FUJITSU

**Fujitsu Software**
**Infrastructure Manager for PRIMEFLEX V2.8.0**

# Messages

# Preface

**Purpose**

This manual provides explanations of messages output from each function of FUJITSU Software Infrastructure Manager for PRIMEFLEX (hereafter referred to as "ISM for PRIMEFLEX"), which adds functions for expanding virtualized platforms to FUJITSU Software Infrastructure Manager (hereafter referred to as "ISM"). ISM manages and operates ICT devices such as servers, storages, and switches, as well as facility devices such as PDUs, in an integrated way.

**Product Manuals**

| Manual Name | Description |
|---|---|
| FUJITSU Software<br>Infrastructure Manager V2.8.0<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>First Step Guide | This manual is for those using this product for the first time.<br>This manual summarizes the procedures for the use of this product, the product system, and licensing.<br><br>In this manual, it is referred to as "First Step Guide." |
| FUJITSU Software<br>Infrastructure Manager V2.8.0<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>User's Guide | This manual describes the functions of this product, the installation procedure, and procedures for operation. It allows you to quickly grasp all functions and all operations of this product.<br><br>In this manual, it is referred to as "User's Guide." |
| FUJITSU Software<br>Infrastructure Manager V2.8.0<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>Operating Procedures | This manual describes the installation procedure and usages for the operations of this product.<br><br>In this manual, it is referred to as "Operating Procedures." |
| FUJITSU Software<br>Infrastructure Manager V2.8.0<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>REST API Reference Manual | This manual describes how to use the required APIs and provides samples and parameter information for using user-created applications that integrate with this product.<br><br>In this manual, it is referred to as "REST API Reference Manual." |
| FUJITSU Software<br>Infrastructure Manager V2.8.0<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>Messages | This manual describes the messages that are output when using ISM or ISM for PRIMEFLEX and the actions to take for these messages.<br><br>In this manual, it is referred to as "ISM Messages." |
| FUJITSU Software<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>Messages | This manual describes the messages that are output when using ISM for PRIMEFLEX and the actions to take for these messages.<br><br>In this manual, it is referred to as "ISM for PRIMEFLEX Messages." |
| FUJITSU Software<br>Infrastructure Manager V2.8.0<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>Items for Profile Settings (for Profile Management) | This manual describes detailed information for the items set when creating profiles for managed devices.<br><br>In this manual, it is referred to as "Items for Profile Settings (for Profile Management)." |
| FUJITSU Software<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>Cluster Creation and Cluster Expansion Parameter List | This manual describes Cluster Definition Parameters that are used for the automatic settings in Cluster Creation and Cluster Expansion when using ISM for PRIMEFLEX.<br><br>In this manual, it is referred to as "ISM for PRIMEFLEX Parameter List." |
| FUJITSU Software<br>Infrastructure Manager V2.8.0<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>Glossary | This document defines the terms that you need to understand in order to use this product.<br><br>In this manual, it is referred to as "Glossary." |

| Manual Name | Description |
|---|---|
| FUJITSU Software<br>Infrastructure Manager V2.8.0<br>Infrastructure Manager for PRIMEFLEX V2.8.0<br>Plug-in and Management Pack Setup Guide | This manual describes the procedures, from installation to operation as well as precautions and reference information, for the following features of Infrastructure Manager Plug-in.<br><br>- Infrastructure Manager Plug-in for Microsoft System Center Operations Manager<br><br>- Infrastructure Manager Plug-in for Microsoft System Center Virtual Machine Manager<br><br>- Infrastructure Manager Plug-in for VMware vCenter Server<br><br>- Infrastructure Manager Plug-in for VMware vCenter Server Appliance<br><br>- Infrastructure Manager Management Pack for VMware vRealize Operations Manager<br><br>- Infrastructure Manager Plug-in for VMware vRealize Orchestrator<br><br>- Infrastructure Manager Plug-in for Microsoft Windows Admin Center<br><br>In this manual, it is referred to as "ISM Plug-in/MP Setup Guide." |

Together with the manuals mentioned above, you can also refer to the latest information about ISM by contacting your local Fujitsu customer service partner.

For the information about managed hardware products, refer to the manuals of the relevant hardware.

For PRIMERGY, refer to "ServerView Suite ServerBooks" or the manual pages for PRIMERGY.

https://support.ts.fujitsu.com/

**Intended Readers**

This manual is intended for readers who consider using the product for comprehensive management and operation of such ICT devices and possess basic knowledge about hardware, operating systems, and software.

**Notation in this Manual**

Notation

Keyboard

Keystrokes that represent nonprintable characters are displayed as key icons such as [Enter] or [F1]. For example, [Enter] means press the key labeled "Enter," [Ctrl]+[B] means hold down the key labeled "Ctrl" or "Control" and then press the B key.

Symbols

Items that require particular attention are indicated by the following symbols.

 Point
..................................................................................................................
Describes the content of an important point.
..................................................................................................................

 Note
..................................................................................................................
Describes an item that requires your attention.
..................................................................................................................

Variables: <xxx>

Represents variables that require replacement by numerical values or text strings in accordance with your usage environment.

Example: <IP address>

Abbreviation

This document may use the abbreviation for OS as shown in the following examples.

| Official name | Abbreviation | |
|---|---|---|
| Microsoft(R) Windows Server(R) 2019 Datacenter | Windows Server 2019 Datacenter | Windows Server 2019 |
| Microsoft(R) Windows Server(R) 2019 Standard | Windows Server 2019 Standard | |
| Microsoft(R) Windows Server(R) 2019 Essentials | Windows Server 2019 Essentials | |
| Red Hat Enterprise Linux 9.0 (for Intel64) | RHEL 9.0 | Red Hat Enterprise Linux Or Linux |
| SUSE Linux Enterprise Server 15 SP2 (for AMD64 & Intel64) | SUSE 15 SP2(AMD64) SUSE 15 SP2 (Intel64) or SLES 15 SP2 (AMD64) SLES 15 SP2 (Intel64) | SUSE Linux Enterprise Server Or Linux |
| SUSE Linux Enterprise Server 15 (for AMD64 & Intel64) | SUSE 15(AMD64) SUSE 15(Intel64) or SLES 15(AMD64) SLES 15(Intel64) | |
| VMware ESXi™ 7.0 | VMware ESXi 7.0 | VMware ESXi |
| VMware Virtual SAN | vSAN | |
| Microsoft Storage Spaces Direct | S2D | |

Terms

For the major terms and abbreviations used in this manual, refer to "Glossary."

Using PDF applications (Adobe Reader, etc.)

Depending on the specifications of the PDF application you are using, issues (extra spaces and line breaks, missing spaces, line breaks, and hyphens in line breaks) may occur when you perform the following operations.

- Saving to a text file

- Copying and pasting text

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# Modification History

| Edition | Issue Date | Section | | Modification Overview |
|---------|-----------|---------|---|----------------------|
| 01 | August 2022 | - | - | First edition |
| 02 | April 2023 | 3.1 Action Examples for when a Cluster Expansion Error Occurs | Action example 1 | Added description for action example |
| | | | Action example 41 | Added PRIMERGY M7 series |

| Edition | Issue Date | Section | | Modification Overview |
|---------|-----------|---------|---|----------------------|
| | | | Action example 45, Action example 46 | Added new action examples |
| | | 3.2 Action Examples for when a Cluster Creation Error Occurs | Action example 1 | Added description for action example |
| | | | Action example 43 | Added PRIMERGY M7 series |
| | | | Action example 48, Action example 49 | Added new action examples |

# Contents

# Chapter 1 Messages for Cluster Management

This chapter describes the messages that are issued by Cluster Management.

**Message output**

Messages related to Cluster Management are issued as ISM Event Logs.

You can refer to the Event Logs by selecting [Events] - [Events] from the Global Navigation menu on the GUI of ISM.

**Message structure**

Messages related to Cluster Management have the following structure:
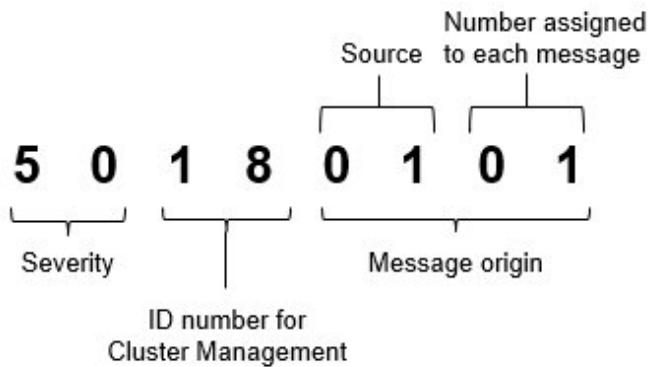


- Severity

This shows the level of severity of the various message contents. The message IDs and levels of severity are related as follows:

| Message ID (first two digits) | Severity | Description |
|---|---|---|
| 10 | info | Normal information notification. No actions are required. |
| 30 | warning | Warning notification. Varying actions are required. |
| 50 | error | Error notification. Actions are required. |

- ID number for Cluster Management

The fixed ID number "18" is assigned to Cluster Management.

- Message origin

This number consists of a number showing the location that generated a message (first two digits) and a number that is assigned to each message (last two digits).

The message IDs and message origins are related as follows:

| Message ID (last four digits) | Message origin | Description |
|---|---|---|
| 00xx | Cluster Management Service | Messages related to services of Cluster Management |
| 01xx | List of storage pool information | Messages related to information retrieval from storage pool |
| 02xx | Detailed storage pool information | |
| 03xx | Retrieval of history information from storage pool | |
| 04xx | Retrieval of information from resource lists | Messages related to retrieval of information from resource lists |

| Message ID (last four digits) | Message origin | Description |
|---|---|---|
| 05xx | Retrieval of cluster information lists | Messages related to retrieval of information on clusters |
| 06xx | Retrieval of detailed cluster information | |
| 14xx | Setting up Maintenance Mode for the node | Messages related to the Maintenance Mode settings for the PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI node. |
| 15xx | Canceling Maintenance Mode for the node | |
| 16xx | Migrating Virtual Machine | Messages related to migration, start and stop of virtual machines in a PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI environment. |
| 17xx | Starting Virtual Machine | |
| 18xx | Stopping Virtual Machine | |
| 19xx | Restarting node | Messages related to shutdown/restart of the PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI node. |
| 25xx | Shutting down node | |
| 20xx | Updating status | Messages when updating the information on clusters |
| 21xx | Changing cluster settings | Messages related to changing the settings of a failover cluster in a PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI environment. |
| 26xx | Cluster resource health test | Messages related to the cluster resource health test in PRIMEFLEX for Microsoft Storage Spaces Direct environment. |

 Note

For procedures on how to collect maintenance data, refer to "4.5 Collection of Maintenance Data" in "User's Guide."

# 1.1 Messages Related to Services of Cluster Management

**10180000: Startup of virtual resource management function was completed.**

Severity

Info

Actions

Not required.

**10180001: Virtual resource management function was stopped.**

Severity

Info

Actions

Not required.

**50180000: Startup of virtual resource management function failed.**

Severity

Error

Actions

Restart ISM-VA. After that, perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

### 50180001: An operation was executed for an incorrect URI (<URI name>).

Severity

Error

Actions

Check the URI and the REST API method before you try again.

### 50180003: The operation can not be canceled.

Severity

Error

Actions

Because this operation can not be canceled, wait until it has finished.

## 1.2 Messages during Retrieval of List of Storage Pool information

### 10180100: Successfully retrieved list of storage pool information.

Severity

Info

Actions

Not required.

## 1.3 Messages during Retrieval of Detailed Storage Pool Information

### 10180200: Successfully retrieved detailed storage pool information.

Severity

Info

Actions

Not required.

### 50180207: Failed to retrieve detailed storage pool information. An incorrect storage pool or a storage pool that does not exist was specified. Specify a storage pool that has been registered in ISM and execute the operation again.

Severity

Error

Actions

Specify the storage pool registered in ISM, and then perform the operation again.

## 1.4 Messages during Retrieval of History Information from Storage Pool

**10180300: Successfully retrieved history information from storage pool.**

Severity

Info

Actions

Not required.

**50180306: Failed to retrieve history from the storage pool. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)**

Severity

Error

Actions

Specify the correct input parameter, and then perform the operation again.

**50180307: Failed to retrieve history from the storage pool. An incorrect storage pool or a storage pool that does not exist was specified. Specify a storage pool that has been registered in ISM and execute the operation again.**

Severity

Error

Actions

Check the specified resource, and then perform the operation again.

## 1.5 Messages during Retrieval of Information from Resource Lists

**10180400: Successfully retrieved information from resource lists.**

Severity

Info

Actions

Not required.

**50180401: Failed to retrieve resource information again. User role is incorrect. Execute the operation as a user with Operator or Administrator role.**

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

**50180414: Failed to re-retrieve resource list information. Resource list information is already being retrieved. Wait until the task is complete (TaskId=<TaskID>).**

Severity

Error

## Actions

Wait until the task is complete to update resource list information.

---

**30180409: Failed to connect to with a part of the devices registered in the Cloud Management Software. The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner.**

## Severity

Warning

## Actions

Check the information registered in the cloud management software and correct any errors.

If there are no errors in the information registered in the cloud management software, check the communication environment of the target device and solve any errors.

If the target is a Windows device, check if there are any stopped devices in the nodes making up the representative cluster.

# 1.6 Messages during Retrieval of Cluster Information Lists

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**10180500: Successfully retrieved cluster information list.**

## Severity

Info

## Actions

Not required.

# 1.7 Messages during Retrieval of Detailed Cluster Information

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**10180600: Successfully retrieved detailed cluster information.**

## Severity

Info

## Actions

Not required.

---

**50180607: Failed to retrieve detailed cluster information. An incorrect cluster or a cluster that does not exist was specified. Specify a cluster that has been registered in ISM and execute the operation again.**

## Severity

Error

## Actions

Check the specified resource, and then perform the operation again.

# 1.8 Messages during Activation of Maintenance Mode on the Node

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**10181401: Successfully activated Maintenance Mode on the node.**

## Severity

Info

Actions

Not required.

## 10181400: Accepted request to activate Maintenance Mode on the node.

Severity

Info

Actions

Not required.

## 50181401: Failed to set the node to Maintenance mode. User role is incorrect. Execute the operation as a user with Operator or Administrator role.

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

## 50181406: Failed to set the node to Maintenance mode. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)

Severity

Error

Actions

Specify the correct parameters.

## 50181407: Failed to set the node to Maintenance mode. An incorrect node or a node that does not exist was specified. Specify a node that has been registered in ISM and that is in a cluster that has been registered in ISM and execute the operation again.

Severity

Error

Actions

Specify the node registered in ISM that is in the cluster registered in ISM, and then perform the operation again.

## 50181410: Failed to set the node to Maintenance mode. Failed to connect to vCenter Server (CmsName = <Cloud Management Software Name>). The IP address registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

## 50181411: Failed to set the node to Maintenance mode. Failed to log in to vCenter Server (CmsName = <Cloud Management Software Name>). The domain name, account name, or password registered in ISM Cloud Management Software is incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

**50181414: Failed to set the node to Maintenance mode. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner. Check the task for details. (TaskId = <TaskId>, SubTaskId = <SubTaskId>)**

Severity

Error

Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

# 1.9 Messages during Deactivation of Maintenance Mode on the Node

**10181501: Successfully deactivated Maintenance Mode on the node.**

Severity

Info

Actions

Not required.

**10181500: Accepted request to deactivate Maintenance Mode on the node.**

Severity

Info

Actions

Not required.

**50181501: Failed to release Maintenance mode for the node. User role is incorrect. Execute the operation as a user with Operator or Administrator role.**

Severity

Info

Actions

Execute the operation as a user with Operator role or Administrator role.

**50181506: Failed to release Maintenance mode for the node. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)**

Severity

Error

Actions

Specify the correct parameters, and perform the operation again.

**50181507: Failed to release Maintenance mode for the node. An incorrect node or a node that does not exist was specified. Specify a node that has been registered in ISM and that is in a cluster that has been registered in ISM and execute the operation again.**

Severity

Error

Actions

Specify the node registered in ISM that is in the cluster registered in ISM, and perform the operation again.

**50181510: Failed to release Maintenance mode for the node. Failed to connect to vCenter Server (CmsName = <Cloud Management Software Name>). The IP address registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again.**

Severity

Error

Actions

Check the settings, and perform the operation again.

**50181511: Failed to release Maintenance mode for the node. Failed to log in to vCenter Server (CmsName = <Cloud Management Software Name>). The domain name, account name, or password registered in ISM Cloud Management Software is incorrect. Check the settings and execute the operation again.**

Severity

Error

Actions

Check the settings, and perform the operation again.

**50181514: Failed to release Maintenance mode for the node. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner. Check the task for details. (TaskId = <TaskId>, SubTaskId = <SubTaskId>)**

Severity

Error

Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

# 1.10 Messages during Migration of Virtual Machines

**10181600: Accepted request for virtual machine migration.**

Severity

Info

Actions

Not required.

### 50181601: Failed to migrate the virtual machine. User role is incorrect. Execute the operation as a user with Operator or Administrator role.

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

### 50181606: Failed to migrate the virtual machine. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)

Severity

Error

Actions

Specify the correct parameters, and perform the operation again.

### 50181607: Failed to migrate the virtual machine. An incorrect virtual machine or a virtual machine that does not exist was specified. Specify a virtual machine that has been registered in ISM and that is in a cluster that has been registered in ISM and execute the operation again.

Severity

Error

Actions

Specify the node registered in ISM that is in the cluster registered in ISM, and perform the operation again.

### 50181611: Failed to migrate the virtual machine. Failed to connect to vCenter Server (CmsName = <Cloud Management Software Name>). The IP address registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

### 50181612: Failed to migrate the virtual machine. Failed to log in to vCenter Server (CmsName = <Cloud Management Software Name>). The domain name, account name, or password registered in ISM Cloud Management Software is incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

### 50181615: Failed to migrate the virtual machine. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner. Check the task for details. (TaskId = <TaskId>, SubTaskId = <SubTaskId>)

Severity

Error

Actions

Check the settings, and perform the operation again.

# 1.11 Messages during Startup of Virtual Machines

### 10181700: Successfully started virtual machine.

Severity

Info

Actions

Not required.

### 50181701: Failed to start the virtual machine. User role is incorrect. Execute the operation as a user with Operator or Administrator role.

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

### 50181706: Failed to start the virtual machine. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)

Severity

Error

Actions

Specify the correct parameters, and perform the operation again.

### 50181710: Failed to start the virtual machine. Failed to connect to vCenter Server (CmsName = <Cloud Management Software Name>). The IP address registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

### 50181711: Failed to start the virtual machine. Failed to log in to vCenter Server (CmsName = <Cloud Management Software Name>). The domain name, account name, or password registered in ISM Cloud Management Software is incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

### 50181714: Failed to start the virtual machine. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner. Check the task for details. (TaskId = <TaskId>, SubTaskId = <SubTaskId>)

Severity

Error

Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

# 1.12 Messages during Stopping Virtual Machines

### 10181800: Successfully stopped virtual machine.

Severity

Info

Actions

Not required.

### 50181801: Failed to stop the virtual machine. User role is incorrect. Execute the operation as a user with Operator or Administrator role.

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

### 50181806: Failed to stop the virtual machine. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)

Severity

Error

Actions

Specify the correct parameters, and perform the operation again.

### 50181807: Failed to stop the virtual machine. An incorrect virtual machine or a virtual machine that does not exist was specified. Specify a virtual machine that has been registered in ISM and that is in a cluster that has been registered in ISM and execute the operation again.

Severity

Error

Actions

Specify the node registered in ISM that is in the cluster registered in ISM, and perform the operation again.

### 50181810: Failed to stop the virtual machine. Failed to connect to vCenter Server (CmsName = <Cloud Management Software Name>). The IP address registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again.

## Severity

Error

## Actions

Check the settings, and perform the operation again.

---

### 50181811: Failed to stop the virtual machine. Failed to log in to vCenter Server (CmsName = <Cloud Management Software Name>). The domain name, account name, or password registered in ISM Cloud Management Software is incorrect. Check the settings and execute the operation again.

## Severity

Error

## Actions

Check the settings, and perform the operation again.

---

### 50181814: Failed to stop the virtual machine. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner. Check the task for details. (TaskId = <TaskId>, SubTaskId = <SubTaskId>)

## Severity

Error

## Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

# 1.13 Messages during Restarting Nodes

---

### 10181901: Successfully restarted the node.

## Severity

Info

## Actions

Not required.

---

### 10181900: Accepted request to restart the node.

## Severity

Info

## Actions

Not required.

---

### 50181901: Failed to restart the node. User role is incorrect. Execute the operation as a user with Operator or Administrator role.

## Severity

Warning

Actions

Execute the operation as a user with Operator role or Administrator role.

## 50181906: Failed to restart the node. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)

Severity

Error

Actions

Specify the correct parameters, and perform the operation again.

## 50181907: Failed to restart the node. An incorrect node or a node that does not exist was specified. Specify a node that has been registered in ISM and that is in a cluster that has been registered in ISM and execute the operation again.

Severity

Error

Actions

Specify the node registered in ISM that is in the cluster registered in ISM, and perform the operation again.

## 50181910: Failed to restart the node. Failed to connect to vCenter Server (CmsName = <Cloud Management Software Name>). The IP address registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

## 50181911: Failed to restart the node. Failed to log in to vCenter Server (CmsName = <Cloud Management Software Name>). The domain name, account name, or password registered in ISM Cloud Management Software is incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

## 50181914: Failed to restart the node. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner. Check the task for details. (TaskId = <TaskId>, SubTaskId = <SubTaskId>)

Severity

Error

Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

# 1.14 Messages Related to Status Updates

### 10182001: Successfully updated status.

Severity

Info

Actions

Not required.

### 50182001: Failed to update the status. User role is incorrect. Execute the operation as a user with Operator or Administrator role.

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

# 1.15 Messages Related to Modification of Cluster Settings

### 10182100: Accepted a request to change the cluster settings.

Severity

Info

Actions

Not required.

### 10182101: Successfully changed cluster settings.

Severity

Info

Actions

Not required.

### 50182101: Failed to change cluster settings. User role is incorrect. Execute the operation as a user with Operator or Administrator role.

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

### 50182106: Failed to change cluster settings. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)

Severity

Error

Actions

Specify the correct parameters, and perform the operation again.

**50182107: Failed to change cluster settings. An incorrect cluster or a cluster that does not exist was specified. Specify a cluster that has been registered in ISM and execute the operation again.**

Severity

Error

Actions

Specify the cluster registered in ISM, and perform the operation again.

**50182110: Failed to change cluster settings. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner.**

Severity

Error

Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

# 1.16 Messages when Repairing virtual disk of Storage Spaces Direct

**10182200: Received repair virtual disk request.**

Severity

Info

Actions

Not required.

**10182201: Successfully repair virtual disk.**

Severity

Info

Actions

Not required.

**50182201: Failed to repair virtual disk. User role is incorrect. Execute the operation as a user with Operator or Administrator role.**

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

**50182206: Failed to repair virtual disk. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)**

Severity

Error

Actions

Specify the correct parameters, and perform the operation again.

**50182207: Failed to repair virtual disk. An incorrect cluster or a cluster that does not exist was specified. Specify a cluster that has been registered in ISM and execute the operation again.**

Severity

Error

Actions

Specify the cluster registered in ISM, and perform the operation again.

**50182210: Failed to repair virtual disk. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner. Check the task for details. (TaskId = <TaskId>, SubTaskId = <SubTaskId>)**

Severity

Error

Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

# 1.17 Messages during Shutdown of the Node

**10182500: Received node shutdown request.**

Severity

Info

Actions

Not required.

**10182501: Successfully shutdown the node.**

Severity

Info

Actions

Not required.

**50182501: Failed to shut down the node. User role is incorrect. Execute the operation as a user with Operator or Administrator role.**

Severity

Error

Actions

Execute the operation as a user with Operator role or Administrator role.

**50182503: Failed to shut down the node. There is an error in the parameter. Specify the correct input parameter and execute again. (<Parameter Name>)**

Severity

Error

Actions

Specify the correct parameters, and perform the operation again.

### 50182504: Failed to shut down the node. An incorrect node or a node that does not exist was specified. Specify a node that has been registered in ISM and that is in a cluster that has been registered in ISM and execute the operation again.

Severity

Error

Actions

Specify the node registered in ISM that is in the cluster registered in ISM, and perform the operation again.

### 50182507: Failed to shut down the node. Failed to connect to vCenter Server (CmsName = <Cloud Management Software Name>). The IP address registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

### 50182508: Failed to shut down the node. Failed to log in to vCenter Server (CmsName = <Cloud Management Software Name>). The domain name, account name, or password registered in ISM Cloud Management Software is incorrect. Check the settings and execute the operation again.

Severity

Error

Actions

Check the settings, and perform the operation again.

### 50182511: Failed to shut down the node. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner. Check the task for details. (TaskId = <TaskId>, SubTaskId = <SubTaskId>)

Severity

Error

Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

## 1.18 Messages during Cluster Resource Health Test

### 10182600: The Cluster resources health test was successful.

## Severity

Info

## Actions

Not required

---

## 50182601: The Cluster resources health test failed. User role is incorrect. Execute the operation as a user with Operator or Administrator role.

## Severity

Info

## Actions

Execute the operation as a user with Operator role or Administrator role.

---

## 50182607: The Cluster resources health test failed. An incorrect cluster or a cluster that does not exist was specified. Specify a cluster that has been registered in ISM and execute the operation again.

## Severity

Error

## Actions

Specify the cluster registered in ISM, and perform the operation again.

---

## 50182610: The Cluster resources health test failed. Failed to connect to Microsoft Failover Cluster (CmsName = <Cloud Management Software Name>). The IP address, account name, password, or domain name registered in ISM Cloud Management Software is incorrect. The network settings for ISM may also be incorrect. Check the settings and execute the operation again. If the problem is not resolved, collect maintenance information and contact your local Fujitsu customer service partner.

## Severity

Error

## Actions

Check the settings, and perform the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

# Chapter 2 Messages for Functions of ISM for PRIMEFLEX

This chapter describes the messages that are output from Cluster Expansion, Cluster Creation, Rolling Update, Node Disconnection/ Reintegration, Cluster Start/Stop, Backup, and Restore which are ISM for PRIMEFLEX functions.

## P Point

- In this manual, Cluster Definition Parameters are referred to as "parameters."

- In this manual, Node Disconnection/Reintegration, Cluster Start/Stop, Backup, and Restore are referred to as "functions for cluster operation and maintenance."

**Message output**

Messages related to Cluster Expansion, Cluster Creation, Rolling Update, Node Disconnection/Reintegration, Cluster Start/Stop, Backup, and Restore are issued as ISM Event Logs.

You can refer to the Event Logs by selecting [Events] - [Events] from the Global Navigation menu on the GUI of ISM.

**Message structure**

Messages related to Cluster Expansion, Cluster Creation, Rolling Update, Node Disconnection/Reintegration, Cluster Start/Stop, Backup, and Restore have the following structure:

```
%X%Y%ZZ%WWWW
```

%X: Severity

%Y: "0" Fixed

%ZZ: ID number for Cluster Expansion, Cluster Creation, Rolling Update, Node Disconnection/Reintegration, Cluster Start/Stop, Backup, or Restore

%WWWW: Message origin

- Severity

| Message ID (first one digit) | Severity | Description |
|---|---|---|
| 1 | Info | Normal information notification. No actions are required. |
| 3 | Warning | Warning notification. Varying actions are required. |
| 5 | Error | Error notification. Actions are required. |

- ID number for Cluster Expansion, Cluster Creation, Rolling Update, Node Disconnection/Reintegration, Cluster Start/Stop, Backup, or Restore

The fixed ID number "21" is assigned to Cluster Expansion, Cluster Creation, Rolling Update, Node Disconnection/Reintegration, Cluster Start/Stop, Backup, and Restore.

- Message origin

This number consists of a number showing the location that generated a message (first two digits) and a number that is assigned to each message (last two digits).

The message IDs and message origins are related as follows:

| Message ID (last four digits) | Message origin | Description |
|---|---|---|
| 00xx | Services of functions of ISM for PRIMEFLEX | Messages related to the services of the functions of ISM for PRIMEFLEX |

| Message ID (last four digits) | Message origin | Description |
|---|---|---|
| 01xx | Output of type list of parameter | Messages related to output of type list of parameter |
| 02xx | Creation of parameters | Messages related to creation of parameters |
| 03xx | Output of parameter list | Messages related to output of list of parameters |
| 04xx | Individual output of parameter | Messages related to individual output of parameters |
| 05xx | Update of parameters | Messages related to update of parameters |
| 06xx | Deletion of parameters | Messages related to deletion of parameters |
| 12xx | Start of Cluster Expansion | Messages related to start of Cluster Expansion |
| 13xx | Cancellation of execution of Cluster Expansion | Messages related to cancellation of execution of Cluster Expansion |
| 15xx | Deletion of unnecessary parameters | Messages related to deletion of unnecessary parameters |
| 16xx | Start of Cluster Creation | Messages related to start of Cluster Creation |
| 17xx | Cancellation of execution of Cluster Creation | Messages related to cancellation of execution of Cluster Creation |
| 18xx | Settings of operation options of Rolling Update | Messages related to settings of operation options of Rolling Update |
| 19xx | Output of Operation Option List of Rolling Update | Messages related to output of operation option list of Rolling Update |
| 20xx | Individual output of operation options of Rolling Update | Messages related to the individual output of operation option of Rolling Update |
| 21xx | Updates of operation options of Rolling Update | Messages related to updates of operation options of Rolling Update |
| 22xx | Deletion of operation options of Rolling Update | Messages related to deletion of operation options of Rolling Update |
| 23xx | Start of Rolling Update | Messages related to start of Rolling Update |
| 24xx | Cancellation of execution of Rolling Update | Messages related to cancellation of execution of Rolling Update |
| 25xx | Import of parameters | Messages related to import of parameters |
| 26xx | Export of parameters | Messages related to export of parameters |
| 27xx | Output of application target firmware list | Messages related to output of target firmware list |
| 28xx | Individual output of functions for cluster operation and maintenance | Messages related to individual output of functions for cluster operation and maintenance |
| 29xx | Start of functions for cluster operation and maintenance | Messages related to start of the following functions for cluster operation and maintenance<br><br>- Node Disconnection<br><br>- Node Reintegration<br><br>- Cluster Start<br><br>- Cluster Stop<br><br>- Backup<br><br>- Restore |

| Message ID (last four digits) | Message origin | Description |
|---|---|---|
| 30xx | Cancellation of execution of functions for cluster operation and maintenance | Messages related to cancellation of execution of the following functions for cluster operation and maintenance<br><br>- Node Disconnection<br><br>- Node Reintegration<br><br>- Cluster Start<br><br>- Cluster Stop<br><br>- Backup<br><br>- Restore |
| 41xx | Output of target node model list | Messages related to output of target node model list |
| 51xx | Execution of Cluster Expansion | Messages related to execution of Cluster Expansion |
| 53xx | Execution of Cluster Creation | Messages related to execution of Cluster Creation |
| 54xx | Execution of Rolling Update | Messages related to execution of Rolling Update |
| 55xx | Execution of functions for cluster operation and maintenance | Messages related to execution of the following functions for cluster operation and maintenance<br><br>- Node Disconnection<br><br>- Node Reintegration<br><br>- Cluster Start<br><br>- Cluster Stop<br><br>- Backup<br><br>- Restore |

📓 **Note**

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

- If an error occurs while executing functions of ISM for PRIMEFLEX, perform the applicable action written in the actions column, and then execute the function again. If the applicable action is not written in the action column, re-execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

- Note the following when executing Cluster Creation or Cluster Extension again:

    - If OS installation by the assignment of profiles has been completed, check that the power of the server for expanding a cluster or the server for creating a new cluster is on, and then execute Cluster Creation or Cluster Expansion again.

    - If the servers for expanding a cluster or the servers for creating a new cluster are in Maintenance Mode, exit from Maintenance Mode according to the following procedure and then execute Cluster Creation or Cluster Expansion again.

    For vCSA 6.5 and earlier (Flash):

    1. Log in to the vCSA with a vSphere Web Client.

    2. From the "Top" screen, select [Home] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] and then right-click to select [Maintenance Mode] - [Exit Maintenance Mode].

    For vCSA 6.7 or later (HTML 5):

    1. Log in to the vCSA with a vSphere Client.

    2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] and then right-click to select [Maintenance Mode] - [Exit Maintenance Mode].

- If the BIOS Rolling Update finishes with an error during execution, the target node may be in a state where it is waiting for a restart. If the process is executed again in this status, it ends with an error. When checking if the target node is waiting for a reboot, refer to "Action example 1" in "3.3 Action Examples for when a Rolling Update Error Occurs."

- If it is not possible to take the actions described in the actions column, collect maintenance data and contact your local Fujitsu customer service partner.

- For procedures on how to collect maintenance data, refer to "4.5 Collection of Maintenance Data" in "User's Guide."

## 2.1 Messages Related to Services of Functions of ISM for PRIMEFLEX

### 10210001: Activation of ClusterOperation service was initiated.

Severity

Info

Actions

Not required.

### 10210002: Activation of ClusterOperation service was completed.

Severity

Info

Actions

Not required.

### 10210003: Suspension of ClusterOperation service was initiated.

Severity

Info

Actions

Not required.

### 50210001: Failed to start up ClusterOperation service.

Severity

Error

Actions

Restart ISM-VA. After that, execute the operation again. If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

## 2.2 Messages during Output of Type List of Parameter

### 10210101: Type list of parameter was output successfully.

Severity

Info

Actions

Not required.

### 50210101: Failed to output type list of parameter. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50210102: Failed to output type list of parameter. There is an error in specifying the input parameter. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

### 50210103: Failed to output type list of parameter. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50210104: Failed to output type list of parameter. The specified resource does not exist or has already been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50210105: Failed to output type list of parameter. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50210106: Failed to output type list of parameter. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50210107: Failed to output type list of parameter. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

### 50210108: Failed to output type list of parameter. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50210111: Failed to output type list of parameter. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50210112: Failed to output type list of parameter. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Expansion/Cluster Creation and execute the operation again.

### 50210113: Failed to output type list of parameter. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

## 2.3 Messages during Creating Parameters

### 10210201: The parameter was created successfully.

Severity

Info

Actions

Not required.

### 50210201: Failed to create parameter. The input parameter is not specified. (Detailed Information)

## Severity

Error

## Actions

Specify the input parameter and execute the operation again.

## 50210202: Failed to create parameter. There is an error in specifying the input parameter. (Detailed Information)

### Severity

Error

### Actions

Specify the correct input parameter and execute the operation again.

## 50210203: Failed to create parameter. This operation is not authorized. (Detailed Information)

### Severity

Error

### Actions

Execute the operation again with a user that has sufficient privileges.

## 50210204: Failed to create parameter. The specified resource does not exist or has already been deleted. (Detailed Information)

### Severity

Error

### Actions

Check the resource status and execute the operation again.

## 50210205: Failed to create parameter. The specified resource already exists. (Detailed Information)

### Severity

Error

### Actions

Check the resource status and execute the operation again.

## 50210206: Failed to create parameter. This process could not be executed because another process is running. (Detailed Information)

### Severity

Error

### Actions

Wait a while and execute the operation again.

## 50210207: Failed to create parameter. Could not connect to service. (Detailed Information)

### Severity

Error

### Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

### 50210208: Failed to create parameter. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50210211: Failed to create parameter. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50210212: Failed to create parameter. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Expansion/Cluster Creation and execute the operation again.

### 50210213: Failed to create parameter. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

## 2.4 Messages during Output of Parameter Lists

### 10210301: The parameter list was output successfully.

Severity

Info

Actions

Not required.

### 50210301: Failed to output parameter list. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50210302: Failed to output parameter list. There is an error in specifying the input parameter. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

### 50210303: Failed to output parameter list. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50210304: Failed to output parameter list. The specified resource does not exist or has already been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50210305: Failed to output parameter list. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50210306: Failed to output parameter list. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50210307: Failed to output parameter list. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

### 50210308: Failed to output parameter list. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50210311: Failed to output parameter list. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50210312: Failed to output parameter list. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Expansion/Cluster Creation and execute the operation again.

### 50210313: Failed to output parameter list. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

## 2.5 Messages during Individual Output of Parameters

### 10210401: The parameter was individually output successfully.

Severity

Info

Actions

Not required.

### 50210401: Failed to output the parameter individually. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50210402: Failed to output the parameter individually. There is an error in specifying the input parameter. (Detailed Information)

## Severity

Error

## Actions

Specify the correct input parameter and execute the operation again.

## 50210403: Failed to output the parameter individually. This operation is not authorized. (Detailed Information)

### Severity

Error

### Actions

Execute the operation again with a user that has sufficient privileges.

## 50210404: Failed to output the parameter individually. The specified resource does not exist or has already been deleted. (Detailed Information)

### Severity

Error

### Actions

Check the resource status and execute the operation again.

## 50210405: Failed to output the parameter individually. The specified resource already exists. (Detailed Information)

### Severity

Error

### Actions

Check the resource status and execute the operation again.

## 50210406: Failed to output the parameter individually. This process could not be executed because another process is running. (Detailed Information)

### Severity

Error

### Actions

Wait a while and execute the operation again.

## 50210407: Failed to output the parameter individually. Could not connect to service. (Detailed Information)

### Severity

Error

### Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

## 50210408: Failed to output the parameter individually. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50210411: Failed to output the parameter individually. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

## 50210412: Failed to output the parameter individually. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Expansion/Cluster Creation and execute the operation again.

## 50210413: Failed to output the parameter individually. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

# 2.6 Messages during Updating Parameters

## 10210501: The parameter was updated successfully.

Severity

Info

Actions

Not required.

## 50210501: Failed to update parameter. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

## 50210502: Failed to update parameter. There is an error in specifying the input parameter. (Detailed Information)

## Severity

Error

## Actions

Specify the correct input parameter and execute the operation again.

---

## 50210503: Failed to update parameter. This operation is not authorized. (Detailed Information)

## Severity

Error

## Actions

Execute the operation again with a user that has sufficient privileges.

---

## 50210504: Failed to update parameter. The specified resource does not exist or has already been deleted. (Detailed Information)

## Severity

Error

## Actions

Check the resource status and execute the operation again.

---

## 50210505: Failed to update parameter. The specified resource already exists. (Detailed Information)

## Severity

Error

## Actions

Check the resource status and execute the operation again.

---

## 50210506: Failed to update parameter. This process could not be executed because another process is running. (Detailed Information)

## Severity

Error

## Actions

Wait a while and execute the operation again.

---

## 50210507: Failed to update parameter. Could not connect to service. (Detailed Information)

## Severity

Error

## Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

---

## 50210508: Failed to update parameter. Database access failed. (Detailed Information)

## Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50210511: Failed to update parameter. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50210512: Failed to update parameter. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Expansion/Cluster Creation and execute the operation again.

### 50210513: Failed to update parameter. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

## 2.7 Messages during Deletion of Parameters

### 10210601: The parameter was deleted successfully.

Severity

Info

Actions

Not required.

### 50210601: Failed to delete parameter. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50210602: Failed to delete parameter. There is an error in specifying the input parameter. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

### 50210603: Failed to delete parameter. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50210604: Failed to delete parameter. The specified resource does not exist or has already been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50210605: Failed to delete parameter. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50210606: Failed to delete parameter. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50210607: Failed to delete parameter. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

### 50210608: Failed to delete parameter. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50210611: Failed to delete parameter. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50210612: Failed to delete parameter. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Expansion/Cluster Creation and execute the operation again.

### 50210613: Failed to delete parameter. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

## 2.8 Messages during Start of Cluster Expansion

### 10211201: Cluster Expansion started successfully.

Severity

Info

Actions

Not required.

### 50211201: Failed to start Cluster Expansion. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50211202: Failed to start Cluster Expansion. There is an error in specifying the input parameter. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

### 50211203: Failed to start Cluster Expansion. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

## 50211204: Failed to start Cluster Expansion. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50211205: Failed to start Cluster Expansion. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50211206: Failed to start Cluster Expansion. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

## 50211207: Failed to start Cluster Expansion. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

## 50211208: Failed to start Cluster Expansion. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50211209: Failed to start Cluster Expansion. The setting process failed. (Detailed Information)

Severity

Error

Actions

Check the environment settings and the setting values of the parameters, and then execute the operation again.

## 50211210: Failed to start Cluster Expansion. The verification process failed. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.1 Action Examples for when a Cluster Expansion Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.3 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX HS/PRIMEFLEX for VMware vSAN (Cluster Expansion)"

  - "3.4 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Expansion)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Expansion.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Expansion.
  For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

  - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 9-24 in "6.8.3.2 Cluster Expansion procedure" in "Operating Procedures."

## 50211211: Failed to start Cluster Expansion. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.1 Action Examples for when a Cluster Expansion Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.3 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX HS/PRIMEFLEX for VMware vSAN (Cluster Expansion)"

  - "3.4 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Expansion)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Expansion.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Expansion.
  For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

  - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 9-24 in "6.8.3.2 Cluster Expansion procedure" in "Operating Procedures."

## 50211212: Failed to start Cluster Expansion. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Expansion and execute the operation again.

## 50211213: Failed to start Cluster Expansion. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

For action examples, refer to "3.1 Action Examples for when a Cluster Expansion Error Occurs."

# 2.9 Messages during Cancel of Execution of Cluster Expansion

## 10211301: Cluster Expansion was canceled successfully.

Severity

Info

Actions

Not required.

## 50211301: Failed to cancel execution Cluster Expansion. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

## 50211302: Failed to cancel execution Cluster Expansion. There is an error in specifying the input parameter. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

## 50211303: Failed to cancel execution Cluster Expansion. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

## 50211304: Failed to cancel execution Cluster Expansion. The specified resource does not exist or has already been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50211305: Failed to cancel execution Cluster Expansion. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50211306: Failed to cancel execution Cluster Expansion. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

## 50211307: Failed to cancel execution Cluster Expansion. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

## 50211308: Failed to cancel execution Cluster Expansion. Database access failed. (Detailed Information)

## Severity

Error

## Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

---

## 50211311: Failed to cancel execution Cluster Expansion. The environment setting is incorrect. (Detailed Information)

## Severity

Error

## Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.1 Action Examples for when a Cluster Expansion Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.3 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX HS/PRIMEFLEX for VMware vSAN (Cluster Expansion)"

  - "3.4 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Expansion)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Expansion.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Expansion.
  For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

  - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 9-24 in "6.8.3.2 Cluster Expansion procedure" in "Operating Procedures."

---

## 50211312: Failed to cancel execution Cluster Expansion. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

## Severity

Error

## Actions

Check the execution status of Cluster Expansion and execute the operation again.

---

## 50211313: Failed to cancel execution Cluster Expansion. A system error occurred. (Detailed Information)

## Severity

Error

Check the status of the system and execute the operation again.

For action examples, refer to "3.1 Action Examples for when a Cluster Expansion Error Occurs."

# 2.10 Messages during Deletion of Unnecessary Parameters

## 10211501: The unnecessary parameter was deleted successfully.

Severity

Info

Actions

Not required.

## 50211503: Failed to delete unnecessary parameter. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Update the information of the virtualized platform. For details, refer to "2.12.1.3 Refreshing cluster information" in "User's Guide."

## 50211504: Failed to delete unnecessary parameter. The specified resource does not exist or has already been deleted. (Detailed Information)

Severity

Error

Actions

Update the information of the virtualized platform. For details, refer to "2.12.1.3 Refreshing cluster information" in "User's Guide."

## 50211505: Failed to delete unnecessary parameter. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Update the information of the virtualized platform. For details, refer to "2.12.1.3 Refreshing cluster information" in "User's Guide."

## 50211506: Failed to delete unnecessary parameter. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Update the information of the virtualized platform. For details, refer to "2.12.1.3 Refreshing cluster information" in "User's Guide."

## 50211507: Failed to delete unnecessary parameter. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Update the information of the virtualized platform. For details, refer to "2.12.1.3 Refreshing cluster information" in "User's Guide."

### 50211508: Failed to delete unnecessary parameter. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50211511: Failed to delete unnecessary parameter. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and update the information of the virtualized system. For details, refer to "2.12.1.3 Refreshing cluster information" in "User's Guide."

### 50211512: Failed to delete unnecessary parameter. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

After checking the status of Cluster Expansion/Cluster Creation execution, update the information of the virtualized platform. For details, refer to "2.12.1.3 Refreshing cluster information" in "User's Guide."

### 50211513: Failed to delete unnecessary parameter. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the system status and update the information of the virtualized platform. For details, refer to "2.12.1.3 Refreshing cluster information" in "User's Guide."

## 2.11 Messages during Start of Cluster Creation

### 10211601: Cluster Creation started successfully. (Detailed Information)

Severity

Info

Actions

Not required.

### 50211601: Failed to start Cluster Creation. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

## 50211602: Failed to start Cluster Creation. There is an error in specifying the input parameter. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

## 50211603: Failed to start Cluster Creation. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

## 50211604: Failed to start Cluster Creation. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50211605: Failed to start Cluster Creation. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50211606: Failed to start Cluster Creation. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

## 50211607: Failed to start Cluster Creation. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

## 50211608: Failed to start Cluster Creation. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50211609: Failed to start Cluster Creation. The setting process failed. (Detailed Information)

Severity

Error

Actions

Check the environment settings and the setting values of the parameters, and then execute the operation again.

## 50211610: Failed to start Cluster Creation. The verification process failed. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.2 Action Examples for when a Cluster Creation Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.1 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for VMware vSAN (Cluster Creation)"

  - "3.2 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Creation)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Creation.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

  - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 12-27 in "6.8.3.1 Cluster Creation procedure" in "Operating Procedures."

## 50211611: Failed to start Cluster Creation. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.2 Action Examples for when a Cluster Creation Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.1 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for VMware vSAN (Cluster Creation)"

  - "3.2 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Creation)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Creation.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

  - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 12-27 in "6.8.3.1 Cluster Creation procedure" in "Operating Procedures."

## 50211612: Failed to start Cluster Creation. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Creation and execute the operation again.

## 50211613: Failed to start Cluster Creation. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

For action examples, refer to "3.2 Action Examples for when a Cluster Creation Error Occurs."

# 2.12 Messages during Cancel of Execution of Cluster Creation

## 50211701: Failed to cancel Cluster Creation. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Creation, and execute the operation again.

## 50211702: Failed to cancel Cluster Creation. There is an error in specifying the input parameter. (Detailed Information)

## Severity

Error

## Actions

Specify the correct input parameter and execute the operation again.

---

## 50211703: Failed to cancel Cluster Creation. This operation is not authorized. (Detailed Information)

## Severity

Error

## Actions

Execute the operation again with a user that has sufficient privileges.

---

## 50211704: Failed to cancel Cluster Creation. The specified resource does not exist or has been deleted. (Detailed Information)

## Severity

Error

## Actions

Check the resource status and execute the operation again.

---

## 50211705: Failed to cancel Cluster Creation. The specified resource already exists. (Detailed Information)

## Severity

Error

## Actions

Check the resource status and execute the operation again.

---

## 50211706: Failed to cancel Cluster Creation. This process could not be executed because another process is running. (Detailed Information)

## Severity

Error

## Actions

Wait a while and execute the operation again.

---

## 50211707: Failed to cancel Cluster Creation. Could not connect to service. (Detailed Information)

## Severity

Error

## Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

---

## 50211708: Failed to cancel Cluster Creation. Database access failed. (Detailed Information)

## Severity

Error

## Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

---

## 50211711: Failed to cancel Cluster Creation. The environment settings are incorrect. (Detailed Information)

### Severity

Error

### Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.2 Action Examples for when a Cluster Creation Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

    - "3.1 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for VMware vSAN (Cluster Creation)"

    - "3.2 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Creation)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Creation.
  For details on the preparations, refer to the following place in "Operating Procedures."

    - "6.7.2 Preparations"

    - "6.8.2 Preparations"

- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."

    - "6.7.1 Operation Requirements"

    - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 12-27 in "6.8.3.1 Cluster Creation procedure" in "Operating Procedures."

---

## 50211712: Failed to cancel Cluster Creation. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

### Severity

Error

### Actions

Check the execution status of Cluster Creation and execute the operation again.

---

## 50211713: Failed to cancel Cluster Creation. A system error occurred. (Detailed Information)

### Severity

Error

### Actions

Check the status of the system and execute the operation again.

For action examples, refer to "3.2 Action Examples for when a Cluster Creation Error Occurs."

# 2.13 Messages during Setting of Operation Options of Rolling Update

## 10211801: The Operation Option for Rolling Update was set successfully.

Severity

Info

Actions

Not required.

## 50211801: Failed to set Operation Option for Rolling Update. Operation Option is not specified. (Detailed Information)

Severity

Error

Actions

Specify the operation option and execute the operation again.

## 50211802: Failed to set Operation Option for Rolling Update. Operation Option is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct operation option and execute the operation again.

## 50211803: Failed to set Operation Option for Rolling Update. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

## 50211804: Failed to set Operation Option for Rolling Update. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50211805: Failed to set Operation Option for Rolling Update. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50211806: Failed to set Operation Option for Rolling Update. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50211807: Failed to set Operation Option for Rolling Update. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

### 50211808: Failed to set Operation Option for Rolling Update. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50211811: Failed to set Operation Option for Rolling Update. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50211812: Failed to set Operation Option for Rolling Update. Rolling Update cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Rolling Update and execute the operation again.

### 50211813: Failed to set Operation Option for Rolling Update. A system error occurred. (Detailed Information)

Severity

Error

### Actions

Check the status of the system and execute the operation again.

# 2.14 Messages during Output of Operation Option List of Rolling Update

### 10211901: The Operation Option for the Rolling Update list was output successfully.

#### Severity

Info

#### Actions

Not required.

### 50211901: Failed to output Operation Option for the Rolling Update list. Operation Option is not specified. (Detailed Information)

#### Severity

Error

#### Actions

Specify the operation option and execute the operation again.

### 50211902: Failed to output Operation Option for the Rolling Update list. Operation Option is specified incorrectly. (Detailed Information)

#### Severity

Error

#### Actions

Specify the correct operation option and execute the operation again.

### 50211903: Failed to output Operation Option for the Rolling Update list. This operation is not authorized. (Detailed Information)

#### Severity

Error

#### Actions

Execute the operation again with a user that has sufficient privileges.

### 50211904: Failed to output Operation Option for the Rolling Update list. The specified resource does not exist or has been deleted. (Detailed Information)

#### Severity

Error

#### Actions

Check the resource status and execute the operation again.

### 50211905: Failed to output Operation Option for the Rolling Update list. The specified resource already exists. (Detailed Information)

#### Severity

Error

Actions

Check the resource status and execute the operation again.

## 50211906: Failed to output Operation Option for the Rolling Update list. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

## 50211907: Failed to output Operation Option for the Rolling Update list. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

## 50211908: Failed to output Operation Option for the Rolling Update list. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50211911: Failed to output Operation Option for the Rolling Update list. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

## 50211912: Failed to output Operation Option for the Rolling Update list. Rolling Update cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Rolling Update and execute the operation again.

## 50211913: Failed to output Operation Option for the Rolling Update list. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

# 2.15 Messages during Output of an Individual Operation Option of Rolling Update

## 10212001: The Operation Option for Rolling Update was individually output successfully.

Severity

Info

Actions

Not required.

## 50212001: Failed to output the Operation Option for Rolling Update individually. Operation Option is not specified. (Detailed Information)

Severity

Error

Actions

Specify the operation option and execute the operation again.

## 50212002: Failed to output the Operation Option for Rolling Update individually. Operation Option is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct operation option and execute the operation again.

## 50212003: Failed to output the Operation Option for Rolling Update individually. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

## 50212004: Failed to output the Operation Option for Rolling Update individually. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212005: Failed to output the Operation Option for Rolling Update individually. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212006: Failed to output the Operation Option for Rolling Update individually. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50212007: Failed to output the Operation Option for Rolling Update individually. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

### 50212008: Failed to output the Operation Option for Rolling Update individually. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50212011: Failed to output the Operation Option for Rolling Update individually. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50212012: Failed to output the Operation Option for Rolling Update individually. Rolling Update cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Rolling Update and execute the operation again.

### 50212013: Failed to output the Operation Option for Rolling Update individually. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

## 2.16 Messages during Update of Operation Options of Rolling Update

### 10212101: The Operation Option for Rolling Update was updated successfully.

Severity

Info

Actions

Not required.

### 50212101: Failed to update Operation Option for Rolling Update. Operation Option is not specified. (Detailed Information)

Severity

Error

Actions

Specify the operation option and execute the operation again.

### 50212102: Failed to update Operation Option for Rolling Update. Operation Option is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct operation option and execute the operation again.

### 50212103: Failed to update Operation Option for Rolling Update. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50212104: Failed to update Operation Option for Rolling Update. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50212105: Failed to update Operation Option for Rolling Update. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50212106: Failed to update Operation Option for Rolling Update. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

## 50212107: Failed to update Operation Option for Rolling Update. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

## 50212108: Failed to update Operation Option for Rolling Update. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50212111: Failed to update Operation Option for Rolling Update. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

## 50212112: Failed to update Operation Option for Rolling Update. Rolling Update cannot process requests at this time. (Detailed Information)

Error

### Actions

Check the execution status of Rolling Update and execute the operation again.

### 50212113: Failed to update Operation Option for Rolling Update. A system error occurred. (Detailed Information)

#### Severity

Error

#### Actions

Check the status of the system and execute the operation again.

## 2.17 Messages during Deletion of Operation Options of Rolling Update

### 10212201: The Operation Option for Rolling Update was deleted successfully.

#### Severity

Info

#### Actions

Not required.

### 50212201: Failed to delete Operation Option for Rolling Update. Operation Option is not specified. (Detailed Information)

#### Severity

Error

#### Actions

Specify "v," and execute the operation again.

### 50212202: Failed to delete Operation Option for Rolling Update. Operation Option is specified incorrectly. (Detailed Information)

#### Severity

Error

#### Actions

Specify the correct operation option and execute the operation again.

### 50212203: Failed to delete Operation Option for Rolling Update. This operation is not authorized. (Detailed Information)

#### Severity

Error

#### Actions

Execute the operation again with a user that has sufficient privileges.

### 50212204: Failed to delete Operation Option for Rolling Update. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212205: Failed to delete Operation Option for Rolling Update. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212206: Failed to delete Operation Option for Rolling Update. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50212207: Failed to delete Operation Option for Rolling Update. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

### 50212208: Failed to delete Operation Option for Rolling Update. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50212211: Failed to delete Operation Option for Rolling Update. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50212212: Failed to delete Operation Option for Rolling Update. Rolling Update cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Rolling Update and execute the operation again.

### 50212213: Failed to delete Operation Option for Rolling Update. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

# 2.18 Messages during Start of Rolling Update

### 10212301: Rolling Update started successfully.

Severity

Info

Actions

Not required.

### 50212301: Failed to start Rolling Update. Operation Option is not specified. (Detailed Information)

Severity

Error

Actions

Specify the operation option and execute the operation again.

### 50212302: Failed to start Rolling Update. Operation Option is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct operation option and execute the operation again.

### 50212303: Failed to start Rolling Update. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50212304: Failed to start Rolling Update. The specified resource does not exist or has been deleted. (Detailed Information)

## Severity

Error

## Actions

Check the resource status and execute the operation again.

---

## 50212305: Failed to start Rolling Update. The specified resource already exists. (Detailed Information)

## Severity

Error

## Actions

Check the resource status and execute the operation again.

---

## 50212306: Failed to start Rolling Update. This process could not be executed because another process is running. (Detailed Information)

## Severity

Error

## Actions

Wait a while and execute the operation again.

---

## 50212307: Failed to start Rolling Update. Could not connect to service. (Detailed Information)

## Severity

Error

## Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

---

## 50212308: Failed to start Rolling Update. Database access failed. (Detailed Information)

## Severity

Error

## Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

---

## 50212311: Failed to start Rolling Update. The environment settings are incorrect. (Detailed Information)

## Severity

Error

## Actions

Check the environment settings and execute the operation again.

---

## 50212312: Failed to start Rolling Update. Rolling Update cannot process requests at this time. (Detailed Information)

## Severity

Error

Actions

Check the execution status of Rolling Update and execute the operation again.

**50212313: Failed to start Rolling Update. A system error occurred. (Detailed Information)**

Severity

Error

Actions

Check the status of the system and execute the operation again.

# 2.19 Messages during Cancel of Execution of Rolling Update

**10212401: Rolling Update was canceled successfully.**

Severity

Info

Actions

Not required.

**50212401: Failed to cancel Rolling Update. Operation Option is not specified. (Detailed Information)**

Severity

Error

Actions

Specify the operation option and execute the operation again.

**50212402: Failed to cancel Rolling Update. Operation Option is specified incorrectly. (Detailed Information)**

Severity

Error

Actions

Specify the correct operation option and execute the operation again.

**50212403: Failed to cancel Rolling Update. This operation is not authorized. (Detailed Information)**

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

**50212404: Failed to cancel Rolling Update. The specified resource does not exist or has been deleted. (Detailed Information)**

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212405: Failed to cancel Rolling Update. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212406: Failed to cancel Rolling Update. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50212407: Failed to cancel Rolling Update. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

### 50212408: Failed to cancel Rolling Update. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50212411: Failed to cancel Rolling Update. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.3 Action Examples for when a Rolling Update Error Occurs."

- Check if the setting values for the operation options of Rolling Update are appropriate.

- Check if there are no insufficiencies or errors in the preparations for Rolling Update.
  For details on the preparations, refer to "6.6.2 Preparations" in "Operating Procedures."

- Check the operation requirements for Rolling Update.
  For details, refer to "6.6.1 Operation Requirements" in "Operating Procedures."

### 50212412: Failed to cancel Rolling Update. Rolling Update cannot process requests at this time. (Detailed Information)

### Severity

Error

### Actions

Check the execution status of Rolling Update and execute the operation again.

---

## 50212413: Failed to cancel Rolling Update. A system error occurred. (Detailed Information)

### Severity

Error

### Actions

Check the status of the system and execute the operation again.

For action examples, refer to "3.3 Action Examples for when a Rolling Update Error Occurs."

# 2.20 Messages during Importing Parameters

---

## 10212501: The parameter was imported successfully.

### Severity

Info

### Actions

Not required.

---

## 50212501: Failed to import parameter. The input parameter is not specified. (Detailed Information)

### Severity

Error

### Actions

Specify the input parameter and execute the operation again.

---

## 50212502: Failed to import parameter. There is an error in specifying the input parameter. (Detailed Information)

### Severity

Error

### Actions

Specify the correct input parameter and execute the operation again.

---

## 50212503: Failed to import parameter. This operation is not authorized. (Detailed Information)

### Severity

Error

### Actions

Execute the operation again with a user that has sufficient privileges.

---

## 50212504: Failed to import parameter. The specified resource does not exist or has already been deleted. (Detailed Information)

### Severity

Error

Actions

Check the resource status and execute the operation again.

## 50212505: Failed to import parameter. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50212506: Failed to import parameter. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

## 50212507: Failed to import parameter. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

## 50212508: Failed to import parameter. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50212511: Failed to import parameter. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

## 50212512: Failed to import parameter. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

### Actions

Check the execution status of Cluster Expansion/Cluster Creation and execute the operation again.

---

## 50212513: Failed to import parameter. A system error occurred. (Detailed Information)

### Severity

Error

### Actions

Check the status of the system and execute the operation again.

# 2.21 Messages during Exporting Parameters

## 10212601: The parameter was exported successfully.

### Severity

Info

### Actions

Not required.

---

## 50212601: Failed to export parameter. The input parameter is not specified. (Detailed Information)

### Severity

Error

### Actions

Specify the input parameter and execute the operation again.

---

## 50212602: Failed to export parameter. There is an error in specifying the input parameter. (Detailed Information)

### Severity

Error

### Actions

Specify the correct input parameter and execute the operation again.

---

## 50212603: Failed to export parameter. This operation is not authorized. (Detailed Information)

### Severity

Error

### Actions

Execute the operation again with a user that has sufficient privileges.

---

## 50212604: Failed to export parameter. The specified resource does not exist or has already been deleted. (Detailed Information)

### Severity

Error

### Actions

Check the resource status and execute the operation again.

### 50212605: Failed to export parameter. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212606: Failed to export parameter. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50212607: Failed to export parameter. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

### 50212608: Failed to export parameter. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50212611: Failed to export parameter. The environment setting is incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50212612: Failed to export parameter. Cluster Expansion/Cluster Creation cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of Cluster Expansion/Cluster Creation and execute the operation again.

### 50212613: Failed to export parameter. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

# 2.22 Messages during Output of Target Firmware List

### 10212701: The applicable firmware list was output successfully.

Severity

Info

Actions

Not required.

### 50212701: Failed to output the applicable firmware list. Operation Option is not specified. (Detailed Information)

Severity

Error

Actions

Specify the operation option and execute the operation again.

### 50212702: Failed to output the applicable firmware list. Operation Option is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct operation option and execute the operation again.

### 50212703: Failed to output the applicable firmware list. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50212704: Failed to output the applicable firmware list. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212705: Failed to output the applicable firmware list. The specified resource already exists. (Detailed Information)

## Severity

Error

## Actions

Check the resource status and execute the operation again.

## 50212706: Failed to output the applicable firmware list. This process could not be executed because another process is running. (Detailed Information)

## Severity

Error

## Actions

Wait a while and execute the operation again.

## 50212707: Failed to output the applicable firmware list. Could not connect to service. (Detailed Information)

## Severity

Error

## Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

## 50212708: Failed to output the applicable firmware list. Database access failed. (Detailed Information)

## Severity

Error

## Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50212711: Failed to output the applicable firmware list. The environment settings are incorrect. (Detailed Information)

## Severity

Error

## Actions

Check the environment settings and execute the operation again.

## 50212712: Failed to output the applicable firmware list. Rolling Update cannot process requests at this time. (Detailed Information)

## Severity

Error

## Actions

Check the execution status of Rolling Update and execute the operation again.

## 50212713: Failed to output the applicable firmware list. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

# 2.23 Messages during Individual Output of Functions for Cluster Operation and Maintenance

### 10212801: The functions for cluster operation and maintenance were individually output successfully.

Severity

Info

Actions

Not required.

### 50212801: Failed to output the functions for cluster operation and maintenance individually. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50212802: Failed to output the functions for cluster operation and maintenance individually. The input parameter is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

### 50212803: Failed to output the functions for cluster operation and maintenance individually. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50212804: Failed to output the functions for cluster operation and maintenance individually. The specified resource does not exist or has already been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212805: Failed to output the functions for cluster operation and maintenance individually. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50212806: Failed to output the functions for cluster operation and maintenance individually. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50212807: Failed to output the functions for cluster operation and maintenance individually. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for the parameter.

### 50212808: Failed to output the functions for cluster operation and maintenance individually. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50212811: Failed to output the functions for cluster operation and maintenance individually. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

### 50212812: Failed to output the functions for cluster operation and maintenance individually. The status of the functions for cluster operation and maintenance cannot process requests at this time. (Detailed Information)

Severity

Error

## Actions

Check the execution status of functions for cluster operation and maintenance and execute the operation again.

---

### 50212813: Failed to output the functions for cluster operation and maintenance individually. A system error occurred. (Detailed Information)

## Severity

Error

## Actions

Check the status of the system and execute the operation again.

# 2.24 Messages during Start of Functions for Cluster Operation and Maintenance

Messages during start of functions for cluster operation and maintenance are common to Node Disconnection, Node Reintegration, Cluster Start, Cluster Stop, Backup, and Restore.

For the <Name of the function for cluster operation and maintenance> in the messages, one of the following function names is output.

- Node Disconnection

- Node Reintegration

- Cluster Start

- Cluster Stop

- Backup

- Restore

---

### 10212901: <Name of the function for cluster operation and maintenance> started successfully.

## Severity

Info

## Actions

Not required.

---

### 50212901: Failed to start <Name of the function for cluster operation and maintenance>. The input parameter is not specified. (Detailed Information)

## Severity

Error

## Actions

Specify the input parameter and execute the operation again.

---

### 50212902: Failed to start <Name of the function for cluster operation and maintenance>. The input parameter is specified incorrectly. (Detailed Information)

## Severity

Error

## Actions

Specify the correct input parameter and execute the operation again.

## 50212903: Failed to start <Name of the function for cluster operation and maintenance>. This operation is not authorized. (Detailed Information)

### Severity

Error

### Actions

Execute the operation again with a user that has sufficient privileges.

## 50212904: Failed to start <Name of the function for cluster operation and maintenance>. The specified resource does not exist or has already been deleted. (Detailed Information)

### Severity

Error

### Actions

Check the resource status and execute the operation again.

## 50212905: Failed to start <Name of the function for cluster operation and maintenance>. The specified resource already exists. (Detailed Information)

### Severity

Error

### Actions

Check the resource status and execute the operation again.

## 50212906: Failed to start <Name of the function for cluster operation and maintenance>. This process could not be executed because another process is running. (Detailed Information)

### Severity

Error

### Actions

Wait a while and execute the operation again.

## 50212907: Failed to start <Name of the function for cluster operation and maintenance>. Could not connect to service. (Detailed Information)

### Severity

Error

### Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

## 50212908: Failed to start <Name of the function for cluster operation and maintenance>. Database access failed. (Detailed Information)

### Severity

Error

### Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

**50212911: Failed to start &lt;Name of the function for cluster operation and maintenance&gt;. The environment settings are incorrect. (Detailed Information)**

Severity

Error

Actions

Check the environment settings and execute the operation again.

**50212912: Failed to start &lt;Name of the function for cluster operation and maintenance&gt;. The status of the functions for cluster operation and maintenance cannot process requests at this time. (Detailed Information)**

Severity

Error

Actions

Check the execution status of the function for cluster operation and maintenance and execute the operation again.

**50212913: Failed to start &lt;Name of the function for cluster operation and maintenance&gt;. A system error occurred. (Detailed Information)**

Severity

Error

Actions

Check the status of the system and execute the operation again.

# 2.25 Messages during Cancel of Execution of Functions for Cluster Operation and Maintenance

Messages during cancel of execution of functions for cluster operation and maintenance are common to Node Disconnection, Node Reintegration Cluster Start, Cluster Stop, Backup, and Restore.

For the &lt;Name of the function for cluster operation and maintenance&gt; in the messages, one of the following function names is output.

- Node Disconnection

- Node Reintegration

- Cluster Start

- Cluster Stop

- Backup

- Restore

**10213001: &lt;Name of the function for cluster operation and maintenance&gt; was canceled successfully.**

Severity

Info

Actions

Not required.

**50213001: Failed to cancel &lt;Name of the function for cluster operation and maintenance&gt;. The input parameter is not specified. (Detailed Information)**

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50213002: Failed to cancel <Name of the function for cluster operation and maintenance>. The input parameter is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

### 50213003: Failed to cancel <Name of the function for cluster operation and maintenance>. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50213004: Failed to cancel <Name of the function for cluster operation and maintenance>. The specified resource does not exist or has already been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50213005: Failed to cancel <Name of the function for cluster operation and maintenance>. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50213006: Failed to cancel <Name of the function for cluster operation and maintenance>. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50213007: Failed to cancel <Name of the function for cluster operation and maintenance>. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

### 50213008: Failed to cancel <Name of the function for cluster operation and maintenance>. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50213011: Failed to cancel <Name of the function for cluster operation and maintenance>. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs."

Check the operation requirements for functions for cluster operation and maintenance.
For details, refer to the section for each function in "Operating Procedures."

### 50213012: Failed to cancel <Name of the function for cluster operation and maintenance>. The status of the functions for cluster operation and maintenance cannot process requests at this time. (Detailed Information)

Severity

Error

Actions

Check the execution status of the function for cluster operation and maintenance and execute the operation again.

### 50213013: Failed to cancel <Name of the function for cluster operation and maintenance>. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

For action examples, refer to "3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs."

## 2.26 Messages during Target Node Model List Output

### 10214101: Output Model list of target node successfully.

Severity

Info

Actions

Not required.

### 50214102: Failed to output Model list of target node. Operation Option is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct operation option and execute the operation again.

# 2.27 Messages during Execution of Cluster Expansion

### 10215101: Cluster Expansion was executed successfully. (Detailed Information)

Severity

Info

Actions

Not required.

### 10215102: Cluster Expansion was canceled.

Severity

Info

Actions

Not required.

### 50215101: Failed to execute Cluster Expansion. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50215102: Failed to execute Cluster Expansion. There is an error in specifying the input parameter. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

### 50215103: Failed to execute Cluster Expansion. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

## 50215104: Failed to execute Cluster Expansion. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50215105: Failed to execute Cluster Expansion. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50215106: Failed to execute Cluster Expansion. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

## 50215107: Failed to execute Cluster Expansion. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for Cluster Definition Parameters.

## 50215108: Failed to execute Cluster Expansion. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50215109: Failed to execute Cluster Expansion. An error occurred during the setting process of the Cluster Expansion task. (Detailed Information)

Severity

Error

## Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.1 Action Examples for when a Cluster Expansion Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.3 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX HS/PRIMEFLEX for VMware vSAN (Cluster Expansion)"

  - "3.4 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Expansion)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Expansion.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Expansion.
  For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

  - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 9-24 in "6.8.3.2 Cluster Expansion procedure" in "Operating Procedures."

---

### 50215110: Failed to execute Cluster Expansion. An error occurred during the verification process of the Cluster Expansion task. (Detailed Information)

## Severity

Error

## Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.1 Action Examples for when a Cluster Expansion Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.3 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX HS/PRIMEFLEX for VMware vSAN (Cluster Expansion)"

  - "3.4 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Expansion)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Expansion.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Expansion.
  For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

- "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.

  For details on the license conditions, refer to Step 9-24 in "6.8.3.2 Cluster Expansion procedure" in "Operating Procedures."

### 50215113: Failed to execute Cluster Expansion. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

For action examples, refer to "3.1 Action Examples for when a Cluster Expansion Error Occurs."

# 2.28 Messages during Execution of Cluster Creation

### 10215301: Cluster Creation was executed successfully. (Detailed Information)

Severity

Info

Actions

Not required.

### 10215302: Cluster Creation was canceled.

Severity

Info

Actions

Not required.

### 50215301: Failed to execute Cluster Creation. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

### 50215302: Failed to execute Cluster Creation. There is an error in specifying the input parameter. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

### 50215303: Failed to execute Cluster Creation. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

### 50215304: Failed to execute Cluster Creation. The specified resource does not exist or has been deleted. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50215305: Failed to execute Cluster Creation. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

### 50215306: Failed to execute Cluster Creation. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

### 50215307: Failed to execute Cluster Creation. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (domain name, IP address, account name, and password).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

For the connection information of a DNS server, check the specified information for Cluster Definition Parameters.

### 50215308: Failed to execute Cluster Creation. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

### 50215309: Failed to execute Cluster Creation. An error occurred during the setting process of the Cluster Creation task. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.2 Action Examples for when a Cluster Creation Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.1 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for VMware vSAN (Cluster Creation)"

  - "3.2 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Creation)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Creation.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

  - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 12-27 in "6.8.3.1 Cluster Creation procedure" in "Operating Procedures."

## 50215310: Failed to execute Cluster Creation. An error occurred during the verification process of the Cluster Creation task. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.2 Action Examples for when a Cluster Creation Error Occurs." If the error is not solved by executing the action examples, check the following items.

- Check if the setting values of Cluster Definition Parameters are appropriate.
  For details on Cluster Definition Parameters, refer to the following places in "ISM for PRIMEFLEX Parameter List."

  - "3.1 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for VMware vSAN (Cluster Creation)"

  - "3.2 Parameter List for Cluster Definition Parameters Settings - PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI (Cluster Creation)"

- Check if there are no insufficiencies or errors in the preparations for Cluster Creation.
  For details on the preparations, refer to the following place in "Operating Procedures."

  - "6.7.2 Preparations"

  - "6.8.2 Preparations"

- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."

  - "6.7.1 Operation Requirements"

  - "6.8.1 Operation Requirements"

- Check if the Windows License conditions have been accepted.
  For details on the license conditions, refer to Step 12-27 in "6.8.3.1 Cluster Creation procedure" in "Operating Procedures."

## 50215313: Failed to execute Cluster Creation. A system error occurred. (Detailed Information)

## Severity

Error

## Actions

Check the status of the system and execute the operation again.

For action examples, refer to ""

# 2.29 Messages during Execution of Rolling Update

### 10215401: Rolling Update was executed successfully.

#### Severity

Info

#### Actions

Not required.

### 10215402: Rolling Update was canceled.

#### Severity

Info

#### Actions

Not required.

### 50215401: Failed to execute Rolling Update. Operation Option is not specified. (Detailed Information)

#### Severity

Error

#### Actions

Specify the operation option and execute the operation again.

### 50215402: Failed to execute Rolling Update. Operation Option is specified incorrectly. (Detailed Information)

#### Severity

Error

#### Actions

Specify the correct operation option and execute the operation again.

### 50215403: Failed to execute Rolling Update. This operation is not authorized. (Detailed Information)

#### Severity

Error

#### Actions

Execute the operation again with a user that has sufficient privileges.

### 50215404: Failed to execute Rolling Update. The specified resource does not exist or has been deleted. (Detailed Information)

#### Severity

Error

Actions

Check the resource status and execute the operation again.

## 50215405: Failed to execute Rolling Update. The specified resource already exists. (Detailed Information)

Severity

Error

Actions

Check the resource status and execute the operation again.

## 50215406: Failed to execute Rolling Update. This process could not be executed because another process is running. (Detailed Information)

Severity

Error

Actions

Wait a while and execute the operation again.

## 50215407: Failed to execute Rolling Update. Could not connect to service. (Detailed Information)

Severity

Error

Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

## 50215408: Failed to execute Rolling Update. Database access failed. (Detailed Information)

Severity

Error

Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50215409: Failed to execute Rolling Update. An error occurred during the setting process of the Rolling Update task. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.3 Action Examples for when a Rolling Update Error Occurs."

- Check if the setting values for the operation options of Rolling Update are appropriate.

- Check if there are no insufficiencies or errors in the preparations for Rolling Update.
  For details on the preparations, refer to "6.6.2 Preparations" in "Operating Procedures."

- Check the operation requirements for Rolling Update.
  For details, refer to "6.6.1 Operation Requirements" in "Operating Procedures."

## 50215410: Failed to execute Rolling Update. An error occurred during the verification process of the Rolling Update task. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.3 Action Examples for when a Rolling Update Error Occurs."

- Check if the setting values for the operation options of Rolling Update are appropriate.

- Check if there are no insufficiencies or errors in the preparations for Rolling Update.
  For details on the preparations, refer to "6.6.2 Preparations" in "Operating Procedures."

- Check the operation requirements for Rolling Update.
  For details, refer to "6.6.1 Operation Requirements" in "Operating Procedures."

## 50215411: Failed to execute Rolling Update. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.3 Action Examples for when a Rolling Update Error Occurs."

- Check if the setting values for the operation options of Rolling Update are appropriate.

- Check if there are no insufficiencies or errors in the preparations for Rolling Update.
  For details on the preparations, refer to "6.6.2 Preparations" in "Operating Procedures."

- Check the operation requirements for Rolling Update.
  For details, refer to "6.6.1 Operation Requirements" in "Operating Procedures."

## 50215413: Failed to execute Rolling Update. A system error occurred. (Detailed Information)

Severity

Error

Actions

Check the status of the system and execute the operation again.

For action examples, refer to "3.3 Action Examples for when a Rolling Update Error Occurs."

# 2.30 Messages during Execution of Functions for Cluster Operation and Maintenance

Messages during execution of functions for cluster operation and maintenance are common to Node Disconnection, Node Reintegration, Cluster Start, Cluster Stop, Backup, and Restore.

For the <Name of the function for cluster operation and maintenance> in the messages, one of the following function names is output.

- Node Disconnection

- Node Reintegration

- Cluster Start

- Cluster Stop

- Backup

- Restore

## 10215501: <Name of the function for cluster operation and maintenance> was executed successfully.

Severity

Info

Actions

Not required.

## 10215502: <Name of the function for cluster operation and maintenance> was canceled.

Severity

Info

Actions

Not required.

## 50215501: Failed to execute <Name of the function for cluster operation and maintenance>. The input parameter is not specified. (Detailed Information)

Severity

Error

Actions

Specify the input parameter and execute the operation again.

## 50215502: Failed to execute <Name of the function for cluster operation and maintenance>. The input parameter is specified incorrectly. (Detailed Information)

Severity

Error

Actions

Specify the correct input parameter and execute the operation again.

## 50215503: Failed to execute <Name of the function for cluster operation and maintenance>. This operation is not authorized. (Detailed Information)

Severity

Error

Actions

Execute the operation again with a user that has sufficient privileges.

## 50215504: Failed to execute <Name of the function for cluster operation and maintenance>. The specified resource does not exist or has already been deleted. (Detailed Information)

## Severity

Error

## Actions

Check the resource status and execute the operation again.

## 50215505: Failed to execute <Name of the function for cluster operation and maintenance>. The specified resource already exists. (Detailed Information)

### Severity

Error

### Actions

Check the resource status and execute the operation again.

## 50215506: Failed to execute <Name of the function for cluster operation and maintenance>. This process could not be executed because another process is running. (Detailed Information)

### Severity

Error

### Actions

Wait a while and execute the operation again.

## 50215507: Failed to execute <Name of the function for cluster operation and maintenance>. Could not connect to service. (Detailed Information)

### Severity

Error

### Actions

Check the status of the destination to be connected to.

Check the connection information (node names, IP addresses, and the power source status).

For the connection information of CMS and target servers (iRMC and OS), check the registration contents of ISM.

## 50215508: Failed to execute <Name of the function for cluster operation and maintenance>. Database access failed. (Detailed Information)

### Severity

Error

### Actions

Restart ISM-VA. If the situation does not improve even after restarting, collect maintenance data and contact your local Fujitsu customer service partner.

## 50215509: Failed to execute <Name of the function for cluster operation and maintenance>. An error occurred during the setting process of the task. (Detailed Information)

### Severity

Error

### Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs."

Check the operation requirements for the functions for cluster operation and maintenance.
For details, refer to the section for each function in "Operating Procedures."

## 50215510: Failed to execute <Name of the function for cluster operation and maintenance>. An error occurred during the verification process of the task. (Detailed Information)

### Severity

Error

### Actions

Take the following actions and execute the operation again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

For action examples, refer to "3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs."

Check the operation requirements for the functions for cluster operation and maintenance.
For details, refer to the section for each function in "Operating Procedures."

## 50215513: Failed to execute <Name of the function for cluster operation and maintenance>. A system error occurred. (Detailed Information)

### Severity

Error

### Actions

Check the status of the system and execute the operation again.

For action examples, refer to "3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs."

# Chapter 3 Action Examples for When an Error Occurs During the Execution of the Functions of ISM for PRIMEFLEX

This chapter describes the action examples for when an error occurs during execution of Cluster Expansion, Cluster Creation, Rolling Update, Node Disconnection/Reintegration, Cluster Start/Stop, Backup, or Restore, which are functions of ISM for PRIMEFLEX.

## 3.1 Action Examples for when a Cluster Expansion Error Occurs

This section describes action examples for when an error occurs during the execution of Cluster Expansion.

Take the following actions, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 1

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Settings; task item name = Joining ESXi Host to Domain; detail code = E010205)
```

If the content above is included in (Detailed Information), check whether there are no errors in [Cluster Details] - [LDAP] - [User Name] and in [Cluster Details] - [LDAP] - [Password] of Cluster Definition Parameters. Correct the values in Cluster Definition Parameters, and execute again.

In [Cluster Details] - [LDAP] tab, if you are not using PRIMEFLEX configured ADVM or link with Active Directory using AD server in your environment, no actions are required. Clear the [Activate LDAP Settings] checkbox in the [LDAP] tab.

Action example 2

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Cluster Settings; task item name = Create vmk On vDS; detail code = E010205)
```

If the content above is included in (Detailed Information), check whether the WinRM service is started. Start the WinRM service and execute again.

Action example 3

```
(The application of profile to node retried out; node name = xxxxx; result = Error; detail code =
E114505)
```

If the content above is included in (Detailed Information), check whether the management LAN cable of the servers for expanding a cluster has not been disconnected. Connect the LAN cable and execute again.

If the countermeasure above is not effective on PRIMEFLEX HS/PRIMEFLEX for VMware vSAN, check whether MAC address is specified for the method to specify in [OS] - [Management LAN network port settings] - [Network port specification] of the profile. Modify the profile and execute again.

Action example 4

```
(Failed to check configuration space check using the IPMI command; command = [u'80', u'28', u'00'];
detail code = E000705)
```

If the content above is included in (Detailed Information), check whether the iRMC management LAN cable of the servers for expanding a cluster has not been disconnected. Connect the LAN cable and execute again.

Action example 5

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = DNS Settings; task item name = Addition of a DNS host record; detail code = E010205)
```

If the content above is included in (Detailed Information), check whether a WinRM listener is registered and if the port set for the WinRM listener has been released. Register a WinRM listener or release the port set for WinRM, and then execute again.

Whether a WinRM listener has been registered or the port set for the WinRM listener has been released can be checked in the following ways.

- If SSL encrypted communication is used when making the settings, refer to the procedure of "6.7.2.2 Create ADVM certificates" in "Operating Procedures."

- If making the settings without using SSL encrypted communication, check that the following Basic Certificate has been set.

  (1) WinRM Service startup check

  Refer to "6.7.2.2.1 Confirm WinRM service startup" in "Operating Procedures."

  (2) WinRM setup check

  Refer to "6.7.2.2.2 Set up WinRM service" - "(1) WinRM service settings" in "Operating Procedures."

  (3) WinRM listener setup check

  Execute the following command in command prompt.

  ```
  winrm get winrm/config/listener?Address=*+Transport=HTTP
  ```

  If a command result like the following is returned, the WinRM listener is registered.

  ```
  Listener
       Address = *
       Transport = HTTP
       Port = 5985
       Hostname
       Enabled = true
       URLPrefix = wsman
       CertificateThumbprint
       ListeningOn = xxx.xxx.xxx.xxx, xxx.xxx.xxx.xxx, ::xxx
  ```

  If the WinRM listener is not registered, execute the following command in the command prompt and register the WinRM listener.

  ```
  winrm create winrm/config/listener?Address=*+Transport=HTTP
  ```

  (4) Opening the port of the firewall

  Execute the following command in command prompt.

  ```
  Show-NetFirewallRule | ?{$_.LocalPort -match 5985}
  ```

  If a command result like the following is returned, the firewall port is opened.

  ```
  $_ | Get-NetFirewallPortFilter
    Protocol           : TCP
    LocalPort          : 5985
    RemotePort         : Any
    IcmpType           : Any
    DynamicTarget      : Any

  $_ | Get-NetFirewallPortFilter
    Protocol           : TCP
    LocalPort          : 5985
    RemotePort         : Any
    IcmpType           : Any
    DynamicTarget      : Any
  ```

  If the firewall port is not opened, execute the following command in command prompt and open the port of the firewall.

  ```
  New-NetFirewallRule -DisplayName WinRM -Action Allow -Direction Inbound -Enabled True -Protocol
  TCP -LocalPort 5985
  ```

Action example 6

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Settings; task item name = Wait Hyperv OS Boot; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the Windows License conditions have been accepted. To accept the conditions of the license, refer to "6.8.3.2 Cluster Expansion procedure" in "Operating Procedures" and execute again.

Action example 7

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Installation; task item name = Wait Hyperv OS Boot; detail code = E010205)
```

If the content above is included in (Detailed Information), take the following action and execute again.

The procedure to check if the certificate is stored is as follows.

1. Use remote desktop to connect to the servers for expanding a cluster with Administrator privilege.

2. Open Explorer to check if the certificates (*.cer, *.pfx) are stored in the following directory.

   C:\PostInstall\UserApplication\postscript_ClusterOperation

If the certificates are not stored, use the following procedure to store certificates.

1. Use remote desktop to connect to the servers for expanding a cluster.

2. Open Explorer to store the certificates (*.cer, *.pfx) in the following directory.

   C:\PostInstall\UserApplication\postscript_ClusterOperation

3. Delete the following directory.

   C:\FISCRB\Log

   C:\FISCRB\PowershellScript

If the certificate is stored, execute the following procedure for confirmation.

1. Use remote desktop to connect to the servers for expanding a cluster.

2. Open Explorer and check if the following directory has been created.

   C:\FISCRB

3. When the "c:\FISCRB" directory has been created, the execution of the script to be executed after OS installation below is not required. Execute Cluster Expansion again.

After confirming that the certificate is stored, execute the script to be executed after OS installation.

1. Use remote desktop to connect to the servers for expanding a cluster.

2. Right-click on the following batch file and select [Execute as Administrator] to execute.

   C:\PostInstall\UserApplication\postscript_ClusterOperation\WinSvr_Setting.bat

3. Open the following file to check if the last line is "1 File(s) copied."

   C:\FISCRB\Log\post_script.log

4. Close the all files and directories used for storing the certificates.

Action example 8

```
(Failed to apply file; before = xxxxx; after = None; detail code = E116319)
```

If the content above is included in (Detailed Information), check the following.

- Unzipped VMware SMIS Provider file

Example: The unzipped file of the VMware SMIS Provider file (VMW-ESX-5.5.0-lsiprovider-500.04.V0.63-0005-offline_bundle-5240997.zip)

- vmware-esx-provider-lsiprovider.vib

- VMware_MR_SAS_Providers-00.63.V0.05.txt

- README.txt

- Uploaded multiple VMware SMIS Provider files

In this case, delete the redundant files according to the following procedure and upload the adequate file and execute again.

How to delete the redundant files is shown below.

1. Connect to the servers for expanding a cluster (ESXi) via SSH.

2. Execute the following command.

```
cd /vmfs/volumes/datastore1
```

3. Delete redundant files to execute the following command.

```
rm <redundant file names>
```

Example: When unzipping the Offline bundle of the VMware SMIS Provider file

```
rm vmware-esx-provider-lsiprovider.vib
rm VMware_MR_SAS_Providers-00.63.V0.05.txt
rm README.txt
```

4. Upload the application files.

For details for uploading application files, refer to "6.7.2.9 Upload VMware SMIS provider" in "Operating Procedures."

Action example 9

```
(Failed to connect to the SSH command target; host = xxx.xxx.xxx.xxx; user = root; port = 22; detail
= [Errno 113] No route to host; detail code = E000802)
```

If the content above is included in (Detailed Information), check if the servers for expanding a cluster is powered on. Execute again after powering on the servers for expanding a cluster.

Action example 10

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Cluster Settings; task item name = Add Port On Host To vDS Single Port; detail code = E010205)
```

If the content above is included in (Detailed Information), check if there are no errors in [Cluster Definition Parameters] - [vDS] - [vDS] - [Physical NIC] - [vmnic Name] on the Details of Cluster screen. Correct the values in Cluster Definition Parameters and execute again.

For the procedure to confirm vmnic names, refer to "Setting values for vmnic name and uplink name when expanding a cluster" in "3.3.12 Node Details - [vDS] tab" in "ISM for PRIMEFLEX Parameter List."

In addition to the above, check that there are no incorrect connections or switch settings. Correct the wiring, switch settings, and execute again.

Action example 11

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Cluster Settings; task item name = Create vmk On vDS; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the port group "Network Port Group for vSAN" exists in the vDS (virtual distributed switch for management) in your environment. Correct the values in Cluster Definition Parameters and execute again.

Action example 12

```
(Failed to connect to the SSH command target; host = xxx.xxx.xxx.xxx; user = root; port = 22; detail
= [Errno 111] Connection refused; detail code = E000802)
```

If the content above is included in (Detailed Information), connect with Remote Desktop to the servers for expanding a cluster, then check whether the SSH service is started. Start the SSH service, then execute again.

Procedures for checking the SSH service are as follows.

1. Access the OS of the servers for expanding a cluster via a web browser.

2. Under [Manage] - [Services], check that [Status] of the following services is [Running].

   Name: TSM

   Name: TSM-SSH

Procedures for starting the SSH service are as follows.

1. Select the following services, then execute [Actions] - [Policy] - [Start and stop with host].

   Name: TSM

   Name: TSM-SSH

Action example 13

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Add Host To Cluster; detail code = E010205)
```

If the content above is included in (Detailed Information), check the pre-settings for Virtual Resource Management. Execute the pre-settings, then execute again.

For the pre-settings for Virtual Resource Management, refer to "3.8 Pre-Settings for Managing Virtual Resources/Clusters" in "User's Guide."

Action example 14

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Cluster Settings; task item name = Create Vm Switch; detail code = E010205)
```

If the content above is included in (Detailed Information), the following settings may be incorrect.

- The domain user name/domain password that are specified for the profile of the servers for expanding a cluster may be incorrect. Check whether the profile settings are correct. Modify the profile settings, take the following actions, and then execute again.

  1. Use remote desktop to access the server whose name is <incorrectly specified Computer Name> as a local user with Administrator privileges.

  2. Right-click the Windows icon on the bottom left of the screen to start the system.

  3. From [Computer name, domain and workgroup settings], select [Change settings], and from the [Computer Name] tab of [System Properties], select [Change].

  4. Select Workgroup in [Enrolled user groups].

  5. Enter the user name and password of the account that has access privileges to change the computer name in [Change Computer Name/Domain Name].

  6. Re-start the server.

  7. Use remote desktop to access the server whose name is <incorrectly specified Computer Name> as a local user with Administrator privileges.

  8. Right-click the Windows icon on the bottom left of the screen to start the system.

  9. From [Computer name, domain and workgroup settings], select [Change settings], and from the [Computer Name] tab of [System Properties], select [Change].

  10. Select Domain in [Enrolled user groups].

11. Re-start the server.

- The domain name/account name/password that are specified for the cloud management software may be incorrect. Take the following actions, and then execute again.

    Procedures for checking the domain name/account name/domain password are as follows.

    1. Select [Settings] - [General] - [Cloud Management Software] - [<Name of applicable cloud management software>].

        The "Cloud Management Software List" screen is displayed.

    2. From the [Actions] button, select [Edit].

    3. Check [Domain Name], [Account Name] and [Password] in [General Information].

    If the domain name/account name/password are incorrect, correct it as follows.

    1. Select [Settings] - [General] - [Cloud Management Software] - [<Name of applicable cloud management software>].

        The "Cloud Management Software List" screen is displayed.

    2. From the [Actions] button, select [Edit].

    3. Enter [Domain Name], [Account Name] and [Password] in [General Information].

    4. Select the [Register] button.

    If the domain name/account name/password are correct, execute again.

Action example 15

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Cluster Settings; task item name = Add Host To Datacenter; detail code = E010205)
```

If the content above is included in (Detailed Information), check the following.

- Check that the domain name/account name/password for the cloud management software are correct. Take the following actions, and then execute again.

    Procedures for checking the domain name/account name/domain password are as follows.

    1. Select [Settings] - [General] - [Cloud Management Software].

        The "Cloud Management Software List" screen is displayed.

    2. Select the [<Name of applicable cloud management software>] checkbox. From the [Actions] button, select [Get Info].

    3. Select the [Run] button in the "Get Cloud Management Software Info" screen.

    4. Check if the information was successfully retrieved from the [Events] - [Events] - [Operation Logs] tab.

    5. If successful, execute Cluster Expansion again.

        The rest of the procedure is not required to be performed.

    6. If it fails, select [Settings] - [General] - [Cloud Management Software].

        The "Cloud Management Software List" screen is displayed.

    7. Select the [<Name of applicable cloud management software>] checkbox. From the [Actions] button, select [Edit].

        Correct the domain name/account name/password.

    8. After modification, execute Cluster Expansion again.

- Check whether there are no errors in Cluster Definition Parameters, [Cluster Details] - [Network] tab - [vSAN Distributed Switch Settings] - [vDS-1 or vDS-2] - [vDS Info.] - [Port Group] - [IPv4 Network Address]. Correct the values in Cluster Definition Parameters and execute again.

    If VMkernel adapters are created, delete the VMkernel adapters according to the following procedure and execute again.

    For vCSA 6.5 and earlier (Flash):

    1. Log in to the vCSA with a vSphere Web Client.

2. From the "Top" screen - the [Home] tab - [Inventories] - [Hosts and Clusters], select [<Cluster name>] - [<Host name>] - [Configure] - [Networking] - [VMkernel adapters].

3. Check the IP addresses, select the VMkernel adapters with incorrectly specified IP address, and select [Remove selected network adapter].

4. Confirm the VMkernel adapters to remove on the "Remove VMkernel Adapter" screen, and select the [OK] button.

   If the task completes, the deletion of the VMkernel adapters is complete.

For vCSA 6.7 or later (HTML 5):

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen - [Shortcuts] - [Inventories] - [Hosts and Clusters], select [<Cluster name>] - [<Host name>] - [Configure] - [Networking] - [VMkernel adapters].

3. Check the IP addresses, select the VMkernel adapters with incorrectly specified IP address, and select [Remove selected network adapter].

4. Confirm the VMkernel adapters to remove on the "Remove VMkernel Adapter" screen, and select the [Delete] button.

   If the task completes, the deletion of the VMkernel adapters is complete.

## Action example 16

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Installation; task item name = OS Version; detail code = E010205)
```

If the content above is included in (Detailed Information), check whether servers for expanding a cluster are not hung up. Re-boot the servers for expanding a cluster, and execute again. On the iRMC Web Server, you can re-boot the server by selecting the [Power] button - [Power Cycle].

## Action example 17

```
(The application of profile to node retried out; node name = xxxxx; result = Error; detail code =
E114505)
```

If the content above is included in (Detailed Information), check whether the DHCP service is stopped. Start the DHCP service, and execute again.

## Action example 18

```
(Failed to get iRMC user password from ISM; Failed to get attribute u'Password'; url = GET /core/
nodes/xxxxx/accounts/xxxxx; detail = u'Password'; detail code = E000114)
```

If the content above is included in (Detailed Information), use the following procedure to set the communication method of the target server, and execute again.

1. From the node list, select the name of the target server.

   The Details of Node screen is displayed.

2. From the [Actions] button, select [Edit].

   The "Edit" screen is displayed.

3. Set [Communication methods], and select the [Apply] button.

## Action example 19

For PRIMEFLEX HS/PRIMEFLEX for VMware vSAN, check the fault domain host of the servers for expanding a cluster.

For vCSA 6.5 and earlier (Flash):

1. Log in to vCSA with the vSphere Web Client.

2. From the "Top" screen - [Home] tab - [Inventories] - [Host and Clusters], select [<Cluster Name>] - [Settings] - [vSAN] - [Fault Domains & Stretched Cluster] - [Fault Domains], and confirm the fault domain host for the servers for cluster expanding.

For vCSA 6.7 or later (HTML 5):

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen - [Shortcuts] - [Inventories] - [Hosts and Clusters], select [<Cluster name>] - [Configure] - [vSAN] - [Fault Domains] - [Fault Domains], and confirm the fault domain host for the servers for cluster expansion.

When multiple hosts are set to the fault domain, check that [OS (for each node)] - [Network] - [DHCP] - [Get Computer Name from DNS Server] - [Computer Name] of the servers for expanding a cluster is not overlapping with the Computer Name of other servers when the multiple hosts are set to the one fault domain. If overlapping, take the following action, and execute the operation again.

Change the computer name with the servers for expanding a cluster. The action to take is as follows.

1. Use iRMC Video Redirection to access the server specified as <incorrectly specified Computer Name>.

2. Press the [F2] key to log in as a user with Administrator privilege.

3. Select [Configure Management Network] - [DNS Configuration], enter the correct computer name in [Hostname], and then press the [Enter] key.

4. Press the [Esc] key, and select the [Y] key on the displayed screen.

5. Press the [Esc] key to check [Hostname] displayed on the screen.

Change the local data store name and fault domain with vCSA. The action to take is as follows.

For vCSA 6.5 and earlier (Flash):

1. Log in to the vCSA with a vSphere Web Client.

2. From the "Top" screen - [Home] tab - [Storages], select the local data store of the host with <incorrectly specified Computer Name>.

3. Select [Actions] - [Change name], enter a correct local data store name, and select the [OK] button.

4. From the "Top" screen - [Home] tab - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Settings] - [vSAN] [Fault Domains & Stretched Cluster] - [Fault Domains], select the [+] mark.

   The "New fault domains" is displayed.

5. Enter "fd_<Host Name>" in [Name].

6. Set [Display] to [All hosts], select the target node, and then select "OK."

For vCSA 6.7 or later (HTML 5):

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen - [Shortcuts] - [Storages], select the local data store of the host with <incorrectly specified Computer Name>.

3. Select [Actions] - [Change name], enter a correct local data store name, and select the [OK] button.

4. From the "Top" screen - [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Configure] - [vSAN] - [Fault Domains] - [Fault Domains], select the [+] mark.

   The [New fault domains] are displayed.

5. Enter "fd_<Host Name>" in [Name].

6. Set [Display] to [All hosts], select the target node, and then select the [Create] button.

Join the system again with the domain of a server configuring the new cluster. The action to take is as follows.

If you are not using PRIMEFLEX configured ADVM or link with Active Directory using AD server in your environment, no actions are required.

1. Log in to the server whose name is <incorrectly specified Computer Name> from Host Client as a user with Administrator privilege.

2. Select [Management] - [Security & Users] - [Authentication], and select [Disable Join domain].

3. Select [Yes] on the "Confirmation" screen.

4. Select [Join domain].

5. The screen to join is displayed on the domain. Enter the domain information, and select the [Join domain] button.

6. The screen is refreshed, and you can check that you joined the domain successfully.


The action to take for the AD server is as follows.

If you are not using PRIMEFLEX configured ADVM or link with Active Directory using AD server in your environment, no actions are required.

1. Use remote desktop to connect to the AD server as a domain user with Administrator privilege.

2. Start the ActiveDirectory user and the computers, and select [<Domain name>] - [Computers].

3. Confirm that the target node has joined the domain.


Register the host record again in the DNS server. This procedure is an action for the AD with functions of a DNS server (ADVM with PRIMEFLEX configuration).

1. Use remote desktop to connect to the AD server as a domain user with Administrator privilege.

2. Start DNS manager, and select [<AD Server name>] - [Forward Lookup Zones] - [<Domain name>].

3. Check the IP address in the [Data] column and the [Name] column.

4. Select <incorrectly specified Computer Name>, and select [Action] - [Delete] from the menu on the top of the screen.

5. Select [Yes] on the "Confirmation" screen.

6. Select [Action] - [New Host (A or AAAA)...] from the menu on the top of the screen.

7. Enter the correct node information for <incorrectly specified Computer Name>.

8. Check [Create associated pointer (PTR) record], and select [Add host].

9. Select [OK] on the "Confirmation" screen, and select [Finish] on the new host screen.


Retrieve node information with ISM-VA. The action to take is as follows.

1. Log in to ISM as a user with Administrator privilege.

2. Select [Management] - [Node] - <Node Name of the Computer Name specified in error> - [OS].

3. From the [Action] button, select [Get Node Information].

4. After waiting for a while, refresh the screen of GUI of ISM (to select the Refresh button on the top right of the screen), and check if the correct Node Name is acquired.

Action example 20

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Settings; task item name = Create Local User; detail code = E010205)
```

If the content above is included in (Detailed Information), check that the domain user name is not specified in Cluster Definition Parameters, [Node Details] - [OS] - [Local User Settings] - [Administrator]. Change the Cluster Definition Parameter to the local user name, and execute the operation again.

Action example 21

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Installation; task item name = Wait Hyperv OS Boot; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the Windows License conditions have been accepted within 180 minutes after the completion of assigning the profile. Refer to "Note" in Step 8 and execute up to Step 24 in "6.8.3.2 Cluster Expansion procedure" in "Operating Procedures," and then execute again.

Action example 22

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Installation; task item name = Script Execution (Prep); detail code = E010205)
```

If the content above is included in (Detailed Information), a script that has been executed before the VMware ESXi patch application (pre_script.sh) may have an error. Check the script process results with the log for the script process. Correct the script, upload it to ISM-VA again, and then, execute again.

Action example 23

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Installation; task item name = Apply Patch; detail code = E010205)
```

If the content above is included in (Detailed Information), a script that has been executed when applying the VMware ESXi patch (post01_script.sh) may have an error. Check the script process results with the log for the script process. Correct the script, execute the script manually to complete the script execution. After executing the script, execute Cluster Expansion again. If the content above is not included in (Detailed Information) for the target server, upload the corrected script to ISM-VA again, and then execute again.

Cluster Expansion checks if the VMware ESXi patch application has completed. If the VMware ESXi patch application has completed, VMware ESXi patch application and script execution are not executed.

Action example 24

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Installation; task item name = Script Execution (Post2); detail code = E010205)
```

If the content above is included in (Detailed Information), a script that has been executed after the VMware ESXi patch application (post02_script.sh) may have an error. Check the script process results with the log for the script process. Correct the script, upload it to ISM-VA again, and then, execute again.

Action example 25

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Cluster On-DiskFormat and Build
Version; detail code = E124505)
```

If the content above is included in (Detailed Information), the version of the vSAN disk format may be outdated. Update the version of the vSAN disk format, and then execute again. Refer to the following URL to check the version of the vSAN disk format.

https://kb.vmware.com/s/article/2150753

You can update the vSAN disk format with the following procedure.

For vCSA 6.5 and earlier (Flash)

1. Log in to the vCSA with a vSphere Web Client.

2. From the "Top" screen - the [Home] tab - [Inventories] - [Hosts and Clusters], select [<Cluster name>] - [Settings] - [vSAN] - [General].

3. From [On-disk Format Version], select [Pre-check Upgrade].

4. The result is displayed in [Disk format versions].

5. From [On-disk Format Version], select [Upgrade].

6. Select [Yes] on the confirmation screen.

7. From the "Top" screen - the [Home] tab - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Settings] - [vSAN] - [Disk Management] to check the current disk format version.

For vCSA 6.7 or later (HTML5)

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen - [Shortcuts] - [Inventories] - [Hosts and Clusters], select [<Cluster name>] - [Settings] - [vSAN] - [Disk Management].

3. Select [Pre-check Upgrade].

   The result is displayed.

4. Select [Upgrade].

5. Select the [Upgrade] button on the confirmation screen.

6. The current disk format version is displayed in [Disk Format Version].

Action example 26

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Zip Build Version; detail code
= E124704)
```

If the content above is included in (Detailed Information), the VMware ESXi patch may not be the same version as VMware ESXi for the existing cluster. The VMware ESXi patch that was uploaded may be incorrect. Download and upload the ESXi patch file again and execute the task.

Action example 27

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Zip Build Version; detail code
= E124705)
```

If the content above is included in (Detailed Information), the VMware ESXi patch may not be the same build number as VMware ESXi for the existing cluster. The VMware ESXi patch that was uploaded may be incorrect. Download and upload the ESXi patch file again and execute the task.

Action example 28

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Iso Build Version; detail code
= E124605)
```

If the content above is included in (Detailed Information), the VMware ESXi installation media may not be the same as the servers that were added when Cluster Expansion was used. Check that the specification on the [OS] tab - [Installation Image] - [Type of Installation Media] for the profile is correct. Modify the profile and execute again.

Action example 29

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Iso Build Version; detail code
= E124606)
```

If the content above is included in (Detailed Information), the VMware ESXi installation media may not be the same version as VMware ESXi for the existing cluster. Check that the specification on the [OS] tab - [Installation Image] - [Type of Installation Media] for the profile is correct. Modify the profile and execute again.

Action example 30

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Iso Build Version; detail code
= E124607)
```

If the content above is included in (Detailed Information), the VMware ESXi patch has not been uploaded and the VMware ESXi installation media may not be the same build number as VMware ESXi for the existing cluster. Check that the specification on the [OS] tab - [Installation Image] - [Type of Installation Media] for the profile is correct. Modify the profile and execute again.

Action example 31

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Iso Build Version; detail code
= E124611)
```

If the content above is included in (Detailed Information), the VMware ESXi patch has been uploaded and the version of the VMware ESXi installation media may be newer than the version of the VMware ESXi patch. Check that the specification on the [OS] tab - [Installation Image] - [Type of Installation Media] for the profile is correct. Modify the profile and execute again.

Action example 32

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Prep Check; task item name = Prep Check Management IP Address Linkage; detail = The
management IP address does not match; profile = xxx.xxx.xxx.xxx; parameter = xxx.xxx.xxx.xxx;
detail code = E124804)
```

If the content above is included in (Detailed Information), check that the same values are specified in the following profile and Cluster Definition Parameters. Correct the values in the profiles and Cluster Definition Parameters, and execute again.

For PRIMEFLEX HS/PRIMEFLEX for VMware vSAN configuration

- [OS (for each node)] tab - [Network] - [DHCP] - [IP Address] of the profile

- [Node Details] - [vDS] tab - [vDS] - [Port Group <Network Port Group for Management>] - [IPv4 Address] of Cluster Definition Parameters

For PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI configuration

- [OS (for each node)] tab - [Network] - [DHCP] - [IP Address] of the profile

- [Node Details] - [Virtual Switch] tab - [Management Virtual Switch] - [Virtual Network Adapter<Network Adapter Name for Management>] - [IPv4 Address] of Cluster Definition Parameters

Action example 33

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Prep Check; task item name = Prep Check Management IP Address Linkage; detail = The
management IP address of the profile cannot be acquired; profile ID = xxxxx; detail code = E124806)
```

If the content above is included in (Detailed Information), check that [OS (for each node)] tab - [Network] - [DHCP] - [IP Address] of the profile is set. Modify the profile, and execute again.

Action example 34

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vmk Network Address Linkage;
detail = Failed to execute the command; vCSA IP address = xxx.xxx.xxx.xxx; detail code = E125002)
```

or

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Vmnic and Uplink Linkage;
detail = Failed to execute the command; vCSA IP address = xxx.xxx.xxx.xxx; detail code = E124902)
```

If the content above is included in (Detailed Information), check whether the vCSA is started. Start the vCSA, and execute again.

Action example 35

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vmk Network Address Linkage;
detail = The network address of vsan traffic in the cluster definition parameter is different from
the actual device; vsan IP address = [u'xxx.xxx.xxx.xxx']; detail code = E125005)
```

If the content above is included in (Detailed Information), check that the device for vSAN traffic is "vmk1" for the VMkernel adapter in the servers in the existing cluster.

Set the device for vSAN traffic on the VMkernel adapter back to "vmk1" and execute again.

Action example 36

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vmk Network Address Linkage;
detail = The network address of vmotion traffic in the cluster definition parameter is different
from the actual device.; vmotion IP address = [u'xxx.xxx.xxx.xxx']; detail code = E125006)
```

If the content above is included in (Detailed Information), check that the device for vMotion traffic is "vmk2" for the VMkernel adapter in the servers in the existing cluster.

Set the device for vMotion traffic on the VMkernel adapter back to "vmk2" and execute again.

Action example 37

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Vmnic and Uplink Linkage;
detail = vDS not found; vDS name = xxxxx; detail code = E124907)
```

If the content above is included in (Detailed Information), check if Cluster Definition Parameters [Cluster Details] - [Network] tab - [vSAN Distributed Switch Settings] - [vDS Name] is set. Modify Cluster Definition Parameters, and execute again.

Action example 38

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Vmnic and Uplink Linkage;
detail = The vmnic and the LAG uplink are linked; vDS name = [u'xxxxx']; vmnic name = ['xxxxx']; LAG
uplink name = ['xxxxx']; detail code = E124905)
```

If the content above is included in (Detailed Information), the vmnic of the vDS of the existing cluster may be LAG (Link Aggregation) configured. Restore the vmnic setting of the vDS of the existing cluster from the LAG setting to the uplink setting set in Cluster Definition Parameters and execute again.

Action example 39

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Vmnic and Uplink Linkage;
detail = Two vmnics are not assigned; vDS name = xxxxx; detail code = E124906)
```

If the content above is included in (Detailed Information), there may not be two vmnics for vDS of the existing cluster. Set two vmnics in the vDS of the existing cluster and execute again.

Action example 40

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Embedded Teaming; detail =
Embedded teaming is disabled"; host IP address = [u'xxx.xxx.xxx.xxx']; Workload Virtual Switch =
xxxxx; Management Virtual Switch = xxxxx; detail code = E125103)
```

If the content above is included in (Detailed Information), check that embedded teaming is enabled for the virtual switch for workload and the virtual switch for management in the servers of the existing cluster. Enable embedded teaming for the workload and management virtual switches on the server configuring the cluster and execute again.

Action example 41

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Cluster Settings; task item name = Mark Capacity Flash; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the operation requirements for Cluster Expansion below are satisfied. Take action to satisfy the operation requirements, and then execute Cluster Expansion again.

- The conditions that should be met for the storage configuration you are using

| Storage configuration | Configuration for each disk group | | Configuration for each SAS controller card |
|---|---|---|---|
| | Type | Number of disks | |
| Hybrid | Cache device: SSD | 1 | Must have at least one SSD, and the number of HDDs must be at least the number of SSDs |
| | Capacity device: HDD | Up to 7 | |
| All Flash | Cache device: SSD | 1 | The two types of SSD (for cache and capacity) have two or one type of disk capacity<br><br>- For two types of disk space<br><br>Cache devices must be the lesser of the two types of SSDs (when the number of SSDs is the same, the smaller the disk capacity)<br><br>- For a single type of disk space<br><br>Cache device must have one SSD for cache |
| | Capacity device: SSD | Up to 7 | |

- No more than five cache devices

- The maximum number of disk groups is as follows

| Type | Maximum number of disk groups |
|---|---|
| PRIMERGY RX2530 M4 | 3 |
| PRIMERGY RX2540 M4 | 5 |
| PRIMERGY CX2560 M4 | 2 |
| PRIMERGY RX2530 M5 | 3 |
| PRIMERGY RX2540 M5 | 5 |
| PRIMERGY CX2560 M5 | 2 |
| PRIMERGY RX4770 M5 | 4 |
| PRIMERGY RX2530 M6 | 4 |
| PRIMERGY RX2540 M6 | 5 |
| PRIMERGY RX2530 M7 | 5 |
| PRIMERGY RX2540 M7 | 5 |

Action example 42

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxx; task item set
name = OS Installation; task item name = Assign of a node profile; detail code = E010206)
```

If the content above is included in (Detailed Information), check if an error has occurred in the following task.

Task type: Assigning profile

Error content: Assigning profile (BIOS) failed. Failed to access hardware. iRMC HTTP response code: 409, iRMC HTTP response message: Conflict. Action: Contact your local Fujitsu customer service partner.

If the error above has occurred, confirm that you can access the iRMC for the server for Cluster Expansion, and execute Cluster Expansion again.

Action example 43

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Cluster Settings; task item name = Set VM MAC Address Range; detail code = E010205)
```

If the content above is included in (Detailed Information), check that the servers for Cluster Expansion are started. If the server is restarting, wait until the reboot is complete, and execute Cluster Expansion again.

Action example 44

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = Cluster Settings; task item name = Move vmk On Host To vDS; detail code = E010205)
```

If the content above is included in (Detailed Information), check that there are no incorrect connections or switch settings. Correct the wiring, switch settings, and execute again.

Action example 45

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Settings; task item name = Create Local User (Redfish); detail code = E010205)
```

If the content above is included in (Detailed Information), make sure that the password where in [Node Details] - [iRMC] - [Local User Settings] - [Administrator User] - [Password] in Cluster Definition Parameters, to contain 12 or more characters and to contain at least 3 classes from lowercase letter, uppercase letter, number, and special character.

Action example 46

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = iRMC Settings; task item name = Change Local User Password (Redfish); detail code = E010205)
```

If the content above is included in (Detailed Information), make sure that the password where in [Node Details] - [iRMC] - [Local User Settings] - ['admin' User] - [Password] in Cluster Definition Parameters, to contain 12 or more characters and to contain at least 3 classes from lowercase letter, uppercase letter, number, and special character.

# 3.2 Action Examples for when a Cluster Creation Error Occurs

This section describes action examples for when an error occurred during the execution of Cluster Creation.

Take the following actions, then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 1

```
 (The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Settings; task item name = Joining ESXi Host to Domain; detail code = E010205)
```

If the content above is included in (Detailed Information), check whether there are no errors in [Cluster Details] - [LDAP] - [User Name] and in [Cluster Details] - [LDAP] - [Password] of Cluster Definition Parameters. Correct the values in Cluster Definition Parameters, and execute again.

In [Cluster Details] - [LDAP] tab, if you are not using PRIMEFLEX configured ADVM or link with Active Directory using AD server in your environment, no actions are required. Clear the [Activate LDAP Settings] checkbox in the [LDAP] tab.

Action example 2

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Create vmk On vDS; detail code = E010205)
```

If the content above is included in (Detailed Information), check whether the WinRM service is started. Start the WinRM service, and execute again.

Action example 3

```
(The application of profile to node retried out; node name = xxxxx; result = Error; detail code =
E114505)
```

If the content above is included in (Detailed Information), check whether the management LAN cable of the servers for creating a new cluster has not been disconnected. Connect the LAN cable, and execute again.

If the countermeasure above is not effective on PRIMEFLEX HS/PRIMEFLEX for VMware vSAN, check whether MAC address is specified for the method to specify in [OS] - [Management LAN network port settings] - [Network port specification] of the profile. Modify the profile, and execute again.

Action example 4

```
(Failed to check configuration space check using the IPMI command; command = [u'80', u'28', u'00'];
detail code = E000705)
```

If the content above is included in (Detailed Information), check whether the iRMC management LAN cable of the servers for creating a cluster has not been disconnected. Connect the LAN cable, and execute again.

Action example 5

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = DNS Settings; task item name = Addition of a DNS host record; detail code = E010205)
```

If the content above is included in (Detailed Information), check whether a WinRM listener is registered and if the port set for the WinRM listener has been released. Register a WinRM listener or release the port set for WinRM, and then execute again.

Whether a WinRM listener has been registered or the port set for the WinRM listener has been released can be checked in the following ways.

- If SSL encrypted communication is used when making the settings, refer to the procedure of "6.7.2.2 Create ADVM certificates" in "Operating Procedures."

- If making the settings without using SSL encrypted communication, check that the following Basic Certificate has been set.

(1) WinRM Service startup check

Refer to "6.7.2.2.1 Confirm WinRM service startup" in "Operating Procedures."

(2) WinRM setup check

Refer to "6.7.2.2.2 Set up WinRM service" - "(1) WinRM service settings" in "Operating Procedures."

(3) WinRM listener setup check

Execute the following command in command prompt.

```
winrm get winrm/config/listener?Address=*+Transport=HTTP
```

If a command result like the following is returned, the WinRM listener is registered.

```
Listener
    Address = *
    Transport = HTTP
    Port = 5985
    Hostname
    Enabled = true
    URLPrefix = wsman
    CertificateThumbprint
    ListeningOn = xxx.xxx.xxx.xxx, xxx.xxx.xxx.xxx, ::xxx
```

If the WinRM listener is not registered, execute the following command in the command prompt and register the WinRM listener.

```
winrm create winrm/config/listener?Address=*+Transport=HTTP
```

(4) Opening the port of the firewall

Execute the following command in command prompt.

```
Show-NetFirewallRule | ?{$_.LocalPort -match 5985}
```

If a command result like the following is returned, the firewall port is opened.

```
$_ | Get-NetFirewallPortFilter
  Protocol          : TCP
  LocalPort         : 5985
  RemotePort        : Any
  IcmpType          : Any
  DynamicTarget     : Any
```

```
$_ | Get-NetFirewallPortFilter
  Protocol              : TCP
  LocalPort             : 5985
  RemotePort            : Any
  IcmpType              : Any
  DynamicTarget         : Any
```

If the firewall port is not opened, execute the following command in command prompt and open the port of the firewall.

```
New-NetFirewallRule -DisplayName WinRM -Action Allow -Direction Inbound -Enabled True -Protocol
TCP -LocalPort 5985
```

### Action example 6

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Settings; task item name = Wait Hyperv OS Boot; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the Windows License conditions have been accepted. To accept the conditions of the license, refer to "6.8.3.1 Cluster Creation procedure" in "Operating Procedures" and execute again.

### Action example 7

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Installation; task item name = Wait Hyperv OS Boot; detail code = E010205)
```

If the content above is included in (Detailed Information), take the following action, and execute again.

The procedure to check if the certificate is stored is as follows.

1. Use remote desktop to connect to the servers for creating a cluster with Administrator privilege.

2. Open Explorer to check if the certificates (*.cer, *.pfx) are stored in the following directory.

   `C:\PostInstall\UserApplication\postscript_ClusterOperation`

If the certificates are not stored, use the following procedure to store certificates.

1. Use remote desktop to connect to the servers for creating a cluster.

2. Open Explorer to store the certificates (*.cer, *.pfx) in the following directory.

   `C:\PostInstall\UserApplication\postscript_ClusterOperation`

3. Delete the following directory.

   `C:\FISCRB\Log`

   `C:\FISCRB\PowershellScript`

If the certificate is stored, execute the following procedure for confirmation.

1. Use remote desktop to connect to the servers for creating a cluster.

2. Open Explorer, and check if the following directory has been created.

   `C:\FISCRB`

3. When the "c:\FISCRB" directory has been created, the execution of the script to be executed after OS installation below is not required. Execute Cluster Creation again.

After confirming that the certificate is stored, execute the script to be executed after OS installation.

1. Use remote desktop to connect to the servers for creating a cluster.

2. Right-click on the following batch file, and select [Execute as Administrator] to execute.

   `C:\PostInstall\UserApplication\postscript_ClusterOperation\WinSvr_Setting.bat`

3. Open the following file to check if the last line is "1 File(s) copied."

   ```
   C:\FISCRB\Log\post_script.log
   ```

4. Close the all files and directories used for storing the certificates.

Action example 8

```
(Failed to apply file; before = xxxxx; after = None; detail code = E116319)
```

If the content above is included in (Detailed Information), check the following.

- Unzipped VMware SMIS Provider file

  Example: The unzipped file of the VMware SMIS Provider file (VMW-ESX-5.5.0-lsiprovider-500.04.V0.63-0005-offline_bundle-5240997.zip)

  - vmware-esx-provider-lsiprovider.vib

  - VMware_MR_SAS_Providers-00.63.V0.05.txt

  - README.txt

- Uploaded multiple VMware SMIS Provider files

In this case, delete the redundant files according to the following procedure and upload the adequate file, and execute again.

How to delete the redundant files is shown below.

1. Connect to the servers for creating a cluster (ESXi) via SSH.

2. Execute the following command.

   ```
   cd /vmfs/volumes/datastore1
   ```

3. Delete redundant files to execute the following command.

   ```
   rm <redundant file names>
   ```

   Example: When unzipping the Offline bundle of the VMware SMIS Provider file

   ```
   rm vmware-esx-provider-lsiprovider.vib
   rm VMware_MR_SAS_Providers-00.63.V0.05.txt
   rm README.txt
   ```

4. Upload the application files.

   For details for uploading application files, refer to "6.7.2.9 Upload VMware SMIS provider" in "Operating Procedures."

Action example 9

```
(Failed to connect to the SSH command target; host = xxx.xxx.xxx.xxx; user = root; port = 22; detail
= [Errno 113] No route to host; detail code = E000802)
```

If the content above is included in (Detailed Information), check if the servers for creating a cluster is powered on. Execute again after powering on the servers for creating a cluster.

Action example 10

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Add Port On Host To vDS Single Port; detail code = E010205)
```

If the content above is included in (Detailed Information), check if there are no errors in [Node Details] - [vDS] - [vDS] - [Physical NIC] - [vmnic Name] of Cluster Definition Parameters. Correct the values in Cluster Definition Parameters, and execute again.

For the procedure to confirm vmnic names, refer to "Setting values for vmnic name and uplink name when creating a cluster" in "3.1.12 Node Details - [vDS] tab" in "ISM for PRIMEFLEX Parameter List."

In addition to the above, check that there are no incorrect connections or switch settings. Correct the wiring, switch settings, and execute again.

Action example 11

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Create vmk On vDS; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the port group "Network Port Group for vSAN" exists in the vDS (virtual distributed switch for management) in your environment. Correct the values in Cluster Definition Parameters, and execute again.

Action example 12

```
(Failed to connect to the SSH command target; host = xxx.xxx.xxx.xxx; user = root; port = 22; detail
= [Errno 111] Connection refused; detail code = E000802)
```

If the content above is included in (Detailed Information), connect with Remote Desktop to the server configuring the new cluster, then check whether the SSH service is started. Start the SSH service, and then execute again.

Procedures for checking the SSH service are as follows.

1. Access the OS of the server configuring the new cluster via a web browser.

2. Under [Manage] - [Services], check that [Status] of the following services is [Running].

   Name: TSM

   Name: TSM-SSH

Procedures for starting the SSH service are as follows.

1. Select the following services, then execute [Actions] - [Policy] - [Start and stop with host].

   Name: TSM

   Name: TSM-SSH

Action example 13

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Add Host To Cluster; detail code = E010205)
```

If the content above is included in (Detailed Information), check the pre-settings for Virtual Resource Management. Execute the pre-settings, then execute again.

For the pre-settings for Virtual Resource Management, refer to "3.8 Pre-Settings for Managing Virtual Resources/Clusters" in "User's Guide."

Action example 14

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Create Vm Switch; detail code = E010205)
```

If the content above is included in (Detailed Information), the following settings may be incorrect.

- The domain account name/domain password that are specified for the profile of the servers configuring a new cluster may be incorrect. Check whether the profile settings are correct. Modify the profile settings, take the following actions, and then execute again.

  1. Use remote desktop to access the server whose name is <incorrectly specified Computer Name> as a local user with Administrator privileges.

  2. Right-click the Windows icon on the bottom left of the screen to start the system.

  3. From [Computer name, domain and workgroup settings], select [Change settings], and from the [Computer Name] tab of [System Properties], select [Change].

  4. Select Workgroup in [Enrolled user groups].

  5. Enter the user name and password of the account that has access privileges to change the computer name in [Change Computer Name/Domain Name].

  6. Re-start the server.

7. Use remote desktop to access the server whose name is <incorrectly specified Computer Name> as a local user with Administrator privileges.

8. Right-click the Windows icon on the bottom left of the screen to start the system.

9. From [Computer name, domain and workgroup settings], select [Change settings], and from the [Computer Name] tab of [System Properties], select [Change].

10. Select Domain in [Enrolled user groups].

11. Re-start the server.

- Check whether there are no invalid values in [CMS] - [User Name], or [CMS] - [Password] for the Cluster Definition parameter. Correct the values in the Cluster Definition parameter, and execute again.

Action example 15

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Add Host To Datacenter; detail code = E010205)
```

If the content above is included in (Detailed Information), check the following.

- Check that the domain name/account name/password for the cloud management software are correct. Take the following actions, and then execute again.

Procedures for checking the domain name/account name/domain password are as follows.

1. Select [Settings] - [General] - [Cloud Management Software].

   The "Cloud Management Software List" screen is displayed.

2. Select the [<Name of applicable cloud management software>] checkbox. From the [Actions] button, select [Get Info].

3. Select the [Run] button in the "Get Cloud Management Software Info" screen.

4. Check if the information was successfully retrieved from the [Events] - [Events] - [Operation Logs] tab.

5. If successful, execute Cluster Creation again.

   The rest of the procedure is not required to be performed.

6. If it fails, select [Settings] - [General] - [Cloud Management Software].

   The "Cloud Management Software List" screen is displayed.

7. Select the [<Name of applicable cloud management software>] checkbox. From the [Actions] button, select [Edit].

   Correct the domain name/account name/password.

8. After modification, execute Cluster Creation again.

- Check whether there are no errors in Cluster Definition Parameters, [Cluster Details] - [Network] tab - [vSAN Distributed Switch Settings] - [vDS-1 or vDS-2] - [vDS Info.] - [Port Group] - [IPv4 Network Address]. Correct the values in Cluster Definition Parameters and execute again.

If VMkernel adapters are created, delete the VMkernel adapters according to the following procedure, and execute again.

For vCSA 6.5 and earlier (Flash):

1. Log in to the vCSA with a vSphere Web Client.

2. From the "Top" screen - the [Home] tab - [Inventories] - [Hosts and Clusters], select [<Cluster name>] - [<Host name>] - [Configure] - [Networking] - [VMkernel adapters].

3. Check the IP addresses and select the VMkernel adapters with incorrectly specified IP address, and select [Remove selected network adapter].

4. Confirm the VMkernel adapters to remove on the "Remove VMkernel Adapter" screen, and select the [OK] button.

   If the task completes, the deletion of the VMkernel adapters is complete.

For vCSA 6.7 or later (HTML 5):

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen - [Shortcuts] - [Inventories] - [Hosts and Clusters], select [<Cluster name>] - [<Host name>] - [Configure] - [Networking] - [VMkernel adapters].

3. Check the IP addresses and select the VMkernel adapters with incorrectly specified IP address, and select [Remove selected network adapter].

4. Confirm the VMkernel adapters to remove on the "Remove VMkernel Adapter" screen, and select the [Remove] button.

   If the task completes, the deletion of the VMkernel adapters is complete.

Action example 16

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Installation; task item name = OS Version; detail code = E010205)
```

If the content above is included in (Detailed Information), check whether servers configuring a new cluster are not hung up. Re-boot the servers configuring a new cluster, and execute again. On the iRMC Web Server, you can re-boot the server by selecting the [Power] button - [Power Cycle].

Action example 17

```
(The application of profile to node retried out; node name = xxxxx; result = Error; detail code =
E114505)
```

If the content above is included in (Detailed Information), check whether the DHCP service is stopped. Start the DHCP service, and execute again.

Action example 18

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Post Settings; task item name = Rename vSAN Datastore; detail code = E010205)
```

If the content above is included in (Detailed Information), check that [Cluster Details] - [Storage Pool] - [Storage Pool Name] of Cluster Definition Parameters is not overlapping with the storage pool name of the current cluster. Execute again after correct Cluster Definition Parameters.

Action example 19

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Virtual Network Creation; task item name = Create Port Group on vDS; detail code = E010205)
```

If the content above is included in (Detailed Information), when creating a new vDS, check that [Cluster Details] - [Network] - [vSAN Distributed Switch Settings] - [vDS Info.] - [Port Group] - [Port Group Name] of Cluster Definition Parameters is not overlapping with the port group name of the current cluster. Execute again after correct Cluster Definition Parameters.

In addition to the above, check that there are no incorrect connections. Correct the wiring and execute again.

Action example 20

```
(Failed to get iRMC user password from ISM; Failed to get attribute u'Password'; url = GET /core/
nodes/xxxxx/accounts/xxxxx; detail = u'Password'; detail code = E000114)
```

If the content above is included in (Detailed Information), use the following procedure to set the communication method of the target server, and execute again.

1. From the node list, select the name of the target server.

   The Details of Node screen is displayed.

2. From the [Actions] button, select [Edit].

   The "Edit" screen is displayed.

3. Set [Communication methods], and select the [Apply] button.

Action example 21

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Creation; task item name = Creating Cluster; detail code = E010205)
```

If the content above is included in (Detailed Information), check if there are any errors in [CMS information] - [IPv4 Address] of Cluster Definition Parameters. Correct the values in Cluster Definition Parameters, and execute again.

Action example 22

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Sync Sub Tasks; task item name = Sync Sub Tasks; detail code = E010205)
```

If the content above is included in (Detailed Information), check that [OS (for each node)] - [Computer Name] of the server configuring the new cluster is not overlapping with the Computer Name of other servers. If overlapping, take the following action, and execute the operation again.

This is an action example for PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI.


The action to take for the AD server is as follows.

1. Use remote desktop to connect to the AD server as a domain user with Administrator privilege.

2. Start the ActiveDirectory user and the computers, and select [<Domain name>] - [Computers].

3. Delete <incorrectly specified Computer Name>.


Register the host record again in the DNS server. This procedure is an action for the AD with functions of a DNS server (ADVM with PRIMEFLEX configuration).

1. Use remote desktop to connect to the AD server as a domain user with Administrator privilege.

2. Start DNS manager and select [<AD Server name>] - [Forward Lookup Zones] - [<Domain name>].

3. Check the IP address in the [Data] column and the [Name] column.

4. Select <incorrectly specified Computer Name>, and select [Action] - [Delete] from the menu on the top of the screen.

5. Select [Yes] on the "Confirmation" screen.

6. Select [Action] - [New Host (A or AAAA)...] from the menu on the top of the screen.

7. Enter the correct node information for <incorrectly specified Computer Name>.

8. Check [Create associated pointer (PTR) record], and select [Add host].

9. Select [OK] on the "Confirmation" screen, and select [Finish] on the new host screen.


Change the computer name with the server configuring the new cluster. The action to take is as follows.

1. Use remote desktop to access the server whose name is <incorrectly specified Computer Name> as a local user with Administrator privileges.

2. Right-click the Windows icon on the bottom left of the screen to start the system.

3. From [Computer name, domain and workgroup settings], select [Change settings], and from the [Computer Name] tab of [System Properties], select [Change].

4. Select Workgroup in [Enrolled user groups].

5. Enter the correct name in [Computer Name] to set the name, select [OK].

6. Enter the user name and password of the account that has access privileges to change the computer name in [Change Computer Name/Domain Name].

7. Re-start the server.

8. Repeat Step 1 to Step 7 not only for the <incorrectly specified Computer Name> but also all servers that have overlapped computer names.

Execute registration of the certificate with the server configuring the new cluster. The action to take is as follows.

1. Use remote desktop to access the server whose name is <incorrectly specified Computer Name> as a local user with Administrator privileges.

2. Delete WinRM listener of <incorrectly specified Computer Name>.

   Execute the following command from the command prompt.

   ```
   >Winrm delete winrm/config/listener?Address=*+Transport=HTTPS
   ```

3. Execute mmc.exe.

4. Refer to "6.7.2.2.2 Set up WinRM service" - "(4) Registering certificate and service certificates" in "Operating Procedures," and delete the certificate for the Computer Name specified in error in [Console Root] - [Certificate (local computer)] - [Personal], replacing ADVM#1 with the server in the description.

5. Delete the certificate for the <incorrectly specified Computer Name> registered in [Console Root] - [Certificate (local computer)] - [Trusted Root Certification Authorities].

6. Refer to the procedures in "6.7.2.2.2 Set up WinRM service" - "(2) https communication settings" in "Operating Procedures" and "(3) Creating certificates," and create a certificate with a correct computer name and a service certificate, replacing ADVM#1 with the server in the description. If the certificate with a correct computer name has been already created, you do not have to create a certificate. Register the certificate according to Step 7.

7. Refer to the procedures in "6.7.2.2.2 Set up WinRM service" - "(4) Registering certificate and service certificates", "(5) Registering SSL certificate" and "(6) Registering the thumb print in the WinRM service certificate" in "Operating Procedures," and register a certificate with a correct computer name and a service certificate, replacing ADVM#1 with the server in the description.

Join the system again with the domain of a server configuring the new cluster. The action to take is as follows.

1. Use remote desktop to access the server whose name is <incorrectly specified Computer Name> as a local user with Administrator privileges.

2. Right-click the Windows icon on the bottom left of the screen to start the system.

3. From [Computer name, domain and workgroup settings], select [Change settings], and from the [Computer Name] tab of [System Properties], select [Change].

4. Select Domain in [Enrolled user groups].

5. Re-start the server.

6. Repeat Step 1 to Step 5 not only for the <incorrectly specified Computer Name> but also all servers that have overlapped computer names.

Check SPN to Active Directory with AD server. The checking procedure is as follows.

1. Use remote desktop to connect to the AD server as a domain user with Administrator privilege.

2. Execute the following command from the command prompt to check a service principal name of all the servers that have names overlapped with the server whose name is <incorrectly specified Computer Name>.

   ```
   >setspn –L <Computer Name>
   ```

Retrieve node information with ISM-VA. The action to take is as follows.

1. Log in to ISM as a user with Administrator privilege.

2. Select [Management] - [Node] - <Node Name of the Computer Name specified in error> - [OS].

3. From the [Action] button, select [Get Node Information].

4. After waiting for several minutes, refresh the screen of GUI of ISM (to select the [Refresh] button on the top right of the screen), and check if the correct Node Name is acquired.

Action example 23

For PRIMEFLEX for VMware vSAN, check the fault domain host of the servers for configuring a cluster.

For vCSA 6.5 and earlier (Flash):

1. Log in to vCSA with the vSphere Web Client.

2. From the "Top" screen - [Home] tab - [Inventories] - [Host and Clusters], select [<Cluster Name>] - [Settings] - [vSAN] - [Fault Domains & Stretched Cluster] - [Fault Domains], and confirm the fault domain host for the servers for cluster expanding.

For vCSA 6.7 or later (HTML 5):

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen - [Shortcuts] - [Inventories] - [Hosts and Clusters], select [<Cluster name>] - [Configure] - [vSAN] - [Fault Domains] -[Fault Domains], and confirm the fault domain host for the servers for configuring a cluster.

If the multiple hosts are set to the same fault domain, Check that [OS (for each node)] - [Network] - [DHCP] - [Get Computer Name from DNS Server] - [Computer Name] of the server configuring the new cluster is not overlapping with the Computer Name of other servers. If overlapping, take the following action, and execute the operation again.

Change the computer name with the server configuring the new cluster. The action to take is as follows.

1. Use iRMC Video Redirection to access the server specified as <incorrectly specified Computer Name>.

2. Press the [F2] key to log in as a user with Administrator privilege.

3. Select [Configure Management Network] - [DNS Configuration], and enter the correct computer name in [Hostname], and then press the [Enter] key.

4. Press the [Esc] key, and select the [Y] key on the displayed screen.

5. Press the [Esc] key to check [Hostname] displayed on the screen.

Change the local data store name and fault domain with vCSA. The action to take is as follows.

For vCSA 6.5 and earlier (Flash):

1. Log in to the vCSA with a vSphere Web Client.

2. From the "Top" screen - [Home] tab - [Storages], select the local data store of the host with <incorrectly specified Computer Name>.

3. Select [Actions] - [Change name] and enter a correct local data store name, and then select the [OK] button.

4. From the "Top" screen - [Home] tab - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Settings] - [Fault Domains & Stretched Cluster] - [Fault Domains], select the [+] mark.

   The [New fault domains] are displayed.

5. Enter "fd_<Host Name>" in [Name].

6. Set [Display] to [All hosts], and select the target node, and then select "OK."

For vCSA 6.7 or later (HTML):

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen - [Shortcuts] - [Storages], select the local data store of the host with <incorrectly specified Computer Name>.

3. Select [Actions] - [Change name] and enter a correct local data store name, and then select the [OK] button.

4. From the "Top" screen - [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Settings] - [Fault Domains & Stretched Cluster] - [Fault Domains], select the [+] mark.

    The [New fault domains] are displayed.

5. Enter "fd_<Host Name>" in [Name].

6. Set [Display] to [All hosts], and select the target node, and then select "Create."


Join the system again with the domain of a server configuring the new cluster. The action to take is as follows.

If you are not using PRIMEFLEX configured ADVM or link with Active Directory using AD server in your environment, no actions are required.

1. Log in to the server whose name is <incorrectly specified Computer Name> from Host Client as a user with Administrator privilege.

2. Select [Management] - [Security & Users] - [Authentication], and select [Disable Join domain].

3. Select [Yes] on the "Confirmation" screen.

4. Select [Join domain].

5. The screen to join is displayed on the domain. Enter the domain information, and select the [Join domain] button.

6. The screen is refreshed and you can check that you joined the domain successfully.


The action to take for the AD server is as follows.

If you are not using PRIMEFLEX configured ADVM or link with Active Directory using AD server in your environment, no actions are required.

1. Use remote desktop to connect to the AD server as a domain user with Administrator privilege.

2. Start the ActiveDirectory user and the computers, and select [<Domain name>] - [Computers].

3. Confirm that the target node has joined the domain.


Register the host record again in the DNS server. This procedure is an action for the AD with functions of a DNS server (ADVM with PRIMEFLEX configuration).

1. Use remote desktop to connect to the AD server as a domain user with Administrator privilege.

2. Start DNS manager, and select [<AD Server name>] - [Forward Lookup Zones] - [<Domain name>].

3. Check the IP address in the [Data] column and the [Name] column.

4. Select <incorrectly specified Computer Name>, and select [Action] - [Delete] from the menu on the top of the screen.

5. Select [Yes] on the "Confirmation" screen.

6. Select [Action] - [New Host (A or AAAA)...] from the menu on the top of the screen.

7. Enter the correct node information for <incorrectly specified Computer Name>.

8. Check [Create associated pointer (PTR) record], and select [Add host].

9. Select [OK] on the "Confirmation" screen, and select [Finish] on the new host screen.


Retrieve node information with ISM-VA. The action to take is as follows.

1. Log in to ISM as a user with Administrator privilege.

2. Select [Management] - [Node] - <Node Name of the Computer Name specified in error> - [OS].

3. From the [Action] button, select [Get Node Information].

4. After waiting for a while, refresh the screen of GUI of ISM (to select the [Refresh] button on the top right of the screen), and check if the correct Node Name is acquired.

Action example 24

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Storage Pool Creation; task item name = Enable S2D; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the operation requirements for Cluster Creation below are satisfied. Take action to satisfy the operation requirements, and then execute Cluster Creation again.

- There must be only one logical disk (Configure 2 HDD as RAID 1) created in "6.8.2.9 Create system disk (RAID 1)" in "Operating Procedures."

- The storage that configures PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI must have at least two cache devices and four capacity devices.

Action example 25

```
(Failed to register Sub task; detail code = E010512)
```

If the content above is included in (Detailed Information), when configuring PRIMEFLEX for Microsoft Storage Spaces Direct V2 (PRIMEFLEX for Microsoft Azure Stack HCI V1), check that the same values are specified in the following Cluster Definition Parameters. Correct the values in Cluster Definition Parameters, and execute again.

- [Cluster Details] - [Network] tab - [Management Virtual Switch] - [Network Name <Name of network adapter 1 for live migration, Microsoft Storage Spaces Direct>] - [IPv4 Network Address]

- [Cluster Details] - [Network] tab - [Management Virtual Switch] - [Network Name<Name of network adapter 2 for live migration, Microsoft Storage Spaces Direct>] - [IPv4 Network Address]

Action example 26

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Virtual Network Creation; task item name = Set Cluster Network Order; detail code = E010205)
```

If the content above is included in (Detailed Information), when configuring PRIMEFLEX for Microsoft Storage Spaces Direct V2 (PRIMEFLEX for Microsoft Azure Stack HCI V1), check that the following Cluster Definition Parameters are correct. Correct the Cluster Definition Parameters and execute again with the following actions.

- [Cluster Details] - [Network] tab - [Management Virtual Switch] - [Network Name <Name of network adapter 1 for live migration, Microsoft Storage Spaces Direct>] - [IPv4 Network Address]

- [Cluster Details] - [Network] tab - [Management Virtual Switch] - [Network Name <Name of network adapter 2 for live migration, Microsoft Storage Spaces Direct>] - [IPv4 Network Address]

- [Node Details] - [Virtual Switch] tab - [Management Virtual Switch] - [Adapter Name <Name of network adapter 1 for live migration, Microsoft Storage Spaces Direct>] - [IPv4 Address]

- [Node Details] - [Virtual Switch] tab - [Management Virtual Switch] - [Adapter Name <Name of network adapter 2 for live migration, Microsoft Storage Spaces Direct>] - [IPv4 Address]

1. Use remote desktop to connect to the cluster representative IP (Cluster access point).

2. Start Failover Cluster Manager, select [<Cluster name>] then select [Actions] - [More Actions] - [Destroy Cluster].

3. Select [Yes] on the "Destroy Cluster" screen.

Action example 27

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Settings; task item name = Create Local User; detail code = E010205)
```

If the content above is included in (Detailed Information), check that the domain user name is not specified in Cluster Definition Parameters, [Node Details] - [OS] - [Local User Settings] - [Administrator]. Change the Cluster Definition Parameter to the local user name, and execute the operation again.

Action example 28

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Installation; task item name = Wait Hyperv OS Boot; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the Windows License conditions have been accepted within 180 minutes after the completion of assigning the profile. Refer to "Note" in Step 11 and execute up to Step 27 in "6.8.3.1 Cluster Creation procedure" in "Operating Procedures," and then execute again.

Action example 29

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Installation; task item name = Script Execution (Prep); detail code = E010205)
```

If the content above is included in (Detailed Information), a script that has been executed before the VMware ESXi patch application (pre_script.sh) may have an error. Check the script process results with the log for the script process. Correct the script, upload it to ISM-VA again, and then, execute again.

Action example 30

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Installation; task item name = Apply Patch; detail code = E010205)
```

If the content above is included in (Detailed Information), a script that has been executed when applying VMware ESXi patch (post01_script.sh) may have an error. Check the script process results by using the log for the script process. Correct the script, execute the script manually to complete the script execution, and then execute Cluster Creation again. If the content above is not included in (Detailed Information) for the target server, upload the corrected script to ISM-VA, and then execute Cluster Creation again.

Cluster Creation checks if the VMware ESXi patch application has completed. If the VMware ESXi patch application has completed, VMware ESXi patch application and script execution are not executed.

Action example 31

```
(The task type setting process retried out; task type = Cluster Expansion; id = xxxxx; task item set
name = OS Installation; task item name = Script Execution (Post2); detail code = E010205)
```

If the content above is included in (Detailed Information), a script that has been executed after the VMware ESXi patch application (post02_script.sh) may have an error. Check the script process results by using the log for the script process. Correct the script, upload it to ISM-VA, and then, execute again.

Action example 32

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Prep Check; task item name = Prep Check Management IP Address Linkage; detail = The
management IP address does not match; profile = xxx.xxx.xxx.xxx; parameter = xxx.xxx.xxx.xxx;
detail code = E124804)
```

If the content above is included in (Detailed Information), check that the same values are specified in the following profile and Cluster Definition Parameters. Correct the values in the profiles and Cluster Definition Parameters, and execute again.

For PRIMEFLEX HS/PRIMEFLEX for VMware vSAN configuration

- [OS (for each node)] tab - [Network] - [DHCP] - [IP Address] of the profile

- [Node Details] - [vDS] tab - [vDS] - [Port Group <Network Port Group for Management>] - [IPv4 Address] of Cluster Definition Parameters

For PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI configuration

- [OS (for each node)] tab - [Network] - [DHCP] - [IP Address] of the profile

- [Node Details] - [Virtual Switch] tab - [Management Virtual Switch] - [Virtual Network Adapter<Network Adapter Name for Management>] - [IPv4 Address] of Cluster Definition Parameters

## Action example 33

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Prep Check; task item name = Prep Check Management IP Address Linkage; detail = The
management IP address of the profile cannot be acquired; profile ID = xxxxx; detail code = E124806)
```

If the content above is included in (Detailed Information), check that [OS (for each node)] tab - [Network] - [DHCP] - [IP Address] of the profile is set. Modify the profile, and execute again.

## Action example 34

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Vmnic and Uplink Linkage;
detail = Failed to execute the command; vCSA IP address = xxx.xxx.xxx.xxx; detail code = E124902)
```

If the content above is included in (Detailed Information), check whether the vCSA is started. Start the vCSA, and execute again.

## Action example 35

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Vmnic And Uplink Linkage;
detail = The vmnic and the LAG uplink are linked; vDS name = [u'xxxxx']; vmnic name = ['xxxxx']; LAG
uplink name = ['xxxxx']; detail code = E124905)
```

If the content above is included in (Detailed Information), the settings may be as follows:

- The vDS of the existing cluster is specified in Cluster Definition Parameters [Cluster Details] - [Network] tab - [vSAN Distributed Switch Settings] - [vDS Name]

- vmnic of vDS in the existing cluster is set to LAG (Link Aggregation)

Check the vmnic setting of the vDS of the existing cluster. Restore the vmnic setting of the vDS of the existing cluster from the LAG setting to the uplink setting set in Cluster Definition Parameters or set a new vDS name for Cluster Definition Parameters. Then execute again.

## Action example 36

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check Vmnic and Uplink Linkage;
detail = Two vmnics are not assigned; vDS name = xxxxx; detail code = E124906)
```

If the content above is included in (Detailed Information), the settings may be as follows:

- The vDS of the existing cluster is specified in Cluster Definition Parameters [Cluster Details] - [Network] tab - [vSAN Distributed Switch Settings] - [vDS Name]

- There are not two vmnics in the vDS of the existing cluster

Set the number of vmnic in the vDS of the existing cluster to two or set a new vDS name for Cluster Definition Parameters. Then execute again.

## Action example 37

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vSAN Combination; detail =
Unsupported combination; detail = u{SettingException (detailCode : E125308, msgStr : Failed to
check the OS file; detail = u{SettingException (detailCode : E125307, msgStr : Installation file
mismatch; file1 = xxxxx, file2 = xxxxx; detail code = E125307, kwargs : {})}; detail code = E125308,
kwargs : {})}; detail code = E125306; detail code = E010207)
```

If the content above is included in (Detailed Information), the VMware ESXi installation media may be different on the servers configuring the new cluster. Check that the specification on the [OS] tab - [Installation Image] - [Type of Installation Media] for the profile is correct. Modify the profile and execute again.

## Action example 38

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vSAN Combination; detail =
```

```
Unsupported combination; detail = u{SettingException (detailCode : E125303, msgStr : ESXi version
mismatch; iso = xxxxx, patch = xxxxx; detail code = E125303, kwargs : {})}; detail code = E125306;
detail code = E010207)
```

If the content above is included in (Detailed Information), the version of the VMware ESXi patch that was uploaded may be different from the version on the VMware ESXi installation media. Check that the specification on the [OS] tab - [Installation Image] - [Type of Installation Media] for the profile is correct. Modify the profile and execute again.

### Action example 39

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vSAN Combination; detail =
Unsupported combination; detail = u{SettingException (detailCode : E125304, msgStr : Not an
applicable combination; Build version:iso = xxxxx, patch = xxxxx; detail code = E125304, kwargs :
{})}; detail code = E125306; detail code = E010207)
```

If the content above is included in (Detailed Information), the build number for the VMware ESXi patch that was uploaded may be older than the build number for the VMware ESXi installation media. Check that the specification on the [OS] tab - [Installation Image] - [Type of Installation Media] for the profile is correct. Modify the profile and execute again.

### Action example 40

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vSAN Combination; detail =
Unsupported combination; detail = u{SettingException (detailCode : E125319, msgStr : Unsupported
version; detail = xxxxx; detail code = E125319, kwargs : {})}; detail code = E125306; detail code =
E010207)
```

If the content above is included in (Detailed Information), the VMware ESXi version may not be supported. Check that the specification on the [OS] tab - [Installation Image] - [Type of Installation Media] for the profile is correct. Modify the profile and execute again.

### Action example 41

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vSAN Combination; detail =
Unsupported combination; detail = u{SettingException (detailCode : E125321, msgStr : Unsupported
version; vCSA = xxxxx, Build = xxxxx; detail code = E125321, kwargs : {})}; detail code = E125306;
detail code = E010207)
```

If the content above is included in (Detailed Information), the vCSA version may not be supported. Upgrade the vCSA version and execute again.

For the latest information on products that support Cluster Creation, refer to "Support Matrix."

https://support.ts.fujitsu.com/index.asp

Select [Select a new Product] on the above site and enter "Infrastructure Manager" in [Product Search:].

Select [DOWNLOADS] and select the target operating system.

The reference procedures are subject to change without notice.

### Action example 42

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = PrepCheck Represent TaskItemSet; task item name = Prep Check vSAN Combination; detail =
Unsupported combination; detail = u{SettingException (detailCode : E125305, msgStr : Unsupported
combination; vCSA = xxxxx, ESXi = xxxxx; detail code = E125305, kwargs : {})}; detail code =
E125306; detail code = E010207)
```

If the content above is included in (Detailed Information), check that the VMware ESXi version and the vCSA version combination are correct. Modify the profile and execute again.

For information on the VMware ESXi version and vCSA version combination, refer to "Support Matrix."

https://support.ts.fujitsu.com/index.asp

Select [Select a new Product] on the above site and enter "Infrastructure Manager" in [Product Search:].

Select [DOWNLOADS] and select the target operating system.

The reference procedures are subject to change without notice.

Action example 43

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Mark Capacity Flash; detail code = E010205)
```

If the content above is included in (Detailed Information), check if the operation requirements for Cluster Creation below are satisfied. Take action to satisfy the operation requirements, and then execute Cluster Creation again.

- The conditions that should be met for the storage configuration you are using

| Storage configuration | Configuration for each disk group | | Configuration for each SAS controller card |
|---|---|---|---|
| | Type | Number of disks | |
| Hybrid | Cache device: SSD | 1 | Must have at least one SSD, and the number of HDDs must be at least the number of SSDs |
| | Capacity device: HDD | Up to 7 | |
| All Flash | Cache device: SSD | 1 | The two types of SSD (for cache and capacity) have two or one type of disk capacity<br><br>- For two types of disk space<br><br>  Cache devices must be the lesser of the two types of SSDs (when the number of SSDs is the same, the smaller the disk capacity)<br><br>- For a single type of disk space<br><br>  Cache device must have one SSD for cache |
| | Capacity device: SSD | Up to 7 | |

- No more than five cache devices

- The maximum number of disk groups is as follows

| Type | Maximum number of disk groups |
|---|---|
| PRIMERGY RX2530 M4 | 3 |
| PRIMERGY RX2540 M4 | 5 |
| PRIMERGY CX2560 M4 | 2 |
| PRIMERGY RX2530 M5 | 3 |
| PRIMERGY RX2540 M5 | 5 |
| PRIMERGY CX2560 M5 | 2 |
| PRIMERGY RX4770 M5 | 4 |
| PRIMERGY RX2530 M6 | 4 |
| PRIMERGY RX2540 M6 | 5 |
| PRIMERGY RX2530 M7 | 5 |
| PRIMERGY RX2540 M7 | 5 |

Action example 44

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Add Host To vDS; detail code = E010205)
```

If the content above is included in (Detailed Information), check that the vCSA version and the VMware ESXi version are a supported combination. Modify the profile and execute again to support the combination.

For the latest information on the combinations, refer to "Support Matrix."

Select [Select a new Product] on the above site and enter "Infrastructure Manager" in [Product Search:].

Select [DOWNLOADS] and select the target operating system.

The reference procedures are subject to change without notice.

Action example 45

```
(The task type setting process retried out; task type = Cluster Creation; id = xxx; task item set
name = OS Installation; task item name = Assign of a node profile; detail code = E010206)
```

If the content above is included in (Detailed Information), check if an error has occurred in the following task.

Task type: Assigning profile

Error content: Assigning profile (BIOS) failed. Failed to access hardware. iRMC HTTP response code: 409, iRMC HTTP response message: Conflict. Action: Contact your local Fujitsu customer service partner.

If the error above has occurred, confirm that you can access the iRMC for the server for Cluster Creation, and execute Cluster Creation again.

Action example 46

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Set VM MAC Address Range; detail code = E010205)
```

If the content above is included in (Detailed Information), check that the servers for Cluster Creation are started. If the server is restarting, wait until the reboot is complete, and execute Cluster Creation again.

Action example 47

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = Cluster Settings; task item name = Move vmk On Host To vDS; detail code = E010205)
```

If the content above is included in (Detailed Information), check that there are no incorrect connections or switch settings. Correct the wiring, switch settings, and execute again.

Action example 48

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = OS Settings; task item name = Create Local User (Redfish); detail code = E010205)
```

If the content above is included in (Detailed Information), make sure that the password where in [Node Details] - [iRMC] - [Local User Settings] - [Administrator User] - [Password] in Cluster Definition Parameters, to contain 12 or more characters and to contain at least 3 classes from lowercase letter, uppercase letter, number, and special character.

Action example 49

```
(The task type setting process retried out; task type = Cluster Creation; id = xxxxx; task item set
name = iRMC Settings; task item name = Change Local User Password (Redfish); detail code = E010205)
```

If the content above is included in (Detailed Information), make sure that the password where in [Node Details] - [iRMC] - [Local User Settings] - ['admin' User] - [Password] in Cluster Definition Parameters, to contain 12 or more characters and to contain at least 3 classes from lowercase letter, uppercase letter, number, and special character.

# 3.3 Action Examples for when a Rolling Update Error Occurs

This section describes action examples for when an error occurs during the execution of Rolling Update.

Take the following actions, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 1

```
(Migration Failed; temporary node id = xxxxx; error VM IDs = xxxxx,xxxxx; success VM IDs = xxxxx;
detail code = E001724)
```

If the content above is included in (Detailed Information), check if a virtual machine that cannot be migrated to other nodes because of related to system configurations or cluster settings, has not been started.

If executing virtual machines that cannot be migrated to other nodes, you can set the virtual machines not to be migrated with one of the following procedures.

- Stop the target virtual machines manually before executing Rolling Update.

- From the "Rolling Update" wizard, set the nodes, on which the target virtual machines are running, not to be rebooted.

## Note

In the PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI configuration, Live Migration cannot be used because an ADVM is created on a local disk (out of Storage Spaces Direct). Therefore, when nodes that have an ADVM are targeted for a reboot, set them to not be rebooted from the "Rolling Update" wizard.

If the BIOS Rolling Update finishes with an error during execution, the target node may be in a state where it is waiting for a restart. If the process is executed again in this status, it ends with an error. To check that the target node is waiting for a reboot, check if the update has been executed with the following procedure. When the update has not been executed, restart manually to complete the update. If updated, no countermeasures are required.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

1. Log in to ISM as an ISM administrator who belongs to an Administrator group and has an Administrator role.

2. From the Global Navigation Menu on the GUI of ISM, select [Management] - [Cluster] to display the "Cluster List" screen.

3. From [<Target cluster>] - [Node List] tab, select the name of the target nodes to display the Details of Node screen.

4. In the [Firmware] tab, from the [Actions] button, select [Get Node Information].

   The firmware information is refreshed.

5. Check the Current Version of the node to be updated and check that firmware has not been applied.

Action example 2

```
(Migration Failed; temporary node id = xxxxx; error VM IDs = xxxxx,xxxxx; success VM IDs = xxxxx;
detail code = E001724)
```

If the content above is included in (Detailed Information), check if the temporary node is a free node. After migrating the temporary node to a free server, execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 3

```
(Failed to set-maintenancemode; cluster id = xxxxx; nodeId = xxxxx; detail = u{SystemException
(detailCode : E000102, msgStr : An error occurred when executing ISM REST API; url = GET /tasks/
xxxxx; HTTP status code = 400; messageInfo = [{u'Timestamp': u'xxxxx', u'Message': u'Acquisition of
task information failed. The specified task ID does not exist.(xxxxx)', u'API': u'GET https://
localhost:25567/ism/api/v2/tasks/xxxxx', u'MessageId': u'50070203'}]; detail code = E000102,
kwargs : {'msgId': [u'50070203']})}; detail code = E001721)
```

If the content above is included in (Detailed Information), check if the temporary node is a free server. After migrating the temporary node to a free server, execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 4

```
(Failed to restart node; url = POST /resources/nodes/xxxxx/shutdown; node id = xxxxx; exception =
u{SystemException (detailCode : E000135, msgStr : An error occurred when executing ISM REST API;
url = PATCH /resources/nodes/xxxxx/shutdown; HTTP status code = 400; messageInfo = [{u'Timestamp':
u'xxxxx', u'Message': u'An invalid URI was requested.', u'API': u'POST https://xxx.xxx.xxx.xxx:
25566/ism/api/v2/resources/nodes/xxxxx/shutdown', u'MessageId': u'50200004'}]; detail code =
E000135, kwargs : {'msgId': [u'50200004']})}; detail code = E001729)
```

If the content above is included in (Detailed Information), check the status of the server. After checking the server status and solving the error, restart Rolling Update.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 5

```
(There are VMs on the temporary node; detail code = E200809)
```

If the content above is included in (Detailed Information), check whether the virtual machines are not operating on the temporary node. After migrating the temporary node to a free server, execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 6

```
(Failed to move primary host; cluster id = xxxxx; destination host name = xxxxx; detail = No JSON
object could be decoded; detail code = E001739)
```

If the content above is included in (Detailed Information), check the status of the server. After checking the server status and solving the error, restart Rolling Update.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 7

```
(Task failed; task ID = xxxxx; detail = Virtual disk HealthStatus was not healthy within a certain
time. Interval:60, Times:15; detail code = E001718)
```

If the content above is included in (Detailed Information), check the status of the virtual disks. Check the virtual disk status with the "Get-VirtualDisk" commandlet to confirm that "OperationalStatus" is "OK." After checking the virtual disk status and solving the error, restart Rolling Update.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 8

```
(There are no enough healthy nodes; cluster id = xxxxx; number of healthy node = xxxxx; number of
necessary healthy nodes = xxxxx; detail code = E001736)
```

If the content above is included in (Detailed Information), check if the number of normal nodes in the cluster satisfies the control value (for PRIMEFLEX HS/PRIMEFLEX for VMware vSAN, four or more nodes are required, for PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI, three or more nodes are required) of operation requirements for Rolling Update. After solving the error with abnormal nodes, restart Rolling Update.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 9

```
(Task failed; task ID = xxxxx; detail = None; detail code = E001718)
```

If the content above is included in (Detailed Information), check whether the management LAN cable of the update target node has not been disconnected. Take the following actions, and then execute Rolling Update again.

This is an action example for PRIMEFLEX HS/PRIMEFLEX for VMware vSAN configuration.

1. Connect the disconnected LAN cable.

2. Check if the power of the node for which this message is output is off.

   a. From the Global Navigation Menu on the GUI of ISM, select [Management] - [Cluster].

      The "Cluster List" screen is displayed.

   b. From [<Target cluster>] - [Node List] tab, select the name of the target node.

      The Details of Node screen is displayed.

   c. Check that the power status is "Off" from the [Properties] tab - "Power Status."

      If the power status of the target node is "On," proceed to Step 3.

If the power status of the target node is "Off," from the [Actions] button, select [Power On] to power it on.

3. Check if the node for which this message is output is in Maintenance Mode.

vCSA 6.5 and earlier (Flash):

   a. Log in to the vCSA with a vSphere Web Client.

   b. From the Top screen, select [Home] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>], and then in the [Summary] tab, confirm the status of Maintenance Mode.

   If the target node is not in Maintenance Mode, proceed to Step 4.

   If the target node is in Maintenance Mode, select [<Cluster name>] - [<Host name>], and then right-click to select [Maintenance Mode] - [Exit Maintenance Mode].

vCSA 6.7 or later (HTML 5):

   a. Log in to the vCSA with a vSphere Client.

   b. From the Top screen, select [Shortcuts] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>], and then in the [Summary] tab, confirm the status of Maintenance Mode.

   If the target node is not in Maintenance Mode, proceed to Step 4.

   If the target node is in Maintenance Mode, select [<Cluster name>] - [<Host name>], and then right-click to select [Maintenance Mode] - [Exit Maintenance Mode].

4. Check if the node for which this message is output is in ISM Maintenance Mode.

   a. From the Global Navigation menu on the GUI of ISM, select [Structuring] - [Firmware].

   b. Select the node name, and then check if the status is Maintenance Mode in "Status."

   If the target node is not in Maintenance Mode, proceed to Step 5.

   If the target node is in Maintenance Mode, release Maintenance Mode to select the [Disable Maintenance Mode] button. Select [Yes] on the "Disable Maintenance Mode" screen.

5. Check if the firmware update task is running on the node for which this message is output.

   a. Select [Tasks] on the top of the Global Navigation menu on the GUI of ISM.

   You can check the tasks under execution from the Task List on the "Tasks" screen.

   b. Confirm Start Time of the task whose Task Type is "Rolling Update."

   c. For the applicable start time, check subtasks of the all tasks whose Task Type is "Updating firmware." Select Task ID. The "Tasks" screen for "Updating firmware" is displayed.

   d. Check that there are names of the target nodes in the "Subtask List" on the "Tasks" screen.

   If the names of the target nodes are in Subtask List, proceed to Step 6.

   If the names of the target nodes are not in Subtask List, proceed to Step 7.

6. Check if the firmware is updated.

   a. From the Global Navigation Menu on the GUI of ISM, select [Management] - [Cluster].

   The "Cluster List" screen is displayed.

   b. From [<Target cluster>] - [Node List] tab, select the name of the nodes for which this message is displayed.

   The Details of Node screen is displayed.

   c. In the [Firmware] tab, from the [Actions] button, select [Get Node Information].

   The firmware information is refreshed.

   d. Check the current version in order to confirm if the firmware has been applied.

   If the firmware has been applied, proceed to Step 7.

   If the firmware has not been applied, reboot the target node with the following procedure.

For vCSA 6.5 and earlier (Flash):

    a. Log in to the vCSA with a vSphere Web Client.

    b. From the Top screen, select the [Home] tab - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] and then right-click to select [Maintenance Mode] - [Switch Maintenance Mode].

    c. The "Confirm Maintenance Mode" screen is displayed. Select [vSAN data migration], and then select [OK].

       The display of the status in the [Summary] tab becomes "Maintenance Mode."

    d. Select [<Cluster name>] - [<Host name>], and then right-click to select [Power] - [Reboot].

    e. The "Reboot Host" screen is displayed. Select [OK].

       After the status in the [Summary] tab is displayed as "Not responding" and reboot of the host is completed, "Maintenance Mode" will be displayed.

    f. On the "Home" screen, select [Home] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] and then right-click to select [Maintenance Mode] - [Exit Maintenance Mode].

       The display of the status in the [Summary] tab becomes "Connected."

For vCSA 6.7 or later (HTML 5):

    a. Log in to the vCSA with a vSphere Client.

    b. From the Top screen, select [Shortcuts] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] and then right-click to select [Maintenance Mode] - [Switch Maintenance Mode].

    c. The "Confirm Maintenance Mode" screen is displayed. Select [vSAN data migration], and then select [OK].

       The display of the status in the [Summary] tab becomes "Maintenance Mode."

    d. Select [<Cluster name>] - [<Host name>], and then right-click to select [Power] - [Reboot].

    e. The "Reboot Host" screen is displayed. Select [OK].

       After the status in the [Summary] tab is displayed as "Not responding" and reboot of the host is completed, "Maintenance Mode" will be displayed.

    f. On the "Home" screen, select [Shortcuts] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] and then right-click to select [Maintenance Mode] - [Exit Maintenance Mode].

       The display of the status in the [Summary] tab becomes "Connected."

### 🛈 Note

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While rebooting the node, the power may be turned off. If the power is turned off, you must turn on the power.

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7. Check that there are no warning or error icons with the following procedure.

   - For vCSA 6.5 and earlier (Flash):

     From the "Top" screen, select the [Home] tab - [Hosts and Clusters] and confirm that there are no warning or error icons for [<Cluster name>].

   - For vCSA 6.7 or later (HTML 5):

     From the "Top" screen, select [Shortcuts] - [Hosts and Clusters] and confirm that there are no warning or error icons for [<Cluster name>].

8. Execute Rolling Update again.

This is an action example for PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI configuration.

1. Connect the disconnected LAN cable.

2. Check if the power of the node for which this message is output is off.

    a. From the Global Navigation Menu on the GUI of ISM, select [Management] - [Cluster].

       The "Cluster List" screen is displayed.

    b. From [<Target cluster>] - [Node List] tab, select the name of the target node.

       The Details of Node screen is displayed.

    c. Check that the power status is "Off" from the [Properties] tab - "Power Status."

       If the power status of the target node is "On," proceed to Step 3.

       If the power status of the target node is "Off," from the [Actions] button, select [Power On] to power it on.

3. Check if the cluster service of the node for which this message is output is inactive.

    a. Use remote desktop to connect to the cluster representative IP (Cluster access point).

    b. Start Failover Cluster Manager, select [<Cluster name>] - [Node] and check the suspension of the node from "Status of the target node."

       If the cluster service of the target node is not inactive, proceed to Step 4.

       If the cluster service of the target node is inactive, select [<Cluster name>] - [Node]- [<Node name>], and then select [More Actions] - [Start Cluster Service]

4. Check if the node for which this message is output is currently suspended.

    a. Use remote desktop to connect to the cluster representative IP (Cluster access point).

    b. Start Failover Cluster Manager, select [<Cluster name>] - [Node] and check the status of the node from "Status of the target node."

       If the target node is not suspended, proceed to Step 5.

       If the target node is currently suspended, select [<Cluster name>] - [Node] - [<Node name>], and then select [Resume] - [Fail Roles Back].

5. Check if the node for which this message is output is in ISM Maintenance Mode.

    a. From the Global Navigation menu on the GUI of ISM, select [Structuring] - [Firmware].

    b. Select the node name, and then check if the status is Maintenance Mode in "Status."

       If the target node is not in Maintenance Mode, proceed to Step 6.

       If the target node is in Maintenance Mode, release Maintenance Mode to select the [Disable Maintenance Mode] button. Select [Yes] on the "Disable Maintenance Mode" screen.

6. Check if the firmware update task is running on the node for which this message is output.

    a. Select [Tasks] on the top of the Global Navigation menu on the GUI of ISM.

       You can check the tasks under execution from the Task List on the "Tasks" screen.

    b. Confirm Start Time of the task whose Task Type is "Rolling Update."

    c. For the applicable start time, check subtasks of the all tasks whose Task Type is "Updating firmware." Select Task ID. The "Tasks" screen for "Updating firmware" is displayed.

    d. Check that there are names of the target nodes in the "Subtask List" on the "Tasks" screen.

       If the names of the target nodes are in Subtask List, proceed to Step 7.

       If the names of the target nodes are not in Subtask List, proceed to Step 8.

7. Check if the firmware is updated.

    a. From the Global Navigation Menu on the GUI of ISM, select [Management] - [Cluster].

       The "Cluster List" screen is displayed.

b. From [<Target cluster>] - [Node List] tab, select the name of the node for which this message is displayed.

The Details of Node screen is displayed.

c. In the [Firmware] tab, from the [Actions] button, select [Get Node Information].

The firmware information is refreshed.

d. Check the current version in order to confirm if firmware has been applied.

If the firmware has been applied, proceed to Step 8.

If the firmware has not been applied, use remote desktop to connect to the cluster representative IP (Cluster access point).

e. Start the Failover Cluster Manager, select [<Cluster name>] - [Nodes] - [<Node name>], and then right-click to select [Pause] - [Drain Roles].

The node status display becomes "Paused."

f. Select [<Cluster name>] - [Nodes] - [<Node name>], and then right-click to select [More Actions] - [Stop Cluster Service].

The display of the status of the node becomes "Down."

g. Start Server Manager, select [Hyper-V] - [<Node name>], and then right-click to select [Restart Server]. On the "Are you sure you want to restart these servers?" screen, select [OK].

The node status display will become "Paused."

h. Start the Failover Cluster Manager, select [<Cluster name>] - [Nodes] - [<Node name>], and then right-click to select [Resume] - [Fail Roles Back].

The display of the status of the node becomes "Up."

## 🛈 Note

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While rebooting the node, the power may be turned off. If the power is turned off, you must turn on the power.

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8. Use the remote desktop to connect the cluster representative IP (Cluster access point) and start the Failover Cluster Manager, and then confirm that there are no warnings and errors in the cluster events of [<Cluster name>].

9. Confirm that [<Cluster name>] - [Storage] - [Pools] - [<Pool name>] - [Virtual Disks] tab Health Status is "Healthy."

10. Execute Rolling Update again.

Action example 10

```
(Processing to a node is canceled because abnormality of the system is detected; node ID = xxxxx;
node name = xxxxx; detail code = E200812)
```

If the content above is included in (Detailed Information), check the status of the cluster. After checking the cluster status and solving the error, restart Rolling Update.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

## 🛈 Note

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- In the PRIMEFLEX HS/PRIMEFLEX for VMware vSAN configuration, the update target nodes are restarted during execution of Rolling Update and ESXi host is set in Maintenance Mode. At that time the following Health errors may occur. Refer to "6.6.1 Operation Requirements" - "Operation requirements for PRIMEFLEX HS/PRIMEFLEX for VMware vSAN configuration only" in "Operating Procedures" and resolve the error.

    - vSAN disk balance

- For the PRIMEFLEX HS/PRIMEFLEX for VMware vSAN configuration, if the health errors are resolved but the cluster status does not return to normal, take the following actions and then restart Rolling Update.

    vCSA 6.5 and earlier (Flash):

    1. Log in to the vCSA with a vSphere Web Client.

2. From the "Top" screen, select the [Home] tab - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Summary].

3. Select [Reset To Green] for the displayed alarm.

4. Repeat Step 3 until the status of the cluster is normal.

vCSA 6.7 or later (HTML 5):

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Summary].

3. Select [Reset To Green] for the displayed alarm.

4. Repeat Step 3 until the status of the cluster is normal.

## Action example 11

```
(Cluster status is abnormal; cluster name = xxxxx; cluster status = YELLOW; detail code = E201003)
```

If the content above is included in (Detailed Information), the updates may have succeeded. Refer to "6.6.4 Follow-up Processing" in "Operation Procedures" to check the results.

If it cannot be updated, refer to Action example 10 and correct the error.

If the countermeasure above is not effective, log in to vCSA to check if "vSAN Support Insight" health errors are occurring on the cluster. If health errors are occurring on the cluster, take the following action and execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster Name>] - [Summary].

3. If "vSAN Support Insight" health errors are occurring on the cluster, select [Cluster] - [Monitor] tab - [vSAN] - [Skyline Health] - [vSAN Support Insights] - [SILENCE ALERT] and select "YES".

4. Select "Reset To Green" for the "vSAN Support Insight" health error.

## Action example 12

```
(Cluster status retry over; cluster ID = xxxxx; last status = YELLOW; detail code = E001725)
```

If the content above is included in (Detailed Information), check the pre-settings for Virtual Resource Management. Execute the pre-settings, then execute again.

For the pre-settings for Virtual Resource Management, refer to "3.8 Pre-Settings for Managing Virtual Resources/Clusters" in "User's Guide."

## Action example 13

```
(Failed to set Maintenance Mode; cluster ID = xxxxx; node ID = xxxxx; detail = u{SystemException
(detailCode : E001718, msgStr : Task failed; task ID = xxxxx; detail = None; detail code = E001718,
kwargs : {})}; detail code = E001721)
```

If the content above is included in (Detailed Information), check that the correct service principal name (SPN) of the WinRM service of the update target node is registered in Active Directory. Take the following action and execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Check the SPN of the WinRM service for Active Directory. Use the following procedure to check it.

1. Use remote desktop to connect to the AD server as a domain user with Administrator privileges.

2. Execute the following command from the command prompt to check that the SPN of the WinRM service is registered in Active Directory.

```
>setspn -L <Node name of the update target>
```

3. If WSMAN/<Node name of the update target> and WSMAN/<FQDN name of the update target node> are output, the SPN of the WinRM service is registered. The rest of the procedure is not required to be performed.

```
>setspn -L <Node name of the update target>
    WSMAN/<Node name of the update target>
    WSMAN/<FQDN name of the update target node>
```

4. If WSMAN/<Node name of the update target> and WSMAN/<FQDN name of the update target node> are not output, execute the following command on the server of the monitoring target and start WinRM service again.

```
>net stop winrm
```

```
>net start winrm
```

5. You must register the correct SPN of the WinRM service in Active Directory, if WSMAN/<Node name of the update target> and WSMAN/<FQDN name of the update target node> are not output after restarting the WinRM service. Execute the following command to register an SPN of the WinRM service.

```
>setspn -A WSMAN/<Node name of the update target><Node name of the update target>
```

```
>setspn -A WSMAN/<FQDN name of the update target node><Node name of the update target>
```

**Action example 14**

```
(The task type setting process retried out; task type = Rolling Update; id = xxxxx; task item set
name = Rolling Update Presetting; task item name = File transfer to OS; detail code = E010206)
```

If the content above is included in (Detailed Information), the ESXi patch file downloaded from the VMware website may be corrupted, or may have been corrupted when Rolling Update transferred it to the update target node. Check that the downloaded ESXi patch file is not corrupted. Download and upload the ESXi patch file again, and then execute Rolling Update again. If the downloaded ESXi patch file is not corrupt, no action is required. Execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

**Action example 15**

```
(Rolling Update cannot execute. Because cluster status is abnormal; cluster name = xxxxx; cluster
status = RED; detail code = E200805)
```

If the content above is included in (Detailed Information), check whether the management LAN cable and the iRMC management LAN cable of the update target node have not been disconnected. Connect the LAN cable and execute Rolling Update again.

If the countermeasure above is not effective, check the status of the cluster. If the status of the cluster is not normal, refer to Action example 10 to recover and execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

**Action example 16**

```
(The task type setting process retried out; task type = Rolling Update; id = xxxxx; task item set
name = Rolling Update Presetting; task item name = Dry run patch; detail code = E010205)
```

If the content above is included in (Detailed Information), check the version of the ESXi patch file/offline bundle file to be applied. Upload the correct version of the ESXi patch file/offline bundle file to ISM-VA and execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

**Action example 17**

```
(Failed to dry run. Skip applying. File = xxxxx; detail code = E201412)
```

If the content above is included in (Detailed Information), check the version of the ESXi patch file/offline bundle file to be applied. Upload the correct version of the ESXi patch file/offline bundle file to ISM-VA and execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 18

```
(The task type setting process retried out; task type = Rolling Update; id = xxxxx; task item set
name = Rolling Update Presetting; task item name = Update vCSA Patch; detail code = E010205)
```

If the content above is included in (Detailed Information), check the following items and execute Rolling Update again.

- The vCSA patch file may not be mounted in vCSA. Check that the vCSA patch file has been mounted to vCSA. Mount the vCSA patch file in vCSA.

- The vCSA patch file mounted in vCSA may be incorrect. Check that the vCSA patch file is correct. Download the vCSA patch file and mount it in vCSA again.

- The vCSA patch file downloaded from the VMware website may be corrupted. Check that the downloaded vCSA patch file is not corrupted.

  Download the vCSA patch file and mount it in vCSA again, and then execute Rolling Update again. If the downloaded vCSA patch file is not corrupt, no action is required.

- Check that the following vCSA parameters are correct. Correct the parameters.

  - root password

- Check that the vCSA root password has not expired. If the vCSA root password has expired, take the following action.

  Procedures for checking that the root password has expired are as follows.

  1. Log in to VMware Appliance Management as the root user.

  2. You can check the date and time displayed in [Administration] - [Password expiration settings] - [Password expires on].

  Procedures for updating the root password are as follows.

  1. Connect to vCSA via SSH as the root user.

  2. Update the root user's password by executing the following command.

```
Command> shell
Shell access is granted to root
root@VMADMIN [ ~ ]# passwd
New password: <password>
Retype new password: <password>
passwd: password updated successfully
```

  3. Check that "passwd: password updated successfully" is output.

- Check that vCSA SSH login is enabled. Enable SSH login.

  Procedures for checking the SSH login are as follows.

  1. Log in to VMware Appliance Management as the root user.

  2. You can check "Enabled" in [Access] - [Access Settings] - [SSH Login].

  Procedures for starting the SSH service are as follows.

  1. Log in to VMware Appliance Management as the root user.

  2. Select the [Access] - [Access Settings] - [EDIT] button.

  3. On the "Edit Access Settings" screen, enable [Enable SSH Login] and select the [OK] button.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 19

```
(The task type setting process retried out; task type = Rolling Update; id = xxxxx; task item set
name = Rolling Update Presetting; task item name = Upgrade vCSA; detail code = E010205)
```

If the content above is included in (Detailed Information), check the following items and execute Rolling Update again.

- The uploaded vCSA upgrade file may be incorrect. Check that the vCSA upgrade file is correct. Download and upload the vCSA upgrade file again.

- The vCSA upgrade file downloaded from the VMware website may be corrupted. Check that the downloaded vCSA upgrade file is not corrupted. Download and upload the vCSA upgrade file again, and then execute Rolling Update again. If the downloaded vCSA upgrade file is not corrupt, no action is required.

- Check that the following vCSA parameters that you specified in the "Rolling Update" wizard are correct. Correct the parameters.

    - Virtual Machine Name

    - Appliance temporary IP address

    - File

    - root Password

- Check that the vCSA root password has not expired. If the vCSA root password has expired, take the following action.

  Procedures for checking that the root password has expired are as follows.

    1. Log in to VMware Appliance Management as the root user.

    2. You can check the date and time displayed in [Administration] - [Password expiration settings] - [Password expires on].

  Procedures for updating the root password are as follows.

    1. Connect to vCSA via SSH as the root user.

    2. Update the root user's password by executing the following command.

    ```
    Command> shell
    Shell access is granted to root
    root@VMADMIN [ ~ ]# passwd
    New password: <password>
    Retype new password: <password>
    passwd: password updated successfully
    ```

    3. Check that "passwd: password updated successfully" is output.

- Check that vCSA SSH login is enabled. Enable SSH login.

  Procedures for checking the SSH login are as follows.

    1. Log in to VMware Appliance Management as the root user.

    2. You can check "Enabled" in [Access] - [Access Settings] - [SSH Login].

  Procedures for starting the SSH service are as follows.

    1. Log in to VMware Appliance Management as the root user.

    2. Select the [Access] - [Access Settings] - [EDIT] button.

    3. On the "Edit Access Settings" screen, enable [Enable SSH Login] and select the [OK] button.

- Check that the domain name/account name of the cloud management software is the user that is the vCenter Single Sign-On administrator. If it is not, take the following action.

    1. From the Global Navigation Menu on the GUI of ISM, select [Settings] - [General] - [Cloud Management Software] - [<Name of applicable cloud management software>].

       The "Cloud Management Software List" screen is displayed.

    2. From the [Actions] button, select [Edit].

    3. Enter the information of Single Sign-On administrator in [Domain Name], [Account Name], and [Password], and then select the [Test] button.

    4. Select the [When the test is successful, then register the cloud management software.] checkbox and select the [Apply] button.

- There is no vCSA in the target cluster. Specify a cluster in which a vCSA exists.

- Check that the vCSA network is set for the port group name of the Cluster Definition Parameters of the target cluster. If the vCSA network is not set, correct the Cluster Definition Parameters.

  To confirm the vCSA network, use the following procedure.

  For vCSA 6.5 and earlier (Flash):

  1. Log in to vCSA with the vSphere Web Client.

  2. From the "Top" screen, select the [Home] tab - [Inventories] - [Host and Clusters] - [<vCSA name>] - [Configure] - [Virtual Hardware] - [Network adapter 1] - [Network].

  For vCSA 6.7 or later (HTML 5):

  1. Log in to vCSA with the vSphere Client.

  2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Host and Clusters] - [<vCSA name>] - [Configure] - [Virtual Hardware] - [Network adapter 1] - [Network].

  To check the port group name of the Cluster Definition Parameters, select [Cluster Details] - [Network] - [vSAN Distributed Switch Settings] - [vDS Info.] - [Port Group] - [Port Group Name].

- Check that the version of the virtual distributed switch of vCSA is supported. If the version of the distributed switch is not supported, take the following action.

  Check the version of the virtual distributed switch with the following procedure.

  For vCSA 6.5 and earlier (Flash):

  1. Log in to vCSA with vSphere Web Client.

  2. From the "Top" screen, select the [Home] tab - [Inventories] - [Network] - [<Distributed switch name>].

  3. Check the [Summary] tab - [Version].

  4. Execute Step 2 to 3 for all virtual distributed switches.

  For vCSA 6.7 or later (HTML 5):

  1. Log in to vCSA with vSphere Client.

  2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Network] - [<Distributed switch name>].

  3. Check the [Summary] tab - [Version].

  4. Execute Step 2 to 3 for all virtual distributed switches.

  Use the following procedure to upgrade the virtual distributed switch.

  For vCSA 6.5 and earlier (Flash):

  1. Log in to vCSA with vSphere Web Client.

  2. From the "Top" screen, select the [Home] tab - [Inventories] - [Network] - [<Distributed Switch name>].

  3. If the version in [Summary] tab - [Version] is supported, you do not need to execute the following Step 4 to 6.

  4. Select the [Summary] tab - [Actions] - [Upgrade] - [Upgrade Distributed Switch].

     The "Upgrade Distributed Switch" screen is displayed.

  5. In [Configure upgrade], check the version to be upgraded, and then select [Next]. Check the compatibility for all hosts in [Check compatibility], and then select [Next].

  6. Confirm the settings in [Ready to complete] and select [Finish].

  7. Repeat Step 2 to 6 for all virtual distributed switches.

  For vCSA 6.7 or later (HTML 5):

  1. Log in to vCSA with vSphere Client.

  2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Network] - [<Distributed Switch name>].

3. If the version in [Summary] tab - [Version] is supported, you do not need to execute the following Step 4 to 6.

4. Select the [Summary] tab - [Actions] - [Upgrade] - [Upgrade Distributed Switch].

   The "Upgrade Distributed Switch" screen is displayed.

5. In [Configure upgrade], check the version to be upgraded, and then select [Next]. Check the compatibility for all hosts in [Check compatibility], and then select [Next].

6. Confirm the settings in [Ready to complete] and select [Finish].

7. Repeat Step 2 to 6 for all virtual distributed switches.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 20

```
(The cluster DRS is turned on with vCSA upgrade; cluster name = xxxxx; detail code = E200813)
```

If the content above is included in (Detailed Information), check if the DRS function is turned off. Turn off the DRS feature and execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

To check the DRS function, use the following procedure.

vCSA 6.5 and earlier (Flash):

1. Log in to the vCSA with a vSphere Web Client.

2. From the "Top" screen, select the [Home] tab - [Inventories] - [Hosts and Clusters] - [<Cluster Name>] - [Configure] - [vSphere DRS].

vCSA 6.7 or later (HTML 5):

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster Name>] - [Configure] - [Services] - [vSphere DRS].

Action example 21

```
(Failed to execute the SSH command; command = sh /vmfs/volumes/xxxxx/RollingUpdatePatch/
pre_script.sh; detail = ; detail code = E000803)
```

If the content above is included in (Detailed Information), the scripts to be executed before the ESXi patch/offline bundle application timed out because the script process exceeded the specified time (720 seconds). Check the script process. Correct the script and execute again.

The execution of the script has been terminated, so there is no need to stop the script or take any other action.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 22

```
(Failed to execute the SSH command; command = sh /vmfs/volumes/xxxxx/RollingUpdatePatch/
post01_script.sh; detail = ; detail code = E000803)
```

If the content above is included in (Detailed Information), the scripts to be executed at the ESXi patch/offline bundle application timed out because the script process exceeded the specified time (720 seconds). Check the script process. Correct the script and execute again.

The execution of the script has been terminated, so there is no need to stop the script or take any other action.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 23

```
(Failed to execute the SSH command; command = sh /vmfs/volumes/xxxxx/RollingUpdatePatch/
post02_script.sh; detail = ; detail code = E000803)
```

If the content above is included in (Detailed Information), the scripts to be executed after the ESXi patch/offline bundle application timed out because the script process exceeded the specified time (720 seconds). Check the script process. Correct the script and execute again.

The execution of the script has been terminated, so there is no need to stop the script or take any other action.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 24

```
(Cluster status retry over; cluster ID = xxxxx; last status = YELLOW; detail code = E001725)
```

If the content above is included in (Detailed Information), check the physical disk status. Check the physical disk status with the "Get-StoragePool S2D*|Get-PhysicalDisk " commandlet to confirm that "HealthStatus" is "Healthy." After checking the physical disk status and solving the error, restart Rolling Update.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 25

```
(Bad cluster status; cluster ID = xxxxx; detail = u{EnvironmentException (detailCode : E001766,
msgStr : An error occurred during the cluster resource health test; cluster ID = xxxxx; url = POST /
resources/clusters/xxxxx/resource-health; ClusterResource Test = NG; detail code = E001766,
kwargs : {})}; detail code = E001764)
```

Or

```
(Bad cluster status; cluster ID = xxxxx; detail = u{EnvironmentException (detailCode : E001766,
msgStr : An error occurred during the cluster resource health test; cluster ID = xxxxx; url = POST /
resources/clusters/xxxxx/resource-health; ClusterSharedVolume Test = NG; detail code = E001766,
kwargs : {})}; detail code = E001764)
```

Or

```
(Bad cluster status; cluster ID = xxxxx; detail = u{EnvironmentException (detailCode : E001766,
msgStr : An error occurred during the cluster resource health test; cluster ID = xxxxx; url = POST /
resources/clusters/xxxxx/resource-health; ClusterNetwork Test = NG; detail code = E001766,
kwargs : {})}; detail code = E001764)
```

If the content above is included in (Detailed Information), check the following status. Check the following status and solving the error, restart Rolling Update.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

- Cluster Resource Information

  For Cluster Resource Information, check that "State" is not "Failed" with the "Get-ClusterResource" commandlet.

- Cluster Volume Information

  For Cluster Volume Information, check that "State" is not "Failed" with the "Get-ClusterSharedVolume" commandlet.

- Cluster Network Information

  For Cluster Network Information, check that "State" is "Up" with the "Get-ClusterNetwork" commandlet.

Action example 26

```
(The task type setting process retried out; task type = Rolling Update; id = xxxxx; task item set
name = Rolling Update Presetting; task item name = File transfer to OS; detail code = E010205)
```

If the content above is included in (Detailed Information), check that the local datastore name of the target node is in "LocalDatastore_<Host name>" format when PRIMEFLEX HS/PRIMEFLEX for VMware vSAN is configured. Take the following actions, and then execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

The procedure to check the local datastore name of the target node is as follows.

For vCSA 6.5 and earlier (Flash)

1. Log in to the vCSA with a vSphere Web Client.

2. From the "Top" screen - [Home] tab - [Inventories] - [Host and Clusters], select [<Cluster name>] - [Host name] - [Datastores] tab.

    - If the local datastore name is in "LocalDatastore_<Host name>" format

      The rest of the procedure is not required to be performed.

    - If the local datastore name is not in "LocalDatastore_<Host name>" format

      You must change the local datastore name. Proceed to the next step.

3. Select the local datastore name.

4. Select [Actions] - [Rename], enter the local datastore name in "LocalDatastore_<Host name>" format, and then select the [OK] button.

   The domain name is not required in <Host name>.

You can check the host name of the local datastore name using the following procedure.

1. From the "Top" screen, select the [Home] tab - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] - [Summary].

2. Check the host name of the local datastore name in [Hardware] - [Network] - [Host Name].

For vCSA 6.7 or later (HTML5)

1. Log in to the vCSA with a vSphere Client.

2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] - [Datastores] tab.

    - If the local datastore name is in "LocalDatastore_<Host name>" format

      The rest of the procedure is not required to be performed.

    - If the local datastore name is not in "LocalDatastore_<Host name>" format

      You must change the local datastore name. Proceed to the next step.

3. Select the local datastore name.

4. Select [ACTIONS] - [Rename], enter the local datastore name in "LocalDatastore_<Host name>" format, and then select the [OK] button.

   The domain name is not required in <Host name>.

You can check the host name of the local datastore name using the following procedure.

1. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] - [Summary].

2. Check the host name of the local datastore name in [Hardware] - [Network] - [Host Name].

Action example 27

```
(Rolling Update cannot execute. Because cluster status is abnormal; cluster name = xxxxx; cluster
status = YELLOW; detail code = E200805)
```

If the content above is included in (Detailed Information), the updates may have succeeded. Refer to "6.6.4 Follow-up Processing" in "Operation Procedures" to check the results.

If it cannot be updated, the following Health errors may occur. Take the following action and execute again.

  - "vSAN release catalog up-to-date"

    Update the release catalog.

  - "After 1 additional host failure"

    Disable this Health error in the alarm definitions.

- "vSAN Support Insight"

  Perform the following procedures to disable this Health error.

  1. Log in to the vCSA with a vSphere Client.

  2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Summary].

  3. If "vSAN Support Insight" health errors are occurring on the cluster, select [Cluster] - [Monitor] tab - [vSAN] - [Skyline Health] - [vSAN Support Insights] - [SILENCE ALERT] and select "YES".

  4. Select "Reset To Green" for the "vSAN Support Insight" health error.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 28

```
(Failed to execute script; Command = sh /var/tmp/RollingUpdatePatch/post02_script.sh; exit code =
2; stdout = sh: can't open '/var/tmp/RollingUpdatePatch/post02_script.sh': No such file or
directory\r; stderr = None; detail code = E201507)
```

If the content above is included in (Detailed Information), The script file may have been lost when the node rebooted after applying the ESXi offline bundle. Upload the script (post02_script.sh) that is executed after the VMware ESXi bundle is applied and the ESXi offline bundle file and execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 29

```
(Firmware update failed; node ID = xxxxx; node name = xxxxx; detail code = E200102)
```

If the content above is included in (Detailed Information), an error may have occurred during the firmware update process. Take the following actions and if the firmware is not updated, execute Rolling Update again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

1. Check if the power of the node for which this message is output is off.

   a. From the Global Navigation Menu on the GUI of ISM, select [Management] - [Cluster].

      The "Cluster List" screen is displayed.

   b. From [<Target cluster>] - [Node List] tab, select the name of the target node.

      The Details of Node screen is displayed.

   c. Check that the power status is "Off" from the [Properties] tab - "Power Status."

      If the power status of the target node is "On," proceed to Step 2.

      If the power status of the target node is "Off," from the [Actions] button, select [Power On] to power it on.

2. Check if the node for which this message is output is in Maintenance Mode.

   This is an action example for a PRIMEFLEX HS/PRIMEFLEX for VMware vSAN configuration:

   For vCSA 6.5 and earlier (Flash):

   a. Log in to the vCSA with a vSphere Web Client.

   b. From the Top screen, select [Home] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>], and then in the [Summary] tab, confirm the status of Maintenance Mode.

      If the target node is not in Maintenance Mode, proceed to Step 3.

      If the target node is in Maintenance Mode, select [<Cluster name>] - [<Host name>], and then right-click to select [Maintenance Mode] - [Exit Maintenance Mode].

   For vCSA 6.7 or later (HTML 5):

   a. Log in to the vCSA with a vSphere Client.

b. From the Top screen, select [Shortcuts] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>], and then in the [Summary] tab, confirm the status of Maintenance Mode.

If the target node is not in Maintenance Mode, proceed to Step 3.

If the target node is in Maintenance Mode, select [<Cluster name>] - [<Host name>], and then right-click to select [Maintenance Mode] - [Exit Maintenance Mode].

This is an action example for a PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI configuration:

a. Use remote desktop to connect to the cluster representative IP (Cluster access point).

b. Start Failover Cluster Manager, select [<Cluster name>] - [Node] and check the suspension of the node from "Status of the target node."

If the cluster service of the target node is not inactive, proceed to Step c.

If the cluster service of the target node is inactive, select [<Cluster name>] - [Node] - [<Node name>], and then select [More Actions] - [Start Cluster Service].

c. Use remote desktop to connect to the cluster representative IP (Cluster access point).

d. Start Failover Cluster Manager, select [<Cluster name>] - [Node] and check the status of the node from "Status of the target node."

If the target node is not suspended, proceed to Step 3.

If the target node is currently suspended, select [<Cluster name>] - [Node] - [<Node name>], and then select [Resume] - [Fail Roles Back].

3. Check if the node for which this message is output is in ISM Maintenance Mode.

a. From the Global Navigation menu on the GUI of ISM, select [Management] - [Nodes].

b. Select the node name, and then check if the status is Maintenance Mode in "Status."

If the target node is not in Maintenance Mode, proceed to Step 4.

If the target node is in Maintenance Mode, release Maintenance Mode to select the [Disable Maintenance Mode] button. Select [Yes] on the "Disable Maintenance Mode" screen.

4. Check the status of the cluster.

Check the status of the cluster to resolve the problem.

5. Migrate the virtual machine to the node for which this message is output.

Rolling Update migrates virtual machines running on the target node to the maintenance node. Move the virtual machine back if necessary. If it does not matter where the virtual machines are located or if DRS is enabled in the PRIMEFLEX HS/PRIMEFLEX for VMware vSAN configuration, no action is required.

6. If an error message is output from the Firmware Management task, take action by referring to "Appendix F Troubleshooting" in "User's Guide."

7. Check if the firmware is updated on the node for which this message is output.

a. From the Global Navigation Menu on the GUI of ISM, select [Management] - [Cluster].

The "Cluster List" screen is displayed.

b. From [<Target cluster>] - [Node List] tab, select the name of the target node.

The Details of Node screen is displayed.

c. In the [Firmware] tab, from the [Actions] button, select [Get Node Information].

The firmware information is refreshed.

d. Check the current version in order to confirm if the firmware has been applied.

If the firmware has been applied, no action is necessary.

If the firmware has not been applied, execute Rolling Update again.

Action example 30

```
The results of the executed command failed. (exitcode=1 errorString=Stop-MsalClusterNode : The
running command stopped because the preference variable "ErrorActionPreference" or common
parameter is set to Stop:
```

If the content above is included in (Detailed Information), an error may have occurred on the server for which you are updating the firmware.

Refer to "8.3 Maintenance Involving Server Restart" in "PRIMEFLEX Operation & Maintenance Guide" for PRIMEFLEX for Microsoft Storage Spaces Direct to restart the server that has the error.

If you need this manual, contact your local Fujitsu customer service partner.

# 3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs

This section describes action examples for when an error occurs during the execution of the following functions for cluster operation and maintenance.

- Node Disconnection

- Node Reintegration

- Cluster Start

- Cluster Stop

- Backup

- Restore

Take the following actions, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 1

```
(The target host was not found. host = xxx.xxx.xxx.xxx detail code = 100001)
```

If the content above is included in (Detailed Information), the node with the corresponding IP address could not be found.

The common action example for the functions for cluster operation and maintenance is shown below.

Execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 2

```
(Elapsed time error while waiting target host. host = xxx.xxx.xxx.xxx detail code = 100002)
```

If the content above is included in (Detailed Information), the time calculation may be incorrect due to a change made to the time in ISM-VA.
The action example for Node Disconnection/Reintegration is shown below.

Execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 3

```
(Timeout occurred while connecting to target host. host = xxx.xxx.xxx.xxx detail code = 100003)
```

If the content above is included in (Detailed Information), a timeout occurred because the wait time for node processing exceeded the specified time.

The action example for Node Disconnection/Reintegration is shown below.

Check whether the management LAN cable of the server for the maintenance target is not disconnected. Connect the LAN cable and execute again.

If the countermeasure above is not effective, check the status and the connection information of the target.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 4

```
(VM found on target host. host = xxx.xxx.xxx.xxx detail code = 100004)
```

If the content above is included in (Detailed Information), there is a virtual machine on the node. Migrate the virtual machine to another available node and execute the function again.

The action example for Node Disconnection/Reintegration is shown below.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 5

```
(Login failed. ism detail code = 100203)
```

If the "ism detail code" is included in (Detailed Information), the "ism detail code" is the ISM error message ID. Refer to "ISM Messages" and take action.

The common action example for the functions for cluster operation and maintenance is shown below.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 6

```
(Unable to log on to vCenter or ESXi API at xxx.xxx.xxx.xxx:443 as root: Cannot complete login due
to an incorrect user name or password.)
```

If the "detail code" or "ism detail code" is not included in (Detailed Information), it may be a VMware error message. Take action according to the content of the message.

The common action example for the functions for cluster operation and maintenance is shown below.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 7

```
(Unknown error while connecting to vCenter or ESXi API at xxx.xxx.xxx.xxx:443 : [Errno 113] No
route to host)
```

If the content above is included in (Detailed Information), connection to the target failed.

The common action example for the functions for cluster operation and maintenance is shown below.

When executing Node Disconnection, check whether the management LAN cable of the server for the maintenance target is not disconnected. Connect the LAN cable and execute again.

If the countermeasure above is not effective, check the status and the connection information of the target.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 8

```
(The cluster can not be stopped because ISM not exists in the target cluster. cluster = xxxxx detail
code = 100005)
```

If the content above is included in (Detailed Information), ISM does not exist on the target cluster.

The action example for Cluster Start/Stop is shown below.

Migrate ISM to the same cluster as vCSA, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 9

```
(The cluster can not be stopped because vCSA not exists in the target cluster. cluster = xxxxx
detail code = 100006)
```

If the content above is included in (Detailed Information), the vCSA does not exist on the target cluster.

The action example for Cluster Start/Stop is shown below.

Migrate a vCSA to the same cluster as ISM, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 10

```
(The cluster can not be stopped because other clusters not stopped. cluster = xxxxx detail code =
100007)
```

If the content above is included in (Detailed Information), there are hosts that are not stopped in another cluster aside from the target one.

The action example for Cluster Start/Stop is shown below.

Stop the host in the other cluster, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 11

```
(The cluster can not be stopped because workload vm not stopped. cluster = xxxxx detail code =
100008)
```

If the content above is included in (Detailed Information), the workload VM is running in the cluster.

The action example for Cluster Start/Stop is shown below.

Stop the workload VM, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 12

```
(Datacenter does not exist. datacenter = xxxxx detail code = 100009)
```

If the content above is included in (Detailed Information), the target data center does not exist.

The action example for Cluster Start/Stop is shown below.

Execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 13

```
(Cluster does not exist. cluster = xxxxx detail code = 100010)
```

If the content above is included in (Detailed Information), the target cluster does not exist.

The action example for Cluster Start/Stop is shown below.

Execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 14

```
(Elapsed time error while waiting target task. taskId = xxxxx detail code = 100011)
```

If the content above is included in (Detailed Information), the time calculation may be incorrect due to a change made to the time in ISM-VA.

The action example for Cluster Start/Stop is shown below.

Execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 15

```
(Timeout occurred while connecting to target task. taskId = xxxxx detail code = 100012)
```

If the content above is included in (Detailed Information), a timeout occurred because the wait time for the task to complete exceeded the specified time.

The action example for Cluster Start/Stop is shown below.

Execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 16

```
(Connection error. host = xxx.xxx.xxx.xxx detail code = 100013)
```

If the content above is included in (Detailed Information), the connection to the target host failed.

The action example for Cluster Start/Stop is shown below.

Check the communication with the host, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 17

```
(Authentication error. host = xxx.xxx.xxx.xxx detail code = 100014)
```

If the content above is included in (Detailed Information), an authentication error occurred for the host.

The action example for Cluster Start/Stop is shown below.

Check the account name and password for the OS information registered with ISM, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 18

```
(Persistent Storage (VMFS) was not found. host = xxx.xxx.xxx.xxx detail code = 100015)
```

If the content above is included in (Detailed Information), VMFS format persistent storage was not found on the target host.

The action example for Cluster Start/Stop is shown below.

Add VMFS format persistent storage, and then execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 19

```
(vsan resync continues beyond timeout. detail code = 200070)
```

If the content above is included in (Detailed Information), resynchronizing vSAN objects is in progress.

The action example for Cluster Start/Stop is shown below.

After resynchronizing the vSAN objects, execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 20

```
(Unable to mount to backup server on //xxx.xxx.xxx.xxx/backup: due to an incorrect username or
password. detail code = 100016)
```

If the content above is included in (Detailed Information), an authentication error occurred for the backup destination server.

The action example for Backup is shown below.

Check the specified user name and password, and then execute again.

Action example 21

```
(Unable to mount to backup server on //backup.domain/backup: due to an incorrect FQDN. detail code
= 100017)
```

If the content above is included in (Detailed Information), the FQDN (Host name) of the backup destination server could not be resolved.

The action example for Backup is shown below.

Check that the FQDN can resolve, and then execute again.

Action example 22

```
(Unable to mount to backup server on //xxx.xxx.xxx.xxx/backup: due to a backup server not found.
detail code = 100018)
```

If the content above is included in (Detailed Information), the connection to the backup destination server failed.

The action example for Backup is shown below.

Check the communication with the backup destination server, and then execute again.

Action example 23

```
(Unable to mount to backup server on //xxx.xxx.xxx.xxx/backup: due to a backup server no such file
or directory. detail code = 100019)
```

If the content above is included in (Detailed Information), the backup destination folder does not exist.

The action example for Backup is shown below.

Check that the backup destination folder exists, and then execute again.

Action example 24

```
(Unable to mount to backup server on //xxx.xxx.xxx.xxx/backup: due to a backup server directory
Permission denied. detail code = 100020)
```

If the content above is included in (Detailed Information), the backup destination folder could not be written to.

The action example for Backup is shown below.

Check that the specified username and password are writable, and then execute again.

Action example 25

```
(There is not enough disk space available to execute this task. disk space = xxxxx. required =
xxxxx. detail code = 100021)
```

If the content above is included in (Detailed Information), there is not enough space in the backup destination folder.

The action example for Backup is shown below.

Secure sufficient space in the backup destination folder, and then execute again.

Action example 26

```
(Unable to back up (Backup operation is in progress. Please wait, or cancel the backup with ID
'xxxxx'.) vCSA = xxx.xxx.xxx.xxx detail code = 100023)
```

If the content above is included in (Detailed Information), an error occurred because another task for vCSA is running.

The action example for Backup is shown below.

After the vCSA task completes, execute again.

Action example 27

```
(vCSA deploy error: incorrect backup file detail code = 100025)
```

If the content above is included in (Detailed Information), the deployment of vCSA for restore failed.

You may have specified other vCSA backup files that are not for restoring the vCSA.

The action example for Restore is shown below.

Check that the backup file you specified is correct and execute again.

Action example 28

```
(Invalid state: host = xxx.xxx.xxx.xxx detail code = 100028)
```

If the content above is included in (Detailed Information), the operation failed because the node is in VMware maintenance mode.

The common action example for the functions for cluster operation and maintenance is shown below.

Check the status of the node and execute again.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 29

```
(vCSA deploy error: importing file failed. datastore = xxxxx detail code = 100029)
```

If the content above is included in (Detailed Information), the deployment of vCSA for the restoration failed.

The hosts that configures the vSAN datastore may not be able to write to the vSAN datastore because they are in VMware maintenance mode or are stopped.

The action example for Restore is shown below.

Check the status of the vSAN datastore and execute again.

Action example 30

```
(Unable to mount iso file due to incorrect file format. filepath = /Administrator/ftp/xxxxx detail
code = 100030)
```

If the content above is included in (Detailed Information), the vCSA installer mount failed.

You may have specified something other than the vCSA installer file.

The action example for Restore is shown below.

Check that the installer file you specified is correct and execute again.

Action example 31

```
(Unable to restore (The appliance build number xxxxx does not match the build number xxxxx of the
backed up appliance.) vCSA = xxx.xxx.xxx.xxx detail code = 100032)
```

If the content above is included in (Detailed Information), an error occurred because the version of vCSA at the time of backup and the version of installer file specified during restore are different.

The action example for Restore is shown below.

Specify the same version of the installer file as vCSA at the time of the backup and execute again.

Action example 32

```
(Unable to restore (RestoreManager encountered an exception.) vCSA = xxx.xxx.xxx.xxx detail code =
100032)
```

If the content above is included in (Detailed Information), an error may have occurred because the vCSA user name and password at the time of backup is different from what is registered in ISM at restore time.

The action example for Restore is shown below.

Register the user name and password from the backup with ISM and execute again.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 33

```
(Unable to restore VDS due to incorrect backup file. file = xxxxx detail code = 100033)
```

If the content above is included in (Detailed Information), an error occurred because the virtual Distributed Switch backup file was incorrectly formatted.

The action example for Restore is shown below.

Check for an incorrect file and execute again.

Action example 34

```
(Lost uplink redundancy on virtual switch. switch = xxxxx detail code = 100034)
```

If the content above is included in (Detailed Information), the network interface card (vmnic) of the virtual distributed switch for management is not redundant.

The action example for Restore is shown below.

Configure the NICs to be redundant and execute again.

Action example 35

```
(Duplicate VM name found. vm = xxxxx detail code = 100035)
```

If the content above is included in (Detailed Information), the specified virtual machine name is the same as another virtual machine.

The action example for Restore is shown below.

Specify a unique name and execute again.

Action example 36

```
(IP address xxx.xxx.xxx.xxx already used. detail code = 100036)
```

If the content above is included in (Detailed Information), the vCSA IP address is already in use.

The action example for Restore is shown below.

Check that the server using the vCSA IP address does not exist and execute again.

Action example 37

```
(Backup file does not exist. file = <BACKUP_DIR>/<Date>_<ISM task ID>/vcsa_<vCSA IP address>/va/
detail code = 100037)
```

If the content above is included in (Detailed Information), a backup of vCSA does not exist.

The action example for Restore is shown below.

Check that the vCSA backup exists in the specified backup destination folder and execute again.

Action example 38

```
(Management portgroup could not be found. detail code = 100038)
```

If the content above is included in (Detailed Information), there is no distributed port group for management.

The action example for Restore is shown below.

Execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 39

```
(Distributed virtual switch could not be found. detail code = 100039)
```

If the content above is included in (Detailed Information), there is no virtual distributed switch for management.

The action example for Restore is shown below.

Execute the function again. If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 40

```
(Unable to restore vCSA due to connection error. vCSA = xxx.xxx.xxx.xxx detail code = 100040)
```

If the content above is included in (Detailed Information), communication with vCSA failed during the restoration.

You may have specified other vCSA backup files that are not for restoring the vCSA.

The action example for Restore is shown below.

Check that the backup file you specified is correct and execute again.

Action example 41

```
(The target vCSA is not managed by this vCenter. vCSA = xxx.xxx.xxx.xxx detail code = 100041)
```

If the content above is included in (Detailed Information), vCSA virtual machines cannot be found.

The action example for Backup is shown below.

Check that vCSA virtual machines are managed by the vCenter that is registered on the "Cloud Management Software List" screen of ISM.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 42

```
(vSAN health issues found. detail code = 200071)
```

If the content above is included in (Detailed Information), an error was found in the "Health" of vSAN of the cluster.

The action example for Cluster Stop is shown below.

Use the following procedures to resolve the vSAN health error.

For vCSA 6.5 and earlier (Flash):

1. Log in to vCSA with vSphere Web Client.

2. From the "Top" screen, select the [Home] tab - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Monitor] - [vSAN] - [Health].

3. Take action for "Failed" in [Test result] displayed in [vSAN Health].

For vCSA 6.7 or later (HTML 5):

1. Log in to vCSA with vSphere Client.

2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>] - [Monitor] - [vSAN] - [Health [Note]].

3. Take action for the item displayed in red in [Health [Note]].

   [Note]: In vCSA 7.0 or later, it is displayed as [Skyline Health].

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 43

```
(The NTP settings are not configured for one or more hosts. detail code = 200090)
```

If the content above is included in (Detailed Information), NTP is not set for the host.

The action example for Cluster Stop is shown below.

Use the following procedures to set NTP.

For vCSA 6.5 and earlier (Flash):

1. Log in to vCSA with vSphere Web Client.

2. From the "Top" screen, select the [Home] tab - [Inventories] - [Hosts and Clusters] - [<Cluster name>].

3. Select one host in the cluster.

4. Select [Settings] - [System] - [Time Configuration] - [Edit].

   The "Edit Time Configuration" screen is displayed.

5. Set the following.

   - Selecting [Use Network Time Protocol (Enable NTP client)]

   - Selecting [Start and stop with host] in [NTP Service Startup Policy]

   - Entering NTP server in [NTP Servers]

   - Selecting [Start NTP Service] if [NTP Service Status] is not "Running"

6. Select the [OK] button.

7. Confirm that the items in [Time Configuration] are as the following.

   - [NTP Client] is "Enabled"

   - [NTP Service Status] is "Running"

   - [NTP Servers] is the NTP server value that you entered in Step 5

8. For other hosts in the cluster, execute also Step 4 to 7.

For vCSA 6.7 or later (HTML 5):

1. Log in to vCSA with vSphere Client.

2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] - [<Cluster name>].

3. Select one host in the cluster.

4. Select [Settings] - [System] - [Time Configuration] - [Edit].

   The "Edit Time Configuration" screen is displayed.

5. Set the following.

   - Selecting [Use Network Time Protocol (Enable NTP client)]

   - Selecting [Start and stop with host] in [NTP Service Startup Policy]

   - Entering NTP server in [NTP Servers]

   - Selecting [Start NTP Service] if [NTP Service Status] is not "Running"

6. Select the [OK] button.

7. Confirm that the items in [Time Configuration] are as the following.

   - [NTP Client] is "Enabled"

   - [NTP Service Status] is "Running"

   - [NTP Servers] is the NTP server value that you entered in Step 5

8. For other hosts in the cluster, also execute Step 4 to 7.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 44

```
(Timeout occurred while enabling cluster retreat mode. cluster = xxxxx detail code = 100045)
```

If the content above is included in (Detailed Information), a timeout occurred because the wait time for setting cluster retreat mode exceeded the specified time.

The action example for Cluster Stop is shown below.

Check that vCSA and the host are running normally and execute again.

If the error still occurs, collect maintenance data and contact your local Fujitsu customer service partner.

Action example 45

```
(Timeout occurred while disabling cluster retreat mode. cluster = xxxxx detail code = 100046)
```

If the content above is included in (Detailed Information), a timeout occurred because the wait time for setting cluster retreat mode exceeded the specified time.

The action example for Cluster Start is shown below.

Check that vCSA and the host are running normally and use the following procedure to disable cluster retreat mode.

1. Log in to vCSA with vSphere Client.

2. From the "Top" screen, select [Shortcuts] - [Inventories] - [Hosts and Clusters] to display the "Hosts and Clusters" screen.

3. Select the cluster you want to start.

4. From the URL field in the browser, copy the domain ID of the cluster.

   This is in "domain-c <number>" format.

5. On the "Hosts and Clusters" screen, select vCSA.

6. Select the [Configure] tab - [Advanced Settings] - [EDIT SETTING].

   The "Edit Advanced vCenter Server Settings" screen is displayed.

7. For the "config.vcls.clusters.domain-c<number>.enabled" setting, enter "true" for the value, and select the [SAVE] button.

   "domain-c<number>" is the value you copied in Step 4.

8. On the "Advanced vCenter Server Settings" screen, check that the value for "config.vcls.clusters.domain-c<number>.enabled" is modified to "true."

9. On the "Hosts and Clusters" screen, select the cluster you want to start.

10. Select the [VMs] tab, and check that the vCLS virtual machine has been created and started. Normally, the virtual machine is started within a few minutes.

11. Select the [Summary] tab, and check that the value for [Cluster Services] - [Cluster Service health] is "Healthy."