Quantum

# H2000 with 1.5.0 Software Release Notes

## Content






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# About H2000 1.5.0

1.5.0 is the initial software release of the Quantum H2000.

## Known Issues

| Issue | Support # | Description/Applicable Workarounds |
|---|---|---|
| BLK-5982 | n/a | The **Heath > System** page may display the following timeout or error message when multiple JBODs are initializing. You will see one of the following error messages:<br><br>Message 1:<br><br>  <br><br>Message 2:<br><br>  <br><br>If you see one of these error messages, it just means that the HSeries UI is expecting information from other parts of the system, and is unable to display the page correctly until the arrays have completed initializing. Once the arrays have completed initializing, the page will display correctly.<br><br>If you see either of these messages, you can close the message. These are benign, and there is no error condition with the system. |
| BLK-5843 | n/a | When an upgrade is initiated from one of the controller nodes (for this example, we'll call this controller A) to upgrade its peer (which would be controller B), the upgrade works correctly. However, when the upgrade of the first controller node (controller A) is initiated from the controller that has already been upgraded (controller B), the system can become fenced.<br><br>**Workaround:**<br><br>To fix this issue, you need to un-fence the controller that is currently fenced. See How to un-fence a controller and restart the H2000 cluster on the next page. |

| Issue | Support # | Description/Applicable Workarounds |
|---|---|---|
| BLK-5314 | n/a | If you attempt to upgrade the system using the GUI upgrade page, and see a message that the upgrade has failed, try the upgrade process again using the command-line.<br><br>**Workaround**:<br><br>To upgrade the system manually on the command-line using the -force option:<br><br>1. Open an SSH session to the management IP address of the controller you want to access using a PuTTY/Terminal client, and log in using the **admin** user name and the current password for the **admin** account.<br>2. Enter:<br><br>`sudo /opt/quantum/ansible/scripts/cluster_manager.py setmaintenancemode false`<br><br>3. Enter:<br><br>`sudo /opt/quantum/scripts/bootstrap_node_upgrade --force`<br><br>**Note:** This method upgrades the system from the production YUM repository. |
| BLK-4627 | n/a | When both controllers are powered off, push the power button on one controller, and then immediately push the power button on the other controller (within 30 secs of each other) so that the NVDs for both controllers are properly recognized by the system and prevents a fenced controller state.<br><br>If you did not power on both controllers within 30 seconds of one another, see How to un-fence a controller and restart the H2000 cluster below. |

## How to un-fence a controller and restart the H2000 cluster

1. Open an SSH session to the management IP address of the controller you want to access using a PuTTY/Terminal client, and log in using the **admin** user name and the current password for the **admin** account.

2. SSH to the QCSP (block storage) VM. Enter:

```
[admin@h2000-2 ~]$ ssh 10.17.21.10 -l root
```

3. Enter:

```
[root@h2000-23bf46-2 ~]# sbd_unfence.sh
```

4. Enter:

```
[root@h2000-23bf46-2 ~]$ cluster_start.sh
```

5. Exit the ssh session for the QCSP (block storage) VM. Enter:

```
[root@h2000-23bf46-2 ~]# exit
```

6. Exit the PuTTY/Terminal session:

```
[admin@h2000-2 ~]$ exit
```

## StorNext Network DNS IP Workaround

To resolve this situation:

1. From a PuTTY/Terminal client, open an SSH session with the management IP address of the StorNext VM you want to access.
2. Log in using the **stornext** user name and the current password used for the **admin** account on the H2000 system.
3. Log onto the StorNext CLI as the rootsh user. Enter:

```
sudo rootsh
```

4. Re-enter the password for the stornext account (remember, this is the same password used for the **admin** account on the H2000 system.

5. Open the **/etc/resolv.conf** file using the **vi** command-line editor. Enter:

```
vi /etc/resolv.conf
```

6. Edit the **/etc/resolv.conf** file. Make sure the IP address(es) shown here for each configured nameserver (in Linux each of these is a DNS server) is the IP address of a DNS server that is active and serving as a DNS server (items highlighted in green). In this example, there are two DNS servers, each with its own unique IP address.

   **Example:**

```
search mdc.local
nameserver 10.20.84.240
nameserver 10.20.84.241
```

7. Save your changes and exit **vi**. Enter:

```
wq:
```

8. Close the PuTTY/Terminal session for this controller node. Enter:

```
exit
```

9. Repeat all these steps for the other StorNext VM (running on the other controller node) to edit and save the correct DNS IPs used for the StorNext network.

## H2000 Management Network DNS IP Workaround

To resolve this situation:

1. Open an SSH session to the management IP address of the controller you want to access using a PuTTY/Terminal client, and log in using the **admin** user name and the current password for the **admin** account.
2. Log in as root. Enter:

```
[admin@h2000-2 ~]$ ssh 10.17.21.10 -l root
```

3. Open the **/etc/resolv.conf** file using the **vi** command-line editor. Enter:

```
vi /etc/resolv.conf
```

4. Edit the **/etc/resolv.conf** file. Make sure the IP address(es) shown here for each configured nameserver (in Linux each of these is a DNS server) is the IP address of a DNS server that is active and serving as a DNS server (items highlighted in green). In this example, there are two DNS servers, each with its own unique IP address. Edit the IPs as needed.

   **Example:**

```
search mdc.local
nameserver 10.20.84.240
nameserver 10.20.84.241
```

5. Save your changes and exit **vi**. Enter:

```
wq:
```

6. Close the PuTTY/Terminal session for this controller node. Enter:

```
exit
```

7. Repeat all these steps for the other controller node to edit and save the correct DNS IPs used for the H2000 management network.

# Contacting Quantum

## Contacts

For information about contacting Quantum, including Quantum office locations, go to:

https://www.quantum.com/aboutus/contactus/index.aspx

For further assistance, or for training opportunities, contact the Quantum Customer Support Center:

| Region | Support Contact |
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| Asia Pacific | +800-7826-8887 (toll free)<br>+603-7953-3010 |
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