

Overview

Using this document:

This first page represents an overview of the troubleshooting process and the various stages you might need to go through. The pages that follow present the process steps in detail.

IMPORTANT!

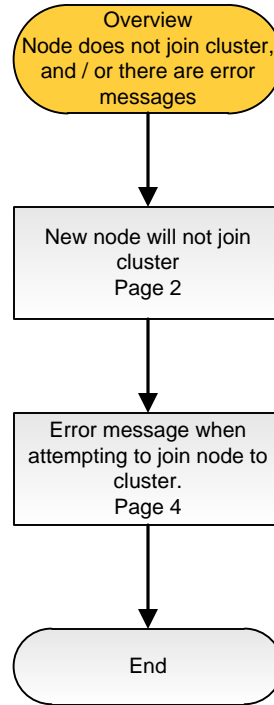
Although you will not need to perform each step in the procedure, you should start at the beginning and perform the steps in order.

IMPORTANT!

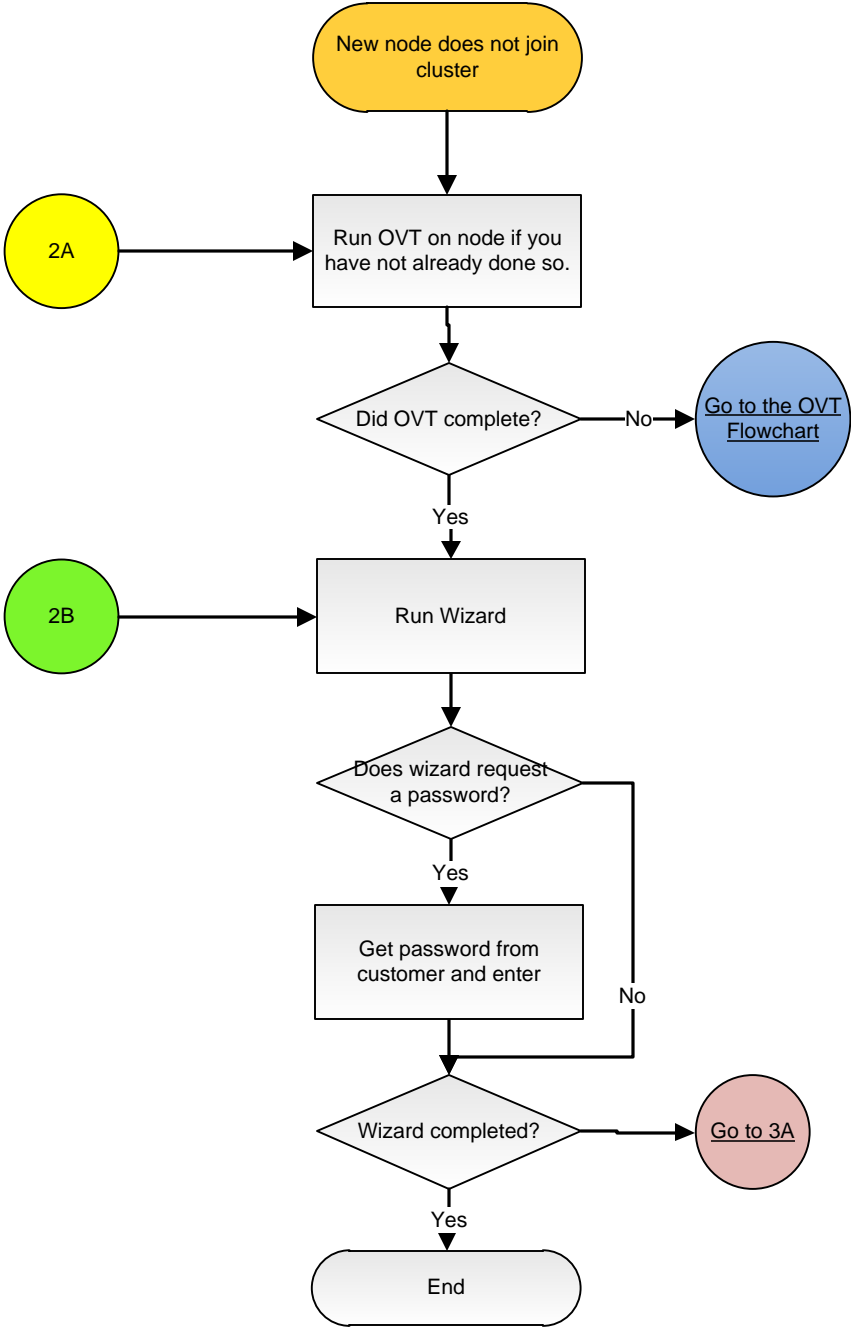
If a node is “down” (was previously part of the cluster but can no longer be accessed) or reboots on it's own, go to the [Troubleshooting Guide – Node Down or Reboots](#)

Related Documents:

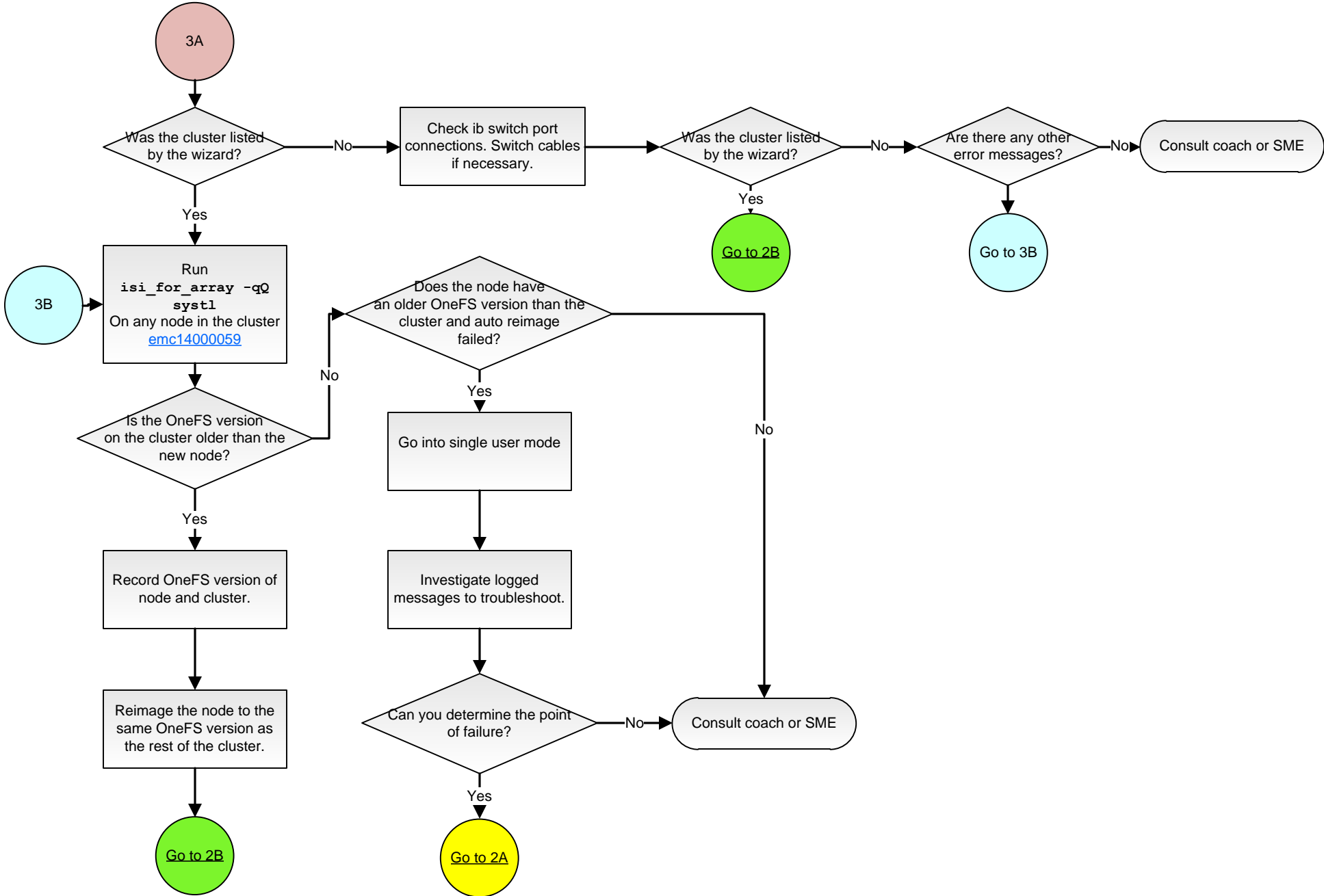
- Adding nodes to an existing cluster for OneFS 5.5, [emc14000059](#)
- Troubleshooting causes for failure to join a node to the cluster in OneFS 5.5.X, [emc14000102](#)
- Patches to support firmware package 6.0 on OneFS 5.5.4, 5.5.6, 5.5.7, and 6.0.1, [emc14001399](#)
- Nodes unable to join cluster due to merge lock, [emc14001029](#)



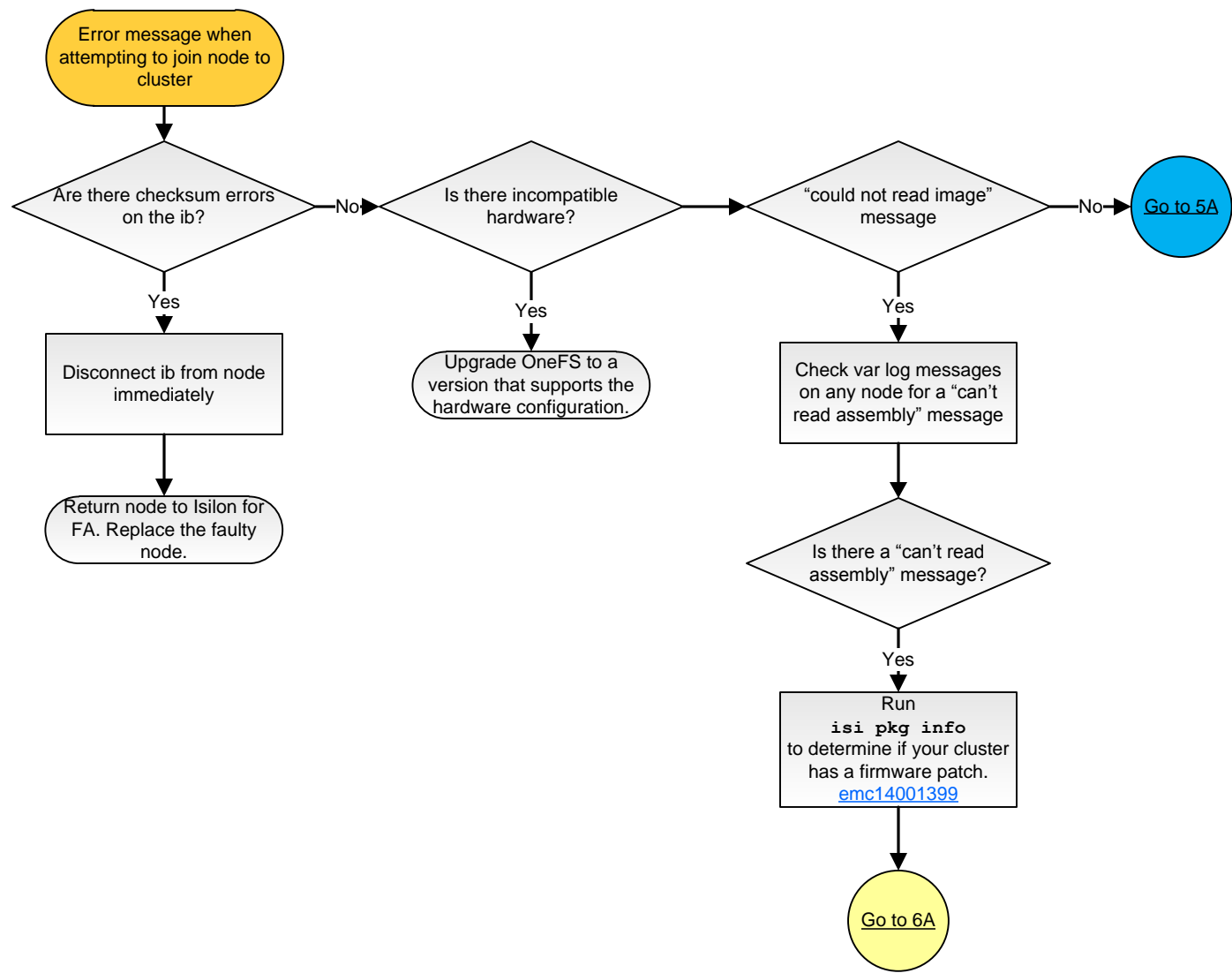
Node Will Not Join Cluster



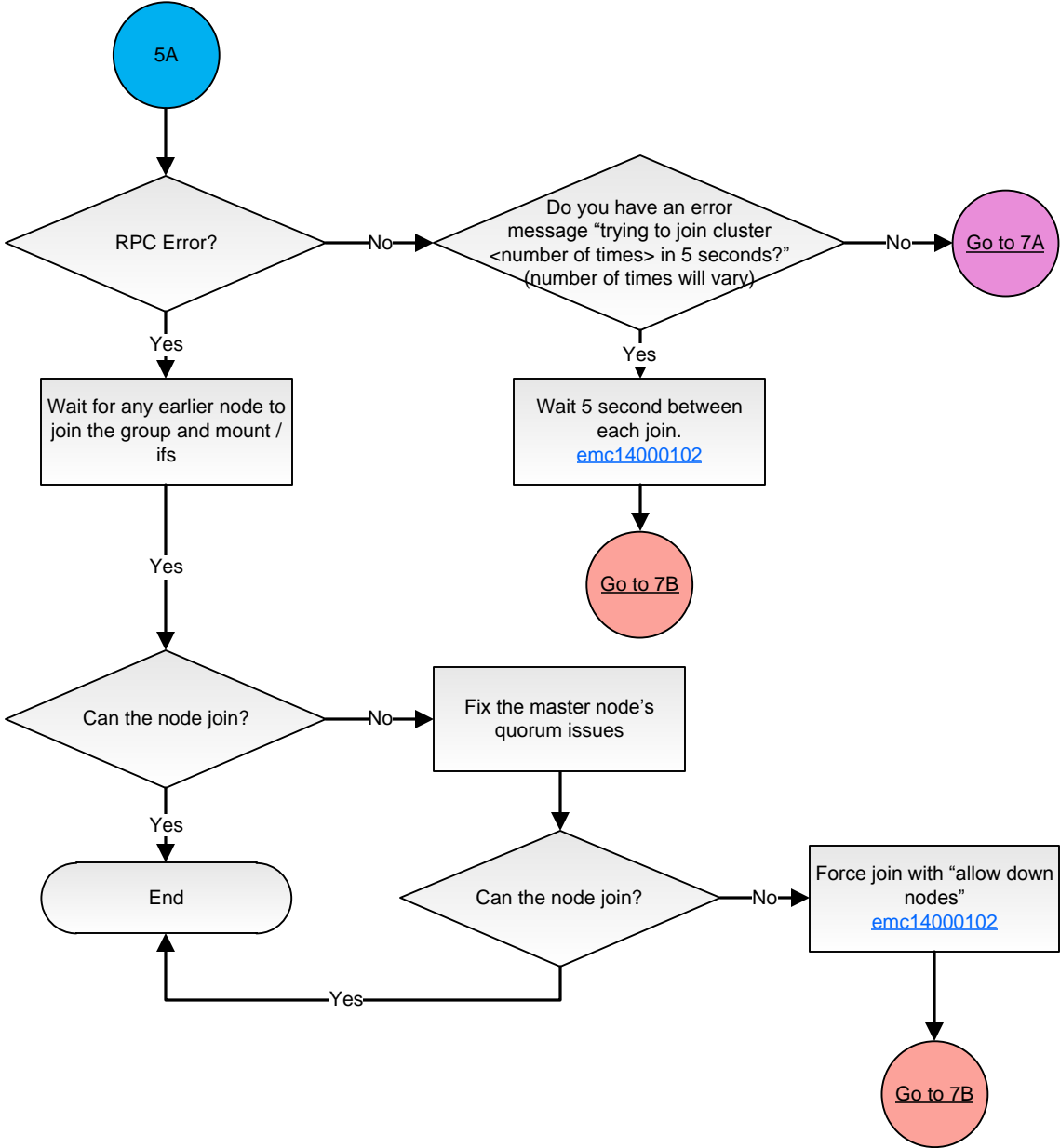
Node Will Not Join Cluster Continued



Error Messages Occur When Attempting to Join Node to Cluster



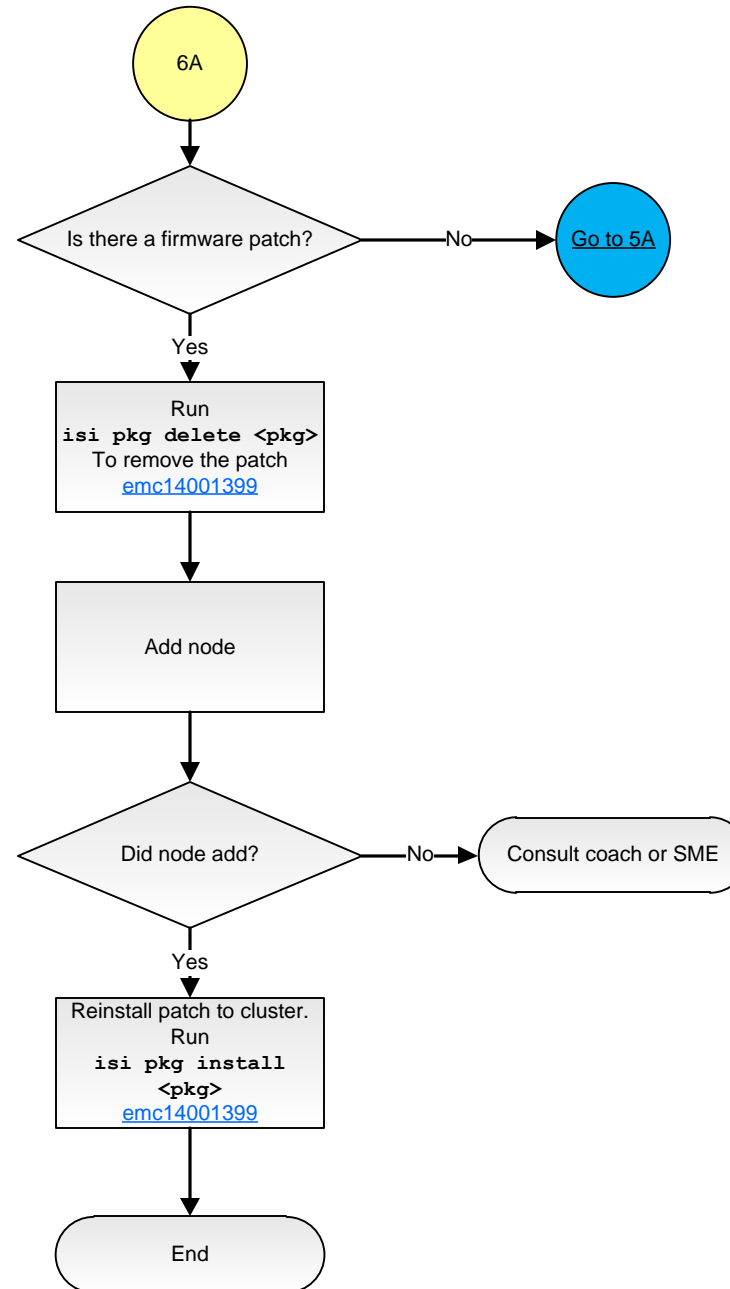
Error Messages Occur When Attempting to Join Node to Cluster Continued



Note
The node with the lowest array ID in the cluster should run this merge.

Note
Use the "force join" for OneFS 5.5, 6.0, 6.5, 7.0

Error Messages Occur When Attempting to Join Node to Cluster Continued



Error Messages Occur When Attempting to Join Node to Cluster Continued

Note
The node has lost ib connectivity at the time that the node was joined to the cluster. On OneFS versions earlier than 6.5, reversed ib cables can cause a phantom.

Note
The cluster is unable to validate the hardware version when a node is down.

