



Troubleshoot HCM-F

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Network Errors During Installation

During the installation process, the installation program verifies that the server can successfully connect to the network by using the network configuration that you enter. If the server cannot connect, a message appears; you are prompted to select one of the following options:

- **RETRY**—The installation program tries to validate networking again. If validation fails again, the error dialog box appears again.
- **REVIEW (Check Install)**—This option allows you to review and modify the network configuration. When this option is detected, the installation program returns to the network configuration windows.

The network configuration is validated after you complete each networking window, so the message may appear multiple times.
- **HALT**—The installation stops. You can copy the installation log files to a USB disk to aid troubleshooting of your network configuration.
- **IGNORE**—The installation continues and the networking error is logged. In some cases, the installation program validates the network configuration multiple times, so this error dialog box may appear multiple times. If you choose to ignore network errors, the installation may fail.

Log File Examination

If you encounter problems with the installation, you may be able to examine the installation log files by running the following commands in the command line interface.

To obtain a list of install log files from the command line, enter

```
CLI> file list install *
```

To view the log file from the command line, enter

```
CLI> file view install log_file
```

where:

`log_file` specifies a log file name having the format: `install_log_YYYY-MM-DD.HH.MM.SS.log` in which the date and time of the log file is the time at which the install or the upgrade was initiated on the system.

You can get more information about installation events by viewing or downloading the System History log. For more information, see [System History Log, page 10-1](#).

Synchronization Failure Between HCMF and UCS Manager

There can be following reasons for encountering issues during HCMF and UCS manager sync failure:

- UCS Manager Certificate expiration.
- UCS Manager Certificate is not added in the trust store of HCMF.

In either case, execute the following steps:

1. Check whether the UCSM sync is successful by disabling the certificate authentication.
2. Get the output for the following commands:
 - **show cert list own**
 - **show cert list trust**
3. In the output at step 2, check whether the UCSM server's cert is added to the trust store list.
4. Check if there are any expired certificates.
See [View Certificate Status at Service Provider Level](#) to check the certificate status of all customers.