

## ナレッジベース記事: 000534102

RecoverPoint: Gen6 RPAがISOアップグレードから起動するまで待機しているときに、Deploymentアップグレードが次のエラーで失敗する。「WARN - Apply Failed. - Connection failed. Verify the RPA is reachable make sure the login credentials are correct check user status and try again.」(000534102)

プライマリ製品: RecoverPoint

製品: RecoverPoint、RecoverPoint CL、RecoverPoint EX、RecoverPoint SE、RecoverPoint Gen6 Server

バージョン: 3	記事タイプ: 不具合修正	対象読者: レベル30 = お客様	最終発行日: 2019年5月22日水曜日04:27:20 (GMT)
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サマリー: Gen6 RPAが含まれるRecoverPointクラスターをアップグレードするときに、Deployment Managerが次のエラーで失敗します。「WARN - Apply Failed. - Connection failed. Verify the RPA is reachable, make sure the login credentials are correct, check user status and try again.」

### 問題:

Gen6 RPAが含まれるRecoverPointクラスターをアップグレードするときに、次のエラーが発生してGen6 RPAで操作が失敗することがあります。

WARN - Apply Failed. - Connection failed. Verify the RPA is reachable, make sure the login credentials are correct, check user status and try again.

ui.log内のエラー (DM Folder¥logs¥ui.log) :

```
2019-05-18 04:56:23,429 [ApplyNDUUPdaterThread] (ApplyNDUSummaryPage.java:419) INFO - setProcessStarted[true] RUNNING
```

```
2019-05-18 04:56:23,437 [main] (ApplyNDUSummaryPage.java:454) WARN - Apply Failed. - Connection failed. Verify the RPA is reachable, make sure the login credentials are correct, check user status and try again.
```

```
2019-05-18 04:56:29,430 [ApplyNDUUPdaterThread] (ApplyNDUSummaryPage.java:419) INFO - setProcessStarted[false] FAILED_ERROR
```

dm.log内のエラー (DM Folder¥logs¥dm.log) :

```
2019-05-18 03:46:28,706 [pool-1-thread-13] (NDUApplyCommand.java:1090) DEBUG - Finished ISO upgrading rpa: RPA [ip=XXX.XXX.XXX.XXX, isCredentials=Credentials [user=boxmgmt, password=*****],
```

```
fapiCredentials=Credentials [user=admin, password=*****], alternativeISCredentials=null, number=4, siteName=Site1, version=5.0.SP1.P2(e.265), boxWWNs=null, rpaState=null, generation=UNKNOWN]
```

```
2019-05-18 03:46:28,706 [pool-1-thread-13] (GeneralUtils.java:115) DEBUG - Sleeping for: Waiting for rpas to go down: RPA [ip=XXX.XXX.XXX.XXX, isCredentials=Credentials [user=boxmgmt, password=*****],
```

```
fapiCredentials=Credentials [user=admin, password=*****], alternativeISCredentials=null, number=4, siteName=Site1, version=5.0.SP1.P2(e.265), boxWWNs=null, rpaState=null, generation=UNKNOWN], time to sleep in millis is: 300000
```

```
2019-05-18 03:51:28,719 [pool-1-thread-13] (BaseDMCommand.java:198) DEBUG -
```

Command:VerifyRPAsAreUpCommand Started  
2019-05-18 03:51:28,719 [pool-1-thread-13] (VerifyRPAsAreUpCommand.java:37) DEBUG - Verifying rpas are up:  
[RPA [ip=XXX.XXX.XXX.XXX, isCredentials=Credentials [user=boxmgmt, password=\*\*\*\*\*],  
fapiCredentials=Credentials [user=admin, password=\*\*\*\*\*], alternativeISCredentials=null, number=4,  
siteName=Site1, version=5.0.SP1.P2(e.265), boxWWNs=null, rpaState=null,  
generation=UNKNOWN]], timeoutInSecs=900  
2019-05-18 03:51:28,720 [pool-1-thread-21] (BaseDMCommand.java:198) DEBUG -  
Command:VerifyBoxUpLogicCommand Started  
2019-05-18 03:51:28,721 [pool-1-thread-21] (BaseDMCommand.java:198) DEBUG -  
Command:AuthenticateCommand Started  
2019-05-18 03:51:28,721 [pool-1-thread-21] (BaseInstallationServerAdapter.java:75) DEBUG - Connecting to rpa:  
RPA [ip=XXX.XXX.XXX.XXX, isCredentials=Credentials [user=boxmgmt, password=\*\*\*\*\*],  
fapiCredentials=Credentials [user=admin, password=\*\*\*\*\*], alternativeISCredentials=null, number=4,  
siteName=Site1, version=5.0.SP1.P2(e.265), boxWWNs=null, rpaState=null, generation=UNKNOWN]  
2019-05-18 03:51:50,846 [pool-1-thread-21] (BaseInstallationServerAdapter.java:222) INFO - rpa: RPA  
[ip=XXX.XXX.XXX.XXX, isCredentials=Credentials [user=boxmgmt, password=\*\*\*\*\*], fapiCredentials=Credentials  
[user=admin, password=\*\*\*\*\*], alternativeISCredentials=null, number=4, siteName=Site1,  
version=5.0.SP1.P2(e.265), boxWWNs=null, rpaState=null, generation=UNKNOWN]  
\*\*\* has no alternative IS credentials.  
2019-05-18 03:51:50,847 [pool-1-thread-21] (BaseInstallationServerAdapter.java:216) ERROR - rpa: RPA  
[ip=XXX.XXX.XXX.XXX, isCredentials=Credentials [user=boxmgmt, password=\*\*\*\*\*], fapiCredentials=Credentials  
[user=admin, password=\*\*\*\*\*], alternativeISCredentials=null, number=4, siteName=Site1,  
version=5.0.SP1.P2(e.265), boxWWNs=null, rpaState=null, generation=UNKNOWN]  
\*\*\* no alternative IPs, cannot retry operation: VALIDATE\_PASSWORD, params={  
com.kashya.installation.exception.InstallationServiceException: rpa: RPA [ip=XXX.XXX.XXX.XXX,  
isCredentials=Credentials [user=boxmgmt, password=\*\*\*\*\*], fapiCredentials=Credentials [user=admin,  
password=\*\*\*\*\*], alternativeISCredentials=null, number=4, siteName=Site1, version=5.0.SP1.P2(e.265),  
boxWWNs=null, rpaState=null, generation=UNKNOWN]  
\*\*\* has no alternative IS credentials.  
...  
2019-05-18 04:06:43,322 [pool-1-thread-21] (ReturnValue.java:51) ERROR -  
2019-05-18 04:06:43,322 [pool-1-thread-21] (BaseDMCommand.java:253) DEBUG - Command  
VerifyBoxUpLogicCommand FINISHED with returnValue=[ReturnValue [\_isSuccess=false, \_message=Rpa:  
XXX.XXX.XXX.XXX is down., \_data=null, \_throwable=com.emc.dm.exception.InstallationFlowException: Rpa:  
XXX.XXX.XXX.XXX is down., \_failureReason=UNKNOWN]]  
2019-05-18 04:06:43,322 [pool-1-thread-21] (BaseDMCommand.java:207) DEBUG -  
Command:VerifyBoxUpLogicCommand Finished  
2019-05-18 04:06:43,323 [pool-1-thread-13] (BaseDMCommand.java:152) ERROR - VerifyRPAsAreUpCommand  
FAILED  
...  
2019-05-18 04:06:43,324 [pool-1-thread-13] (ReturnValue.java:51) ERROR - Found some RPAs that are down.  
Their IP addresses are:  
2019-05-18 04:06:43,324 [pool-1-thread-13] (BaseDMCommand.java:253) DEBUG - Command  
VerifyRPAsAreUpCommand FINISHED with returnValue=[ReturnValue [\_isSuccess=false, \_message=Found some  
RPAs that are down. Their IP addresses are: , \_data=null,  
\_throwable=com.emc.dm.exception.InstallationFlowException: Rpa: XXX.XXX.XXX.XXX is down.,  
\_failureReason=UNKNOWN]]  
2019-05-18 04:06:43,324 [pool-1-thread-13] (BaseDMCommand.java:207) DEBUG -  
Command:VerifyRPAsAreUpCommand Finished  
2019-05-18 04:06:43,325 [pool-1-thread-13] (DMUtils.java:51) ERROR - Got a failed return value for: Verifying  
rpas are up after ISO upgrade, return value is: ReturnValue [\_isSuccess=false, \_message=Found some RPAs that  
are down. Their IP addresses are: , \_data=null, \_throwable=com.emc.dm.exception.InstallationFlowException: Rpa:  
XXX.XXX.XXX.XXX is down., \_failureReason=UNKNOWN]  
com.emc.dm.exception.InstallationFlowException: Rpa: XXX.XXX.XXX.XXX is down.  
at com.emc.dm.commands.infra.Commands.throwFirstRVExceptionIfThereAreAny(Commands.java:53)

```
at com.emc.dm.commands.infra.Commands.invokeAllAndVerifySuccess(Commands.java:131)
at com.emc.dm.commands.infra.BaseDMCommand.invokeAllAndVerifySuccess(BaseDMCommand.java:101)
at com.emc.dm.commands.concrete.verify.VerifyRPAsAreUpCommand.inner(VerifyRPAsAreUpCommand.java:48)
at com.emc.dm.commands.infra.BaseDMCommand.execute(BaseDMCommand.java:41)
at
com.emc.dm.commands.concrete.status.NDUApplyCommand.runRPAPhaseISOUpgradeStep(NDUApplyCommand.java:459)
at com.emc.dm.commands.concrete.status.NDUApplyCommand.runRPAPhase(NDUApplyCommand.java:101)
at com.emc.dm.commands.concrete.status.NDUApplyCommand.inerExecuteAction(NDUApplyCommand.java:73)
at
com.emc.dm.commands.concrete.status.BaseInstallationActionWithStatusLogicCommand.innerWithoutReturnValue(BaseInstallationActionWithStatusLogicCommand.java:37)
at com.emc.dm.commands.concrete.status.BaseStatusCommand.inner(BaseStatusCommand.java:50)
at com.emc.dm.commands.infra.BaseDMCommand.execute(BaseDMCommand.java:41)
at com.emc.dm.commands.concrete.status.ApplyCommand.innerWithoutReturnValue(ApplyCommand.java:48)
at com.emc.dm.commands.concrete.status.BaseStatusCommand.inner(BaseStatusCommand.java:50)
at com.emc.dm.commands.infra.BaseDMCommand.execute(BaseDMCommand.java:41)
at com.emc.dm.commands.infra.BaseDMCommand.call(BaseDMCommand.java:161)
at com.emc.dm.commands.infra.BaseDMCommand.call(BaseDMCommand.java:32)
at java.util.concurrent.FutureTask.run(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(Unknown Source)
at java.lang.Thread.run(Unknown Source)
Caused by: com.emc.dm.exception.InstallationFlowException: Rpa: XXX.XXX.XXX.XXX is down.
at com.emc.dm.actions.VerifyBoxUpLogicCommand.inner(VerifyBoxUpLogicCommand.java:40)
... 7 more
Caused by: com.emc.recoverpoint.utils.state_observer.StateException: State wasn't reached.
at com.emc.recoverpoint.utils.state_observer.StateObserver.waitUntilStateIsReached(Predicate.scala:22)
at com.emc.dm.actions.VerifyBoxUpLogicCommand.inner(VerifyBoxUpLogicCommand.java:38)
... 7 more
```

## 原因:

Deployment Managerでは、RPAが起動を含めてISOアップグレードを完了するまでにかかる時間について2種類のタイムアウトがあります。

rpasが停止するまで待機 - **time to sleep in millis is: 300000**

rpasの起動を検証 - **timeoutInSecs=900**

これらを複合して、DMはRPAが再起動されるまでの時間として20分を割り当てます。

Gen6 RPAでは、ISOアップグレードを完了するまでにそれより少し長い25分程度がかかります。

## 変更:

Gen6 RPAが含まれるRecoverPointクラスターをアップグレードする際にはDeployment Managerを使用します。

## 解決策:

### 回避策:

DMが失敗するまで待機します。RPAがpingに応答するのを確認し、DMが操作を再試行できるようにします。

### 解決方法:

アップグレードでDeployment Managerを開始する前にDM  
Folder¥conf¥dm.propertiesでパラメーターを変更します。  
# Timeout in seconds for a box to come up from reboot after auto upgrade  
BOX\_UP\_AFTER\_AUTO\_UPGRADE\_TIMEOUT\_IN\_SECS = **900**

を次の値に変更

# Timeout in seconds for a box to come up from reboot after auto upgrade  
BOX\_UP\_AFTER\_AUTO\_UPGRADE\_TIMEOUT\_IN\_SECS = **1800**

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