



Troubleshoot upgrade issues

StorageGRID

NetApp
May 03, 2022

Table of Contents

- Troubleshoot upgrade issues 1
 - Upgrade does not complete 1
 - Troubleshoot user interface issues 1
 - “Docker image availability check” error messages 2

Troubleshoot upgrade issues

Upgrade does not complete

If the upgrade does not complete successfully, you might be able to resolve the issue yourself. If you cannot resolve an issue, you should gather the required information before contacting technical support.

The following sections describe how to recover from situations where the upgrade has partially failed. Contact technical support if you cannot resolve an upgrade issue.

Upgrade precheck errors

To detect and resolve issues, you can manually run the upgrade prechecks before starting the actual upgrade. Most precheck errors provide information about how to resolve the issue. If you need help, contact technical support.

Provisioning failures

If the automatic provisioning process fails, contact technical support.

Grid node crashes or fails to start

If a grid node crashes during the upgrade process or fails to start successfully after the upgrade finishes, contact technical support to investigate and to correct any underlying issues.

Ingest or data retrieval is interrupted

If data ingest or retrieval is unexpectedly interrupted when you are not upgrading a grid node, contact technical support.

Database upgrade errors

If the database upgrade fails with an error, retry the upgrade. If it fails again, contact technical support.

Related information

[Checking the system's condition before upgrading software](#)

Troubleshoot user interface issues

You might see issues with the Grid Manager or the Tenant Manager after upgrading to a new version of StorageGRID software.

Web interface does not respond as expected

The Grid Manager or the Tenant Manager might not respond as expected after StorageGRID software is upgraded.

If you experience issues with the web interface:

- Make sure you are using a [supported web browser](#).



Browser support typically changes for each StorageGRID release.

- Clear your web browser cache.

Clearing the cache removes outdated resources used by the previous version of StorageGRID software, and permits the user interface to operate correctly again. For instructions, see the documentation for your web browser.

“Docker image availability check” error messages

When attempting to start the upgrade process, you might receive an error message that states “The following issues were identified by the Docker image availability check validation suite.” All issues must be resolved before you can complete the upgrade.

Contact technical support if you are unsure of the changes required to resolve the identified issues.

Message	Cause	Solution
Unable to determine upgrade version. Upgrade version info file {file_path} did not match the expected format.	The upgrade package is corrupt.	Re-upload the upgrade package, and try again. If the problem persists, contact technical support.
Upgrade version info file {file_path} was not found. Unable to determine upgrade version.	The upgrade package is corrupt.	Re-upload the upgrade package, and try again. If the problem persists, contact technical support.
Unable to determine currently installed release version on {node_name}.	A critical file on the node is corrupt.	Contact technical support.
Connection error while attempting to list versions on {node_name}	The node is offline or the connection was interrupted.	Check to make sure that all nodes are online and reachable from the primary Admin Node, and try again.
The host for node {node_name} does not have StorageGRID {upgrade_version} image loaded. Images and services must be installed on the host before the upgrade can proceed.	<p>The RPM or DEB packages for the upgrade have not been installed on the host where the node is running, or the images are still in the process of being imported.</p> <p>Note: This error only applies to nodes that are running as containers on Linux.</p>	<p>Check to make sure that the RPM or DEB packages have been installed on all Linux hosts where nodes are running. Make sure the version is correct for both the service and the images file. Wait a few minutes, and try again.</p> <p>See Linux: Install RPM or DEB package on all hosts.</p>

Message	Cause	Solution
Error while checking node {node_name}	An unexpected error occurred.	Wait a few minutes, and try again.
Uncaught error while running prechecks. {error_string}	An unexpected error occurred.	Wait a few minutes, and try again.

Copyright Information

Copyright © 2022 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system- without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.