Troubleshooting issues

ONTAP 7-Mode Transition

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Troubleshooting issues

You need to be aware of some of the common issues with the 7-Mode Transition Tool and the steps to resolve them.

Downloading transition log files

The 7-Mode Transition Tool creates log files that provide processing details of the transition assessment and migration operations run on your system.

1. Click **Logs** in the top menu.
2. Click **Collect Project Logs** to collect logs related to all of the projects.
3. To collect logs for a given projects, locate the projects from the project list, and then click **Download**.

   The logs are downloaded as a `.zip` file, and the folder name is the timestamp.

Related information

How to upload a file to NetApp

Log files for the 7-Mode Transition Tool

The 7-Mode Transition Tool creates log files that provide processing details of the transition operations that have occurred on your system. The log files are located in the logs directory of the path where 7-Mode Transition Tool is installed.

You can also use the EMS messages related to SnapMirror logs from the 7-Mode system and the cluster to troubleshoot issues.

The following table lists the log files that are related to a particular transition project:

Log file path	Contains information about…
project_name/`transition.log`	Debug messages that are specific to a project
project_name/`zapi-outbound.log`	Output of all the Data ONTAP APIs that are executed by 7-Mode Transition Tool for a particular project

The following table lists the log files that are not related to any particular project:

Log file path	Contains information about…
`transition-gui.log`	Entries of all the actions performed by using the web interface

Log file path	Contains information about…
`default/audit.log`	• All the parameters, such as HTTP or HTTPS port and log directory path, that are used by the tool every time 7-Mode Transition Tool is run • All the transition commands that are executed with the outputs
`default/default/transition.log`	Debug messages that are not specific to any project
`default/STREAM_MANAGEMENT/stream_management.log`	Debug messages that are logged by the scheduler while managing the schedules and which do not belong to any project
`default/default/zapi-outbound.log`	Output of all the Data ONTAP APIs that are executed by 7-Mode Transition Tool and which do not belong to any project
`default/STREAM_MANAGEMENT/zapi-outbound.log`	Output of all the Data ONTAP APIs that are executed by the 7-Mode Transition Tool scheduler while managing the schedules and which do not belong to any project
`server-console.log`	Log entries of all the packet exchanges done with the 7-Mode Transition Tool server. This file helps in troubleshooting issues related to a server crash.

Continuing with the transition if ignorable errors occur

During the transition, you might encounter some errors that block the transition. You can choose to ignore some of these errors by acknowledging the issues through the 7-Mode Transition Tool CLI. You should rerun the failed operation after ignoring the error to continue with the transition.

When you acknowledge an error, it means that you have understood the impact of these errors and acknowledged them.

You must rerun the transition operation after ignoring the error. In some cases, after you acknowledge the issue, Data ONTAP performs corrective actions on the affected aggregates and volumes when the operation is run the next time.

Steps

1. If the transition operation results in any ignorable errors, run the following command from the 7-Mode Transition Tool CLI:

   `transition cbt ignorableerrors add -p` ***`project_name`*** **`-c`** ***`ignorable_errorcategory`***

   `ignorable_errorcategory` is the type of error that you can ignore.

2. Rerun the transition operation.

   The blocking error changes to a warning and the error is shown as `acknowledged`. You can continue the transition with the warning.

Ignorable errors during transition

You might encounter some ignorable errors during the transition. You must acknowledge these errors before continuing with transition.

When you add any ignorable error category to the copy-based transition project by using the 7-Mode Transition Tool CLI, it means that you have understood the impact of the error. You must rerun the transition operation after ignoring the error. At this time, the blocking error changes to a warning message, and the error is shown as “acknowledged”. You can continue the transition with the warning.

Category	Description
`acknowledge-no-nonascii-filenames-in-source-volumes`	Acknowledging this error means that you have verified that the SnapLock volumes that you have selected for the Chain of Custody verification operation do not contain any files that have file names with non-ASCII characters.
`acknowledge-snaplock-coc-volume-autocommit-period`	After this ignorable error is added to the project, the 7-Mode Transition Tool continues with the transition even if the autocommit period property is set on the ONTAP SnapLock volume that is configured to store the results of the SnapLock Chain of Custody verification.
`nfs-qtrees-exported`	Acknowledging this error means that you have understood the differences in the enforcement of the qtree export rules between Data ONTAP operating in 7-Mode and ONTAP. It also means that you have understood the possible manual steps that are required after the NFS exports rules are applied by the 7-Mode Transition Tool. 7MTT Precheck 10111 - How to transition 7-Mode volumes that have qtree level exports
`ignore-cifs-ad-domain-mismatch`	If you acknowledge this error, the 7-Mode Transition Tool continues with the transition of CIFS configurations even if the CIFS Active Directory (AD) domain of the 7-Mode system is different from the CIFS AD domain of the target SVM. You must ensure that the CIFS AD domains of the 7-Mode system and the target SVM are trusted domains. Otherwise, the transition of CIFS configurations to the target SVM fails. How to transition CIFS configurations when Active Directory Domain of CIFS server on 7-Mode and target SVM are different

Category	Description
`ignore-ping-check-from-ic-lifs-to-7mode`	After this ignorable error is added to the project, the 7-Mode Transition Tool does not run the check to ping the 7-Mode storage system from the target cluster intercluster LIFs. 7MTT Copy-Based Transition - How to handle the scenario where 7-Mode data-copy IP address is not reachable from target cluster intercluster LIFs
`ignore-secondary-snapmirror-source-check`	After this ignorable error is added to the project, the 7-Mode Transition Tool does not check whether all of the required primary 7-Mode details are added to the secondary project. Due to this error, the 7-Mode Transition Tool might not create the SnapMirror relationships between the primary 7-Mode volumes and secondary cluster volumes during the secondary project complete (cutover) operation.
`ignore-configuration-limits-check`	You can use this option to acknowledge the configuration limits (precheck error) and continue with the transition. By acknowledging this error, you understand that the storage cutover time is expected to take more than 3 to 8 hours, which includes time for the export, halt, and import operations (the automated operations), and also for cabling disk shelves to the new controllers. Storage cutover time considerations for Copy-Free Transition
`mount-snaplock-volumes-using-7mode-volume-name`	After this ignorable error is added to the project, the 7-Mode Transition Tool mounts the SnapLock volumes with the mount path `/<7-mode-volume-name>`
`acknowledge-no-snaplock-audit-transition-to-mcc`	After this ignorable error is added to the project, the 7-Mode Transition Tool continues with the transition even if the target cluster is in a MetroCluster configuration.

Transitioning a MetroCluster configuration that failed due to switchover or switchback

Transition operations, such as transition prepare, start, pause, resume, or complete, fail during a MetroCluster switchover or after a MetroCluster switchback. You must then manually reestablish the SnapMirror relationships to resume transition.

Steps

1. Wait for the switchback to complete.
2. From the cluster CLI, use the `snapmirror create` command to reestablish the SnapMirror relationships between the 7-Mode volumes and clustered Data ONTAP volumes that were part of the transition.

3. From the 7-Mode Transition Tool, rerun the transition operation.

   Data copy operations start when the next schedule becomes active.

Cannot select a secondary volume from the Volume selection pane

You cannot select a secondary volume from the Volume selection pane and transition it as a volume SnapMirror relationship if the volume is not online or if the SnapMirror relationship is broken.

Workaround

Use the ONTAP command-line to perform either of the following workarounds:

- Bring the secondary volume online if it is offline.
- Fix the SnapMirror relationship if it is broken.

Cannot select a volume for transition if the tool fails to retrieve the volume information

The Volume selection pane displays the `Failed to retrieve volume information` error message when you try to select a volume. This error usually occurs if the controller is busy.

Workaround

Wait until the controller is not busy, and then select the volume again.

Cannot proceed from the Volume mapping pane if the selected SVM has no aggregate

The tool displays an error message, `SVM does not have aggregate assigned. Please assign some aggregates to the SVM and click on the refresh button`, on the **Volume mapping** pane if the selected SVM has no aggregate other than the root node aggregate.

Workaround

Add an aggregate to the SVM in clustered Data ONTAP.

Compression is not enabled after transition from Data ONTAP 7.3.x

If you transition a 32-bit volume on a system running Data ONTAP 7.3.x to an ONTAP

volume that is in a 64-bit aggregate, compression is not enabled on the ONTAP volume after the transition. Compression cannot be enabled until the volume is upgraded from 32-bit to 64-bit.

Workaround

1. Wait for the upgrade to finish.

   You can use the `volume show -fields block-type -volume` *`vol_name`* command to verify that the block type of the volume changes to 64-bit.

2. Enable compression by using the `volume efficiency modify` command.