

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

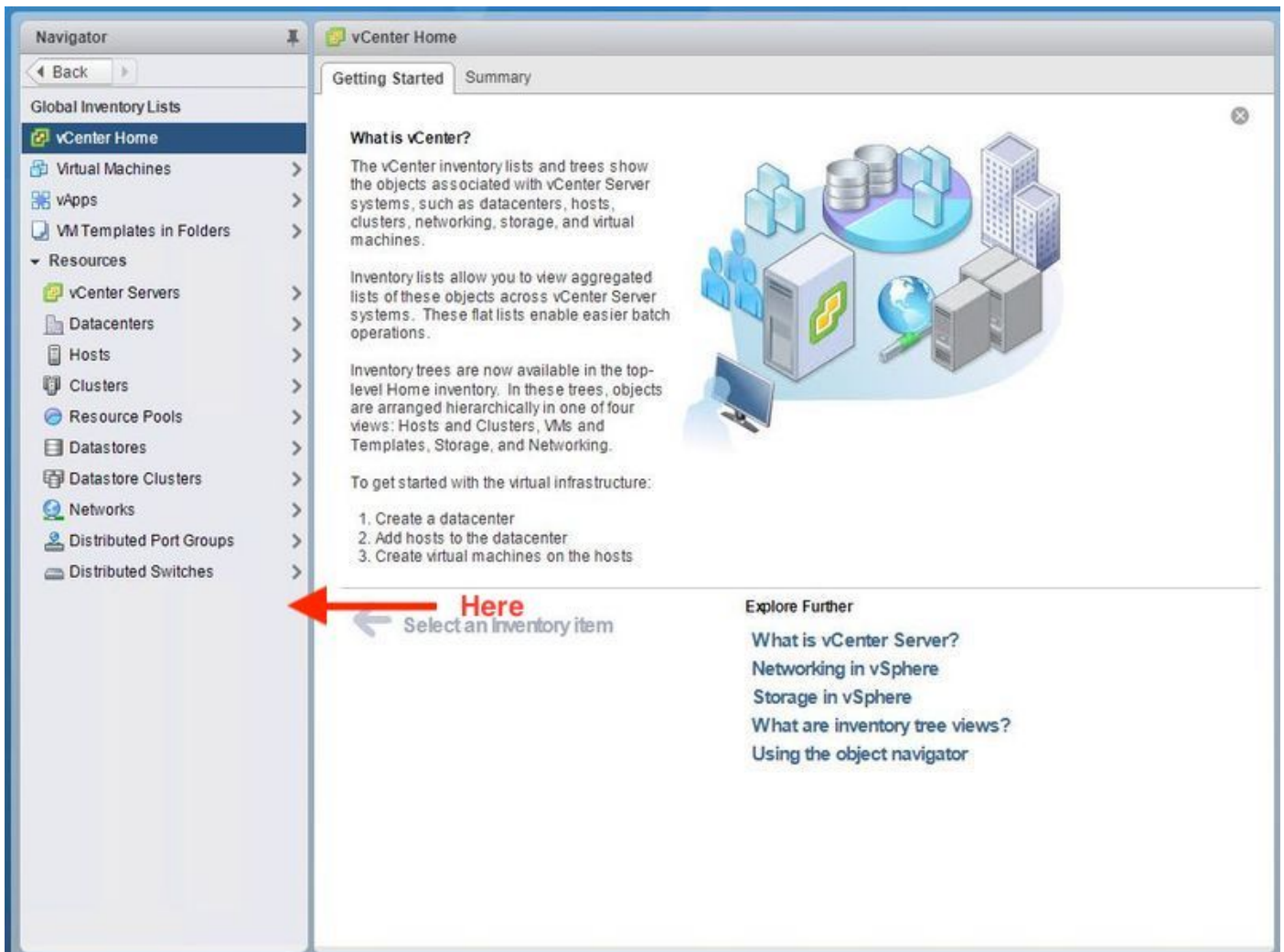
本文档中的信息基于以下软件和硬件版本：

- 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-scvms-02:~# stcli cluster info | grep domain
id: domain-c122
vCenterClusterId: domain-c122
root@hx-8-scvms-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	TYPE	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 extensionList["com.springpath.sysmgmt.domain-c122"] Extension (less...)

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。

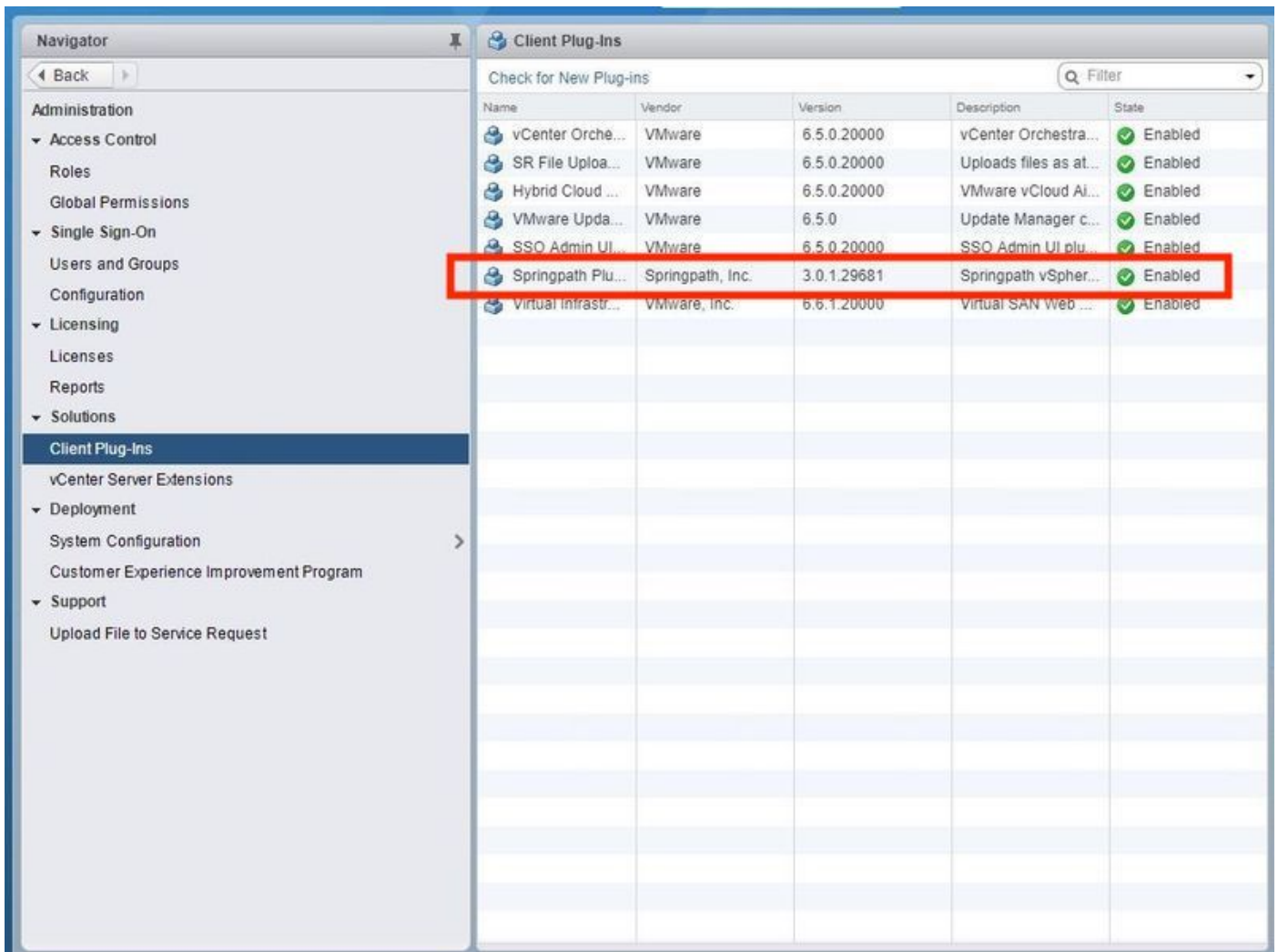
在检查新插件之前：

Client Plug-Ins

Check for New Plug-ins

Name	Vendor	Version	Description	State
vCenter Orchestrat...	VMware	6.5.0.20000	vCenter Orchestrator pl...	Enabled
SR File Upload Plu...	VMware	6.5.0.20000	Uploads files as attach...	Enabled
Hybrid Cloud Mgr P...	VMware	6.5.0.20000	VMware vCloud Air Hy...	Enabled
VMware Update M...	VMware	6.5.0	Update Manager client	Enabled
SSO Admin UI plugin	VMware	6.5.0.20000	SSO Admin UI plugin	Enabled
Virtual Infrastructure	VMware, Inc.	6.6.1.20000	Virtual SAN Web Client...	Enabled

检查新插件后：



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 vsphere-client 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 start`vCenter Server 6.5:`service-control --start vsphere-client`

实验vCenter服务器设备的命令输出：

```
Command> service-control --stop vsphere-client
Perform stop operation. umon_profile=None, suc_names=['vsphere-client'], include_coreossvcs=False, include_leafossvcs=False
Successfully stopped service vsphere-client
Command> service-control --start vsphere-client
Perform start operation. umon_profile=None, suc_names=['vsphere-client'], include_coreossvcs=False, include_leafossvcs=False
2018-08-23T22:02:56.939Z Service vsphere-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。

STEP-1: Copy the string in the circle

Data Object Type: Extension
Parent Managed Object ID: ExtensionManager
Property Path: extensionList["com.springpath.sysmgmt"]

NAME	TYPE	VALUE
client	ExtensionClientInfo[]	client
company	string	"Springpath, Inc."
description	Description	description
eventList	ExtensionEventTypeInfo[]	eventList
extendedProductInfo	ExtExtendedProductInfo	extendedProductInfo
faultList	ExtensionFaultTypeInfo[]	Unset
healthInfo	ExtensionHealthInfo	Unset
key	string	com.springpath.sysmgmt
lastHeartbeatTime	dateTime	"2016-11-09T14:14:25.439-08:00"
managedEntityInfo	ExtManagedEntityInfo[]	Unset
ovfConsumerInfo	ExtensionOvfConsumerInfo	Unset
privilegeList	ExtensionPrivilegeInfo[]	Unset
resourceList	ExtensionResourceInfo[]	Unset
server	ExtensionServerInfo	Unset
shownInSolutionManager	boolean	Unset
solutionManagerInfo	ExtSolutionManagerInfo	Unset
subjectName	string	Unset
taskList	ExtensionTaskInfo[]	Unset
type	ExtensionTaskType	Unset
version	string	Unset

Managed Object Reference: ExtensionManager
Managed Object ID: ExtensionManager

NAME	TYPE	VALUE
extensionList	Extension[]	extensionList["com.vmware.vim.inventoryservice"] Extension extensionList["com.vmware.vim.sms"] Extension extensionList["com.vmware.vim.vsm"] Extension extensionList["virtualCenter"] Extension extensionList["com.vmware.vim.stats.report"] Extension (more...)

Methods

RETURN TYPE	NAME
Extension	FindExtension
string	GetPublicKey
ExtensionManagerIpAllocationUsage[]	QueryExtensionIpAllocationUsage
Entity[]	QueryManagedBy
void	RegisterExtension
void	SetExtensionCertificate
void	SetPublicKey
void	UnregisterExtension
void	UpdateExtension

void UnregisterExtension

Parameters

NAME	TYPE	VALUE
extensionKey (required)	string	com.springpath.sysmgmt

Invoke Method

STEP-2: Click Here (arrow pointing to UnregisterExtension method)

STEP-3: Paste the value, then Click unregister extension -----> (arrow pointing to Invoke Method button)

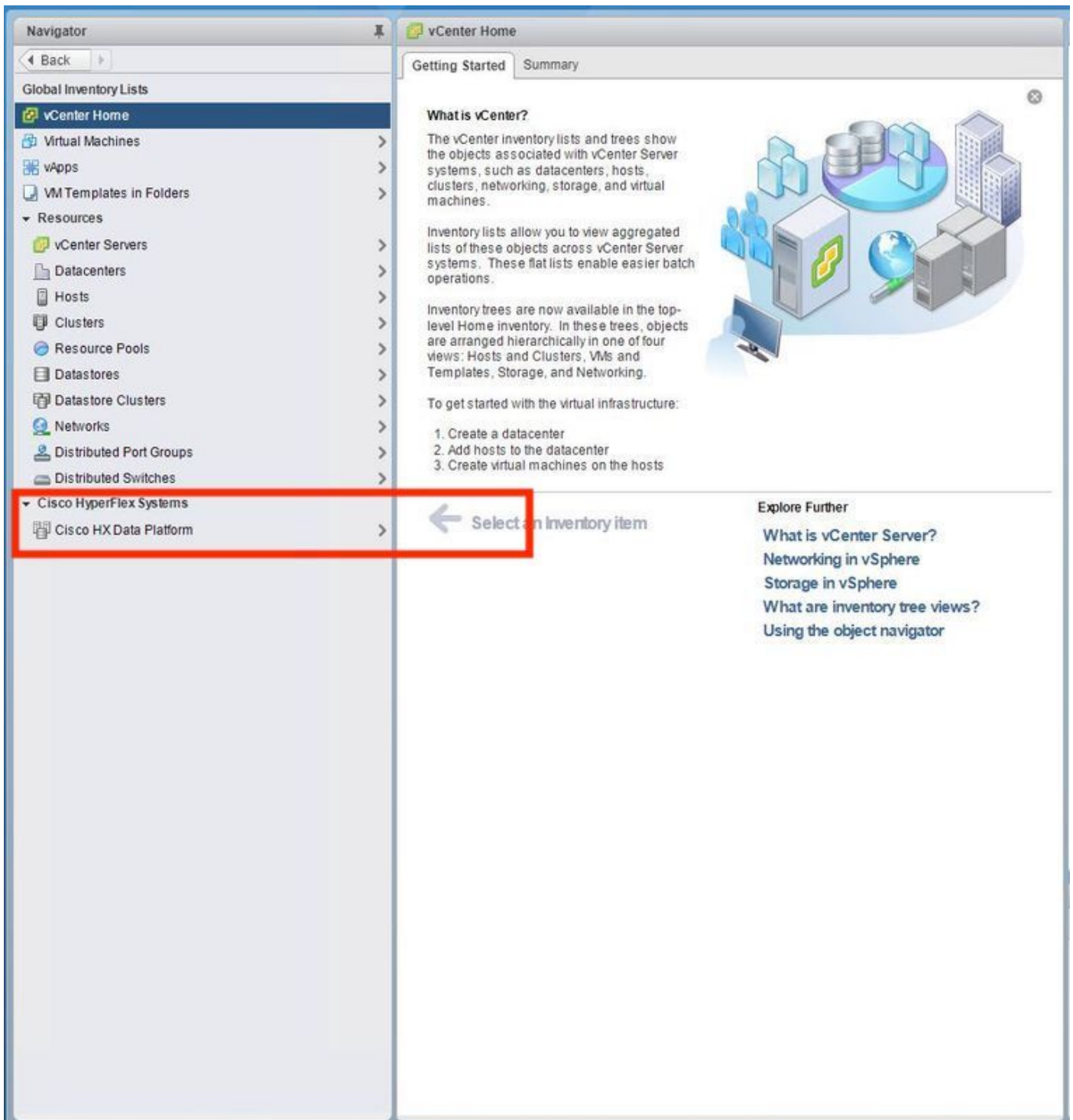
步骤10.将HX集群重新注册到同一vCenter。

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。



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://[redacted]/plugins/stGui-1.0.zip --no-check-certificate
--2018-08-28 21:55:18-- https://[redacted]plugins/stGui-1.0.zip
Connecting to [redacted]:443... connected.
Unable to establish SSL connection.
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs # wget https://[redacted]/plugins/stGui-1.0.zip --no-check-certificate
--2018-08-28 21:59:07-- https://[redacted]/plugins/stGui-1.0.zip
Connecting to [redacted]:443... connected.
Unable to establish SSL connection.
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs # curl -v https://[redacted]/plugins/stGui-1.0.zip
* About to connect() to [redacted] port 443 (#0)
* Trying [redacted]... connected
* Connected to [redacted] ([redacted]) port 443 (#0)
* successfully set certificate verify locations:
*   CAfile: none
*   Cpath: /etc/ssl/certs/
* SSLv3, TLS handshake, Client hello (1):
* Unknown SSL protocol error in connection to [redacted]:443
* Closing connection #0
curl: (35) Unknown SSL protocol error in connection to [redacted]:443
hyperflex-vcenter:/var/log/vmware/vsphere-client/logs #

```

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

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

Data Object Type: **ExtensionServerInfo[]**
Parent Managed Object ID: **ExtensionManager**
Property Path: **extensionList["com.springpath.sysmgmt"].server**

Properties

NAME	TYPE	VALUE																														
[0]	ExtensionServerInfo	<table border="1"> <thead> <tr> <th>NAME</th> <th>TYPE</th> <th>VALUE</th> </tr> </thead> <tbody> <tr> <td>adminEmail</td> <td>string[]</td> <td>"admin@springpathinc.com"</td> </tr> <tr> <td>company</td> <td>string</td> <td>"Springpath, Inc."</td> </tr> <tr> <td>description</td> <td>Description</td> <td> <table border="1"> <thead> <tr> <th>NAME</th> <th>TYPE</th> <th>VALUE</th> </tr> </thead> <tbody> <tr> <td>label</td> <td>string</td> <td>"1297828382378014114:7656544413023044243"</td> </tr> <tr> <td>summary</td> <td>string</td> <td>"hx-2-cluster"</td> </tr> </tbody> </table> </td> </tr> <tr> <td>serverThumbprint</td> <td>string</td> <td>"28:71:47:9A:C0:58:72:40:C0:E7:9A:DB:39:2A:A3:1A:FD:97:BF:D7"</td> </tr> <tr> <td>type</td> <td>string</td> <td>"springpath-cluster"</td> </tr> <tr> <td>url</td> <td>string</td> <td>"https://[redacted]/stMgr"</td> </tr> </tbody> </table>	NAME	TYPE	VALUE	adminEmail	string[]	"admin@springpathinc.com"	company	string	"Springpath, Inc."	description	Description	<table border="1"> <thead> <tr> <th>NAME</th> <th>TYPE</th> <th>VALUE</th> </tr> </thead> <tbody> <tr> <td>label</td> <td>string</td> <td>"1297828382378014114:7656544413023044243"</td> </tr> <tr> <td>summary</td> <td>string</td> <td>"hx-2-cluster"</td> </tr> </tbody> </table>	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://[redacted]/stMgr"
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Same IP

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 — <https://kb.vmware.com/s/article/1011641>
2. Hyperflex storfs捆绑包 — <https://www.cisco.com/c/en/us/support/docs/hyperconverged-infrastructure/hyperflex-hx-data-platform/210831-Visual-guide-to-collect-Tech-Support-fil.html>

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-1          70000096 100001 200001  
com.storvisor.sysmgmt.service.ThriftServiceAccess      Failed to get cluster name  
when 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.isValidAccess(ThriftServiceAccess.java:228)  
  
    at  
com.storvisor.sysmgmt.service.util.StorvisorServerCacheForceUpdaterThread.call(StorvisorServerCa  
cheForceUpdaterThread.java:28)
```

at
com.storvisor.sysmgmt.service.util.StorvisorServerCacheForceUpdaterThread.call(StorvisorServerCacheForceUpdaterThread.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:<https://mycase.cloudapps.cisco.com/case>