



Upgrade, Update, and Expansion Issues

This section includes troubleshooting topics about upgrades, updates, and expansions.

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Internal Server Error Received After Starting Update

Problem After starting an update, there is an update in-progress pop up page that appears. During the update you receive the following error message: "Internal Server Error (HTTP request /maintenanceLock/unlock)."

Possible Cause The Administration Web application server receives an internal error that interrupted the update.

Solution Restart all your virtual machines gracefully by using **Shut Down Guest** on each virtual machine using the vSphere client. Then power on all virtual machines. Check that the Administration Dashboard shows that the version is updated. If so, your update was successful and you can take your system out of maintenance mode and continue. Otherwise, please contact technical support for further assistance.

No Confirmation Message Received After Performing an Update

Problem After the update in-progress pop up page appears, there is no message indicating whether the update was successful or failed. Instead, you are directed to the Administration site sign-in page and the Administration Dashboard shows the old version.

Possible Cause An Administration Web application server HTTP session timeout has occurred or your HTTP session was disconnected.

Solution Restart all your virtual machines gracefully by using **Shut Down Guest** on each virtual machine using the vSphere client. Then power on all virtual machines. Check that the Administration Dashboard shows that the version is updated. If so, your update was successful and you can take your system out of maintenance mode and continue. Otherwise, please contact technical support for further assistance.

Unable to Connect to ISO Image in the CD/DVD Drive

Problem You are unable to connect to the ISO image in the CD/DVD drive to perform an installation.

Possible Cause Your Administration site virtual machine's CD/DVD is not connecting to the ISO image. You might be attempting to connect to the wrong virtual machine, or it is connecting slowly (this can be caused by activity in VMware vCenter).

Solution Connect the ISO image using the vSphere client. Check that your ISO image is connected to the correct virtual machine. The Administration site displays the hostname of the virtual machine. Make sure it matches. It is normally the primary Admin virtual machine unless you are updating a high-availability system that is not yet attached to a primary system. If the CD/DVD drive shows "Connecting" as its status, wait until it is finished.

Update Completes but No "System Updated" or "Restart" Button Appears

Problem You perform an update and the update completes successfully, but you do not see text stating "System Updated" or a "Restart" button.

Possible Cause This is a known issue. The system might fail to notify you when an update is complete.

Solution If your update does not complete and it has been longer than an hour, then you can attempt to turn off maintenance mode. If you cannot turn off maintenance mode, then the update is still in progress. Once the update is complete, reboot all virtual machines from VMware vCenter. Wait for your virtual machines to come online and verify the system version on the dashboard to determine if your update completed successfully.

Update Failure

Problem Your update fails.

Possible Cause A connection issue occurs (a network glitch, input/output problem, or another issue for your Internet Reverse Proxy) or one or more virtual machines is not accessible.

- **Solution** Collect logs: /opt/log/upgrade/*, /opt/log/webadmin/*, and so on.

- **Solution** Roll back all virtual machines to a backed up version, or restore the backup taken before you attempted your update, and then retry your update.

Update System Process is Stuck

Problem The update process is stuck at "Updating system..." for an hour or more.

- **Possible Cause** Your ISO package is unable to get placed in the datastore and the vSphere client is experiencing a slow network connection.
- **Possible Cause** Your system is experiencing slow disk input/output or congested input/output on the datastore. Too many hosts are connecting to and accessing the same datastore or disk array.
- **Solution** Roll back your update, put your ISO in the datastore or, if your administration virtual machine's CD/DVD drive is connecting locally using the vSphere client, then be sure the vSphere client has a local hardwire connection into your company's Intranet (not over VPN).
- **Solution** Roll back your update, migrate your virtual machine to a new datastore, and retry your update.

Upgrade Button Grayed Out

Problem The **System** page on your Administration site does not have an **Upgrade** button or the button is grayed out.

Possible Cause You are attempting an update, upgrade, or expansion on the high-availability Administration site instead of the primary system Administration site.

Solution Make sure your primary administration virtual machine is powered on. Sign out from the Administration site, start a new browser session and sign in again. If the issue persists, make sure your primary administration process is still working.

Upgrade or Expansion Fails

Problem Your upgrade or expansion attempt fails.

Possible Cause A data file on your system might be corrupted.

Solution Check your log file to see if an error or other problem appears on it. Roll back your existing system. Reinstall a new system, or roll back a new system if VMware snapshots were taken or disaster recovery was configured after OVA installation, and then retry your upgrade or expansion.

