Troubleshoot

XCP

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Troubleshoot

Troubleshoot XCP NFS errors

Review the solutions to troubleshoot your issue.

XCP issue	Solution
`xcp: ERROR:` must run as root	Execute XCP commands as root user
`xcp: ERROR:` License file `/opt/NetApp/xFiles/xcp/license` not found.	Download the license from the XCP site, copy it to `/opt/NetApp/xFiles/xcp/`, and activate it by running the `xcp activate` command.
`xcp: ERROR:` This license has expired	Renew or obtain the new XCP license from the XCP site.
`xcp: ERROR:` License unreadable	License file might be corrupted. Obtain the new XCP license from the XCP site.
`xcp: ERROR:` XCP not activated, run 'activate' first	Run the `xcp activate` command
This copy is not licensed	Obtain the appropriate XCP license file. Copy the XCP license to the `/opt/NetApp/xFiles/xcp/` directory on the XCP server. Run the `xcp activate` command to activate the license.
`xcp: ERROR:` Failed to activate license: Server unreachable	You are trying to activate the online license and your host system is not connected to the internet. Make sure your system is connected to the internet.
`xcp: ERROR:` Failed to activate license: Server xcp.netapp.com unreachable `xcp: HINT:` Configure DNS on this host or return to the license page to request a private license Expected error: Failed to activate license: Server xcp.netapp.com unreachable	Make sure xcp.netapp.com is reachable from your host or request for the offline license
`xcp: ERROR:` Catalog inaccessible: Cannot mount `nfs_server:/export[:subdirectory]`	Open the editor on the XCP Linux client host and update the configuration file with the proper catalog location. The XCP configuration file is located at `/opt/NetApp/xFiles/xcp/xcp.ini`. Sample entries of configuration file: `[root@scspr1949387001 ~]# cat /opt/NetApp/xFiles/xcp/xcp.ini [xcp] catalog = 10.235.128.153:/catalog`
`nfs3 error 2:` no such file or directory	Operation did not find the source file(s) on the target NFS export. Run the `xcp sync` command to copy the incremental updates from source to destination

XCP issue	Solution
`xcp: ERROR:` Empty or invalid index	Previous copy operation was interrupted before the index file was created. Rerun the same command with the new index and when the command is executing, verify that the keyword "indexed" is displayed in the stats.
`xcp: ERROR:` compare batches: child process failed `(exit code -9): recv <type 'exceptions.EOFError'>`	Follow the instructions in the following KB article: Cannot allocate memory when synching NFS data
`xcp: ERROR:` For xcp to process ACLs, please mount `<path>` using the OS nfs4 client	Mount the source and target on the XCP host using NFSv4, for example, `mount -o vers=4.0 10.10.10.10:/source_vol /mnt/source`
The XCP `verify` command fails during a migration. The STATUS shows as FAILED. (Live)	The XCP `verify` command was run when the source was live. Run the XCP `verify` command after the final cutover.
The XCP `verify` command fails after a cutover. (Live)	The XCP cutover sync operation might not have copied all the data. Rerun the XCP `sync` command followed by the `verify` command after the final cutover. If the problem persists, contact technical support.
The XCP `sync` command fails (this applies to all sync failures during migrations). (Live)	XCP is not able to read the data, this might be due to an XCP issue. Check the XCP STATUS message after the command operation completes. Rerun the `sync` command. If the sync operation fails again, contact technical support.
The XCP `copy`, `resume`, and `sync` commands fail due to insufficient memory. XCP crashes and the XCP status shows as FAILED. (Live)	There is low available memory on the host or there has been a huge incremental change. Follow the instructions in the following KB article: Cannot allocate memory when synching NFS data
`mnt3 error 13: permission denied`	As a non-root user, you do not have the correct permissions to access the file system. Check if you can access the file system and perform read write operations.
`xcp: batch 1: ERROR: [Errno 13] Permission denied:`	As a non-root user, you do not have the correct permissions to access the file system. Check if you can access the file system and perform read write operations.
`mxcp: ERROR: OSMounter 'file:///t/ 10.234.115.215_src_vol/DIR': [Errno 2] No such file or directory`	The path `/t/10.234.115.215_src_vol/ DIR` is not mounted on the Linux file system. Check if the path exists.
`ERROR: run sync {-id: 'xcp_index_1624263869.3734858'}: sync not yet available for hdfs/ posix/s3fs sources and targets -workaround is copy with a match filter for recent mods`	The `sync` command is not supported in XCP for the POSIX and HDFS connectors.

XCP issue	Solution
The `xcp verify` command fails with different mod time	You can identify the file and manually copy the file to the destination.
`Non dir object copy/sync can not be resumed; try copy again.` `For more details please refer XCP user guide.`	Because you cannot resume a single file, it is recommended to run the `xcp copy` command again for the file. Any change in the file leads to a complete copy of the file. As a result, performance is not affected.
`Non dir object can not be synced; try copy again.` `For more details please refer XCP user guide.`	Because you cannot sync a single file, it is recommended to run the `xcp copy` command again for the file. Any change in the file leads to a complete copy of the file. As a result, performance is not affected.
`xcp: ERROR: batch 4: Could not connect to node:`	Verify that the node given in the —nodes parameter is reachable. Try connecting by using Secure Shell (SSH) from the master node
`[Error 13] permission denied`	Check if you have permission to write on the destination volume.
`xcp: ERROR: batch 2: child process failed (exit code -6): recv <type 'exceptions.EOFError'>:`	Increase your system memory and rerun the test.

Troubleshoot XCP SMB Errors

Review the solutions to troubleshoot your issue.

Issue	Solution
`xcp: ERROR:` This license has expired	Renew or obtain the new XCP license from the XCP site.
This copy is not licensed	Obtain the appropriate XCP license file. Copy the XCP license to the `c:\netapp\xcp` folder on the XCP host. Run the `xcp activate` command to activate the license
`xcp: ERROR:` XCP not activated, run 'activate' first	Download the XCP license from the XCP site. Copy the file on the XCP Linux client host at `c:\netapp\xcp` on the XCP host. Run the `xcp activate` command to activate the license.
`xcp: ERROR:` License file C:\NetApp\XCP\license not found	Register for the XCP license on the XCP site. Download and copy the license file to `C:\NetApp\XCP\` on the XCP Windows client host.
xcp scan Error: The network name cannot be found	Rerun the command with correct share name

Issue	Solution
xcp copy Error: ERROR failed to obtain fallback security principal Error message logged in xcp.log file: `pywintypes.error: (1722, 'LookupAccountName', 'The RPC server is unavailable.')`	Add the destination box in the hosts file (`C:\Windows\System32\drivers\etc\hosts`). Netapp storage destination box entry must be in the below format: `<data vserver data interface ip>` 1 or more white spaces `<cifs server name>`
`xcp copy:` `ERROR` failed to obtain fallback security principal (Post adding destination box entry in the hosts files) Error messaged logged in xcp.log file: `'No mapping between account names and security IDs was done'`	The fallback user/group does not exist at the target system (destination box) or active directory. Rerun the command with correct fallback user/group options
`xcp copy:` `ERROR` failed to obtain fallback security principal (Post adding destination box entry in the hosts files) Error messaged logged in xcp.log file: `pywintypes.error: (87, 'LookupAccountName', 'The parameter is incorrect.')`	Incorrect parameter for fallback user/group option. Rerun the command with the correct syntax for fallback user/group options
`xcp copy` with acl migration Erorr message logged in xcp.log file: `pywintypes.error: (1314, 'GetNamedSecurityInfo', 'A required privilege is not held by the client.')`	A user is facing an issue related to security descriptors because with the privileges that the migrations user owns, XCP can only get owner, group, and DACL, but, it cannot get SACL. Add your migration user to "Manage Audit and Security Log" policy in your Active Directory. Reference: Manage auditing and security log

Troubleshoot XCP File Analytics errors

Review the solutions to troubleshoot your issue.

Issue	Solution

PostgreSQL service failed	Run configure again and select the installation option. If the previous installation was successful, you can select the repair option. If you are still getting the error, try manual steps as follows:
	
	1. Restart the PostgreSQL service:
	
	`sudo systemctl restart postgresql.service`
	
	2. Check the service status:
	
	`sudo systemctl status postgresql.service | grep Active`

HTTPD service failed	Run configure again and select the installation option. If the previous installation was successful, you can select the repair option. If you are still getting the error, try manual steps as follows:
	
	1. Restart the HTTPD services:
	
	`sudo systemctl restart httpd`
	
	2. Check the HTTPD service status:
	
	`sudo systemctl status httpd | grep Active`

Not able to open login page after successful install	Verify that your system is can ping the Linux machine where XCP File Analytics is installed and HTTPD is running. If the services are not running, run `configure` and choose the repair option. Verify that you are using a supported browser version. See the IMT.

Issue	Solution
User login failed	• Verify that you are using a supported browser version. See the IMT.
	• Verify that the user is "admin" and the password is correct.
	• Verify that the XCP service is running by issuing `xcp service status`.
	• Verify that port 5030 is open on Linux. Open the application at **https:// <linux ip> :5030/api/xcp**, and confirm that the messagereads msg: `Missing Authorization Header`.
	• Check whether the `xcp.ini` file is present in the `/opt/NetApp/xFiles/xcp/` location. To reset the `xcp.ini` file, run the configuration script and select the **Repair** option. Next, select the menu option to **rebuild xcp.ini file**.
	• Manually run the `xcp --listen` command on the CLI and try logging in. If you do not receive a request on the server, re-check the installation and the ports used for communication with the server. After you verify that the installation is correct, run the `service xcp start` command to restart the service.
XCP GUI is not showing updated pages	Clear the cache and try again
XCP service is not starting	To run the `xcp` service, use the `sudo systemctl start xcp` command. Alternatively, run the configuration script and select the **Repair** option to start the services that are stopped.
Failed to scan file share	File share/volume might not be readable. Check manually whether the file share is accessible/readable by running the `xcp show` command. Also, check if the `xcp.ini` file is deleted. If it is deleted, rebuild the `xcp.ini` file by using the configure.sh script repair option.
Could not load file servers	Try a page refresh. If the problem persists, manually run the `xcp show` command on the prompt and check whether you can scan the file server. If successful, raise a ticket with NetApp customer support. If unsuccessful, check if the file server is active by performing a manual check.
	Check whether the `xcp.ini` file and license files are in the correct location. To reset the `xcp.ini` file, run the configuration script and select the **Repair** option. Next, select the menu option to **rebuild xcp.ini file.**
	Check the `xcpfalogs` logs to see if the license needs renewal.
XCP File Analytics page is not displayed after system reboot	XCP services might be down. Run the configuration script and select the option to **Repair**. This will restart all the services that are stopped.

Issue	Solution
The total space for an exported file system on a given file server might show more space compared to the allocated physical storage.	This can happen when there are qtree level exports inside the volume. For example, if the volume size that is exported as `/vol1` is 10 GB and there is a qtree inside the volume `/vol1/qtree1`, then the `xcp show` command will show the `vol1` size as `10 GB` and the `qtree1` size as `10 GB`. XCP File Analytics sums the space of both exports and gives the total space, in this case, `20 GB`. It does not understand that `qtree1` is a logical space.