



## Troubleshoot Failover Configurations

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Revised: January 8, 2014

### Users cannot connect to the active server

Make sure the users are pointing to the virtual FQDN. If they are using the dedicated FQDN, they may be attempting to connect to an appliance that is in the Standby state.

### NTP warning when trying to activate the failover cluster

**Warning:** You cannot activate failover on the cluster because NTP is not enabled on the following node(s): {list}. Use the AAI interface to configure NTP on the specified devices before activating failover.

NTP must be enabled on the appliances before you can activate failover. Use AAI to enable NTP on your appliances, then attempt to activate the cluster again.

### “Failed to Resolve” error appears next to the FQDN fields on the primary Cisco DMM failover configuration page

If you receive a **Failed to Resolve** error for an IP address while configuring the primary DMM, do the following:

1. Make sure the FQDN entry exists in your DNS server and the DNS server is reachable from your cluster appliances.
2. Make sure the entry in the field is correct.
3. Make sure that you do not have any trailing spaces in the FQDN fields on the cluster master.
4. Make sure you do not have any trailing spaces in the Master FQDN fields on the non-master devices.

## Activation fails

When using the switched configuration for the replication interface, make sure the replication interface is on a different subnet from the application interface.

## On the failover status page in DMM, one server appears to be down and the replication status says, “No sync in progress”

In AAI, check the replication status. If at least one partition shows “standalone” instead of “connected,” you are in Split Brain Mode. See [Recover from a Split-Brain Condition, page 4-3](#), for information about how to recover.

## Primary DMM does not send a “down” SNMP notification

However, when the standby becomes active, an “Up” notification is sent; look for “Up” notification without a corresponding “Down” notification. Additionally, you can configure other forms of notifications in addition to SNMP.

## “Failed to detect DRBD sync - aborting cluster setup”

This message appears when one of the following occurs:

- The Ethernet link for the replication interface is below 1000 Mbps. If the interfaces are connected through a switch, make sure the switch interfaces are configured for 1000 Mbps.
- The crossover cable is not connected.
- The switch between the appliance replication interfaces is not reachable.

## FQDNs revert to IP addresses during configuration

The appliance is unable to resolve the FQDN. Check connectivity to your DNS server, verify that the FQDN is configured in your DNS server, and check the network settings on your appliance. If you are experiencing this problem, you can save your failover settings, but failover activation will fail.

## Unable to publish cluster configuration to node

Make sure the cluster master has been specified on the node.

## Unable to obtain system information from node

The node is not reachable from the cluster master or the web services are down on that node.

## Using REBOOT\_APPLIANCE causes split-brain

When you use REBOOT\_APPLIANCE from AAI, split brain may occur.

You can resolve the split-brain by using this procedure: [Recover from a Split-Brain Condition, page 4-3](#).

To avoid causing split-brain, avoid using REBOOT\_APPLIANCE in AAI. If you want to cause a failover, you can use RESTART\_WEB\_SERVICES or RESTART\_DATABASE\_SERVICES. If you need to reboot the appliance, hard reboot it.

## Primary FQDN and Secondary FQDN reverted to IP addresses after Activation failed.

This is caused by the DNS configuration for the server IP address and FQDN. Make sure your DNS server can perform both DNS and reverse DNS lookup for the IP addresses and FQDNs.

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