

# Troubleshooting guide

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# 1. Pre-requisite and Recommendations

- Configure DNS/PROXY and adminshell is up and running
- Login to collector appliance as collectorlogin
- Switch to root using su – command
- Run command as root 'service adminshell status'
- Confirm [here](#) that your CCO ID has been enabled to download encrypted Software

## Open Issues.

Follow the recommendations for succesfull upgrade.

- Do not install same patch multiple times this might corrupt the collector software and leave appliance into an inconsistence state.
- Do not install lower version of patch manually. Roll back to previous versions is not supported.
- Do not trigger installation of multiple patches at the same time.
- Make sure that no package installation is going on before triggered upgrade. Execute below command which will display any package installation is going on or not.

```
Ex:- su admin from root and run  
show apply  
  
admin# show apply  
Version Number : sp-x.x.x-x-x-lnx64  
Status : Applied  
Start Time : xxxxxxxx  
End Time : xxxxxxxx  
  
Version Number : sp-x.x.x-x-x-lnx64  
Status : Applied  
Start Time : xxxxxxxx  
End Time : xxxxxxxx
```

If Status is "Apply-in-progress" , then don't install any patch .

- Do not install any patch if adminshell is down.

## Workaround to Known Issue

### Download Failed

Download might fail due to many reasons to avoid the failure make sure below are configured before upgrading:

- DNS/PROXY is mandatory to be configured if you want to upgrade via LCM. Make sure any one of them should be configured before upgrade.
- Confirm [here](#) that your CCO ID has been enabled to download encrypted Software
- Make sure you are using correct CCOID and password.
- Update password in LCM after CCOID Password is modified.

### Apply Failed

Apply might fail due to many reasons. After login to admin execute `show apply` command to check why apply failed.

```
Ex :- Show apply:
Version Number : sp-x.x.x-x-x-lnx64
Status : Apply-failed
Start Time : xxxxxxxx
End Time : xxxxxxxx
Reason : Package file "xxx-x.x.x-x-lnx64.zip" not in expected format
```

#### Apply failed due to package file not in expected format

In such scenario due to network issue sometimes downloaded package is corrupted.

- Execute below commands by using root credentials
  1. Login to collector appliance as collectorlogin
  2. Switch to root using `su -` command  
Download the `clearImproperPatch.sh` from [here](#)
  3. Execute the script as below :  
`./clearImproperPatch.sh <packagename>`  
Eg: `./clearImproperPatch.sh sp-30.0.3-0-0-lnx64`
  4. Run command `su admin` and trigger the upgrade once more.

#### Apply failed due to any other reason

Collect below information and share with collector support team .

1. Login to collector appliance as collectorlogin
2. Switch to root using `su -` command
3. Collect `/opt/LCM/log/install` and `/opt/LCM/log/apply` logs
4. Provide information regarding DNS and Proxy configuration

## Upgrade Web UI Errors

Some time it observed that due to cache issue you will face this issue. Follow below steps to resolve it:

1. It recommended to clear cache before login to CSPC WEBUI
2. Login to collector appliance as collectorlogin
3. Switch to root using `su -` command
4. Run command `service adminshell restart` to restart adminshell
5. Try login to CSPC GUI

## Download Hunged

Due to network issue some time downloading of package hangs. To overcome this issue follow below steps:

1. Login to collector appliance as collectorlogin
2. Switch to root using `su -` command
3. Run command `vi /opt/LCM/log/install`
4. Check the current download speed, if it is 0 kbps speed then only execute below commands .

```
ex :- 62 551M 62 342M 0 0 544k 0 0:17:18 0:10:44 0:06:34 0k
      62 551M 62 342M 0 0 544k 0 0:17:18 0:10:45 0:06:33 0k
```

1. Login to collector appliance as collectorlogin
2. Switch to root using `su -` command
3. Run below comment to check download process is running

```
Ex:- #ps -aef | grep download
```

4. If above command gives any output then download process is running otherwise, it is stoped.
5. If any download process is running, then kill that process using below command.

```
Kill -9 <PID> from above output
```

6. Run command `cd /opt/LCM/tmp/`
7. Run command `rm -rf <Patch file to delete the patch`
8. Download the `updateDBScript.sh` form [here](#)
9. Execute the script as below :  
`./updateDBScript.sh`
11. Login to CSPC GUI and go to Software Updates and trigger upgrade

## Apply-in-progress Hunged

Note: Sometimes LCM upgrade may continue for 1 day . During LCM upgrade it will display **Apply-in-progress** .It is strictly recommended that to execute below command if process is hunged for more than a day.

1. Login to collector appliance as collectorlogin
2. Switch to root using `su -` command
3. Run below commend to check apply process is running

```
Ex:- #ps -aef | grep apply
```

4. If any apply process is running, then kill that process using below command.  
`Kill -9 <PID> from above output`
5. Get the `updateDBScript.sh` from [here](#) and run as root
6. Login to CSPC UI and go to Software Updates and trigger upgrade

## Software Updates Page Spins Only Loading Message

Software Updates UI page spins with **Loading** message on 2.8/2.8.0.1 after initiating upgrade from UI. The upgrade job triggered from CSPC version 2.8/2.8.01 might be triggered as casuser process. If the download fails for any reason in this scenario, which can be identified with below logs in /opt/LCM/logs/install file and along with this `sh download` command displays the status as downloading.

```
"jeos-30.1.0-1-lnx64.zip =====
[Fri Nov 16 09:30:36 EST 2018] Starting download operation
jeos-30.1.0-1-lnx64.zip ++++++++
~~~~~

ASD-DOWNLOAD: Getting File details from the server

/opt/LCM/tmp/downloads/jeos-30.1.0-1-lnx64.zip~~~~~
% Total      % Received % Xferd  Average Speed   Time    Time     Time  Current
Dload  Upload  Total    Spent    Left  Speed
104    839   104    839     0     0   2064      0  --:--:--  --:--:--  --:--:-- 18644
RetVal:0

ASD-DOWNLOAD: Checksum error. Downloaded file is corrupted.
(5cbfed16c7e93db9a6c829cd7a825723, 6f7907d0fbaa6f860aa32a1642155d50)"
```

Database will not be updated with the failure status and Software Updates UI will end up in spinning with **Loading** message.

To resolve the spinning message issue, perform the following :

1. Login to collector appliance as collectorlogin.
2. Switch to root using `su -` command.
3. Get the casuserDownload\_Failed.zip from [here](#).
4. Unzip casuserDownload\_Failed.zip and run `cd` to casuserDownload\_Failed folder.
5. Run `install.sh` as root.
6. Login to CSPC UI and go to Software Updates and re-trigger upgrade.

## References

Please go through below Documents for more information & installation details for Collector

[Install and Upgrade Guides](#)

[Releaes Notes](#)

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