



# Troubleshooting

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## Verifying and Recreating the HX User Account

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- Step 1** Check for missing hxuser account:
- a) Secure Shell (SSH) to all esxi hosts.
  - b) Type `esxcli system account list`.
  - c) Verify that the hxuser account is present on all esxi hosts. If the hxuser account is missing, proceed to step 2.
- Step 2** Secure Shell (SSH) to any controller:
- a) Type `cd /opt/springpath/storfs-mgmt/hxtoolbox-1.0/bin`.
  - b) Type `./hxtoolbox -u`.
- Note** If you see an error, open a TAC case.
- c) Verify that the huxser is created on the esxi hosts (Repeat step 1).
- Step 3** Rerun the upgrade.
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## Verifying and Recreating the Springpath User Account

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- Step 1** Check for missing Springpath user account:
- Secure Shell (SSH) to all esxi hosts.
  - Type `esxcli system account list`.
  - Verify that the Springpath user account is present on all esxi hosts. If the Springpath user account is missing, proceed to step 2.
- Step 2** On the ESXi hosts where springpath user is missing:
- Type `esxcli system account add -i springpath -p spr!n9p@th -c spr!n9p@th`.
  - Type `esxcli system permission set -i springpath -r Admin`.
  - Verify that the Springpath User is present on missing nodes (Repeat step 1).
- Step 3** Rerun the upgrade.
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## After Upgrade Cluster Shows Offline from CLI/nodes Show Offline in vCenter HXDP Plugin Summary

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- Step 1** Recreate Springpath\_security.properties link:
- Secure Shell (SSH) to all controller VMs.
  - Type `ls /usr/share/springpath/storfs-misc/` and confirm the `springpath_security.properties` link exists on all controllers.
  - Type `ls /etc/springpath/secure` to confirm that the `springpath_security.properties` file exists on all nodes.
- Step 2** If the file is missing, copy the file from another node to the missing node:
- Example (from controller with the file):
- ```
scp /etc/springpath/secure/springpath_security.properties root@10.10.10.5:
/etc/springpath/secure/springpath_security.properties
```
- Step 3** If the alias link is missing, you must recreate the link on the missing node:
- Example:
- ```
/etc/springpath/secure/springpath_security.properties
```
- Type `ln -s /usr/share/springpath/storfs-misc/springpath_security.properties /etc/springpath/secure/springpath_security.properties`.
  - Type `restart stMgr`.
- Step 4** Verify the fix:
- Type `stcli cluster info` and confirm that the vCluster state is online.

- b) In the HXDP vCenter plugin, confirm that the nodes all show as online in the summary section.

## Update Net.Team Policy

Perform the following steps on ALL ESXi Hosts:

**Step 1** Confirm current value is set to 100.

```
[root@JR-NODE-1:~] esxcli system settings advanced list -o /Net/TeamPolicyUpDelay
```

**Step 2** Change `/Net/TeamPolicyUpDelay --int-value` from 100 (Default value) to 30000.

```
[root@JR-NODE-1:~] esxcli system settings advanced set -o /Net/TeamPolicyUpDelay --int-value 30000
```

**Step 3** Confirm the new value of `/Net/TeamPolicyUpDelay --int-value` is 30000.

```
[root@JR-NODE-1:~] esxcli system settings advanced list -o /Net/TeamPolicyUpDelay
Path: /Net/TeamPolicyUpDelay
Type: integer
Int Value: 30000 <- Value set in Step-1 above from 100(Default value) to 30000
Default Int Value: 100
Min Value: 0
Max Value: 600000 String Value:
Default String Value:
Valid Characters:
Description: Delay (ms) before considering an 'uplink up' event relevant
```

## Precheck Validation Failure Due to an Algorithm Change in 6.0 U3

While upgrading HX, with version 6.0 U3 and later, we see following error: **Failed upgrade validations : Checking vCenter configuration. Reason: Upgrade validations failed. Failed to query ESX version on host X.X.X.X**

```
root@SpringpathControllerXXXX:~# stcli cluster upgrade --components hxdp --location
/tmp/storfs-packages-3.5.2d-31738.tgz --vcenter-user administrator@XXX.com
...Waiting for upgrade validations to finish... ['Checking vCenter configuration']
Failed upgrade validations : Checking vCenter configuration. Reason: Upgrade validations
failed. Failed to query ESX version on host: X.X.X.X
```

From ESXi /var/run/log/auth.log

```
2019-07-03T19:56:18Z sshd[757807]: Connection from X.X.X.Xport 42416
2019-07-03T19:56:18Z sshd[757807]: Unable to negotiate with X.X.X.Xport 42416:
no matching key exchange method found. Their offer: diffie-hellman-group1-shal,
diffie-hellman-group-exchange-sha1 [preauth]
```

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- Step 1** **Workaround:** On each ESXI host in the cluster, edit the `/etc/ssh/sshd_config` file. Add `KexAlgorithms` `diffie-hellman-group-exchange-sha256,diffie-hellman-group14-sha1,diffie-hellman-group-exchange-sha1` to the end of the file.
- Step 2** Rerun the upgrade command or resume from UI.
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## Pycrypto Minimum Version

Verify the minimum package version is 2.6.

```
EXAMPLE:  
$ pip show pycrypto  
---  
Name: Jinja2  
Version: 2.6.1
```

## Upgrading a Version before HyperFlex Release 1.8(1a)

Contact TAC to upgrade the package.

## Extra or Duplicate stNode is Present in stcli after Upgrade

Contact TAC.

## Duplicate pnode is Present in stcli cluster info after Upgrade

Contact TAC.