

## SAP Note

**3014685 - Nameserver Crashes During HANA System Upgrade Due To Non-ASCII Configuration Parameter Value****Version** 4    **Validity:**  
06.09.2022 - active**Language** English

## Header Data

<b>Released On</b>	06.09.2022 09:24:00	<b>By</b> Jinsol Kim (I533393)
<b>Release Status</b>	Released for Customer	
<b>Component</b>	HAN-DB SAP HANA Database	<a href="#">Display ACRF Content</a>
<b>Priority</b>	Correction with medium priority	
<b>Responsible</b>	Jinsol Kim ( I533393 )	
<b>Processor</b>	Jinsol Kim ( I533393 )	
<b>Category</b>	Consulting	
<b>Relevant for Translation</b>	No	

## Symptom

HANA system upgrade via hdblcsm finishes incompletely due to nameserver crash with following error messages.

### 1. nameserver trace

```
litt::impl::ArrayCopy<litt::basic_string<char, litt::char_traits<char>, litt::integral_constant<int, 64> >
const*, litt::basic_string<char, litt::char_traits<char>, litt::integral_constant<int, 64> >*,
litt::integral_constant<bool, false>, litt::integral_constant<bool, false> >::~ArrayCopy()+0x60 at
start.S:112 (hdbnsutil)
```

```
exception 1: no.314012 (ConfigMgr/IniFile.cpp:267)
```

### Invalid configuration value: <value>

exception throw location:

```
1: in config::IniFile::setValueInternal(litt::basic_string<char, litt::char_traits<char>,
litt::integral_constant<int, 64> > const&, litt::basic_string<char, litt::char_traits<char>,
litt::integral_constant<int, 64> > const&, litt::basic_string<char, litt::char_traits<char>,
litt::integral_constant<int, 64> > const&, litt::map<litt_adp::basic_string<char, litt::char_traits<char>,
litt::integral_constant<bool, true> >, litt::pair<litt_adp::vector<litt::pair<litt_adp::basic_string<char,
litt::char_traits<char>, litt::integral_constant<bool, true> >, litt::pair<litt_adp::basic_string<char,
litt::char_traits<char>, litt::integral_constant<bool, true> >, config::IniFile::ValueState> >,
litt::integral_constant<bool, true> >, config::IniFile::ValueState>,
config::IniFile::CaseinsensitiveCompare, litt::rb_tree_balancier>&)+0xc98 at IniFile.cpp:267
(libhdbbasement.so)
```

### 2. hdblcsm.log

00:00:00.000 - ERR : Update of SAP HANA Database components failed.

00:00:00.000 - INFO: Summary of critical errors

00:00:00.000 - ERR : Update of SAP HANA Database components failed.

00:00:00.000 - ERR : Configuration of multitenant database containers failed

00:00:00.000 - ERR : Cannot convert the system to multitenant database containers

00:00:00.000 - INFO: Switching to user id <xxxxx> and group id <xxxx>.

00:00:00.000 - INFO: Starting external program /usr/sap/<xxx>/HDB<xx>/exe/hdbnsutil

00:00:00.000 - INFO: Command line is: /usr/sap/<xxx>/HDB<xx>/exe/hdbnsutil - convertToMultiDB --withBackupCatalog --withLicense --phaseConvert

00:00:00.000 - INFO: Output line 1: nameserver <host>:<port> not responding.

00:00:00.000 - INFO: Output line 2: Opening persistence ...

00:00:00.000 - INFO: Output line 3: hdbrsutil: Operation not permitted

00:00:00.000 - INFO: Output line 4: hdbrsutil: Operation not permitted

00:00:00.000 - INFO: Output line 5: <xxx>adm: no process found

00:00:00.000 - INFO: Output line 6: hdbrsutil: no process found

00:00:00.000 - INFO: Output line 7: run as transaction master

00:00:00.000 - INFO: Output line 8: EXCEPTION PASSING CHECKED SCOPE

00:00:00.000 - ERR : Program /usr/sap/<xxx>/HDB<xx>/exe/**hdbnsutil** terminated with error: signal 6 core dumped

00:00:00.000 - INFO: Switching back to root user.

00:00:00.000 - ERR : /usr/sap/<xxx>/HDB<xx>/exe/**hdbnsutil** call failed

00:00:00.000 - ERR : Program /usr/sap/<xxx>/HDB<xx>/exe/**hdbnsutil** terminated with error: signal 6 core dumped

00:00:00.000 - ERR : Cannot convert the system to multitenant database containers

## Other Terms

HDBLCM, HANA Upgrade, Non-ASCII Configuration Parameter Value, Nameserver Crash

## Reason and Prerequisites

Issue number 261969

**Reason:** Due to the exception raised by parameter validity check, a HANA service crashes if there is any configuration parameter set to a non-ASCII character value.

#### Affected Releases:

- SAP HANA 2:
  - Revisions  $\geq$  043.00 (SPS04)
  - or higher
- or higher

#### Prerequisites:

- Unsupported values for configuration parameter are exposed in a column 'VALUE\_RESTRICTIONS' from monitoring views CONFIGURATION\_PARAMETER\_PROPERTIES and M\_CONFIGURATION\_PARAMETER\_VALUES.
- ASCII Validity check is triggered when the parameter value is referenced or modified by HANA engines.
- Among all the unsupported values at least one non-ASCII character is in use because other unsupported values (for example, out of range or mismatched data type) return a warning instead of an exception.

## Solution

Remove any non-ASCII character from the configuration parameter value and try to upgrade via hdblcmm again.

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## Validity

Software Component	From Rel.	To Rel.	And Subsequent	
HDB	2.00	2.00		

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## References

### This document refers to:

#### SAP Notes

2945435 HAN-DB [Known issues detected in SAP HANA 2 SPS05](#)  
2784704 HAN-DB [Known issues detected in SAP HANA 2 SPS04](#)  
2380229 HAN-DB [SAP HANA Platform 2.0 - Central Note](#)

### This document is referenced by:

**Customer Incident (1)**

Number	Year	Title	Status	Processor	Customer Number	Customer Name
0000141178	2023	<a href="#">HANA 2.0_SP_05_Not getting_Installed</a>	Restricted	Yanyan Yang	0000879641	Enmax Corporation

**ServiceNow Case (4)**

Number	Year	Text	Status	Processor	Customer Number	Customer
0000141178	2023	<a href="#">HANA 2.0_SP_05_Not getting_Installed</a>	Closed	Yanyan Yang (I310835)		
		<a href="#">HANA 2.0_SP_05_Not getting_Installed</a>	Closed	Yanyan Yang (I310835)		