

Issue: Image Streamer Trust Establishment Errors

Customer:

Maricopa County Attorney's Office - SIE160761

Cerner-SIA4288203-Image Streamer appliance trust establishment failed

SVA GmbH - SIE146175 - Image streamer appliance trust establishment failed

Recovery Steps:

- 1) Check the Image Streamer Deployment Appliances page for the Storage Cluster details and status. Atlas Cluster is Green and VSA cluster is Red
- 2) Login to Image Streamer Active appliance as maintenance.
- 3) Check for the Atlas Cluster using `cat /proc/drbd` command.
- 4) Get the VSA password using utility `/ci/bin/partner/i3s/i3ssupportdump-scripts/call-vsaPwdUtil.sh`
- 5) Get the VSA Management IP using the below command
`cat /ci/etc/I3SApplianceConfig.conf |grep -i VSAMGMTIPV4`
- 6) Connect to the VSA CLIQ prompt using below command
`ssh -o stricthostkeychecking=no -p 16022 10.1.220.26 -l vsaadmin`
- 7) From the CLIQ prompt run the `getgroupinfo` command. Please check for the VSA Cluster details, Storage Node Count, quorum information, Volume status & description.
- 8) Since the storage cluster is degraded, please loop in Store Virtual ERT team to break the VSA Cluster into Single Node and make sure Quorum is NOT configured. Run the `getgroupinfo` to make sure that VSA Cluster is running in Single Node: nodecount of 1 and only one "noderunning=true" – the current VSA – Quorum NOT configured – STATUS shows no error
- 9) Break the Atlas Cluster using the below command
`/ci/bin/cic-maintenance-mode #` to get the ETAG value
`/ci/bin/cic-maintenance-mode ENTER $ETAG #` ETAG from previous step
- 10) To ensure that the Atlas Cluster is broken:
Run: `crm status #` verify only 1 node online
Run: `sort /ci/etc/network #` look for `CLUSTER_IS_SINGLE_NODE=true`
Run: `cat/proc/drbd`
- 11) FR the Standby then Remove the Standby i3s appliance using `em_cli.py` (One View)
Always run: Inventory to confirm the correct enclosure is selected
`efuse cim BayNumber remove`
- 12) Wait for the Removal task to get completed.
- 13) Perform database clean up on i3s active appliance. Connect to postgres database. Delete the standby i3s appliance entry from `i3sappliance.i3sappliance` table.
- 14) Perform database clean up on OV active appliance. Delete the standby i3s appliance entry from `dmmr.i3sappliance` table where `status='ERROR'`.
- 15) Check if Pool has enough IPs (Step 12 FR should return IPs back to the pool) then Insert the stand by i3s appliance using `em_cli.py` (OV)
`efuse cim 2 insert`
- 16) This will create Insert Image Streamer task which can be seen in the Enclosures page. Wait for the task to get completed.

- 17) Double check the Atlas Cluster status and Storage cluster from Image Streamer Deployment Appliances page, CLIQ → getgroupinfo and i3s maintenance console.

How to reproduce the issue in the lab:

- Insert Image Streamer. Login to maintenance console and shutdown i3s appliance. Keeping the other i3s node intact.