Issue: Image Streamer Appliance Replacement/System Board Replacement.
Customer:
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Recovery Steps:
1) Check the Image Streamer Deployment Appliances page. Please note down the Active/Standby IP Address details. Also check for the Storage Cluster details and status. Please do a fail over to Stand by appliance if the Active appliance is having hardware issue.
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) 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) Now the user should be able to boot the servers from image streamer volumes.
10) 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
11) 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
12) Remove the Standby i3s appliance using em_cli.py (One View)
Always run: Inventory to confirm the correct enclosure is selected
efuse cim 2 remove
Physically remove the i3s appliance from the enclosure bay.
13) Change the System board as per the instructions – User Maintenance Guide
14) Insert the Image Streamer Appliance into the enclosure bay. Re-image the appliance with the version same as that of Active appliance.
15) 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 2 remove
16) Wait for the Removal task to get completed.
17) Perform database clean up on i3s active appliance. Connect to postgres database. Delete the standby i3s appliance entry from i3sappliance.i3sappliance table.
18) Perform database clean up on OV active appliance. Delete the standby i3s appliance entry from dmrm.i3sappliance table where status='ERROR'.

19) 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
20) This will create Insert Image Streamer task which can be seen in the Enclosures page. Wait for the task to get completed.
21) Double check the Atlas Cluster status and Storage cluster from Image Streamer Deployment Appliances page, CLIQ →getgroupinfo and i3s maintenance console.