

FUJITSU Software Infrastructure Manager for PRIMEFLEX V2.5

A horizontal decorative band with a dark red background. It features several overlapping, glowing red lines and curves that create a sense of motion and depth, with some areas appearing brighter and more saturated than others.

Messages

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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.



"Infrastructure Manager for PRIMEFLEX" is available only in Japan, APAC, and North America.

Product Manuals

Manual Name	Description
FUJITSU Software Infrastructure Manager V2.5 Infrastructure Manager for PRIMEFLEX V2.5 First Step Guide	This manual is for those using this product for the first time. This manual summarizes the procedures for the use of this product, the product system, and licensing. In this manual, it is referred to as "First Step Guide."
FUJITSU Software Infrastructure Manager V2.5 Infrastructure Manager for PRIMEFLEX V2.5 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. In this manual, it is referred to as "User's Guide."
FUJITSU Software Infrastructure Manager V2.5 Infrastructure Manager for PRIMEFLEX V2.5 Operating Procedures	This manual describes the installation procedure and usages for the operations of this product. In this manual, it is referred to as "Operating Procedures."
FUJITSU Software Infrastructure Manager V2.5 Infrastructure Manager for PRIMEFLEX V2.5 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. In this manual, it is referred to as "REST API Reference Manual."
FUJITSU Software Infrastructure Manager V2.5 Infrastructure Manager for PRIMEFLEX V2.5 Messages	This manual describes the messages that are output when using ISM or ISM for PRIMEFLEX and the actions to take for these messages. In this manual, it is referred to as "ISM Messages."
FUJITSU Software Infrastructure Manager for PRIMEFLEX V2.5 Messages	This manual describes the messages that are output when using ISM for PRIMEFLEX and the actions to take for these messages. In this manual, it is referred to as "ISM for PRIMEFLEX Messages."
FUJITSU Software Infrastructure Manager V2.5 Infrastructure Manager for PRIMEFLEX V2.5 Items for Profile Settings (for Profile Management)	This manual describes detailed information for the items set when creating profiles for managed devices. In this manual, it is referred to as "Items for Profile Settings (for Profile Management)."
FUJITSU Software Infrastructure Manager for PRIMEFLEX V2.5 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. In this manual, it is referred to as "ISM for PRIMEFLEX Parameter List."

Manual Name	Description
FUJITSU Software Infrastructure Manager V2.5 Infrastructure Manager for PRIMEFLEX V2.5 Glossary	This document defines the terms that you need to understand in order to use this product. In this manual, it is referred to as "Glossary."
FUJITSU Software Infrastructure Manager V2.5 Infrastructure Manager for PRIMEFLEX V2.5 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. <ul style="list-style-type: none"> - Infrastructure Manager Plug-in for Microsoft System Center Operations Manager - Infrastructure Manager Plug-in for Microsoft System Center Virtual Machine Manager - Infrastructure Manager Plug-in for VMware vCenter Server - Infrastructure Manager Plug-in for VMware vCenter Server Appliance - Infrastructure Manager Management Pack for VMware vRealize Operations - Infrastructure Manager Plug-in for VMware vRealize Orchestrator 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.

<http://manuals.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.



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



.....
 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 8.0 (for Intel64)	RHEL 8.0	Red Hat Enterprise Linux Or Linux
SUSE Linux Enterprise Server 15 SP1 (for AMD64 & Intel64)	SUSE 15 SP1(AMD64) SUSE 15 SP1 (Intel64) or SLES 15 SP1 (AMD64) SLES 15 SP1 (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(R) vSphere(TM) ESXi 6.7	VMware ESXi 6.7	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.)

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- Saving to a text file
- Copying and pasting text

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Modification History

Edition	Issue Date	Section		Modification Overview
01	July 2019	-	-	First edition
02	August 2019	Related sections throughout the manual	-	Added the product name "PRIMEFLEX for Microsoft Azure Stack HCI"

Edition	Issue Date	Section		Modification Overview
03	September 2019	Chapter 2 Messages for Functions of ISM for PRIMEFLEX	-	Added the functions for cluster operation and maintenance (ISM 2.5.0.010 or later)
		2.23 Messages during Individual Output of Functions for Cluster Operation and Maintenance	-	New addition (ISM 2.5.0.010 or later)
		2.24 Messages during Start of Functions for Cluster Operation and Maintenance	-	New addition (ISM 2.5.0.010 or later)
		2.25 Messages during Cancel of Execution of Functions for Cluster Operation and Maintenance	-	New addition (ISM 2.5.0.010 or later)
		2.29 Messages during Execution of Functions for Cluster Operation and Maintenance	-	New addition (ISM 2.5.0.010 or later)
		3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs	-	New addition (ISM 2.5.0.010 or later)
		3.3 Action Examples for when a Rolling Update Error Occurs	-	Added ESXi patch application to Rolling Update
		3.1 Action Examples for when a Cluster Expansion Error Occurs	-	Added a directory to delete in action example 7
		3.2 Action Examples for when a Cluster Creation Error Occurs	-	Added a directory to delete in action example 7
04	November 2019	Chapter 2 Messages for Functions of ISM for PRIMEFLEX	-	Added an article on Cluster Start/Stop, and Backup (ISM 2.5.0.020 or later)
		2.24 Messages during Start of Functions for Cluster Operation and Maintenance	-	Added an article on Cluster Start/Stop, and Backup (ISM 2.5.0.020 or later)
		2.25 Messages during Cancel of Execution of Functions for Cluster Operation and Maintenance	-	Added an article on Cluster Start/Stop, and Backup (ISM 2.5.0.020 or later)
		2.29 Messages during Execution of Functions for Cluster Operation and Maintenance	-	Added an article on Cluster Start/Stop, and Backup (ISM 2.5.0.020 or later)
		Chapter 3 Action Examples for When an Error Occurs During the Execution of the Functions of ISM for PRIMEFLEX	-	Added an article on Cluster Start/Stop, and Backup (ISM 2.5.0.020 or later)
		3.2 Action Examples for when a Cluster Creation Error Occurs		Added the corresponding condition and action example in action example 19 Added action example 25 and action example 26
		3.3 Action Examples for when a Rolling Update Error Occurs	-	Added the action to be taken if the cluster status does not return to normal to the "Note" in action example 10 Added action example 16 and action example 17

Edition	Issue Date	Section		Modification Overview
		3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs	-	<p>Added action example in action example 3 and action example 7</p> <p>Added an article on Cluster Start/Stop, and Backup (ISM 2.5.0.020 or later)</p> <p>Added articles on target functions in action examples</p>
05	January 2020	Chapter 2 Messages for Functions of ISM for PRIMEFLEX	-	Added an article on Restore (ISM 2.5.0.030 or later)
		2.24 Messages during Start of Functions for Cluster Operation and Maintenance	-	Added an article on Restore (ISM 2.5.0.030 or later)
		2.25 Messages during Cancel of Execution of Functions for Cluster Operation and Maintenance	-	Added an article on Restore (ISM 2.5.0.030 or later)
		2.29 Messages during Execution of Functions for Cluster Operation and Maintenance	-	Added an article on Restore (ISM 2.5.0.030 or later)
		Chapter 3 Action Examples for When an Error Occurs During the Execution of the Functions of ISM for PRIMEFLEX	-	Added an article on Restore (ISM 2.5.0.030 or later)
		3.3 Action Examples for when a Rolling Update Error Occurs	-	Added action example in action example 18, action example 19, and action example 20 (ISM 2.5.0.030 or later)
				Added action example 21, action example 22, and action example 23
		3.4 Action Examples for when an Error in Functions for Cluster Operation and Maintenance Occurs	-	Added an article on Restore (ISM 2.5.0.030 or later)
				Item number of action example 9 to action example 41 is corrected
				Modified message in action example 28

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Chapter 1 Messages for Cluster Management

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

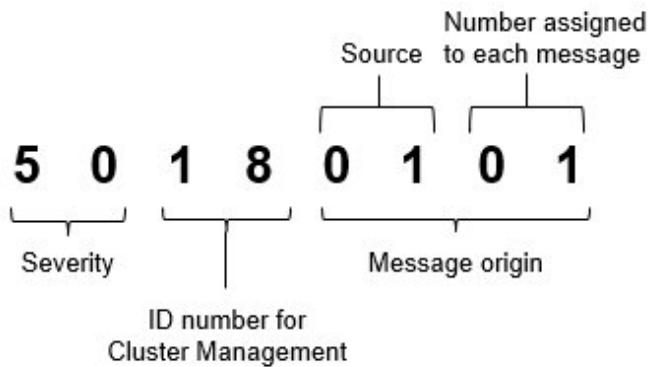
Message output

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	
07xx	Setting up Maintenance Mode in vSAN Host	Messages related to activation of Maintenance Mode on vSAN host
08xx	Deactivating Maintenance Mode in vSAN Host	
09xx	Migrating Virtual Machine	Messages related to migration, start, stop and shut down of virtual machines in a vSAN environment.
10xx	Starting Virtual Machine	
11xx	Stopping Virtual Machine	
12xx	Shutting down Virtual Machine (vSAN)	
13xx	Restarting vSAN host	Messages related to restart of the vSAN host.
14xx	Setting up Maintenance Mode for the host	Messages related to the Maintenance Mode settings for the PRIMEFLEX for Microsoft Storage Spaces Direct/ PRIMEFLEX for Microsoft Azure Stack HCI host.
15xx	Canceling Maintenance Mode for the host	
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 host	Messages related to restart of the PRIMEFLEX for Microsoft Storage Spaces Direct/PRIMEFLEX for Microsoft Azure Stack HCI host.
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.



Note

For procedures on how to collect maintenance data, refer to "4.5.2 ISM for PRIMEFLEX Maintenance Data" in "User's Guide."

1.1 Messages Related to Services of Cluster Management

10180000: Startup of the ResourceList service completed.

Severity

Info

Actions

Not required.

10180001: The ResourceList service stopped.

Severity

Info

Actions

Not required.

50180000: Startup of the ResourceList service 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.

50180002: An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

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.

10180100: Failed to retrieve list of storage pool information. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

10180101: Failed to retrieve list of storage pool information. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180102: Failed to retrieve list of storage pool information. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180103: Failed to retrieve list of storage pool information. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180105: Failed to retrieve list of storage pool information. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50180108: Failed to retrieve list of storage pool information. Failure in internal communication.

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.

1.3 Messages during Retrieval of Detailed Storage Pool Information

10180200: Successfully retrieved detailed storage pool information.

Severity

Info

Actions

Not required.

50180200: Failed to retrieve detailed storage pool information. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50180201: Failed to retrieve detailed storage pool information. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180202: Failed to retrieve detailed storage pool information. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180203: Failed to retrieve detailed storage pool information. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180205: Failed to retrieve detailed storage pool information. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50180207: Failed to retrieve detailed storage pool information. The specified storage pool is not eligible or does not exist.

Severity

Error

Actions

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

50180208: Failed to retrieve detailed storage pool information. Failure in internal communication.

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.

1.4 Messages during Retrieval of History Information from Storage Pool

10180300: Successfully retrieved history information from storage pool.

Severity

Info

Actions

Not required.

50180300: Failed to retrieve history information from storage pool. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50180301: Failed to retrieve history information from storage pool. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180302: Failed to retrieve history information from storage pool. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180303: Failed to retrieve history information from storage pool. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180305: Failed to retrieve history information from storage pool. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50180306: Failed to retrieve history information from storage pool. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50180307: Failed to retrieve history information from storage pool. The specified storage pool is not eligible or does not exist.

Severity

Error

Actions

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

50180308: Failed to retrieve history information from storage pool. Failure in internal communication.

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.

1.5 Messages during Retrieval of Information from Resource Lists

10180400: Successfully retrieved information from resource lists.

Severity

Info

Actions

Not required.

50180400: Failed to accept command to retrieve information from resource lists again. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50180401: Failed to accept command to retrieve information from resource lists again. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180402: Failed to retrieve detailed storage pool information. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180403: Failed to retrieve information from resource lists again. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180404: Failed to retrieve information from resource lists again. Failed to write to database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180407: Failed to retrieve information from resource lists again. The specified resource is not eligible or does not exist.

Severity

Error

Actions

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

50180408: Failed to retrieve information from resource lists again. Failure in internal communication.

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.

30180409: Failed to communicate with a part of the devices registered in the Cloud Management Software.

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

10180500: Successfully retrieved cluster information list.

Severity

Info

Actions

Not required.

50180500: Failed to retrieve cluster information list. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50180501: Failed to retrieve cluster information list. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180502: Failed to retrieve cluster information list. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180503: Failed to retrieve cluster information list. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180505: Failed to retrieve cluster information list. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50180508: Failed to retrieve cluster information list. Failure in internal communication.

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.

1.7 Messages during Retrieval of Detailed Cluster Information

10180600: Successfully retrieved detailed cluster information.

Severity

Info

Actions

Not required.

50180600: Failed to retrieve detailed cluster information. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50180601: Failed to retrieve detailed cluster information. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180602: Failed to retrieve detailed cluster information. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180603: Failed to retrieve detailed cluster information. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180605: Failed to retrieve detailed cluster information. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters for this processing, and then perform the operation again.

50180607: Failed to retrieve detailed cluster information. The specified cluster is not eligible or does not exist.

Severity

Error

Actions

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

50180608: Failed to retrieve detailed cluster information. Failure in internal communication.

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.

1.8 Messages during Activation of Maintenance Mode on the Host

10180700: Accepted request to activate Maintenance Mode on vSAN host.

10181401: Successfully activated Maintenance Mode.

Severity

Info

Actions

Not required.

10181400: Accepted request to activate Maintenance Mode on the host.

Severity

Info

Actions

Not required.

30181401: Successfully activated Maintenance Mode. <Detailed Information>

Severity

Warning

Actions

Not required.

50180700: Failed to activate Maintenance Mode on vSAN host. An internal error occurred.

50181400: Failed to set Maintenance Mode on the host. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50180701: Failed to activate Maintenance Mode on vSAN host. The user privileges are not correct.
50181401: Failed to set Maintenance Mode on the host. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180702: Failed to activate Maintenance Mode on vSAN host. Incorrect access to resource.
50181402: Failed to set Maintenance Mode on the host. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180703: Failed to activate Maintenance Mode on vSAN host. Failed to load database.
50181403: Failed to set Maintenance Mode on the host. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180705: Failed to activate Maintenance Mode on vSAN host. Cannot analyze input parameters.
50181405: Failed to set Maintenance Mode on the host. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters for this processing, and then perform the operation again.

50180706: Failed to activate Maintenance Mode on vSAN host. A parameter specification contains an error.
50181406: Failed to set Maintenance Mode on the host. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50180707: Failed to activate Maintenance Mode on vSAN host. The specified node is not eligible or does not exist.
50181407: Failed to set Maintenance Mode on the host. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50180708: Failed to activate Maintenance Mode on vSAN host. Failure in internal communication.

50181408: Failed to set Maintenance Mode on the host. Failure in internal communication.

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.

50180709: Failed to activate Maintenance Mode on vSAN host. Operation failed in Maintenance Mode.

50181409: Failed to activate Maintenance Mode on the host. Operation failed in Maintenance Mode.

Severity

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

1.9 Messages during Deactivation of Maintenance Mode on the Host

10180800: Successfully deactivated Maintenance Mode on vSAN host.

10181501: Successfully deactivated Maintenance Mode on the host.

Severity

Info

Actions

Not required.

10181500: Accepted request to deactivate Maintenance Mode on the host.

Severity

Info

Actions

Not required.

10181501: Successfully deactivated Maintenance Mode on the host. <Detailed Information>

Severity

Info

Actions

Not required.

50180800: Failed to deactivate Maintenance Mode on vSAN host. An internal error occurred.

50181500: Failed to deactivate Maintenance Mode on the host. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50180801: Failed to deactivate Maintenance Mode on vSAN host. The user privileges are not correct.

50181501: Failed to deactivate Maintenance Mode on the host. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180802: Failed to deactivate Maintenance Mode on vSAN host. Incorrect access to resource.

50181502: Failed to deactivate Maintenance Mode on the host. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180803: Failed to deactivate Maintenance Mode on vSAN host. Failed to load database.

50181503: Failed to deactivate Maintenance Mode on the host. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180805: Failed to deactivate Maintenance Mode on vSAN host. Cannot analyze input parameters.

50181505: Failed to deactivate Maintenance Mode on the host. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters for this processing, and then perform the operation again.

50180806: Failed to deactivate Maintenance Mode on vSAN host. A parameter specification contains an error.

50181506: Failed to deactivate Maintenance Mode on the host. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50180807: Failed to deactivate Maintenance Mode on vSAN host. The specified node is not eligible or does not exist.

50181507: Failed to deactivate Maintenance Mode on the host. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50180808: Failed to deactivate Maintenance Mode on vSAN host. Failure in internal communication.

50181508: Failed to deactivate Maintenance Mode on the host. Failure in internal communication.

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.

50180809: Failed to deactivate Maintenance Mode on vSAN host. Operation failed in Maintenance Mode.

50181509: Failed to deactivate Maintenance Mode on the host. Operation failed in Maintenance Mode.

Severity

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

1.10 Messages during Migration of Virtual Machines

10180900/10181600: Accepted request for virtual machine migration.

Severity

Info

Actions

Not required.

50180900/50181600: Failed to migrate virtual machine. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50180901/50181601: Failed to migrate virtual machine. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180902/50181602: Failed to migrate virtual machine. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50180903/50181603: Failed to migrate virtual machine. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50180905/50181605: Failed to migrate virtual machine. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50180906/50181606: Failed to migrate virtual machine. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50180907/50181607: Failed to migrate virtual machine. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50180908/50181608: Failed to migrate virtual machine. Failure in internal communication.

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.

50180909/50181609: Failed to migrate virtual machine. Operation failed.

Severity

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

50180910/50181610: The operation of the virtual machine and/or host cannot be canceled.

Severity

Error

Actions

As migration of the virtual machine and/or operation of the host cannot be canceled, you have to wait until processing completes.

To check the actual conditions, check the status of the relevant virtual machine from the cloud management software.

1.11 Messages during Startup of Virtual Machines

10181000/10181700: Successfully started virtual machine.

Severity

Info

Actions

Not required.

50181000/50181700: Failed to start up virtual machine. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50181001/50181701: Failed to start up virtual machine. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50181002/50181702: Failed to start up virtual machine. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50181003/50181703: Failed to start up virtual machine. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50181005/50181705: Failed to start up virtual machine. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50181006/50181706: Failed to start up virtual machine. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50181007/50181707: Failed to start up virtual machine. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50181008/50181708: Failed to start up virtual machine. Failure in internal communication.

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.

50181009/50181709: Failed to start up virtual machine. Operation failed.

Severity

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

1.12 Messages during Stopping Virtual Machines

10181100/10181800: Successfully stopped virtual machine.

Severity

Info

Actions

Not required.

50181100/50181800: Failed to stop virtual machine. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50181101/50181801: Failed to stop virtual machine. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50181102/50181802: Failed to stop virtual machine. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50181103/50181803: Failed to stop virtual machine. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50181105/50181805: Failed to stop virtual machine. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50181106/50181806: Failed to stop virtual machine. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50181107/50181807: Failed to stop virtual machine. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50181108/50181808: Failed to stop virtual machine. Failure in internal communication.**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.

50181109/50181809: Failed to stop virtual machine. Operation failed.**Severity**

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

1.13 Messages during Shutdown of Virtual Machines

10181200: Successfully shut down virtual machine.**Severity**

Info

Actions

Not required.

50181200: Failed to shut down virtual machine. An internal error occurred.**Severity**

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50181201: Failed to shut down virtual machine. The user privileges are not correct.**Severity**

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50181202: Failed to shut down virtual machine. Incorrect access to resource.**Severity**

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50181203: Failed to shut down virtual machine. Failed to load database.**Severity**

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50181205: Failed to shut down virtual machine. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50181206: Failed to shut down virtual machine. A parameter specification contains an error.

Severity

Error

Actions

Check the input parameter contents, and then perform the operation again.

50181207: Failed to shut down virtual machine. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50181208: Failed to shut down virtual machine. Failure in internal communication.

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.

50181209: Failed to shut down virtual machine. Operation failed.

Severity

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

1.14 Messages during Restarting Hosts

10181300: Successfully restarted vSAN host.

10181901: Successfully restarted the host.

Severity

Info

Actions

Not required.

10181900: Accepted request to restart the host.

Severity

Info

Actions

Not required.

30181901: Successfully restarted the host. <Detailed Information>

Severity

Warning

Actions

Not required.

50181300: Failed to restart vSAN host. An internal error occurred.

50181900: Failed to restart the host. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50181301: Failed to restart vSAN host. The user privileges are not correct.

50181901: Failed to restart the host. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50181302: Failed to restart vSAN host. Incorrect access to resource.

50181902: Failed to restart the host. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50181303: Failed to restart vSAN host. Failed to load database.

50181903: Failed to restart the host. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50181305: Failed to restart vSAN host. Cannot analyze input parameters.

50181905: Failed to restart the host. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50181306: Failed to restart vSAN host. A parameter specification contains an error.

50181906: Failed to restart the host. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50181307: Failed to restart vSAN host. The specified node is not eligible or does not exist.

50181907: Failed to restart the host. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50181308: Failed to restart vSAN host. Failure in internal communication.

50181908: Failed to restart the host. Failure in internal communication.

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.

50181309: Failed to restart vSAN host. Operation failed.

50181909: Failed to restart the host. Operation failed.

Severity

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

1.15 Messages Related to Status Updates

10182001: Successfully updated status.

Severity

Info

Actions

Not required.

50182000: Failed to update status. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50182001: Failed to update status. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50182002: Failed to update status. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50182003: Failed to update status. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50182004: Failed to update status. Failed to write to database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50182005: Failed to update status. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50182006: Failed to update status. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50182007: Failed to update status. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50182008: Failed to update status. Failure in internal communication.

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.

50182009: Failed to update status. Operation failed.

Severity

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

1.16 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.

50182100: Failed to change cluster settings. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50182101: Failed to change cluster settings. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50182102: Failed to change cluster settings. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50182103: Failed to change cluster settings. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50182105: Failed to change cluster settings. Cannot analyze input parameters.

Severity

Error

Actions

Check the input parameters, and then perform the operation again.

50182106: Failed to change cluster settings. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, and then after taking required actions, perform the operation again.

50182107: Failed to change cluster settings. The specified node is not eligible or does not exist.

Severity

Error

Actions

Check the information or status of the specified cluster, and then perform the operation again.

50182108: Failed to change cluster settings. Failure in internal communication.

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.

50182109: Failed to change cluster settings. Operation failed.

Severity

Error

Actions

Check the status of the target host through The cloud management software, remove the error. After that, perform the operation again.

1.17 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.

30182201: Successfully repair virtual disk. <Detailed Information>.

Severity

Warning

Actions

Not required.

50182200: Failed to repair virtual disk. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50182201: Failed to repair virtual disk. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50182202: Failed to repair virtual disk. Incorrect access to resource.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50182203: Failed to repair virtual disk. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50182206: Failed to repair virtual disk. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, and then after taking required actions, perform the operation again.

50182207: Failed to repair virtual disk. The specified node is not eligible or does not exist.

Severity

Error

Actions

Check the information or status of the specified cluster, and then perform the operation again.

50182208: Failed to repair virtual disk. Failure in internal communication.

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.

50182209: Failed to repair virtual disk. Operation failed.

Severity

Error

Actions

Check the status of the target host through The cloud management software, remove the error. After that, perform the operation again.

1.18 Messages during Shutdown of the Host

10182500: Received node shutdown request.

Severity

Info

Actions

Not required.

10182501: Successfully shutdown the node.

Severity

Info

Actions

Not required.

50182500: Failed to shutdown the node. An internal error occurred.

Severity

Error

Actions

Collect maintenance data and contact your local Fujitsu customer service partner.

50182501: Failed to shutdown the node. The user privileges are not correct.

Severity

Error

Actions

Check the execution privileges of the operating user. Execute all operations with the appropriate user privileges.

50182502: Failed to shutdown the node. Failed to load database.

Severity

Error

Actions

Wait a while (one to several minutes) before you retry to execute the command. Alternatively, restart ISM-VA, and then perform the operation again.

50182503: Failed to shutdown the node. A parameter specification contains an error.

Severity

Error

Actions

Review the input parameter contents, the information registered for the cloud management software, the node registration information, and then after taking the required actions, perform the operation again.

50182504: Failed to shutdown the node. The specified node is not eligible or does not exist.

Severity

Error

Actions

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

50182505: Failed to shutdown the node. Failure in internal communication.

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.

50182506: Failed to shutdown the node. Operation failed.

Severity

Error

Actions

Check the status of the target host through the cloud management software, and then remove the error. After that, perform the operation again.

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.

Node Disconnection/Reintegration is available in ISM 2.5.0.010 or later.

Cluster Start/Stop, and Backup are available in ISM 2.5.0.020 or later.

Restore is available in ISM 2.5.0.030 or later.

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."
- The function name, Firmware Rolling Update in ISM 2.5.0 has been changed to Rolling Update in ISM 2.5.0.010. If your ISM version is 2.5.0, read "Rolling Update" as "Firmware Rolling Update" or "FW Rolling Update" when you read the descriptions.

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
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 <ul style="list-style-type: none"> - Node Disconnection - Node Reintegration - Cluster Start - Cluster Stop - Backup

Message ID (last four digits)	Message origin	Description
		- Restore
30xx	Cancellation of execution of functions for cluster operation and maintenance	<p>Messages related to cancellation of execution of the following functions for cluster operation and maintenance</p> <ul style="list-style-type: none"> - Node Disconnection - Node Reintegration - Cluster Start - Cluster Stop - Backup - Restore
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	<p>Messages related to execution of the following functions for cluster operation and maintenance</p> <ul style="list-style-type: none"> - Node Disconnection - Node Reintegration - Cluster Start - Cluster Stop - Backup - 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.
 1. Log in to the vCSA with a vSphere Web Client.
 2. On the "Home" screen, select [Home] - [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 "4.5.2 ISM for PRIMEFLEX 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."
 - "6.7.1 Preparations"
 - "6.8.1 Preparations"
- Check the operation requirements for Cluster Expansion.
For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 9-23 in "6.8.2.3 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."
 - "6.7.1 Preparations"
 - "6.8.1 Preparations"

- Check the operation requirements for Cluster Expansion.
For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 9-23 in "6.8.2.3 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."
 - "6.7.1 Preparations"
 - "6.8.1 Preparations"
- Check the operation requirements for Cluster Expansion.
For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 9-23 in "6.8.2.3 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

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](#)."

2.10 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."
 - "6.7.1 Preparations"
 - "6.8.1 Preparations"
- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 12-26 in "6.8.2.2 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."
 - "6.7.1 Preparations"
 - "6.8.1 Preparations"
- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 12-26 in "6.8.2.2 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."
 - "6.7.1 Preparations"
 - "6.8.1 Preparations"
- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 12-26 in "6.8.2.2 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)

Severity

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 "6.6.1 Preparations" in "Operating Procedures."
 - Check the operation requirements for Rolling Update.
For details, refer to "6.6.2.1 Operation requirements for Rolling Update" 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 <Name of the function for cluster operation and maintenance>. The environment settings are incorrect. (Detailed Information)

Severity

Error

Actions

Check the environment settings and execute the operation again.

50212912: Failed to start <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.

50212913: Failed to start <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.

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 <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

10213001: <Name of the function for cluster operation and maintenance> was canceled successfully.

Severity

Info

Actions

Not required.

50213001: Failed to cancel <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.

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 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."
 - "6.7.1 Preparations"

- "6.8.1 Preparations"
- Check the operation requirements for Cluster Expansion.
For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 9-23 in "6.8.2.3 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."
 - "6.7.1 Preparations"
 - "6.8.1 Preparations"
- Check the operation requirements for Cluster Expansion.
For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 9-23 in "6.8.2.3 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](#)."

2.27 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."
 - "6.7.1 Preparations"

- "6.8.1 Preparations"
- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 12-26 in "6.8.2.2 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."
 - "6.7.1 Preparations"
 - "6.8.1 Preparations"
- Check the operation requirements for Cluster Creation. For details, refer to the following in "Operating Procedures."
 - "6.7.2.1 Operation requirements"
 - "6.8.2.1 Operation requirements"
- Check if the Windows License conditions have been accepted.
For details on the license conditions, refer to Step 12-26 in "6.8.2.2 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 "3.2 Action Examples for when a Cluster Creation Error Occurs."

2.28 Messages during Execution of Rolling Update

10215401: Rolling Update was executed successfully.

Severity

Info

Actions

Not required.

50215402: 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 "6.6.1 Preparations" in "Operating Procedures."
 - Check the operation requirements for Rolling Update.
For details, refer to "6.6.2.1 Operation requirements for Rolling Update" 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 "6.6.1 Preparations" in "Operating Procedures."
- Check the operation requirements for Rolling Update.
For details, refer to "6.6.2.1 Operation requirements for Rolling Update" 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 "6.6.1 Preparations" in "Operating Procedures."
- Check the operation requirements for Rolling Update.
For details, refer to "6.6.2.1 Operation requirements for Rolling Update" 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.](#)"

2.29 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.

Node Disconnection/Reintegration is available in ISM 2.5.0.010 or later.

The function name, Firmware Rolling Update in ISM 2.5.0 has been changed to Rolling Update in ISM 2.5.0.010.

Cluster Start/Stop and Backup are available in ISM 2.5.0.020 or later.

Restore is available in ISM 2.5.0.030 or later.

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 = 21; 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 the [LDAP] tab - [Password] of Cluster Definition Parameters. Correct the values in Cluster Definition Parameters and execute again.

Action example 2

```
(The task type setting process retried out; task type = Cluster Expansion; id = 14; 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 = esxi4; 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 = 16; 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 "6.7.1.2 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 "6.7.1.2.1 Check WinRM service startup" in "Operating Procedures."

(2) WinRM setup check

Refer to "6.7.1.2.2 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 = 127.0.0.1, 192.168.111.201, ::1
```

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 = 14; 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 "6.8.2.3 Cluster Expansion procedure" in "Operating Procedures" and execute again.

Action example 7

```
(The task type setting process retried out; task type = Cluster Expansion; id = 11; 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 = 500.04.V0.61-0007; 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-Isiprovider-500.04.V0.63-0005-offline_bundle-5240997.zip)

- vmware-esx-provider-Isiprovider.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-Isiprovider.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 "6.7.1.7 Upload VMware SMIS provider" in "Operating Procedures."

Action example 9

```
(Failed to connect to the SSH command target; host = 192.168.110.105; 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 = 20; 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 the [vDS] tab - [vDS] - [Physical NIC] - [vmnic Name] of Cluster Definition Parameters. Correct the values in Cluster Definition Parameters and execute again.

Action example 11

```
(The task type setting process retried out; task type = Cluster Expansion; id = 21; 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 = 192.168.190.107; 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 = 22; 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 Virtual Resource Management" in "User's Guide."

Action example 14

```
(The task type setting process retried out; task type = Cluster Expansion; id = 25; 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 account name/domain 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 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 [Account Name] and [Password] in [General Information].

If the account name/password are incorrect, correct the domain account name/password according to the following procedure.

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 [Account Name] and [Password] in [General Information].
4. Select the [Register] button.

If the account name/password are correct, execute again.

Action example 15

```
(The task type setting process retried out; task type = Cluster Expansion; id = 15; 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 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.

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.

Action example 16

```
(The task type setting process retried out; task type = Cluster Expansion; id = 15; 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 = hv-host5; 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/10101/accounts/1; 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, log in to vCSA with the vSphere Web Client, check the fault domain host of the servers for expanding a cluster to select the "Top" screen - [Home] tab - [Inventories] - [Host and Clusters] - [<Cluster Name>] - [Settings] - [Fault Domain and Stretched Cluster] - [Fault Domain].

Check that [OS (for each node)] - [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.

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>] - [Configure] - [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], select the target node, and then select "OK."

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 (ADVMS 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.

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 = 21; 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 the [Cluster Details] - [LDAP] tab - [Password] of Cluster Definition Parameters. Correct the values in Cluster Definition Parameters, and execute again.

Action example 2

```
(The task type setting process retried out; task type = Cluster Creation; id = 14; 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 = esxi4; 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 = 16; 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 "6.7.1.2 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 "6.7.1.2.1 Check WinRM service startup" in "Operating Procedures."

(2) WinRM setup check

Refer to "6.7.1.2.2 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 = 127.0.0.1, 192.168.111.201, ::1
```

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 = 14; 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 "6.8.2.2 Cluster Creation procedure" in "Operating Procedures" and execute again.

Action example 7

```
(The task type setting process retried out; task type = Cluster Creation; id = 11; 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 = 500.04.V0.61-0007; 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 "6.7.1.7 Upload VMware SMIS provider" in "Operating Procedures."

Action example 9

```
(Failed to connect to the SSH command target; host = 192.168.110.105; 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 = 20; 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 the [Node Details] - [vDS] tab - [vDS] - [Physical NIC] - [vmnic Name] of Cluster Definition Parameters. Correct the values in Cluster Definition Parameters, and execute again.

Action example 11

```
(The task type setting process retried out; task type = Cluster Creation; id = 21; 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 = 192.168.190.107; 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 = 22; 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 Virtual Resource Management" in "User's Guide."

Action example 14

```
(The task type setting process retried out; task type = Cluster Creation; id = 25; 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 = 15; 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 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.

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.

Action example 16

```
(The task type setting process retried out; task type = Cluster Creation; id = 15; 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 = hv-host5; 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 = 53; 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 = 328; 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/10101/accounts/1; 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 = 15; 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 the [CMS] tab - [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 = 25; 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 "6.7.1.2.2 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 ADV#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 "6.7.1.2.2 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 ADV#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 "6.7.1.2.2 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 ADV#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, log in to vCSA with the vSphere Web Client, check the fault domain host of the server configuring the new cluster to select the "Top" screen - [Home] tab - [Inventories] - [Host and Clusters] - [<Cluster Name>] - [Settings] - [Fault Domain and Stretched Cluster] - [Fault Domain].

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.

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>] - [Configure] - [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."

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 ADVN 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 = 47; 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 "6.8.1.9 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 Azure Stack HCI, 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 = 51; 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 Azure Stack HCI, 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.

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 = 10211; error VM IDs = 1,10; success VM IDs = 8; 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 ADVN is created on a local disk (out of Storage Spaces Direct). Therefore, when nodes that have an ADVN 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 = 10211; error VM IDs = 1,10; success VM IDs = 8; 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 the 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 = 7; nodeId = 10107; detail = u{SystemException (detailCode : E000102, msgStr : An error occurred when executing ISM REST API; url = GET /tasks/999; HTTP status code = 400; messageInfo = [{u'Timestamp': u'2018-08-24T05:19:30.544Z', u'Message': u'Acquisition of task information failed. The specified task ID does not exist.(999)', u'API': u'GET https://localhost:25567/ism/api/v2/tasks/999', 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 the 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/10211/shutdown; node id = 10211; exception = u{SystemException (detailCode : E000135, msgStr : An error occurred when executing ISM REST API; url = PATCH /resources/nodes/10211/shutdown; HTTP status code = 400; messageInfo = [{u'Timestamp': u'2018-08-24T05:37:11.168Z', u'Message': u'An invalid URI was requested.', u'API': u'POST https://192.168.140.40:25566/ism/api/v2/resources/nodes/10211/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 the 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 the 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 = 7; destination host name = jr-esxi2; 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 the Rolling Update.

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

Action example 7

```
(Failed to repair virtual disk; cluster id = 7; url = POST /resourcelist/7/repair-virtualdisk; detail = No JSON object could be decoded; detail code = E001731)
```

If the content above is included in (Detailed Information), check the status of the virtual disks. After checking the virtual disk status and solving the error, restart the 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 = 7; number of healthy node = 3; number of necessary healthy nodes = 4; 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 the 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 = 70; 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] to display the "Cluster List" screen.
 - b. From [<Target cluster>] - [Node List] tab, select the name of the target nodes to display the Details of Node screen.
 - c. Check that the power status is "Off" from the [Properties] tab - "Power Status."
 - d. If the power status of the target node is "On," proceed to Step 3.
 - e. 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.
 - a. Log in to the vCSA with a vSphere Web Client.
 - b. On the Home screen, select [Home] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>], and then in the [Summary] tab, you can confirm the status of Maintenance Mode.
 - c. If the target node is not in Maintenance Mode, proceed to Step 4.
 - d. 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 you can check if the status is Maintenance Mode in "Status."
 - c. If the target node is not in Maintenance Mode, proceed to Step 5.
 - d. 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.
 - e. If the names of the target nodes are in Subtask List, proceed to Step 6.
 - f. 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] to display the "Cluster List" screen.
 - b. From [<Target cluster>] - [Node List] tab, select the name of the nodes for which this message is displayed to display the Details of Node screen.
 - 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.
 - e. If the firmware has been applied, proceed to Step 7.
 - f. If the firmware has not been applied, log in to the vCSA with a vSphere Web Client.
 - g. On the Home screen, select [Home] - [Hosts and Clusters] - [<Cluster name>] - [<Host name>] and then right-click to select [Maintenance Mode] - [Switch Maintenance Mode].
 - h. 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."
 - i. Select [<Cluster name>] - [<Host name>], and then right-click to select [Power] - [Reboot].
 - j. 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.
 - k. 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."



While rebooting the node, the power may be turned off. If the power is turned off, you must turn on the power.

- 7. From the "Home" screen, select [Home] - [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] to display the "Cluster List" screen.
 - b. From [<Target cluster>] - [Node List] tab, select the name of the target nodes to display the Details of Node screen.
 - c. Check that the power status is "Off" from the [Properties] tab - "Power Status."
 - d. If the power status of the target node is "On," proceed to Step 3.

- e. 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 you can check the suspension of the node from "Status of the target node."
 - c. If the cluster service of the target node is not inactive, proceed to Step 4.
 - d. 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 you can check the status of the node from "Status of the target node."
 - c. If the target node is not suspended, proceed to Step 5.
 - d. 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 you can check if the status is Maintenance Mode in "Status."
 - c. If the target node is not in Maintenance Mode, proceed to Step 6.
 - d. 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.
 - e. If the names of the target nodes are in Subtask List, proceed to Step 7.
 - f. 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] to display the "Cluster List" screen.
 - b. From [<Target cluster>] - [Node List] tab, select the name of the nodes for which this message is displayed to display the Details of Node screen.
 - 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.
 - e. If the firmware has been applied, proceed to Step 8.
 - f. If the firmware has not been applied, use remote desktop to connect to the cluster representative IP (Cluster access point).

- g. 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."

- h. 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."

- i. 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."

- j. 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

While rebooting the node, the power may be turned off. If the power is turned off, you must turn on the power.

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 = 10106; node name = hv-host1; 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 the Rolling Update.

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

Note

- 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 "6.6.2.1 Operation requirements for Rolling Update" - "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.
 1. Log in to the vCSA with a vSphere Web Client.
 2. From the "Top" screen, select the [Home] tab - [Inventories] - [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 = Cluster; cluster status = YELLOW; detail code = E201003)
```


If the content above is included in (Detailed Information), check the status of the cluster. Refer to Action example 10 and correct the error. The firmware updates may have succeeded. Use the following procedure to check the results. If the firmware has been updated successfully, 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 in order to confirm if the firmware has been applied.

Action example 12

```
(Cluster status retry over; cluster ID = 4; 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 Virtual Resource Management" in "User's Guide."

Action example 13

```
(Failed to set Maintenance Mode; cluster ID = 2; node ID = 10107; detail = u{SystemException (detailCode : E001718, msgStr : Task failed; task ID = 140; 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 = 410; 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 = Cluster; 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 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 = 2183; 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 = VMware-ESXi-6.5.0.update01-5969303-Fujitsu-v411-1-offline_bundle.zip; 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 = 12; 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.

- 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 and execute the Rolling Update again.
- 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, and then execute the Rolling Update 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 the Rolling Update again. If the downloaded vCSA patch file is not corrupt, no action is required. Execute Rolling Update again.

- Check that the following vCSA parameters are correct. Correct the parameters, and then execute the Rolling Update again.
 - root password
- Check that the vCSA root password has not expired. If the vCSA root password has expired, take the following action and execute Rolling Update again.

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, and then execute the Rolling Update again.

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 = 14; 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.

- The uploaded vCSA upgrade file may be incorrect. Check that the vCSA upgrade file is correct. Download and upload the vCSA upgrade file again and execute Rolling Update 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. Execute Rolling Update again.
- Check that the following vCSA parameters that you specified in the "Rolling Update" wizard are correct. Correct the parameters, and then execute Rolling Update again.
 - 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 and execute Rolling Update again.

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, and then execute the Rolling Update again.

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 20

```
(The cluster DRS is turned on with vCSA upgrade; cluster name = Cluster; 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 the Rolling Update again.

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

To check the DRS function, log in to the vCSA with a vSphere Web Client, and then check [<Cluster Name>] - [vSphere DRS] - [Services] - [settings] for [Home] - [Hosts and Clusters].

Action example 21

```
(Failed to execute the SSH command; command = sh /vmfs/volumes/LocalDatastore_env10Node2/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/LocalDatastore_env10Node2/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/LocalDatastore_env10Node2/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.

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 server was not found. server_ip = 192.168.10.10 detail code = 100001)
```

If the content above is included in (Detailed Information), the node with the corresponding IP address could not be found.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is a common action example for the functions for cluster operation and maintenance.

Action example 2

```
(Elapsed time error while waiting target server. server = 192.168.10.10 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.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is an action example for Node Disconnection/Reintegration.

Action example 3

```
(Timeout occurred while connecting to target host. host = 192.168.10.10 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.

When executing Node Reintegration, 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.

This is an action example for Node Disconnection/Reintegration.

Action example 4

```
(VM found on target host. host = 192.168.10.10 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.

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

This is an action example for Node Disconnection/Reintegration.

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.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is a common action example for the functions for cluster operation and maintenance.

Action example 6

```
(Unable to log on to vCenter or ESXi API at 192.168.10.10:443 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.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is a common action example for the functions for cluster operation and maintenance.

Action example 7

```
(Unknown error while connecting to vCenter or ESXi API at 192.168.10.10:443 : [Errno 113] No route to host)
```

If the content above is included in (Detailed Information), connection to the target failed.

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.

This is a common action example for the functions for cluster operation and maintenance.

Action example 8

```
(Unable to connect to vCenter or ESXi API at 192.168.110.10 on TCP/443: EOF occurred in violation of protocol (_ssl.c:852))
```

If the content above is included in (Detailed Information), 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.

This is a common action example for the functions for cluster operation and maintenance.

Action example 9

```
(The cluster can not be stopped because ISM not exists in the target cluster. cluster = Cluster detail code = 100005)
```

If the content above is included in (Detailed Information), ISM does not exist on the target cluster. 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.

This is an action example for Cluster Start/Stop.

Action example 10

```
(The cluster can not be stopped because vCSA not exists in the target cluster. cluster = Cluster detail code = 100006)
```

If the content above is included in (Detailed Information), the vCSA does not exist on the target cluster. 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.

This is an action example for Cluster Start/Stop.

Action example 11

```
(The cluster can not be stopped because other clusters not stopped. cluster = Cluster 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. 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.

This is an action example for Cluster Start/Stop.

Action example 12

```
(The cluster can not be stopped because workload vm not stopped. cluster = Cluster detail code = 100008)
```

If the content above is included in (Detailed Information), the workload VM is running in the cluster. Stop the workload VM, and then execute again.

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

This is an action example for Cluster Start/Stop.

Action example 13

```
(Datacenter does not exist. datacenter = Datacenter detail code = 100009)
```

If the content above is included in (Detailed Information), the target data center does not exist.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is an action example for Cluster Start/Stop.

Action example 14

```
(Cluster does not exist. cluster = Cluster detail code = 100010)
```

If the content above is included in (Detailed Information), the target cluster does not exist.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is an action example for Cluster Start/Stop.

Action example 15

```
(Elapsed time error while waiting target task. taskId = 5 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.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is an action example for Cluster Start/Stop.

Action example 16

```
(Timeout occurred while connecting to target task. taskId = 5 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.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is an action example for Cluster Start/Stop.

Action example 17

```
(Connection error. host = 192.168.10.10 detail code = 100013)
```

If the content above is included in (Detailed Information), the connection to the target host failed.

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.

This is an action example for Cluster Start/Stop.

Action example 18

```
(Authentication error. host = 192.168.10.10 detail code = 100014)
```

If the content above is included in (Detailed Information), an authentication error occurred for the host. 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.

This is an action example for Cluster Start/Stop.

Action example 19

```
(Persistent Storage (VMFS) was not found. host = 192.168.10.10 detail code = 100015)
```

If the content above is included in (Detailed Information), VMFS format persistent storage was not found on the target host. 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.

This is an action example for Cluster Start/Stop.

Action example 20

```
(vsan resync continues beyond timeout. detail code = 200070)
```

If the content above is included in (Detailed Information), resynchronizing vSAN objects is in progress. After resynchronizing the vSAN objects, execute again.

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

This is an action example for Cluster Start/Stop.

Action example 21

```
(Unable to mount to backup server on //192.168.10.50/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.

Check the specified user name and password, and then execute again.

This is an action example for Backup.

Action example 22

```
(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.

Check that the FQDN can resolve, and then execute again.

This is an action example for Backup.

Action example 23

```
(Unable to mount to backup server on //192.168.10.50/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.

Check the communication with the backup destination server, and then execute again.

This is an action example for Backup.

Action example 24

```
(Unable to mount to backup server on //192.168.10.50/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.

Check that the backup destination folder exists, and then execute again.

This is an action example for Backup.

Action example 25

```
(Unable to mount to backup server on //192.168.10.50/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.

Check that the specified username and password are writable, and then execute again.

This is an action example for Backup.

Action example 26

```
(There is not enough disk space available to execute this task. disk space = 100MB. required = 200MB. detail code = 100021)
```

If the content above is included in (Detailed Information), there is not enough space in the backup destination folder.

Secure sufficient space in the backup destination folder, and then execute again.

This is an action example for Backup.

Action example 27

```
(Unable to back up (Backup operation is in progress. Please wait, or cancel the backup with ID '20191003-073225-8217866'.) vCSA = 192.168.10.30 detail code = 100023)
```

If the content above is included in (Detailed Information), an error occurred because another task for vCSA is running.

After the vCSA task completes, execute again.

This is an action example for Backup.

Action example 28

```
(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.

Check that the backup file you specified is correct and execute again.

This is an action example for Restore.

Action example 29

```
(Invalid state: host = 192.168.10.10 detail code = 100028)
```

If the content above is included in (Detailed Information), the operation failed because the node is in VMware maintenance mode. 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.

This is a common action example for the functions for cluster operation and maintenance.

Action example 30

```
(vCSA deploy error: importing file failed. datastore = vsanDatastore 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.

Check the status of the vSAN datastore and execute again.

This is an action example for Restore.

Action example 31

```
(Unable to mount iso file due to incorrect file format. filepath = /Administrator/ftp/aaa.txt  
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.

Check that the installer file you specified is correct and execute again.

This is an action example for Restore.

Action example 32

```
(Unable to restore (The appliance build number 14836122s does not match the build number 14367737s  
of the backed up appliance.) vCSA = 192.168.10.30 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.

Specify the same version of the installer file as vCSA at the time of the backup and execute again.

This is an action example for Restore.

Action example 33

```
(Unable to restore (RestoreManager encountered an exception.) vCSA = 192.168.10.30 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.

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.

This is an action example for Restore.

Action example 34

```
(Unable to restore VDS due to incorrect backup file. file = DSwitch0.zip 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.

Check for an incorrect file and execute again.

This is an action example for Restore.

Action example 35

```
(Lost uplink redundancy on virtual switch. switch = DSwitch0 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.

Configure the NICs to be redundant and execute again.

This is an action example for Restore.

Action example 36

```
(Duplicate VM name found. vm = vcsa detail code = 100035)
```

If the content above is included in (Detailed Information), the specified virtual machine name is the same as another virtual machine.

Specify a unique name and execute again.

This is an action example for Restore.

Action example 37

```
(IP address 192.168.10.30 already used. detail code = 100036)
```

If the content above is included in (Detailed Information), the vCSA IP address is already in use.

Check that the server using the vCSA IP address does not exist and execute again.

This is an action example for Restore.

Action example 38

```
(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.

Check that the vCSA backup exists in the specified backup destination folder and execute again.

This is an action example for Restore.

Action example 39

```
(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.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is an action example for Restore.

Action example 40

```
(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.

If the error still occurs even after executing the function again, collect maintenance data and contact your local Fujitsu customer service partner.

This is an action example for Restore.

Action example 41

```
(Unable to restore vCSA due to connection error. vCSA = 192.168.10.30 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.

Check that the backup file you specified is correct and execute again.

This is an action example for Restore.

Action example 42

```
(Unable to restore (Failed to retrieve appliance storage list.) vCSA = 192.168.10.30 detail code = 100032)
```

If the content above is included in (Detailed Information), the restoration failed because the vCSA storage size does not meet the requirements for the execution of Restore. Refer to "PRIMEFLEX Operation & Maintenance Guide" for PRIMEFLEX for VMware vSAN, and execute the restoration manually.

For manual restoration, loading a backup file with the SMB/CIFS protocol is not supported. Load a backup file by using another protocol.

If you need this manual, contact your local Fujitsu customer service partner.

This is an action example for Restore.