Virtual Connect Manager May be Unable to Communicate (NO_COMM)

Last week when I was working on my LAB I found a pretty interesting status message on my VCM. By the by I am using a C7000 enclosure and mixed of total 10 blades which combines half height and full height.
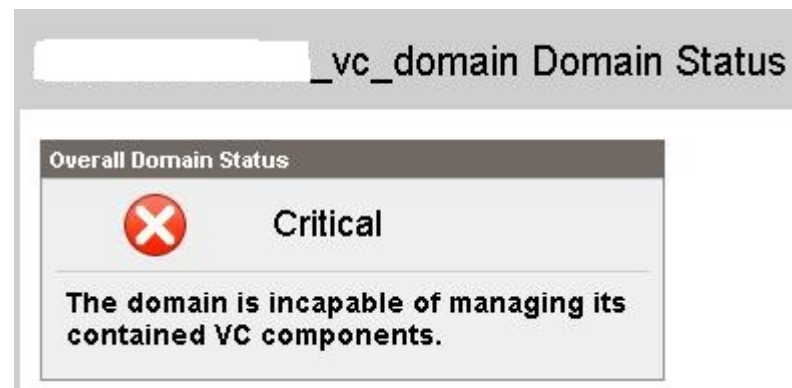
So now when I look at the Status message of my enclosure domain I found there is no communication from VC (Virtual Connect).

I started having a hard time finding what happened to our VCM (Virtual Connect Ethernet Module). All of a sudden we lost communications to our servers and while investigating I can see that both our VC is showing it is gone. Below are the screenshots. While I went back to my enclosure it is showing me the LAN connections are blinking. So now am completely confused as to what direction I need to go for.

Further troubleshooting revealed that apparently there is some problem with the DNS and it is a known issue. So digging to it we got the external CA (Customer Advisory) out which talked about this. So now there could be two ways to get out of it.

Quick fix is to disable DNS on all the Virtual Connect Modules. Permanent fix is to upgrade to VC 3.17 firmware. I immediately started working on the first option which would not have create any issues at all. So I went ahead to the Enclosure Settings > Enclosure Bay IP Addressing and then looked under the "Interconnect Bays" tab and removed DNS server IP address entries from the bays that include VC Ethernet Modules and clicked Apply.

Within 5 minutes, the DNS settings for the modules get updated and normal module communication has been restored. If that does not happen then from the VCM GUI, select "Tools" => "Reset Virtual Connect Manager." This will force resynchronization of the modules if not synchronized already.

OAC7K_____vc_domain Domain Status

Domain Alerts

Device Name	Status	Log Severity	Device Type	Enclosure
⊗ OAC7K_____	Failed	Critical	Enclosure	OAC7K_____
⚠ Profile_Bay15	Degraded	Minor	Server Profile	
⚠ Profile_Bay16	Degraded	Minor	Server Profile	
⚠ Profile_Bay3	Degraded	Minor	Server Profile	
⚠ Profile_Bay4	Degraded	Minor	Server Profile	
⚠ Profile_Bay5	Degraded	Minor	Server Profile	
⚠ Profile_Bay6	Degraded	Minor	Server Profile	
⚠ Profile_Bay7	Degraded	Minor	Server Profile	
⚠ Profile_Bay8	Degraded	Minor	Server Profile	
⚠ Profile_Bay1	Degraded	Minor	Server Profile	
⚠ Profile_Bay2	Degraded	Minor	Server Profile	
❓ Management	Unknown	Unknown	Ethernet Network	
❓ Production	Unknown	Unknown	Ethernet Network	
❓ iSCSI-Traffic	Unknown	Unknown	Ethernet Network	
▽ Bay 1 (HP VC Flex-10 Enet Module)	No Communication	Major	Interconnect Bay	OAC7K_____
▽ Bay 2 (HP VC Flex-10 Enet Module)	No Communication	Major	Interconnect Bay	OAC7K_____

Domain Status ⊟

❌ Domain Status   ❌ 1   ▽ 2   ⚠ 10   △ 0   ❓ 3   ⓘ 0

View Legend...

Elements and Events

++ −−

- VMotion
- ⊟ SAN Fabrics
  - Labfabric1
  - Labfabric2

Hardware Overview

❌ ⊟ OAC7K
   ⊟ Interconnect Bays
   ▽ Bay 1 (HP VC Flex-10 Enet
   ▽ Bay 2 (HP VC Flex-10 Enet
     Bay 3 (HP Virtual Connect
     Bay 4 (HP Virtual Connect
   ⊟ Device Bays
     Bay 1 (ProLiant xw460c Bl
     Bay 2 (ProLiant xw460c Bl
     Bay 3 (ProLiant BL680c G5
     Bay 4 (ProLiant BL680c G5
     Bay 5 (ProLiant BL680c G5
     Bay 6 (ProLiant BL685c G6

Define ▾   Configure ▾   Tools ▾   Help ▾

Bay 2 (HP VC Flex-10 Enet Module)

Interconnect Bay Status - Bay 2 (HP VC Flex-10 Enet Module)

Overall Status:	▽ No Communication
Hardware Status:	✅ OK
VC Status:	▽ No Communication
OA Communication Status:	❌ Failed
Rack Name:	OAC7K
Enclosure Name:	OAC7K
Bay:	Bay 2
Power Status/Control:	✅ On

Interconnect Bay Information - Bay 2 (HP VC Flex-10 Enet Module)

Part Number:	455880-B21
Product Name:	HP VC Flex-10 Enet Module
Serial Number:	TW20170074
Dip Switch Setting: ❓	0x0
Spare Part Number:	456095-001
Manufacturer:	HP
Firmware Rev.	3.15 2010-10-09T07:18:16Z

Interconnect Bays Summary

Bay	Status	Module	Power	Firmware Rev.
Bay 1 (LAN)	⚠ No Communication	HP VC Flex-10 Enet Module	● On	3.15 2010-10-09T07:18:16Z
Bay 2 (LAN)	⚠ No Communication	HP VC Flex-10 Enet Module	● On	3.15 2010-10-09T07:18:16Z
Bay 3 (SAN)	● OK	HP Virtual Connect 4Gb FC Module	● On	1.41 7.12.4.11
Bay 4 (SAN)	● OK	HP Virtual Connect 4Gb FC Module	● On	1.41 7.12.4.11

OAC7K

Enclosure Information   Enclosure Status

Enclosure Overview

Overall Status:	✖ Failed
Hardware Status:	● OK
VC Status:	✖ Failed
OA Communication Status:	● OK