排除VMWare vCenter的HyperFlex插件问题

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简介

本文档介绍在HyperFlex集群新安装/部署或升级到版本3.0(1c)后发生的HyperFlex插件问题故障排除步骤。

先决条件

要求

Cisco 建议您了解以下主题:

- 思科HyperFlex
- VMWare vCenter

使用的组件

本文档中的信息基于以下软件和硬件版本:

- HyperFlex版本3.0(1c)
- UCS C240M5
- VMWare vCenter 6.0或6.5

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

故障排除步骤

步骤1.验证您在vCenter Web客户端上未看到HyperFlex插件。导航至"**主页">"全局清单列表"**,并检 查插件是否在vCenter中可见。插件应位于分布式交**换机**的正下方,如图所示。



步骤2.确保vCenter登录用户具有完全的管理员权限。

步骤3.检查从vCenter到HX集群管理IP(CMIP)的ping是否工作。

步骤4.检查对CMIP的ping是否间歇性,以隔离重复的IP问题。

步骤5.验证插件是否通过vCenter管理对象浏览器(MOB)安装。 在执行此步骤之前,请查找群集域 ID。为了收集集群域ID,Secure Shell(SSH)到CMIP并运行此命令D**"stcli cluster info | grep -i域** ",如图所示。

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

步骤6.在本例中,您可以看到,域ID是**c122**。现在,导航到vCenter MOB并检查此插件的扩展是否存在。为此,请登录**https://<vCenter IP或FQDN>/mob**。

在属性**部分下**导航到content>extensionManager并选**择(更多……)。在**列表的按钮上,您将看到 两个springpath扩展。其中一个包括之前收集的域ID。

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

Properties

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

步骤7.要进一步验证vCenter Web客户端上是否安装了HyperFlex插件,请导航至**"主页">"管理">"解** 决方案">"客户端插件"。

如果未在表中看到HyperFlex(Springpath插件),请单击"检查新**插件"下的**。如果Springpath插件 存在,应填充该插件。这需要几分钟。

在检查新插件之前:

Navigator I	Gient Plug-Ins				
A Back	Check for New Plug-ins			(q Filter 👻
Administration Access Control Roles Global Permissions Single Sign-On Users and Groups Configuration Licensing Licenses Reports Solutions Client Plug-Ins vCenter Server Extensions Deployment System Configuration Customer Experience Im Support Upload File to Service Re	Vame vCenter Orchestrat SR File Upload Plu Hybrid Cloud Mgr P VMware Update M SSO Admin UI plugin Virtual Infrastructure	Vendor VMware VMware VMware VMware VMware, Inc.	Version 6.5.0.20000 6.5.0.20000 6.5.0 6.5.0 6.5.0 6.5.0.20000 6.6.1.20000 6.6.	Description VCenter Orchestrator pl Uploads files as attach VMware vCloud Air Hy Update Manager client SSO Admin UI plugin Virtual SAN Web Client	State Enabled Enabled Enabled Enabled Enabled Enabled Enabled Interference

检查新插件后:

Navigator I	🗳 Client Plug-Ins				
A Back	Check for New Plug-	Q Fil	Q Filter		
Administration Access Control Roles Global Permissions Single Sign-On Users and Groups Configuration	Name VCenter Orche SR File Uploa Hybrid Cloud VMware Upda SSO Admin UI Springpath Plu	Vendor VMware VMware VMware VMware VMware VMware Springpath, Inc.	Version 6.5.0.20000 6.5.0.20000 6.5.0.20000 6.5.0 6.5.0.20000 3.0.1.29681 6.5.1.20900	Description vCenter Orchestra Uploads files as at VMware vCloud Ai Update Manager c SSO Admin UI plu Springpath vSpher Viduel SSN Wap	State State Enabled Enabled Enabled Enabled Enabled Enabled Enabled Enabled Enabled
 Licensing Licenses Reports Solutions Client Plug-Ins vCenter Server Extensions Deployment System Configuration >> Customer Experience Improvement Program Support Upload File to Service Request 	Virtual intrastr	VMWare, inc.	6.6.1.20000	Virtual SAN Web	Enabled

步骤8.重新启动vSphere Web客户端服务(vsphere客户端服务)。

Windows上的vCenter Server

- 1. 在运行vCenter Server的Windows系统上打开Server Manager。
- 2. 导航至Configuration > Services。
- 3. 选择"VMware vSphere Web Client",然后单击"Restart"。

vCenter服务器设备

- 1. 使用SSH以根用户身份登录vCenter服务器设备。
- 2. 停止vSphere Web客户端服务并运行以下命令之一。vCenter Server 6.0:**service vsphereclient stop**vCenter Server 6.5:**service-control**—**stop vsphere-client**
- 3. 借助这些命令重新启动vSphere Web客户端服务。vCenter Server 6.0:**service vsphere-client** startvCenter Server 6.5:**service-control —start vsphere-client**

实验vCenter服务器设备的命令输出:

Command> service-controlstop usphere-client
Perform stop operation. vmon_profile=None, svc_names=['vsphere-client'], include_coreossvcs=False, i
nclude_leafossvcs=False
Successfully stopped service vsphere-client
Command> service-controlstart usphere-client
Perform start operation. vmon_profile=None, svc_names=['vsphere-client'], include_coreossvcs=False,
include_leafossucs=False
2018-08-23T22:02:56.939Z Service usphere-client state STOPPED
Successfully started service vsphere-client

步骤9.从vCenter**删除extensionList ["com.springpath.sysmgmt"]**移动。

注意:确保仅删除未使用的域ID。如果删除不正确的域ID,群集将脱机。从步骤5中收集正确 的域ID。此外,您还可以从vCenter**主机和集群**视图中删除集群,删除移动条目并在vCenter中 重新创建集群,最后重新注册集群。如果您有疑问,请在继续之前打开TAC SR。

Property Path: extensionList["com.springpath.sysmgmt"]					Managed Object Type: ManagedObjectReference:ExtensionManager				
NAME	ТҮРЕ		VALUE	hanagea	00,000.0	ALC	15ioiii	landger	
client	ExtensionClie	entInfo[]] <u>client</u> Properties						
company		string	"Springpath, Inc."	NAME	ТҮРЕ	VAL	LUE		
description	De	scription	description	extensionList	Extension[]	exte	xtensionList["com.vmware.vim.inventoryservice"] Extension		
eventList	ExtensionEventTy	peInfo[]	eventList	_		ext	extensionList["com.vmware.vim.sms"] Extension		Extension
extendedProductInfo	ExtExtendedPro	ductInfo	extendedProductInfo	_		ext ext	ensionLis ensionLis	t["VirtualCenter"]	Extension
faultList	ExtensionFaultTy	peInfo[]	Unset	_		exte	ensionLis	t["com.vmware.vim.stats.report"]	Extension
healthInfo	ExtensionHe	althInfo	Unset	_		<u>(m</u>	ore)		
key		string	Com.springpath.sysmgmt5						
lastHeartbeatTime		dateTime	"2016-11-09T14:14:25.439-08:00"	Methods					
managedEntityInfo	ExtManagedEnt	ityInfo[]	Unset	RETURN TYPE	RETURN TYPE			NAME	
ovfConsumerInfo	ExtensionOvfConsu	merInfo	Unset	-	Extension <u>FindExtension</u>				
privilegeList	t ExtensionPrivilegeInfo[]		Unset	-	string		GetPublicKey		
resourceList	ExtensionResourceInfo[]		Unset	Extension	ExtensionManagerIpAllocationUsage[] <u>OuervExtensionIp</u>		<u>OueryExtensionIpAllocationUsage</u>		
server	ExtensionSer	🗅 Mana	aaged Object Browser - Google Chrome - 🗆 🗙		×	Intity[]	<u>OueryManagedBy</u>		
hownInSolutionManager		A bitos	// mob/?moid=ExtensionManager&method=unregisterExtension		void	RegisterExtension			
solutionManagerInfo	ExtSolutionMar		· · · · · · · · · · · · · · · · · · ·				void	SetExtensionCertificate	
subjectName	e Man Man Mai Mai		aged Object Type: agedObjectReference:ExtensionManager pagedObject ID: ExtensionManager				void	SetPublicKey	
taskList							void	UnregisterExtension	
type		Me	Method: UnregisterExtension				void	UpdateExtension	
version						_			
		void	UnregisterExtension					ſ	
Parameters							STED 2: Click Hore		
		NAME	TYPE VALUE					STEP-2: Click Here	
		exten	sionKey (required) string com.springpath	sysmgmt					
					Invoke Metho	d			
STEP-3: Paste the value, then Click									

步骤10.将HX集群重新注册到同一vCenter。

运行这些命令以将HX重新注册到vCenter。

root@ucs-stctlvm-116-1:~# stcli cluster reregister --vcenter-datacenter DATACENTER --vcenter-cluster <CLUSTER> --vcenter-url <vCenterIP> --vcenter-user <USER> 步骤11.等待vSphere Web客户端服务联机后,您才能重新登录,大约需要5到10分钟。

登录后,您应该能够看到Cisco Hyperflex Systems下的Cisco HX数据平台。

Navigator	VCenter Home
Back	Getting Started Summary
Global Inventory Lists	0
🚱 vCenter Home	What is vCenter?
🔁 Virtual Machines	The vCenter inventory lists and trees show
🚟 vApps	the objects associated with vCenter Server systems, such as datacenters, hosts,
VM Templates in Folders	clusters, networking, storage, and virtual machines
✓ Resources	
🕖 vCenter Servers	Inventory lists allow you to view aggregated lists of these objects across vCenter Server
Datacenters	systems. These flat lists enable easier batch
Hosts	
U Clusters	level Home inventory. In these trees, objects
Contraction Resource Pools	are arranged hierarchically in one of four views: Hosts and Clusters. VMs and
Datastores	> Templates, Storage, and Networking.
Datastore Clusters	To get started with the virtual infrastructure:
Q Networks	> 1. Create a datacenter
A Distributed Port Groups	2. Add hosts to the datacenter 3. Create utilizing machines on the hosts
Distributed Switches	S. Create virtual machines on the nosts
	Explore Further
똅 Cisco HX Data Platform	What is vCenter Server?
	Networking in vSphere
	Storage in vSphere
	What are inventory tree views?
	Using the object navigator
the second s	

步骤12.如果这不起作用,请检查插件是否可从VCSA SSH控制台下载。此测试用于隔离任何防火墙、端口问题或证书问题。

使用wget:

sup-ucs-vc:~ # wget https://<CMIP>/plugins/stGui-1.0.zip — 无检查证书

使用Curl:

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

hyperflex-vcenter:/var/log/vmware/vsphere-client/logs # wget https://locoff0.102/plugins/stGui						
-1.0.zipno-check-certificate						
2018-08-28 21:55:18 https://101001101120.plugins/stGui-1.0.zip						
Connecting to 10.00.70.102:443 connected.						
Unable to establish SSL connection.						
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs # wget https://iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii						
-1.0.zipno-check-certificate						
2018-08-28 21:59:07 https://10.00.70.102/plugins/stGui-1.0.zip						
Connecting to 10.00.00.002:443 connected.						
Unable to establish SSL connection.						
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs # curl -v https://log/vmware/vsphere-client/logs # curl -v https://log/vmware/vsphere-client/log/vmware/vsphere-client/logs # curl -v https://log/vmware/vsphere-client/log/vmware/vsphere-client/logs # curl -v https://log/vmware/vsphere-client/log/vmware/vsphere-client/logs # curl -v https://log/vmware/vsphere-client/vsphere-client/vsphe						
Gui-1.0.zip						
* About to connect() to presented port 443 (#0)						
* Trying 10.00.75.152 connected						
* Connected to 194064704100 (194064704102) port 443 (#0)						
* successfully set certificate verify locations:						
* CAfile: none						
CApath: /etc/ssl/certs/						
* SSLv3, TLS handshake, Client hello (1):						
* Unknown SSL protocol error in connection to 10,00,70,102;443						
* Closing connection #0						
curl: (35) Unknown SSL protocol error in connection to 10.00.70.102:443						
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs #						

步骤 13浏览到<u>https://vCenterIPaddress/</u> mobthen login <u>asadministrator@vsphere.local</u>。

导航至Content> Extension > ExtensionManager >extensionList ["com.springpath.sysmgmt"] > Server

这是它应该的样子。ExtensionServerInfo显示给定HX集群的相同URL/IP。这应与CMIP的IP相同。

Home	Home								
Data Pare Prop	Data Object Type: ExtensionServerInfo[] Parent Managed Object ID: ExtensionManager Property Path: extensionList["com.springpath.sysmgmt"].server								
Propert	Properties								
NAME	ТҮРЕ	VALUE							
[0]	ExtensionServerInfo	NAME	ТҮРЕ	VALUE					
		adminEmail	string[]	"admin@springpathinc.com"					
		company	string	"Springpath, Inc."					
		description	Description	NAME TYPE VALUE					
				label string "1297828382378014114:7656544413023044243"					
				summary string "hx-2-cluster"					
		serverThumbprint	string	"28:71:47:9A:C0:58:72:40:C0:E7:9A:DB:39:2A:A3:1A:FD:97:BF:D7"					
		type	string	"springpath-cluster"					
		url	string	"https://					
[1]	ExtensionServerInfo	NAME	ТҮРЕ	VALUE					
		adminEmail	string[]	"admin@springpathinc.com"					
		company	string	"Springpath, Inc." Same IP					
		description	Description	NAME TYPE VALUE					
				label string "HyperFlex Data Platform"					
				summary string "Manages Springpath storage"					
		serverThumbprint	string	"28:71:47:9A:C0:58:72:40:C0:E1:9A:DB:39:2A:A3:1A:FD:97:BF:D7"					
		type	string	"vsphere-client-serenity"					
		url	string	"https://					

步骤14.如果服务器移动输出不显示相同的URL DNS名称,例如,如果**[0]ExtensionServerInfo**和 **[1]ExtensionServerInfo**是两个单独的URL DNS名称,则可能是问题并导致问题。 查找URL,即集群管理IP。在CtrlVM中验证DNS,然后执行以下步骤:

- •从HX集群禁用DNS。SSH至任何存储CtrlVM
- 验证DNS服务器:#stcli services dns show (获取DNS服务器的IP)
- 停止DNS:#stcli services dns remove —dns <DNS服务器IP>
- 检验DNS是否已停止:#stcli services dns show
- •从vCenter中删除extensionList ["com.springpath.sysmgmt"]移动(如步骤9所述)
- 将HX集群重新注册到vCenter(如步骤10所述)
- •从Web客户端注销并重新登录。验证插件是否显示。
- 将DNS服务器添加回hx集群:#stcli services dns add —dns <DNS服务器IP>
- 验证DNS服务器是否正在运行:#stcli services dns show

日志分析

日志收集

1. vCenter日志 — <u>https://kb.vmware.com/s/article/1011641</u>

2. Hyperflex storfs捆绑包 — <u>https://www.cisco.com/c/en/us/support/docs/hyperconverged-infrastructure/hyperflex-hx-data-platform/210831-Visual-guide-to-collect-Tech-Support-fil.html</u>

错误消息示例

1.检查vCenter虚拟机日志,如果vCenter与HX集群stMgr存在通信问题,则查找消息。

2. VCSA Virgo日志位置:/var/log/vmware/vsphere-client/logs/vsphere_client_virgo.log

3.检查stMgr日志位置:**/var/log/springpath/stMgr.log**,并查找与Hyperflex集群或vCenter插件对应 的错误消息或失败消息。

在问题情况下记录的示例:

stMgr failed to return a simple cluster name,

[2016-11-15T19:48:40.542Z] [WARN] pool-9-thread-170000096 100001 200001com.storvisor.sysmgmt.service.ThriftServiceAccessFailed to get cluster namewhen checking for cluster access. org.apache.thrift.transport.TTransportException:java.net.UnknownHostException: cisco-storage-cluster.com

at org.apache.thrift.transport.THttpClient.flush(THttpClient.java:356)

- at org.apache.thrift.TServiceClient.sendBase(TServiceClient.java:65)
- at com.storvisor.sysmgmt.StMgr\$Client.send_getName(StMgr.java:1308)
- at com.storvisor.sysmgmt.StMgr\$Client.getName(StMgr.java:1301)

at

com.storvisor.sysmgmt.service.ThriftServiceAccess.hasValidAccess(ThriftServiceAccess.java:228)

at

com.storvisor.sysmgmt.service.util.StorvisorServerCacheForceUpdaterThread.call(StorvisorServerCa cheForceUpdaterThread.java:28) at

com.storvisor.sysmgmt.service.util.StorvisorServerCacheForceUpdaterThread.call(StorvisorServerCa cheForceUpdaterThread.java:12)

at java.util.concurrent.FutureTask.run(Unknown Source)

at java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)

at java.util.concurrent.ThreadPoolExecutor\$Worker.run(Unknown Source)

at java.lang.Thread.run(Unknown Source)

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

at java.net.AbstractPlainSocketImpl.connect(Unknown Source)

at java.net.SocksSocketImpl.connect(Unknown Source)

at java.net.Socket.connect(Unknown Source)

at sun.security.ssl.SSLSocketImpl.connect(Unknown Source) 4.如果这无助,请打开Cisco TAC SR:<u>https://mycase.cloudapps.cisco.com/case</u>