-08 21:31:01+00:00 |
+-----+-----+-----+-----+-----+-----+-----+-----+

```

**Note** OSD maintenance is supported only on standalone OSD drives (based on HDD), but not when they are co-located with journaling.

# Utility to Resolve Cisco VIM Hardware Validation Failures

The Cisco VIM Hardware Validation utility tool is used to perform hardware validation during the installation of UCS C-series servers. It captures the user and environmental hardware validation errors that occur during the installation process. The tool enables you to fix these errors that are based on the inputs you provide at the Command Line Interface (CLI). It validates the updated configurations to verify if the changes are applied properly. After the error is resolved, you can resume the installation from the point of failure.

The ciscovim hardware-mgmt user interface allows you to test the job validate orresolve-failures(create), list, show, and delete workflow

Hardware-mgmt user workflow:

1. Use “ciscovim hardware-mgmt validate ...” command to initiate a validation.

2. Use “ciscovim hardware-mgmt list ...” command to view summary/status of current test jobs.
3. Use “ciscovim hardware-mgmt show ... --id <ID>” command to view detail test results
4. Use “ciscovim hardware-mgmt delete ... --id <ID>” to delete test results.

A database of results is maintained so that the user can keep the results of multiple hardware-mgmt operations and view them at any time.



**Note** You cannot use the utility for the following tasks:

- Configuring BIOS settings for the B-series pods.
- Upgrading or changing the firmware version.
- Resolving hardware failures other than lom, hba, flexflash, pcie\_slot, power, and vnic\_pxe\_boot.

## Command Usage

To capture the list of failures that can be resolved by using the utility, go to the install directory and execute the help command:

```
# cd <installer-id>/clouddeploy
```

```
# python hw_validations.py -help .
```

The following shows the output of the help command.

```
usage: hw_validations.py [-h] [--resolve-failures RESOLVE_FAILURES]
[--validate VALIDATE_OF] [-y] [--host HOSTS]
[--file SETUP_FILE_LOCATION]
UCS Hardware Validations
optional arguments:
-h, --help show this help message and exit
--resolve-failures RESOLVE_FAILURES, -rf RESOLVE_FAILURES
    all - Fix all the failures.
    lom - Fix LOM port(s) status failures.
    hba - Fix HBA port status failures.
    flexflash - Fix Flexflash failures.
    pcie_slot - Fix PCIe slot status failures.
    power - Fix Power failures.
    vnic_pxe_boot - Fix Vnic PXE_Boot statusfailures
-y, -yes
--host HOSTS Comma separated list of hostnames
--file SETUP_FILE_LOCATION, -f SETUP_FILE_LOCATION
    Provide a valid 'setup_data.yaml' file
```

### Command Syntax

```
hw_validations.py [-h] [--resolve-failures RESOLVE_FAILURES] [--validate VALIDATE_OF] [-y]
[--host HOSTS] [--file SETUP_FILE_LOCATION]
```

The following table provides the description of the parameters of the command.

Optional	Description
[-h], --help	Provides detailed information about the command.

Optional	Description
[--resolve-failures RESOLVE_FAILURES], -rf RESOLVE_FAILURES	Enables you to specify the failure that you want to resolve. The optional arguments are as follows:
[-y]	Yes
[--host HOSTS]	Enables you to specify the hostname of the server for which you want to resolve failures. You cannot specify the IP address or CIMC IP address of servers as arguments. You can specify a list of hostnames as comma-separated arguments.  If the -host option is not specified, the failures of all the servers that are specified in the setup_data.yaml file are resolved.
[--file SETUP_FILE_LOCATION] [-f SETUP_FILE_LOCATION]	Enables you to specify the name of a setup_data.yaml file.

## Examples of Command Usage

The following table provides the commonly used commands along with their examples.

Purpose	Syntax	Example
To resolve all failures.	python hw_validations.py --resolve-failures all -y	python hw_validations.py --resolve-failures all -y
To simultaneously resolve one or more failures.	python hw_validations.py --resolve-failures <failure-1>,<failure-2> -y	To resolve the lom and hba status failures: python hw_validations.py --resolve-failures lom,hba -y
To resolve the errors by using the setup_data.yaml file.	python hw_validations.py --resolve-failures <failure-1>,<failure-2> -y --file <location-of-yaml file>	To resolve the LOM status failures by using ~/save/setup_data.yaml file:  python hw_validations.py --resolve-failures lom,hba -y --file ~/save/setup_data.yaml
To resolve failures on a particular server as specified in the setup_data.yaml file by using the -- host option.	python hw_validations.py --resolve-failures <failure-1> -y --host <name-of-host-server-1>,<name-of-host-server-2>	To resolve the PCIe slot failures on hiccup-controller-1 server as specified in the setup_data.yaml:  python hw_validations.py --resolve-failures pcie_slot -y --host hiccup-controller-1

# Cisco VIM Client Debug Option

The `--debug` option enables you to get verbose logging on the `ciscovim` client console. You can use verbose logging to troubleshoot issues with the `ciscovim` client.

The debug option has the following parts:

- **Curl Command:** Curl command can be used for debugging. It can be executed standalone. Curl Command also displays the REST API Endpoint and the Request Payload.
- **Response of REST API**

## Examples of Using debug Option to get list of passwords

```
# ciscovim --debug list-password-keys
2018-05-28 22:13:21,945 DEBUG [ciscovimclient.common.httpClient][MainThread] curl -i -X GET
-H 'Content-Type: application/json' -H 'Authorization: ****' -H 'Accept: application/json'
-H 'User-Agent: python-ciscovimclient' --cacert /var/www/mercury/mercury-ca.crt
https://172.31.231.17:8445/secrets
2018-05-28 22:13:21,972 DEBUG [ciscovimclient.common.httpClient][MainThread]
HTTP/1.1 200 OK
content-length: 1284
x-xss-protection: 1
x-content-type-options: nosniff
strict-transport-security: max-age=31536000
server: WSGIServer/0.1 Python/2.7.5
cache-control: no-cache, no-store, must-revalidate, max-age=0
date: Tue, 29 May 2018 05:13:21 GMT
x-frame-options: SAMEORIGIN
content-type: application/json; charset=UTF-8

{'u'HEAT_KEYSTONE_PASSWORD': '****', u'CINDER_KEYSTONE_PASSWORD': '****',
u'METADATA_PROXY_SHARED_SECRET': '****', u'WSREP_PASSWORD': '****', u'ETCD_ROOT_PASSWORD':
'****', u'HEAT_DB_PASSWORD': '****', u'CINDER_DB_PASSWORD': '****', u'KEYSTONE_DB_PASSWORD':
'****', u'NOVA_DB_PASSWORD': '****', u'GLANCE_KEYSTONE_PASSWORD': '****',
u'CLOUDPULSE_KEYSTONE_PASSWORD': '****', u'VPP_ETCD_PASSWORD': '****', u'COBBLER_PASSWORD':
'****', u'DB_ROOT_PASSWORD': '****', u'NEUTRON_KEYSTONE_PASSWORD': '****',
u'HEAT_STACK_DOMAIN_ADMIN_PASSWORD': '****', u'KIBANA_PASSWORD': '****',
u'IRONIC_KEYSTONE_PASSWORD': '****', u'ADMIN_USER_PASSWORD': '****', u'HAPROXY_PASSWORD':
'****', u'NEUTRON_DB_PASSWORD': '****', u'IRONIC_DB_PASSWORD': '****', u'GLANCE_DB_PASSWORD':
'****', u'RABBITMQ_ERLANG_COOKIE': '****', u'NOVA_KEYSTONE_PASSWORD': '****',
u'CPULSE_DB_PASSWORD': '****', u'HORIZON_SECRET_KEY': '****', u'RABBITMQ_PASSWORD': '****'}

+-----+
| Password Keys |
+-----+
| ADMIN_USER_PASSWORD |
| CINDER_DB_PASSWORD |
| CINDER_KEYSTONE_PASSWORD |
| CLOUDPULSE_KEYSTONE_PASSWORD |
| COBBLER_PASSWORD |
| CPULSE_DB_PASSWORD |
| DB_ROOT_PASSWORD |
| ETCD_ROOT_PASSWORD |
| GLANCE_DB_PASSWORD |
| GLANCE_KEYSTONE_PASSWORD |
| HAPROXY_PASSWORD |
| HEAT_DB_PASSWORD |
| HEAT_KEYSTONE_PASSWORD |
| HEAT_STACK_DOMAIN_ADMIN_PASSWORD |
| HORIZON_SECRET_KEY |
```

```
| IRONIC_DB_PASSWORD |
| IRONIC_KEYSTONE_PASSWORD |
| KEYSTONE_DB_PASSWORD |
| KIBANA_PASSWORD |
| METADATA_PROXY_SHARED_SECRET |
| NEUTRON_DB_PASSWORD |
| NEUTRON_KEYSTONE_PASSWORD |
| NOVA_DB_PASSWORD |
| NOVA_KEYSTONE_PASSWORD |
| RABBITMQ_ERLANG_COOKIE |
| RABBITMQ_PASSWORD |
| VPP_ETCD_PASSWORD |
| WSREP_PASSWORD |
+-----+
```

**Examples of Using debug option to get list of nodes**

```
# ciscovim --debug list-nodes
2018-05-28 22:13:31,572 DEBUG [ciscovimclient.common.httpClient][MainThread] curl -i -X GET
-H 'Content-Type: application/json' -H 'Authorization: ****' -H 'Accept: application/json'
-H 'User-Agent: python-ciscovimclient' --cacert /var/www/mercury/mercury-ca.crt
https://172.31.231.17:8445/nodes
2018-05-28 22:13:31,599 DEBUG [ciscovimclient.common.httpClient][MainThread]
HTTP/1.1 200 OK
content-length: 2339
x-xss-protection: 1
x-content-type-options: nosniff
strict-transport-security: max-age=31536000
server: WSGIServer/0.1 Python/2.7.5
cache-control: no-cache, no-store, must-revalidate, max-age=0
date: Tue, 29 May 2018 05:13:31 GMT
x-frame-options: SAMEORIGIN
content-type: application/json; charset=UTF-8

{u'nodes': {u'status': u'Active', u'uuid': u'6b1ea6ee-b15b-41ca-9d79-3bb9ec0002bc',
u'setupdata': u'fe78b5f9-5a46-447c-9317-2bf7362cle81', u'node_data': {u'rack_info':
{u'rack_id': u'RackD'}, u'cimc_info': {u'cimc_ip': u'172.29.172.81'}, u'management_ip':
u'21.0.0.10'}, u'updated_at': u'2018-05-25T11:14:46+00:00', u'reboot_required': u'No',
u'mtype': u'control', u'install': u'372aa3c1-1ab0-4dd0-a8a8-1853a085133c', u'power_status':
u'PowerOnSuccess', u'install_logs':
u'https://172.31.231.17:8008//edd3975c-8b7c-4d3c-93de-a033ae10a6b6', u'created_at':
u'2018-05-21T13:25:50+00:00', u'name': u'gg34-2'}}}
```

```
+-----+-----+-----+-----+
| Node Name | Status | Type | Management IP |
+-----+-----+-----+-----+
| gg34-1 | Active | control | 21.0.0.12 |
| gg34-2 | Active | control | 21.0.0.10 |
| gg34-3 | Active | control | 21.0.0.11 |
| gg34-4 | Active | compute | 21.0.0.13 |
+-----+-----+-----+-----+
```

**Example of Getting Response from REST API using Curl Commands**

```
Get the REST API Password.
# cat /opt/cisco/ui_config.json
{
"Kibana-Url": "http://172.31.231.17:5601",
"RestAPI-Url": "https://172.31.231.17:8445",
"RestAPI-Username": "admin",
"RestAPI-Password": "*****",
"RestDB-Password": "*****",
"BuildNodeIP": "172.31.231.17"
}
```

Form the Curl Command.

```
curl -k -u <RestAPI-Username>:<RestAPI-Password> <RestAPI-Url>/<Endpoint>
E.g. To get Nodes Info of Cloud
curl -k -u admin:**** http://172.31.231.17:5601/v1/nodes
```

## Examples of Response of REST APIs

API "/"

```
# curl -k -u admin:**** https://172.31.231.17:8445/

{"default_version": {"id": "v1", "links": [{"href": "http://127.0.0.1:8083/v1/", "rel": "self"}]}, "versions": [{"id": "v1", "links": [{"href": "http://127.0.0.1:8083/v1/", "rel": "self"}]}], "name": "Virtualized Infrastructure Manager Rest API", "description": "Virtualized Infrastructure Manager Rest API is used to invoke installer from API."}
```

API "/v1/setupdata/"

```
# curl -k -u admin:**** https://172.31.231.17:8445/v1/setupdata/

{"setupdatas": [ . . . ]}
```

API "/v1/nodes"

```
# curl -k -u admin:**** https://172.31.231.17:8445/v1/nodes

{"nodes": [{"status": "Active", "uuid": "0adabc97-f284-425b-ac63-2d336819fbaf", "setupdata": "fe78b5f9-5a46-447c-9317-2bf7362c1e81", "node_data": {"rack_info": {"rack_id": "RackC"}, "cimc_info": {"cimc_ip": "172.29.172.75"}, "management_ip": "21.0.0.13"}, "updated_at": "2018-05-21T15:11:05+00:00", "reboot_required": "No", "mtype": "compute", "install": "372aa3c1-1ab0-4dd0-a8a8-1853a085133c", "power_status": "PowerOnSuccess", "install_logs": "https://172.31.231.17:8008/edd3975c-8b7c-4d3c-93de-a033ae10a6b6", "created_at": "2018-05-21T13:25:50+00:00", "name": "gg34-4"}, . . . ]}
```

API "/v1/secrets"

```
# curl -k -u admin:**** https://172.31.231.17:8445/v1/secrets

{"HEAT_KEYSTONE_PASSWORD": "5oNff4jWsvAwnWk1", "CINDER_KEYSTONE_PASSWORD": "Hq4i6S5CnfQe7Z2W", "RABBITMQ_ERLANG_COOKIE": "XRMHBQHTLVJSVWDFKJUX", "METADATA_PROXY_SHARED_SECRET": "XNzrhosqW4rwiz7c", "WSREP_PASSWORD": "z1oQqhKdlfXDxJTV", "ETCD_ROOT_PASSWORD": "LMLC8gvilIA3KiIc", "HEAT_DB_PASSWORD": "J8zt8ldMvdtJxAtG", "CINDER_DB_PASSWORD": "BVX3y2280DSx2JkY", "KEYSTONE_DB_PASSWORD": "55fVNzxr1VxCNOdh", "NOVA_DB_PASSWORD": "Rk1MK1OIJgsjGZal", "IRONIC_KEYSTONE_PASSWORD": "9tYZgIw6SZERz1dZ", "ADMIN_USER_PASSWORD": "DjDQrk4QT7pgHy94", "GLANCE_KEYSTONE_PASSWORD": "w4REb8uhrHquCfRm", "HAPROXY_PASSWORD": "oB0v7VJoo2IfB80W", "CLOUDPULSE_KEYSTONE_PASSWORD": "q6QVvxBQhrqv6ZhX", "NEUTRON_DB_PASSWORD": "FZVMWgApcZR4us5q", "IRONIC_DB_PASSWORD": "dq3Udmu95DWyX1jy", "GLANCE_DB_PASSWORD": "O7vQ2emuPDrrvD4x", "KIBANA_PASSWORD": "azHHhP4ewxpZVwcg", "VPP_ETCD_PASSWORD": "NlyIAvECMw2qI7Bp", "NOVA_KEYSTONE_PASSWORD": "JUfMNGz0BZG7JwXV", "NEUTRON_KEYSTONE_PASSWORD": "QQ01o8Q87BjFoAYQ", "CPULSE_DB_PASSWORD": "DaFthNtpX2RvwTss", "COBBLER_PASSWORD": "XoIJ9mbWcmVyzvvn", "HORIZON_SECRET_KEY": "NHkA0qwhIWUSwhPZowJ8Ge3RyRd6oM8XjOT8PHnZdckxgm3kbb1Msltsw0TAQJnx", "DB_ROOT_PASSWORD": "seqh5DRIKp6ZsKJ8", "HEAT_STACK_DOMAIN_ADMIN_PASSWORD": "Vu6LexEadAxscsvY", "RABBITMQ_PASSWORD": "LBoYoxuvGsm11TX"}
```

API "/v1/nodes/mgmt.\_node"

```
# curl -k -u admin:**** https://172.31.231.17:8445/v1/nodes/mgmt_node
```

```
{"api_ip": "172.31.231.17", "mgmt_ip": "21.0.0.2"}
```

