Troubleshooting Installation and Upgrade Problems

For information on known issues, see **Known Issues and Workarounds in Cloudera Manager 5 (cm_rn_known_issues.html)** .

Symptom
The Cloudera Manager Server fails to start after upgrade.
"Failed to start server" reported by `cloudera-manager-installer.bin`. `/var/log`
Installation interrupted and installer won't restart.
Cloudera Manager Server fails to start and the Server is configured to use a MySQL database
Agents fail to connect to Server. Error 113 ('No route to host') in `/var/log/cloudera-`
Some cluster hosts do not appear when you click **Find Hosts** in install or update wizard.
"Access denied" in install or update wizard during database configuration for Activity Monit

Symptom
Activity Monitor, Reports Manager, or Service Monitor databases fail to start.
You have upgraded the Cloudera Manager Server, but now cannot start services.
Cloudera services fail to start.

The Activity Monitor displays a status of **BAD** in the Cloudera Manager Admin Console. Th
 	
`ERROR 1436 (HY000): Thread stack overrun: 7808 bytes used of a`
`Use 'mysqld -O thread_stack=#' to specify a bigger stack.`

The Activity Monitor fails to start. Logs contain the error `read-committed isolatio`
Attempts to reinstall lower versions of CDH or Cloudera Manager using `yum` fails.
Hive, Impala, or Hue complains about a missing table in the Hive metastore database.
The **Create Hive Metastore Database Tables** command fails due to a problem with an esca

Symptom

After upgrading to CDH 5, HDFS DataNodes fail to start with exception:

```
Exception in secureMainjava.lang.RuntimeException: Cannot star
```

Symptom

You see the following error in NameNode log:

```
2014-10-16 18:36:29,112 WARN org.apache.hadoop.hdfs.server.nam
        java.io.IOException:File system image contains an old
        Please  restart NameNode with the "-rollingUpgrade sta
        option to start a new upgrade.
            at
        org.apache.hadoop.hdfs.server.namenode.FSImage.recover
            at
        org.apache.hadoop.hdfs.server.namenode.FSNamesystem.lc
            at
        org.apache.hadoop.hdfs.server.namenode.FSNamesystem.lc
            at
        org.apache.hadoop.hdfs.server.namenode.NameNode.loadNa
            at
        org.apache.hadoop.hdfs.server.namenode.NameNode.initia
            at
        org.apache.hadoop.hdfs.server.namenode.NameNode.<init>
```

Symptom

```
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.<init>
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.create
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.main(N
2014-10-16 18:36:29,126 INFO org.mortbay.log: Stopped
2014-10-16 18:36:29,127 WARN org.apache.hadoop.http.Ht
2014-10-16 18:36:29,127 WARN org.apache.hadoop.http.Ht
2014-10-16 18:36:29,127 INFO org.apache.hadoop.metrics
2014-10-16 18:36:29,128 INFO org.apache.hadoop.metrics
2014-10-16 18:36:29,128 INFO org.apache.hadoop.metrics
2014-10-16 18:36:29,128 FATAL org.apache.hadoop.hdfs.s
java.io.IOException: File system image contains an old
Please  restart NameNode with the "-rollingUpgrade sta
started; or restart NameNode with the "-upgrade"  opti
        at
org.apache.hadoop.hdfs.server.namenode.FSImage.recover
        at
org.apache.hadoop.hdfs.server.namenode.FSNamesystem.lc
        at
org.apache.hadoop.hdfs.server.namenode.FSNamesystem.lc
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.loadNa
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.initia
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.<init>
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.<init>
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.create
        at
org.apache.hadoop.hdfs.server.namenode.NameNode.main(N
2014-10-16 18:36:29,130 INFO org.apache.hadoop.util.Ex
2014-10-16 18:36:29,132 INFO org.apache.hadoop.hdfs.se
```

If you are using an Oracle database and the Cloudera Navigator Analytics > Audit > Activity

Categories: **Installing (../categories/hub_installing.html)** | **Troubleshooting (../categories/hub_troubleshooting.html)** | **Upgrading (../categories /hub_upgrading.html)** | **All Categories (../categories/hub.html)**