



# Troubleshoot

XCP 1.6.2

NetApp  
January 04, 2021

# Table of Contents

- Troubleshoot..... 1
  - Troubleshoot XCP NFS errors ..... 1
  - Troubleshoot XCP SMB Errors ..... 2
  - Troubleshoot XCP File Analytics errors ..... 3

# Troubleshoot

## Troubleshoot XCP NFS errors

Review the solutions to troubleshoot your issue.

XCP issue	Solution
<code>xcp: ERROR: must run as root</code>	Execute XCP commands as root user
<code>xcp: ERROR: License file /opt/NetApp/xFiles/xcp/license not found.</code>	Download the license from <a href="https://xcp.netapp.com">https://xcp.netapp.com</a> and copy to <code>/opt/NetApp/xFiles/xcp/</code>
<code>xcp: ERROR: This license has expired</code>	Renew or obtain the new XCP license from <a href="http://xcp.netapp.com">http://xcp.netapp.com</a> .
<code>xcp: ERROR: License unreadable</code>	License file might be corrupted. Obtain the new XCP license from <a href="http://xcp.netapp.com">http://xcp.netapp.com</a> .
<code>xcp: ERROR: XCP not activated, run 'activate' first</code>	Run the <code>xcp activate</code> command
This copy is not licensed	Obtain the appropriate XCP license file. Copy the XCP license to the <code>/opt/NetApp/xFiles/xcp/</code> directory on the XCP server. Run the <code>xcp activate</code> command to activate the license.
<code>xcp: ERROR: Failed to activate license: Server unreachable</code>	You are trying to activate the online license and your host system is not connected to internet. Make sure your system is connected internet.
<code>xcp: ERROR: Failed to activate license: Server xcp.netapp.com unreachable</code> <code>xcp: HINT: Configure DNS on this host or return to the license page to request a private license</code> Expected error: Failed to activate license: Server xcp.netapp.com unreachable	Make sure xcp.netapp.com is reachable from your host or request for the offline license
<code>xcp: ERROR: Catalog inaccessible: Cannot mount nfs_server:/export[:subdirectory]</code>	Open the editor on the XCP Linux client host and update the configuration file with the proper catalog location. The XCP configuration file is located at <code>/opt/NetApp/xFiles/xcp/xcp.ini</code> . Sample entries of configuration file:  <pre>[root@scspr1949387001 ~]# cat /opt/NetApp/xFiles/xcp/xcp.ini # Sample xcp config [xcp] catalog = 10.235.128.153:/catalog</pre>
<code>nfs3 error 2: no such file or directory</code>	Operation did not find the source file(s) on the target NFS export. Run the <code>xcp sync</code> command to copy the incremental updates from source to destination

XCP issue	Solution
<code>xcp: ERROR: Empty or invalid index</code>	Previous copy operation was interrupted before indexing the files. Rerun <code>xcp copy</code> with the new index and make sure the system returns “indexed” before interrupting copy
<code>xcp: ERROR: compare batches: child process failed (exit code -9): recv &lt;type 'exceptions.EOFError'&gt;</code>	Follow the instructions in the following KB article: <a href="#">Cannot allocate memory when synching NFS data</a>
<code>xcp: ERROR: For xcp to process ACLs, please mount &lt;path&gt; using the OS nfs4 client</code>	Mount the source/target on the XCP host

## Troubleshoot XCP SMB Errors

Review the solutions to troubleshoot your issue.

Issue	Solution
<code>xcp: ERROR: This license has expired</code>	Renew or obtain the new XCP license from <a href="http://xcp.netapp.com">http://xcp.netapp.com</a> .
This copy is not licensed	Obtain the appropriate XCP license file. Copy the XCP license to the <code>c:\netapp\xcp</code> folder on the XCP host. Run the <code>xcp activate</code> command to activate the license
<code>xcp: ERROR: XCP not activated, run 'activate' first</code>	Download the XCP license from <a href="http://xcp.netapp.com">http://xcp.netapp.com</a> . Copy the file on the XCP Linux client host at <code>c:\netapp\xcp</code> on the XCP host. Run the <code>xcp activate</code> command to activate the license.
<code>xcp: ERROR: License file C:\NetApp\XCP\license not found</code>	Register for the XCP license at <a href="http://xcp.netapp.com">http://xcp.netapp.com</a> . Download and copy the license file to <code>C:\NetApp\XCP\</code> on the XCP Windows client host.
<code>xcp scan Error: The network name cannot be found</code>	Rerun the command with correct share name
<code>xcp copy Error: ERROR failed to obtain fallback security principal</code>  Error message logged in xcp.log file: <code>pywintypes.error: (1722, 'LookupAccountName', 'The RPC server is unavailable.')</code>	Add the destination box in the hosts file ( <code>C:\Windows\System32\drivers\etc\hosts</code> ). Netapp storage destination box entry must be in the below format: <code>&lt;data vserver data interface ip&gt; 1 or more white spaces &lt;cifs server name&gt;</code>
<code>xcp copy: ERROR failed to obtain fallback security principal (Post adding destination box entry in the hosts files)</code>  Error messaged logged in xcp.log file: <code>'No mapping between account names and security IDs was done'</code>	The fallback user/group does not exist at the target system (destination box) or active directory.  Rerun the command with correct fallback user/group options

Issue	Solution
<p><code>xcp copy</code>: ERROR failed to obtain fallback security principal (Post adding destination box entry in the hosts files)</p> <p>Error message logged in xcp.log file:</p> <pre>pywintypes.error: (87, 'LookupAccountName', 'The parameter is incorrect.')</pre>	<p>Incorrect parameter for fallback user/group option. Rerun the command with the correct syntax for fallback user/group options</p>
<p><code>xcp copy</code> with acl migration</p> <p>Error message logged in xcp.log file:</p> <pre>pywintypes.error: (1314, 'GetNamedSecurityInfo', 'A required privilege is not held by the client.')</pre>	<p>A user is facing an issue related to security descriptors because with the privileges that the migrations user owns, XCP can only get owner, group, and DACL, but, it cannot get SACL.</p> <p>Add your migration user to "Manage Audit and Security Log" policy in your Active Directory.</p> <p>Reference: <a href="#">Manage auditing and security log</a></p>

## Troubleshoot XCP File Analytics errors

Review the solutions to troubleshoot your issue.

Issue	Solution
PostgreSQL installation or service failed	<p data-bbox="678 155 1490 289">Run configure again and select the installation option. If the previous installation was successful, you can select the repair option. If you are still getting the error, try manual steps as follows:</p> <ol data-bbox="695 323 1195 357" style="list-style-type: none"><li data-bbox="695 323 1195 357">1. Run PostgreSQL on the Linux system</li></ol> <pre data-bbox="727 394 1490 466">sudo yum -y install postgresql-server sudo systemctl start postgresq</pre> <ol data-bbox="695 499 1390 533" style="list-style-type: none"><li data-bbox="695 499 1390 533">2. Create a data directory for the PostgreSQL database:</li></ol> <pre data-bbox="727 567 1282 600">sudo mkdir /var/lib/postgres/data</pre> <ol data-bbox="695 634 1006 667" style="list-style-type: none"><li data-bbox="695 634 1006 667">3. Initialize the database:</li></ol> <pre data-bbox="727 701 1490 772">sudo -i -u postgres initdb -D '/var/lib/pgsql/data</pre> <ol data-bbox="695 806 1471 840" style="list-style-type: none"><li data-bbox="695 806 1471 840">4. Open the following file using an appropriate Linux file editor:</li></ol> <pre data-bbox="727 873 1247 907">/var/lib/pgsql/data/pg_hba.conf</pre> <ol data-bbox="695 940 1071 974" style="list-style-type: none"><li data-bbox="695 940 1071 974">5. Remove the following entry:</li></ol> <pre data-bbox="727 1008 1282 1041"># host all all 127.0.0.1/32 trust</pre> <ol data-bbox="695 1075 1019 1108" style="list-style-type: none"><li data-bbox="695 1075 1019 1108">6. Add the following entry:</li></ol> <pre data-bbox="727 1121 1282 1155"># host all all 0.0.0.0/0 password</pre> <ol data-bbox="695 1180 1484 1213" style="list-style-type: none"><li data-bbox="695 1180 1484 1213">7. Open the file <code>/var/lib/pgsql/data/postgresql.conf</code></li></ol> <ol data-bbox="695 1226 1019 1260" style="list-style-type: none"><li data-bbox="695 1226 1019 1260">8. Add the following entry:</li></ol> <pre data-bbox="727 1293 1094 1327"># listen_addresses=''</pre> <ol data-bbox="695 1360 1097 1394" style="list-style-type: none"><li data-bbox="695 1360 1097 1394">9. Start the PostgreSQL service:</li></ol> <pre data-bbox="727 1428 1386 1461">sudo systemctl start postgresql.service</pre>

Issue	Solution
HTTPD installation or service failed	<p>Run configure again and select the installation option. If the previous installation was successful, you can select the repair option. If you are still getting the error, try manual steps as follows:</p> <ol style="list-style-type: none"><li>1. Install HTTPD on the Linux system: <pre>sudo yum -y install httpd</pre></li><li>2. Open the following configuration file to rewrite the rules: <pre>/etc/httpd/conf/httpd.conf</pre></li><li>3. Add the following entries to the file: <pre>RewriteEngine On RewriteOptions Inherit &lt;Directory "/var/www/html/"&gt; AllowOverride None Require all granted RewriteCond %{REQUEST_FILENAME} -f [OR] RewriteCond %{REQUEST_FILENAME} -d RewriteRule ^ - [L] RewriteRule ^ xcp/index.html [L] &lt;/Directory&gt;</pre></li><li>4. Start the HTTPD services: <pre>sudo systemctl start httpd</pre></li></ol>

Issue	Solution
SSL installation failed	<p>Run configure again and select the installation option. If the previous installation was successful, you can select the repair option. If you are still getting the error, try manual steps as follows:</p> <ol style="list-style-type: none"> <li>1. Install <code>mod_ssl</code>: <pre>yum install mod_ssl -y</pre> </li> <li>2. Generate the Secure Sockets Layer (SSL) certificate: <pre>yum openssl req -x509 -nodes -days 365 -newkey rsa:2048 -keyout /etc/ssl/private/apache-selfsigned.key -out /etc/ssl/certs/apache-selfsigned.crt</pre> </li> <li>3. Enable the HTTPS services: <pre>yum openssl dhparam -out /etc/ssl/certs/dhparam.pem 2048</pre> </li> <li>4. Restart the HTTPD services: <pre>sudo systemctl restart httpd</pre> </li> <li>5. Copy the SSL certificate to an appropriate location: <pre>sudo cp -pr /etc/pki/tls/certs/localhost.crt /opt/NetApp/xFiles/xcp/server.crt sudo cp -pr /etc/pki/tls/private/localhost.key /opt/NetApp/xFiles/xcp/server.key</pre> </li> </ol>
Not able to open login page after successful install	<p>Make sure your system is able to ping the Linux machine where XCP File Analytics is installed and HTTPD is running. If the services are not running, run <code>configure</code> and choose the repair option.</p> <p>Make sure that you are using supported version of browser. See the IMT: <a href="https://mysupport.netapp.com/matrix/">https://mysupport.netapp.com/matrix/</a></p>



Issue	Solution
User login failed	<ul style="list-style-type: none"> <li>• Make sure that you are using a supported version of the browser. See the IMT: <a href="https://mysupport.netapp.com/matrix/">https://mysupport.netapp.com/matrix/</a></li> <li>• Check the user is “admin” and the password is correct</li> <li>• Make sure the XCP service is running by issuing “xcp service status”</li> <li>• Verify that port 5030 is open on Linux. Open the application at <b>https:// &lt;linux ip&gt; :5030/api/xcp</b>, and confirm that the messagereads msg: <code>Missing Authorization Header</code></li> <li>• Check whether the <code>xcp.ini</code> file is present in the <code>/opt/NetApp/xFiles/xcp/</code> location. To reset the <code>xcp.ini</code> file, run the configuration script and select the <b>Repair</b> option. Next, select the menu option to <b>rebuild xcp.ini file</b></li> </ul>
XCP GUI is not showing updated pages.	Clear the cache and try again
XCP service is not starting	To run the <code>xcp</code> service, use the <code>sudo systemctl start xcp</code> command. Alternatively, run the configuration script and select the <b>Repair</b> option to start the services that are stopped
Failed to scan file share	File share/volume might not be readable. Check manually whether the file share is accessible/readable by running the <code>xcp show</code> command
Could not load file servers	<p>Try a page refresh. If the problem persists, manually run the <code>xcp show</code> command on the prompt and check whether you can scan the file server. If successful, raise a ticket with NetApp customer support. If unsuccessful, check manually to see if the file server is active</p> <p>Check whether the <code>xcp.ini</code> file and license files are in the correct location. To reset the <code>xcp.ini</code> file, run the configuration script and select the <b>Repair</b> option. Next, select the menu option to <b>rebuild xcp.ini file</b>.</p> <p>Check the <code>xcpfalogs</code> logs to see if the license needs renewal</p>
XCP File Analytics page is not displayed after system reboot	XCP services might be down. Run the configuration script and select the option to <b>Repair</b> . This will restart all the services that are stopped
The total space for an exported file system on a given file server might show more space compared to the allocated physical storage.	<p>This can happen when there are qtree level exports inside the volume.</p> <p>For example, if the volume size is 10 GB that is exported as <code>/vol1</code> and there is a qtree inside the volume <code>/vol1/qtreen1</code>, then the <code>xcp show</code> command will show the <code>vol1</code> size as 10 GB and the <code>qtreen1</code> size as 10 GB. XCP File Analytics sums the space of both exports and gives the total space, in this case, 20 GB. It does not understand that <code>qtreen1</code> is a logical space.</p>

## Copyright Information

Copyright © 2021 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.