

H2000 with 1.5.1 Software Release Notes

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About H2000 1.5.1

H2000 Compatibility


[See H2000 Planning > Installation Site Prerequisites](#)

[See H2000 Planning > Installation Site Prerequisites](#)

Enhancements and Fixed Issues for H2000 1.5.1

| Issue | Support # | Description |
|----------|-----------|--|
| BLK-6227 | n/a | H2000 software now points to the correct CBA portal. |
| BLK-6162 | n/a | Controller nodes now save the vmcore after a crash. |
| BLK-6038 | n/a | Fixed errors in the collect.sh script that were previously displayed when the script was run. |
| BLK-5843 | n/a | Upgrades will no longer fence the controller nodes. |

Known Issues

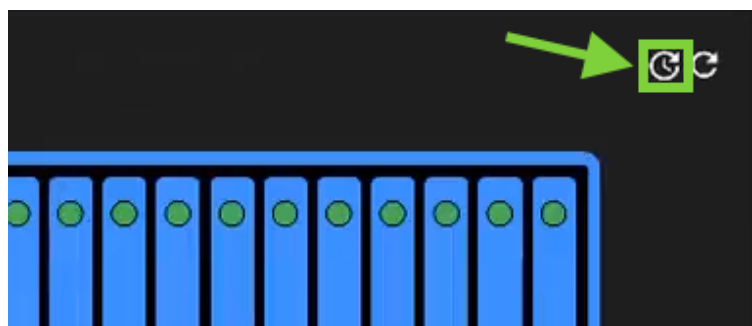
| Issue | Support # | Description/Applicable Workarounds |
|----------|-----------|---|
| BLK-6298 | | <p>You may see an "Unprocessable Entity" error when creating an array set when creating a new JBOD on the CONFIGURATION > Storage page.:</p>  |



Workaround (do one or both of the following):

- Click the "Refresh now" button in the top right corner of the **CONFIGURATION > Storage** page (right button). This one-time page refresh removes the error message:



- Change the frequency of data updates for this page to 5 minutes or less. Click the "Refresh interval" button in the top right corner of the **CONFIGURATION > Storage** page (left button) and select the frequency of data updates on this page:



| Issue | Support # | Description/Applicable Workarounds |
|----------|-----------|--|
| BLK-5982 | n/a | <p>The Health > System page may display the following timeout or error message when multiple JBODs are initializing at the same time. With 1.5.x installed, you could see one of the following error messages:</p> <p>Error Message #1:</p> <div data-bbox="683 478 1456 531" style="border: 1px solid black; background-color: #f00; padding: 2px;"> Trouble getting health system data. Error: timeout of 120sec exceeded ✕</div> <p>Error Message #2:</p> <div data-bbox="683 642 1456 695" style="border: 1px solid black; background-color: #f00; padding: 2px;"> Trouble loading storage arrays. Error: timeout of 45sec exceeded ✕</div> <p>These messages are benign, and there is no error condition with the system. If you see one of these error messages, it just means that the H2000 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 error messages will clear.</p> <p>If you see either of these messages, you can close the message.</p> |

| Issue | Support # | Description/Applicable Workarounds |
|----------|-----------|---|
| BLK-5314 | n/a | <p>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.</p> <p>Workaround:</p> <p>To upgrade the system manually on the command-line using the -force option:</p> <ol style="list-style-type: none"> 1. Open an SSH session using the management IP address of the controller you want to access using a PuTTY/Terminal client. <p>Use the admin user name and the password for the admin account on the H2000 system.</p> <ol style="list-style-type: none"> 2. Enter: <pre>sudo /opt/quantum/ansible/scripts/cluster_manager.py setmaintenancemode false</pre> 3. Enter: <pre>sudo /opt/quantum/scripts/bootstrap_node_upgrade --force</pre> <p>Note: This method upgrades the system from the production YUM repository.</p> |
| BLK-4627 | n/a | <p>When powering on the system when both controllers are in a powered off state, 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.</p> <p>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.</p> |

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

See [Known Issue 4627](#).

Step 1: Determine which controller is fenced

- When a block storage controller is fenced H2000 UI will contain an error message across the top of the page:



- Review RAS tickets
- Use the CLI to look for a controller node "reset" state, as described here:
 1. Open an SSH session using the management IP address of the controller you want to access using a PuTTY/Terminal client.
Use the **admin** user name and the password for the **admin** account on the H2000 system.
 2. SSH to the QCSP (block storage) VM. Enter:

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

3. Run the **sbd_list.sh** shell script:

```
[root@hseries-2 ~]# sbd_list.sh
```

If the system is fenced, you will see results similar to:

```
Device '/dev/disk/by-id/nvme-eui.304e3100000000000000000000000000-part2':  
0      1106e9-1      reset    node-1106e92  
1      1106e9-2      clear  
  
Device '/dev/disk/by-id/nvme-eui.314e3100000000000000000000000000-part2':  
0      1106e9-1      reset    node-1106e92  
1      1106e9-2      clear
```

If any node is fenced, the state keyword "reset" (in green) will be shown in the third column (the second column shows the node name that is affected, in the case of the example above, the first

block storage device (displayed under the "Device" as "0", in green) or Controller A, or the first controller node, is fenced. The fourth column (right-most) shows the node that last wrote to that message block.

Step 2: Log into the "fenced" controller and un-fence it

1. Open an SSH session using the management IP address of the controller you want to access using a PuTTY/Terminal client.

Use the **admin** user name and the password for the **admin** account on the H2000 system.

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

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

3. Enter:

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

4. Enter:

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

5. Run the **sbd_list.sh** shell script again, to verify the controller is no longer fenced:

```
[root@hseries-2 ~]# sbd_list.sh
```

If the system is NOT fenced, you will see results similar to:

```
Device '/dev/disk/by-id/nvme-eui.304e3100000000000000000000000000-part2':  
0      1106e9-1      clear      node-1106e92  
1      1106e9-2      clear  
Device '/dev/disk/by-id/nvme-eui.314e3100000000000000000000000000-part2':  
0      1106e9-1      clear      node-1106e92
```

```
1          1106e9-2          clear
```

If the controller is no longer fenced, the state keyword “clear” (in green) will be shown in the third column. In the example above, controller A (“node 0”), is “clear” or is no longer in a fenced state.

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

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

7. Exit the PuTTY/Terminal session:

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

H2000 Management Network DNS IP Workaround

To resolve this situation:

1. Open an SSH session using the management IP address of the controller you want to access using a PuTTY/Terminal client.
Use the **admin** user name and the password for the **admin** account on the H2000 system.
2. Log in as root. Enter:

```
[admin@hSeries-x2 ~]$ sudo su -
```

While you won't see a message confirming that you are now logged in as root, notice that in the CLI prompt, you will see the user change from **admin**, as shown above, to **root** as shown below (in green):

```
[root@hSeries-x2 ~]$
```

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 |
|---------------|---|
| North America | 1-800-284-5101 (toll free) +1-720-249-5700 |

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

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