

HX 4.0(2c)构建35590安装失效与发生的未知错误

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简介

HyperFlex集群部署失效与“安装在存储设备控制器VM的软件包与Error: 发生的未知错误”。再试工作流会没有清楚此症状。

注意-

1. 升级到4.0(2c)不受影响
2. 5月影响4.0(1b) 4.0(2b)和4.0(2c) Intersight的根据安装。

[先决条件](#)

[要求](#)

- Hyperflex 4.0(2c)构建35590只安装
- HyperV和VMware HXDP安装

[故障排除](#)

缺陷ID

有Intersight和经典卵安装程序的两个涉及的缺陷一每。

[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.

[CSCyv01895](#) 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:

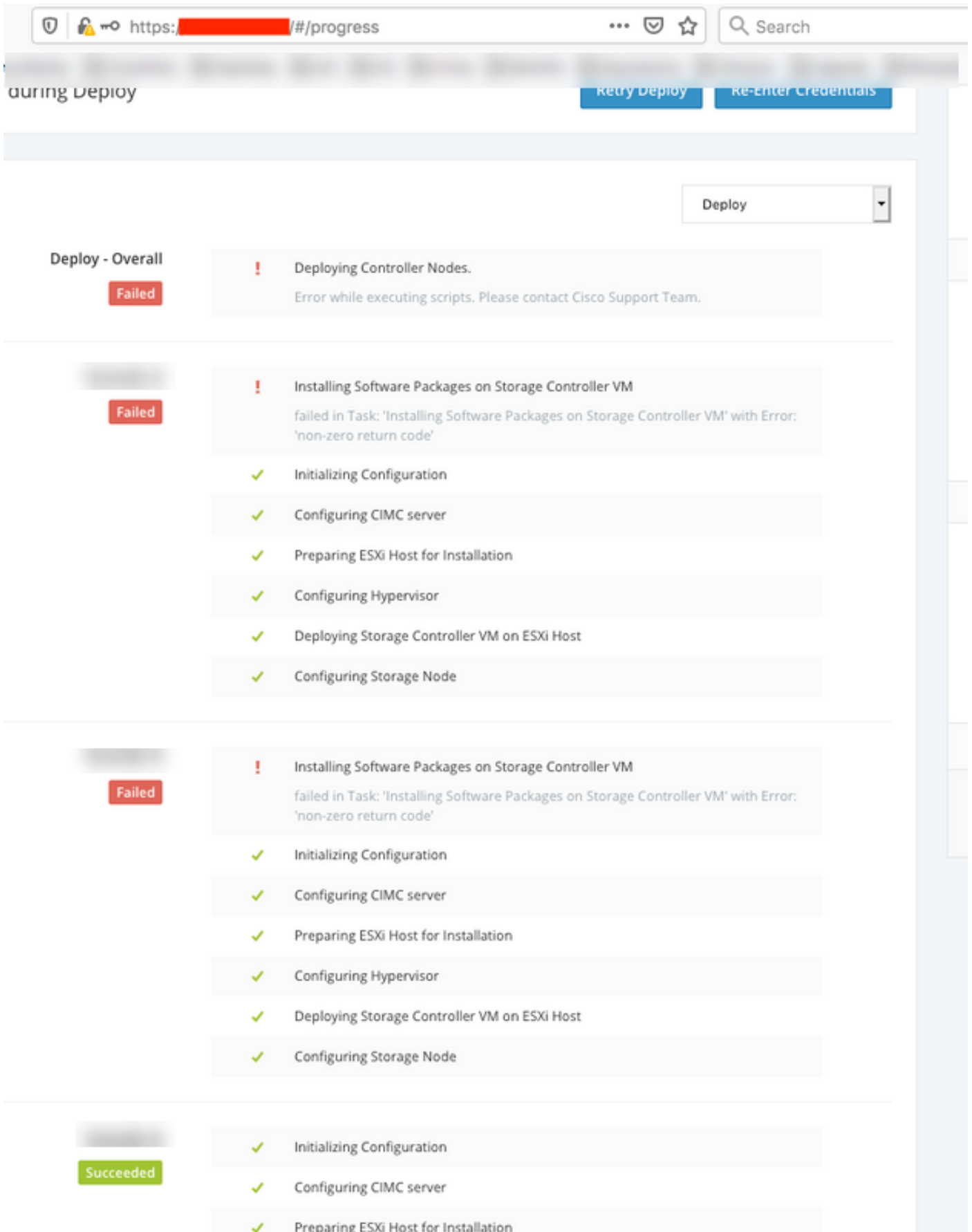
- 1) Abort the current running installation.
- 2) Edit the cluster profile and check the "Clear Up Disk Partitions" checkbox under the Storage Configuration Policy.
- 3) Proceed to the summary screen and confirm under Storage Configuration the setting Clean Up Disk Partitions is marked as Yes.
- 4) Clean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

Further Problem Description:

错误消息

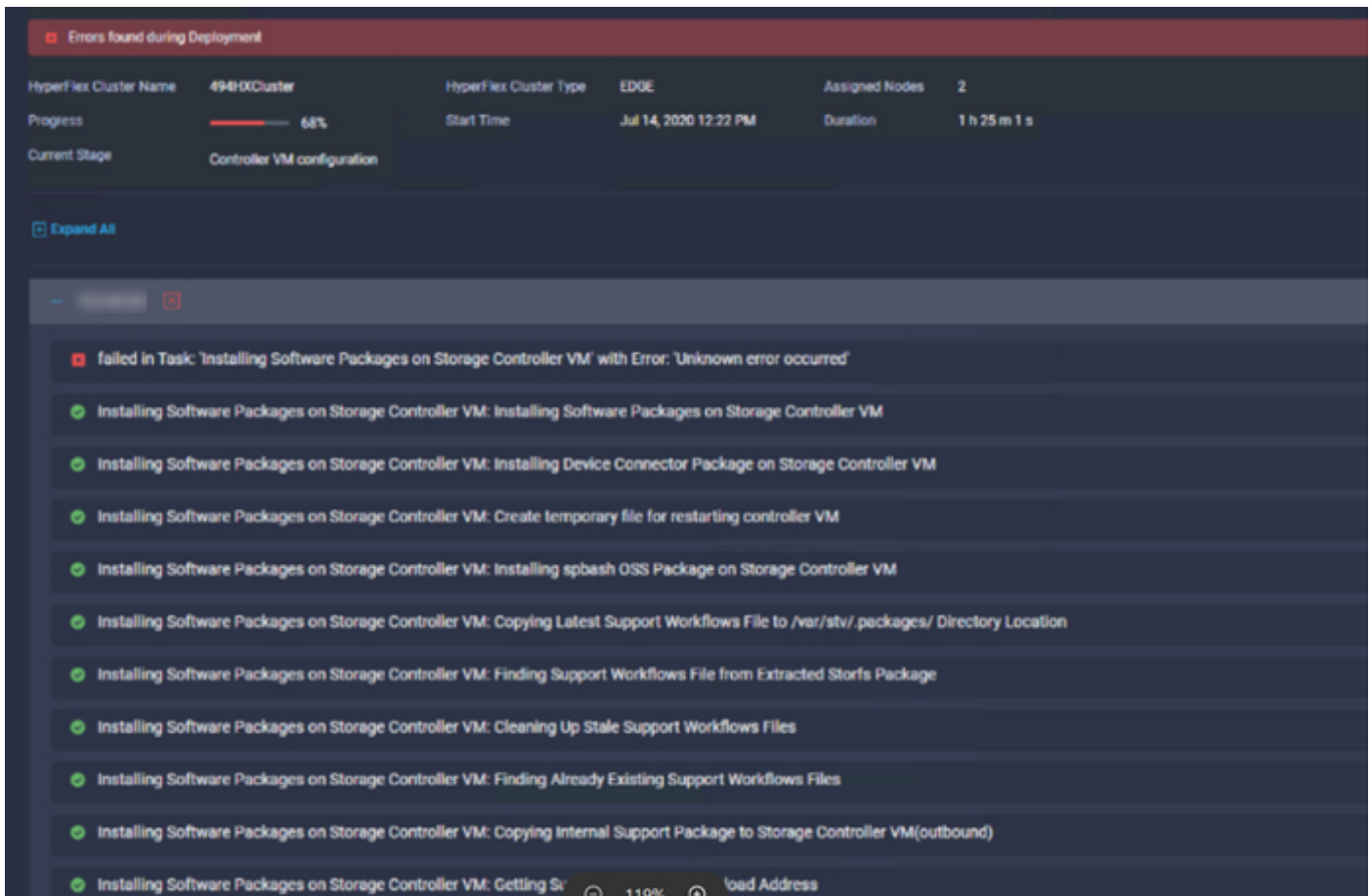
经典卵安装程序

当部署Hyperflex时，我们将看到在classis卵基于安装程序的以下错误：



Intersight安装程序

从Intersight的错误根据安装程序



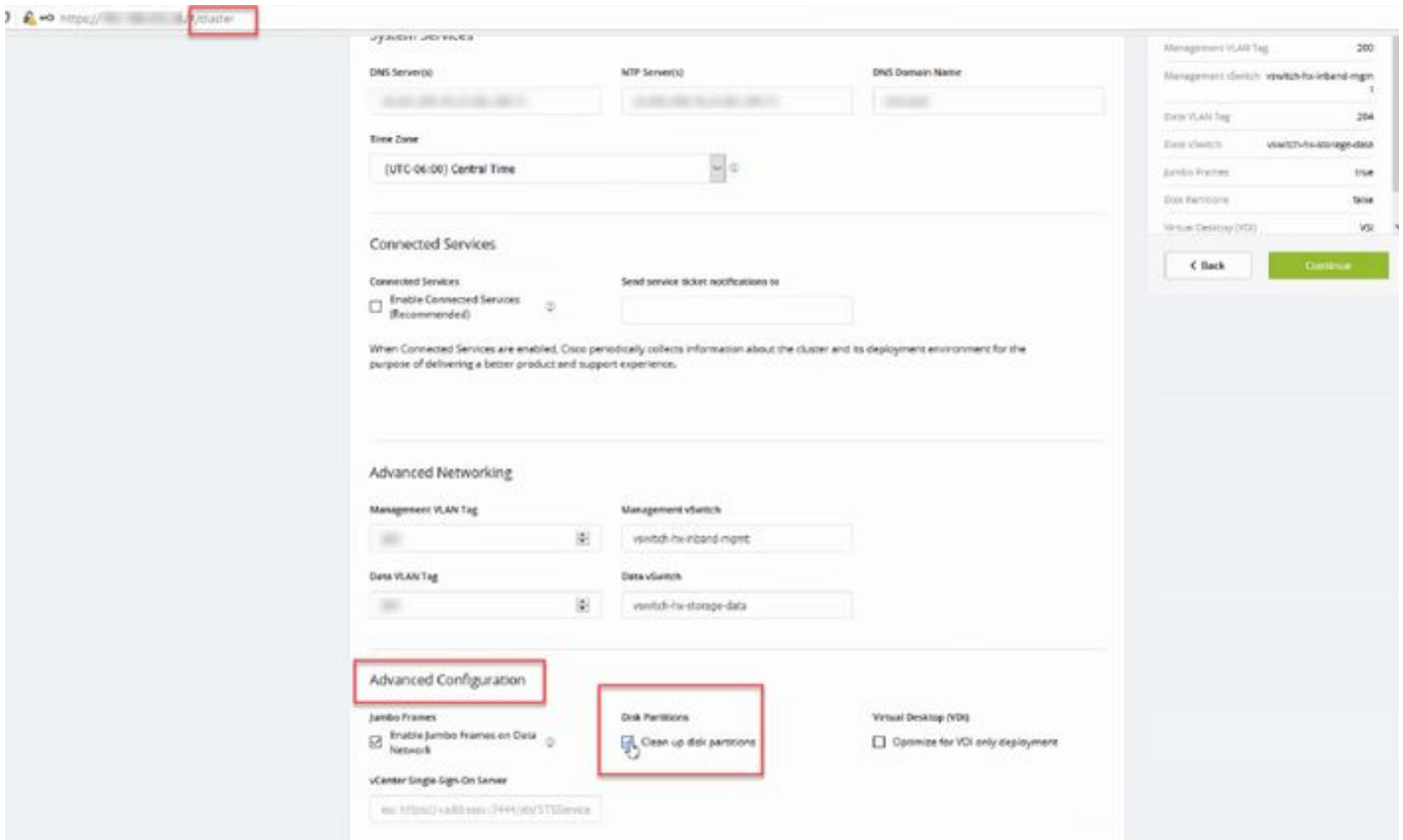
解决方法

经典卵安装程序

对于经典卵基于安装程序，请选择"Clear Disk Partitions"方框在集群设置的高级配置部分下并且再开始安装。

应急方案：

- 1) 点击从失败的部署屏幕的编辑配置
- 2) 单击继续继续到集群配置页
- 3) 打开高级配置部分并且“请整理磁盘分区”选项的检查/enable (event)
- 4) 单击继续返回到进展中当前的安装
- 5) 单击重试次数部署按钮继续部署

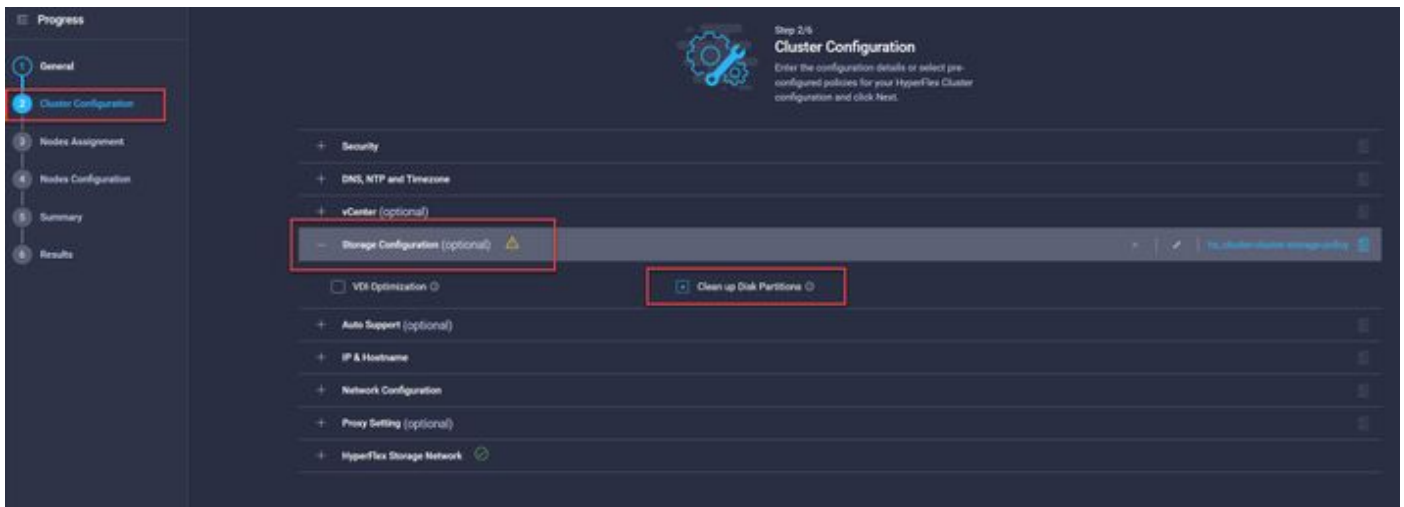


Intersight安装程序

对于Intersight根据安装，编辑群集配置文件在集群配置>存储设备配置下。选择"Clear Disk Partitions"方框。请在编辑此策略以后请再试集群部署。

应急方案：

- 1) 中止当前运行安装。
- 2) 编辑群集配置文件并且检查“根据存储设备配置策略清除磁盘分区”复选框。
- 3) 继续到汇总屏幕，并且在设置清扫磁盘分区的存储设备配置下的确认被标记作为是。
- 4) 整理集群跟随的集群清理步骤，包括hypervisor的重新映像。
- 5) 再开始集群部署。



安装程序文件以修正

Cisco-HX-Data-Platform-Installer-v4.0.2c-35596-esx.ova

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