# VSP One Object S Series Node Early Notice

**Rhino Engineering Number:** HCPS-EN-042

**Revision:** 1

**Date of Issue:** 18 April 2025

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**Checked by:** Andrew List

**Approved by:** Andrew List

## Title: Changing Access Network Settings Can Result in Virtual IP Addresses Not Working

### 1. Description

After an S Series Node is upgraded to release 4.2.1 from an earlier release, changing access network settings can cause the virtual IP addresses for the network to stop working. If this issue occurs, the access network virtual IP addresses cannot be used for access to the S Series node.

#### 1.1 Mandatory

Yes

### 2. Products Affected

#### 2.1 Lines/Models Affected

* HCP S11 node
* HCP S31 node
* HCP S32 node

#### 2.2 S Series Node Hardware Affected

* N/A

#### 2.3 S Series Software Affected

* 4.2.1

### 3. Related Problem IDs

* Rhino Engineering Jira reference: RNO-14502

### 4. Problem

#### 4.1 Symptoms

On a release 4.2.1 S Series node that has been upgraded from an earlier release, after the access network gateway IP address, netmask or prefix length, server-module physical or virtual IP addresses, bonding mode, or VLAN ID is modified, the S Series node cannot be accessed using the virtual IP addresses.

#### 4.2 Conditions of Occurrence

This issue occurs only on S Series nodes that have been upgraded to release 4.2.1 from an earlier release and only after certain network settings have been modified.

#### 4.3 Cause

Updates made to certain access network settings cause the virtual IP addresses for the network to be deleted from and then rebuilt in the S Series node pacemaker configuration. However, on release 4.2.1 S Series nodes that have been upgraded from an earlier release, an error in the pacemaker configuration prevents the virtual IP addresses from being rebuilt.

#### 4.4 Impact on Customer Operations

* Frequency of problem: Low
* Severity of problem: High

### 5. Recovery

The script provided with this EN updates the pacemaker configuration to prevent this issue from occurring.

### 6. Solutions

#### 6.1. Temporary Solution

To temporarily resolve the issue described in this EN, you run the provided script on one server module in the S Series node. You can use either server module for this purpose. After the successful execution of the script, updates to the access network no longer cause the virtual IP addresses for the network not to work.

**Notes:**

* The script checks software versions to ensure that it runs only on release 4.2.1 S Series nodes that have been upgraded from an earlier release.
* Before making any changes, the script verifies that the error in the pacemaker configuration is present on the S Series node. After the script runs, the error is no longer present, so subsequent runs of the script do not make any changes.

To run the script:

1. If you have not already done so, use Pageant to add the root SSH key to the SSH keychain on your laptop computer.
2. Download the EN042\_script.zip file to the directory of your choice on your laptop computer.
3. Use SCP to copy the downloaded EN042\_script.zip file to the /root directory on one server module.
4. Use SSH to log in to that server module as root.
5. Enter this command to unzip the EN042\_script.zip file:

unzip EN042\_script.zip

1. Enter this command to make the script executable:

chmod u+x pcsConstraintUpdate.sh

1. Enter this command to execute the script:

./pcsConstraintUpdate.sh

After successful execution, the script reports:

Update completed successfully!

#### 6.2. Permanent Solution

#### 1) Product changes to resolve this issue:

#### This issue will be corrected in a future version of the S Series software.

#### 2) Product name, fixed version, and release schedule for the fixed version:

#### VSP One Object S Series software version 4.3.0.

#### 3) Documentation changes:

#### N/A

### 7. Change Log

18 April 2025: Initial revision