-F7EB-4FA0-88AD-

***Hitachi Ops Center Automator***

**Troubleshooting Guide**

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- Preface -

The purpose of this document is to let on-site personnel and support staff know how to identify issues and isolate the cause when troubleshooting Hitachi Ops Center Automator (abbreviated hereafter to *Automation*). We hope that this document help ease the burden on personnel and allow them to respond to and resolve issues in a timely manner.

- Revision History -

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Version | Description | Date |
| 1 | 8.1.1-00 | Hitachi Automation Director Troubleshooting Guide created | November 20, 2014 |
| 2 | 8.1.2-00 | Hitachi Automation Director 8.1.2 Support | February 2, 2015 |
| 3 | 8.1.3-00 | Hitachi Automation Director 8.1.3 Support | February 25, 2015 |
| 4 | 8.1.4-00 | Hitachi Automation Director 8.1.4 Support | April 27, 2015 |
| 5 | 8.2.0-00 | Hitachi Automation Director 8.2.0 Support | June 12, 2015 |
| 6 | 8.2.0-01 | Hitachi Automation Director 8.2.0-01 Support | July 24, 2015 |
| 7 | 8.2.1-00 | Hitachi Automation Director 8.2.1 Support | October 15, 2015 |
| 8 | 8.4.0-00 | Hitachi Automation Director v8.4.0 Support | December 15, 2015 |
| 9 | 8.4.1-00 | Hitachi Automation Director v8.4.1 Support | April 4, 2016 |
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| 13 | 8.5.1-00 | Hitachi Automation Director v8.5.1-00 Support | December 26, 2016 |
| 14 | 8.5.1-01 | Hitachi Automation Director v8.5.1-01 Support | February 6, 2017 |
| 15 | 8.5.2-00 | Hitachi Automation Director v8.5.2-00 Support | April 10, 2017 |
| 16 | 8.5.2-01 | Hitachi Automation Director v8.5.2-01 Support | May 11, 2017 |
| 17 | 8.5.2-02 | Hitachi Automation Director v8.5.2-02 Support | May 26, 2017 |
| 18 | 8.5.2-03 | Hitachi Automation Director v8.5.2-03 Support | June 21, 2017 |
| 19 | 8.5.3-00 | Hitachi Automation Director v8.5.3-00 Support | September 14, 2017 |
| 20 | 8.5.4-00 | Hitachi Automation Director v8.5.4-00 Support | December 31, 2017 |
| 21 | 8.5.4-01 | Hitachi Automation Director v8.5.4-01 Support | January 25, 2018 |
| 22 | 8.5.4-02 | Hitachi Automation Director v8.5.4-02 Support | February 19, 2018 |
| 23 | 8.6.0-00 | Hitachi Automation Director v8.6.0-00 Support | March 15, 2018 |
| 24 | 8.6.1-00 | Hitachi Automation Director v8.6.1-00 Support | May 6, 2018 |
| 25 | 8.6.1-01 | Hitachi Automation Director v8.6.1-01 Support | May 15, 2018 |
| 26 | 8.6.1-02 | Hitachi Automation Director 8.6.1-02 Support | July 11, 2018 |
| 27 | 8.6.2-00 | Hitachi Automation Director 8.6.2-00 Support | September 28, 2018 |
| 28 | 8.6.3-00 | Hitachi Automation Director 8.6.3-00 Support | December 21, 2018 |
| 29 | 8.6.4-00 | Hitachi Automation Director 8.6.4-00 Support | March 29, 2019 |
| 30 | 8.6.5-00 | Hitachi Automation Director 8.6.5-00 Support | June 28, 2019 |
| 30 | 8.6.5-01 | Hitachi Automation Director 8.6.5-01 Support | July 5, 2019 |
| 31 | 10.0.0-00 | Hitachi Ops Center Automator 10.0.0-00 Support | September 27, 2019 |
| 32 | 10.0.0-01 | Hitachi Ops Center Automator 10.0.0-01 Support | October 11, 2019 |
| 33 | 10.0.1-00 | Hitachi Ops Center Automator 10.0.1-00 Support | November 29, 2019 |
| 34 | 10.1.0-00 | Hitachi Ops Center Automator 10.1.0-00 Support | February 14, 2020 |
| 35 | 10.1.1-00 | Hitachi Ops Center Automator 10.1.1-00 Support | March 27, 2020 |
| 36 | 10.2.0-00 | Hitachi Ops Center Automator 10.2.0-00 Support | April 24, 2020 |
| 37 | 10.3.0-00 | Hitachi Ops Center Automator 10.3.0-00 Support | June 26, 2020 |
| 38 | 10.3.1-00 | Hitachi Ops Center Automator 10.3.1-00 Support | July 29, 2020 |
| 39 | 10.3.1-01 | Hitachi Ops Center Automator 10.3.1-01 Support | September 4, 2020 |
| 40 | 10.5.0-00 | Hitachi Ops Center Automator 10.5.0-00 Support | October 2, 2020 |
| 41 | 10.5.0-02 | Hitachi Ops Center Automator 10.5.0-02 Support | October 26, 2020 |
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| 46 | 10.6.1-01 | Hitachi Ops Center Automator 10.6.1-01 Support | June 18, 2021 |
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| 49 | 10.8.0-01 | Hitachi Ops Center Automator 10.8.0-01 Support | October 18, 2021 |
| 50 | 10.8.1-00 | Hitachi Ops Center Automator 10.8.1-00 Support | January 31, 2022 |
| 51 | 10.8.2-00 | Hitachi Ops Center Automator 10.8.2-00 Support | April 28, 2022 |
| 52 | 10.8.2-01 | Hitachi Ops Center Automator 10.8.2-01 Support | June 6, 2022 |
| 53 | 10.8.3-00 | Hitachi Ops Center Automator 10.8.3-00 Support | July 4, 2022 |
| 54 | 10.9.0-00 | Hitachi Ops Center Automator 10.9.0-00 Support | October 3, 2022 |
| 55 | 10.9.0-01 | Hitachi Ops Center Automator 10.9.0-01 Support | November 21, 2022 |
| 56 | 10.9.1-00 | Hitachi Ops Center Automator 10.9.1-00 Support | January 30, 2023 |
| 57 | 10.9.2-00 | Hitachi Ops Center Automator 10.9.2-00 Support | April 24, 2023 |
| 58 | 10.9.2-02 | Hitachi Ops Center Automator 10.9.2-02 Support | July 10, 2023 |
| 59 | 10.9.3-00 | Hitachi Ops Center Automator 10.9.3-00 Support | September 4, 2023 |
| 60 | 10.9.3-01 | Hitachi Ops Center Automator 10.9.3-01 Support | November 22, 2023 |
| 61 | 11.0.0-00 | Hitachi Ops Center Automator 11.0.0-00 Support | December 27, 2023 |
| 62 | 11.0.1-00 | - Hitachi Ops Center Automator 11.0.1-00 Support  - Removed descriptions regarding integrated trace (hntr log). | March 29, 2024 |
| 63 | 11.0.2-00 | Hitachi Ops Center Automator 11.0.2-00 Support | June 10, 2024 |
| 64 | 11.0.3-00 | Hitachi Ops Center Automator 11.0.3-00 Support | November 5, 2024 |
| 65 | 11.0.4-00 | Hitachi Ops Center Automator 11.0.4-00 Support | March 31, 2025 |

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# Overview

## Scope of this document

ITPD, CTSC/ESC/APSC, HV

## Glossary

For details about the terminology, see the following manual:

* Hitachi Command Suite User Guide

Acronyms and abbreviations used in this manual are shown below.

|  |  |
| --- | --- |
| Acronym or abbreviation | Full name or meaning |
| API | Application Program Interface |
| CLI | Command Line Interface |
| Device Manager | Hitachi Device Manager |
| Device Manager Agent | Hitachi Device Manager Agent |
| GUI | Graphical User Interface |
| HCS | Hitachi Command Suite |
| HAD | Hitachi Automation Director |
| HDvM | Hitachi Device Manager |
| HiRDB | Highly Scalable Relational DataBase |
| HTnM | Hitachi Tuning Manager |
| HRpM | Hitachi Replication Manager |
| Replication Manager | Hitachi Replication Manager |
| JRE | Java Runtime Environment |
| LDEV | Logical Device |
| LUN | Logical Unit Number |
| OS | Operating System |
| RAID | Redundant Arrays of Inexpensive Disks |
| SAN | Storage Area Network |
| SP | Service Pack |
| SSL | Secure Socket Layer |
| SSO | Single Sign On |
| Tiered Storage Manager | Hitachi Tiered Storage Manager |
| <install-dir> | Hitachi Command Suite installation directory |
| < Automation-install-dir> | Hitachi Ops Center Automator installation directory |
| <Suite-install-dir> | Common Component installation directory |
| Common Component | Hitachi Command Suite Common Component |
| HNAS | Hitachi NAS Platform |
| NAS | Network Attached Storage |
| CIFS | Common Internet File System |
| NFS | Network File System |
| SMU | System Management Unit |
| EVS | Enterprise Virtual Server |
| HDP | Hitachi Dynamic Provisioning |
| HDT | Hitachi Dynamic Tiering |

## Required knowledge

* Knowledge of Device Manager, Tiered Storage Manager, Replication Manager, and Hitachi Ops Center Automator
* Knowledge of Common Component
* Knowledge of operating systems (Windows, Solaris, AIX, Linux, and HP-UX)
* Knowledge of volume managers
* Knowledge of file systems
* Knowledge of browsers (Internet Explorer, Firefox)
* Knowledge of SANs
* Knowledge of storage devices

## Related documents

The tables below list the resources that might be necessary when using Hitachi Command Suite (the version notation indicates the latest version of the manual). When troubleshooting, use the latest version of each manual.

When dealing with subsystems, refer to the maintenance manual for the subsystem in question.

Table 1‑1 Hitachi Ops Center Automator manuals (overseas edition)

|  |  |
| --- | --- |
| Document title | Note |
| * Hitachi Ops Center Automator Installation and Configuration Guide * Hitachi Ops Center Automator User Guide * Hitachi Ops Center Automator REST API User and Reference Guide * Hitachi Ops Center Automator Service Builder User Guide |  |

Table 1‑2 Hitachi Command Suite manuals (overseas edition)

|  |  |
| --- | --- |
| Document title | Note |
| * Hitachi Command Suite Installation and Configuration Guide * Hitachi Command Suite Administrator Guide * Hitachi Command Suite User Guide * Hitachi Command Suite Messages * Hitachi Command Suite CLI Reference Guide |  |

Table 1‑3 Other related documents

|  |  |
| --- | --- |
| Document title | Note |
| ENGINEERING CHANGE NOTICE(#1) | Overseas edition only |
| Hitachi Device Manager Software Troubleshooting Guide(#1) |  |
| Hitachi Device Manager Agent Software Troubleshooting Guide(#1) |  |
| Hitachi Tiered Storage Manager Software Troubleshooting Guide(#1) |  |
| Hitachi Replication Manager Software Troubleshooting Guide(#1) |  |
| Host Data Collector Troubleshooting Guide(#1) |  |
| Hitachi Device Manager Software Log Analysis Guide(#1) |  |
| Hitachi Device Manager Agent Software Log Analysis Guide(#1) |  |
| Hitachi Tiered Storage Manager Software Log Analysis Guide(#1) |  |
| Hitachi Replication Manager Software Log Analysis Guide(#1) |  |
| Host Data Collector Log Analysis Guide(#1) |  |
| Hitachi Device Manager Mainframe Agent Troubleshooting Guide |  |
| Hitachi Ops Center Automator Log Analysis Guide(#1) |  |
| Hitachi NAS Platform, powered by BlueArc® System Access Guide |  |
| Hitachi NAS Platform, powered by the BlueArc® Server and Cluster Administration Guide |  |
| Hitachi NAS Platform, powered by the BlueArc® Storage Subsystem Administration Guide |  |

(#1): Use the document version that is associated with the version of Hitachi Command Suite you are using, even if this document version is not the most recent version.

# Troubleshooting Procedure

## Categorizing issues

A fault occurs.

See 2.2.1 Installation or 2.2.3 Failure during uninstallation.

Ask the support department to investigate.

Analyze the log data.

(For details, see the *Hitachi Ops Center Automator Log Analysis Guide*.)

Collect all log data if the location of the fault cannot be identified.

Did it occur during installation or uninstallation?

Did it occur during an upgrade?

Did it occur during operation?

Yes

No

No

No

See 2.2.2 Failure during upgrade installation.

Yes

Did it occur at startup?

No

Data to be collected:

* Information listed as mandatory in 3.1 Information required for troubleshooting.

Yes

Yes

See 2.2.4 Failure during startup.

See 2.2.5 Failure during operation.

Figure 2-1 Flow of response when a failure occurs

## Troubleshooting procedures

### Installation failure

#### Failure during Automation installation

Acquire log data.

- Acquire installation logs.#3

No

Yes

END

#1: Notes on installation

* Make sure that none of the following programs are running:

- Programs that monitor security

- Antivirus programs

- Process-monitoring programs

- Event log monitoring programs

No

Reinstall Automation.#1, #2

Start installation.#1, #2

Does an on-screen message describe how to resolve the issue?

Yes

Perform the action described in the message.

#2: Notes on reinstallation

* To reinstall Automation, uninstall the program before installing it again.
* If the uninstallation process fails, forcibly uninstall Automation by following the procedure in 2.2.3.1.1 Hitachi Ops Center Automator. Then, perform a new installation of Automation.
* If you specified a location other than the default location for the database files during installation, first check the location of Common Component database by viewing the value of the initpath property in the *<Suite-install-dir>*/conf/hcmdsdbinit.ini file. Then, delete the directories and their contents in the database storage locations of Common Component, Device Manager Server, Tiered Storage Manager Server, and Replication Manager Server.

Does the error occur after reinstallation?

Analyze log data.

- Analyze the installation log data as described in the *Hitachi Ops Center Automator Log Analysis Guide*.

Ask the support department to investigate.

#3: About installation logs

If you are able to execute the log file collection command, use the command to gather data.

(For details, see 3.2.1 Using the Automation log file collection command (hcmds64getlogs)).

If you are unable to execute the command, collect the following data manually:

* All files in *<Suite-install-dir>*\log

In addition, collect the following file if it exists in your system (this file might not exist in some installations).

* Windows

C:\Windows\Temp\HITACHI\_HICOMMAND\_INST\_LOG

* Linux

/var/opt/hitachi/Automation/logs (default settings, when installation is complete)

/tmp (when installation is incomplete)

Figure 2-2 Flow of response to an installation error

### Failure during upgrade installation

Refer to the procedure in 2.2.1 Installation failure.

### Failure during uninstallation

#### Failure during Automation uninstallation

Start uninstallation

No

Yes

Did an uninstallation error occur?

END

Acquire log data#1

Ask the support department to investigate

#1: About uninstallation logs

If you are able to execute the log file collection command, use the command for gathering data.

(For details, see 3.2.1 Automation log file collection command (hcmds64getlogs)). If you are unable to execute the command, collect the following data manually:

* All files in *<Suite-install-dir>*\log

In addition, collect the following files:

* Windows

*<Suite-install-dir>*\log\Automation\Automation\_Uninst\_<*date-and-time*>.log

* Linux

/tmp/HAD\_Uninstall.log

/tmp/HITACHI\_Hicommand\_INST\_LOG

Figure 2-3 Flow of response to an uninstallation error

##### Forcibly uninstalling HCS(v8.2.0-01 or later, only Windows)

When performing a forced uninstallation in Windows, you can use the Hitachi Command Suite cleanup tool. For details about the Hitachi Command Suite cleanup tool, see the section "A-20 Hitachi Command Suite cleanup tool" of "Hitachi Command Suite Software Troubleshooting Guide".

##### Forcibly uninstalling Automation

If the results of the investigation by the support department indicates that a forced uninstallation is required, remove Automation and related products by following the procedure below.

Note 1: The person who performs this task must have administrator-level knowledge for the operating systems concerned. Exercise caution when performing these tasks, so as not to affect other system environments.

Note 2: When you perform a forced uninstallation in the manner described below, you also need to uninstall all products that use Common Component.

Note 3: Before deleting registry keys as part of this process, first back up the registry information as a precaution. Because manipulating registry information can have serious effects at the system level if done incorrectly, take special care when doing so. In some circumstances, such as when uninstallation has failed, some or all of the registry keys might be missing from your system.

Note 4: If other Hitachi products are installed in the system, "Hitachi" might appear as "HITACHI".

Stop Hitachi Ops Center Automator

and related services.#1

Delete registry entries.#2

END

Stop the HiRDB services.

Open the Services control panel, and stop HiRDB/EmbeddedEdition\_HD1 and HiRDB/ClusterService\_HD1.

Delete files (or directories).#7

Uninstall all products that use Common Component.

Could you stop the services?

Yes

No

Restart the operating system.

Stop services related to Hitachi Command Suite Software.#1

Stop the HiRDB services.

Open the Services control panel, and stop HiRDB/EmbeddedEdition\_HD1 and HiRDB/ClusterService\_HD1.

Restart the operating system.

Delete registry entries.#2

Forcibly remove Common Component.#5

Delete registry entries.#6

Delete internal components.#3

Delete files (or directories).#4

Figure 2-4 Flow of forced uninstallation (Windows)

Stop Hitachi Ops Center Automator

and related services.#10

Delete files (or directories).#11

END

Restart the operating system

Uninstall all products that use Common Component.

Forcibly stop the HiRDB process#12

Uninstllation of internal component. #13

Forcibly remove Common Component#14

Delete operating system configuration information#15

Delete files (or directories) #16

Figure 2‑5 Flow of forced uninstallation (Linux)

(1) Windows procedure

#1: Stopping services

The following describes how to work with services. In Windows, as a general rule, start and stop services by using the hcmds64srv command, not the Services window.

Services start and stop in the sequence shown in Table 2-1 Service start/stop sequence.

If the command is unavailable when you perform a forced uninstallation, stop the services manually from the Services window.

Table 2‑1 Service start/stop sequence

|  |  |  |
| --- | --- | --- |
| Start seq. | Stop seq. | Service name |
| 1 | 4 | HBase 64 Storage Mgmt Web Service |
| 2 | 3 | HBase 64 Storage Mgmt Web SSO Service |
| 3 | 2 | HBase 64 Storage Mgmt SSO Service |
| 4 | 1 | HAutomation Engine Web Service |

#2: Deleting registry entries in Windows

1. Check the following registry key:

Start the registry editor by clicking **Start** and then **Run**, and then entering regedit. Then, check the following registry key:

* Check the Automation registry key.

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\B9B0AF415571AD445B7602C9B6391B54\InstallProperties

Make sure that the value of the DisplayName entry of this registry key is Automation Software. In addition, make a note of the value (file name) of the LocalPackage entry.

2. Delete the Automation registry key.

Start the registry editor by clicking **Start** and then **Run**, and then entering regedit. Then, delete any of the following entries that are present in the registry (delete the entries indicated by a Y in the Delete column).

**Table 2‑2 Automation registry entries**

| Registry entry | | | | | | | | | | Delete |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| /HKEY\_CLASSES\_ROOT | | | | | | | | | |  |
|  | /Installer | | | | | | | | |  |
|  |  | /Products | | | | | | | |  |
|  |  |  | /B9B0AF415571AD445B7602C9B6391B54 | | | | | | | Y |
|  |  | /UpgradeCodes | | | | | | | |  |
|  |  |  | /4EE405235611E69419B6CF5EE831784B | | | | | | | Y |
| /HKEY\_LOCAL\_MACHINE | | | | | | | | | |  |
|  | /SOFTWARE | | | | | | | | |  |
|  |  | /Microsoft | | | | | | | |  |
|  |  |  | /Windows | | | | | | |  |
|  |  |  |  | /CurrentVersion | | | | | |  |
|  |  |  |  |  | /Installer | | | | |  |
|  |  |  |  |  |  | /UpgradeCodes | | | |  |
|  |  |  |  |  |  |  | /4EE405235611E69419B6CF5EE831784B | | | Y |
|  |  |  |  |  |  | /UserData | | | |  |
|  |  |  |  |  |  |  | /S-1-5-18 | | |  |
|  |  |  |  |  |  |  |  | /Products | |  |
|  |  |  |  |  |  |  |  |  | /B9B0AF415571AD445B7602C9B6391B54 | Y |
|  |  |  |  |  | /Uninstall | | | | |  |
|  |  |  |  |  |  | /{14FA0B9B-1755-44DA-B567-209C6B93B145} | | | | Y |
|  |  |  |  |  |  | /HAutomationServer | | | | Y |
|  |  | /HITACHI | | | | | | | |  |
|  |  |  | /HCSAutomation | | | | | | | Y |
|  |  | /Wow6432Node | | | | | | | |  |
|  |  |  | /Microsoft | | | | | | |  |
|  |  |  |  | /Windows | | | | | |  |
|  |  |  |  |  | /CurrentVersion | | | | |  |
|  |  |  |  |  |  | /Uninstall | | | |  |
|  |  |  |  |  |  |  | /{81806DB5-2269-425C-8FF2-EA581AA976F0}\*8 | | | Y |
|  |  |  |  |  |  |  | /HCSAutomation | | | Y |
|  | /SYSTEM | | | | | | | | |  |
|  |  | /CurrentControlSet | | | | | | | |  |
|  |  |  | /Services | | | | | | |  |
|  |  |  |  | /AutomaionWebService64 | | | | | | Y |
|  |  |  |  | /EventLog | | | | | |  |
|  |  |  |  |  | /Application | | | | |  |
|  |  |  |  |  |  | /Automation | | | | Y |

#3: Deleting internal components

If the Automation upgrade installation from v8.5.01or earlier was failed, do the following procedures.1. Stop services associated with internal components.

From the Services control panel, make sure that the following services do not exist and are not running. In some circumstances, some or all of the services might be missing from your system. If the installation process did not finish normally, some of the service names might remain unchanged. In this case, stop the following services, whose display names are shown in parentheses.

HAutomation Common Base (JP1/Base)

HAutomation Common Control Service (JP1/Base Control Service)

HAutomation Common Event (JP1/Base Event)

HAutomation Common EventlogTrap (JP1/Base EventlogTrap)

HAutomation Common LogTrap (JP1/Base LogTrap)

HAutomation Engine (JP1/AJS3)

HAutomation Engine Database \_JF0 (JP1/AJS3 Database \_JF0)

2. Delete registry entries.

1. Check the registry keys described in this section.

Start the registry editor by clicking **Start** and then **Run**, and then entering regedit. Then, check the following registry key:

* Check internal component registry keys (1).

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\3CC9C44A942B42F49B7D990F8698A2BD\InstallProperties

Make sure that the value of the DisplayName entry of this registry key is JP1/Automatic Job Management System 3 - Manager. In addition, make a note of the value (file name) of the LocalPackage entry.

* Check internal component registry keys (2).

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\683A7A4D8BB324249A0E36B587966C23\InstallProperties

Make sure that the value of the DisplayName entry of this registry key is JP1/Base. In addition, make a note of the value (file name) of the LocalPackage entry.

1. Delete the following registry keys.

Delete any of the following entries that exist in the registry (delete the entries indicated by a Y in the Delete column).

**Table 2‑3 Internal component registry entries**

| Registry entry | | | | | | | | | | | Delete |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| /HKEY\_CLASSES\_ROOT | | | | | | | | | | |  |
|  | /Installer | | | | | | | | | |  |
|  |  | | /Products | | | | | | | |  |
|  |  | |  | /683A7A4D8BB324249A0E36B587966C23 | | | | | | | Y |
|  |  | |  | /3CC9C44A942B42F49B7D990F8698A2BD | | | | | | | Y |
|  |  | | /UpgradeCodes | | | | | | | |  |
|  |  | |  | /E5A925311A0904C498B3E0E6530B0FAF | | | | | | | Y |
|  |  | |  | /BD0BDE66576CA954F8EFEF9961912F2E | | | | | | | Y |
| /HKEY\_LOCAL\_MACHINE | | | | | | | | | | |  |
|  | | /SOFTWARE | | | | | | | | |  |
|  | |  | /Microsoft | | | | | | | |  |
|  | |  |  | /Windows | | | | | | |  |
|  | |  |  |  | /CurrentVersion | | | | | |  |
|  | |  |  |  |  | /Installer | | | | |  |
|  | |  |  |  |  |  | /UpgradeCodes | | | |  |
|  | |  |  |  |  |  |  | /E5A925311A0904C498B3E0E6530B0FAF | | | Y |
|  | |  |  |  |  |  |  | /BD0BDE66576CA954F8EFEF9961912F2E | | | Y |
|  | |  |  |  |  |  | /UserData | | | |  |
|  | |  |  |  |  |  |  | /S-1-5-18 | | |  |
|  | |  |  |  |  |  |  |  | /Products | |  |
|  | |  |  |  |  |  |  |  |  | /683A7A4D8BB324249A0E36B587966C23 | Y |
|  | |  |  |  |  |  |  |  |  | /3CC9C44A942B42F49B7D990F8698A2BD | Y |
|  | |  | /Wow6432Node | | | | | | | |  |
|  | |  |  | /HITACHI | | | | | | |  |
|  | |  |  |  | /Auto Job | | | | | | Y |
|  | |  |  |  | /JP1 | | | | | | Y |
|  | |  |  |  | /JP1AJS2 | | | | | | Y |
|  | |  |  |  | /JP1Base | | | | | | Y |
|  | |  |  |  | /JP1IMA | | | | | | Y |
|  | |  |  |  | /HiRDBEmbeddedEdition\_JF0 | | | | | | Y |
|  | |  |  | /Microsoft | | | | | | |  |
|  | |  |  |  | /Windows | | | | | |  |
|  | |  |  |  |  | /CurrentVersion | | | | |  |
|  | |  |  |  |  |  | /Uninstall | | | |  |
|  | |  |  |  |  |  |  | /{*product-code*}# | | | Y |
|  | | /SYSTEM | | | | | | | | |  |
|  | |  | /CurrentControlSet | | | | | | | |  |
|  | |  |  | /Services | | | | | | |  |
|  | |  |  |  | /eventlog | | | | | |  |
|  | |  |  |  |  | /Application | | | | |  |
|  | |  |  |  |  |  | /JP1/AJS2 | | | | Y |
|  | |  |  |  |  |  | /JP1/AJS3\_Database\_JF0 | | | | Y |
|  | |  |  |  |  |  | /JP1/BASE | | | | Y |
|  | |  |  |  |  |  | /JP1/Base Event | | | | Y |
|  | |  |  |  |  |  | /JP1/Base EventlogTrip | | | | Y |
|  | |  |  |  |  |  | /JP1/Base LogTrip | | | | Y |
|  | |  |  |  |  |  | /JP1/ConsoleCmd | | | | Y |
|  | |  |  |  | /JP1\_AJS2 | | | | | | Y |
|  | |  |  |  | /JP1\_Base | | | | | | Y |
|  | |  |  |  | /JP1\_Base\_Control | | | | | | Y |
|  | |  |  |  | /JP1\_Base\_Event | | | | | | Y |
|  | |  |  |  | /JP1\_Base\_EventlogTrip | | | | | | Y |
|  | |  |  |  | /JP1\_Base\_LogTrip | | | | | | Y |
|  | |  |  |  | /HiRDBClusterService\_JF0 | | | | | | Y |
|  | |  |  |  | /HiRDBEmbeddedEdition\_JF0 | | | | | | Y |

**#: The registry which GUID and PDSetupID in internal component are HiRDBEmbeddedEditon\_JF0**

3. Delete files and folders.

Delete the following files and folders:

* *system-drive*/ProgramData/Hitachi/jp1/jp1\_default/JP1Base
* *system-drive*/ProgramData/Hitachi/jp1/jp1\_default/JP1AJS2
* *system-drive*/ProgramData/Hitachi/jp1/jp1\_default/JP1AJS2CM2
* *system-drive*/Windows/Installer/{D4A7A386-3BB8-4242-A9E0-635B7869C632}
* *system-drive*/Windows/Installer/{A44C9CC3-B249-4F24-B9D7-99F068892ADB}
* The file whose name you made a note of in *2. (1)* of *#3* above
* *system-drive*/Program Files (x86)/Hitachi\jp1common/JP1AJS2
* *system-drive*/Program Files (x86)/Hitachi\jp1common/jp1base

#4: Deleting Automation files and folders

1. Delete Automation files.

- The folder in which you installed Automation, including its contents

(The default folder is <*system-drive*>/Program Files/hitachi/Automation)

- Installation management files

<*default-application-installation-directory*#>/InstallShield Installation Information/{81806DB5-2269-425C-8FF2-EA581AA976F0}  
#: Usually C:/Program Files (x86)

- <*system-drive*>/Windows/Installer/{14FA0B9B-1755-44DA-B567-209C6B93B145}

- The file whose name you made a note of in *1.* of *#2* above

* If you installed Automation in the <*system-drive*>/Program Files folder, the /Automation folder and its files in the <*system-drive*>/Program Files (x86) folder

(The default folder is <*system-drive*>/Program Files (x86)/hitachi/Automation.)

1. Delete the Automation database.

- The folder specified as the storage location of the Automation database, and its contents

(The default is < Automation*-installation-directory*>/database/Automation.)

1. Delete Start menu files.

Delete the following folder if it exists:

%ALLUSERSPROFILE%/Microsoft/Windows/Start Menu/Programs/Hitachi Command Suite/Automation Director

Delete the following folder if it is empty:

%ALLUSERSPROFILE%/Microsoft/Windows/Start Menu/Programs/Hitachi Command Suite

#5: Forcibly removing Common Component

1. Make sure that Common Component is not being used by any programs other than Automation. From the command prompt, navigate to the Hitachi Command Suite installation folder. Then, execute the command below (the part shown in bold). If a product other than Automation appears in the command output, uninstall the product that appears.

**cd <*Suite-install-dir*>/sbin**

**hcmdsgetname**

Automation

2. Check the path of the Common Component database.

You only need to perform this step if a location other than the default location was specified for the database during installation.

Check the following file entry, and then delete the folder specified for the entry and the folder contents.

initpath property in *<Suite-install-dir>*/conf/hcmdsdbinit.ini file

3. Forced removal of Common Component is performed by Common Component forced uninstallation tool. This tool is located in the *<Suite-install-dir>*/tmp directory and has the file name HB64uninst.exe.

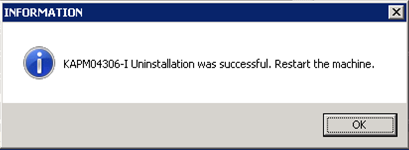
Copy the file to the root directory of the system drive. After copying the file, navigate to the root directory of the system drive, and then execute the following commands:

**cd %systemdrive%/**

**HB64uninst.exe /X**

When you run the forced uninstallation tool, a number of confirmation dialog boxes will appear.

When the following message box appears, the forced uninstallation is complete.



[Caution]

If the error, which means execution failed because of services are started, is occoured, do the following operations.

-Stop the Automation related service (#1)

-Stop the HiRDB service.

#6: Deleting the Common Component registry entries

Start the registry editor by clicking **Start** and then **Run**, and then entering regedit. Then, delete any of the following entries that exist in the registry (delete the entries indicated by a Y in the Delete column).

Note: If other Hitachi products are installed in the system, "Hitachi" might appear as "HITACHI".

1. Confirm the Common Component registroy

If there are registories that PDSetupID=HiRDBEmbeddedEdition\_HD1 under the following registory path, note their registory names.

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall

2. Deleting the Common Component registry entries

(Perform this step only if there are no products installed that use Common Component)

Generally, the forced uninstallation tool is able to remove the registrories.

Check whether the registrories has been removed, and manually remove it if it has not been removed.

**Table 2‑4 Common component registry entries**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Registry entry | | | | | | | | Delete |
| /HKEY\_LOCAL\_MACHINE | | | | | | | |  |
|  | /SOFTWARE | | | | | | |  |
|  |  | /Hitachi | | | | | |  |
|  |  |  | /HiCommand Base 64 | | | | | Y |
|  |  |  | /HiRDBEmbeddedEdition\_HD1 | | | | | Y |
|  |  | /Wow6432Node | | | | | |  |
|  |  |  | /Hitachi | | | | |  |
|  |  |  |  | /HiRDBEmbeddedEdition\_HD1 | | | | Y |
|  |  |  | /Microsoft | | | | |  |
|  |  |  |  | /Windows | | | |  |
|  |  |  |  |  | /CurrentVersion | | |  |
|  |  |  |  |  |  | /Uninstall | |  |
|  |  |  |  |  |  |  | /{*product-code*}# | Y |
|  | /SYSTEM | | | | | | |  |
|  |  | /CurrentControlSet | | | | | |  |
|  |  |  | /Services | | | | |  |
|  |  |  |  | /Eventlog | | | |  |
|  |  |  |  |  | /Application | | |  |
|  |  |  |  |  |  | /HBase64 Storage Mgmt Log | | Y |
|  |  |  |  |  |  | /HiRDBEmbeddedEdition\_HD1 | | Y |
|  |  |  |  | /HBase64StgMgmtWebService | | | | Y |
|  |  |  |  | /HBase64StgMgmtSSOService | | | | Y |
|  |  |  |  | /HBase64StorageMgmtWebSSOService | | | | Y |
|  |  |  |  | /HiRDBEmbeddedEdition\_HD1 | | | | Y |
|  |  |  |  | /HiRDBClusterService\_HD1 | | | | Y |

**#: The registory whose PDSetupID is HiRDBEmbeddedEdition\_HD1**

#7: Deleting the Common Component files and folders

Generally, the forced uninstallation tool is able to remove Common Component.

Check whether Common Component has been removed, and manually remove it if it has not been removed.

1. Remove Common Component.

Delete the directory in which Common Component is installed, including the directory contents.

(If you specified a location other than the default location for the database during installation, check the initpath property in *<Suite-install-dir>*/conf/hcmdsdbinit.ini file before proceeding.

2. Delete installation management files.

* <*default-application-installation-directory*#>/InstallShield Installation Information/{The registory noted in #6}  
  #: Usually C:/Program Files (x86)

3. Delete temporary installation files.

* Delete the following folder located in the temporary work folder indicated by the temp environment variable of the user who installed Common Component.

{The registory noted in #6}

* Delete the following folder if it exists on the boot drive.

Note that this folder exists only during HiRDB installation.

\_HDBInstallerTemp

4. Delete the Common Component database.

(Perform this step only if there are no products installed that use Common Component and if a location other than the default location was specified for the database during installation.)

Generally, the forced uninstallation tool is able to remove the database.

Check whether the database has been removed, and manually remove it if it has not been removed.

Delete the directory in which the database of Common Component is stored, including the directory contents.

(2) Linux procedures

#10: Stop Hitachi Ops Center Automator and related services

Stop related processes by hcmds64srv in Common Component.

#11: Delete files and directories

1. Move files

Create a temprary directory to copy the following files.

<Suite Install-dir>/ADUninstall (default value: "/opt/hitachi/ADUninstall")

2. Automation files.

Delete the following files and directories. In addition, if "/etc/.hitachi/utility" is empty after deleting the following, delete "/etc/.hitachi/utility".

< Automation Install-dir>/Automation (default value: "/opt/hitachi/Automation")

< Automation Install-dir>/ADUninstall (default value: "/opt/hitachi/ADUninstall ")

/var/<Install-dir>/Automation (default value: "/var/opt/hitachi/Automation ")

/etc/.hitachi/Automation

/etc/.hitachi/utility/autobackup.cfg

/etc/.hitachi/utility/autobackup.cfg.lck

3. Automation package information

Check wether Automation package information remains by the "rpm –qi HAD" command. If the information remains, delete it using the "rpm -e --noscripts HAD" command.

3. Automation database

Delete the storage directory specified for database files for the Automation database as well as the files and directories under that directory.

<Database installed directory>/Automation (default value: /var/opt/hitachi/database/x64/Automation)

#12 Forcibly terminating the HiRDB processes

Check to see if any process of the HiRDB is active. If a process is active, stop the process. Perform the following procedure.

1. Stop HiRDB processes using the forced termination command (pdstop -f). (to execute the pdstop command, the PDDIR, PDCONFPATH, PATH, and LD\_LIBRARY\_PATH environment variables are required).

Forced termination command: pdstop -f

PATH: Commands stored directory in HiRDB installation directory

(Default value: /opt/hitachi/Base64/HDB/bin)

PDDIR : HiRDB installation directory

(Default value: : /opt/hitachi/Base64/HDB)

PDCONFPATH : HiRDB system definition file directory

(default value: /opt/hitachi/Base64/HDB/conf )

LD\_LIBRARY\_PATH : HiRDB common library file directory

(default value: /opt/hitachi/Base64/HDB/lib )

You can set environment variables by executing the following command in the Bourne shell or bash shell:

<Suite Install-dir>/Base64/HDB/bin/pduxenv

[Execute example] : > source <Suite Install-dir>/Base64/HDB/bin/pduxenv

2. After forcibly terminating the HiRDB, check to see if the pdprcd process exists in the following command.

Check method: ps -ef |grep pdprcd

3. If execution of the above command shows that the <Suite Install-dir>/Base64//HDB/lib/servers/pdprcd process exists in the system, forcibly terminates the proccess of it.

Forcible termination method: kill -9 (process number of pdprcd)

#13 Uninstllation of Internal Component

If the Automation upgrade installation from v8.5.0 or earlier was failed, do the following procedures.

1. Extract uninstall script

Extract the following files which are backuped in "1." in #11

<Temporary directory>/ADUninstall/hinstsetup.tar

Execute example: >tar xvf hinstsetup.tar

2. Delete internal component (AJS)

Execute the following command or script in order.

/etc/opt/jp1base/jbs\_start.model

<Extracted directory above>/.InstallHInst/lib/jajs\_start

/opt/jp1ajs2/bin/ajskill –RE /DNA

/opt/jp1ajs2/bin/ajsleave –ETR /DNA

<Extracted directory above>/.InstallHInst/lib/jajs\_stop

<Extracted directory above>/.InstallHInst/InstallAJS/ajs\_remove\_1158

3. Delete internal component (JP1Base)

(1) Execute the following command or script in order.

/etc/opt/jp1base/jbs\_stop.model

/opt/jp1base/bin/jevlogdstop

/opt/hitachi/HNTRLib2/bin/hntr2kill

(2) Confirm the prosecce by fuser command, if any process are used, stop the processes.

fuser /opt/jp1base/lib/\*

fuser /opt/jp1\_ima/lib/\*

fuser /usr/lib/libJev\*

(3) Execute the following command or script.

<Extracted directory above>/.InstallHinst/installJP1Base/remove\_1151

4. Delete files

Delete the following directories.

/opt/jp1

<Temporary directory>

#14 Performing a forced uninstllation of Common Component

1. Confirm the database stored directory

Note the propaty value of initpath in <Suite Install-dir>/Base64/conf/hcmdsdbinit.ini.

2. Delete Common Component by using a forced uninstaller.

Installation directory of forced unintaller: <Suite Install-dir>/Base64/tmp/HB64uninst.sh

(defualt value: /var/opt/hitachi/Base64/tmp/HB64uninst.sh)

Execute form: >HB64uninst.sh /X

If the following dialog is displayed, it means the forced uninstllation is complete.

KAPM04306-I Uninstallation was successful. Restart the machine.

[Note]:

When executing, move to a dicrectory somewhere other than the installation directory of Common Components such as "/ (root)" or "/tmp" to execute

In version 8 or later, under an environment that satisfies any of the conditions listed below, two different instances of Hitachi Command Suite Common Component for version 7 and for version 8 might be installed:

- One or more Hitachi Command Suite products of version 7 or earlier are currently installed or were previously installed.

- Storage Navigator Modular 2 is currently installed or was previously installed.

In case of deleting Common Component for version 7 from the system, move each "HB64uninst.sh" for version 8 or later and "Hbuninst.sh" for version 7 or ealier to a dicrectory somewhere other than the installation directory of Common Component such as "/ (root)" or "/tmp" to execute the deletion.

#15 Deleting set up information of operating system

(Perform this step only if there are no products installed that use Common Component.)

Generally, the forced uninstallation tool is able to remove Common Component.

Check whether Common Component has been removed, and manually remove it if it has not been removed.

1. Set up information related to Hitachi Command Suite

/etc/init.d/hicommand64-hcs\_web

/etc/init.d/hicommand64-hcs\_hweb

/etc/init.d/hicommand64-hcs\_hsso

/etc/init.d/hicommand64-hcs\_sso

/etc/init.d/hicommand64-hcs\_web

/etc/init.d/hicommand64-hcs\_dm

/etc/rc.d/rc0.d/K01hicommand64-hcs\_web

/etc/rc.d/rc0.d/K01hicommand64-hcs\_hweb

/etc/rc.d/rc0.d/K01hicommand64-hcs\_hsso

/etc/rc.d/rc0.d/K01hicommand64-hcs\_sso

/etc/rc.d/rc0.d/K01hicommand64-hcs\_dm

/etc/rc.d/rc1.d/K01hicommand64-hcs\_web

/etc/rc.d/rc1.d/K01hicommand64-hcs\_hweb

/etc/rc.d/rc1.d/K01hicommand64-hcs\_hsso

/etc/rc.d/rc1.d/K01hicommand64-hcs\_sso

/etc/rc.d/rc1.d/K01hicommand64-hcs\_dm

/etc/rc.d/rc2.d/K01hicommand64-hcs\_web

/etc/rc.d/rc2.d/K01hicommand64-hcs\_hweb

/etc/rc.d/rc2.d/K01hicommand64-hcs\_hsso

/etc/rc.d/rc2.d/K01hicommand64-hcs\_sso

/etc/rc.d/rc2.d/K01hicommand64-hcs\_dm

/etc/rc.d/rc3.d/S99hicommand64-hcs\_web

/etc/rc.d/rc3.d/S99hicommand64-hcs\_hweb

/etc/rc.d/rc3.d/S99hicommand64-hcs\_hsso

/etc/rc.d/rc3.d/S99hicommand64-hcs\_sso

/etc/rc.d/rc3.d/S99hicommand64-hcs\_dm

/etc/rc.d/rc4.d/K01hicommand64-hcs\_web

/etc/rc.d/rc4.d/K01hicommand64-hcs\_hweb

/etc/rc.d/rc4.d/K01hicommand64-hcs\_hsso

/etc/rc.d/rc4.d/K01hicommand64-hcs\_sso

/etc/rc.d/rc4.d/K01hicommand64-hcs\_dm

/etc/rc.d/rc5.d/S99hicommand64-hcs\_web

/etc/rc.d/rc5.d/S99hicommand64-hcs\_hweb

/etc/rc.d/rc5.d/S99hicommand64-hcs\_hsso

/etc/rc.d/rc5.d/S99hicommand64-hcs\_sso

/etc/rc.d/rc5.d/S99hicommand64-hcs\_dm

/etc/rc.d/rc6.d/K01hicommand64-hcs\_web

/etc/rc.d/rc6.d/K01hicommand64-hcs\_hweb

/etc/rc.d/rc6.d/K01hicommand64-hcs\_hsso

/etc/rc.d/rc6.d/K01hicommand64-hcs\_sso

/etc/rc.d/rc6.d/K01hicommand64-hcs\_dm

2. Set up information related to HiRDB

In RHEL6.x or earlier, delte informainon added to inittab.

/etc/inittab files entry:

penn:023456:wait:<Suite Install-dir>/HDB/etc/pdpwon\_e

PDnn:023456:respawn:<Suite Install-dir>/HDB/bin/pdd

(nn: 2 digit number)

Delete the following files.

/etc/init.d/HiRDB\_E.xxx.xxx.Base64.HDB

/etc/rc.d/rc0.d/K09HiRDB\_E.xxx.xxx.Base64.HDB

/etc/rc.d/rc1.d/K09HiRDB\_E.xxx.xxx.Base64.HDB

/etc/rc.d/rc2.d/S91HiRDB\_E.xxx.xxx.Base64.HDB

/etc/rc.d/rc3.d/S91HiRDB\_E.xxx.xxx.Base64.HDB

/etc/rc.d/rc5.d/S91HiRDB\_E.xxx.xxx.Base64.HDB

/etc/rc.d/rc6.d/K09HiRDB\_E.xxx.xxx.Base64.HDB

(xxx.xxx is the install directory of HBase64 which replaced "/" to ".")

In RHEL6.x, the exec boot command that is described in the following files will delete the files which contains the row starting with "exec <Suite Install-dir>/HDB"

/etc/init/2248.PDnn.conf

/etc/init/2248.penn.conf

(nn: 2 digit number)

3. If execution of the above command shows that the <Suite Install-dir>/Base64//HDB/lib/servers/pdprcd process exists in the system, forcibly terminates the proccess of it.

Forcible termination method: kill -9 (process number of pdprcd)

#16 Delete files (and directories)

Delete the following files (and directories)

1. Delete the Common Component database.

Delete the directory noted in "1." at #14 in which the database of Common Component is stored, including the directory contents.

2. Delete the Common Component files.

Delete the directories in which Common Component is installed, including the directory contents. In addition, if "<Suite Install-dir>" and "/var/<Suite Install-dir>" are empty after deleting the following, delete "<Suite Install-dir>" and "/var/<Suite Install-dir>".

<Suite Install-dir>/Base64

/var/<Suite Install-dir>/Base64

/etc/.hitachi/HBase64

### Failure during startup

Automation fails to start.

Is there an applicable scenario in 4.1 Startup failures?

Yes

Follow the prescribed procedure.

No

Is the problem resolved?

No

Yes

END

Collect troubleshooting information.

(For details, see 3. Collecting Troubleshooting Information.)

Analyze log data.

- Analyze the log files by referring to the Hitachi Ops Center Automator Log Analysis Guide.

Ask the support department to investigate.

Figure 6 Flow of response to an Automation startup error

### Failure during operation

An error occurs.

Does an on-screen message describe how to resolve the issue?

END

Yes

No

No

Yes

Perform the action described in the message.

Is the problem resolved?

Follow the procedure in the example.

Yes

No

Is the problem resolved?

No

Is there an applicable scenario in 4.2 Operation failures?

END

Yes

Collect troubleshooting information.

(For details, see 3. Collecting Troubleshooting Information.)

Analyze log data.

- Analyze the log files by referring to the Hitachi Ops Center Automator Log Analysis Guide.

Collect troubleshooting information of CMREST.

(For details, see Troubleshooting Guide.)

Yes

No

Is the "KART" message ID output in Automation error message?

Ask the support department to investigate.

Figure 7 Flow of response to an error during Automation operation

# Collecting Troubleshooting Information

## Information required for troubleshooting

This section describes the information you need to collect when an error occurs. For details about the various log files, see *4. Detailed log file information* in the *Hitachi OpsCenter Automator Log Analysis Guide*.

To ensure that the support division has all of the information it needs to accurately diagnose the problem, submit all of the mandatory notification items listed in 1) below. In addition, copy and attach screenshots of the Automation interface showing the operations you performed. (See *2) Information in the form of image data*.)

For an example of error reporting, see *Figure 3-1 Example of error reporting*.

1. Mandatory Notification Items

* Event that occurred
* Time of occurrence
* Device name of the storage system where the failure occurred
* System configuration drawing (server OS, network configuration, etc.)
* Details of operations performed (window transitions, buttons clicked, etc.)
* Hitachi Command Suite information
* OS (including service pack)
* Hitachi Command Suite version
* Java version
* Data collected by the log file collection command
* Web Client information
* OS (including service pack)
* Web browser type and version (including service pack)
* Flash Player version
* Java version
* Java Web Start version

The following information is mandatory if the fault occurs during CLI execution:

* CLI information#
* CLI log files and property files
* Commands entered in the command line
* Executed batch files, if any

#: If the restore command fails, collect and provide the following data as well:

* Backup data specified when executing the restore command

|  |
| --- |
| ● Event: After editing a service, a KNAE06536-E error occurred during the execution of the edited service.  Time of occurrence: Around 15:55, November 20, 2014  Name of storage system device: R700  [Automation server]  OS: Windows Server 2008 R2  Hitachi Ops Center Automator version: 10.0.0-00  JAVA version: 1.7.0\_40  [Device Manager server]  OS: Windows Server 2008 R2  Hitachi Device Manager version: 8.1.1-00  JAVA version: 1.7.0\_40  [Web client]  OS: Windows XP SP1  Browser: IE11  JAVA version: 1.4.1\_05  JWS version: 1.2  ● Operations  (1) I edited a service in the Edit window and then saved the edited service.  (2) I executed the edited service, at which point the KNAE06536-E error occurred. |

Figure 3-1 Example of error reporting

1. Information in the form of image data

If the operation is particularly complex and difficult to report, you can use screenshots to report it as shown below.

To acquire the image data, press **Alt + Print Screen**.

● Event: When resubmitting a request using the Create Similar Request task, the task failed with the KNAE06536-E error.

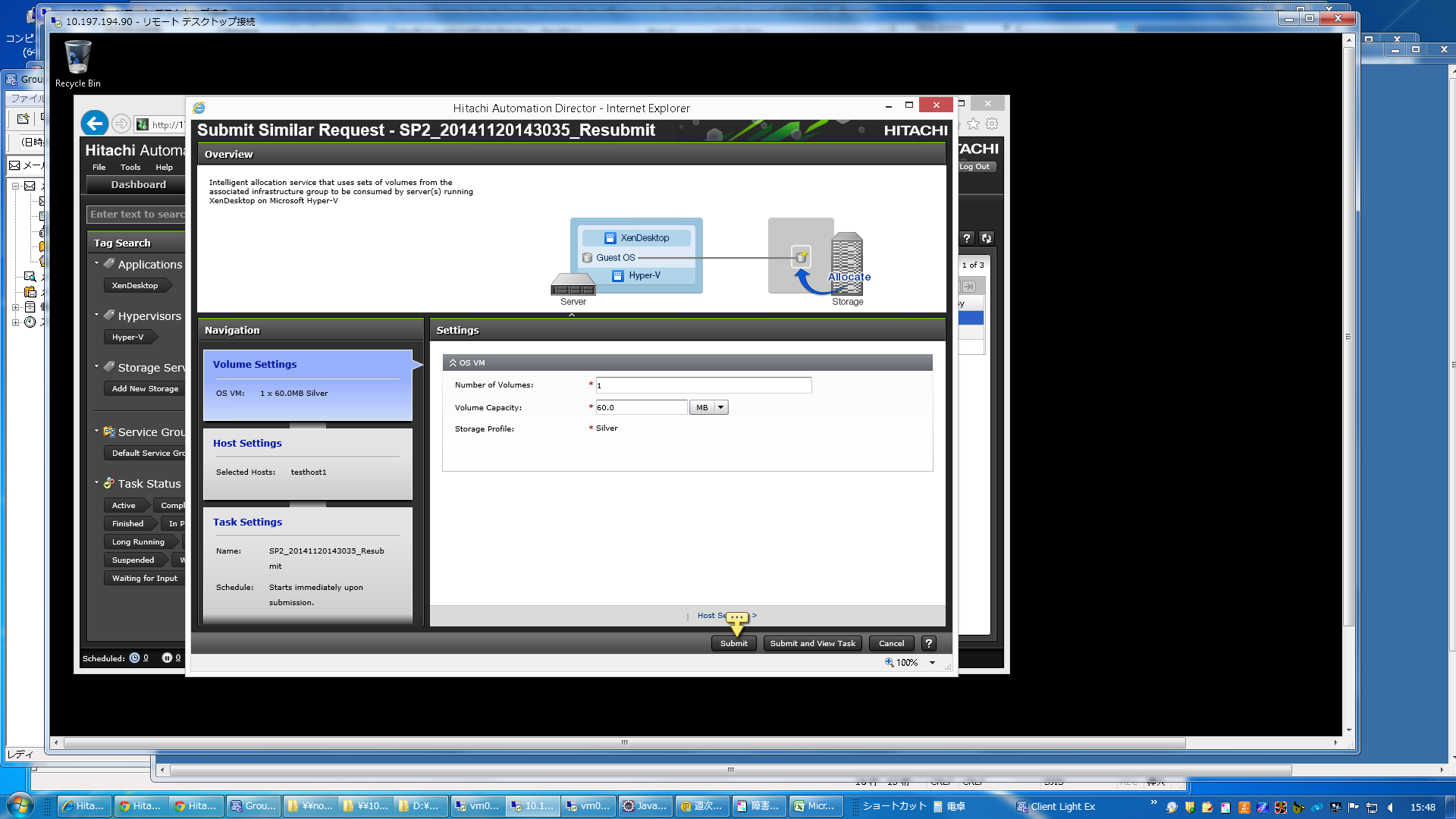
<Hitachi Ops Center Automator version: 10.0.0-00>

<Device Manager version: 8.1.1-00>

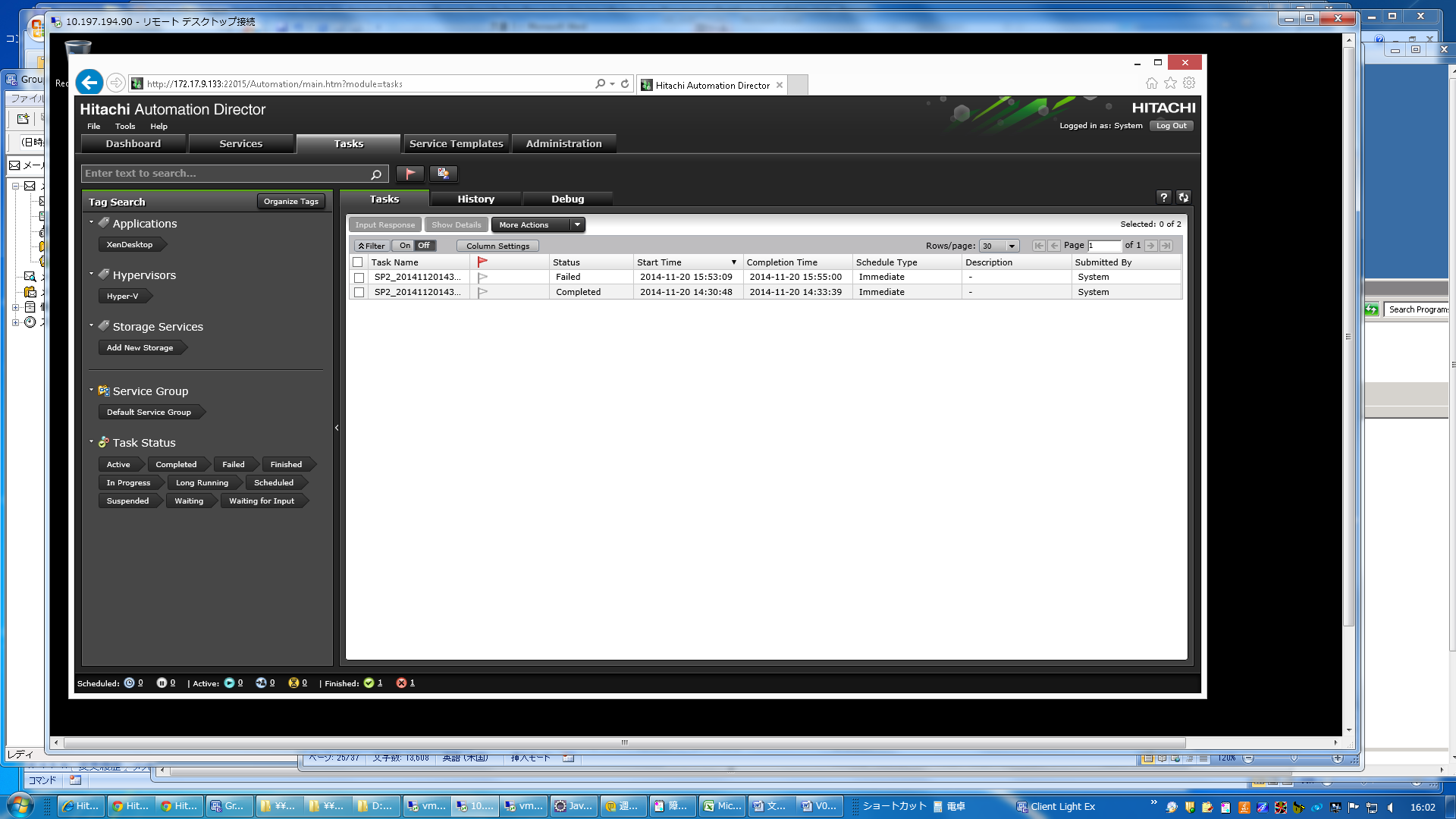
<Time of occurrence: Around 15:55, November 20th, 2014>

[Details of Operations]

(1) I selected Create Similar Request in the Tasks window and then re-submitted a task.



(2) The re-submitted task entered the Failed status.



(3) The Summary tab of the Task Details window shows that the KNAE06536-E error occurred.

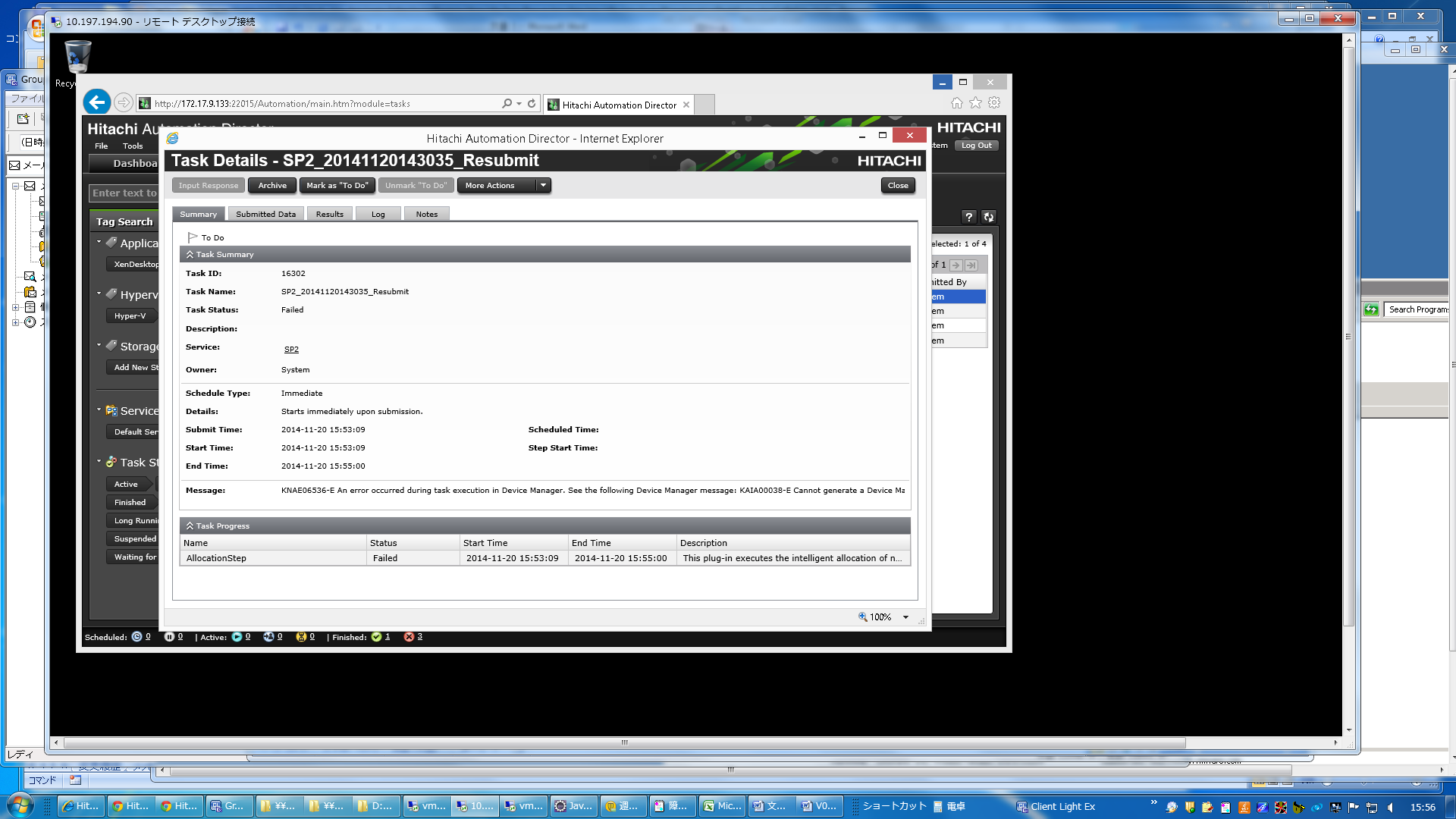


Figure 3-2 Example of error reporting

## Information collection method

### Using the Automation log file collection command (hcmds64getlogs)

#### Overview

The log files, databases, and other information required to analyze Automation errors can be collectively acquired from the operating environment.

If Device Manager is installed in the same environment, you can acquire information from Device Manager at the same time. If Automation and Device Manager are installed in separate environments, acquire the information from the Device Manager environment separately. For details, see *3.2 Information collection method* in the *Device Manager Troubleshooting Guide*.

#### Objectives

To collect the log files, databases, and other information required to analyze Automation errors from the operating environment in a single operation, to ensure smooth customer support.

#### Prerequisites

* The logged-in user must have the Administrator permission or an equivalent permission.
* Automation must be installed on the machine where the command is used.
* Java must be available in the environment where the command is used.

#### Using the command

For details about how to use this tool, see the Hitachi Command Suite Software System Configuration Guide.

Example:

* In Windows:

|  |
| --- |
| *<Suite-install-dir>*\bin\hcmds64getlogs /dir "C:\Logs" |

* References:

This tool acquires the following four archive files:

1. Log data for error analysis (HiCommand\_log.jar if the arc option is not specified)
2. HiRDB detailed log file (HiCommand\_log.hdb.jar if the arc option is not specified)
3. Database (HiCommand\_log.db.jar if the arc option is not specified)
4. Table information and data (HiCommand\_log.csv.jar if the arc option is not specified)

Use the jar command in J2SDK to extract the four JAR files.

Because J2DSK is bundled with Common Component, you can extract the archive files in a Windows environment where Automation is installed by executing the following command:

>"C:\Program Files\hitachi\Base64\uCPSB\jdk\bin\jar.exe" –xvf

*<HiCommand\_log.jar-file-path*>

Note:

(a) If the hcmds64getlogs command terminates abnormally

If the hcmds64getlogs command terminates abnormally, one reason might be that the collection of Host Data Collector logs failed.

In this case, perform the following procedure:

1. Rename the following file and then execute the hcmds64getlogs command again:

* In Windows: <*HDC-installation-directory*>\bin\server\SLC.bat

1. Manually acquire log information for Host Data Collector.

(b) In Ver.8.1.4 or later, if the hcmds64getlogs command does not exist

In Ver.8.1.4 or later, if the hcmds64getlogs command does not exist, execute the hinstgetlogs command. For details about the hinstgetlogs command, see the Hitachi Command Suite Troubleshooting Guide.

Note that hinstgetlogs is an open tool for the Support Center.

If the hcmds64getlogs command does not exist, and you are unable to use the hinstgetlogs command, manually collect the RAS information described in *3.2.1.5 Structure of acquired log information* and the Host Data Collector log information.

#### Structure of acquired log information

1. Log data for error analysis

The directory and file structure is as follows:

|--- Automation ---(1)

| |--- auto\_1st\_log ---(3)

| | |--- Physical

| | | |--- data

| | | | |--- task

| | | |--- logs

| |--- auto\_2nd\_log ---(4)

| | |--- Physical

| | | |--- conf

| | | |--- data

| | | |--- logs

| | | |--- other

| | | |--- system

| | | |--- work

|--- base

|--- DeviceManager (when installed in the same environment)

|--- ReplicationManager (when installed in the same environment)

|--- TieredStorageManager (when installed in the same environment)

Output contents:

* Automation directory ---(1)
* RAS script log files
* Automation\_1st\_log directory ---(3)
* Automation task log
* Automation\_2nd\_log directory ---(4)
* Physical directory
* Automation file list
* conf directory
  + Property files
* data directory
  + Information about properties during task execution
  + Schedule information
  + Task log

For details about task\<*task-ID*>\task<*task-ID*>[n].log files, see the Hitachi Ops Center Automator  *Log Analysis Guide*.

* logs directory
  + Server and CLI log files (Automation logs)

For details about the following log files, see the Hitachi Ops Center Automator *Log Analysis Guide*.

- trace\Database[n].log

- trace\Server[n].log

- trace\stubTrace.log

- trace\Api[n].log

- Command\_<*command-name*>[n].log

- SetFWcancel[n].log

* other directory
  + Installation logs

For details about HITACHI\_HICOMMAND\_INST\_LOG\Automation\_Inst[n].log files, see the *Hitachi OpsCenter Automator Log Analysis Guide*.

* system directory
  + Internal component log files
* work directory
  + Automation temporary files

1. Detailed HiRDB log files

These files contain detailed HiRDB log data.

1. Database

These files contain the content of the HiRDB database (for analyzing database errors).

1. Table information and data

This is information about HiRDB tables and their content (for database recovery).

### Log file collection method when linked with CMREST

When a service is executed using a service template linked with CMREST and an error occurs, if the message ID of "KART" is output in the Automation error message, an error has occurred in Configuration Manager. In this case, Configuration Manager log information is required. Even if Configuration Manager is installed in the same environment, Configuration Manager information will not be acquired by executing hcmds64getlogs, so please acquire it separately. For details, see *3.2 Information collection method* in the *Configuration Manager REST API Troubleshooting Guide*.

### Collecting OS system information

#### Collecting system information in Windows

1. Registry

The registry is a database that stores the configuration data for the Windows system and Windows applications.

To open the registry editor, click **Start** and then **Run**. Then, enter regedit in the dialog box and click **OK**. By selecting **File** and then **Export** in the Registry Editor window, you can acquire the registry data in text format.

The following is an example of the information output as registry data.

Windows Registry Editor Version 5.00

[HKEY\_LOCAL\_MACHINE]

[HKEY\_LOCAL\_MACHINE\HARDWARE]

[HKEY\_LOCAL\_MACHINE\HARDWARE\ACPI]

[HKEY\_LOCAL\_MACHINE\HARDWARE\ACPI\DSDT]

[HKEY\_LOCAL\_MACHINE\HARDWARE\ACPI\DSDT\HTC\_\_\_]

[HKEY\_LOCAL\_MACHINE\HARDWARE\ACPI\DSDT\HTC\_\_\_\HTCACPI\_]

[HKEY\_LOCAL\_MACHINE\HARDWARE\ACPI\DSDT\HTC\_\_\_\HTCACPI\_\00001000]

"00000000"=hex:44,53,44,54,97,34,00,00,01,38,48,54,43,20,20,20,48,54,43,41,43,\

50,49,20,00,10,00,00,4d,53,46,54,0e,00,00,01,10,2c,5c,5f,50,52,5f,5b,83,11,\

**Figure 3-3 Registry data output example (Windows)**

1. Disk Management

Disk Management is a database of configuration data for the Windows system and Windows applications.

From the **Start** menu, select **All Programs**, **Administrative Tools**, and then **Computer Management**. Then, display disk information by selecting **Disk Management**.

Acquire the disk information as image data by pressing **Alt + Print Screen**.

The following figure shows an example of the Disk Management display.

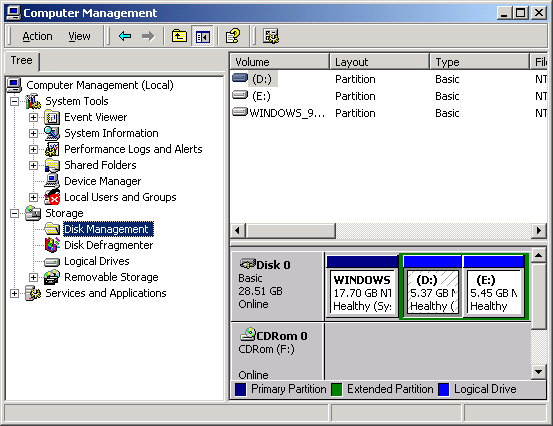


Figure 3-4 Disk Management display example (Windows)

#### Collecting system and disk information in Linux

1. Collecting system informaion

Collect information by executing the following command for collecting all HCS seriese install and version information (it is correspond to resgistory information in windows).

Execute Command: /bin/uname –a

And also collect the following information.

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Collecting information | Store directory | Remarks |
| 1 | Result of netstat –an command | systeminfo/netstatlist |  |
| 2 | Result of ps –ef command | systeminfo/pslist1 |  |
| 3 | Result of ps –el command | systeminfo/pslist2 files |  |
| 4 | Result ofvmstat command | systeminfo/vmstatlist |  |
| 5 | Result of envcommand (environment variable) | systeminfo/Enviroment\_Variables |  |
| 6 | /etc/sysctl.conf | systeminfo/etc/sysctl.conf |  |
| 7 | /etc/inittab | systeminfo/etc/inittab |  |
| 8 | /etc/init.d/hicommand64-\*file | systeminfo/etc/init.d/hicommand64-\* |  |
| 9 | Result of ifconfig –a command | systeminfo/ifconfig |  |
| 10 | /etc/hosts file | systeminfo/etc/hosts |  |
| 11 | /etc/sysconfig/network file | systeminfo/etc/sysconfig/network |  |
| 12 | /etc/sysconfig/network-scripts/ifcfg-\* file | systeminfo/etc/sysconfig/network-scripts/ifcfg-\* |  |
| 13 | Directory list under /etc/.hitachi | systeminfo/etc.hitachi\_list |  |
| 14 | Result of netstat –aep command(List of port that PID used) | systeminfo/netstat\_pidlist |  |
| 15 | /etc/nsswitch.conf file | systeminfo/etc/nsswitch.conf |  |
| 16 | Result of df –lk command | systeminfo/df\_result |  |
| 17 | Result of chkconfig –list command | systeminfo/chkconfig |  |
| 18 | Result of lsof –i –n (List of used ports.) | systeminfo/usedport\_pidlist |  |
| 19 | /etc/<distribution name>-release file (Version of operation sysytem) | systeminfo/etc/<distributionname>-release |  |
| 20 | /proc/version file (Version of operation sysytem) | systeminfo/version |  |
| 21 | Result of rpm –qa command (List of package) | systeminfo/pkglist |  |
| 22 | /var/log/messages\* | systeminfo/syslog/messages\* |  |
| 23 | /etc/syslog.conf | systeminfo/syslog/syslog.conf |  |
| 24 | /etc/syslog-ng/syslog-ng.conf | systeminfo/syslog/syslog-ng.conf | Collected information only available in case of SuSE |
| 25 | Result of /etc/.hitachi/bin/SHOWPP | systeminfo/SHOWPP | Only execute command if it exist. |
| 26 | Range of Ephemeral port(dynamic port)（/sbin/sysctl command） | systeminfo/dynamicport |  |
| 27 | File list under root directory | systeminfo/rootlist |  |
| 28 | /etc/security/limits.conf | systeminfo/etc/security/limits.conf |  |
| 29 | Result of ls -al /etc/init.d/\* command (File list under init.d directory) | systeminfo/etc/initd-files\_R.txt |  |
| 30 | Result of (a)ls -al /etc/rc[0-6].d/\* command (File list uncer rc[n].d directory：n=0～6) | (a)systeminfo/etc/rcd-files\_R.txt |  |
| 31 | Result of ls -alR /etc/init/\* command (Job configuration file list of Upstart) | systeminfo/etc/Upstart-init-files.txt |  |
| 32 | Result of ls -alR /usr/lib/systemd/system/\* command (Unit definition file list of systemd) | systeminfo/etc/systemd/System-UnitDef-system-files.txt |  |
| 33 | Result of ls -alR /etc/systemd/system/\* command (Unit definition file list that user configured.) | systeminfo/etc/systemd/User-UnitDef-system-files.txt |  |
| 34 | /etc/rsyslog.conf | systeminfo/etc/rsyslog.conf |  |
| 35 | /etc/os-release | systeminfo/etc/ os-release |  |

1. Collection disk information

Execute df command for collecting disk information to collect total capacity, used capacity, free capacity and other informaion.

Example of execution: df -am

1. Collection memory

Execute free command to colloect memory usages for collect memory usage of Linux.

Example of execution usr/bin/free

# Automation Failure Examples

## Startup failures

## Automation cannot start

If you cannot start Automation, take action according to the following procedures.

1. Procedure to be used if the Login window cannot be displayed
2. Execute the hcmds64srv command with the /status option specified, and make sure the Automation service is running.  
   If the Automation service has stopped, start it.
3. In a web browser, make sure there are no problems in communication with the Automation server.  
   If a firewall is installed, make sure its settings allow communication with Automation.
4. Make sure the installed web browser is supported by Automation.  
   For details about the types of web browsers that are supported by Automation, see the Automation Release Notes.
5. If the both HAutomation Engine Web Service and HBase 64 Storage Mgmt SSO Service are running but HBase 64 Storage Mgmt Web Service is not running, the same port number might be used more than once. Check the Windows event log.

Reference:

In an environment where Automation and Device Manager are installed on different machines, HBase 64 Storage Mgmt Web SSO Service does not start on the Automation

server.

1. Check the Windows event log and Automation log (Server[*n*].log), and then take the appropriate action according to the instructions shown in the error message.  
   If the following information is output to the Windows event log, revise the port number settings used by the Automation server.

|  |  |  |
| --- | --- | --- |
| No. | Item | Description |
| 1 | Level | Error |
| 2 | Source | CosminexusHTTPServer |
| 3 | Message | The service named HBase 64 Storage Mgmt Web Service reported the following error:  >>> (OS 10048)Only one usage of each socket address (protocol/network address/port) is normally permitted. : make\_sock: could not bind to address [::]:[*duplicate-port-number*] |

1. If no error message was output to the Windows event log or Automation log (Server[*n*].log), or if the problem cannot be solved by taking the above actions, execute the hcmds64getlogs command to collect log information. Then escalate the item.
2. Procedure to be used if Automation cannot start
3. Make sure resources such as memory and disk space on the Automation server are sufficient.
4. Make sure the hardware and OS on which Automation is installed are supported.  
   For details about the types of hardware and OSs that are supported by Automation, see the Automation Release Notes.
5. For the Windows version, make sure that all of the software listed in the following table is installed. If there is any software that is not installed, obtain it from the Microsoft official website and install it.

|  |  |
| --- | --- |
| Software | Version |
| Microsoft Visual C++ 2015-2022 Redistributable (x64) | 14.40.33810 or later |

1. Check the Windows event log and Automation log (Server[*n*].log), and then take the appropriate action according to the instructions shown in the error message.
2. If an error message was output to the Windows event log or Automation log (Server[*n*].log), or if the problem cannot be solved by taking the above actions, execute the hcmds64getlogs command to collect log information. Then escalate the item.

## Operation failures

### You cannot log in to Automation

If you cannot log in to Automation, check the following settings:

* Make sure your user ID and password are correct.
* Make sure you are registered as a user in Automation.#
* Make sure at least one service group and role are set for the user group to which you belong.#
* Make sure your user account is not locked.#

#: You must have the User Management permission to check this setting. If you do not have this permission, ask a user who has this permission to check this setting. If the Login window cannot be displayed, see *4.2 Automation cannot start.*

### Errors in the Administrator tab settings

#### An error is displayed in the Status column in the Device Manager Connections window

If an error icon appears in the location indicated by the red box in Figure 4-1, one or more of the problems shown in the table below might have occurred. Revise the settings.

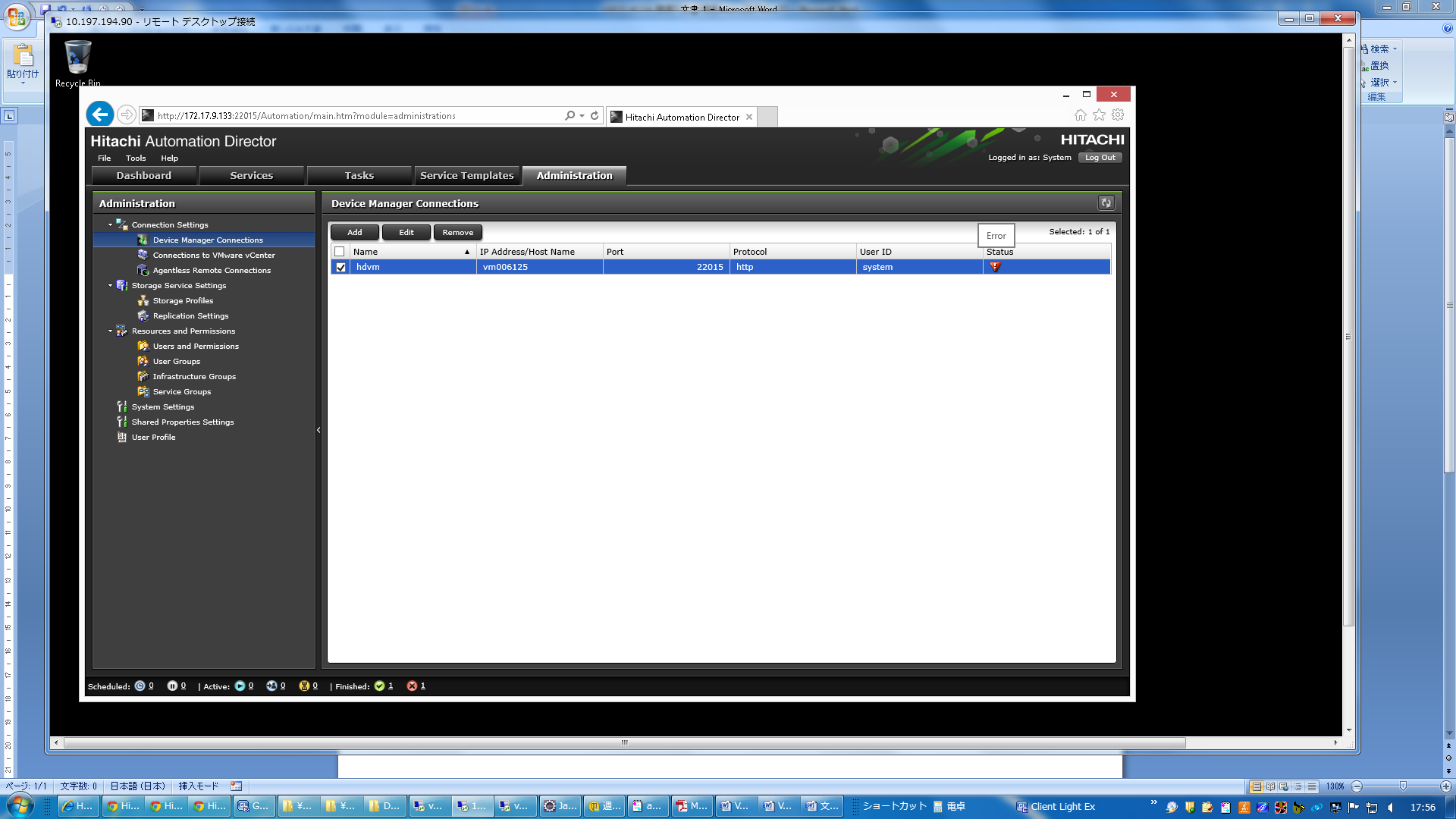


Figure 4-1 Error displayed in the Device Manager Connections window

Table 4‑1 Possible causes of errors displayed in the Status column of the Device Manager Connections window and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | The host name for the Device Manager server cannot be resolved. | See the description *1 Procedure for checking host name resolution* below. |
| 2 | Either one or both of the user ID and password specified during registration of the Device Manager server are invalid. | See the description *2 Procedure for checking the user ID, password, and permission* below. |
| 3 | The user specified during registration of the Device Manager server does not have the View permission or a higher permission for one or more resource groups on the connection-destination Device Manager server. |
| 4 | RMI communication for HRpM is not enabled. | See the description *3 Procedure for checking the RMI communication for HRpM* below. |
| 5 | The user specified during registration of the Device Manager server does not have the Modify role or a higher role for one or more resource groups in Replication Manager on the connection-destination Device Manager. | See the description *4 Procedure for checking the role on HRpM* below. |

1. Procedure for checking host name resolution

The server on which Automation is running might not be able to resolve the host name of the Device Manager server. On the server on which Automation is running, open a web browser, and then perform the following procedure to check whether the host name can be resolved:

1. Use the Link & Launch function to log in to Device Manager.  
   In the Main window of Automation, in the menu area, click **Tools**, **Device Manager**, and then **Device Manager Name**.
2. Make sure you can log in to Device Manager.  
   If you cannot successfully log in to Device Manager, the host name could not be resolved. Revise settings such as those for the hosts file and DNS.
3. Procedure for checking the user ID, password, and permission

Either one or both of the user ID and password specified during registration might be invalid, or the specified user might not have the View permission or a higher permission for one or more resource groups on the connection-destination Device Manager. On the client on which Automation is running, open a web browser, and then perform the following procedure to check for problems:

1. Open the Device Manager login window.  
   Open a web browser, and then access the following URL:  
   http://<*Device-Manager-IP-address*>:<*Device-Manager-port-number*>/DeviceManagerWebService/
2. Make sure you can log in to Device Manager.  
   Log in to Device Manager by entering the user ID and password specified during registration of the Device Manager server. If you cannot successfully log in, either one or both of the user ID and password are invalid, or the specified user does not have the View permission or a higher permission for one or more resource groups on the connection-destination Device Manager. Contact the administrator of the connection-destination Device Manager, and then obtain the correct user ID and password. If the specified user ID and password are correct, ask the Device Manager administrator to grant the Modify permission for the resource groups used in Automation.
3. Procedure for checking the RMI communication for HRpM

RMI communication for HRpM might not be enabled. Perform the following procedure to check for the problem.

1. Log into the Device Manager server specified during registration as a user with Administrator permissions (for Windows) or as a root user (for Linux), and open the property file of HRpM in Notepad, etc. The property file to open is the following file.

<Install-dir>\ReplicationManager\conf\base.properties

1. Check that the value of the following property on the property file is "true". If it is not "true", change it to "true", and restart HRpM.

base.rmi.enabled=true

1. Procedure for checking the role on HRpM

The user specified during registration might not have the Modify role or a higher role for one or more resource groups in Replication Manager on the connection-destination Device Manager. Perform the following procedure to check for the problem.

1. Display the login screen of HRpM.

Open the web browser, and access to the following URL.

http://<*IP address of Device Manager*>:<*Port number of Device Manager*>/ReplicationManager/

1. Log in to HRpM.

Enter the user ID and password with the Admin role on Replication Manager to log in, and log in to HRpM.

1. Check the role on HRpM.

Open the Resource Group screen, and check that the user specified during registration has the Modify role or a higher role for the resource group used in Automation. If the user does not have the Modify role, contact the administrator of connection-destination Replication Manager, and ask the administrator of Replication Manager to give the Modify role on the resource group used in Automation.

#### An error is displayed in the Status column in the Connections of VMware vCenter window

If an error icon appears in the location indicated by the red box in Figure 4-2 Error displayed in the Connections of VMware vCenter window, one or more of the problems shown in the table below might have occurred. Revise the settings.

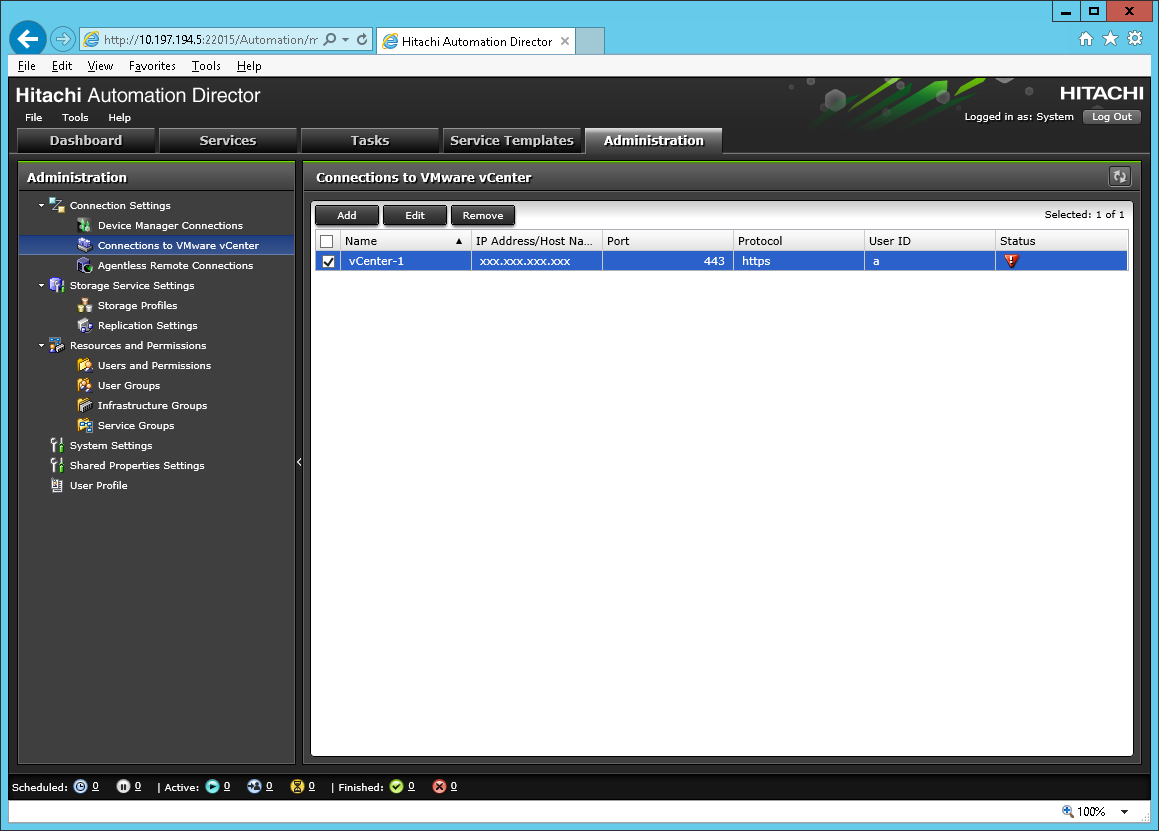


Figure 4-2 Error displayed in the Connections of VMware vCenter window

Table 4‑2 Possible causes of errors displayed in the Status column of the Connections of VMware vCenter window and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | The host name for the vCenter server cannot be resolved, or the port number specified during registration of the vCenter server is incorrect. | See the description *1. Procedure for checking host name resolution* below. |
| 2 | Either one or both the user ID and password specified during registration of the vCenter server are invalid. | See the description *2. Procedure for checking the user ID and password* below. |
| 3 | An invalid vCenter host name is specified in the Create Request window. | In the Create Request window, specify the correct host name. |

1. Procedure for checking host name resolution

The server on which Automation is running might not be able to resolve the host name of the vCenter server, or the port number specified for connection might be incorrect. On the server on which Automation is running, perform the following procedure to check for errors:

1. Display the vCenter Welcome page.  
   Open a web browser, and then access the following URL:  
   https://<*vCenter-server-IP-address or host-name*>:<*vCenter-port-number*>/  
   If the vCenter Welcome page is not displayed, the host name could not be resolved or the port number is incorrect.  
   Revise settings such as those for the hosts file and DNS, or obtain the correct port number.
2. Procedure for checking the user ID and password

Either one or both of the user ID and password specified during registration might be invalid. Perform the following procedure to check for problems.

1. Log in to the vCenter server.  
   Log in to the vCenter server (for example, from vSphere Client) by using the user ID and password specified during registration. If you cannot successfully log in, either one or both of the user ID and password are invalid. Contact the vCenter server administrator to obtain the correct user ID and password.

#### If the file systems list is not displayed in the File Systems tab

If the file systems list is not displayed in the File Systems tab, one or more of the problems shown in the table below might have occurred. Check and, if necessary, revise the settings.

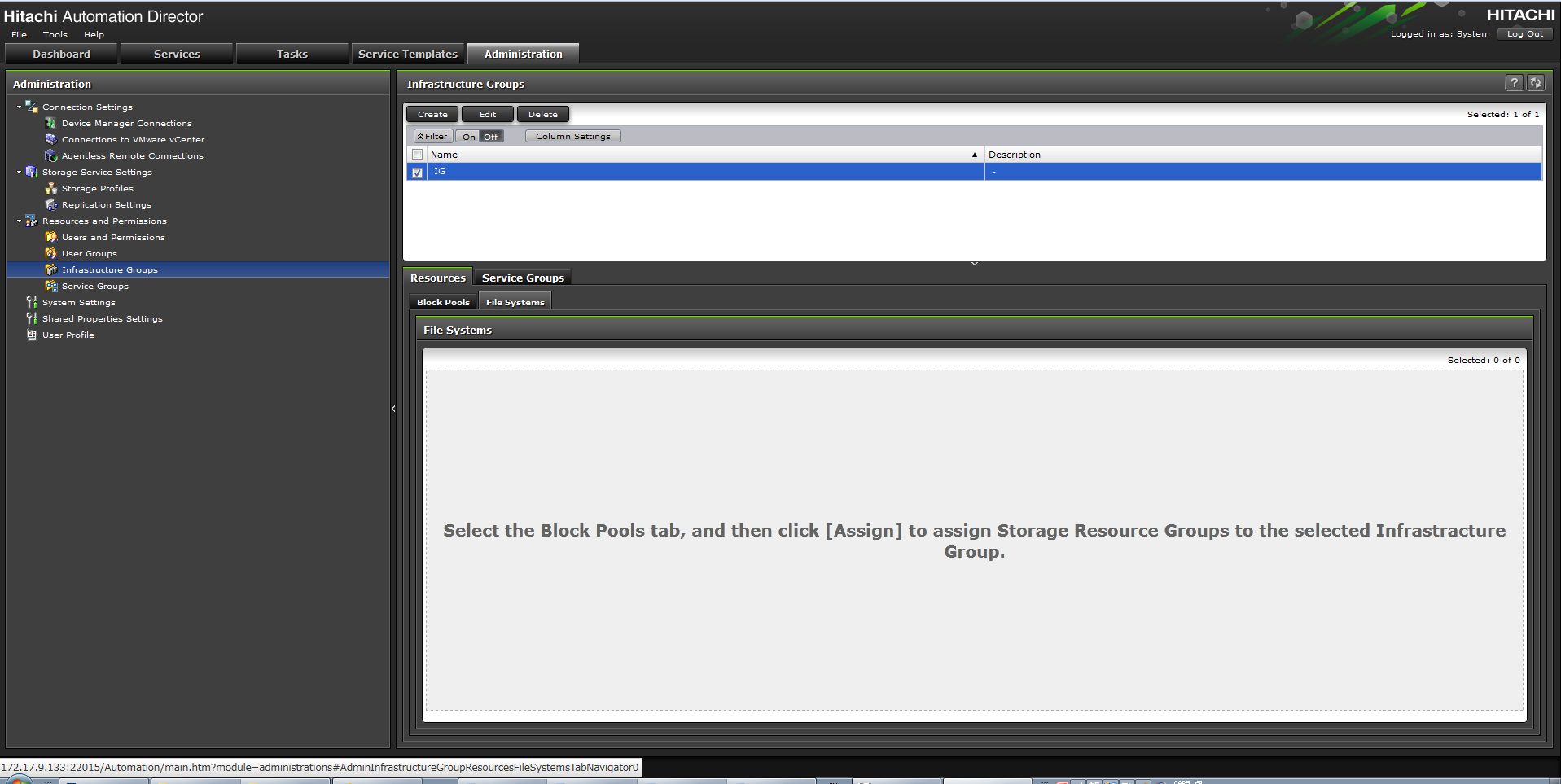


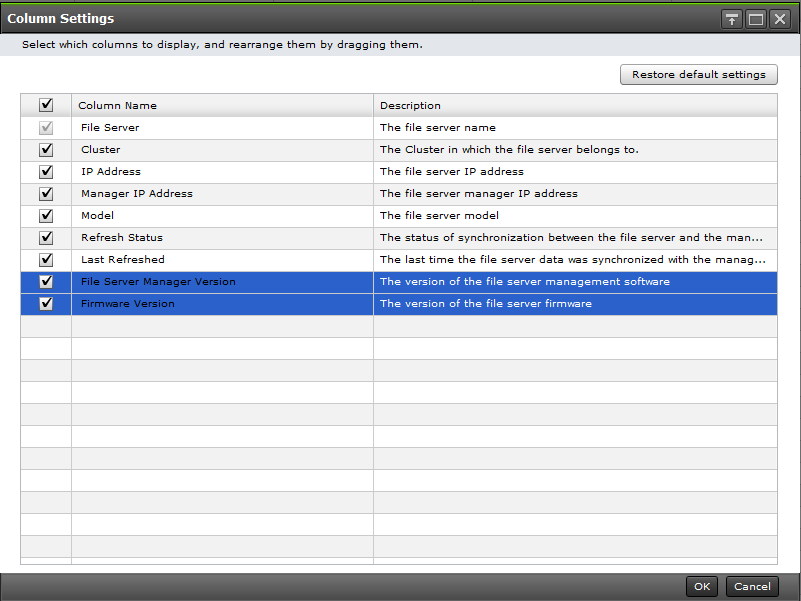
Table 4‑3 Possible causes for the file systems list not being displayed and corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | The Device Manager version is not 8.4.0 or later. | Check the version of Device Manager.  Note: If it is not the correct version, access the Edit window of the Create File Share results in “404 not Found.” |
| 2 | The HNAS linked with the Device Manager instance is not version 11.1 or later. | See *1. Checking the HNAS version and the settings of Admin Services EVS* |
| 3 | The file server registered in the Device Manager instance has no Admin Services EVS settings. |
| 4 | The storage pool registered in the Device Manager instance is based on Basic Volume. | Base the storage pool handled by Automation on the DP Volume. |

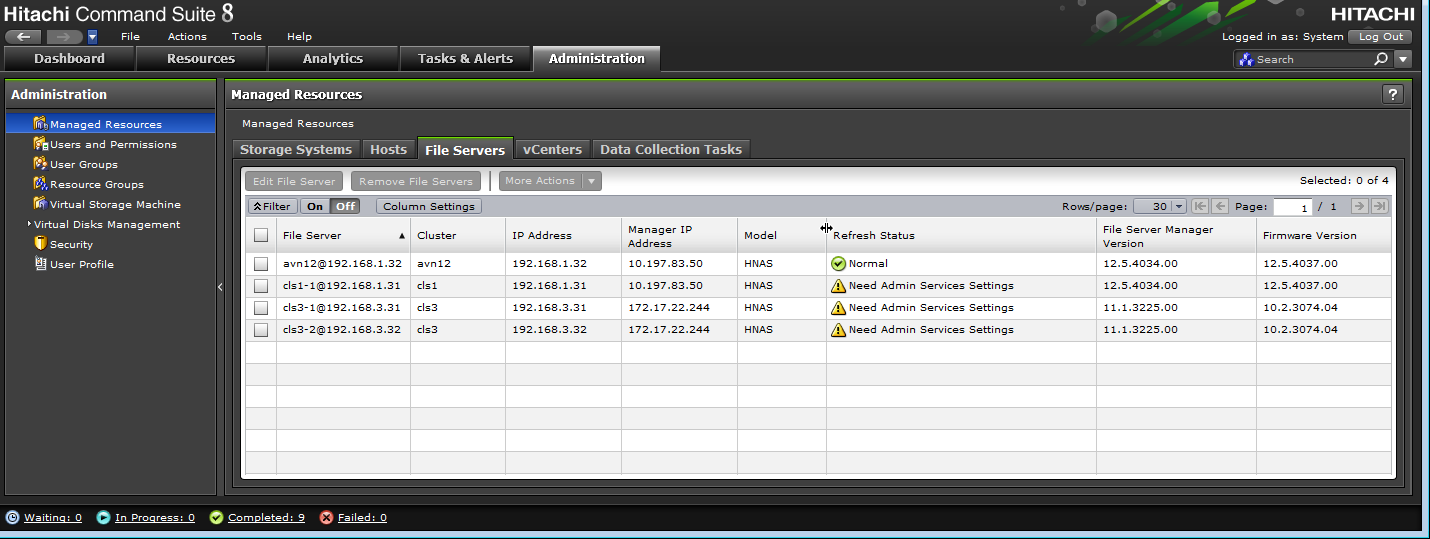
1. Checking the HNAS version and the settings of Admin Services EVS

Check for the HNAS version that is linked with the Device Manager instance and the settings of Admin Services EVS by using the following procedure.

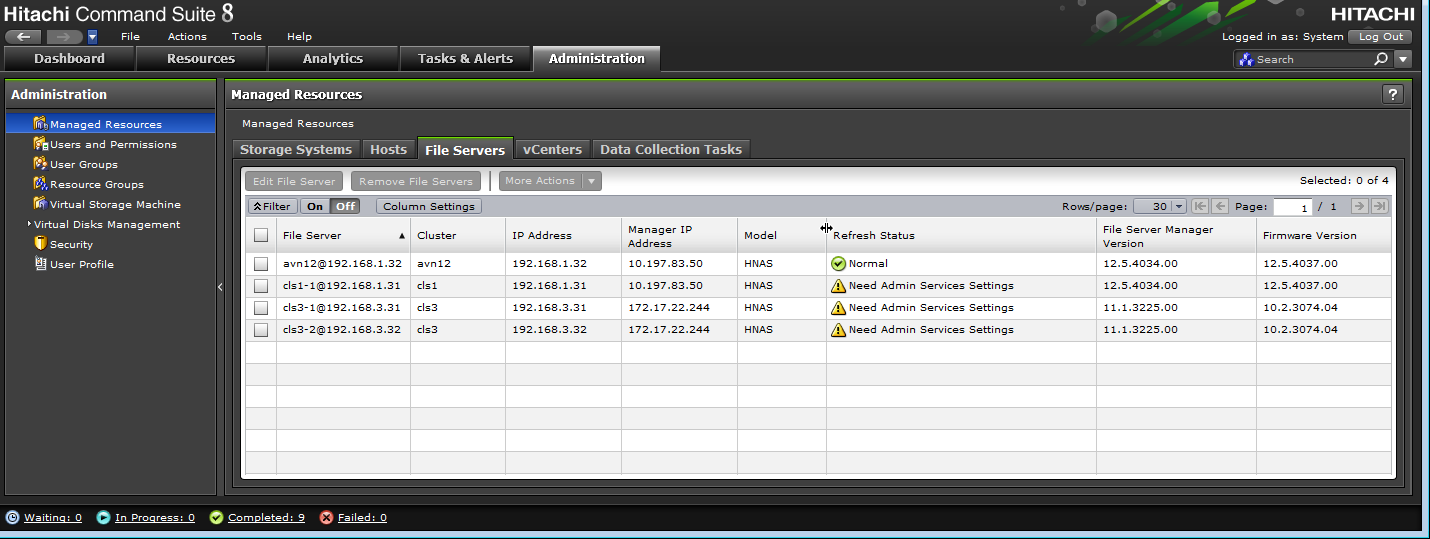
(1) Open the Administrator tab, Managed Resources window in Device Manager, and then display the Firmware Version in the Column setting of the File Servers tab.



1. The shown firmware version indicates the HNAS version.



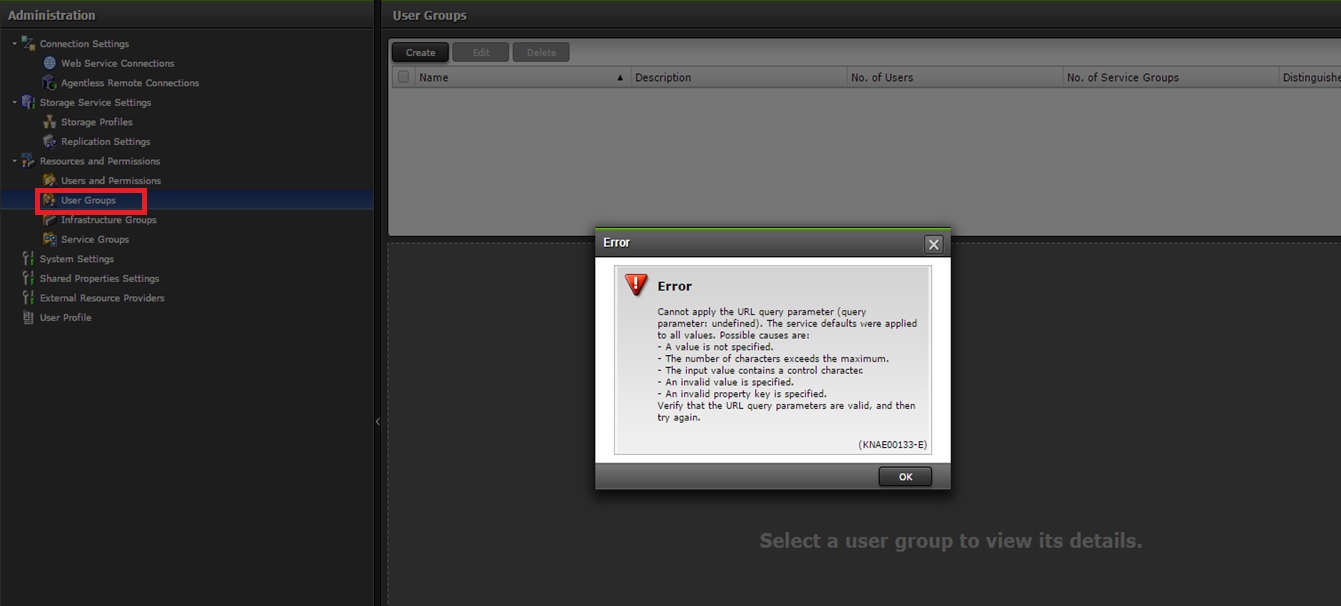
1. If the Refresh Status indicates “Need Admin Services Settings”, you need to set up Admin Services EVS.



For details about how to set up Admin Services EVS, see the *Hitachi Command Suite User Guide*.

#### When the user clicks [User Groups] in the [Administration] tab, the KNAE00133-E error message is displayed in a dialog box.

When the user clicks [User Groups] in the [Administration] tab and the KNAE00133-E error message is displayed in a dialog box, revise the settings of port number.



For Automation version 8.5.2-01 and later versions, the procedure for changing the port number was changed. For versions of Automation earlier than 8.5.2-01, if the port number used for HTTP communications between the Automation server and the management client (the web browser) has been or is to be changed, also change the value of "server.http.port" in the definition file "config\_user.properties(#1)". If "server.http.port" does not exist, add "server.http.port" and then specify a value. Details about "server.http.port" are as follows:

Details of "server.http.port"

Key name: server.http.port

Setting: port number to be used for HTTP communication between the Automation server and HCS Common Component.

Value: 0 to 65535

Default value: 22015

#1: Storage location of "config\_user.properties"

- In a non-cluster system:

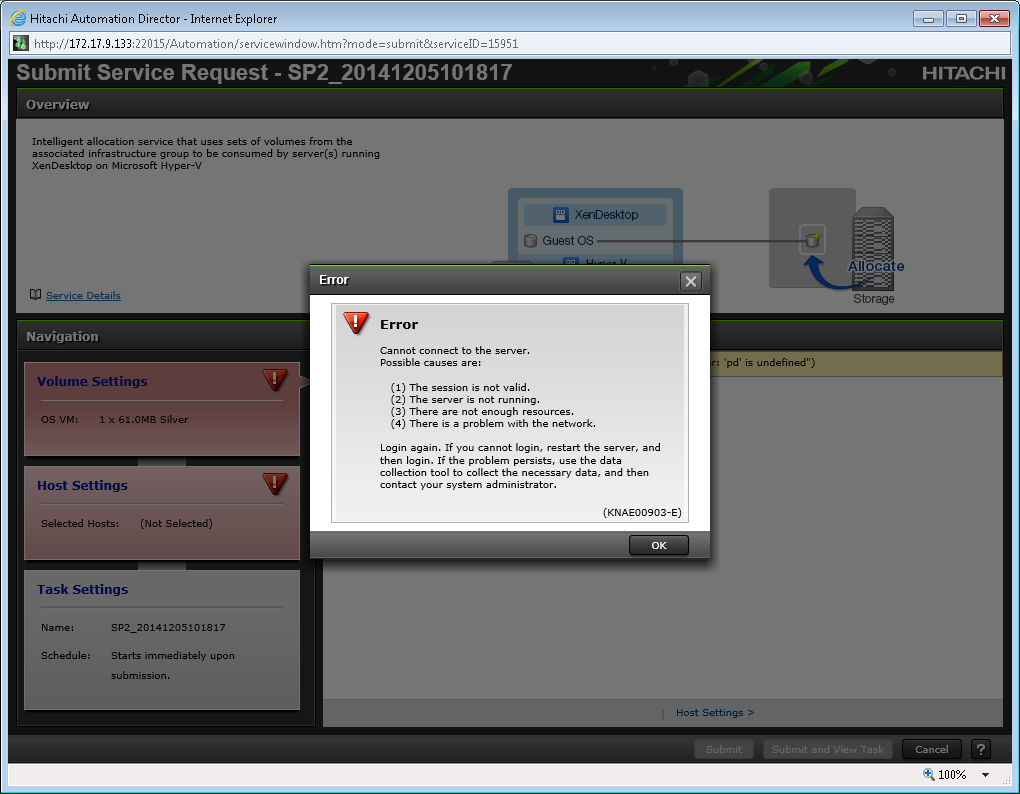
Automation-installation-folder\conf or Automation-installation-directory/conf

- In a cluster system:

shared-folder\Automation\conf

### Error during Automation window operation

If a KNAE00903-E error message appears during Automation window operation, resolution of the host name of the Device Manager server might have failed. Revise the settings.



1. Procedure for checking host name resolution

The server on which Automation is running might not be able to resolve the host name of the Device Manager server. On the server on which Automation is running, open a web browser, and then perform the following procedure to check whether the host name can be resolved:

1. Use the Link & Launch function to log in to Device Manager.   
   In the Main window of Automation, in the menu area, click **Tools**, **Device Manager**, and then **Device Manager Name**.
2. Make sure you can log in to Device Manager.  
   If you cannot successfully log in to Device Manager, the host name could not be resolved. Revise settings such as those for the hosts file and DNS.

### HTnM linkage disabled

If HTnM linkage settings are invalid, or if communication with HTnM is temporarily busy (performance information cannot be acquired from RAID Agent), one of the following messages is displayed in the Task Details window:

* KAIA00054-I  
  If linkage with HTnM is not configured, this message is displayed in the Log tab of the Task Details window.
* KAIA00043-W  
  If an error occurs during communication with HTnM, this warning message is displayed in the Summary tab and Log tab of the Task Details window. Follow the instructions in the message to check for errors.

### Error during execution of the task

If an attempt to execute the submit task fails, one or more of the problems listed below might have occurred. Revise the settings.

* If the plug-in is to be executed on a Windows host, administrative sharing for that host might be disabled. To enable administrative sharing, from the **Start** menu, click **Run** and then enter regedit to start the registry editor. Add the entries to the registry key below, and then restart the OS.

Table 4-4 Entries to be added

| Registry key | Entry | | |
| --- | --- | --- | --- |
| Name | Type | Data |
| HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Lanmanserver\parameters | AutoShareServer | DWORD (32-bit) | 1 (decimal) |

* Make sure the user ID and password used for connection with the plug-in execution host are correct. In addition, make sure you have the necessary permissions that are valid on the OS.
* Check the status of the plug-in execution host. The host might be in the process of starting or stopping.
* Resources of the Automation server might be insufficient. Execute the task again. If the task fails, stop other tasks, and then re-execute the task.

If task execution fails even after these settings are revised, check the items in 4.3.5.1 and subsequent sections. If you contact the administrator, collect the trace log for the plug-in execution module.

#### KNAE06509-E error message appears

If the KNAE06509-E error message appears during the execution of a task, the possible causes are as follows.

Table 4-5 Possible causes of the KNAE06509-E error message and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | The host name for the Device Manager server cannot be resolved. | See the description *1. Procedure for checking host name resolution* below. |
| 2 | Security settings are incorrect. | See the description *2. Procedure for checking security settings* below. |

1. Procedure for checking host name resolution

In a configuration where Automation and Device Manager are installed on different machines, the server on which Automation is running might not be able to resolve the host name for the Device Manager server. On the server on which Automation is running, open a web browser, and then perform the following procedure to check whether the host name can be resolved:

1. Use the Link & Launch function to log in to Device Manager.  
   In the Main window of Automation, in the menu area, click **Tools** and then **Device Manager**.
2. Make sure you can log in to Device Manager.  
   If you cannot successfully log in to Device Manager, the host name could not be resolved. Revise settings such as those for the hosts file and DNS.
3. Procedure for checking security settings

If the KNAE06509-E error occurs during execution of a task in an SSL environment, certificate authentication might have failed. Perform the following procedure to check whether security settings are correct.

◆ If the certificate for Device Manager Common Component was issued by the certificate authority:

1. Prepare the server certificate, root certificate, and intermediate certificate for Common Component.
2. Execute the hcmds64keytool command to make sure the expiration dates of the certificates have not passed.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -printcert -file "<*certificate-file*>"

1. Execute the hcmds64keytool command to check the fingerprints for the root certificate and intermediate certificate.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -printcert -file "<*certificate-file*>"

1. Execute the hcmds64keytool command to display the fingerprints for the imported certificates, and then make sure the root certificate and intermediate certificate are included.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -list -keystore "*<Suite-install-dir>*\uCPSB\jdk\jre\lib\security\jssecacerts"

1. If a certificate is not imported, execute the hcmds64keytool command to import that certificate.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -import -keystore "*<Suite-install-dir>*\uCPSB\jdk\jre\lib\security\jssecacerts" -file "<*certificate-file*>" -alias <*alias*>

1. Execute the hcmds64keytool command to check the Common Name (CN) of the Device Manager server certificate.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -printcert -file "<*certificate-file*>"

1. Log in to Automation, and then open the Device Manager Connections window.
2. Make sure that the IP address or host name specified for the target Device Manager matches the Common Name (CN) setting of the certificate.

◆ If the certificate of Device Manager Common Component is a self-signed certificate:

1. Prepare the self-signed certificate.
2. Execute the hcmds64keytool command to make sure the expiration date of the self-signed certificate has not passed.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -printcert -file "<*certificate-file*>"

1. Execute the hcmds64keytool command to check the fingerprint for the self-signed certificate.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -printcert -file "<*certificate-file*>"

1. Execute the hcmds64keytool command to display the fingerprints for the imported certificates, and then make sure the self-signed certificate is included.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -list -keystore "*<Suite-install-dir>*\uCPSB\jdk\jre\lib\security\jssecacerts"

1. If the self-signed certificate is not included, import the certificate.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -import -keystore "*<Suite-install-dir>*\uCPSB\jdk\jre\lib\security\jssecacerts" -file "<*certificate-file*>" -alias <*alias*>

1. Execute the hcmds64keytool command to check the Common Name (CN) of the Common Component server certificate.

For example, enter the following in Windows:

*<Suite-install-dir>*\bin\hcmds64keytool -printcert -file "<*certificate-file*>"

1. Log in to Automation, and then open the Device Manager Connections window.
2. Make sure the IP address or host name specified for the target Device Manager matches the Common Name (CN) setting of the certificate.

#### KNAE06744-E, KNAE06745-E, or KNAE06746-E error message appears

If an error message appears indicating a vCenter error, check the error details on vCenter, and then take actions according to the vCenter manuals.

#### KNAE06723-E error message appears

If an error message appears indicating that a volume created by executing a VMware service is not recognized as a volume that can be added to a data store, the possible causes are as follows.

Table 4-6 Possible causes of the KNAE06723-E error message for the executed task and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | The created volume is not recognized by the host. | Make sure the created volume is recognized by the host. |
| 2 | The size of the volume to be added is too large or too small. | Revise the size of the created volume. For the upper and lower limits for volume size, see the VMware manuals. |

#### An Oracle Database error occurs in an Oracle service

If an attempt to execute an Oracle service fails, check whether an error message beginning with ORA- or CRS- is displayed in the Log tab of the Task Details window. If such an error message is displayed, an error might have occurred in the Oracle Database. In this case, take action according to the Oracle Database manuals.

#### KNAE06536-E error message appears

If an error occurs in Device Manager when a Automation task is executed, the KNAE06536-E error message is output. Take actions according to the instructions in the Device Manager message (which appears after the link “See the following Device Manager message” in the KNAE06536-E error message).

##### KAIA00022-E error message

If an error message appears indicating that the host group cannot be assigned, the possible cause is as follows.

Table 4-7 Possible cause of the KAIA00022-E error message and its corrective action

|  |  |  |
| --- | --- | --- |
| # | Cause | Corrective action |
| 1 | A host group number that can be used for the resource group associated with an infrastructure group is not set. | Make sure that Device Manager has host group numbers that can be used for the resource group associated with an infrastructure group. |

##### KAIA00026-E error message

If an error message appears indicating that a pool for allocating volumes could not be found, the possible causes are as follows.

Table 4-8 Possible causes of the KAIA00026-E error message and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Correction action |
| 1 | A pool that meets the specified conditions could not be found. | Make sure the StorageProfile settings in the Administration window and the conditions specified for Edit or Submit in the Service window are correct. In addition, make sure a pool that meets the specified conditions exists. |
| 2 | An LDEV ID that can be used for the resource group associated with an infrastructure group is not set. | Make sure Device Manager has LDEV IDs that can be used for the resource group associated with an infrastructure group. |
| 3 | A TI pool that meets the specified conditions could not be found. | Make sure the StorageProfile(TI) settings in the Administration window and the conditions specified for Edit or Submit in the Service window are correct. In addition, make sure a TI pool that meets the specified conditions exists. |
| 4 | A TI pool that can be used for the resource group associated with an infrastructure group is not set. | Make sure Device Manager has TI pool that can be used for the resource group associated with an infrastructure group. |

##### KAIA00030-E error message

If an error message appears indicating that the recommended path cannot be acquired, the possible cause is as follows.

Table 4-9 Possible cause of the KAIA00030-E error message and its corrective action

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | A port that can be used for the resource group associated with an infrastructure group is not set. | Make sure Device Manager has ports that can be used for the resource group associated with an infrastructure group. |
| 2 | There are no ports that match the specified number criteria. | Make sure Device Manager has ports that match the specified number criteria and these ports can be used in the service of executed task. |

##### KAIA00036-E error message

If an error message appears indicating that the host was not found during the execution of a task, the possible causes are as follows.

Table 4-10 Possible causes of the KAIA00036-E error message and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | The specified host was deleted from Device Manager. | Check whether the specified host is registered in Device Manager. If the host is not found, register the host. |
| 2 | The specified host was deleted from Device Manager and then re-registered by using the same host name. | While a Automation task was waiting for execution during scheduled execution, the host specified in Device Manager might have been re-registered (that is, the host was deleted and then re-registered by using the same name). Because the re-registration operation updates the internal information of the host, the host that was specified when the schedule was registered can no longer be identified, causing the Automation task to fail. View the HCS task tab of Device Manager and check whether re-registration was performed during the execution of the Automation task. If re-registration was performed, set the schedule again, and then execute the Automation task. |

##### KAIA00038-E error

If an error message appears indicating that Device Manager cannot create a volume allocation task, the possible causes are as follows.

Table 4-11 Possible causes of the KAIA00038-E error message and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | A Automation task was executed while another operation was being performed in Device Manager. | Check whether other operations were performed on the same resource at the same time. If so, wait until the current operation for the specified resource in Device Manager finishes, and then execute the Automation task. |
| 2 | The LUNs that can be used for the host group linked to the resource group associated with an infrastructure group are insufficient. | Use the Edit window for the service to check the LUN start position.  Alternatively, set up another host group for the resource group associated with an infrastructure group. |

##### KAIA00184-E error message

If an error message appears indicating that an attempt to define a copy pair failed during the execution of the Clone or Snapshot service, the possible causes are as follows.

Table 4-12 Possible causes of the KAIA00184-E error message and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | SSL is not configured. | See the description *1. Checking SSL settings* below. |
| 2 | A command device that can be accessed does not exist. | See the description *2.Checking the command device* below. |

1. Checking SSL settings

If the KAIA00184-E error message contains the following Device Manager message, the settings required for SSL communication between Device Manager and Device Manager Agent might not be configured:

An attempt to create a pair has failed. Error detail, host "<*host-name*>" : "An error was detected in the host agent. Details: "SSL is not set up between the Device Manager agent and Device Manager, so user authentication for the storage system could not be performed.(ErrorCode=6182)""

To specify the settings required for SSL communication between Device Manager and Device Manager Agent, see the HCS manual and other relevant documentation.

1. Checking the command device

If the KAIA00184-E error message contains the following Device Manager message, user authentication for a command device might be disabled:

An attempt to create a pair has failed. Error detail, host "<*host-name*>" : "An error was detected in the host agent. Details: "A command device accessible by the target pair volume could not be selected. (instance number = <*instance-number*>)(ErrorCode=6139)""

Revise the command device settings. If user authentication is disabled, enable it.

##### KAIA00199-E error message

If an error message appears indicating that the target pool of virtual volume allocation is not found the possible causes are as follows.

Table 4‑13 Possible causes of the KAIA00199-E error message and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | No pools on the storage system or virtual storage system that can create volumes. | Increase pools on the storage system or virtual storage system that can create volume. |
| 2 | No LDEV-IDs are assigned to Resource Group that is assigned to Infrastructure Group. | Assign available LDEV-IDs to Resource Group, which is assigned to Infrastructure Group, on Device Manager. |

##### KAIA00204-E error message

If an error message appears indicating that the target TI pool of virtual volume allocation is not found, the possible causes are as follows. Check the settings of StorageProfile(TI) on Administration tab, and the conditions specified on Edit and Submit screen of Services tab. In addition, check whether the TI pool that meets the specified conditions.

##### KAIA00208-E error message

KAIA00208-E error might occur, if all of the following conditions are met.

(1) The same Device Manager manages two storage systems that configure GAD pair.

(2) The P-vol for the GAD is configured by using physical LDEV.

(3) There is no "Unused virtual LDEV ID that is available in the storage system in which the S-vol for the GAD is created" that does not overlap with "Unused virtual LDEV ID that belongs to the storage system in which the P-vol for the GAD is created".

This error will prevent the storage system in which the S-vol for the GAD is created, from using virtual LDEV ID that might configure the GAD from now on.

In order to avoid this error, take the following action:

Exclude "Unused virtual LDEV ID that belongs to the storage system in which the P-vol for the GAD is created " that overlaps with " Unused virtual LDEV ID that is available in the storage system in which the S-vol for the GAD is created" from the managed resources of Automation (remove from the resource group).

##### KAIA00212-E error message

If an error message of KAIA00212-E includes the following Replication Manager message, the user might not have the permission for resource groups on Replication Manager.

KAIA00212-E A Replication Manager pair creation task could not be created. Failed to communicate with Replication Manager. (details = You do not have the proper permissions for this operation, or access to the resource is restricted by the resource group.) Make sure that Replication Manager is started and that the RMI communication settings are enabled. In addition, make sure that the host and storage system are given Modify permission in Replication manager. Then try the action again.

Log in to Replication Manager as the user with Admin role, revise the permissions for the resources used by Automation, and if the permission is insufficient, give the Modify role or a higher role.

##### KAIA00213-E, KAIA00214-E, KAIA00215-E, KAIA00216-E error message

If an error message appears indicating that an attempt to define a copy pair failed, the error might occur on HRpM.

By using the task ID indicated in the message as a key, take corrective action by referring to HRpM Troubleshooting Guide.

When the following message of Replication Manager is included in KAIA00213-E message, it is redundant pair management server configurations and performs pair addition for a copy group of the configuration. It is redundant pair management server configurations, and the copy group of the configuration is the configuration that is not supported in Automation. Please specify the instance that is not made redundant pair management server configurations in Replication Settings.

RPM-05011 The configuration you are attempting to perform an operation on is not supported.

##### KAIA00232-E error message

If an error message appears indicating that the target pool of virtual volume allocation is not found, the possible causes are as follows.

Table 4‑14 Possible causes of the KAIA00232-E error message and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | In case of ShadowImage service task, no pools except the pool which primary volume is belonged could be found. | Increase pools that can create volumes on the storage system or virtual storage system which Replication Settings is configured. Otherwise, verify the Secondary Volume Setttings (Storage Profile) in service definition. |

##### KAIA00265-E error message

If an error message appears indicating that the Create File Share task has encountered an error in CIFS Share/NFS Export creation, refer to *Hitachi OpsCenter Automator LogAnalysisGuide* to see the KAIC0005-E message in the DeviceManager log and take according countermeasures.

#### KNAE06869-E error message appears

If an error message appeared indicating that the Create File Share task failed to find an appropriate file system, one or more causes of the problem shown below might have occurred. Indentify the cause of exclusion from the KNAE06887-I message in the task log.

Table 4‑15 Possible causes of KNAE06887-I file system exclusion and corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | KAIA00253-I, KAIA00254-I, KAIA00263-I  No storage pool with an available configuration | See *4.2.2.3 If the file systems list is not displayed in the* ***File Systems*** *tab, 2. Storage pool best practice* to check the storage pool configuration. Also check whether that the Tiered/Untiered setting of Storage PoolType is correct. |
| 2 | KAIA00255-I  No supported file server | See *4.2.2.3 If the file systems list is not displayed in the File Systems tab, 1. Checking the HNAS version and the settings of Admin Services EVS* to check for the file server version. |
| 3 | KAIA00256-I  Resource Group of HDP/HDT pools allocated to the file server not of the Infrastructure Group | Check whether Resource Group of the HDP/HDT pools allocated to the file server is of the Infrastructure Group. |
| 4 | KAIA00257-I  No file server meeting the specified Storage Profile | Check whether the HDP/HDP pools allocated to the file server meet the conditions of a Storage Profile.  For a tiered pool, each of the two pools narrows down its volumes according to Storage Profile for T0 and Storage Profile for T1, respectively. If both pools correspond only to Storage Profile for T0, the pools are excluded. |
| 5 | KAIA00258-I  No storage pool file system | Make a new file system in the storage pool. |
| 6 | KAIA00259-I  Specified file system not existing | The specified file system might have been deleted. Use Device Manager to check whether the file system exists in the storage pool. |
| 7 | KAIA00260-I  File system not in a mounted state | Use Device Manager to check whether the file system is in a mounted state. |
| 8 | KAIA00261-I  Specified CIFS share or NFS share already used in EVS | Use Device Manager to check the CIFS share or NFS share in EVS, and then specify a different CIFS share or NFS share. |
| 9 | KAIA00262-I  Part of the specified path already used in the file system | Execute the task with the explicit specification of the file system that uses the specified path. |
| 10 | KAIA00264-I  Specified EVS not existing | The specified EVS might have been deleted. Use Device Manager to check the existence of the EVS. |

Note: If all the linked Device Manager versions are earlier than 8.4.0, the KNAE06869-E error message appears, but no KNAE06887-I message exists.

#### KNAE06942-E error message appears

If an error message appeared indicating that the switch name was not found, the possible causes are as follows.

Table 4‑16 Possible causes of KNAE06942-E error message and their corrective actions

|  |  |  |
| --- | --- | --- |
| No. | Cause | Corrective action |
| 1 | There are some fabrics which the switch connections ware lost by the failure and so on. | Make sure that the switches are displaied normally by BNA or specify the fabrics which have no problem for the following service property.   1. provisioning.fabricSetting.fabrics |

#### KNAE06943-E error message appears

If an error message appeared indicating that a communication error occurred with the switch management server, the possible causes are as follows. Revise the settings.

1. If the time-out has occurred, increase the value of the following key that is set in \conf\config\_user.properties under Automation installation folder.

(a) plugin.http.connect.timeout

(b) plugin.http.read.timeout

2. If an error message include “Zoning object already exists”, the name of creating Zone of Zone Alias is already used for Zone Configuration or Zone or Zone Alias.Revice the following service properties to attach the other name from existing Zone object.

(a)provisioning.zoneSetting.namingScript.zone

(b)provisioning.zoneSetting.namingScript.hostZoneAlias

(c)provisioning.zoneSetting.namingScript.storageZoneAlias

### Property groups or properties do not appear in the Edit, Submit, and Task Detail windows

If property groups and properties specified in a service template do not appear, revise the settings as shown below.

Checking property settings:

1. In the Edit window, check whether **Hidden** is specified for any properties.

Properties for which **Hidden** is specified are not displayed in the Submit window and Task Detail window. Specify **Editable** to allow users to change the property in the Submit window. Specify **Read only** to allow users to view the property only.

1. For the service template, perform the following procedure to check whether **Hidden** and **Config Window** arespecified for the properties:
2. In the Edit window, in General Setting or Service tab, select the service, and then click the service template name. The Service Template Preview dialog box opens.
3. In the Service Template Preview dialog box, click the **View Flow** button to start Service Builder in View mode.
4. Open the GUI Settings view, and then check the following settings for the relevant properties:

* **Visibility** for input properties is set to **Config Window**.

Properties for which **Config Window** is specified are not displayed in the Submit window and Task Details window.

* **Visibility** for the properties is set to **Config Window**, and **Display Setting** (or **Display/Hide** for output properties) is set to **Hide**.

These properties are not displayed in the Edit window, Submit window, and Task Details window.

Checking property group settings:

1. For the service template, use the following procedure to check whether **Hide** is specified for the property groups:
2. In the Edit window, in General Setting or Service tab, select the service, and then click the service template name. The Service Template Preview dialog box opens.
3. In the Service Template Preview dialog box, click the **View Flow** button to start Service Builder in View mode.
4. Open the GUI Settings view, and then check whether **Hide** is specified for the property groups. Property groups for which **Hide** is specified are not displayed in the Edit window, Submit window, and Task Details window.
5. For the service template, perform the following procedure to check whether **Hide** is specified for all properties in a property group:
6. Open the GUI Settings view, and then select the property group from **Property Group List**.
7. Check the settings of all the properties shown in the Property List. If **Visibility** for all properties in the property group is set to **Config Window** and **Display Setting** (or **Display/Hide** for output properties) is set to **Hide**, the property group is hidden in the Edit, Submit, and Task Details windows.
8. For the service template, check the Custom File settings for the property group.
9. Open the GUI Settings view, and then select the property group from **Property Group List**.
10. If a Custom File Package is specified for the property group, the contents of the uploaded file might be invalid. Contact the Custom File creator.

To change the service template settings, edit or copy the service template, and then change the property group settings and property settings. For a released service template, copy the service template before changing the property group settings and property settings.

Note:

To copy a service template provided by Automation, you do not need to change the property group settings or the Custom File Package specified for the property group, because these settings are the optimal settings. To change the property group settings or to add or delete properties, correct the settings by referencing the existing Custom File Package.

### Edit or Submit windows in the Create File Share display no choices

Automation permits you to create shares only in the pools with the configurations that provide proper performance for file servers (BestPractice). Automation displays none of the file systems with other configurations.

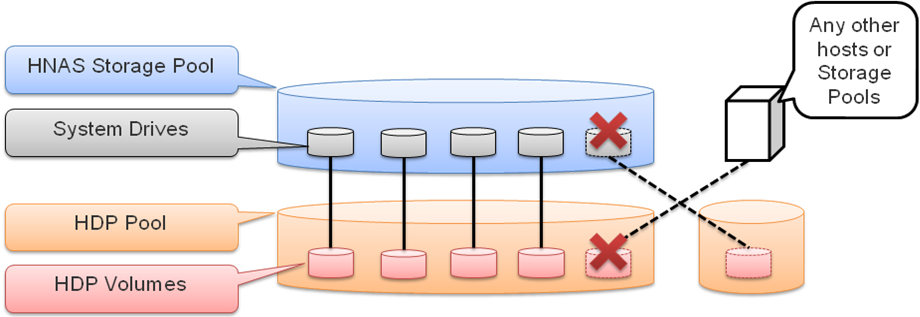
See *1. Storage pool best practice* to confirm whether pools are based on the best practice.

1. Storage pool best practice
2. An untiered pool or a tiered pool has the following configuration, respectively.
   * 1. For untiered pools:

- The Storage PoolType is untiered or unknown.\*1

- All the system drives\*2 constituting a storage pool are derived from the volumes of one pool.

- All the allocated volumes in the pool are used for system drives constituting one storage pool.

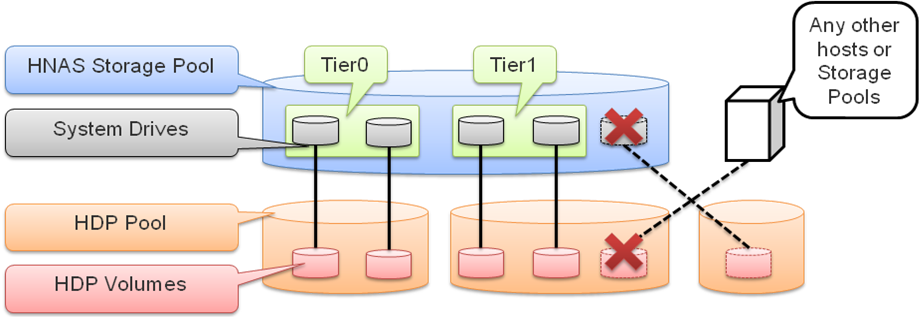


* + 1. For tiered pools:

- The Storage PoolType is tiered or unknown.\*1

- The system drives\*2 constituting a storage pool are derived from the volumes of two different pools.

- All the allocated volumes in the pool are used for system drives constituting one storage pool.



\*1: With the SMU of version 11.x, the Storage PoolType is unknown because it cannot be obtained.

\*2: System drives in a Not Present (removed) state are not regarded as drives in use.

### Unexpected file system selected in executing Create File Share with a File System specified as “any”

The file system for each Device Manager instance is selected according to the following criteria.

* 1. Calculate the average UsageRate of each file system, and exclude anything that is higher than the average.
  2. Calculate the BusyRate of the HDP/HDT pools of the storage pools of the file systems selected in ①. The lower the BusyRate of the file system, the higher the rank (priority) it is given.  
     For tiered pools, the worse the BusyRate value of a tier, the higher the rank is given to the tier. The BusyRate is calculated using the same method as SmartProvisioning (the method reused).
  3. Calculate the number of CIFS Shares and NFS Exports serviced by the node/EVS/FS, and devise a ranking. The smaller the number of CIFS Shares and NFS Exports a file system has, the higher its rank is.

The number of serviced CIFS Shares and NFS Exports are considered in the order of node\* → EVS → FS.

\*With HNAS of version 11.x, nodes used in EVS cannot be obtained. Therefore, the number of CIFS Shares and NFS Exports in a cluster is evaluated as a substitute. Because shares in other nodes are also included, its rank will decrease relatively.

* 1. Apply the steps shown above to each Device Manager instance, and the file system of the highest rank for each Device Manager instance will be selected.

The file systems selected by the Device Manager instances are sorted according to UsageRate and BusyRate and according to the number of CIFS Shares/NFS Exports serviced by a node/EVS/FS. The highest file system is defined as the destination of the share folders.

The priority of the sort keys shall be: BusyRate → Node → EVS → FS.

Note: When the file system is specified at the time of Submit, comparison with the Resource Group and Storage Profile or ranking-based selection is not performed, because the file system is identified uniquely.

### Cannot operate of NAS Modules from Device Manager

It is necessary to let Device Manager recognize NAS Modules beforehand to treat NAS Modules in Create File Service. NAS Modules is automatically recognized at the time of the addition of the storage system equipped with. However, It is not automatically recognized when the user who appointed it at the time of addition does not belong to Support Personnel Group. When you add the storage system which includeed NAS Modules, please appoint a user belonging to Administrator Group and Support Personnel Group.

### Cannot communicate with the Web Service Connection target

The following is an example of the messages and solutions when a communication fails during the connection test in the Add Web Service Connection/Edit Web Service Connection dialog. If applicable, perform the connection test again after addressing the cause.

Table 4‑17 Example of the messages displayed when communication with the Web Service Connection target fails and solutions

| # | Message | Cause | Solution |
| --- | --- | --- | --- |
| 1 | KNAE02137-E Connection test failed. (detail information:Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-empty) | The SSL certificate of the web service connection target is not registered in the Automator truststore. | Import the SSL certificate of the web service connection target into the Automator truststore. |
| 2 | KNAE02137-E Connection test failed. (detail information: PKIX path validation failed: java.security.cert.CertPathValidatorException: validity check failed) | The expiration date of the SSL certificate of the web service connection target has expired. | Check the expiration date of the SSL certificate of the web service connection target. |
| 3 | KNAE02137-E Connection test failed. (detail information: java.security.cert.CertificateException: No subject alternative DNS name matching <hostname> found.) | The specified host name does not match CN (Common Name) or SAN (Subject Alternate Name) of the SSL certificate. | Check that the host name speficied in CN and SAN of the SSL certificate is correct. Also, check that the correct IP address/host name is specified in the hosts file and the web service connection target. |
| 4 | KNAE02137-E Connection test failed. (detail information: sun.security.validator.ValidatorExpection: PKIX path building failed: sun.security.provider.certpath.SunC ertPathBuilderException: unable to find valid certification path to requested target) | The SSL certificate of the web service connection target is not registered in the Automator truststore. | Import the SSL certificate of the web service connection target into the Automator truststore. |
| 5 | KNAE02137-E Connection test failed. (detail information: Connection timed out: connect [errno=10060, syscall=getsockopt]) | The IP address/host name of the web service connection target is incorrect, or the connection target server is not runing. | Check if the correct host name/IP address is specified in the hosts file and the web service connection target. Also, check the status of the connection target server. |

## Errors related to the Create Online Migration Pair task

The Create Online Migration Pair task refers to the task of the service created based on the following service template.

Create Online Migration Pair

The following describes how to distinguish errors related to the Create Online Migration Pair task and actions to be taken for each error.

You can use the hcmds64getlogs command to obtain the task logs that are referenced in the explanation. See the file with the task ID of the failed task.

*3.2.1 Using the Automation log file collection command (hcmds64getlogs)*

*3.2.1.5 Structure of acquired log inforamtion*

data directory

Task log

task\[task ID]\task[task ID][n].log file

For manual recovery procedures after an error occurs, see the following document:

“*Supplemental Usage Instructions Management Software Hitachi Ops Center Automator Online Migration Manual Clean up, Cut over Instructions*” (SUI document number: 060751)

### If a valid GAD license is not registered, the task fails in the Error Copy Failed step, KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART30000-E, “SSB2” : “FA3F”, “FC10”, “FC20”, or “FC21”, and “SSB1” : “D004” are output to the task log

#### Symptoms

A failure occurs in the Error Copy Failed step (Step ID: /ErrorGADCopyFailed) and the Create Online Migration Pair task fails. At this time, KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART30000-E, “SSB2” : “FA3F”, “FC10”, “FC20”, or “FC21”, and “SSB1” : “D004” are output to the entry of the Create Pair and Unlock Storage Systems step (Step ID: /CreatePair/CreateGADPair) that is being run in the task log.

#### How to check the log

If KART30000-E, “SSB2” : “FA3F”, “FC10”, “FC20”, or “FC21”, and “SSB1” : “D004” are output to the response of Configuration Manager API as shown in the following task log, this problem might have occurred.

Check the log in the following order, and if all the items are applicable, this problem might have occurred.

* + 1. Search for the last service.errorMessage output to the task log. KNAE07396-E or KNAE07397-W is output as a value.
    2. Search for the start log (KNAE08001-I) of the /CreatePair/CreateGADPair step. In the log of the step, “KART30000-E”, “SSB2” : “FA3F”, “FC10”, “FC20”, or “FC21”, and “SSB1” : “D004” are output to the response of the log executing Configuration Manager API.
    3. Search for the end log (KNAE08002-I) of the /ErrorGADCopyFailed step. After this end log, start logs (KNAE08001-I) of other steps are not output until the end of the task log.

\*\*\*\* Linux 4.14.35-1902.300.11.el7uek.x86\_64 TZ=Asia/Tokyo 2020/11/26 11:26:46.324

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

6132 2020/11/26 11:26:46.351 Automation 2F2BFF16 23C6E4DC KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).

6162 2020/11/26 11:26:46.433 Automation 2F2BFF16 1DB6910B KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201126001435\_Resubmit, task ID: 411317, step ID: /ValidateInputProperties, execution ID: ).

6204 2020/11/26 11:26:46.811 Automation 2F2BFF16 1DB6910B KNAE08005-I schema\_version=1.2

<Partly omitted>

5279 2020/12/12 23:16:07.568 Automation 2F2BFF16 41CAB080 KNAE08005-I property=errorStep, value=

5281 2020/12/12 23:16:07.568 Automation 2F2BFF16 41CAB080 KNAE08005-I property=returnValueOfErrorStep, value=

②-1. Output of the start log of the failed step (Step ID: /CreatePair/CreateGADPair)

5283 2020/12/12 23:16:07.568 Automation 2F2BFF16 41CAB080 KNAE08010-I No standard output exists.

**5361 2020/12/12 23:16:07.592 Automation 2F2BFF16 2D05FDF0 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201211115208\_Resubmit\_Resubmit\_Resubmit\_Resubmit, task ID: 1789531, step ID: /CreatePair/CreateGADPair, execution ID: ).**

5386 2020/12/12 23:16:07.828 Automation 2F2BFF16 2D05FDF0 KNAE08005-I schema\_version=2.0

5388 2020/12/12 23:16:07.828 Automation 2F2BFF16 2D05FDF0 KNAE08005-I vendor=com.hitachi.software.dna.cts

539

<Partly omitted>

5638 2020/12/12 23:16:08.413 Automation 2F2BFF16 2D05FDF0 KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread5\_child

5640 2020/12/12 23:16:08.413 Automation 2F2BFF16 2D05FDF0 KNAE08277-I POST http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs

5697 2020/12/12 23:16:46.021 Automation 2F2BFF16 2D05FDF0 KNAE08277-I \* Client response received on thread DNAPluginExecutionThread5\_child

5699 2020/12/12 23:16:46.021 Automation 2F2BFF16 2D05FDF0 KNAE08277-I 202

5701 2020/12/12 23:16:46.021 Automation 2F2BFF16 2D05FDF0 KNAE08277-I {

5703 2020/12/12 23:16:46.021 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "jobId" : 5719,

5705 2020/12/12 23:16:46.021 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "self" : "/ConfigurationManager/v1/objects/storages/800000010057/jobs/5719",

5707 2020/12/12 23:16:46.021 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "userId" : "hadtest1",

5709 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "status" : "Completed",

5711 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "state" : "Failed",

5713 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "createdTime" : "2020-12-12T14:16:08Z",

5715 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "updatedTime" : "2020-12-12T14:16:45Z",

5717 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "completedTime" : "2020-12-12T14:16:45Z",

5719 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "request" : {

5721 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "requestUrl" : "/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs",

5723 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "requestMethod" : "POST",

5725 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "requestBody" : "{\"copyGroupName\":\"Automator\_789531\_201212225258\",\"copyPace\":8,\"copyPairName\":\"P\_6948-6948\_201212225258\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":false,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_789531\_201212225258P\_\",\"muNumber\":0,\"pvolLdevId\":26952,\"quorumDiskId\":14,\"remoteDeviceGroupName\":\"Automator\_789531\_201212225258S\_\",\"remoteStorageDeviceId\":\"900000039306\",\"replicationType\":\"GAD\",\"svolLdevId\":26952}"

5727 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I },

5729 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "error" : {

5731 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "errorSource" : "/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs",

5733 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "message" : "An error occurred in the storage system. (message = Please see User's Guide.)",

5735 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "cause" : "An error occurred during execution of a CCI command.",

5737 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "solution" : "The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.",

5739 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "solutionType" : "SEE\_ERROR\_DETAIL",

**5741 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "messageId" : "KART30000-E",**

**5743 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "errorCode" : {**

**5745 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "SSB2" : "FA3F",**

**5747 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "SSB1" : "D004"**

**5749 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I },**

5751 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I "detailCode" : "30100E-2-D004-FA3F"

②-2. KART30000-E and SSB2:FA3F, FC10, FC20, or FC21, and SSB1:D004 are output to the API response.

5753 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I }

5755 2020/12/12 23:16:46.022 Automation 2F2BFF16 2D05FDF0 KNAE08277-I }

5757 2020/12/12 23:16:46.041 Automation 2F2BFF16 2D05FDF0 KNAE08277-I CM Rest Job Fails: {"affectedResources":null,"completedTime":"2020-12-12T14:16:45Z","createdTime":"2020-12-12T14:16:08Z","error":{"solution":"The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.","errorSource":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","cause":"An error occurred during execution of a CCI command.","errorCode":{"SSB2":"FA3F","SSB1":"D004"},"messageId":"KART30000-E","message":"An error occurred in the storage system. (message = Please see User's Guide.)","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"30100E-2-D004-FA3F"},"jobId":5719,"request":{"requestBody":"{\"copyGroupName\":\"Automator\_789531\_201212225258\",\"copyPace\":8,\"copyPairName\":\"P\_6948-6948\_201212225258\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":false,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_789531\_201212225258P\_\",\"muNumber\":0,\"pvolLdevId\":26952,\"quorumDiskId\":14,\"remoteDeviceGroupName\":\"Automator\_789531\_201212225258S\_\",\"remoteStorageDeviceId\":\"900000039306\",\"replicationType\":\"GAD\",\"svolLdevId\":26952}","requestUrl":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","requestMethod":"POST"},"self":"/ConfigurationManager/v1/objects/storages/800000010057/jobs/5719","state":"Failed","status":"Completed","updatedTime":"2020-12-12T14:16:45Z","userId":"hadtest1"}

<Partly omitted>

6204 2020/12/12 23:26:04.409 Automation 2F2BFF16 5356B1E5 KNAE08005-I property=reserved.task.submitter, value=System

6206 2020/12/12 23:26:04.409 Automation 2F2BFF16 5356B1E5 KNAE08005-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

6208 2020/12/12 23:26:04.409 Automation 2F2BFF16 5356B1E5 KNAE08005-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=1789531

**6210 2020/12/12 23:26:04.409 Automation 2F2BFF16 5356B1E5 KNAE08005-I property=service.errorMessage, value=KNAE07396-E Failed to create all copy pairs. Check the Task Log and resolve the problem according to the error message.**

①. Search for the last service.errorMessage output to the task log. KNAE07396-E or KNAE07397-W is output as a value.

6212 2020/12/12 23:26:04.409 Automation 2F2BFF16 5356B1E5 KNAE08005-I property=out0, value=0.0

6214 2020/12/12 23:26:04.409 Automation 2F2BFF16 5356B1E5 KNAE08005-I property=returnValue, value=undefined

6216 2020/12/12 23:26:04.409 Automation 2F2BFF16 5356B1E5 KNAE08010-I No standard output exists.

<Partly omitted>

6712 2020/12/12 23:26:04.795 Automation 2F2BFF16 1CE10405 KNAE08286-I The specified JavaScript code completed successfully.

③-1. /ErrorGADCopyFailed is output with KNAE08002-I as the end log of the step run last.

6714 2020/12/12 23:26:04.799 Automation 2F2BFF16 1CE10405 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

**6737 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201211115208\_Resubmit\_Resubmit\_Resubmit\_Resubmit, task ID: 1789531, step ID: /ErrorGADCopyFailed, execution ID: , plug-in return code: 1).**

6739 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/notify, value=1.0

6741 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out0, value=

6743 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out1, value=

6745 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out2, value=

6747 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out3, value=

6749 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out4, value=

6751 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out5, value=

6753 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out6, value=

6755 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out7, value=

6757 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out8, value=

6759 2020/12/12 23:26:04.817 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/out9, value=

6761 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=/ErrorGADCopyFailed/returnValue, value=undefined

6763 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.service.category, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

6765 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.service.name, value=Create Online Migration Pair

6767 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.service.resourceGroupName, value=Default Service Group

6769 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.service.serviceGroupName, value=Default Service Group

6771 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.step.currentReturnCode, value=1

6773 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.step.path, value=/ErrorGADCopyFailed

6775 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.step.prevReturnCode, value=0

6777 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.task.description, value=

6779 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.task.dir, value=/var/opt/hitachi/Automation/data/task/1789531

6781 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.task.id, value=1789531

6783 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.task.name, value=Create Online Migration Pair\_20201211115208\_Resubmit\_Resubmit\_Resubmit\_Resubmit

6785 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.task.submitter, value=System

6787 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

6789 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=1789531

6791 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=notify, value=1.0

③-2. A step start log (KNAE08001-I) is not output after the output of the end log of the /ErrorGADCopyFailed step and the log reaches the end.

6793 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08004-I property=returnValue, value=undefined

6795 2020/12/12 23:26:04.818 Automation 2F2BFF16 1CE10405 KNAE08009-I No standard output exists.

#### Cause

A GAD license is not registered in the migration source or target storage system or the licensed capacity is insufficient.

The Create Online Migration Pair copies data by creating a GAD pair between the migration source and target volume. Therefore, if there is no GAD license, an error will occur.

#### How to check the virtual LDEV ID settings

You can view licensing information by running the following Configuration Manager API:

Request line:

GET *(base-URL)*/v1/objects/storages/*(storage-device-ID)*/licenses

Parameters to be specified in the request line:

|  |  |  |  |
| --- | --- | --- | --- |
| # | Attribute | Type | Description |
|  | base-URL | string | *protocol*://*host-name*:*port-number*/ConfigurationManager |
|  | storage-device-ID | string | Storage Device ID of the Source/Target Storage System |

Example of Response:

{

"data": [

{

"licenseId": 32775,

"programProductName": "Dynamic Provisioning",

"status": "Installed",

"keyType": "Permanent",

"capacityLimitStatus": "Unlimited",

"usedCapacityInGB": 24379

},

{

"licenseId": 32835,

"programProductName": "Dynamic Tiering",

"status": "Installed",

"keyType": "Permanent",

"capacityLimitStatus": "Unlimited",

"usedCapacityInGB": 14682

},

{

"licenseId": 32880,

"programProductName": "Thin Image",

"status": "Installed",

"keyType": "Permanent",

"capacityLimitStatus": "Unlimited",

"usedCapacityInGB": 940

},

{

"licenseId": 32884,

**"programProductName": "global-active device",**

**"status": "Installed",**

"keyType": "Permanent",

"capacityLimitStatus": "Unlimited",

"usedCapacityInGB": 161

}

]

}

If the status is not Installed for the global-active device item in the response, the GAD license is invalid.

#### Actions to be taken after an error occurs

If the task fails due to this error, run Clean up Online Migration Pair to delete resources created by the task first.

After Clean up Online Migration Pair deletes the resources, install a valid GAD license.

When you complete all of the above procedures, run the Create Online Migration Pair task again.

### If an invalid value is set for the virtual LDEV ID of the migration source volume, the task fails in the Error Copy Failed step, KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART30000-E, “SSB2” : “FC24”, and “SSB1” : “D004” are output to the task log

#### Symptoms

A failure occurs in the Error Copy Failed step (Step ID: /ErrorGADCopyFailed) and the Create Online Migration Pair task fails. At this time, KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART30000-E, “SSB2” : “FC24”, and “SSB1” : “D004” are output to the entry of the Create Pair and Unlock Storage Systems step (Step ID: /CreatePair/CreateGADPair) that is being run in the task log.

#### How to check the log

If KART30000-E, “SSB2” : “FC24”, and “SSB1” : “D004” are output to the response of Configuration Manager API and the virtual LDEV ID is set to “65534” or “65535” as shown in the following task log, this problem has occurred.

Check the log in the following order, and if all the items are applicable, this problem has occurred.

1. Search for the last service.errorMessage output to the task log. KNAE07396-E or KNAE07397-W is output as a value.
2. Search for the start log (KNAE08001-I) of the /CreatePair/CreateGADPair step. In the log of the step, KART30000-E, “SSB2” : “FC24”, and “SSB1” : “D004” are output to the response of the log running Configuration Manager API.
3. Identify the LDEV ID of the migration source volume in the execution log of Configuration Manager API that is output immediately before the response output in step ②, and search for the start log (KNAE08001-I) of the /GetPathInfo/GetPathInfo step. In the response after the migration source volume information is obtained in the log of the step, “65534” or “65535” is output to virtualLdevId.
4. Search for the end log (KNAE08002-I) of the /ErrorGADCopyFailed step. After this end log, start logs (KNAE08001-I) of other steps are not output until the end of the task log.

\*\*\*\* Linux 4.14.35-1902.300.11.el7uek.x86\_64 TZ=Asia/Tokyo 2020/11/26 11:26:46.324

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

6132 2020/11/26 11:26:46.351 Automation 2F2BFF16 23C6E4DC KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).

6162 2020/11/26 11:26:46.433 Automation 2F2BFF16 1DB6910B KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201126001435\_Resubmit, task ID: 411317, step ID: /ValidateInputProperties, execution ID: ).

6204 2020/11/26 11:26:46.811 Automation 2F2BFF16 1DB6910B KNAE08005-I schema\_version=1.2

<Partly omitted>

③-2. The /GetPathInfo/GetPathInfo step starts

**2495 2020/11/26 11:26:53.120 Automation 2F2BFF16 38367FFB KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201126001435\_Resubmit, task ID: 411317, step ID: /GetPathInfo/GetPathInfo, execution ID: ).**

2684 2020/11/26 11:26:53.370 Automation 2F2BFF16 38367FFB KNAE08005-I schema\_version=2.0

2686 2020/11/26 11:26:53.370 Automation 2F2BFF16 38367FFB KNAE08005-I vendor=com.hitachi.software.dna.cts

2688 2020/11/26 11:26:53.371 Automation 2F2BFF16 38367FFB KNAE08005-I name=JavaScript\_Plug-in\_for\_ConfigurationManager

2690 2020/11/26 11:26:53.371 Automation 2F2BFF16 38367FFB KNAE08005-I version=02.50.00

<Partly omitted>

3315 2020/11/26 11:26:56.322 Automation 2F2BFF16 38367FFB KNAE08277-I }

3323 2020/11/26 11:26:56.375 Automation 2F2BFF16 38367FFB KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread9\_child

③-3. Migration source volume information is obtained with the ID in the GetPathInfo step.

**3325 2020/11/26 11:26:56.375 Automation 2F2BFF16 38367FFB KNAE08277-I GET http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/800000010057/ldevs/26920**

3327 2020/11/26 11:26:56.605 Automation 2F2BFF16 38367FFB KNAE08277-I \* Client response received on thread DNAPluginExecutionThread9\_child

③-4. By referring to virtualLdevId in the response, you can find the virtual LDEV ID settings. This value is “65534” or “65535”.

3329 2020/11/26 11:26:56.605 Automation 2F2BFF16 38367FFB KNAE08277-I 200

3331 2020/11/26 11:26:56.605 Automation 2F2BFF16 38367FFB KNAE08277-I {

3333 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "ldevId" : 26920,

**3335 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "virtualLdevId" : 65535,**

3337 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "clprId" : 0,

3339 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "emulationType" : "OPEN-V-CVS",

3341 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "byteFormatCapacity" : "1.00 G",

3343 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "blockCapacity" : 2097152,

3345 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "numOfPorts" : 2,

3347 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "ports" : [ {

3349 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "portId" : "CL6-D",

3351 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "hostGroupNumber" : 10,

3353 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "hostGroupName" : "HAD\_TEST\_CL6-D-1",

3355 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "lun" : 16

3357 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I }, {

3359 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "portId" : "CL4-D",

3361 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "hostGroupNumber" : 10,

3363 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "hostGroupName" : "HAD\_TEST\_CL4-D-1",

3365 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "lun" : 16

3367 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I } ],

3369 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "attributes" : [ "CVS", "HDP" ],

3371 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "label" : "HAD\_TEST\_26920",

3373 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "status" : "NML",

3375 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "mpBladeId" : 5,

3377 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "ssid" : "002D",

3379 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "poolId" : 50,

3381 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "numOfUsedBlock" : 86016,

3383 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "isFullAllocationEnabled" : false,

3385 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "resourceGroupId" : 0,

3387 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "dataReductionStatus" : "DISABLED",

3389 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "dataReductionMode" : "disabled",

3391 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I "isAluaEnabled" : false

3393 2020/11/26 11:26:56.606 Automation 2F2BFF16 38367FFB KNAE08277-I }

3395 2020/11/26 11:26:56.660 Automation 2F2BFF16 38367FFB KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread9\_child

3397 2020/11/26 11:26:56.660 Automation 2F2BFF16 38367FFB KNAE08277-I GET http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/800000010057/ports/CL6-D

3399 2020/11/26 11:26:57.213 Automation 2F2BFF16 38367FFB KNAE08277-I \* Client response received on thread DNAPluginExecutionThread9\_child

<Partly omitted>

②-1. Output of the start log of the failed step (Step ID: /CreatePair/CreateGADPair)

**7753 2020/11/26 11:40:32.559 Automation 2F2BFF16 7899ACEE KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201126001435\_Resubmit, task ID: 411317, step ID: /CreatePair/CreateGADPair, execution ID: ).**

7786 2020/11/26 11:40:32.806 Automation 2F2BFF16 7899ACEE KNAE08005-I schema\_version=2.0

7788 2020/11/26 11:40:32.806 Automation 2F2BFF16 7899ACEE KNAE08005-I vendor=com.hitachi.software.dna.cts

7790 2020/11/26 11:40:32.806 Automation 2F2BFF16 7899ACEE KNAE08005-I name=JavaScript\_Plug-in\_for\_ConfigurationManager

7792 2020/11/26 11:40:32.806 Automation 2F2BFF16 7899ACEE KNAE08005-I version=02.50.00

<Partly omitted>

8017 2020/11/26 11:40:32.830 Automation 2F2BFF16 7899ACEE KNAE08271-I The specified JavaScript code is starting.

8025 2020/11/26 11:40:33.316 Automation 2F2BFF16 7899ACEE KNAE08277-I CREATEGADPAIR: param={"copyGroupName":"Automator\_411317\_201126112643","copyPairName":"P\_6928-181\_201126112643\_0001","replicationType":"GAD","localStorageDeviceId":"800000010057","remoteStorageDeviceId":"900000039306","pvolLdevId":26920,"svolLdevId":385,"localDeviceGroupName":"Automator\_411317\_201126112643P\_","remoteDeviceGroupName":"Automator\_411317\_201126112643S\_","muNumber":0,"quorumDiskId":13,"isConsistencyGroup":false,"fenceLevel":"NEVER","copyPace":8,"doInitialCopy":true,"isDataReductionForceCopy":false,"isNewGroupCreation":true}

8027 2020/11/26 11:40:33.369 Automation 2F2BFF16 7899ACEE KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread7\_child

8029 2020/11/26 11:40:33.369 Automation 2F2BFF16 7899ACEE KNAE08277-I POST http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs

8222 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I \* Client response received on thread DNAPluginExecutionThread7\_child

8224 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I 202

8226 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I {

8228 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "jobId" : 5211,

8230 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "self" : "/ConfigurationManager/v1/objects/storages/800000010057/jobs/5211",

8232 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "userId" : "hadtest1",

8234 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "status" : "Completed",

8236 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "state" : "Failed",

8238 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "createdTime" : "2020-11-26T02:40:33Z",

8240 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "updatedTime" : "2020-11-26T02:41:28Z",

8242 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "completedTime" : "2020-11-26T02:41:28Z",

8244 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "request" : {

8246 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "requestUrl" : "/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs",

8248 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "requestMethod" : "POST",

**8250 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "requestBody" : "{\"copyGroupName\":\"Automator\_411317\_201126112643\",\"copyPace\":8,\"copyPairName\":\"P\_6928-181\_201126112643\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":false,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_411317\_201126112643P\_\",\"muNumber\":0,\"pvolLdevId\":26920,\"quorumDiskId\":13,\"remoteDeviceGroupName\":\"Automator\_411317\_201126112643S\_\",\"remoteStorageDeviceId\":\"900000039306\",\"replicationType\":\"GAD\",\"svolLdevId\":385}"**

8252 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I },

③-1. LDEV ID of the failed migration source volume is output for pvolLdevId.

8254 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "error" : {

8256 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "errorSource" : "/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs",

8258 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "message" : "An error occurred in the storage system. (message = Please see User's Guide.)",

8260 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "cause" : "An error occurred during execution of a CCI command.",

8262 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "solution" : "The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.",

8264 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "solutionType" : "SEE\_ERROR\_DETAIL",

**8266 2020/11/26 11:41:28.699 Automation 2F2BFF16 7899ACEE KNAE08277-I "messageId" : "KART30000-E",**

**8268 2020/11/26 11:41:28.700 Automation 2F2BFF16 7899ACEE KNAE08277-I "errorCode" : {**

**8270 2020/11/26 11:41:28.700 Automation 2F2BFF16 7899ACEE KNAE08277-I "SSB2" : "FC24",**

**8272 2020/11/26 11:41:28.700 Automation 2F2BFF16 7899ACEE KNAE08277-I "SSB1" : "D004"**

**8274 2020/11/26 11:41:28.700 Automation 2F2BFF16 7899ACEE KNAE08277-I },**

8276 2020/11/26 11:41:28.700 Automation 2F2BFF16 7899ACEE KNAE08277-I "detailCode" : "30100E-2-D004-FC24"

8278 2020/11/26 11:41:28.700 Automation 2F2BFF16 7899ACEE KNAE08277-I }

8280 2020/11/26 11:41:28.700 Automation 2F2BFF16 7899ACEE KNAE08277-I }

②-2. KART30000-E, SSB2:FC24, and SSB1:D004 are output to the response of API.

8282 2020/11/26 11:41:28.725 Automation 2F2BFF16 7899ACEE KNAE08277-I CM Rest Job Fails: {"affectedResources":null,"completedTime":"2020-11-26T02:41:28Z","createdTime":"2020-11-26T02:40:33Z","error":{"solution":"The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.","errorSource":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","cause":"An error occurred during execution of a CCI command.","errorCode":{"SSB2":"FC24","SSB1":"D004"},"messageId":"KART30000-E","message":"An error occurred in the storage system. (message = Please see User's Guide.)","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"30100E-2-D004-FC24"},"jobId":5211,"request":{"requestBody":"{\"copyGroupName\":\"Automator\_411317\_201126112643\",\"copyPace\":8,\"copyPairName\":\"P\_6928-181\_201126112643\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":false,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_411317\_201126112643P\_\",\"muNumber\":0,\"pvolLdevId\":26920,\"quorumDiskId\":13,\"remoteDeviceGroupName\":\"Automator\_411317\_201126112643S\_\",\"remoteStorageDeviceId\":\"900000039306\",\"replicationType\":\"GAD\",\"svolLdevId\":385}","requestUrl":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","requestMethod":"POST"},"self":"/ConfigurationManager/v1/objects/storages/800000010057/jobs/5211","state":"Failed","status":"Completed","updatedTime":"2020-11-26T02:41:28Z","userId":"hadtest1"}

8284 2020/11/26 11:41:28.726 Automation 2F2BFF16 7899ACEE KNAE08277-I CREATEGADPAIR: jobmessage=class JOBError {

solution: The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.

errorSource: /ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs

cause: An error occurred during execution of a CCI command.

errorCode: {SSB2=FC24, SSB1=D004}

messageId: KART30000-E

message: An error occurred in the storage system. (message = Please see User's Guide.)

solutionType: SEE\_ERROR\_DETAIL

detailCode: 30100E-2-D004-FC24

}

8286 2020/11/26 11:41:28.729 Automation 2F2BFF16 7899ACEE KNAE08276-I [Severe]KNAE07394-E Creating a copy pair failed. (Copy Group Name=Automator\_411317\_201126112643, Copy Pair Name=P\_6928-181\_201126112643\_0001, P-VOL LDEV ID=6928, S-VOL LDEV ID=181) An error occurred while running the API. Resolve the problem according to the Configuration Manager error message, and then try again. (Configuration Manager message={"solution":"The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.","errorSource":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","cause":"An error occurred during execution of a CCI command.","errorCode":{"SSB2":"FC24","SSB1":"D004"},"messageId":"KART30000-E","message":"An error occurred in the storage system. (message = Please see User's Guide.)","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"30100E-2-D004-FC24"})

8288 2020/11/26 11:41:28.729 Automation 2F2BFF16 7899ACEE KNAE08286-I The specified JavaScript code completed successfully.

8290 2020/11/26 11:41:28.741 Automation 2F2BFF16 7899ACEE KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

8330 2020/11/26 11:41:28.766 Automation 2F2BFF16 7899ACEE KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201126001435\_Resubmit, task ID: 411317, step ID: /CreatePair/CreateGADPair, execution ID: , plug-in return code: 1).

<Partly omitted>

5568 2020/11/26 11:45:41.986 Automation 2F2BFF16 13A8F823 KNAE08005-I property=reserved.task.submitter, value=System

5570 2020/11/26 11:45:41.986 Automation 2F2BFF16 13A8F823 KNAE08005-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

①. Search for the last service.errorMessage output to the task log. KNAE07396-E or KNAE07397-W is output as a value.

5572 2020/11/26 11:45:41.987 Automation 2F2BFF16 13A8F823 KNAE08005-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=411317

**5574 2020/11/26 11:45:41.987 Automation 2F2BFF16 13A8F823 KNAE08005-I property=service.errorMessage, value=KNAE07396-E Failed to create all copy pairs. Check the Task Log and resolve the problem according to the error message.**

5576 2020/11/26 11:45:41.987 Automation 2F2BFF16 13A8F823 KNAE08005-I property=out0, value=0.0

5578 2020/11/26 11:45:41.987 Automation 2F2BFF16 13A8F823 KNAE08005-I property=returnValue, value=undefined

5580 2020/11/26 11:45:41.987 Automation 2F2BFF16 13A8F823 KNAE08010-I No standard output exists.

<Partly omitted>

6068 2020/11/26 11:45:42.378 Automation 2F2BFF16 57FFCA80 KNAE08271-I The specified JavaScript code is starting.

6076 2020/11/26 11:45:42.397 Automation 2F2BFF16 57FFCA80 KNAE08286-I The specified JavaScript code completed successfully.

④-1. /ErrorGADCopyFailed is output with KNAE08002-I as the end log of the step run last.

6078 2020/11/26 11:45:42.402 Automation 2F2BFF16 57FFCA80 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

**6101 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201126001435\_Resubmit, task ID: 411317, step ID: /ErrorGADCopyFailed, execution ID: , plug-in return code: 1).**

6103 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/notify, value=1.0

6105 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out0, value=

6107 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out1, value=

6109 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out2, value=

6111 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out3, value=

6113 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out4, value=

6115 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out5, value=

6117 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out6, value=

6119 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out7, value=

6121 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out8, value=

6123 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/out9, value=

6125 2020/11/26 11:45:42.423 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=/ErrorGADCopyFailed/returnValue, value=undefined

6127 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.service.category, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

6129 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.service.name, value=Create Online Migration Pair

6131 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.service.resourceGroupName, value=Default Service Group

6133 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.service.serviceGroupName, value=Default Service Group

6135 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.step.currentReturnCode, value=1

6137 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.step.path, value=/ErrorGADCopyFailed

6139 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.step.prevReturnCode, value=0

6141 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.task.description, value=

6143 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.task.dir, value=/var/opt/hitachi/Automation/data/task/411317

6145 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.task.id, value=411317

6147 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.task.name, value=Create Online Migration Pair\_20201126001435\_Resubmit

6149 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.task.submitter, value=System

6151 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

6153 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=411317

6155 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=notify, value=1.0

④-2. A step start log (KNAE08001-I) is not output after the output of the end log of the /ErrorGADCopyFailed step and the log reaches the end.

6157 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08004-I property=returnValue, value=undefined

6159 2020/11/26 11:45:42.424 Automation 2F2BFF16 57FFCA80 KNAE08009-I No standard output exists.

#### Cause

A virtual LDEV ID is not set for the volume that you selected as the migration source or for the volume that is assigned to the host you selected as the migration source (“65534” is output to the response of Configuration Manager API), or GAD Reserved is specified (“65535” is output to the response of Configuration Manager API).

If a virtual LDEV ID is not set for the volume or GAD Reserved is specified, you cannot configure GAD for the volume, resulting in an error when you create a GAD pair.

#### How to check the virtual LDEV ID settings

You can check the virtual LDEV ID settings by running the following Configuration Manager API:

Request line:

GET *(base-URL)*/v1/objects/storages/*(storage-device-ID)*/ldevs/*(object-ID)*

Parameters to be specified in the request line:

|  |  |  |  |
| --- | --- | --- | --- |
| # | Attribute | Type | Description |
|  | base-URL | string | *protocol*://*host-name*:*port-number*/ConfigurationManager |
|  | storage-device-ID | string | Storage Device ID of the Source Storage System |
|  | object-ID | string | Primary Volume ID |

Example of Response:

{

"ldevId" : 26920,

**"virtualLdevId" : 65535,**

"clprId" : 0,

"emulationType" : "OPEN-V-CVS",

"byteFormatCapacity" : "1.00 G",

"blockCapacity" : 2097152,

"numOfPorts" : 2,

"ports" : [ {

"portId" : "CL6-D",

"hostGroupNumber" : 10,

"hostGroupName" : "HAD\_TEST\_CL6-D-1",

"lun" : 16

}, {

"portId" : "CL4-D",

"hostGroupNumber" : 10,

"hostGroupName" : "HAD\_TEST\_CL4-D-1",

"lun" : 16

} ],

"attributes" : [ "CVS", "HDP" ],

"label" : "HAD\_TEST\_26920",

"status" : "NML",

"mpBladeId" : 5,

"ssid" : "002D",

"poolId" : 50,

"numOfUsedBlock" : 86016,

"isFullAllocationEnabled" : false,

"resourceGroupId" : 0,

"dataReductionStatus" : "DISABLED",

"dataReductionMode" : "disabled",

"isAluaEnabled" : false

}

If virtualLdevId in the response is 65534 or 65535, an invalid value is set for the virtual LDEV ID.

#### Actions to be taken after an error occurs

If the task fails due to this error, run Clean up Online Migration Pair to delete resources created by the task first.

After Clean up Online Migration Pair deletes the resources, change the virtual LDEV ID of the migration source volume to the settings other than 65534 and 65535.

When you complete all of the above procedures, run the Create Online Migration Pair task again.

* + 1. If the virtual LDEV ID of the migration source volume is already used in the migration target storage system, the task fails in the Error Copy Failed step, KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART30000-E, “SSB2” : “FC25”, and “SSB1” : “D004” are output to the task log

#### Symptoms

A failure occurs in the Error Copy Failed step (Step ID: /ErrorGADCopyFailed) and the Create Online Migration Pair task fails. At this time, a KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART30000-E, “SSB2” : “FC25”, and “SSB1” : “D004” are output to the entry of the Create Pair and Unlock Storage Systems step (Step ID: /CreatePair/CreateGADPair) that is being run in the task log.

#### How to check the log

If KART30000-E, “SSB2” : “FC25”, and “SSB1” : “D004” are output to the response of Configuration Manager API as shown in the following task log, this problem might have occurred.

Check the log in the following order, and if all the items are applicable, this problem might have occurred.

1. Search for the last service.errorMessage output to the task log. KNAE07396-E or KNAE07397-W is output as a value.
2. Search for the start log (KNAE08001-I) of the /CreatePair/CreateGADPair step. In the log of the step, KART30000-E, “SSB2” : “FC25”, and “SSB1” : “D004” are output to the response of the log running Configuration Manager API.
3. Search for the end log (KNAE08002-I) of the /ErrorGADCopyFailed step. After this end log, start logs (KNAE08001-I) of other steps are not output until the end of the task log.

In addition, if Configuration Manager API can be run in addition to the log, check the following step ④. If applicable, this problem has occurred.

1. Identify the LDEV ID of the migration source volume in the execution log of Configuration Manager API that is output immediately before the response output in step ②, and search for the start log (KNAE08001-I) of the /GetPathInfo/GetPathInfo step. Then, identify the value of virtualLdevId in the response after the migration source volume information is obtained in the log of the step. Check the value of virtualLdevId following the procedure in 4.4.3.4. As a result, that virtualLdevId is used in a VSM in the migration target storage system.

\*\*\*\* Linux 4.14.35-1902.300.11.el7uek.x86\_64 TZ=Asia/Tokyo 2020/11/26 13:27:58.323

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

5947 2020/11/26 13:27:58.349 Automation 2F2BFF16 23C6E4DC KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).

5978 2020/11/26 13:27:58.359 Automation 2F2BFF16 40E343FF KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201126001435\_Resubmit\_Resubmit\_Resubmit, task ID: 440823, step ID: /ValidateInputProperties, execution ID: ).

6003 2020/11/26 13:27:58.761 Automation 2F2BFF16 40E343FF KNAE08005-I schema\_version=1.2

<Partly omitted>

④-2. The /GetPathInfo/GetPathInfo step starts

**2165 2020/11/26 13:28:02.373 Automation 2F2BFF16 59AB8C38 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201126001435\_Resubmit\_Resubmit\_Resubmit, task ID: 440823, step ID: /GetPathInfo/GetPathInfo, execution ID: ).**

2334 2020/11/26 13:28:02.667 Automation 2F2BFF16 59AB8C38 KNAE08005-I schema\_version=2.0

2336 2020/11/26 13:28:02.667 Automation 2F2BFF16 59AB8C38 KNAE08005-I vendor=com.hitachi.software.dna.cts

2338 2020/11/26 13:28:02.667 Automation 2F2BFF16 59AB8C38 KNAE08005-I name=JavaScript\_Plug-in\_for\_ConfigurationManager

2340 2020/11/26 13:28:02.667 Automation 2F2BFF16 59AB8C38 KNAE08005-I version=02.50.00

<Partly omitted>

2720 2020/11/26 13:28:08.170 Automation 2F2BFF16 59AB8C38 KNAE08277-I }

2728 2020/11/26 13:28:08.217 Automation 2F2BFF16 59AB8C38 KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread8\_child

④-3. Migration source volume information is obtained in the GetPathInfo step.

**2730 2020/11/26 13:28:08.217 Automation 2F2BFF16 59AB8C38 KNAE08277-I GET http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/800000010057/ldevs/26920**

2732 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I \* Client response received on thread DNAPluginExecutionThread8\_child

2734 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I 200

2736 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I {

**2738 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "ldevId" : 26920,**

**2739 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "virtualLdevId" : 27408,**

④-4. By referring to virtualLdevId in the response, you can find the virtual LDEV ID settings of the migration source volume. If virtualLdevId is not output, the same number as ldevId is set to virtualLdevId. Specify this virtualLdevId and then run Configuration Manager API described in 4.5.3.4.

2740 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "clprId" : 0,

2742 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "emulationType" : "OPEN-V-CVS",

2744 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "byteFormatCapacity" : "1.00 G",

2746 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "blockCapacity" : 2097152,

2748 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "numOfPorts" : 2,

2750 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "ports" : [ {

2752 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "portId" : "CL6-D",

2754 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "hostGroupNumber" : 10,

2756 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "hostGroupName" : "HAD\_TEST\_CL6-D-1",

2758 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "lun" : 16

2760 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I }, {

2762 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "portId" : "CL4-D",

2764 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "hostGroupNumber" : 10,

2766 2020/11/26 13:28:08.399 Automation 2F2BFF16 59AB8C38 KNAE08277-I "hostGroupName" : "HAD\_TEST\_CL4-D-1",

2768 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "lun" : 16

2770 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I } ],

2772 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "attributes" : [ "CVS", "HDP" ],

2774 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "label" : "HAD\_TEST\_26920",

2776 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "status" : "NML",

2778 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "mpBladeId" : 5,

2780 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "ssid" : "002D",

2782 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "poolId" : 50,

2784 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "numOfUsedBlock" : 86016,

2786 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "isFullAllocationEnabled" : false,

2788 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "resourceGroupId" : 0,

2790 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "dataReductionStatus" : "DISABLED",

2792 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "dataReductionMode" : "disabled",

2794 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "isAluaEnabled" : false,

2796 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I "naaId" : "60060e80072749000030274900006928"

2798 2020/11/26 13:28:08.400 Automation 2F2BFF16 59AB8C38 KNAE08277-I }

2800 2020/11/26 13:28:08.444 Automation 2F2BFF16 59AB8C38 KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread8\_child

2802 2020/11/26 13:28:08.445 Automation 2F2BFF16 59AB8C38 KNAE08277-I GET http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/800000010057/ports/CL6-D

②-1. Output of the start log of the failed step (Step ID: /CreatePair/CreateGADPair).

<Partly omitted>

**7470 2020/11/26 13:39:16.513 Automation 2F2BFF16 41186F81 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201126001435\_Resubmit\_Resubmit\_Resubmit, task ID: 440823, step ID: /CreatePair/CreateGADPair, execution ID: ).**

7503 2020/11/26 13:39:16.756 Automation 2F2BFF16 41186F81 KNAE08005-I schema\_version=2.0

7505 2020/11/26 13:39:16.756 Automation 2F2BFF16 41186F81 KNAE08005-I vendor=com.hitachi.software.dna.cts

7507 2020/11/26 13:39:16.756 Automation 2F2BFF16 41186F81 KNAE08005-I name=JavaScript\_Plug-in\_for\_ConfigurationManager

7509 2020/11/26 13:39:16.756 Automation 2F2BFF16 41186F81 KNAE08005-I version=02.50.00

<Partly omitted>

7740 2020/11/26 13:39:16.848 Automation 2F2BFF16 41186F81 KNAE08271-I The specified JavaScript code is starting.

7748 2020/11/26 13:39:17.263 Automation 2F2BFF16 41186F81 KNAE08277-I CREATEGADPAIR: param={"copyGroupName":"Automator\_440823\_201126132755","copyPairName":"P\_6928-183\_201126132755\_0001","replicationType":"GAD","localStorageDeviceId":"800000010057","remoteStorageDeviceId":"900000039306","pvolLdevId":26920,"svolLdevId":387,"localDeviceGroupName":"Automator\_440823\_201126132755P\_","remoteDeviceGroupName":"Automator\_440823\_201126132755S\_","muNumber":0,"quorumDiskId":13,"isConsistencyGroup":false,"fenceLevel":"NEVER","copyPace":8,"doInitialCopy":true,"isDataReductionForceCopy":false,"isNewGroupCreation":true}

7750 2020/11/26 13:39:17.312 Automation 2F2BFF16 41186F81 KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread8\_child

7752 2020/11/26 13:39:17.312 Automation 2F2BFF16 41186F81 KNAE08277-I POST http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs

7789 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I \* Client response received on thread DNAPluginExecutionThread8\_child

7791 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I 202

7793 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I {

7795 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "jobId" : 5219,

7797 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "self" : "/ConfigurationManager/v1/objects/storages/800000010057/jobs/5219",

7799 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "userId" : "hadtest1",

7801 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "status" : "Completed",

7803 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "state" : "Failed",

7805 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "createdTime" : "2020-11-26T04:39:17Z",

7807 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "updatedTime" : "2020-11-26T04:39:57Z",

7809 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "completedTime" : "2020-11-26T04:39:57Z",

7811 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "request" : {

7813 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "requestUrl" : "/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs",

7815 2020/11/26 13:39:57.238 Automation 2F2BFF16 41186F81 KNAE08277-I "requestMethod" : "POST",

**7817 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "requestBody" : "{\"copyGroupName\":\"Automator\_440823\_201126132755\",\"copyPace\":8,\"copyPairName\":\"P\_6928-183\_201126132755\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":false,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_440823\_201126132755P\_\",\"muNumber\":0,\"pvolLdevId\":26920,\"quorumDiskId\":13,\"remoteDeviceGroupName\":\"Automator\_440823\_201126132755S\_\",\"remoteStorageDeviceId\":\"900000039306\",\"replicationType\":\"GAD\",\"svolLdevId\":387}"**

7819 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I },

④-1. LDEV ID of the failed migration source volume is output for pvolLdevId.

7821 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "error" : {

7823 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "errorSource" : "/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs",

7825 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "message" : "An error occurred in the storage system. (message = Please see User's Guide.)",

7827 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "cause" : "An error occurred during execution of a CCI command.",

7829 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "solution" : "The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.",

7831 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "solutionType" : "SEE\_ERROR\_DETAIL",

②-2. KART30000-E, SSB2:FC24, and SSB1:D004 are output to the response of API.

**7833 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "messageId" : "KART30000-E",**

**7835 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "errorCode" : {**

**7837 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "SSB2" : "FC25",**

**7839 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "SSB1" : "D004"**

7841 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I },

7843 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I "detailCode" : "30100E-2-D004-FC25"

7845 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I }

7847 2020/11/26 13:39:57.239 Automation 2F2BFF16 41186F81 KNAE08277-I }

7849 2020/11/26 13:39:57.260 Automation 2F2BFF16 41186F81 KNAE08277-I CM Rest Job Fails: {"affectedResources":null,"completedTime":"2020-11-26T04:39:57Z","createdTime":"2020-11-26T04:39:17Z","error":{"solution":"The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.","errorSource":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","cause":"An error occurred during execution of a CCI command.","errorCode":{"SSB2":"FC25","SSB1":"D004"},"messageId":"KART30000-E","message":"An error occurred in the storage system. (message = Please see User's Guide.)","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"30100E-2-D004-FC25"},"jobId":5219,"request":{"requestBody":"{\"copyGroupName\":\"Automator\_440823\_201126132755\",\"copyPace\":8,\"copyPairName\":\"P\_6928-183\_201126132755\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":false,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_440823\_201126132755P\_\",\"muNumber\":0,\"pvolLdevId\":26920,\"quorumDiskId\":13,\"remoteDeviceGroupName\":\"Automator\_440823\_201126132755S\_\",\"remoteStorageDeviceId\":\"900000039306\",\"replicationType\":\"GAD\",\"svolLdevId\":387}","requestUrl":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","requestMethod":"POST"},"self":"/ConfigurationManager/v1/objects/storages/800000010057/jobs/5219","state":"Failed","status":"Completed","updatedTime":"2020-11-26T04:39:57Z","userId":"hadtest1"}

7851 2020/11/26 13:39:57.261 Automation 2F2BFF16 41186F81 KNAE08277-I CREATEGADPAIR: jobmessage=class JOBError {

solution: The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.

errorSource: /ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs

cause: An error occurred during execution of a CCI command.

errorCode: {SSB2=FC25, SSB1=D004}

messageId: KART30000-E

message: An error occurred in the storage system. (message = Please see User's Guide.)

solutionType: SEE\_ERROR\_DETAIL

detailCode: 30100E-2-D004-FC25

}

7853 2020/11/26 13:39:57.263 Automation 2F2BFF16 41186F81 KNAE08276-I [Severe]KNAE07394-E Creating a copy pair failed. (Copy Group Name=Automator\_440823\_201126132755, Copy Pair Name=P\_6928-183\_201126132755\_0001, P-VOL LDEV ID=6928, S-VOL LDEV ID=183) An error occurred while running the API. Resolve the problem according to the Configuration Manager error message, and then try again. (Configuration Manager message={"solution":"The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.","errorSource":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","cause":"An error occurred during execution of a CCI command.","errorCode":{"SSB2":"FC25","SSB1":"D004"},"messageId":"KART30000-E","message":"An error occurred in the storage system. (message = Please see User's Guide.)","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"30100E-2-D004-FC25"})

7855 2020/11/26 13:39:57.263 Automation 2F2BFF16 41186F81 KNAE08286-I The specified JavaScript code completed successfully.

7857 2020/11/26 13:39:57.275 Automation 2F2BFF16 41186F81 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

7893 2020/11/26 13:39:57.301 Automation 2F2BFF16 41186F81 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201126001435\_Resubmit\_Resubmit\_Resubmit, task ID: 440823, step ID: /CreatePair/CreateGADPair, execution ID: , plug-in return code: 1).

<Partly omitted>

4860 2020/11/26 13:43:45.337 Automation 2F2BFF16 551CD1C3 KNAE08005-I property=reserved.task.submitter, value=System

4862 2020/11/26 13:43:45.338 Automation 2F2BFF16 551CD1C3 KNAE08005-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

①. Search for the last service.errorMessage output to the task log. KNAE07396-E or KNAE07397-W is output as a value.

4864 2020/11/26 13:43:45.338 Automation 2F2BFF16 551CD1C3 KNAE08005-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=440823

**4866 2020/11/26 13:43:45.338 Automation 2F2BFF16 551CD1C3 KNAE08005-I property=service.errorMessage, value=KNAE07396-E Failed to create all copy pairs. Check the Task Log and resolve the problem according to the error message.**

4868 2020/11/26 13:43:45.338 Automation 2F2BFF16 551CD1C3 KNAE08005-I property=out0, value=0.0

4870 2020/11/26 13:43:45.338 Automation 2F2BFF16 551CD1C3 KNAE08005-I property=returnValue, value=undefined

4872 2020/11/26 13:43:45.338 Automation 2F2BFF16 551CD1C3 KNAE08010-I No standard output exists.

<Partly omitted>

5360 2020/11/26 13:43:45.703 Automation 2F2BFF16 13A8F823 KNAE08271-I The specified JavaScript code is starting.

5368 2020/11/26 13:43:45.719 Automation 2F2BFF16 13A8F823 KNAE08286-I The specified JavaScript code completed successfully.

③-1. /ErrorGADCopyFailed is output with KNAE08002-I as the end log of the step run last.

5370 2020/11/26 13:43:45.724 Automation 2F2BFF16 13A8F823 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

**5393 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201126001435\_Resubmit\_Resubmit\_Resubmit, task ID: 440823, step ID: /ErrorGADCopyFailed, execution ID: , plug-in return code: 1).**

5395 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/notify, value=1.0

5397 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out0, value=

5399 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out1, value=

5401 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out2, value=

5403 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out3, value=

5405 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out4, value=

5407 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out5, value=

5409 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out6, value=

5411 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out7, value=

5413 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out8, value=

5415 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/out9, value=

5417 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=/ErrorGADCopyFailed/returnValue, value=undefined

5419 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.service.category, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

5421 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.service.name, value=Create Online Migration Pair

5423 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.service.resourceGroupName, value=Default Service Group

5425 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.service.serviceGroupName, value=Default Service Group

5427 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.step.currentReturnCode, value=1

5429 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.step.path, value=/ErrorGADCopyFailed

5431 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.step.prevReturnCode, value=0

5433 2020/11/26 13:43:45.744 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.task.description, value=

5435 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.task.dir, value=/var/opt/hitachi/Automation/data/task/440823

5437 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.task.id, value=440823

5439 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.task.name, value=Create Online Migration Pair\_20201126001435\_Resubmit\_Resubmit\_Resubmit

5441 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.task.submitter, value=System

5443 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

5445 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08004-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=440823

5447 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08004-I property=notify, value=1.0

③-2. A step start log (KNAE08001-I) is not output after the output of the end log of the /ErrorGADCopyFailed step and the log reaches the end.

5449 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08004-I property=returnValue, value=undefined

5451 2020/11/26 13:43:45.745 Automation 2F2BFF16 13A8F823 KNAE08009-I No standard output exists.

#### Cause

The virtual LDEV ID of the volume that you selected as the migration source or the virtual LDEV ID of the volume that is assigned to the host you selected as the migration source is already used by the VSM on the migration target storage system.

When creating a GAD pair, the virtual LDEV ID is automatically set so that the same LDEV ID is used between the pair volumes. However, if a virtual LDEV ID is already used in the VSM, that virtual LDEV ID cannot be used, resulting in an error when creating the GAD pair.

#### How to check whether a virtual LDEV ID is being used in the migration target storage system

You can check the virtual LDEV ID settings by running the following Configuration Manager API. (Since the configuration information stored in Configuration Manager database is acquired, run the API that updates the configuration information before executing the following API.)

Request line:

GET *{base-URL}*/v1/views/ldevs?$query=ldev.storageDeviceId eq '*{storage-device-ID}*' and (ldev.virtualLdevId eq *{object-ID}* or ldev.ldevId eq *{object-ID}*)

Parameters to be specified in the request line:

|  |  |  |  |
| --- | --- | --- | --- |
| # | Attribute | Type | Description |
|  | base-URL | string | *protocol*://*host-name*:*port-number*/ConfigurationManager |
|  | storage-device-ID | string | Storage Device ID of the Target Storage System |
|  | object-ID | string | Virtual LDEV ID (specified value is examined from the log) |

Example of Response:

{

"data": [

{

"ldev": {

**"ldevId": 3,**

"clprId": 0,

"emulationType": "OPEN-V-CVS",

"byteFormatCapacity": "805.21 G",

"blockCapacity": 1688650752,

"composingPoolId": 6,

"attributes": [

"CVS",

"POOL"

],

"raidLevel": "RAID5",

"raidType": "3D+1P",

"parityGroupIds": [

"1-7"

],

"driveType": "DKS5C-K300SS",

"driveByteFormatCapacity": "272.59 G",

"driveBlockCapacity": 571679368,

"status": "NML",

"mpBladeId": 0,

**"resourceGroupId": 0,**

"storageDeviceId": "886000415248",

"isDefined": true

}

},

{

"ldev": {

"ldevId": 271,

**"virtualLdevId": 3,**

"clprId": 0,

"emulationType": "OPEN-V-CVS",

"byteFormatCapacity": "150.00 M",

"blockCapacity": 307200,

"attributes": [

"CVS",

"HDP"

],

"label": "test",

"status": "NML",

"mpBladeId": 1,

"poolId": 10,

"numOfUsedBlock": 0,

"isFullAllocationEnabled": false,

**"resourceGroupId": 5,**

"dataReductionStatus": "DISABLED",

"dataReductionMode": "disabled",

"storageDeviceId": "886000415248",

"isDefined": true

}

}

],

"offset": 0,

"count": 2,

"totalCount": 2

}

In the response, virtualLdevId is set to the same number as ldevId for the entry for which virtualLdevId is not output. In the same VSM resource group as the resource group you specified as the migration target, check whether the response contains a volume that uses virtualLdevId.

#### Actions to be taken after an error occurs

If the task fails due to this error, run Clean up Online Migration Pair to delete resources created by the task first.

After Clean up Online Migration Pair deletes the resources, change the virtual LDEV ID settings for the migration source volume or change the virtual LDEV ID settings for the volume that already uses virtual LDEV ID on the migration target storage system.

When you complete all of the above procedures, run the Create Online Migration Pair task again.

### If LUN Security on the migration target storage port is disabled, the task fails in the /Zoning/GenerateLunPath step, and KNAE07221-E is output to Message of Task Summary and the task log

#### Symptoms

A failure occurs in the GenerateLunPath step (Step ID: /Zoning/GenerateLunPath) and the Create Online Migration Pair task fails. At this time, KNAE07221-E is output to Message of Task Summary.

#### How to check the log

If [Severe] KNAE07221-E is output to the task log, this problem has occurred.

Check the log in the following order, and if all the items are applicable, this problem has occurred.

1. Search for the start log (KNAE08001-I) of the /Zoning/GenerateLunPath step. In the log of the step, [Severe] KNAE07221-E is output.
2. After the start log (KNAE08001-I) of the /Zoning/GenerateLunPath step, start logs (KNAE08001-I) of other steps are not output until the end of the task log.

\*\*\*\* Linux 4.14.35-1902.300.11.el7uek.x86\_64 TZ=Asia/Tokyo 2020/11/27 13:17:29.473

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

0542 2020/11/27 13:17:29.495 Automation 2F2BFF16 23C6E4DC KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).

0573 2020/11/27 13:17:29.509 Automation 2F2BFF16 1DB6910B KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201127125732, task ID: 638320, step ID: /ValidateInputProperties, execution ID: ).

0592 2020/11/27 13:17:29.939 Automation 2F2BFF16 1DB6910B KNAE08005-I schema\_version=1.2

<Partly omitted>

9156 2020/11/27 13:18:58.132 Automation 2F2BFF16 4FCEE6AB KNAE08006-I property=reserved.task.submitter, value=System

9158 2020/11/27 13:18:58.132 Automation 2F2BFF16 4FCEE6AB KNAE08006-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

9160 2020/11/27 13:18:58.132 Automation 2F2BFF16 4FCEE6AB KNAE08006-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=638320

**9205 2020/11/27 13:18:58.142 Automation 2F2BFF16 75ACDF01 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201127125732, task ID: 638320, step ID: /Zoning/GenerateLunPath, execution ID: ).**

9272 2020/11/27 13:18:58.351 Automation 2F2BFF16 75ACDF01 KNAE08005-I schema\_version=1.6

①-1. Output of the start log of the failed step (Step ID:/Zoning/GenerateLunPath)

9274 2020/11/27 13:18:58.351 Automation 2F2BFF16 75ACDF01 KNAE08005-I vendor=com.hitachi.software.dna

9276 2020/11/27 13:18:58.351 Automation 2F2BFF16 75ACDF01 KNAE08005-I name=JavaScriptPlugin

927

<Partly omitted>

9398 2020/11/27 13:18:58.354 Automation 2F2BFF16 75ACDF01 KNAE08006-I property=importedScript, value=?dna\_/Zoning/GenerateLunPath/importedScript?

9400 2020/11/27 13:18:58.354 Automation 2F2BFF16 75ACDF01 KNAE08006-I property=scriptBody, value=?dna\_/Zoning/GenerateLunPath/scriptBody?

①-2. [Severe] KNAE07221-E is output.

9413 2020/11/27 13:18:58.366 Automation 2F2BFF16 75ACDF01 KNAE08271-I The specified JavaScript code is starting.

**9429 2020/11/27 13:18:58.388 Automation 2F2BFF16 75ACDF01 KNAE08276-I [Severe] KNAE07221-E Specified port CL5-A on VSP 5500H(39306) can not be used on volume allocations to hosts. Specify target and LUN security enabled ports.**

9431 2020/11/27 13:18:58.388 Automation 2F2BFF16 75ACDF01 KNAE08286-I The specified JavaScript code completed successfully.

9433 2020/11/27 13:18:58.393 Automation 2F2BFF16 75ACDF01 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

9462 2020/11/27 13:18:58.413 Automation 2F2BFF16 75ACDF01 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201127125732, task ID: 638320, step ID: /Zoning/GenerateLunPath, execution ID: , plug-in return code: 1).

9464 2020/11/27 13:18:58.413 Automation 2F2BFF16 75ACDF01 KNAE08004-I property=/Zoning/GenerateLunPath/notify, value=1.0

<Partly omitted>

0501 2020/11/27 13:18:58.539 Automation 2F2BFF16 1DB6910B KNAE08004-I property=reserved.task.name, value=Create Online Migration Pair\_20201127125732

0503 2020/11/27 13:18:58.539 Automation 2F2BFF16 1DB6910B KNAE08004-I property=reserved.task.submitter, value=System

0505 2020/11/27 13:18:58.539 Automation 2F2BFF16 1DB6910B KNAE08004-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

0507 2020/11/27 13:18:58.539 Automation 2F2BFF16 1DB6910B KNAE08004-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=638320

0509 2020/11/27 13:18:58.539 Automation 2F2BFF16 1DB6910B KNAE08004-I property=errorStep, value=GenerateLunPath

②. A step start log (KNAE08001-I) is not output after the output of the start log of the /Zoning/GenerateLunPath step and the log reaches the end.

0511 2020/11/27 13:18:58.539 Automation 2F2BFF16 1DB6910B KNAE08004-I property=returnValueOfErrorStep, value=1

0513 2020/11/27 13:18:58.539 Automation 2F2BFF16 1DB6910B KNAE08009-I No standard output exists.

#### Cause

LUN Security on the migration target storage port specified in **Storage Port Mappings** of **Target Settings** is disabled. If LUN Security is disabled, volumes cannot be allocated to the host, and it is detected as an invalid configuration, resulting in an error.

#### How to check the storage settings

You can check the status of the LUN Security settings on the storage port by running the following Configuration Manager API:

Request line:

GET *(base-URL)*/v1/objects/storages/*(storage-device-ID)*/ports

Parameters to be specified in the request line:

|  |  |  |  |
| --- | --- | --- | --- |
| # | Attribute | Type | Description |
|  | base-URL | string | *protocol*://*host-name*:*port-number*/ConfigurationManager |
|  | storage-device-ID | string | Storage Device ID of the Target Storage System |

Example of Response:

{

"data": [

{

"portId": "CL1-A",

"portType": "FIBRE",

"portAttributes": [

"TAR",

"MCU",

"RCU",

"ELUN"

],

"portSpeed": "AUT",

"loopId": "EF",

"fabricMode": true,

"portConnection": "PtoP",

**"lunSecuritySetting": true,**

"wwn": "50060e80124e3b00"

},

{

"portId": "CL1-B",

"portType": "ISCSI",

"portAttributes": [

"TAR",

"MCU",

"RCU",

"ELUN"

],

"portSpeed": "10G",

"loopId": "00",

"fabricMode": false,

**"lunSecuritySetting": true**

}

]

}

LUN Security is disabled on ports with lunSecuritySettins set to false in the response.

#### Actions to be taken after an error occurs

If the task fails due to this error, the configuration change to the storage system has not been run, so you can eliminate the cause of the error and run the task again.

Enable LUN Security on the storage port or change the port to be set in **Storage Port Mappings** of **Target Settings** to a LUN Security-enabled port, and then resubmit the task.

### If the path group ID of the migration source and target storage connection is different between the migration source and target storage systems, the task fails in the Error Copy Failed step, KNAE07396-E is output to Message of Task Summary and to the task log, and KART30000-E, “SSB2” : “FC27”, and “SSB1” : “D004” are output to the task log

#### Symptoms

A failure occurs in the Error Copy Failed step (Step ID: /ErrorGADCopyFailed) and the Create Online Migration Pair task fails. At this time, KNAE07396-E is output to Message of Task Summary, and KART30000-E, “SSB2” : “FC27”, and “SSB1” : “D004” are output to the entry of the Create Pair and Unlock Storage Systems step (Step ID: /CreatePair/CreateGADPair) that is being run in the task log.

#### How to check the log

If KART30000-E, “SSB2” : “FC27”, and “SSB1” : “D004” are output to the response of Configuration Manager API as shown in the following task log, this problem might have occurred.

Check the log in the following order, and if all the items are applicable, this problem might have occurred.

* + 1. Search for the last service.errorMessage output to the task log. KNAE07396-E is output as a value.

② Search for the start log (KNAE08001-I) of the /CreatePair/CreateGADPair step. In the log of the step, KART30000-E, “SSB2” : “FC27”, and “SSB1” : “D004” are output to the response of the log running Configuration Manager API.

1. Search for the end log (KNAE08002-I) of the /ErrorGADCopyFailed step. After this end log, start logs (KNAE08001-I) of other steps are not output until the end of the task log.

\*\*\*\* Linux 4.14.35-1902.300.11.el7uek.x86\_64 TZ=Asia/Tokyo 2020/12/15 13:34:47.774

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

0688 2020/12/15 13:34:47.791 Automation 2F2BFF16 53F7E587 KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).

0718 2020/12/15 13:34:47.810 Automation 2F2BFF16 73E36422 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201215002812\_Resubmit\_Resubmit\_Resubmit\_Resubmit\_Resubmit, task ID: 2039320, step ID: /ValidateInputProperties, execution ID: ).

0744 2020/12/15 13:34:48.176 Automation 2F2BFF16 73E36422 KNAE08005-I schema\_version=1.2

②-1. Output of the start log of the failed step (Step ID: /CreatePair/CreateGADPair)

<Partly omitted>

**7896 2020/12/15 13:50:46.152 Automation 2F2BFF16 546CF1A6 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201215002812\_Resubmit\_Resubmit\_Resubmit\_Resubmit\_Resubmit, task ID: 2039320, step ID: /CreatePair/CreateGADPair, execution ID: ).**

7929 2020/12/15 13:50:46.419 Automation 2F2BFF16 546CF1A6 KNAE08005-I schema\_version=2.0

7931 2020/12/15 13:50:46.419 Automation 2F2BFF16 546CF1A6 KNAE08005-I vendor=com.hitachi.software.dna.cts

<Partly omitted>

8177 2020/12/15 13:50:46.931 Automation 2F2BFF16 546CF1A6 KNAE08277-I POST http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copypairs

8769 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I \* Client response received on thread DNAPluginExecutionThread1\_child

8771 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I 202

8773 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I {

8775 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "jobId" : 3,

8777 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "self" : "/ConfigurationManager/v1/objects/storages/882000426659/jobs/3",

8779 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "userId" : "hadtest1",

8781 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "status" : "Completed",

8783 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "state" : "Failed",

8785 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "createdTime" : "2020-12-15T04:44:29Z",

8787 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "updatedTime" : "2020-12-15T04:49:04Z",

8789 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "completedTime" : "2020-12-15T04:49:04Z",

8791 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "request" : {

8793 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "requestUrl" : "/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copypairs",

8795 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "requestMethod" : "POST",

8797 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "requestBody" : "{\"copyGroupName\":\"Automator\_039320\_201215133444\",\"copyPace\":8,\"copyPairName\":\"P\_32F9-12C\_201215133444\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":false,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_039320\_201215133444P\_\",\"muNumber\":0,\"pvolLdevId\":13049,\"quorumDiskId\":25,\"remoteDeviceGroupName\":\"Automator\_039320\_201215133444S\_\",\"remoteStorageDeviceId\":\"882000426665\",\"replicationType\":\"GAD\",\"svolLdevId\":300}"

8799 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I },

8801 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "error" : {

8803 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "errorSource" : "/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copypairs",

8805 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "message" : "An error occurred in the storage system. (message = Please see User's Guide.)",

8807 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "cause" : "An error occurred during execution of a CCI command.",

8809 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "solution" : "The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.",

②-2. KART30000-E, SSB2:FC27, and SSB1:D004 are output to the response of API.

8811 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "solutionType" : "SEE\_ERROR\_DETAIL",

**8813 2020/12/15 13:55:22.757 Automation 2F2BFF16 546CF1A6 KNAE08277-I "messageId" : "KART30000-E",**

**8815 2020/12/15 13:55:22.758 Automation 2F2BFF16 546CF1A6 KNAE08277-I "errorCode" : {**

**8817 2020/12/15 13:55:22.758 Automation 2F2BFF16 546CF1A6 KNAE08277-I "SSB2" : "FC27",**

**8819 2020/12/15 13:55:22.758 Automation 2F2BFF16 546CF1A6 KNAE08277-I "SSB1" : "D004"**

**8821 2020/12/15 13:55:22.758 Automation 2F2BFF16 546CF1A6 KNAE08277-I },**

**8823 2020/12/15 13:55:22.758 Automation 2F2BFF16 546CF1A6 KNAE08277-I "detailCode" : "30100E-2-D004-FC27"**

**8825 2020/12/15 13:55:22.758 Automation 2F2BFF16 546CF1A6 KNAE08277-I }**

**8827 2020/12/15 13:55:22.758 Automation 2F2BFF16 546CF1A6 KNAE08277-I }**

8829 2020/12/15 13:55:22.776 Automation 2F2BFF16 546CF1A6 KNAE08277-I CM Rest Job Fails: {"affectedResources":null,"completedTime":"2020-12-15T04:49:04Z","createdTime":"2020-12-15T04:44:29Z","error":{"solution":"The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.","errorSource":"/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copypairs","cause":"An error occurred during execution of a CCI command.","errorCode":{"SSB2":"FC27","SSB1":"D004"},"messageId":"KART30000-E","message":"An error occurred in the storage system. (message = Please see User's Guide.)","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"30100E-2-D004-FC27"},"jobId":3,"request":{"requestBody":"{\"copyGroupName\":\"Automator\_039320\_201215133444\",\"copyPace\":8,\"copyPairName\":\"P\_32F9-12C\_201215133444\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":false,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_039320\_201215133444P\_\",\"muNumber\":0,\"pvolLdevId\":13049,\"quorumDiskId\":25,\"remoteDeviceGroupName\":\"Automator\_039320\_201215133444S\_\",\"remoteStorageDeviceId\":\"882000426665\",\"replicationType\":\"GAD\",\"svolLdevId\":300}","requestUrl":"/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copypairs","requestMethod":"POST"},"self":"/ConfigurationManager/v1/objects/storages/882000426659/jobs/3","state":"Failed","status":"Completed","updatedTime":"2020-12-15T04:49:04Z","userId":"hadtest1"}

8831 2020/12/15 13:55:22.776 Automation 2F2BFF16 546CF1A6 KNAE08277-I CREATEGADPAIR: jobmessage=class JOBError {

solution: The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.

errorSource: /ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copypairs

cause: An error occurred during execution of a CCI command.

errorCode: {SSB2=FC27, SSB1=D004}

messageId: KART30000-E

message: An error occurred in the storage system. (message = Please see User's Guide.)

solutionType: SEE\_ERROR\_DETAIL

detailCode: 30100E-2-D004-FC27

}

8833 2020/12/15 13:55:22.779 Automation 2F2BFF16 546CF1A6 KNAE08276-I [Severe]KNAE07394-E Creating a copy pair failed. (Copy Group Name=Automator\_039320\_201215133444, Copy Pair Name=P\_32F9-12C\_201215133444\_0001, P-VOL LDEV ID=32F9, S-VOL LDEV ID=12C) An error occurred while running the API. Resolve the problem according to the Configuration Manager error message, and then try again. (Configuration Manager message={"solution":"The manual of the CCI or the product manual of the target program contains explanations of SSB codes and error codes. See the relevant manual and remove the cause of the error.","errorSource":"/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copypairs","cause":"An error occurred during execution of a CCI command.","errorCode":{"SSB2":"FC27","SSB1":"D004"},"messageId":"KART30000-E","message":"An error occurred in the storage system. (message = Please see User's Guide.)","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"30100E-2-D004-FC27"})

8835 2020/12/15 13:55:22.779 Automation 2F2BFF16 546CF1A6 KNAE08286-I The specified JavaScript code completed successfully.

8837 2020/12/15 13:55:22.794 Automation 2F2BFF16 546CF1A6 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

8873 2020/12/15 13:55:22.816 Automation 2F2BFF16 546CF1A6 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201215002812\_Resubmit\_Resubmit\_Resubmit\_Resubmit\_Resubmit, task ID: 2039320, step ID: /CreatePair/CreateGADPair, execution ID: , plug-in return code: 1).

①. Search for the last service.errorMessage output to the task log. KNAE07396-E is output as a value.

<Partly omitted>

8995 2020/12/15 13:58:48.264 Automation 2F2BFF16 5356B1E5 KNAE08005-I property=service.errorMessage, value=KNAE07396-E Failed to create all copy pairs. Check the Task Log and resolve the problem according to the error message.

③-1. /ErrorGADCopyFailed is output with KNAE08002-I as the end log of the step run last.

<Partly omitted>

9522 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201215002812\_Resubmit\_Resubmit\_Resubmit\_Resubmit\_Resubmit, task ID: 2039320, step ID: /ErrorGADCopyFailed, execution ID: , plug-in return code: 1).

9524 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/notify, value=1.0

9526 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out0, value=

9528 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out1, value=

9530 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out2, value=

9532 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out3, value=

9534 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out4, value=

9536 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out5, value=

9538 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out6, value=

9540 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out7, value=

9542 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out8, value=

9544 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/out9, value=

9546 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=/ErrorGADCopyFailed/returnValue, value=undefined

9548 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.service.category, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

9550 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.service.name, value=Create Online Migration Pair

9552 2020/12/15 13:58:48.690 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.service.resourceGroupName, value=Default Service Group

9554 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.service.serviceGroupName, value=Default Service Group

9556 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.step.currentReturnCode, value=1

9558 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.step.path, value=/ErrorGADCopyFailed

9560 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.step.prevReturnCode, value=0

9562 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.task.description, value=

9564 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.task.dir, value=/var/opt/hitachi/Automation/data/task/2039320

9566 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.task.id, value=2039320

9568 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.task.name, value=Create Online Migration Pair\_20201215002812\_Resubmit\_Resubmit\_Resubmit\_Resubmit\_Resubmit

9570 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.task.submitter, value=System

9572 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Add New Storage,Migration

9574 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=2039320

9576 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=notify, value=1.0

③-2. A step start log (KNAE08001-I) is not output after the output of the end log of the /ErrorGADCopyFailed step and the log reaches the end.

9578 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08004-I property=returnValue, value=undefined

9580 2020/12/15 13:58:48.691 Automation 2F2BFF16 73E36422 KNAE08009-I No standard output exists.

#### Cause

The Path Group ID settings for the migration source and target storage connection must be the same at both the migration source and target. If they do not match, a failure occurs when creating a GAD pair.

#### How to check the storage settings

You can check the Path Group ID settings from Storage Navigator.

#### Actions to be taken after an error occurs

If the task fails due to this error, run Clean up Online Migration Pair to delete resources created by the task first.

If you specify **Auto** in **Path Group ID Selection** of **Replication Settings**, Path Group ID is set to the lowest number of the configured path group. The task fails if the lowest configured number of the path group does not match on both the migration source and target. If this occurs, select **Manual** in **Path Group ID Selection** of **Replication Settings**, select the Path Group ID that matches in both the migration source and target, and then run the Create Online Migration Pair task again.

### If Assigned Infrastructure Groups are not registered in Web Service Connection that defines the connection to the Configuration Manager, the task fails in the Fetch Source WSC step or Fetch Target WSC step, and KNAE06939-E is output to Message of Task Summary and to the task log.

#### Symptoms

A failure occurs in the Fetch Source WSC step (Step ID: /FetchSourceWSC/FetchSourceWSC) or the Fetch Target WSC (Step ID: /FetchTargetWSC/FetchTargetWSC) step and the Create Online Migration Pair task fails. At this time, KNAE06939-E is output to Message of Task Summary and to the task log.

#### How to check the log

If KNAE06939-E is output as shown in the following task log, this problem has occurred.

Check the logs in the following order, and if all the items are applicable, this problem has occurred.

1. Search for the start log (KNAE08001-I) of the /FetchSourceWSC/FetchSourceWSC step and the /FetchTargetWSC/FetchTargetWSC step. [Severe] KNAE06939-E is output to the log in the step.

\*\*\*\* Linux 4.14.35-1902.300.11.el7uek.x86\_64 TZ=Asia/Tokyo 2020/12/11 13:00:55.364

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

8994 2020/12/11 13:00:55.380 Automation 2F2BFF16 53F7E587 KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).

9025 2020/12/11 13:00:55.390 Automation 2F2BFF16 2E2A6038 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201211115208\_Resubmit\_Resubmit, task ID: 1755057, step ID: /ValidateInputProperties, execution ID: ).

9077 2020/12/11 13:00:55.771 Automation 2F2BFF16 2E2A6038 KNAE08005-I schema\_version=1.2

<Partly omitted>

0394 2020/12/11 13:00:56.627 Automation 2F2BFF16 73E36422 KNAE08006-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=1755057

①-1. Output of the start log of the /FetchSourceWSC/FetchSourceWSC step and the /FetchTargetWSC/FetchTargetWSC step

0397 2020/12/11 13:00:56.627 Automation 2F2BFF16 2BF976DF KNAE08006-I property=reserved.task.url, value=https://base192081:22016/Automation/launcher/TaskDetails?task\_id=1755057

**0455 2020/12/11 13:00:56.635 Automation 2F2BFF16 41CAB080 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201211115208\_Resubmit\_Resubmit, task ID: 1755057, step ID: /FetchTargetWSC/FetchTargetWSC, execution ID: ).**

**0489 2020/12/11 13:00:56.643 Automation 2F2BFF16 35716EE3 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201211115208\_Resubmit\_Resubmit, task ID: 1755057, step ID: /FetchSourceWSC/FetchSourceWSC, execution ID: ).**

0522 2020/12/11 13:00:56.857 Automation 2F2BFF16 41CAB080 KNAE08005-I schema\_version=1.6

0524 2020/12/11 13:00:56.857 Automation 2F2BFF16 41CAB080 KNAE08005-I vendor=com.hitachi.software.dna

0526 2020/12/11 13:00:56.857 Automation 2F2BFF16 41CAB080 KNAE08005-I name=JavaScriptPlugin

0528 2020/12/11 13:00:56.858 Automation 2F2BFF16 41CAB080 KNAE08005-I version=01.00.02

0

<Partly omitted>

0787 2020/12/11 13:00:56.874 Automation 2F2BFF16 41CAB080 KNAE08271-I The specified JavaScript code is starting.

0803 2020/12/11 13:00:56.880 Automation 2F2BFF16 35716EE3 KNAE08271-I The specified JavaScript code is starting.

①-2. [Severe] KNAE06939-E is output.

**0869 2020/12/11 13:00:56.947 Automation 2F2BFF16 35716EE3 KNAE08276-I [Severe] KNAE06939-E There is no connection information. Using an account with Automation Director Modify permission, confirm the Web Service Connections on the Infrastructure Groups in the Resource of the Service Group. (Name:cm67, Category:ConfigurationManager)**

0873 2020/12/11 13:00:56.947 Automation 2F2BFF16 35716EE3 KNAE08286-I The specified JavaScript code completed successfully.

0874 2020/12/11 13:00:56.947 Automation 2F2BFF16 41CAB080 KNAE08286-I The specified JavaScript code completed successfully.

0880 2020/12/11 13:00:56.952 Automation 2F2BFF16 35716EE3 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

0909 2020/12/11 13:00:56.971 Automation 2F2BFF16 35716EE3 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201211115208\_Resubmit\_Resubmit, task ID: 1755057, step ID: /FetchSourceWSC/FetchSourceWSC, execution ID: , plug-in return code: 1).

#### Cause

Assigned Infrastructure Groups are not registered in Web Service Connection that defines the connection to Configuration Manager used for the storage system operation.

Web Service Connection with no Infrastructure Groups assigned does not have permission to access resources, and therefore, an error occurs when accessing Configuration Manager.

#### How to check Web Service Connection settings

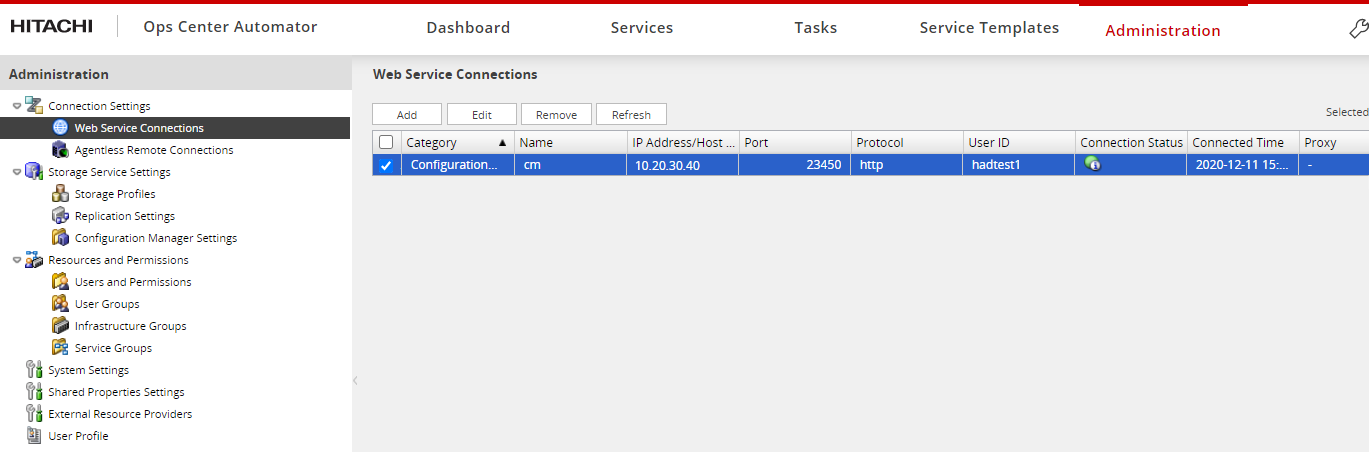
Select the **Administration** tab and then select **Web Service Connections** from the tree menu. A list of registered Web Service Connections is displayed. Select the Web Service Connection you want to check and click **Edit**.

3. Select the item to check.

4. Click the **Edit** button.

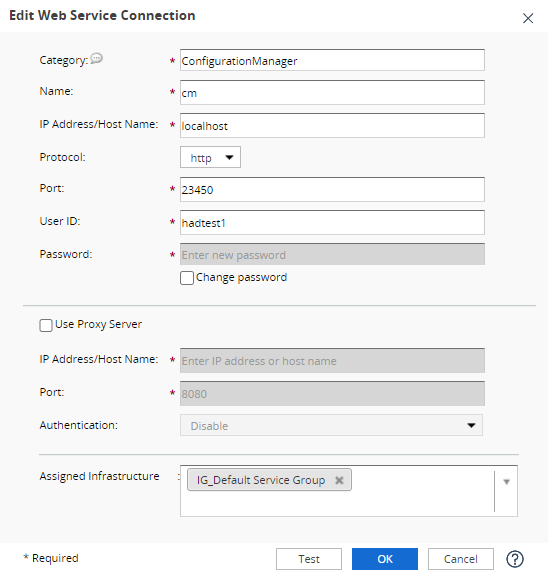
2. Select **Web Service Connections**.

1. Select the **Administration** tab.



Details of the Web Service Connection are displayed in the following window. Confirm that Assigned Infrastructure Groups are properly registered.

5. Check the Assigned Infrastructure Group settings.



#### Actions to be taken after an error occurs

If the task fails due to this error, the configuration change to the storage has not been run, so you can eliminate the cause of the error and run the task again.

Specify the Assigned Infrastructure Groups correctly for the Web Service Connection, and then resubmit the task.

### The task fails when migrating the same host or the same volume simultaneously by multiple tasks

#### Symptoms

One of the following problems might occur:

• The task fails in the Error Copy Failed step (Step ID: /ErrorGADCopyFailed), KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART40033-E is output to the task log. (When creating a GAD pair, an error occurred because the GAD pair has already been created by another task.)

• The task fails in the Error Copy Failed step (Step ID: /ErrorGADCopyFailed), KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART30000-E, “SSB2” : “FC24”, and “SSB1” : “D004” are output to the task log. (When creating a GAD pair, an error occurred because the GAD pair was deleted by another task and the migration source volume became GAD Reserved.)

• The task fails in the Error Copy Failed step (Step ID: /ErrorGADCopyFailed), KNAE07396-E or KNAE07397-W is output to Message of Task Summary, and KART30000-E, “SSB2” : “FA4D” or “FA4F” and “SSB1” : “D004” are output to the task log. (When creating a GAD pair, an error occurred because the LU path of the migration source volume was deleted by another task.)

#### How to check the log

This problem might occur if you are running multiple tasks at the same time and you selected the same host or volume for migration in those tasks.

Check the log in the following order, and if all the items are applicable, this problem might occur.

1. Examine the start time and the end time of the failed task in the task log to determine the time period the task was running, and see if the start time of another task’s log exists within this period.
2. Search for the start log of the /GetPathInfo/GetPathInfo step in the task log of the failed task and the task that was running within the same time period. Refer to the Configuration Manager API call log for acquiring volume information that is output in the log of the step, and check the LDEV ID of the volume that is specified as migration target by each task. Consequently, the LDEV ID of the migration target volume in the failed task and in another task is duplicated. (If you select the same host, LDEV ID of the migration target volume also becomes duplicated.)

\*\*\*\* Linux 4.14.35-1902.300.11.el7uek.x86\_64 TZ=Asia/Tokyo 2020/12/08 23:56:44.890

①-1. The task start time at the beginning of the log.

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

**1607 2020/12/08 23:56:44.908 Automation 2F2BFF16 53F7E587 KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).**

1638 2020/12/08 23:56:44.925 Automation 2F2BFF16 73E36422 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201208235526, task ID: 1326147, step ID: /ValidateInputProperties, execution ID: ).

1725 2020/12/08 23:56:45.448 Automation 2F2BFF16 0AC4385E KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201208235526, task ID: 1326147, step ID: /ValidateInputProperties/ValidateInputProperties, execution ID: ).

1834 2020/12/08 23:56:45.700 Automation 2F2BFF16 0AC4385E KNAE08271-I The specified JavaScript code is starting.

<Partly omitted>

8071 2020/12/08 23:56:49.590 Automation 2F2BFF16 0AC4385E KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201208235526, task ID: 1326147, step ID: /AcquireStorage2Semaphore, execution ID: , plug-in return code: 0).

8172 2020/12/08 23:56:49.607 Automation 2F2BFF16 35716EE3 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201208235526, task ID: 1326147, step ID: /GetPathInfo, execution ID: ).

8309 2020/12/08 23:56:49.672 Automation 2F2BFF16 41CAB080 KNAE08001-I Started executing plug-in (task name: Online Migration with Configuration Manager\_20201208235526, task ID: 1326147, step ID: /GetPathInfo/PropertyMapper, execution ID: ).

②-1. Output of the start log of the /GetPathInfo/GetPathInfo step

**8324 2020/12/08 23:56:49.682 Automation 2F2BFF16 0D1CF12F KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20201208235526, task ID: 1326147, step ID: /GetPathInfo/GetPathInfo, execution ID: ).**

8442 2020/12/08 23:56:49.905 Automation 2F2BFF16 41CAB080 KNAE08271-I The specified JavaScript code is starting.

8456 2020/12/08 23:56:49.922 Automation 2F2BFF16 41CAB080 KNAE08286-I The specified JavaScript code completed successfully.

8593 2020/12/08 23:56:49.944 Automation 2F2BFF16 41CAB080 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201208235526, task ID: 1326147, step ID: /GetPathInfo/PropertyMapper, execution ID: , plug-in return code: 0).

8687 2020/12/08 23:56:49.956 Automation 2F2BFF16 0D1CF12F KNAE08271-I The specified JavaScript code is starting.

8746 2020/12/08 23:56:50.450 Automation 2F2BFF16 0D1CF12F KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread2\_child

8748 2020/12/08 23:56:50.450 Automation 2F2BFF16 0D1CF12F KNAE08277-I POST http://172.30.192.71:23450/ConfigurationManager/v1/objects/storages/800000010057/sessions

8750 2020/12/08 23:56:50.554 Automation 2F2BFF16 0D1CF12F KNAE08277-I \* Client response received on thread DNAPluginExecutionThread2\_child

8752 2020/12/08 23:56:50.554 Automation 2F2BFF16 0D1CF12F KNAE08277-I 200

8754 2020/12/08 23:56:50.554 Automation 2F2BFF16 0D1CF12F KNAE08277-I {

8756 2020/12/08 23:56:50.554 Automation 2F2BFF16 0D1CF12F KNAE08277-I "token" : "9add9f12-edd1-4519-9083-c61b159d026c",

8758 2020/12/08 23:56:50.554 Automation 2F2BFF16 0D1CF12F KNAE08277-I "sessionId" : 1073742076

②-2. The Configuration Manager API call log (GET ldevs/{LDEV ID}) for obtaining volume information. You can find Storage Device ID and LDEV ID of the migration source storage system in the log. If you specified multiple volumes for migration, this log is output for the number of volumes you specified.

See if the same Storage Device ID or LDEV ID is in the log of other tasks that were run at the same time.

8760 2020/12/08 23:56:50.555 Automation 2F2BFF16 0D1CF12F KNAE08277-I }

8768 2020/12/08 23:56:50.591 Automation 2F2BFF16 0D1CF12F KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread2\_child

**8770 2020/12/08 23:56:50.591 Automation 2F2BFF16 0D1CF12F KNAE08277-I GET http://172.30.192.71:23450/ConfigurationManager/v1/objects/storages/800000010057/ldevs/26941**

8801 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I \* Client response received on thread DNAPluginExecutionThread2\_child

8803 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I 200

8805 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I {

8807 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "ldevId" : 26941,

8809 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "clprId" : 0,

8811 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "emulationType" : "OPEN-V-CVS",

8813 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "byteFormatCapacity" : "1.00 G",

8815 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "blockCapacity" : 2097152,

8817 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "numOfPorts" : 2,

8819 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "ports" : [ {

8821 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "portId" : "CL4-D",

8823 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "hostGroupNumber" : 5,

8825 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "hostGroupName" : "HAD\_TEST\_CL4-D-5",

8827 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "lun" : 12

8829 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I }, {

8831 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "portId" : "CL6-D",

8833 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "hostGroupNumber" : 6,

8835 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "hostGroupName" : "HAD\_TEST\_CL6-D-6",

8837 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I "lun" : 12

8839 2020/12/08 23:56:51.020 Automation 2F2BFF16 0D1CF12F KNAE08277-I } ],

8841 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "attributes" : [ "CVS", "HDP" ],

8843 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "label" : "HAD\_TEST\_26941",

8845 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "status" : "NML",

8847 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "mpBladeId" : 5,

8849 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "ssid" : "002D",

8851 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "poolId" : 50,

8853 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "numOfUsedBlock" : 0,

8855 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "isFullAllocationEnabled" : false,

8857 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "resourceGroupId" : 0,

8859 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "dataReductionStatus" : "DISABLED",

8861 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "dataReductionMode" : "disabled",

8863 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "isAluaEnabled" : false,

8865 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I "naaId" : "60060e8007274900003027490000693d"

8867 2020/12/08 23:56:51.021 Automation 2F2BFF16 0D1CF12F KNAE08277-I }

8869 2020/12/08 23:56:51.064 Automation 2F2BFF16 0D1CF12F KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread2\_child

8871 2020/12/08 23:56:51.064 Automation 2F2BFF16 0D1CF12F KNAE08277-I GET http://172.30.192.71:23450/ConfigurationManager/v1/objects/storages/800000010057/ports/CL4-D

8888 2020/12/08 23:56:53.653 Automation 2F2BFF16 0D1CF12F KNAE08277-I \* Client response received on thread DNAPluginExecutionThread2\_child

8890 2020/12/08 23:56:53.653 Automation 2F2BFF16 0D1CF12F KNAE08277-I 200

8892 2020/12/08 23:56:53.653 Automation 2F2BFF16 0D1CF12F KNAE08277-I {

8894 2020/12/08 23:56:53.653 Automation 2F2BFF16 0D1CF12F KNAE08277-I "portId" : "CL4-D",

8896 2020/12/08 23:56:53.653 Automation 2F2BFF16 0D1CF12F KNAE08277-I "portType" : "FIBRE",

8898 2020/12/08 23:56:53.653 Automation 2F2BFF16 0D1CF12F KNAE08277-I "portAttributes" : [ "TAR" ],

8900 2020/12/08 23:56:53.653 Automation 2F2BFF16 0D1CF12F KNAE08277-I "portSpeed" : "AUT",

8902

<Partly omitted>

5609 2020/12/09 02:19:58.549 Automation 2F2BFF16 35716EE3 KNAE08004-I property=errorStep, value=CheckIfNeedToDeleteQuorum

5611 2020/12/09 02:19:58.549 Automation 2F2BFF16 35716EE3 KNAE08004-I property=returnValueOfErrorStep, value=1

5613 2020/12/09 02:19:58.549 Automation 2F2BFF16 35716EE3 KNAE08009-I No standard output exists.

①-2. The task end time at the end of the task log

**5761 2020/12/09 02:19:58.828 Automation 2F2BFF16 52D06985 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20201208235526, task ID: 1326147, step ID: /BranchByUsingQuorumless\_2, execution ID: , plug-in return code: 0).**

#### Cause

The problem occurred because volume migration was attempted by two or more tasks, in which the latter task was unable to perform the migration process due to the migration process performed by the former task. For example, if a former task creates a GAD pair on the migration source volume, the latter task cannot create a GAD pair as it has been created on the migration source volume, resulting in an error.

#### Actions to be taken after an error occurs

If the task fails due to this error, run Clean up Online Migration Pair to delete resources created by the task.

Note that volume migration has been performed by the task that is run first, so no special action is required.

### When Diskless Quorum is used for migration and if there are no unassigned Quorum ID, the task fails in the Find Free Quorum ID step or Check If Need To Delete Quorum step, and KNAE07455-E is output to Message of Task Summary and to the task log

#### Symptoms

A failure occurs in the Find Free Quorum ID step (Step ID: /Validation/FindFreeQuorumID) or the Check If Need To Delete Diskless Quorum step (Step ID: /DeleteDisklessQuorum/CheckIfNeedToDeleteQuorum) and the Create Online Migration Pair task fails. At this time, KNAE07455-E is output to Message of Task Summary.

#### How to check the log

If [Severe] KNAE07455-E is output to the task log, this problem has occurred.

Check the log in the following order, and if all the items are applicable, this problem has occurred.

1. Search for the start log (KNAE08001-I) of the /Validation/FindFreeQuorumID step or the /CreatePair/BranchByUsingQuorumless/CreateDisklessQuorum/CreateDisklessQuorums/FindFreeQuorumID/FindFreeQuorumID step. [Severe] KNAE07455-E is output to the log of the step.
2. Determine from the Quorum ID usage of the source storage system output in the log of the step by searching the start log of the /Validation/P\_GetAllQuorumDisks step or the /CreatePair/BranchByUsingQuorumless/CreateDisklessQuorum/CreateDisklessQuorums/FindFreeQuorumID/P\_GetAllQuorumDisks step, and from the Quorum ID usage of the target storage system output in the log of the step by searching the start log of the /Validation/S\_GetAllQuorumDisks step or the /CreatePair/BranchByUsingQuorumless/CreateDisklessQuorum/CreateDisklessQuorums/FindFreeQuorumID/S\_GetAllQuorumDisks step, and there are no free ID in common in the range of Quorum IDs 0 to 31.
3. After the end log (KNAE08002-I) of the /Validation/FindFreeQuorumID step or the /BranchByUsingQuorumless\_2/DeleteDisklessQuorum/CheckIfNeedToDeleteQuorum step, start logs (KNAE08001-I) of other steps are not output until the end of the task log.

\*\*\*\* Windows Server 2019 10.0 TZ=Asia/Tokyo 2021/03/17 18:09:32.188

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

5208 2021/03/17 18:09:32.203 Automation 59DC36D4 29F14AF6 KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.05, release state: RELEASE, schema version: 2.1).

5250 2021/03/17 18:09:32.219 Automation 59DC36D4 53421832 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20210317180732, task ID: 457946, step ID: /ValidateInputProperties, execution ID: ).

5313 2021/03/17 18:09:32.469 Automation 59DC36D4 53421832 KNAE08005-I schema\_version=1.2

<Partly omitted>

3948 2021/03/17 18:12:50.266 Automation 59DC36D4 5EE533F3 KNAE08005-I property=returnValue, value=undefined

②-3. Output of the start log of the /Validation/S\_GetAllQuorumDisks step

3950 2021/03/17 18:12:50.266 Automation 59DC36D4 5EE533F3 KNAE08010-I No standard output exists.

**4063 2021/03/17 18:12:50.297 Automation 59DC36D4 004C2608 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20210317180732, task ID: 457946, step ID: /Validation/S\_GetAllQuorumDisks, execution ID: ).**

**4067 2021/03/17 18:12:50.313 Automation 59DC36D4 6A5BFCB3 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20210317180732, task ID: 457946, step ID: /Validation/P\_GetAllQuorumDisks, execution ID: ).**

4412 2021/03/17 18:12:50.672 Automation 59DC36D4 004C2608 KNAE08005-I schema\_version=2.0

②-1. Output of the start log of the /Validation/P\_GetAllQuorumDisks step

4414 2021/03/17 18:12:50.688 Automation 59DC36D4 004C2608 KNAE08005-I vendor=com.hitachi.software.dna.cts

4416 2021/03/17 18:12:50.688 Automation 59DC36D4 004C2608 KNAE08005-I name=JavaScript\_Plug-in\_for\_ConfigurationManager

<Partly omitted>

②-2. The Quorum ID used for the migration source storage system is output as a value of quorumDiskId in the log of the P\_GetAllQuorumDisks step.

5085 2021/03/17 18:12:53.547 Automation 59DC36D4 6A5BFCB3 KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread9

**5087 2021/03/17 18:12:53.547 Automation 59DC36D4 6A5BFCB3 KNAE08277-I GET http://172.30.192.86:23450/ConfigurationManager/v1/objects/storages/800000010051/quorum-disks**

5185 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I \* Client response received on thread DNAPluginExecutionThread9

5187 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I 200

5189 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I {

5191 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "data" : [ {

**5193 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "quorumDiskId" : 0,**

5195 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteSerialNumber" : "39306",

5197 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteStorageTypeId" : "R9",

5199 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "readResponseGuaranteedTime" : 40

5201 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I }, {

**5203 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "quorumDiskId" : 1,**

5205 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteSerialNumber" : "39306",

5207 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteStorageTypeId" : "R9",

5209 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "readResponseGuaranteedTime" : 40

5211 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I }, {

**5213 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "quorumDiskId" : 2,**

5215 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteSerialNumber" : "39306",

5217 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteStorageTypeId" : "R9",

5219 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "readResponseGuaranteedTime" : 40

5221 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I }, {

**5223 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "quorumDiskId" : 3,**

5225 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteSerialNumber" : "10057",

5227 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteStorageTypeId" : "R8",

5229 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "ldevId" : 156,

5231 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "readResponseGuaranteedTime" : 40,

5233 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "status" : "NORMAL"

5235 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I }, {

**5237 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "quorumDiskId" : 4,**

5239 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteSerialNumber" : "10057",

5241 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "remoteStorageTypeId" : "R8",

5243 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I "readResponseGuaranteedTime" : 40

5245 2021/03/17 18:12:54.156 Automation 59DC36D4 6A5BFCB3 KNAE08277-I }, {

<Partly omitted>

②-4. The Quorum ID used for the migration source storage system is output as a value of quorumDiskId in the log of the S\_GetAllQuorumDisks step.

5901 2021/03/17 18:12:57.110 Automation 59DC36D4 004C2608 KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread8

**5903 2021/03/17 18:12:57.110 Automation 59DC36D4 004C2608 KNAE08277-I GET http://172.30.192.86:23450/ConfigurationManager/v1/objects/storages/900000039306/quorum-disks**

6143 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I \* Client response received on thread DNAPluginExecutionThread8

6145 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I 200

6147 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I {

6149 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I "data" : [ {

**6151 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I "quorumDiskId" : 7,**

6153 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I "remoteSerialNumber" : "10051",

6155 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I "remoteStorageTypeId" : "R8",

6157 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I "readResponseGuaranteedTime" : 40

6159 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I }, {

**6161 2021/03/17 18:13:02.063 Automation 59DC36D4 004C2608 KNAE08277-I "quorumDiskId" : 15,**

6163 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "remoteSerialNumber" : "39304",

6165 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "remoteStorageTypeId" : "R9",

6167 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "ldevId" : 109,

6169 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "readResponseGuaranteedTime" : 40,

6171 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "status" : "NORMAL"

6173 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I }, {

**6175 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "quorumDiskId" : 24,**

6177 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "remoteSerialNumber" : "10057",

6179 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "remoteStorageTypeId" : "R8",

6181 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "readResponseGuaranteedTime" : 40

6183 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I }, {

**6185 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "quorumDiskId" : 31,**

6187 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "remoteSerialNumber" : "10051",

6189 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "remoteStorageTypeId" : "R8",

6191 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I "readResponseGuaranteedTime" : 40

6193 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I } ]

6195 2021/03/17 18:13:02.078 Automation 59DC36D4 004C2608 KNAE08277-I }

<Partly omitted>

6291 2021/03/17 18:13:02.172 Automation 59DC36D4 004C2608 KNAE08005-I property=returnValue, value=undefined

①-1. Output of the start log of the failed step (Step ID: /Validation/FindFreeQuorumID)

6293 2021/03/17 18:13:02.172 Automation 59DC36D4 004C2608 KNAE08010-I No standard output exists.

**6361 2021/03/17 18:13:02.188 Automation 59DC36D4 7C252E98 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20210317180732, task ID: 457946, step ID: /Validation/FindFreeQuorumID, execution ID: ).**

6394 2021/03/17 18:13:02.422 Automation 59DC36D4 7C252E98 KNAE08005-I schema\_version=1.6

<Partly omitted>

6556 2021/03/17 18:13:02.422 Automation 59DC36D4 7C252E98 KNAE08006-I property=scriptBody, value=?dna\_/Validation/FindFreeQuorumID/scriptBody?

6676 2021/03/17 18:13:02.438 Automation 59DC36D4 7C252E98 KNAE08271-I The specified JavaScript code is starting.

①-2. [Severe] KNAE07455-E is output.

**6717 2021/03/17 18:13:02.469 Automation 59DC36D4 7C252E98 KNAE08276-I [Severe] KNAE07455-E The selected storage systems do not have the same free Quorum ID. Create the same free Quorum ID for the selected storage systems and try again. (Source Storage System:{"storageDeviceId":"800000010051","model":"VSP G1500","serialNumber":"10051","svpIp":"172.25.25.8"}, Target Storage System:{"storageDeviceId":"900000039306","model":"VSP 5500H","serialNumber":"39306","svpIp":"172.25.25.84"})**

6719 2021/03/17 18:13:02.469 Automation 59DC36D4 7C252E98 KNAE08286-I The specified JavaScript code completed successfully.

6721 2021/03/17 18:13:02.469 Automation 59DC36D4 7C252E98 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

6746 2021/03/17 18:13:02.500 Automation 59DC36D4 7C252E98 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20210317180732, task ID: 457946, step ID: /Validation/FindFreeQuorumID, execution ID: , plug-in return code: 1).

<Partly omitted>

6719 2021/03/17 18:13:02.469 Automation 59DC36D4 7C252E98 KNAE08286-I The specified JavaScript code completed successfully.

③-1. /Validation/FindFreeQuorumID is output with KNAE08002-I as the end log of the step run last.

6721 2021/03/17 18:13:02.469 Automation 59DC36D4 7C252E98 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

**6746 2021/03/17 18:13:02.500 Automation 59DC36D4 7C252E98 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20210317180732, task ID: 457946, step ID: /Validation/FindFreeQuorumID, execution ID: , plug-in return code: 1).**

6748 2021/03/17 18:13:02.500 Automation 59DC36D4 7C252E98 KNAE08004-I property=/Validation/FindFreeQuorumID/notify, value=1.0

6750 2021/03/17 18:13:02.500 Automation 59DC36D4 7C252E98 KNAE08004-I property=/Validation/FindFreeQuorumID/out0, value=

<Partly omitted>

6948 2021/03/17 18:13:02.563 Automation 59DC36D4 21C4F73A KNAE08004-I property=reserved.task.url, value=http://base192079:22015/Automation/launcher/TaskDetails?task\_id=457946

③-2. A step start log (KNAE08001-I) is not output after the output of the end log of the /Validation/FindFreeQuorumID step and the log reaches the end.

6950 2021/03/17 18:13:02.563 Automation 59DC36D4 21C4F73A KNAE08004-I property=errorStep, value=FindFreeQuorumID

6952 2021/03/17 18:13:02.563 Automation 59DC36D4 21C4F73A KNAE08004-I property=returnValueOfErrorStep, value=1

6954 2021/03/17 18:13:02.563 Automation 59DC36D4 21C4F73A KNAE08009-I No standard output exists.

#### Cause

Quorum IDs for creating a new Diskless Quorum are exhausted. To create a GAD pair on the migration source and target storage systems, you must create a Diskless Quorum with the same ID on the migration source and target storage system. However, no free ID is detected in the range of Quorum IDs 0 to 31 and this results in an error.

Note that if more than one task which enabled Use Diskless Quorum is run at the same time, the number of Quorum IDs for up to the number of tasks run at the same time will be required.

#### How to check the Quorum ID usage

From the log output in step ② of *4.4.9.2 How to check the log*, you can check the Quorum ID used for the migration source and target storage systems.

#### Actions to be taken after an error occurs

If the task fails due to this error, run Clean up Online Migration Pair to delete resources created by the task first.

After Clean up Online Migration Pair deletes the resources, delete unwanted Quorums so the ID used in common by the migration source and target storage systems is unused. Note that if more than one task which enabled Use Diskless Quorum is run at the same time, the number of Quorum IDs for up to the number of tasks run at the same time will be required.

When you complete all of the above procedures, run the Create Online Migration Pair task again.

### If the communication mode for the Configuration Manager is fcConnectionMode and the security settings of the command device for fcConnectionMode is Enabled, the task fails in the Error Copy Failed step, KNAE07396-E is output to Message of Task Summary, and KART00000-E is output to the Task log

#### Symptoms

A failure occurs in the Error Copy Failed step (Step ID: /ErrorGADCopyFailed) and the Create Online Migration Pair task fails. At this time, KNAE07396-E is output to Message of Task Summary, and KART00000-E is output to the entry of the Create Pair and Unlock Storage Systems step (Step ID: /CreatePair/CreateGADPair) that is being run in the task log.

#### How to check the log

If KART00000-E is output to the response of Configuration Manager API as shown in the following task log, this problem might have occurred.

Check the log in the following order, and if all the items are applicable, this problem might have occurred.

1. Search for the last service.errorMessage output to the task log. KNAE07396-E is output as a value.
2. Search for the start log (KNAE08001-I) of the /CreatePair/CreateGADPair step. In the log of the step, “KART00000-E” is output to the response of the log executing Configuration Manager API.
3. Search for the end log (KNAE08002-I) of the /ErrorGADCopyFailed step. After this end log, start logs (KNAE08001-I) of other steps are not output until the end of the task log.

\*\*\*\* Windows Server 2019 10.0 TZ=Asia/Tokyo 2021/04/02 00:05:18.777

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

9610 2021/04/02 00:05:18.792 Automation 59DC36D4 1C5D6534 KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Copy\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).

9641 2021/04/02 00:05:18.792 Automation 59DC36D4 11835DCC KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20210402000330, task ID: 2343484, step ID: /ValidateInputProperties, execution ID: ).

9691 2021/04/02 00:05:19.058 Automation 59DC36D4 11835DCC KNAE08005-I schema\_version=1.2

<Partly omitted>

1208 2021/04/02 00:09:38.337 Automation 59DC36D4 61072A47 KNAE08010-I No standard output exists.

②-1. Output of the start log of the /CreatePair/CreateGADPair step

**1285 2021/04/02 00:09:38.368 Automation 59DC36D4 291EC415 KNAE08001-I Started executing plug-in (task name: Create Online Migration Pair\_20210402000330, task ID: 2343484, step ID: /CreatePair/CreateGADPair, execution ID: ).**

1310 2021/04/02 00:09:38.602 Automation 59DC36D4 291EC415 KNAE08005-I schema\_version=2.0

1312 2021/04/02 00:09:38.602 Automation 59DC36D4 291EC415 KNAE08005-I vendor=com.hitachi.software.dna.cts

<Partly omitted>

1577 2021/04/02 00:09:39.368 Automation 59DC36D4 291EC415 KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread8

1579 2021/04/02 00:09:39.368 Automation 59DC36D4 291EC415 KNAE08277-I POST http://172.25.22.67:23450/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs

1604 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I \* Client response received on thread DNAPluginExecutionThread8

1606 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I 202

1608 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I {

1610 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "jobId" : 21506,

1612 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "self" : "/ConfigurationManager/v1/objects/storages/800000010057/jobs/21506",

1614 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "userId" : "hadtest1",

1616 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "status" : "Completed",

1618 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "state" : "Failed",

1620 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "createdTime" : "2021-04-01T15:09:33Z",

1622 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "updatedTime" : "2021-04-01T15:10:05Z",

1624 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "completedTime" : "2021-04-01T15:10:05Z",

1626 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "request" : {

1628 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "requestUrl" : "/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs",

1630 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "requestMethod" : "POST",

1632 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "requestBody" : "{\"copyGroupName\":\"Automator\_343484\_210402000515\",\"copyPace\":8,\"copyPairName\":\"P\_100A-282\_210402000515\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":true,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_343484\_210402000515P\_\",\"muNumber\":0,\"pvolLdevId\":4106,\"quorumDiskId\":2,\"remoteDeviceGroupName\":\"Automator\_343484\_210402000515S\_\",\"remoteStorageDeviceId\":\"900000039304\",\"replicationType\":\"GAD\",\"svolLdevId\":642}"

1634 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I },

1636 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "error" : {

1638 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "errorSource" : "/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs",

1640 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "message" : "An unexpected error occurred.",

1642 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "cause" : "An internal error might have occurred.",

1644 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "solution" : "Detailed investigation is required to determine the cause and resolve the problem. Contact customer support, who might ask you to collect troubleshooting information.",

1646 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "solutionType" : "SEE\_ERROR\_DETAIL",

②-2. KART00000-E is output to the response of API.

**1648 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "messageId" : "KART00000-E",**

1650 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I "detailCode" : "00000E-0"

1652 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I }

1654 2021/04/02 00:10:11.899 Automation 59DC36D4 291EC415 KNAE08277-I }

1656 2021/04/02 00:10:11.930 Automation 59DC36D4 291EC415 KNAE08277-I CM Rest Job Fails: {"affectedResources":null,"completedTime":"2021-04-01T15:10:05Z","createdTime":"2021-04-01T15:09:33Z","error":{"solution":"Detailed investigation is required to determine the cause and resolve the problem. Contact customer support, who might ask you to collect troubleshooting information.","errorSource":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","cause":"An internal error might have occurred.","errorCode":null,"messageId":"KART00000-E","message":"An unexpected error occurred.","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"00000E-0"},"jobId":21506,"request":{"requestBody":"{\"copyGroupName\":\"Automator\_343484\_210402000515\",\"copyPace\":8,\"copyPairName\":\"P\_100A-282\_210402000515\_0001\",\"doInitialCopy\":true,\"fenceLevel\":\"NEVER\",\"isConsistencyGroup\":false,\"isDataReductionForceCopy\":true,\"isNewGroupCreation\":true,\"localDeviceGroupName\":\"Automator\_343484\_210402000515P\_\",\"muNumber\":0,\"pvolLdevId\":4106,\"quorumDiskId\":2,\"remoteDeviceGroupName\":\"Automator\_343484\_210402000515S\_\",\"remoteStorageDeviceId\":\"900000039304\",\"replicationType\":\"GAD\",\"svolLdevId\":642}","requestUrl":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","requestMethod":"POST"},"self":"/ConfigurationManager/v1/objects/storages/800000010057/jobs/21506","state":"Failed","status":"Completed","updatedTime":"2021-04-01T15:10:05Z","userId":"hadtest1"}

1658 2021/04/02 00:10:11.930 Automation 59DC36D4 291EC415 KNAE08277-I CREATEGADPAIR: jobmessage=class JOBError {

solution: Detailed investigation is required to determine the cause and resolve the problem. Contact customer support, who might ask you to collect troubleshooting information.

errorSource: /ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs

cause: An internal error might have occurred.

errorCode: null

messageId: KART00000-E

message: An unexpected error occurred.

solutionType: SEE\_ERROR\_DETAIL

detailCode: 00000E-0

}

1660 2021/04/02 00:10:11.930 Automation 59DC36D4 291EC415 KNAE08276-I [Severe]KNAE07394-E Creating a copy pair failed. (Copy Group Name=Automator\_343484\_210402000515, Copy Pair Name=P\_100A-282\_210402000515\_0001, P-VOL LDEV ID=100A, S-VOL LDEV ID=282) An error occurred while running the API. Resolve the problem according to the Configuration Manager error message, and then try again. (Configuration Manager message={"solution":"Detailed investigation is required to determine the cause and resolve the problem. Contact customer support, who might ask you to collect troubleshooting information.","errorSource":"/ConfigurationManager/v1/objects/storages/800000010057/remote-mirror-copypairs","cause":"An internal error might have occurred.","errorCode":null,"messageId":"KART00000-E","message":"An unexpected error occurred.","solutionType":"SEE\_ERROR\_DETAIL","detailCode":"00000E-0"})

1662 2021/04/02 00:10:11.930 Automation 59DC36D4 291EC415 KNAE08286-I The specified JavaScript code completed successfully.

1664 2021/04/02 00:10:11.946 Automation 59DC36D4 291EC415 KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

1700 2021/04/02 00:10:11.977 Automation 59DC36D4 291EC415 KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20210402000330, task ID: 2343484, step ID: /CreatePair/CreateGADPair, execution ID: , plug-in return code: 1).

<Partly omitted>

9187 2021/04/02 00:10:23.602 Automation 59DC36D4 0A67375D KNAE08286-I The specified JavaScript code completed successfully.

③-1. /ErrorGADCopyFailed is output with KNAE08002-I as the end log of the step run last.

9189 2021/04/02 00:10:23.618 Automation 59DC36D4 0A67375D KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

**9212 2021/04/02 00:10:23.633 Automation 59DC36D4 0A67375D KNAE08002-I Plug-in execution completed (task name: Create Online Migration Pair\_20210402000330, task ID: 2343484, step ID: /ErrorGADCopyFailed, execution ID: , plug-in return code: 1).**

9214 2021/04/02 00:10:23.633 Automation 59DC36D4 0A67375D KNAE08004-I property=/ErrorGADCopyFailed/notify, value=1.0

<Partly omitted>

9262 2021/04/02 00:10:23.633 Automation 59DC36D4 0A67375D KNAE08004-I property=reserved.task.tags, value=Replicate Storage,Configuration Manager,Migration,Add New Storage

①. Search for the last service.errorMessage output to the task log. KNAE07396-E is output as a value.

9264 2021/04/02 00:10:23.633 Automation 59DC36D4 0A67375D KNAE08004-I property=reserved.task.url, value=http://base192079:22015/Automation/launcher/TaskDetails?task\_id=2343484

**9266 2021/04/02 00:10:23.633 Automation 59DC36D4 0A67375D KNAE08004-I property=service.errorMessage, value=KNAE07396-E Failed to create all copy pairs. Check the Task Log and resolve the problem according to the error message.**

9268 2021/04/02 00:10:23.633 Automation 59DC36D4 0A67375D KNAE08004-I property=notify, value=1.0

③-2. A step start log (KNAE08001-I) is not output after the output of the end log of the /ErrorGADCopyFailed step and the log reaches the end.

9270 2021/04/02 00:10:23.633 Automation 59DC36D4 0A67375D KNAE08004-I property=returnValue, value=undefined

9272 2021/04/02 00:10:23.633 Automation 59DC36D4 0A67375D KNAE08009-I No standard output exists.

#### Cause

Even though the communication mode of Configuration Manager used for source or target storage system operation is fcConnectionMode, the security setting of the command device for fcConnectionMode is Enabled. When using fcConnectionMode, you must use the command device with the security setting disabled.

#### How to check the communication mode of Configuration Manager

You can view the communication mode of Configuration Manager by running the following Configuration Manager API:

Request line:

GET *(base-URL)*/v1/objects/storages/*(storage-device-ID)*

Parameters to be specified in the request line:

|  |  |  |  |
| --- | --- | --- | --- |
| # | Attribute | Type | Description |
|  | base-URL | string | *protocol*://*host-name*:*port-number*/ConfigurationManager |
|  | storage-device-ID | string | Storage Device ID of the Source/Target Storage System |

Example of Response:

{

"storageDeviceId" : "886000123456",

"model" : "VSP G900",

"serialNumber" : 123456,

"svpIp" : "192.0.2.100",

"mappWebServerHttpsPort" : 443,

"rmiPort" : 1099,

"ctl1Ip" : "192.0.10.10",

"ctl2Ip" : "192.0.10.11",

"dkcMicroVersion" : "88-02-00/20",

"communicationModes" : [ {

**"communicationMode" : "lanConnectionMode"**

} ],

"isSecure" : true,

"lanConnectionProtocol" : "DTLS SVP",

"targetCtl" : "CTL1",

"usesSvp" : true

}

If communicationMode is fcConnectionMode, Configuration Manager uses fcConnectionMode for communication mode.

#### Actions to be taken after an error occurs

If the task fails due to this error, run Clean up Online Migration Pair to delete resources created by the task first.

After Clean up Online Migration Pair deletes the resources, change the communication mode for Configuration Manager or change the settings for the command device for fcConnectionMode as follows:

* + User authentication setting: Enabled
  + Security settings: Disabled
  + Resource group: meta\_resource
  + Settings for device group information authentication: Disabled

When you complete all of the above procedures, run the Create Online Migration Pair task again.

## Errors related to the Migrate Data for Online Migration Pair task

The Migrate Data for Online Migration Pair task refers to the task of the service created based on the following service template.

Migrate Data for Online Migration Pair

The following describes how to distinguish errors related to the Migrate Data for Online Migration Pair task and actions to be taken for each error.

You can use the hcmds64getlogs command to obtain the task logs that are referenced in the explanation. See the file with the task ID of the failed task.

*3.2.1 Using the Automation log file collection command (hcmds64getlogs)*

*3.2.1.5 Structure of acquired log inforamtion*

data directory

Task log

task\[task ID]\task[task ID][n].log file

For manual recovery procedures after an error occurs, see the following document:

“*Supplemental Usage Instructions Management Software Hitachi Ops Center Automator Online Migration Manual Clean up, Cut over Instructions*” (SUI document number: 060751)

### If the Configuration Manager server is set to not be able to communicate with the port used by remote copy API, KNAE06983-E is output to Message of Task Summary, and KART00009-E is output to the task log

#### Symptoms

A failure occurs in the Get Remote Pair Info step (Step ID: /ValidateNoUnexpectedChanges/GetRemotePairInfo) and the Migrate Data for Online Migration Pair task fails. At this time, KNAE06983-E is output to Message of Task Summary, and KART00009-E is output to the entry of the Get Remote Pair Info step (Step ID: /ValidateNoUnexpectedChanges/GetRemotePairInfo) that is being run in the task log.

#### How to check the log

If KART00009-E is output to the response of Configuration Manager API as shown in the following task log, this problem might have occurred.

Check the log in the following order, and if all the items are applicable, this problem might have occurred.

1. Search for the last service.errorMessage output to the task log. KNAE06983-E is output as a value.
2. Search for the start log (KNAE08001-I) of the /ValidateNoUnexpectedChanges/GetRemotePairInfo step. In the log of the step, “KART00009-E” is output to the response of the log executing Configuration Manager API.
3. Search for the end log (KNAE08002-I) of the /ValidateNoUnexpectedChanges/GetRemotePairInfo step. After this end log, start logs (KNAE08001-I) of other steps are not output until the end of the task log.

\*\*\*\* Linux 5.4.17-2011.6.2.el7uek.x86\_64 TZ=Asia/Tokyo 2021/04/02 15:29:13.473

yyyy/mm/dd hh:mm:ss.sss pid tid message-id message(LANG=en)

0546 2021/04/02 15:29:13.481 Automation 2B680207 2DD56B74 KNAE08905-I Service Template Information (vendor ID: com.hitachi.software.dna.cts, Service Template key name: Cutover\_NDM\_CM, version: 02.61.00, release state: RELEASE, schema version: 2.1).

0577 2021/04/02 15:29:13.500 Automation 2B680207 652D2484 KNAE08001-I Started executing plug-in (task name: Migrate Data for Online Migration Pair\_20210402142515\_Resubmit, task ID: 370280, step ID: /ValidateParams, execution ID: ).

<Partly omitted>

2537 2021/04/02 15:36:51.560 Automation 2B680207 652D2484 KNAE08286-I The specified JavaScript code completed successfully.

2561 2021/04/02 15:36:51.593 Automation 2B680207 652D2484 KNAE08002-I Plug-in execution completed (task name: Migrate Data for Online Migration Pair\_20210402142515\_Resubmit, task ID: 370280, step ID: /ValidateNoUnexpectedChanges/ValidateLdevAttributes2, execution ID: , plug-in return code: 0).

②-1. Output of the start log of the failed step (Step ID: /ValidateNoUnexpectedChanges/GetRemotePairInfo)

**2683 2021/04/02 15:36:51.634 Automation 2B680207 7073D56C KNAE08001-I Started executing plug-in (task name: Migrate Data for Online Migration Pair\_20210402142515\_Resubmit, task ID: 370280, step ID: /ValidateNoUnexpectedChanges/GetRemotePairInfo, execution ID: ).**

2843 2021/04/02 15:36:51.722 Automation 2B680207 7073D56C KNAE08271-I The specified JavaScript code is starting.

2857 2021/04/02 15:36:52.291 Automation 2B680207 7073D56C KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread9

<Partly omitted>

2911 2021/04/02 15:37:02.406 Automation 2B680207 7073D56C KNAE08277-I }

2913 2021/04/02 15:37:02.440 Automation 2B680207 7073D56C KNAE08277-I \* Sending client request on thread DNAPluginExecutionThread9

2915 2021/04/02 15:37:02.440 Automation 2B680207 7073D56C KNAE08277-I GET http://localhost:23450/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copygroups/800000010051,Automator\_361334\_210402130631,Automator\_361334\_210402130631S\_,Automator\_361334\_210402130631P\_

4153 2021/04/02 15:38:14.936 Automation 2B680207 7073D56C KNAE08277-I \* Client response received on thread DNAPluginExecutionThread9

4155 2021/04/02 15:38:14.936 Automation 2B680207 7073D56C KNAE08277-I 500

4157 2021/04/02 15:38:14.936 Automation 2B680207 7073D56C KNAE08277-I {

4159 2021/04/02 15:38:14.936 Automation 2B680207 7073D56C KNAE08277-I "errorSource" : "/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copygroups/800000010051,Automator\_361334\_210402130631,Automator\_361334\_210402130631S\_,Automator\_361334\_210402130631P\_",

4161 2021/04/02 15:38:14.936 Automation 2B680207 7073D56C KNAE08277-I "message" : "An internal error occurred in the REST API server.",

4163 2021/04/02 15:38:14.936 Automation 2B680207 7073D56C KNAE08277-I "cause" : "The storage system might be busy, might be starting or stopping, or might be stopped.",

4165 2021/04/02 15:38:14.936 Automation 2B680207 7073D56C KNAE08277-I "solution" : "Verify that the storage system is running, and then retry the operation. If the problem persists, a detailed inspection is required to determine the cause and resolve the problem. Collect the failure information for the REST API server, perform a storage system dump, and then contact customer support.",

②-2. KART00009-E is output to the API response.

**4167 2021/04/02 15:38:14.937 Automation 2B680207 7073D56C KNAE08277-I "messageId" : "KART00009-E",**

4169 2021/04/02 15:38:14.937 Automation 2B680207 7073D56C KNAE08277-I "detailCode" : "00009E-0"

4171 2021/04/02 15:38:14.937 Automation 2B680207 7073D56C KNAE08277-I }

4173 2021/04/02 15:38:14.943 Automation 2B680207 7073D56C KNAE08277-I JavaException: com.hitachi.software.dna.cts.plugin.ApiException: {

"errorSource" : "/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copygroups/800000010051,Automator\_361334\_210402130631,Automator\_361334\_210402130631S\_,Automator\_361334\_210402130631P\_",

"message" : "An internal error occurred in the REST API server.",

"cause" : "The storage system might be busy, might be starting or stopping, or might be stopped.",

"solution" : "Verify that the storage system is running, and then retry the operation. If the problem persists, a detailed inspection is required to determine the cause and resolve the problem. Collect the failure information for the REST API server, perform a storage system dump, and then contact customer support.",

"messageId" : "KART00009-E",

"detailCode" : "00009E-0"

}

4175 2021/04/02 15:38:14.948 Automation 2B680207 7073D56C KNAE08276-I [Severe] KNAE06983-E Cannot obtain the information from the Configuration Manager. An error has occurred while running the API. Resolve the problem according to the Configuration Manager error message, and then try again. (Configuration Manager message=JavaException: com.hitachi.software.dna.cts.plugin.ApiException: {

"errorSource" : "/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copygroups/800000010051,Automator\_361334\_210402130631,Automator\_361334\_210402130631S\_,Automator\_361334\_210402130631P\_",

"message" : "An internal error occurred in the REST API server.",

"cause" : "The storage system might be busy, might be starting or stopping, or might be stopped.",

"solution" : "Verify that the storage system is running, and then retry the operation. If the problem persists, a detailed inspection is required to determine the cause and resolve the problem. Collect the failure information for the REST API server, perform a storage system dump, and then contact customer support.",

"messageId" : "KART00009-E",

"detailCode" : "00009E-0"

})

4177 2021/04/02 15:38:14.948 Automation 2B680207 7073D56C KNAE08286-I The specified JavaScript code completed successfully.

4179 2021/04/02 15:38:14.966 Automation 2B680207 7073D56C KNAE08288-E ER The specified JavaScript code generated the following notice: 1.0

**4205 2021/04/02 15:38:14.994 Automation 2B680207 7073D56C KNAE08002-I Plug-in execution completed (task name: Migrate Data for Online Migration Pair\_20210402142515\_Resubmit, task ID: 370280, step ID: /ValidateNoUnexpectedChanges/GetRemotePairInfo, execution ID: , plug-in return code: 1).**

4207 2021/04/02 15:38:14.994 Automation 2B680207 7073D56C KNAE08004-I schema\_version=2.0

③-1. /ValidateNoUnexpectedChanges/GetRemotePairInfo is output with KNAE08002-I as the end log of the step run last.

4209 2021/04/02 15:38:14.994 Automation 2B680207 7073D56C KNAE08004-I vendor=com.hitachi.software.dna.cts

<Partly omitted>

4279 2021/04/02 15:38:14.997 Automation 2B680207 7073D56C KNAE08004-I property=reserved.task.tags, value=Migration,Configuration Manager

①. Search for the last service.errorMessage output to the task log. KNAE06983-E or is output as a value.

4281 2021/04/02 15:38:14.997 Automation 2B680207 7073D56C KNAE08004-I property=reserved.task.url, value=https://opsinttest:22016/Automation/launcher/TaskDetails?task\_id=370280

**4283 2021/04/02 15:38:14.997 Automation 2B680207 7073D56C KNAE08004-I property=service.errorMessage, value=KNAE06983-E Cannot obtain the information from the Configuration Manager. An error has occurred while running the API. Resolve the problem according to the Configuration Manager error message, and then try again. (Configuration Manager message=JavaException: com.hitachi.software.dna.cts.plugin.ApiException: {**

**"errorSource" : "/ConfigurationManager/v1/objects/storages/882000426659/remote-mirror-copygroups/800000010051,Automator\_361334\_210402130631,Automator\_361334\_210402130631S\_,Automator\_361334\_210402130631P\_",**

**"message" : "An internal error occurred in the REST API server.",**

**"cause" : "The storage system might be busy, might be starting or stopping, or might be stopped.",**

**"solution" : "Verify that the storage system is running, and then retry the operation. If the problem persists, a detailed inspection is required to determine the cause and resolve the problem. Collect the failure information for the REST API server, perform a storage system dump, and then contact customer support.",**

**"messageId" : "KART00009-E",**

**"detailCode" : "00009E-0"**

**})**

4285 2021/04/02 15:38:14.997 Automation 2B680207 7073D56C KNAE08004-I property=notify, value=1.0

<Partly omitted>

4465 2021/04/02 15:38:15.062 Automation 2B680207 2DE4D4C2 KNAE08004-I property=reserved.task.submitter, value=System

4467 2021/04/02 15:38:15.062 Automation 2B680207 2DE4D4C2 KNAE08004-I property=reserved.task.tags, value=Migration,Configuration Manager

4469 2021/04/02 15:38:15.062 Automation 2B680207 2DE4D4C2 KNAE08004-I property=reserved.task.url, value=https://opsinttest:22016/Automation/launcher/TaskDetails?task\_id=370280

③-2. A step start log (KNAE08001-I) is not output after the output of the end log of the /ValidateNoUnexpectedChanges/GetRemotePairInfo step and the log reaches the end.

4471 2021/04/02 15:38:15.062 Automation 2B680207 2DE4D4C2 KNAE08004-I property=errorStep, value=GetRemotePairInfo

4473 2021/04/02 15:38:15.062 Automation 2B680207 2DE4D4C2 KNAE08004-I property=returnValueOfErrorStep, value=1

4475 2021/04/02 15:38:15.063 Automation 2B680207 2DE4D4C2 KNAE08009-I No standard output exists.

#### Cause

The information acquisition from the storage system failed because the Configuration Manager server is set to not be able to communicate with the port used by remote copy API. If Configuration Manager API cannot communicate using the port, API execution result in an error.

#### Actions to be taken after an error occurs

If the task fails due to this error, change the settings so that the Configuration Manager server can communicate with the port used by remote copy API. See *Ports used during remote copy operations* in *Configuration Manager REST API Reference Guide* for more information on the ports that need to be configured.

When you complete all of the above procedures, run the Migrate Data for Online Migration Pair task again.

# Appendix

* 1. Restoring Automation backup data after initializing the database

After initializing a database, if you want to restore Automation from the backup data created by using the backupsystem command and hcmds64dbtrans command, follow the procedure below.

For details about how to initialize the database, see the *HCS\_Troubleshooting Manual*.

Restoration procedure in a non-cluster environment:

1. Execute the hcmds64srv command with the /stop option specified, to stop the services and daemons of the Hitachi Command Suite products.
2. For the /import option of the hcmds64dbtrans command, specify the data storage folder that was backed up by using the hcmds64dbtrans command, and then execute the hcmds64dbtrans command to import the backup files.
3. Copy the following backup files, which were created by using the backupsystem command, to overwrite the Automation installation directory:

* All files under<*backup-folder*>\Automation\conf
* All files under <*backup-folder*>\Automation\contents
* All files under<*backup-folder*>\Automation\data
* All files under <*backup-folder*>\Automation\develop
* All files under <*backup-folder*>\Automation\extra\_presets
* All files under <*backup-folder*>\Automation\systems

1. Change the value of "restore.startstop.type" defined in the following property file to "true".

<Automation Install-dir>\conf\config\_system.properties

1. Execute the hcmds64srv command with the /start option specified, to start the services and daemons of the Hitachi Command Suite products.

Restoration procedure in a cluster environment:

1. Make the necessary preparations for using the cluster management application to suppress failover. Check the owner of the resource group that contains the services of Hitachi Command Suite products, and then perform the following operations on the node of the owner:

(a) Use the cluster management application to put the resource group that contains the services of Hitachi Command Suite products online.

(b) Use the cluster management application to take the following services offline.

|  |  |  |
| --- | --- | --- |
| No. | Service | Used by: |
|  | HBase 64 Storage Mgmt SSO Service | All products |
|  | HBase 64 Storage Mgmt Web Service | All products |
|  | HBase 64 Storage Mgmt Web SSO Service | All products |
|  | HAutomation Engine Web Service | Automation internal component |

Notes:

* Do not take the following service offline in the current version:

HiRDB/ClusterService \_HD1

* If other HCS products are installed, take the resources for the HCS-related products (in addition to the services above) offline. For details, see the manual for each product.

(c) Execute the hcmds64srv command with the /stop option specified, to stop the services and daemons of the Hitachi Command Suite products.

(d) Use the cluster management application to take the following services offline:

* HiRDB/ClusterService \_HD1

1. Use the cluster management application to suppress failover. Change the settings of the following resources:

|  |  |  |
| --- | --- | --- |
| No. | Service | Used by: |
|  | HiRDB/ClusterService \_HD1 | All products |
|  | HBase 64 Storage Mgmt SSO Service | All products |
|  | HBase 64 Storage Mgmt Web Service | All products |
|  | HBase 64 Storage Mgmt Web SSO Service | All products |
|  | HAutomation Engine Web Service | Automation internal component |

To change the resource settings:

(a) Right-click the resource name, and then click **Properties**.

(b) In the **Policies** tab, select **If resource fails, do not restart**.

Note:

* If other HCS products are installed, change the resource settings for the HCS-related products (in addition to the settings above). For details, see the manual for each product.

1. Use the cluster management application to make sure that the owner of the resource group that contains the services of Hitachi Command Suite products is on the active node. If the owner is on the standby node, move the owner to the active node.

Check the following configuration file to identify the active and standby nodes. The active node is a host for which *mode=online* is specified. The standby node is a host for which *mode=standby* is specified.

*<Suite-install-dir>*\conf\cluster.conf

1. On the active node, execute the hcmds64dbtrans command with the data storage folder that was backed up by using the hcmds64dbtrans command specified for the /import option, to import the backup files.
2. On the active node, copy the following backup files, which were created by using the backupsystem command, to overwrite the Automation installation directory:

* <*backup-folder*>\Automation\conf\\*.\*
* <*backup-folder*>\Automation\contents\\*.\*
* <*backup-folder*>\Automation\data\\*.\*
* <*backup-folder*>\Automation\develop\\*.\*
* <*backup-folder*>\Automation\extra\_presets\\*.\*
* <*backup-folder*>\Automation\systems\\*.\*

1. In the following definition file, change the value of restore.startstop.type to true:

<Automation*-install-dir*>\conf\config\_system.properties

1. Execute the hcmds64srv command with the /stop option specified, to stop the services and daemons of the Hitachi Command Suite products.
2. Use the cluster management application to enable failover. Change the settings of the resources for failover was suppressed in step 2.

To change resource settings:

(a) Right-click the resource name, and then click **Properties**.

(b) In the **Policies** tab, select **If resource fails, attempt restart on current node** and **If restart is unsuccessful, fail over all resources in this Role** (or **If restart is unsuccessful, fail over all resources in this service or application**).

1. Use the cluster management application to put the resource group that contains the services of Hitachi Command Suite products online.
   1. Case when backup and restore attempts fail

If both the backupsystem and restoresystem commands fail, re-execute the commands. If the commands fail again, execute the hcmds64getlogs command to collect log information, and then escalate the item.

* 1. Service name list on Windows used by Automation

The services on Windows used by Automation are as follows.

- HAutomation Engine Web Service

- HBase 64 Storage Mgmt Common Service

- HBase 64 Storage Mgmt SSO Service

- HBase 64 Storage Mgmt Web Service

- HBase 64 Storage Mgmt Web SSO Service

\* If HBase on the other machine is primary, this service is changed to manual, and is not used.

- HiRDB/EmbeddedEdition \_HD1

\* In the case of a cluster environment, it is "HiRDB/ClusterService \_HD1".

* 1. Name of Process used by Automation in Linux

The processes on Linux used by Automation are as follows.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Component | Sub Component | Process name | Remarks |
|  | Common Component | - | httpsd | Multiple starts |
|  | rotatelogs | Multiple starts |
|  | hcs\_hsso |  |
|  | cjstartsv |  |
|  | HiRDB  (EmbeddedEdition) | pdprcd |  |
|  | pdrsvre |  |
|  | pdmlgd |  |
|  | pdrdmd |  |
|  | pdstsd |  |
|  | pdlogd |  |
|  | pdscdd |  |
|  | pdtrnd |  |
|  | pdtrnrvd |  |
|  | pd\_buf\_dfw |  |
|  | pdlogswd |  |
|  | pdsds | Multiple starts |
|  | Automation | - | hcs\_ao |  |
|  | cjstartsv |  |

* 1. Case when error messages KNAE01856-E to KNAE01860-E appear while a service template is being built

The folder structure of Custom File Package specified for the property group of the service template might be invalid. For each Custom File, specify the relative path from the directory to which the ZIP file specified for the Custom File package was extracted. Then, check the folder structure of the uploaded Custom File.