LCM inventory failing with error object is not subscriptable

Article # KB-18275 | Last modified on Jan 24th 2025 | Visibility Customers

Summary: Resolving an issue where LCM Inventory task fails with error "'NoneType' object is not subscriptable".

Versions affected: LCM 3.1

LCM

Description:

LCM Inventory task fails with the error message:

```
Inventory failed for release.smc.sas_update.update on x.x.x.25
(environment: cvm) with [Inventory failed with error:
['NoneType' object is not subscriptable]]
```

Verification:

1. SSH to the LCM leader.

   ```
   nutanix@NTNX-CVM:~$ lcm_leader
   Lcm leader is at x.x.x.27
   ```

2. The traceback below is present in */home/nutanix/data/logs/genesis.out* on the LCM leader.

   ```
   2025-01-15 12:49:55,587Z ERROR 51339968 exception.py:86 LCM
   ```

```
Exception [LcmExceptionHandler]: Inventory Failed - found
the following errors:
Inventory failed for release.smc.sas_update.update on
x.x.x.182 (environment: cvm) with [Inventory failed with
error: ['NoneType' object is not subscriptable]]
Traceback (most recent call last):
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/exception.py", line 1075, in
wrapper
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/framework.py", line 2124, in
__run_operations
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/metrics/metric_entity.py", line
2375, in __call__
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/metrics/metric_entity.py", line
2470, in _execution
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/base_classes/base_op.py", line
235, in run
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/ops/inventory_op.py", line 297,
in _run
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/ops/inventory_op.py", line 347,
in _detect_inventory
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/ops/inventory_op.py", line 410,
in _distributed_inventory
File "/tmp/lcm_framework_tmp_tin8rfiz/bdist.linux-
x86_64/egg/framework/main/ops/distribute_op_tasks.py", line
285, in monitor_tasks_and_report_errors
framework.main.exception.LcmRecoverableError: Inventory
Failed - found the following errors:
Inventory failed for release.smc.sas_update.update on
x.x.x.25 (environment: cvm) with [Inventory failed with
error: ['NoneType' object is not subscriptable]]
```

3. The storcli command error is present in */home/nutanix/data/logs/lcm_ops.out* on the CVM stated in the inventory failure message.

```
2025-01-16 12:47:31,901Z INFO 59871616 helper.py:148 DEBUG:
[2025-01-16 06:47:31.569505] Number of HBAs : 1
2025-01-16 12:47:31,901Z INFO 59871616 helper.py:148 DEBUG:
[2025-01-16 06:47:31.805344] The Command: ['/usr/bin/sudo',
'/home/nutanix/cluster/lib/storcli/storcli64', '/c0',
'show', 'all', 'J'] failed at Attempt: 1 with Output: ,
Error: 'utf-8' codec can't decode byte 0xdf in position
9750: invalid continuation byte, Return Code: -1
2025-01-16 12:47:31,901Z INFO 59871616 helper.py:148 DEBUG:
[2025-01-16 06:47:31.805413] Failure in running the cmd:
/home/nutanix/cluster/lib/storcli/storcli64 /c0 show all J
2025-01-16 12:47:31,901Z INFO 59871616 helper.py:148 ret:
-1,
```

Solution:

Re-attempt Inventory task. If the task fails again, engage Nutanix Support for assistance in troubleshooting.

Collecting additional information

Collect the Logbay bundle using the following command on the CVM as user nutanix and attach it to the case (follow KB 1294). For more information on Logbay, see KB 6691.

```
logbay collect --aggregate=true
```

If the size of the files being uploaded exceeds 5 GB, use the Nutanix FTP server due to supported size limitations.

Internal Comments:

- The issue is related to any unconvertible characters on the hardware during the Inventory repo, which results in an utf-8 decoding error.

- If traces and errors match, collect logs and attach the case to ENG-733929.
- On the CVM stated in the inventory failure message confirm storcli is able to decode the hardware.

```
nutanix@NTNX-CVM:~$ /usr/bin/sudo
/home/nutanix/cluster/lib/storcli/storcli64 /c0 show all J
```