SHIR node establish connection fails with PhysicalNodeIdConflict error

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

Symptom

SHIR node establish connection fails with PhysicalNodeIdConflict error

```
TraceVerbose | where ActivityId == "ebb4e1f1-e855-4e46-bf75-d03fadc7fa7a"
```

Get TraceVerbose message with establish connection request activity id, and you could see the error message like this:

```
Operation EstablishConnection failed with response {"ErrorCode":30,"ErrorCodeString":"PhysicalNodeIdConflict","Parameters":[],"ActivityId":"ebb4e1f1-e855-4e46-
bf75-d03fadc7fa7a","Message":null,"StackTrace":"System.ServiceModel.FaultException
1[Microsoft.Hdis.AgentService.BusinessLogic.Exceptions.ResourceFault];StatusCode: Forbidden, ErrorCode : PhysicalNodeIdConflict, Message : ;"}.
```

Cause

The customer is trying to make an already online node keep online. This situation is often caused by cx creating a VM from an existing VM snapshot, which contains an initialized SHIR node.

IRMS will prevent two nodes with the same node id from keeping online in the same time.

Mitigation

Register the new node instead of running the old node

(uninstall the SHIR in that machine, delete all local existing data, then reinstall the latest version SHIR and register a new SHIR node)

Owner

xiaoyuwa