

# HX 4.0(2c)Build 35590安装失败，出现未知错误

## 目录

[简介](#)  
[先决条件](#)  
[要求](#)  
[故障排除](#)  
[缺陷ID](#)  
[错误消息](#)  
[传统OVA安装程序](#)  
[Intersight安装程序](#)  
[解决方法](#)  
[传统OVA安装程序](#)  
[Intersight安装程序](#)  
[安装程序文件修复](#)

## 简介

HyperFlex群集部署将失败，“在存储控制器VM上安装软件包时出错：出现未知错误”。重试工作流程无法清除此症状。

### 注意-

1. 升级到4.0(2c)不受影响
2. 可能对基于Intersight的安装影响4.0(1b)4.0(2b)和4.0(2c)。

## 先决条件

### 要求

- Hyperflex 4.0(2c)内部版本35590仅安装
- HyperV和VMware HXDP安装

## 故障排除

### 缺陷ID

Intersight和传统OVA安装程序各有两个相关缺陷。

[CSCvv05705](#) HyperFlex VM Installer fails during "Installing Software Packages on Storage Controller VM"

**Symptom:**

HyperFlex Installer VM deployment fails during the task "Installing Software Packages on Storage Controller VM" with the error: "non-zero return code"  
Retrying the workflow will not fix the issue and continues to halt with the same error.

**Conditions:**

When factory new Cisco HX Servers are used, but the "clean up disk partitions" advanced configuration setting is not checked (enabled), then cluster deployment will fail at this task with the given error.

For cases where Cisco HX Servers must be redeployed after being previously used in a HyperFlex cluster, enabling the "clean up disk partitions" setting is already mandatory and this issue is not seen.

**Workaround:**

- 1) Click the Edit Configuration from the failed deployment screen
- 2) Click continue to proceed to the Cluster Configuration page
- 3) Open the Advanced Configuration section and check/enable the "Clean up disk partitions" option
- 4) Click Continue to return to the current installation in progress
- 5) Click Retry Deploy button to continue with the deployment

**Further Problem Description:**

The HyperFlex installer OVA files have been temporarily removed from Cisco.com for HyperFlex 4.0(2c) release. They will be replaced with a newer installer version containing the fix to this issue. This issue does not affect upgrades to 4.0(2c) and only impacts fresh cluster installation and converged node expansion.

The final summary page of the installer will show the installed version of HyperFlex Data Platform as 4.0.2c-35590. This is the expected build number for all 4.0(2c) installers and will differ from the installer OVA build number.

[CSCvv01895](#) Intersight HyperFlex deployment fails during "Installing Software Packages on Storage Controller VM"

**Symptoms:**

Intersight HyperFlex cluster deployment fails during the task "Installing Software Packages on Storage Controller VM with Error:unknown error occurred".

Retrying the workflow will not fix the issue and continues to halt with the same error.

**Conditions:**

When factory new Cisco HX Servers are used, but the "clean up disk partitions" storage configuration setting is not checked (enabled), then cluster deployment will fail at this task with the given error.

For cases where Cisco HX Servers must be redeployed after being previously used in a HyperFlex cluster, enabling the "clean up disk partitions" setting is already mandatory and this issue is not seen.

**Workaround:**

- 1) Abort the current running installation.
- 2) Edit the cluster profile and check the "Clear Up Disk Partitions" checkbox under the Storage Configuration Policy.
- 3) Proceed to the summary screen and confirm under Storage Configuration the setting Clean Up Disk Partitions is marked as Yes.
- 4) Clean up the cluster following cluster cleanup procedures, including re-imaging of the hypervisor.
- 5) Start the cluster deployment again.

<B>Further Problem Description:</B>

## 错误消息

### 传统OVA安装程序

部署Hyperflex时，我们会在基于OVA的类安装程序中看到以下错误：

The screenshot shows a deployment progress interface for Cisco Hyperflex. At the top, there's a header with a lock icon, a warning icon, and the URL [https://\[REDACTED\]/#/progress](https://[REDACTED]/#/progress). To the right are buttons for 'Retry Deploy' and 'Re-Enter Credentials'. Below the header, the status is shown as 'during Deploy'.

The main area displays deployment logs categorized by task:

- Deploy - Overall**: Status **Failed**.
  - Deploying Controller Nodes.**: Status **Failed**. Error message: "Error while executing scripts. Please contact Cisco Support Team."
- Installing Software Packages on Storage Controller VM**: Status **Failed**. Error message: "failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'non-zero return code'"
  - Initializing Configuration**: Status **Passed**
  - Configuring CIMC server**: Status **Passed**
  - Preparing ESXi Host for Installation**: Status **Passed**
  - Configuring Hypervisor**: Status **Passed**
  - Deploying Storage Controller VM on ESXi Host**: Status **Passed**
  - Configuring Storage Node**: Status **Passed**
- Installing Software Packages on Storage Controller VM**: Status **Failed**. Error message: "failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'non-zero return code'"
  - Initializing Configuration**: Status **Passed**
  - Configuring CIMC server**: Status **Passed**
  - Preparing ESXi Host for Installation**: Status **Passed**
  - Configuring Hypervisor**: Status **Passed**
  - Deploying Storage Controller VM on ESXi Host**: Status **Passed**
  - Configuring Storage Node**: Status **Passed**
- Succeeded**:
  - Initializing Configuration**: Status **Passed**
  - Configuring CIMC server**: Status **Passed**
  - Preparing ESXi Host for Installation**: Status **Passed**

## Intersight安装程序

基于Intersight的安装程序出错

Errors found during Deployment

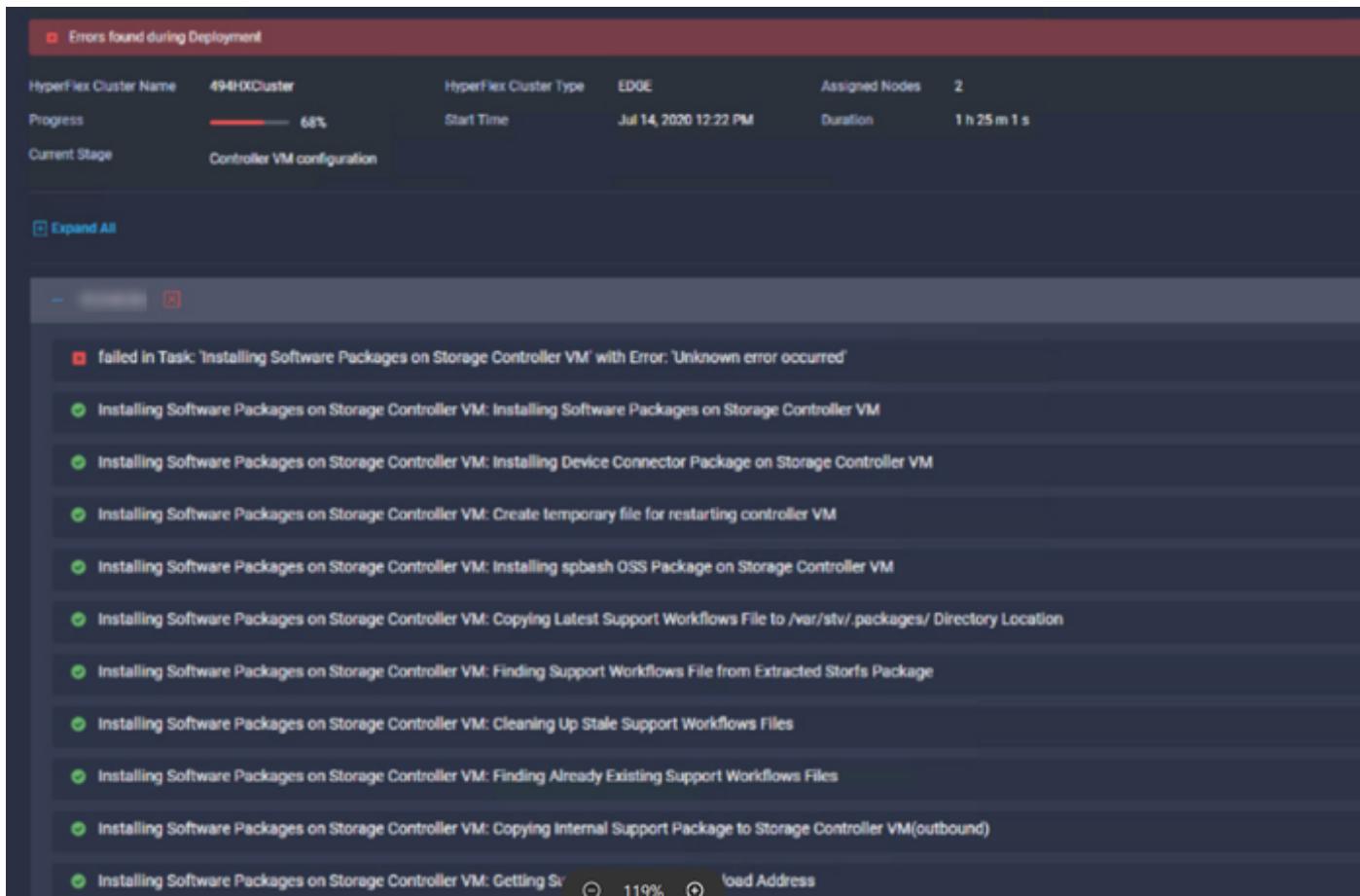
HyperFlex Cluster Name	494H-XCluster	HyperFlex Cluster Type	EDGE	Assigned Nodes	2
Progress	<div style="width: 68%;">68%</div>	Start Time	Jul 14, 2020 12:22 PM	Duration	1 h 25 m 1 s
Current Stage	Controller VM configuration				

Expand All

-

- ✖ failed in Task: 'Installing Software Packages on Storage Controller VM' with Error: 'Unknown error occurred'
- ✔ Installing Software Packages on Storage Controller VM: Installing Software Packages on Storage Controller VM
- ✔ Installing Software Packages on Storage Controller VM: Installing Device Connector Package on Storage Controller VM
- ✔ Installing Software Packages on Storage Controller VM: Create temporary file for restarting controller VM
- ✔ Installing Software Packages on Storage Controller VM: Installing spflash OSS Package on Storage Controller VM
- ✔ Installing Software Packages on Storage Controller VM: Copying Latest Support Workflows File to /var/stv/packages/ Directory Location
- ✔ Installing Software Packages on Storage Controller VM: Finding Support Workflows File from Extracted Storfs Package
- ✔ Installing Software Packages on Storage Controller VM: Cleaning Up Stale Support Workflows Files
- ✔ Installing Software Packages on Storage Controller VM: Finding Already Existing Support Workflows Files
- ✔ Installing Software Packages on Storage Controller VM: Copying Internal Support Package to Storage Controller VM(outbound)
- ✔ Installing Software Packages on Storage Controller VM: Getting Storfs Package

119%   Load Address



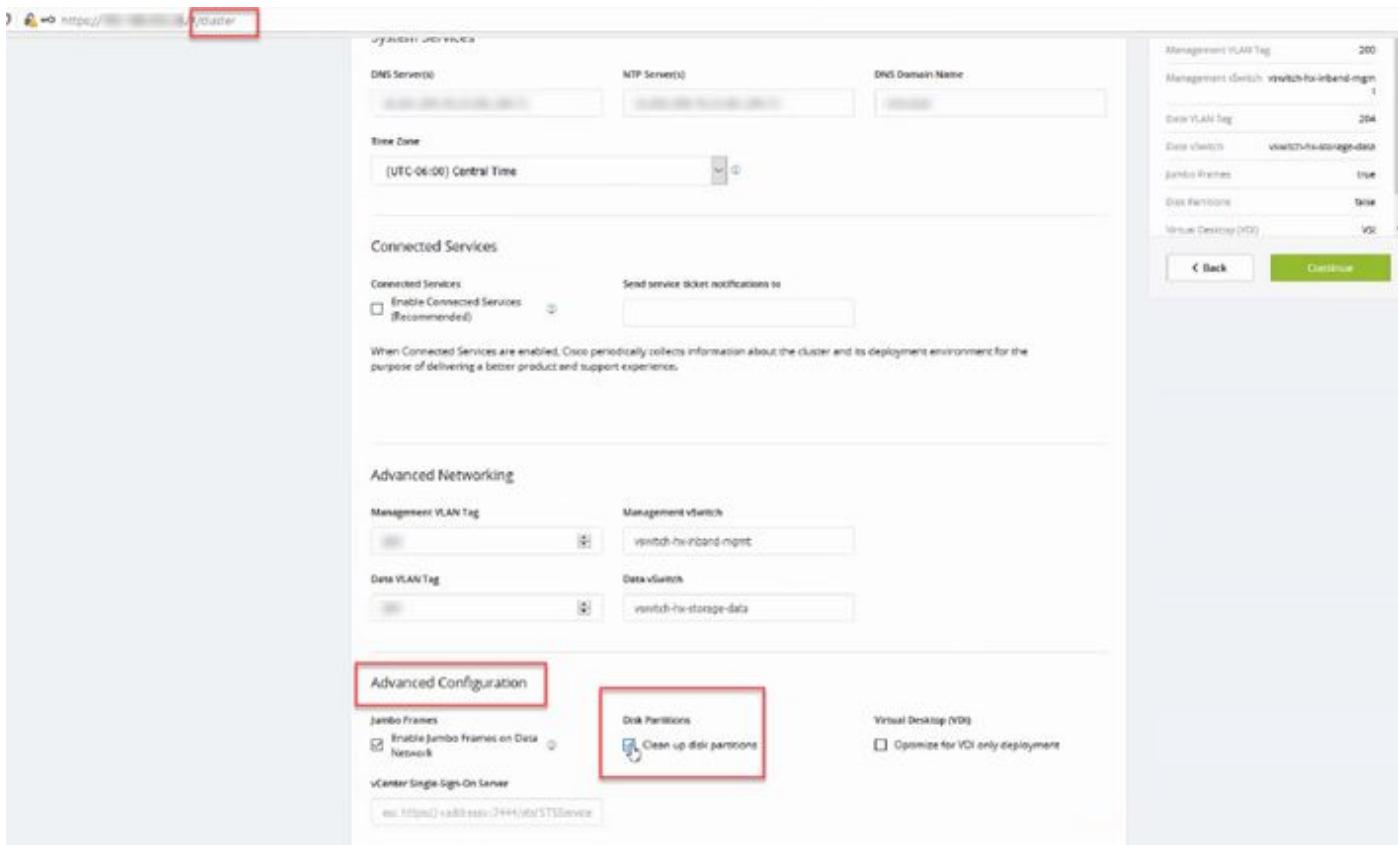
## 解决方法

### 传统OVA安装程序

对于基于传统OVA的安装程序，请选择“集群设置”的“高级配置”部分下的“清除磁盘分区”框，然后重新开始安装。

#### 解决方法：

- 1)在失败的部署屏幕中点击编辑配置(Edit Configuration)
- 2)单击“继续”继续进入“集群配置”页
- 3)打开“高级配置”部分，并选中/启用“清理磁盘分区”选项
- 4)单击“继续”返回当前安装
- 5)单击“重试部署”按钮继续部署

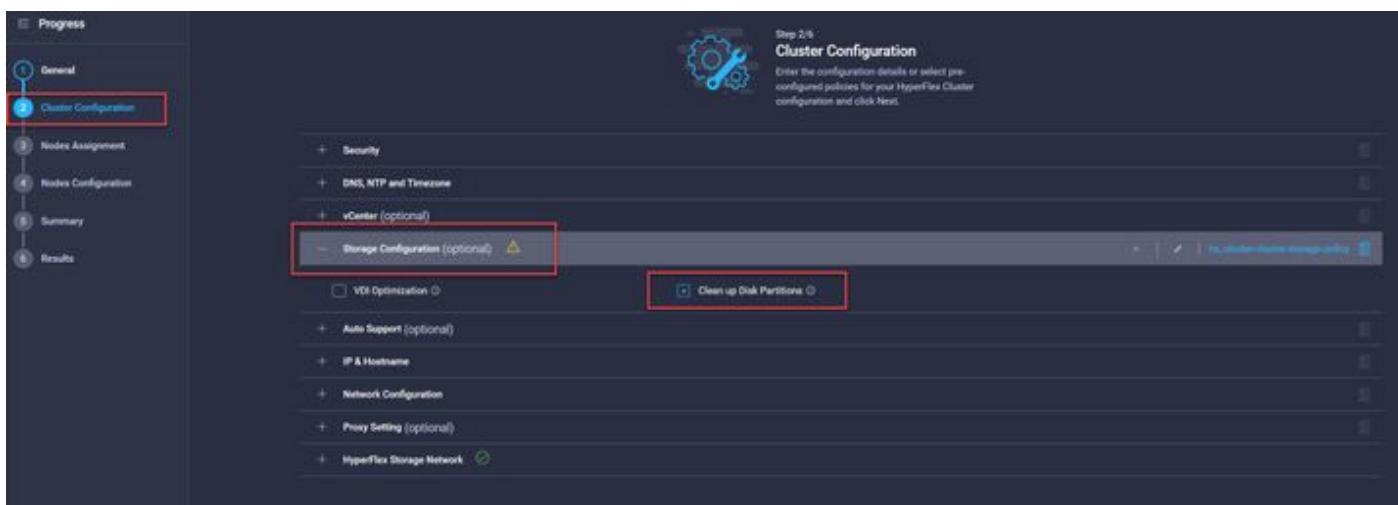


## Intersight安装程序

对于基于Intersight的安装，请在Cluster Configuration > Storage Configuration下编辑群集配置文件。选择“清除磁盘分区”框。请编辑此策略后重试群集部署。

### 解决方法：

- 1) 中止当前正在运行的安装。
- 2) 编辑群集配置文件，并选中存储配置策略下的“清除磁盘分区”复选框。
- 3) 进入摘要屏幕，在存储配置下确认设置清理磁盘分区标记为是。
- 4) 按照群集清理步骤清除群集，包括对虚拟机监控程序重新映像。
- 5) 再次开始群集部署。



## 安装程序文件修复

思科 — HX — 数据平台 — 安装程序 — v4.0.2c-35596-esx.ova

Cisco-HX-Data-Platform-Installer-v4.0.2c-35596-hyperv.vhdx.zip