

HX 4.0(2c)內部版本安裝35590敗，出現未知錯誤

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簡介

HyperFlex群集部署將失敗，顯示「正在儲存控制器VM上安裝軟體包，錯誤為：出現未知錯誤」。重試工作流程無法清除此症狀。

附註-

- 1.升級到4.0(2c)不受影響
- 2.對基於Intersight的安裝，可能會影響4.0(1b)4.0(2b)和4.0(2c)。

必要條件

需求

- Hyperflex 4.0(2c)內部版本35590僅安裝
- 安裝HyperV和VMware HXDP

疑難排解

瑕疵 ID

Intersight和傳統OVA安裝程式存在兩個相關缺陷。

[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.

[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:

錯誤消息

傳統OVA安裝程式

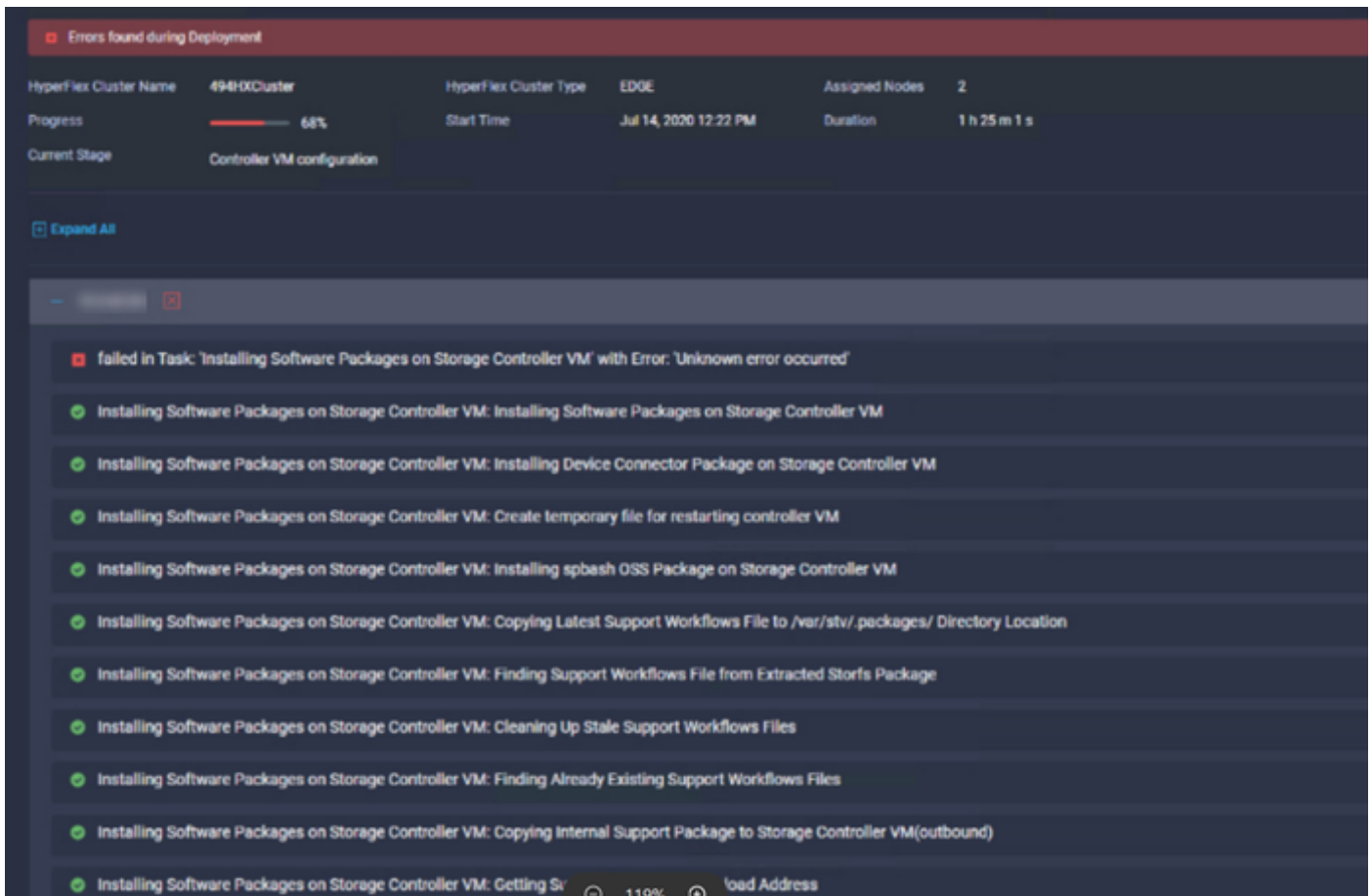
部署Hyperflex時，我們在基於OVA的類安裝程式中會看到以下錯誤：

The screenshot shows a web browser window with the URL `https://[redacted]/#/progress`. The page title is "during Deploy". At the top right, there are buttons for "Retry Deploy" and "Re-Enter Credentials". A search bar is also present. Below the header, there is a "Deploy" dropdown menu. The main content area displays a list of deployment tasks with their status:

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

Intersight安裝程式

來自基於Intersight的安裝程式的錯誤



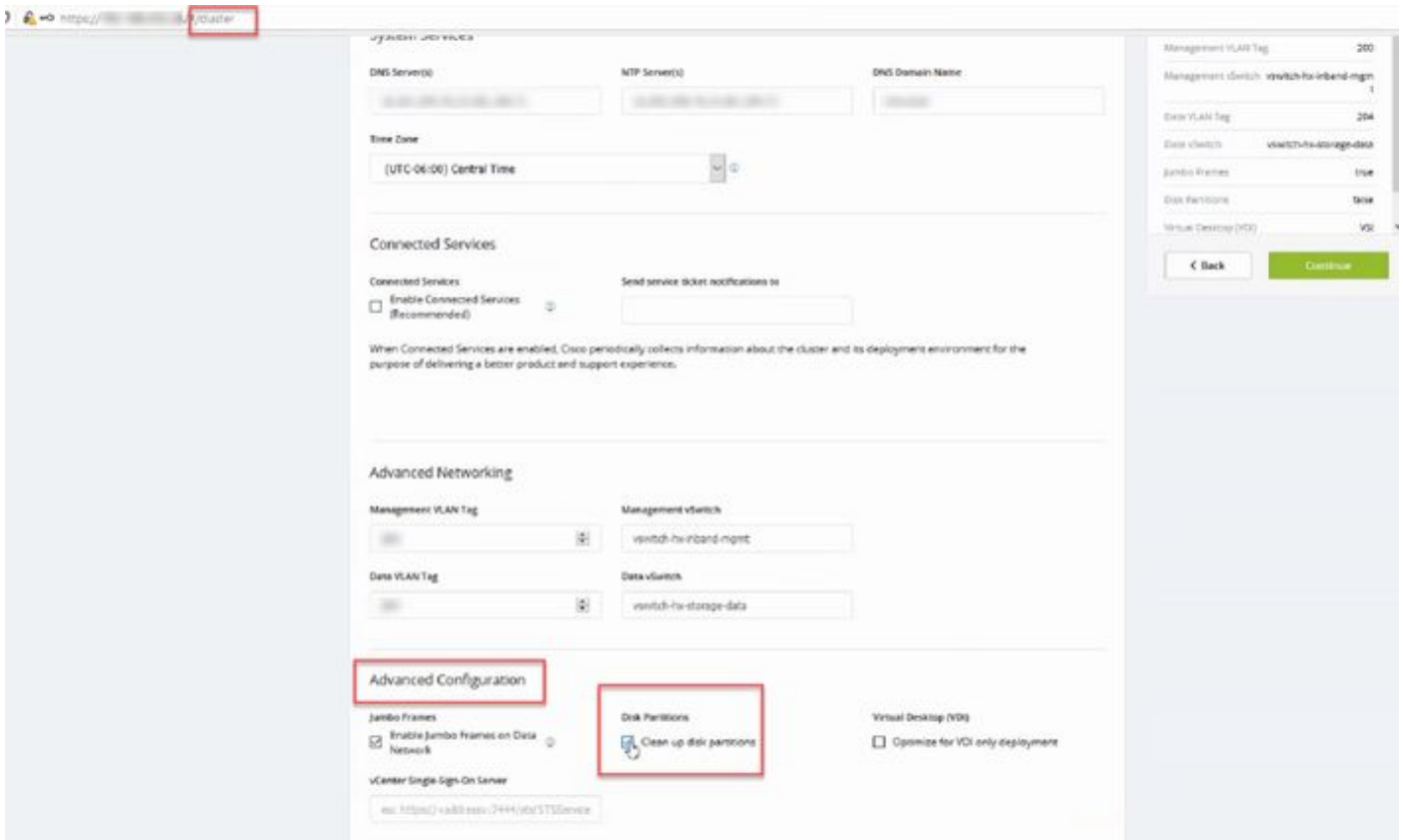
因應措施

傳統OVA安裝程式

對於基於OVA的經典安裝程式，請選擇「群集設定」的「高級配置」部分下的「清除磁碟分割槽」框，然後重新開始安裝。

因應措施：

- 1)從失敗的部署螢幕中按一下Edit Configuration
- 2)按一下繼續以繼續到「集群配置」頁
- 3)開啟「高級配置」部分並選中/啟用「清理磁碟分割槽」選項
- 4)按一下「繼續」返回當前正在進行的安裝
- 5)按一下「重試部署」按鈕繼續部署

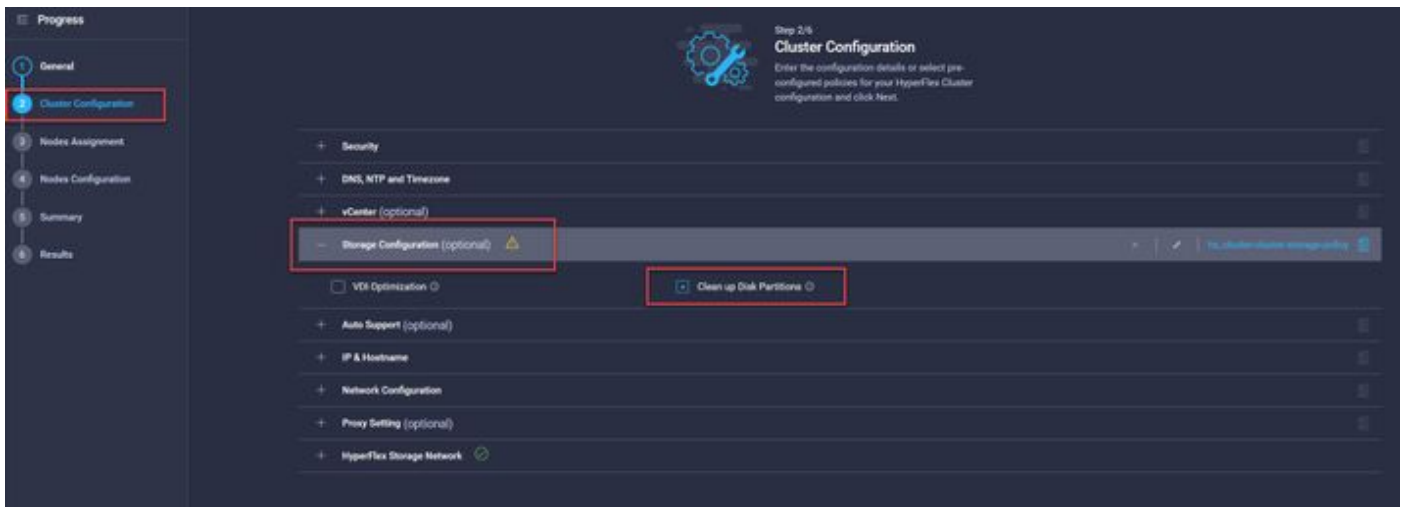


Intersight安裝程式

對於基於Intersight的安裝，請編輯群集配置>儲存配置下的群集配置檔案。選擇「清除磁碟分割槽」框。請在編輯此策略後重試群集部署。

因應措施：

- 1)中止當前運行的安裝。
- 2)編輯群集配置檔案並選中「儲存配置策略」下的「清除磁碟分割槽」覈取方塊。
- 3)繼續進入摘要螢幕，並在「儲存配置」下確認設定「清理磁碟分割槽」已標籤為是。
- 4)按照群集清理過程（包括虛擬機器監控程式的重新映像）清理群集。
- 5)重新開始群集部署。



具有修復程式的安裝程式檔案

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

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