

Solucionar problemas de plug-in do HyperFlex com o VMWare vCenter

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Introduction

Este documento descreve as etapas para solucionar o problema do plug-in do HyperFlex que ocorre após a nova instalação/implantação ou atualização de um cluster do HyperFlex para a versão 3.0(1c).

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Cisco HyperFlex
- VMWare vCenter

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

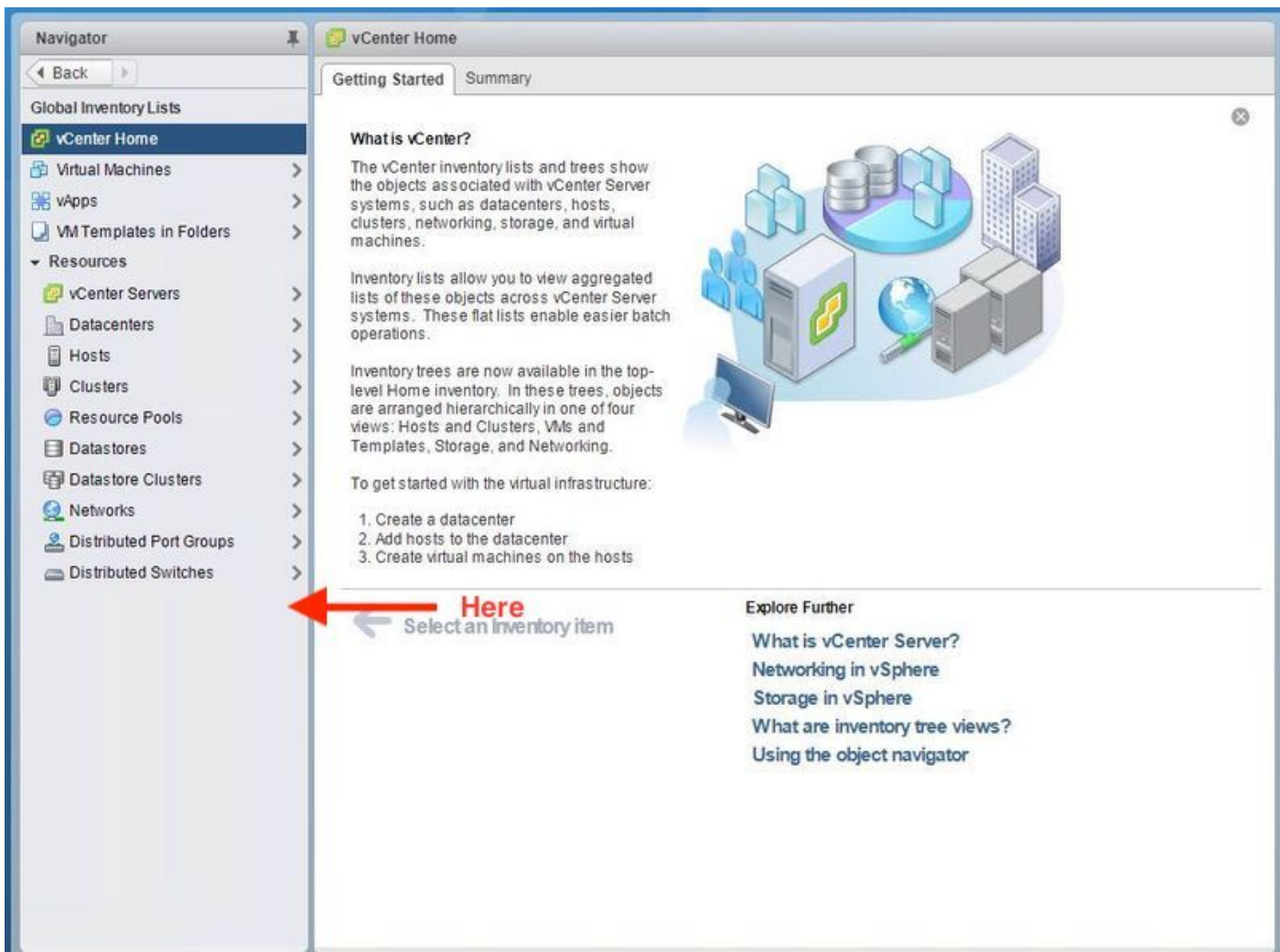
- HyperFlex versão 3.0(1c)
- UCS C240M5
- VMWare vCenter 6.0 ou 6.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Passos de Troubleshooting

Etapa 1. Verifique se você não está vendo o plug-in do HyperFlex no vCenter Web Client. Navegue até **Home > Global Inventory List** e verifique se o plug-in está visível no vCenter. O plug-

in deve estar logo abaixo de **Switches Distribuídos** como mostrado na imagem.



Etapa 2. Certifique-se de que o usuário de login do vCenter tenha o privilégio de administrador completo.

Etapa 3. Verifique se o ping do vCenter para o HX Cluster Management IP funcionou (CMIP).

Etapa 4. Verifique se o ping para o CMIP foi intermitente para isolar o problema de IP duplicado.

Etapa 5. Verifique se o plug-in foi instalado através do MOB (Manage Object Browser, navegador de objetos) do vCenter. Descubra a ID de domínio do cluster antes de executar esta etapa. Para coletar o ID de domínio do cluster, Secure Shell (SSH) para o CMIP e executar este comando `D"stcli cluster info | grep -i domain"` como mostrado na imagem.

```
root@hx-8-scvms-02:~# stcli cluster info | grep domain
  id: domain-c122
  vCenterClusterId: domain-c122
root@hx-8-scvms-02:~#
```

Etapa 6. Nesse caso, como você pode ver, o ID de domínio é **c122**. Agora, navegue até o MOB do vCenter e verifique se o ramal desse plug-in está presente. Para fazer isso, faça login em `https://<vCenter IP ou FQDN>/mob`.

Navegue até **content>extensionManager** na seção propriedades e selecione **(mais..)**. Na parte inferior da lista, você verá duas extensões do springpath. Um deles inclui a ID de domínio coletada antes.

Home

Managed Object Type: **ManagedObjectReference:ExtensionManager**
Managed Object ID: **ExtensionManager**

Properties

NAME	TYPE	VALUE
extensionList	Extension[]	extensionList["com.vmware.vim.sms"] Extension
		extensionList["com.vmware.vim.vsm"] Extension
		extensionList["VirtualCenter"] Extension
		extensionList["com.vmware.vim.stats.report"] Extension
		extensionList["com.vmware.vim.sps"] Extension
		extensionList["com.vmware.vim.vcha"] Extension
		extensionList["hostdiag"] Extension
		extensionList["com.vmware.vim.ls"] Extension
		extensionList["com.vmware.vim.eam"] Extension
		extensionList["com.vmware.rbd"] Extension
		extensionList["com.vmware.ovf"] Extension
		extensionList["com.vmware.vmcam"] Extension
		extensionList["com.vmware.cl"] Extension
		extensionList["com.vmware.vsan.health"] Extension
		extensionList["com.vmware.vcenter.iso"] Extension
		extensionList["com.vmware.vcIntegrity"] Extension
		extensionList["com.springpath.sysmgmt"] Extension
extensionList["com.springpath.sysmgmt.domain-c122"] Extension (less...)		

Passo 7. Para validar ainda mais se o plug-in HyperFlex foi instalado no vCenter Web Client, navegue para **Home>Administration>Solutions>Client Plug-Ins**.

Se você não vir o HyperFlex (Springpath Plugin) listado na tabela, clique em **Check for New Plug-ins**. Isso deve preencher o plugin do Springpath se ele estiver presente. Isso levará alguns minutos.

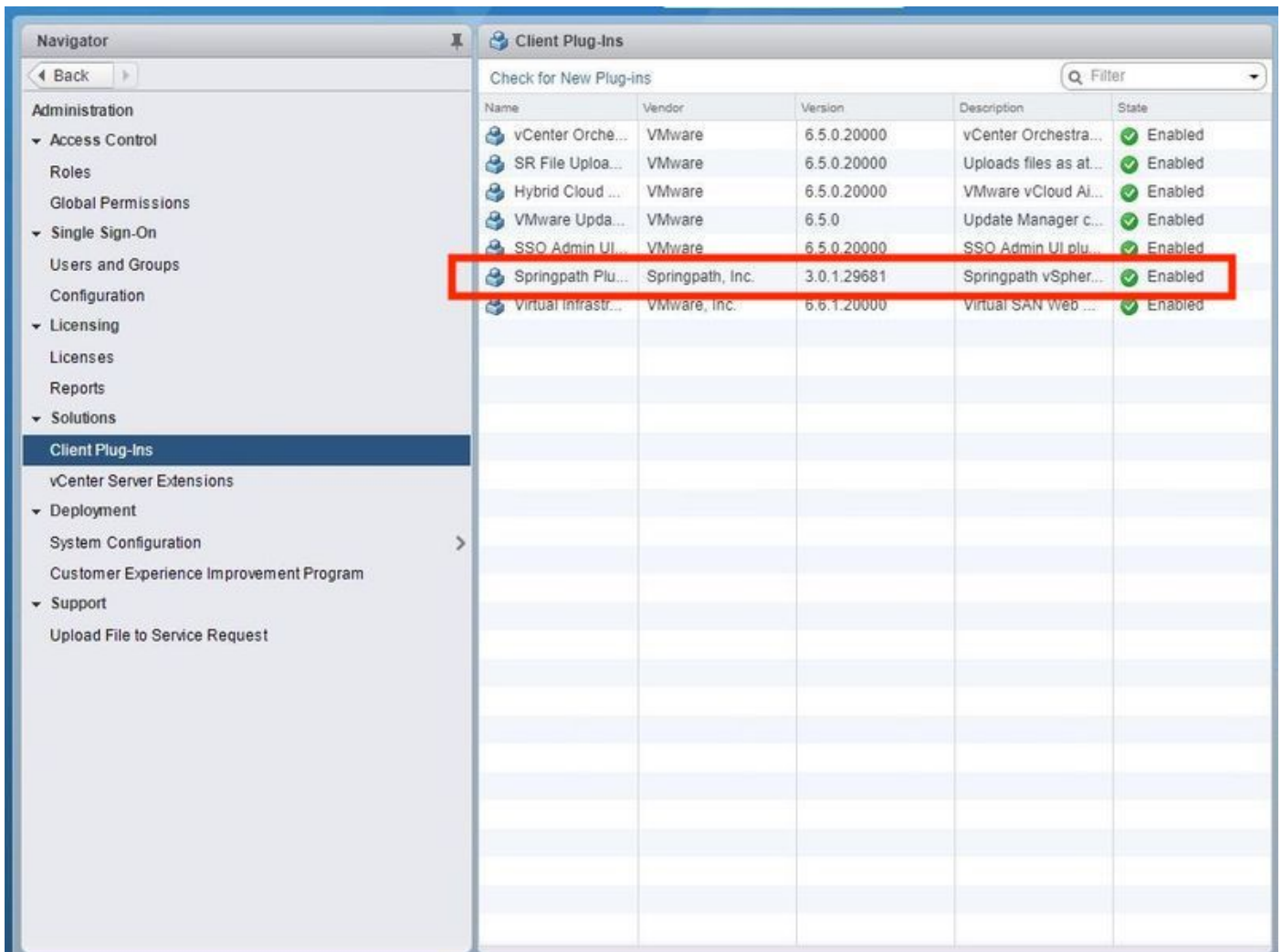
Antes de procurar novos plug-ins:

Navigator Client Plug-Ins

Back Check for New Plug-ins Filter

Name	Vendor	Version	Description	State
vCenter Orchestrat...	VMware	6.5.0.20000	vCenter Orchestrator pl...	Enabled
SR File Upload Plu...	VMware	6.5.0.20000	Uploads files as attach...	Enabled
Hybrid Cloud Mgr P...	VMware	6.5.0.20000	VMware vCloud Air Hy...	Enabled
VMware Update M...	VMware	6.5.0	Update Manager client	Enabled
SSO Admin UI plugin	VMware	6.5.0.20000	SSO Admin UI plugin	Enabled
Virtual Infrastructure	VMware, Inc.	6.6.1.20000	Virtual SAN Web Client...	Enabled

Depois de verificar se há novos plug-ins:



Etapa 8. Reinicie o serviço do vSphere Web Client (o **serviço vsphere-client**).

Servidor vCenter no Windows

1. Abra o Server Manager no sistema Windows no qual o vCenter Server é executado.
2. Navegue até **Configuration > Services**.
3. Selecione **VMware vSphere Web Client** e clique em **Reiniciar**.

Dispositivo de servidor vCenter

1. Use SSH para fazer login no vCenter Server Appliance como raiz.
2. Pare o serviço do vSphere Web Client e execute um desses comandos. Servidor vCenter 6.0: `service vsphere-client stop` Servidor vCenter 6.5: `service-control --stop vsphere-client`
3. Reinicie o serviço do vSphere Web Client com a ajuda desses comandos. Servidor vCenter 6.0: `service vsphere-client start` Servidor vCenter 6.5: `service-control --start vsphere-client`

Saídas de comando do laboratório vCenter Server Appliance:

```
Command> service-control --stop vsphere-client
Perform stop operation. umon_profile=None, suc_names=['vsphere-client'], include_coreossvcs=False, include_leafossvcs=False
Successfully stopped service vsphere-client
Command> service-control --start vsphere-client
Perform start operation. umon_profile=None, suc_names=['vsphere-client'], include_coreossvcs=False, include_leafossvcs=False
2018-08-23T22:02:56.939Z Service vsphere-client state STOPPED
Successfully started service vsphere-client
```

Etapa 9. Exclua a lista de ramais ["com.springpath.sysmgmt"] do vCenter.

Note: Certifique-se de excluir somente a ID de domínio não utilizada. Se você excluir o ID de domínio incorreto, o cluster ficará offline. Colete o ID de domínio correto da Etapa 5. Além disso, você pode excluir o cluster da exibição de **Hosts & Clusters** do vCenter, excluir a entrada da máfia e recriar o cluster no vCenter e, finalmente, registrar novamente o cluster. Em caso de dúvida, abra um TAC SR antes de prosseguir.

Home

Data Object Type: Extension
 Parent Managed Object ID: **ExtensionManager**
 Property Path: **extensionList["com.springpath.sysmgmt"]**

Properties

NAME	TYPE	VALUE
client	ExtensionClientInfo[]	client
company	string	"Springpath, Inc."
description	Description	description
eventList	ExtensionEventTypeInfo[]	eventList
extendedProductInfo	ExtExtendedProductInfo	extendedProductInfo
faultList	ExtensionFaultTypeInfo[]	Unset
healthInfo	ExtensionHealthInfo	Unset
key	string	com.springpath.sysmgmt
lastHeartbeatTime	dateTime	"2016-11-09T14:14:25.439-08:00"
managedEntityInfo	ExtManagedEntityInfo[]	Unset
ovfConsumerInfo	ExtensionOvfConsumerInfo	Unset
privilegeList	ExtensionPrivilegeInfo[]	Unset
resourceList	ExtensionResourceInfo[]	Unset
server	ExtensionServerInfo	
shownInSolutionManager	boolean	
solutionManagerInfo	ExtSolutionManagerInfo	
subjectName	string	
taskList	ExtensionTaskInfo[]	
type	string	
version	string	

Home

Managed Object Type: ManagedObjectReference:ExtensionManager
 Managed Object ID: **ExtensionManager**

Properties

NAME	TYPE	VALUE
extensionList	Extension[]	extensionList["com.vmware.vim.inventoryservice"] Extension extensionList["com.vmware.vim.sms"] Extension extensionList["com.vmware.vim.vsm"] Extension extensionList["VirtualCenter"] Extension extensionList["com.vmware.vim.stats.report"] Extension (more...)

Methods

RETURN TYPE	NAME
Extension	FindExtension
string	GetPublicKey
ExtensionManagerIpAllocationUsage[]	QueryExtensionIpAllocationUsage
Entity[]	QueryManagedBy
void	RegisterExtension
void	SetExtensionCertificate
void	SetPublicKey
void	UnregisterExtension
void	UpdateExtension

Managed Object Browser - Google Chrome

Managed Object Type: **ManagedObjectReference:ExtensionManager**
 Managed Object ID: **ExtensionManager**
 Method: **UnregisterExtension**

void UnregisterExtension

Parameters

NAME	TYPE	VALUE
extensionKey (required)	string	com.springpath.sysmgmt

[Invoke Method](#)

STEP-3: Paste the value, then Click unregister extension ----->

STEP-2: Click Here

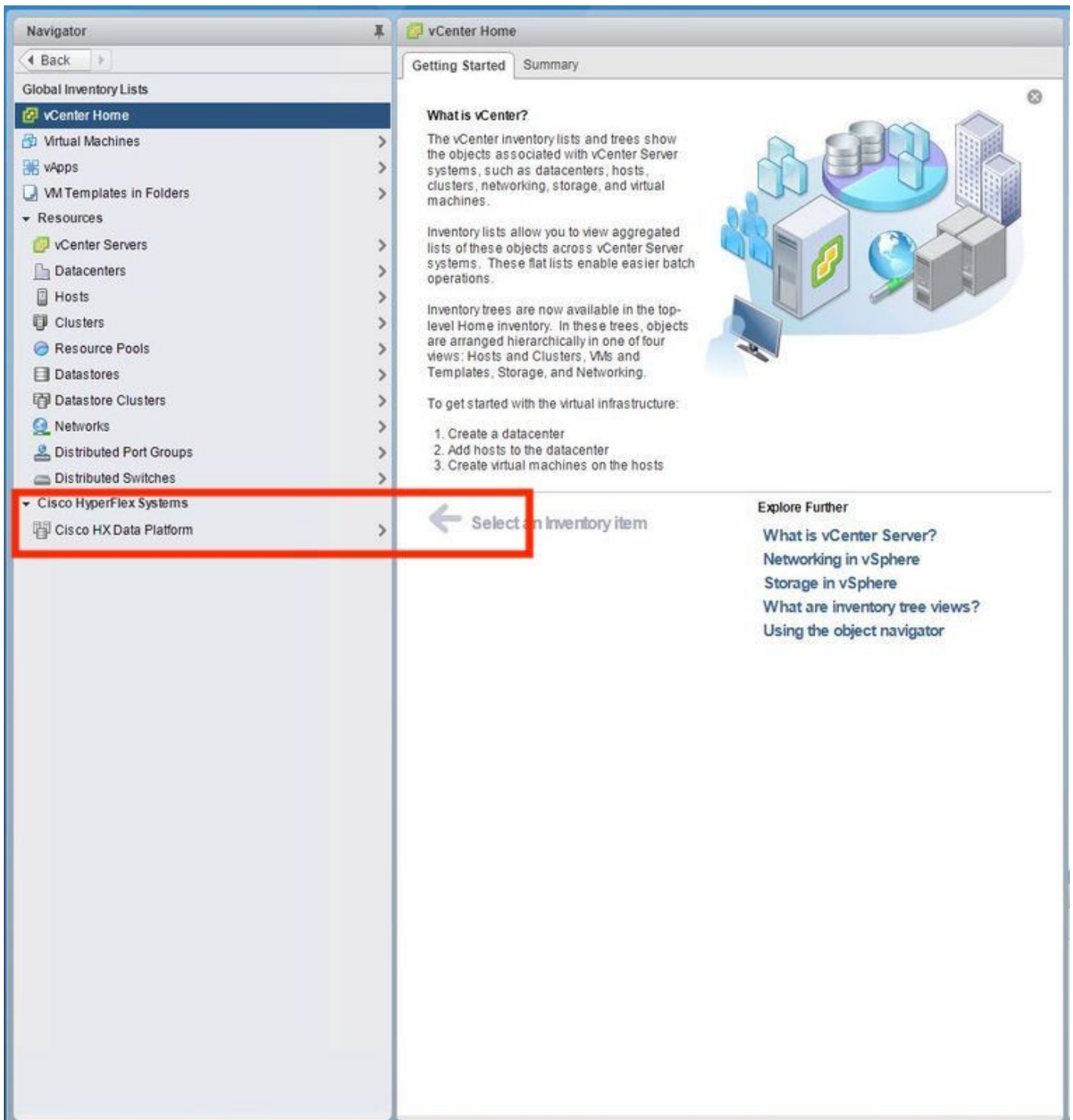
Etapa 10. Registre novamente o cluster HX no mesmo vCenter.

Execute esses comandos para registrar novamente o HX para o vCenter.

```
root@ucs-stctlvm-116-1:~# stcli cluster reregister --vcenter-datacenter
DATACENTER --vcenter-cluster <CLUSTER> --vcenter-url <vCenterIP> --vcenter-user <USER>
```

Etapa 11. Aguarde até que os serviços do vSphere Web Client fiquem on-line antes de você poder fazer login novamente; leva de 5 a 10 minutos.

Depois de fazer login, você poderá ver a plataforma de dados Cisco HX em Cisco Hyperflex Systems.



Etapa 12. Se isso não funcionar, verifique se o plug-in foi baixado do console VCSA SSH. Este teste serve para isolar qualquer problema de firewall, porta ou certificado.

Com o uso do wget:

```
sup-ucs-vc:~ # wget https://<CMIP>/plugins/stGui-1.0.zip --no-check-certificate
```

Com o uso do Curl:

```
sup-ucs-vc:~ # curl-v https://<CMIP>/plugins/stGui-1.0.zip
```

```

hyperflex-vcenter:/var/log/vmware/vsphere-client/logs # wget https://[redacted]/plugins/stGui-1.0.zip --no-check-certificate
--2018-08-28 21:55:18-- https://[redacted]plugins/stGui-1.0.zip
Connecting to [redacted]:443... connected.
Unable to establish SSL connection.
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs # wget https://[redacted]/plugins/stGui-1.0.zip --no-check-certificate
--2018-08-28 21:59:07-- https://[redacted]plugins/stGui-1.0.zip
Connecting to [redacted]:443... connected.
Unable to establish SSL connection.
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs # curl -v https://[redacted]/plugins/stGui-1.0.zip
* About to connect() to [redacted] port 443 (#0)
* Trying [redacted]... connected
* Connected to [redacted] ([redacted]) port 443 (#0)
* successfully set certificate verify locations:
*   CAfile: none
*   CAspace: /etc/ssl/certs/
* SSLv3, TLS handshake, Client hello (1):
* Unknown SSL protocol error in connection to [redacted]:443
* Closing connection #0
curl: (35) Unknown SSL protocol error in connection to [redacted]:443
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs #

```

Etapa 13. Navegue até <https://vCenterIPaddress/> para fazer login em asadministrator@vsphere.local.

Navegue até Conteúdo > Extensão > GerenciadorDeExtensão > ListaDeExtensão ["com.springpath.sysmgmt"] > Servidor

É assim que deve ser. O ExtensionServerInfo mostra a mesma URL/IP para um determinado cluster HX. Esse deve ser o mesmo IP do CMIP.

NAME	TYPE	VALUE																														
Home																																
Data Object Type: ExtensionServerInfo[] Parent Managed Object ID: ExtensionManager Property Path: extensionList["com.springpath.sysmgmt"].server																																
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Etapa 14. Se a saída da máfia do servidor não mostrar o mesmo nome de DNS de URL, por

exemplo, se [0]ExtensionServerInfo e [1]ExtensionServerInfo fossem dois nomes de DNS de URL separados, isso poderia ser um problema e causar um problema.

Localize o URL que é o IP de gerenciamento de cluster. Verifique o DNS no CtrlVM e siga estas etapas:

- Desative o DNS do cluster HX. SSH para qualquer armazenamento CtrlVM
- Verificar servidor DNS: **#stcli services dns show** (obtenha o IP do servidor DNS)
- Parar DNS: **#stcli services dns remove —dns <DNS server IP>**
- Verificar se o DNS parou: **#stcli services dns show**
- Exclua a máfia extensionList ["com.springpath.sysmgmt"] do vCenter (conforme abordado na Etapa 9).
- Registre novamente o cluster HX no vCenter (conforme abordado na Etapa 10).
- Faça logoff do cliente Web e faça logon novamente. Verifica-se se o plug-in aparece.
- Adicione o servidor DNS de volta ao cluster hx: **#stcli services dns add — dns <DNS server IP>**
- Verifique se o servidor DNS está em execução: **#stcli services dns show**

Análise de log

Coleta de logs

1. Logs do vCenter - <https://kb.vmware.com/s/article/1011641>
2. Pacote Hyperflex storfs - <https://www.cisco.com/c/en/us/support/docs/hyperconverged-infrastructure/hyperflex-hx-data-platform/210831-Visual-guide-to-collect-Tech-Support-fil.html>

Exemplo de mensagens de erro

1. Verifique os registros de vírus do vCenter e procure mensagens se o vCenter estiver com problemas de comunicação com o HX Cluster stMgr.
2. Local do log do VCSA Virgo: **/var/log/vmware/vsphere-client/logs/vsphere_client_virgo.log**
3. Verifique a localização dos registros do stMgr: **/var/log/springpath/stMgr.log** e procure mensagens de erro ou mensagens com falha que correspondam ao cluster do Hyperflex ou ao plug-in do vCenter.

Logs de exemplo em uma situação de problema:

```
stMgr failed to return a simple cluster name,  
  
[2016-11-15T19:48:40.542Z] [WARN ] pool-9-thread-1          70000096 100001 200001  
com.storvisor.sysmgmt.service.ThriftServiceAccess      Failed to get cluster name  
when checking for cluster access. org.apache.thrift.transport.TTransportException:  
java.net.UnknownHostException: cisco-storage-cluster.com  
  
    at org.apache.thrift.transport.THttpClient.flush(THttpClient.java:356)  
  
    at org.apache.thrift.TServiceClient.sendBase(TServiceClient.java:65)
```

```
at com.storvisor.sysmgmt.StMgr$Client.send_getName(StMgr.java:1308)
at com.storvisor.sysmgmt.StMgr$Client.getName(StMgr.java:1301)
at
com.storvisor.sysmgmt.service.ThriftServiceAccess.isValidAccess(ThriftServiceAccess.java:228)
at
com.storvisor.sysmgmt.service.util.StorvisorServerCacheForceUpdaterThread.call(StorvisorServerCa
cheForceUpdaterThread.java:28)
at
com.storvisor.sysmgmt.service.util.StorvisorServerCacheForceUpdaterThread.call(StorvisorServerCa
cheForceUpdaterThread.java:12)
at java.util.concurrent.FutureTask.run(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(Unknown Source)
at java.lang.Thread.run(Unknown Source)
```

Caused by: java.net.UnknownHostException: cisco-storage-cluster.com

```
at java.net.AbstractPlainSocketImpl.connect(Unknown Source)
at java.net.SocksSocketImpl.connect(Unknown Source)
at java.net.Socket.connect(Unknown Source)
at sun.security.ssl.SSLSocketImpl.connect(Unknown Source)
```

4. Abra um Cisco TAC SR se isso não ajudar: <https://mycase.cloudapps.cisco.com/case>