

Oracle® Private Cloud Appliance

Release Notes for Release 2.3.2

ORACLE®

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Preface

This document is part of the documentation library for Oracle Private Cloud Appliance (PCA) Release 2.3, which is available at:

http://docs.oracle.com/cd/E83758_01.

The documentation library consists of the following items:

Oracle Private Cloud Appliance Release Notes

The release notes provide a summary of the new features, changes, fixed bugs and known issues in Oracle PCA.

Oracle Private Cloud Appliance Licensing Information User Manual

The licensing information user manual provides information about the various product licenses applicable to the use of Oracle PCA.

Oracle Private Cloud Appliance Installation Guide

The installation guide provides detailed instructions to prepare the installation site and install Oracle PCA. It also includes the procedures to install additional compute nodes, and to connect and configure external storage components.

Oracle Private Cloud Appliance Safety and Compliance Guide

The safety and compliance guide is a supplemental guide to the safety aspects of Oracle PCA. It conforms to Compliance Model No. ESY27.

Oracle Private Cloud Appliance Administrator's Guide

The administrator's guide provides instructions for using the management software. It is a comprehensive guide to how to configure, monitor and administer Oracle PCA.

Oracle Private Cloud Appliance Quick Start Poster

The quick start poster provides a step-by-step description of the hardware installation and initial software configuration of Oracle PCA. A printed quick start poster is shipped with each Oracle PCA base rack, and is intended for data center operators and administrators who are new to the product.

The quick start poster is also available in the documentation library as an HTML guide, which contains alternate text for ADA 508 compliance.

Oracle Private Cloud Appliance Expansion Node Setup Poster

The expansion node setup poster provides a step-by-step description of the installation procedure for an Oracle PCA expansion node. A printed expansion node setup poster is shipped with each Oracle PCA expansion node.

The expansion node setup poster is also available in the documentation library as an HTML guide, which contains alternate text for ADA 508 compliance.

Audience

The Oracle Private Cloud Appliance (PCA) documentation is written for technicians, authorized service providers, data center operators and system administrators who want to install, configure and maintain a

private cloud environment in order to deploy virtual machines for users. It is assumed that readers have experience installing and troubleshooting hardware, are familiar with web and virtualization technologies and have a general understanding of operating systems such as UNIX (including Linux) and Windows.

The Oracle PCA makes use of Oracle Linux and Oracle Solaris operating systems within its component configuration. It is advisable that administrators have experience of these operating systems at the very least. Oracle PCA is capable of running virtual machines with a variety of operating systems including Oracle Solaris and other UNIXes, Linux and Microsoft Windows. The selection of operating systems deployed in guests on Oracle PCA determines the requirements of your administrative knowledge.

Related Documentation

Additional Oracle components may be included with Oracle PCA depending on configuration. The documentation for such additional components is available as follows:

- Sun Rack II 1042 and 1242
<http://docs.oracle.com/cd/E19844-01/index.html>
- Oracle Server X7-2
http://docs.oracle.com/cd/E72435_01/index.html
- Oracle Server X6-2
http://docs.oracle.com/cd/E62159_01/index.html
- Oracle Server X5-2
http://docs.oracle.com/cd/E41059_01/index.html
- Sun Server X4-2
http://docs.oracle.com/cd/E36975_01/index.html
- Sun Server X3-2
http://docs.oracle.com/cd/E22368_01/index.html
- Oracle ZFS Storage Appliance ZS3-ES
http://docs.oracle.com/cd/E37831_01/index.html
- Sun ZFS Storage Appliance 7320
http://docs.oracle.com/cd/E28317_01/index.html
- Oracle Switch ES1-24
http://docs.oracle.com/cd/E39109_01/index.html
- NM2-36P Sun Datacenter InfiniBand Expansion Switch
http://docs.oracle.com/cd/E76424_01/index.html
- Oracle Fabric Interconnect F1-15
http://docs.oracle.com/cd/E38500_01/index.html

- Oracle Integrated Lights Out Manager (ILOM) 3.1
http://docs.oracle.com/cd/E24707_01/index.html
- Oracle VM
http://docs.oracle.com/cd/E64076_01/index.html
- Oracle Enterprise Manager Plug-in
http://docs.oracle.com/cd/E63000_01/EMPCA/toc.htm

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Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|------------------------|--|
| boldface | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |
| <i>italic</i> | Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values. |
| <code>monospace</code> | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

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Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Chapter 1 About Oracle Private Cloud Appliance

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1.1 Introduction 1
1.2 Components 1

This chapter provides a quick overview of the product and its components.

1.1 Introduction

Oracle Private Cloud Appliance (PCA) is an Oracle Engineered System designed for virtualization. It is an offering that industry analysts refer to as a *Converged Infrastructure Appliance*: an infrastructure solution in the form of a hardware appliance that comes from the factory pre-configured. Compute resources, network hardware, storage providers, operating systems and applications are engineered to work together but are managed and operated as a single unit.

Installation, configuration, high availability, expansion and upgrading are automated and orchestrated as much as possible. The minimum configuration consists of a base rack with infrastructure components, a pair of management nodes, and two compute nodes. This configuration can be extended by one compute node at a time. All rack units, whether populated or not, are pre-cabled and pre-configured at the factory in order to facilitate the installation of expansion compute nodes on-site at a later time. Within approximately one hour after power-on, the appliance is ready to create virtual servers. Virtual servers are commonly deployed from Oracle VM templates (individual pre-configured VMs) and assemblies (interconnected groups of pre-configured VMs).

The primary value proposition of Oracle PCA is the integration of components and resources for the purpose of ease of use and rapid deployment. It should be considered a general purpose solution in the sense that it supports the widest variety of operating systems, including Windows, and any application they might host. Customers can attach their existing storage or provide storage solutions from Oracle or third parties.

1.2 Components

The Oracle PCA consists of a Sun Rack II 1242 base, populated with the hardware components identified in [Figure 1.1](#).



Note

Oracle Private Cloud Appliance base racks are factory installed with the latest supported generation of server nodes. Earlier generations of the Oracle PCA server architecture continue to be supported by the Oracle PCA controller software. If additional nodes have been installed, or if nodes have been replaced, an Oracle PCA rack can be populated with a mix of supported servers. Besides the marginal performance increase offered by a newer server architecture, there is no functional difference between the server generations within the Oracle PCA environment.

Currently supported server architectures are:

- Oracle Server X7-2: software release 2.3.2 or newer
- Oracle Server X6-2: software release 2.2.1 or newer

- Oracle Server X5-2: software release 2.0.3 or newer
- Sun Server X4-2: software release 1.1.3 or newer
- Sun Server X3-2: since initial release

When you order expansion compute nodes, you receive the latest available generation.

The Oracle PCA Controller Software must be upgraded to the correct version to support the hardware installed in your environment.



Note

The initial version of the Oracle Private Cloud Appliance, the X3-2 base rack, was shipped with the Sun ZFS Storage Appliance 7320. This hardware component has since been replaced with the Oracle ZFS Storage Appliance ZS3-ES. Software support for the Oracle ZFS Storage Appliance ZS3-ES is available as of Release 1.1.3. All software releases continue to support the Sun ZFS Storage Appliance 7320.

Figure 1.1 Components of an Oracle Private Cloud Appliance Rack

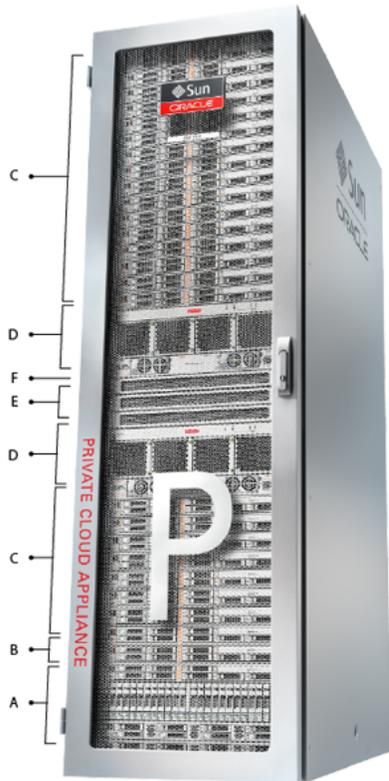


Table 1.1 Figure Legend

| Item | Quantity | Description |
|------|----------|--|
| A | 1 | Either Oracle ZFS Storage Appliance ZS3-ES or Sun ZFS Storage Appliance 7320 |

Components

| Item | Quantity | Description |
|-------------|-----------------|---|
| B | 2 | Either Oracle Server X5-2, Sun Server X4-2, or Sun Server X3-2, used as management nodes |
| C | 2-25 | Either Oracle Server X7-2, Oracle Server X6-2, Oracle Server X5-2, Sun Server X4-2, or Sun Server X3-2, used as virtualization compute nodes (Due to the higher power requirements of the Oracle Server X7-2, Oracle Server X6-2 and Oracle Server X5-2, if the appliance is equipped with 22kVA PDUs, the maximum number of compute nodes is 23.) |
| D | 2 | Oracle Fabric Interconnect F1-15 |
| E | 2 | NM2-36P Sun Datacenter InfiniBand Expansion Switch |
| F | 2 | Oracle Switch ES1-24 |

At the software level, Oracle PCA leverages the virtualization technology of Oracle VM and Oracle Virtual Networking. Management, including updates, of the underlying hardware and software is orchestrated and largely automated by the Oracle PCA controller software.

Chapter 2 Feature Overview

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This chapter provides an overview of the key features in each release of Oracle Private Cloud Appliance (PCA).

2.1 Changes and Improvements in Release 2.3.2

This section describes functional changes, improvements and bug fixes compared to the previous release.

Support for Next-Generation Server Hardware

Oracle PCA Release 2.3.2 software adds provisioning and orchestration support for Oracle Server X7-2 expansion compute nodes. These offer practically the same functionality and performance as their predecessors, but with more up-to-date internal components.



Note

Release 2.3.2 adds support for Oracle Server X7-2 expansion compute nodes only. The use of this generation of servers as management nodes is not supported with this software release. Supported Oracle Server X7-2 configurations are listed below.

Oracle Server X7-2 expansion nodes can be installed in base racks of a previous release, provided the software stack is updated to Release 2.3.2 or a future release. Oracle Server X7-2, Oracle Server X6-2, Oracle Server X5-2, Sun Server X4-2 and Sun Server X3-2 compute nodes can be used within the same rack in the same Oracle VM server pool. The only functional implication is that virtual machines cannot be live-migrated between the different server types because they belong to separate CPU compatibility groups. In that situation, a virtual machine would need to be shut down on one server and restarted on the other server.

Oracle Server X7-2 compute nodes are available in three different RAM configurations:

- P/N 7118585: Oracle Private Cloud Appliance X7-2 Server with 384 GB memory (12x 32 GB)
- P/N 7118586: Oracle Private Cloud Appliance X7-2 Server with 768 GB memory (24x 32 GB)
- P/N 7118587: Oracle Private Cloud Appliance X7-2 Server with 1.5 TB memory (24x 64 GB)

Deprovisioning a Compute Node

The Oracle PCA CLI offers new functionality to remove the configuration records of an existing, provisioned compute node from the system in a clean way. This deprovisioning operation allows you to repair a defective compute node and subsequently reprovision it as if it were a new component. The mechanism can also be used to decommission a compute node in order to replace it with a newer model with increased performance and capacity.

Oracle VM Upgrade

Oracle VM Manager and Oracle VM Server have been upgraded to Release 3.4.4. This allows Oracle PCA to take advantage of the latest functional enhancements and bug fixes in Oracle VM. For a detailed description of what has changed in Release 3.4.4, refer to the Oracle VM Release Notes in the [Oracle VM 3.4 documentation library](#).

Bugs Fixed in Release 2.3.2

The following table lists bugs that have been fixed in Oracle PCA Release 2.3.2.

Table 2.1 List of Fixed Bugs

| Bug ID | Description |
|----------|--|
| 26722089 | <p>“Oracle VM Server 3.4.2 Kernel Panics”</p> <p>Compute nodes running Oracle VM Server 3.4.2 have been known to experience a kernel panic due to <code>xve_create_arp</code> and path resolution issues. When the compute node reboots, the ILOM console displays messages similar to these:</p> <pre>BUG: unable to handle kernel paging request at ffff8801c8c4060b IP: [<code>ffffffffffa0e70bae</code>] <code>xve_create_arp+0x1ae/0x200</code> [<code>xve</code>]</pre> <p>Oracle PCA Release 2.3.2 provides an updated compute node kernel that contains the necessary fixes to avoid this problem. With this release, no kernel patch is required.</p> |
| 25781156 | <p>“Pre-upgrade Checks Required for Ethernet Card Definitions in XMS and Fabric Interconnects”</p> <p>The pre-upgrade script now verifies that 8 Ethernet card definitions are present in XMS and the Fabric Interconnects. This further reduces the risk of controller software updates and system upgrades failing to complete.</p> |
| 26223801 | <p>“Model Database Pre-upgrade Check Generates Wrong Error Message”</p> <p>Error messages resulting from pre-upgrade check failures have been improved in order to make interpretation and debugging easier.</p> |
| 26249598 | <p>“ZFS Storage Appliance Firmware Should Not Be Updated Automatically”</p> <p>The Oracle PCA Controller Software contains a mechanism to detect new firmware for the ZFS Storage Appliance in the ISO file of a new release. Previously, the internal ZFS Storage Appliance would be updated automatically as part of the controller software update process. To avoid potential compatibility issues, this auto-update feature has been disabled in Release 2.3.2.</p> |

2.2 Changes and Improvements in Release 2.3.1

This section describes functional changes, improvements and bug fixes compared to the previous release.

New Update Process with Proactive Support Integration

A critical objective of Oracle Private Cloud Appliance is to make the controller software update and subsequent upgrades a straightforward and smooth process, despite its inherent complexity. How an Oracle PCA is configured and evolves over time, is impossible to predict, which means the list of upgrade scenarios imaginable is almost endless.

Oracle strongly recommends that you seek assistance in advance, by logging a service request. This allows you to run the pre-upgrade validation script and follow the guidelines in the dedicated support article ([Doc ID 2242177.1](#)), and then submit logs for review. Oracle suggests that you initiate the service request 4-5 weeks prior to the intended date to execute the software update. See [Table 2.2](#) for details.

In summary, the end-to-end update process consists of these steps:

1. File a service request to obtain support throughout the software update.
2. [Download the software update files](#), including the [README](#), from [My Oracle Support](#), and then unzip the files.
3. Execute the [RUN_ME_FIRST](#) script to assemble the software image file and verify its integrity.
4. Copy the image file to the active management node, and then mount it as a loopback device, so that its content can be accessed.
5. Execute the pre-upgrade validation script and eliminate any failures it reports. Provide the script output to Oracle Support for further guidance.
6. Follow the guidelines in support article [2242177.1](#) and send the requested information to Oracle Support.
7. When Oracle Support instructs you to proceed, execute the software update as documented in the Oracle Private Cloud Appliance Administrator's Guide.



Note

In large environments, the management node update can take 16 hours or longer. Please plan accordingly.

8. If any of the prerequisite checks built into the update code, or any of the scripted or manual pre-upgrade checks, should fail, stop the procedure and contact Oracle Support.

Table 2.2 Update Process Timing

| Stage | Timing |
|---|--------------------------------------|
| File a proactive service request. | 30 minutes (4-5 weeks in advance) |
| Update Controller Software to Release 2.1.1 or newer. | approximately 2 days |
| Upgrade compute nodes to Oracle VM Server 3.2.10 or 3.2.11. | (4-5 weeks in advance) |
| Check the system for faulty hardware. | depends on type of failure |
| Resolve any detected hardware issues. | (4-5 weeks in advance) |
| Run manual pre-upgrade checks from support article. | 1-5 hours |
| Report results through service request. | plus time to resolve failures |

| Stage | Timing |
|---|--|
| | (2 weeks in advance) |
| Download patch files from My Oracle Support. Assemble the image files. | approximately 1 hour |
| Move image file to active management node. | approximately 1 hour |
| Mount image and execute pre-upgrade validation script. | plus time to resolve failures |
| Report results through service request. | |
| Load software update image files onto system with <code>get_image</code> command. | approximately 1 hour (day of update) |
| Run controller software update using <code>install_image</code> command. | for both management nodes: minimum 3-5 hours large environment 16-32 hours |
| Upgrade compute nodes to Oracle VM 3.4.2. | per compute node: |
| If necessary, wait for next maintenance window. | up to 8 hours |

Oracle VM Upgrade

Oracle VM Manager and Oracle VM Server have been upgraded to Release 3.4.2. As a result the management nodes and compute nodes now all run Oracle Linux 6 with UEK R4. To manage the added complexity of the Oracle VM Upgrade, the pre-upgrade validation logic has also been enhanced, and includes improved exception handling.

Oracle VM 3.4.2 adds several functional enhancements, such as the new virtual machine console, the new network model with support for bridges and virtual switches, and more flexible virtual disk management including storage live migration. The upgrade also brings many improvements to the virtualized environment in terms of performance, scalability, reliability, usability and security. For a detailed description of what has changed between Oracle VM Release 3.2.x and Release 3.4.2, refer to the Oracle VM Release Notes in the [Oracle VM 3.4 documentation library](#).

Pre-Upgrade Validation

Since no two Oracle PCA environments are identical, the upgrade code cannot cover every single potential failure. The new pre-upgrade script was designed to verify a number of key configuration aspects in advance, so that many potential problems are already eliminated before the actual upgrade. Combined with a number of documented manual checks, this approach significantly increases the chances of a problem-free software update.

The pre-upgrade script is provided as part of the Oracle Private Cloud Appliance Release 2.3.1 ISO file. It may be necessary to run it several times until it reports that all checks complete successfully. Only when the script reports that all prerequisites are met should you proceed with the upgrade of the complete environment. For details, refer to the section [Environment Pre-Upgrade Validation and Software Update to Release 2.3.1](#) in the *Oracle Private Cloud Appliance Administrator's Guide*.

New Server Firmware

There are multiple versions available of the service processor that provides the servers' ILOM functionality. For full compliance, Oracle specifies new minimum firmware levels for these generations of server hardware:

- Oracle Server X5-2: software 1.8.0, ILOM firmware 3.2.8.24, BIOS 30.10.04.00
- Oracle Server X6-2: software 1.3.0, ILOM firmware 3.2.8.24, BIOS 38.07.00.00

All the relevant files are included in the Oracle Private Cloud Appliance Release 2.3.1 ISO file.

Bugs Fixed in Release 2.3.1

The following table lists bugs that have been fixed in Oracle PCA Release 2.3.1.

Table 2.3 List of Fixed Bugs

| Bug ID | Description |
|----------|---|
| 20746536 | <p>“The <code>ovca-diag</code> Command Needs to Include OVN and OFM”</p> <p>The diagnostic collection has been improved and now includes logs from the Fabric Interconnect chassis and Oracle Fabric Manager software.</p> |
| 21791632 | <p>“Secure Migration of a VM with 100 GB RAM and 32vCPUs Too Slow”</p> <p>Thanks to the Oracle VM upgrade the virtual machine migration over SSL can now take advantage of hardware acceleration. Migration time for very large VMs is up to 4 times faster than in previous releases.</p> |
| 22085580 | <p>“Oracle VM Manager Becomes Very Slow with Many VMs and VLANs”</p> <p>With Oracle VM 3.4 the system handles a large number of objects significantly better, which results in an overall performance improvement.</p> |
| 24393648 | <p>“Scheduled Backup Jobs Could Run During Upgrade, Causing It to Fail”</p> <p>The upgrade of the ZFS Storage Appliance has been known to fail when it is busy due to a scheduled backup operation. The crontab for scheduled backups is now temporarily disabled on both management nodes during software updates.</p> |
| 24826597 | <p>“Controller Software Accepts No More than 8 Fabric Interconnect I/O Modules”</p> <p>The I/O module restriction has been removed. The appliance can now take advantage of the full bandwidth of the Fabric Interconnects.</p> |
| 25456207 | <p>“Tenant Group Creation Time-Out During Storage Refresh”</p> <p>Performance in this area has been improved significantly so that these time-outs are much less likely to occur.</p> |

2.3 Changes and Improvements in Release 2.2.2

Oracle PCA Release 2.2.2 is an errata release. It contains no major functional changes or enhancements. This section describes improvements and bug fixes compared to the previous release.

Bugs Fixed in Release 2.2.2

The following table lists bugs that have been fixed in Oracle PCA Release 2.2.2.

Table 2.4 List of Fixed Bugs

| Bug ID | Description |
|----------|---|
| 23592505 | <p>“The CLI Command <code>diagnose ilom</code> Cannot Handle Long Messages”</p> |

| Bug ID | Description |
|----------|--|
| | The underlying code issue has been corrected. The command has been tested extensively for failure scenarios and now completes as expected. |
| 23512182 | <p>“Component Status Not Displayed in Oracle Enterprise Manager and Oracle PCA Dashboard”</p> <p>The component identification mechanism has been updated. All components and their status are displayed correctly.</p> |
| 23567040 | <p>“Logs Are Not Preserved When Controller Software Is Upgraded”</p> <p>When an upgrade fails, there is no guarantee that the log files are saved and accessible. However, new checks have been built in to verify whether relevant log files are available before the upgrade begins. If so, these log files are saved to the shared storage on the ZFS storage appliance.</p> |
| 23606021 | <p>“Oracle PCA Log Level Setting Overrides All Other Loggers”</p> <p>The root cause of this issue is that launching the CLI resets all log levels. Because the log level selected in the CLI was automatically applied to all logging mechanisms in the appliance configuration, no individual logger could be set to write more or less detailed log files. The underlying logic has been changed to allow different log levels for separate loggers.</p> |
| 24703745 | <p>“Oracle PCA Diagnostic command (<code>pca-diag</code>) Cannot Copy All Logs”</p> <p>Due to a minor coding flaw, the <code>pca-diag</code> command output contained a number of copy errors. These errors have been resolved and all required log files are collected when the command is run.</p> |
| 23570036 | <p>“The CLI Command <code>diagnose software</code> Reports Incorrect Test Failures”</p> <p>Several built-in acceptance tests were expected to fail, even though the software would perform as expected. The test code has been corrected and such false warnings no longer occur.</p> |
| 23305240 | <p>“No Server Pool Information in CLI for Compute Node”</p> <p>With the addition of tenant group functionality in release 2.2.1, a compute node's tenant group membership has become useful information. It is now returned as part of the output of the CLI command <code>show compute-node</code>.</p> |

2.4 Changes and Improvements in Release 2.2.1

This section describes functional changes, improvements and bug fixes compared to the previous release.

Support for Next-Generation Server Hardware

Oracle PCA Release 2.2.1 software adds provisioning and orchestration support for Oracle Server X6-2 expansion compute nodes. These offer practically the same functionality and performance as their predecessors, but with more up-to-date internal components.



Note

Release 2.2.1 adds support for Oracle Server X6-2 expansion compute nodes only. The use of this generation of servers as management nodes is not supported with this software release.

Oracle Server X6-2 expansion nodes can be installed in base racks of a previous release, provided the software stack is updated to Release 2.2.1 or a future release. Oracle Server X6-2, Oracle Server X5-2, Sun Server X4-2 and Sun Server X3-2 compute nodes can be used within the same rack in the same Oracle VM server pool. The only functional implication is that virtual machines cannot be live-migrated between the different server types because they belong to separate CPU compatibility groups. In that situation, a virtual machine would need to be shut down on one server and restarted on the other server.

Tenant Groups

A *tenant group* is a logical subset of a single Oracle PCA environment. Tenant groups provide an optional mechanism for an Oracle PCA administrator to subdivide the environment in arbitrary ways for manageability and isolation. The tenant group offers a means to isolate compute, network and storage resources per customer. As of release 2.2.1, or during a controller software update to release 2.2.1, the traditional *Rack1_ServerPool* becomes the default tenant group. Oracle PCA supports a maximum of 8 tenant groups, including the default one, which cannot be deleted.

The tenant group functionality can be accessed through the CLI. With a specific set of commands you manage the tenant groups, their member compute nodes, and the associated custom networks. The CLI initiates a number of Oracle VM operations to set up the server pool, and a synchronization service maintains settings across the members of the tenant group.

The tenant group is practically synonymous with its associated Oracle VM server pool. The additional appliance-level functionality lies in the automatic configuration of networking across the members of the tenant group or server pool. This is why **tenant groups must be managed through the Oracle PCA CLI**, not through Oracle VM Manager.

Performance Enhancements

This release of the Oracle PCA software contains a significant number of improvements aimed at better overall performance. Areas where significant progress was made, include: compute node provisioning, upgrade procedures, network and storage management, virtual machine network throughput and migration time, and general Oracle VM operation.

The enhancements translate not only to faster configuration and deployment, but also – more importantly – to a more reliable product and better scalability of the Oracle PCA environment.

Host Networks

Custom networking functionality has been expanded with a new option: the host network. A host network is a particular type of custom external network: its configuration contains a definition of a subnet, in which the participating compute nodes have an IP address. This allows compute nodes to connect to an external network device. Optionally, additional parameters are added for specific routing. The host network is particularly useful for direct access to storage devices.

Expansion Racks

The Oracle PCA Release 2.2.1 controller software supports expansion racks. However, the installation of additional racks cannot be automated and requires several manual reconfigurations of rack infrastructure components by a qualified Oracle specialist. Consequently a multi-rack Oracle PCA installation is considered a consulting project. Contact your Oracle representative for more information.

Bugs Fixed in Release 2.2.1

The following table lists bugs that have been fixed in Oracle PCA Release 2.2.1.

Table 2.5 List of Fixed Bugs

| Bug ID | Description |
|---------------|--|
| 22725771 | <p>“Controller Software Update Fails on Multipath Check”</p> <p>This failure was caused by an attempt to mount a YUM directory that was already mounted. The multipath check script that failed, resides in that directory.</p> <p>The code now verifies the mount point first to eliminate the error. In addition, the expected timeout has been increased to ensure that the script can finish its tasks in larger environments.</p> |
| 21790700 | <p>“Multipath Configuration Changes in Software Update Cause Failures”</p> <p>With Release 2.0.5 the installation of new packages removed the ZFS-specific stanza from the <code>multipath.conf</code> file. This caused multipath failures on compute nodes and made VM file systems read-only.</p> <p>The upgraded packages that caused this problem have been fixed so that an update of the Oracle PCA Controller Software now maintains the ZFS-specific multipath configuration entries.</p> |
| 22311868 | <p>“PCA Restricted to One Server Pool”</p> <p>Customer defined Tenant Groups have been implemented in Release 2.2.1. These provide the functionality of custom Oracle VM server pools, with additional appliance-level configuration options.</p> |
| 22657376 | <p>“Controller Software Update Fails Due to Unexpected ZFS Head Cluster State”</p> <p>The software update code now contains more accurate checks for the ZFS storage appliance cluster. If it is not in the required state, the update stops immediately and the administrator is instructed to manually reboot the backup storage head. This brings the cluster back to the expected state.</p> |
| 22900716 | <p>“Compute Node and Management Node ILOMs Require Security Patch”</p> <p>A security patch for ILOM was released to address the OpenSSL vulnerability CVE-2016-0800. New firmwares for all supported server platforms are now included in the Oracle PCA ISO image.</p> |
| 23188628 | <p>“Unable to Change Passwords Due to Sync Task Errors”</p> <p>Failures occurred when trying to set a new password for Oracle VM Manager, WebLogic and MySQL. To fix this issue, the management node virtual IP address was added as a destination in the synchronization service.</p> |
| 23192377 | <p>“HCA Firmware Update Required for ZFS Storage Appliance”</p> <p>A firmware update is available for the type CX-2 InfiniBand HCA installed in the Oracle ZFS Storage Appliance ZS3-ES. This firmware update (2.11.2010) addresses the known port flapping issue, and is now included in the Oracle PCA ISO image.</p> |
| 21114405 | <p>“Configuration Restore Incomplete after Oracle Switch ES1-24 Firmware Upgrade”</p> <p>The Oracle PCA ISO image now includes firmware version 1.3.1.15, which resolves the earlier issue with missing tacacs+ alternate servers and port numbers. With the new firmware, the switch configuration can be completely restored in a single operation.</p> |

2.5 Changes and Improvements in Release 2.1.1

This section describes functional changes, improvements and bug fixes compared to the previous release.

Appliance Network Customization

The Oracle PCA controller software allows you to add custom networks at the appliance level. This means that the Fabric Interconnects and other hardware components are reconfigured to enable the additional connectivity. These networks are then configured automatically in your Oracle VM environment, where they can be used for isolating and optimizing network traffic beyond the capabilities of the default network configuration.

All custom networks, both internal and public, are VLAN-enabled. For networks with external connectivity the Fabric Interconnect I/O ports must be specified so that these are reconfigured to route the external traffic. These ports must be cabled to create the physical uplink to the next-level switches in the data center.

Creating custom networks requires use of the CLI.

Monitoring Service

The Oracle PCA controller software contains a monitoring service, which is started and stopped with the `ovca` service on the active management node. It allows an administrator to verify the current health status at any time.

An inventory database is populated with information about the various components installed in the rack, including the IP addresses to be used for monitoring. With this information, the ping manager pings all known components every 3 minutes and updates the inventory database. When errors occur they are logged in the monitor database.

CLI Consolidation

As the Oracle PCA software matures, the original management scripts are gradually consolidated in the Oracle PCA Command Line Interface. In Release 2.1.1 the controller software update and password management functionality has been integrated entirely into the CLI.

Improved Authentication Management

A finer-grained and more robust password management functionality has been implemented. It is exposed in a uniform way through both the Oracle PCA Dashboard browser interface and the CLI.

Component Firmware Upgrades

As part of the Oracle PCA software update, the firmware of the ZFS Storage Appliance is upgraded automatically. The firmware upgrades enable a number of new functions that are required by the latest appliance management software. At the same time the storage head cluster is reconfigured so that both controllers have an IP address in the appliance management network. This makes the storage hardware easier to service and maintain.

In case you need to upgrade the firmware of other appliance components, you must manually install the version provided as part of the Oracle PCA `*.iso` image.

The reconfiguration of the ZFS storage appliance networking begins when the standby management node is upgraded. The process adds approximately 90 minutes to the standard software update. During the firmware upgrade of the ZFS storage appliance some virtual machines may become read-only temporarily

as a consequence of storage head failovers. Once the storage head cluster configuration has been updated the software update of the second management node will take much less time.

Flexible Memory Configurations

The installation of additional physical RAM is now supported. Different memory kits are available for the different generations of server hardware that may be installed in an Oracle PCA environment. The Oracle Server X5-2 has 16 free DIMM slots that may be filled with 8 or 16 additional RAM modules for a maximum total of 768GB per server.

The Oracle PCA Release 2.1.1 software detects the new RAM modules during reboot and makes the appropriate configuration changes automatically.

Oracle VM Upgrade

Oracle VM Manager and Oracle VM Server have been upgraded to Release 3.2.10, to include the latest security and errata bug fixes available.

Bugs Fixed in Release 2.1.1

The following table lists bugs that have been fixed in Oracle PCA Release 2.1.1.

Table 2.6 List of Fixed Bugs

| Bug ID | Description |
|---------------|---|
| 21208797 | <p>“Large Number of vHBA Error Messages Causes Failure of Both Management Nodes”</p> <p>The multipath configuration and udev rules have been modified to prevent these storage-related failures from occurring.</p> |
| 19667855 | <p>“The CLI Command <code>diagnose software</code> Fails to Correctly Run Some Diagnostic Tests”</p> <p>A known issue with missing ssh keys caused some diagnostic tests to fail. This issue has been resolved and no more workarounds are required to run the diagnostic command.</p> |
| not specified | <p>As a result of repairs, disk replacements or recovery operations, the ZFS storage undergoes a data integrity protection and error correction process known as <i>resilvering</i>. Certain scrub and resilvering statuses would inadvertently prevent the automated firmware upgrade of the ZFS Storage Appliance. This, in turn, causes the entire Oracle Private Cloud Appliance software update to fail.</p> <p>Corrections in the upgrade code now ensure that the update to Release 2.1.1 completes as expected.</p> |

2.6 Changes and Improvements in Release 2.0.5

Oracle PCA Release 2.0.5 is an errata release. This section describes functional changes, improvements and bug fixes compared to the previous release.

New Product Name

Release 2.0.5 marks the launch of a new name for Oracle's Engineered System designed for cloud computing. From now on, the Oracle Virtual Compute Appliance (VCA) is known as the **Oracle Private**

Cloud Appliance (PCA). The new name was chosen to better reflect the product's focus on private, on-premise cloud environments. Oracle PCA is built on the same software technology that powers Oracle's public cloud infrastructure.

The Oracle PCA Dashboard, Command Line Interface and appliance management scripts have been updated in accordance with the name change.

Oracle VM Upgrade

Oracle VM Manager and Oracle VM Server have been upgraded to Release 3.2.9, to include the latest security and errata bug fixes available.

Bugs Fixed in Release 2.0.5

No critical field fixes have been identified for Release 2.0.5 of the Oracle PCA software.

2.7 Changes and Improvements in Release 2.0.4

Oracle PCA Release 2.0.4 is an errata release. This section describes functional changes, improvements and bug fixes compared to the previous release.

Compute Node Provisioning

Release 2.0.4 is a mandatory update of the Release 2.0.3 software stack installed on X5-2 base racks during manufacturing. It enables the provisioning of compute nodes once the appliance is installed and updated on-site. This release specifically applies a newer UEK R2 kernel that eliminates a number of bugs and vulnerabilities.

Kernel Upgrade

The Oracle PCA Release 2.0.4 software upgrades the UEK R2-400 kernel on all servers. The new kernel contains important bug fixes to improve stability and compatibility, and eliminates a number of vulnerabilities.

The exact kernel versions are:

- management nodes: `kernel-uek-2.6.39-400.249.3.el6uek.x86_64`
- compute nodes: `kernel-uek-2.6.39-400.249.3.el5uek`

Bugs Fixed in Release 2.0.4

No critical field fixes have been identified for Release 2.0.4 of the Oracle PCA software. However, the UEK R2 kernel upgrade adds significant improvements at the server operating system level.

2.8 Changes and Improvements in Release 2.0.3

Oracle PCA Release 2.0.3 is an errata release. This section describes functional changes, improvements and bug fixes compared to the previous release.

Support for the X5-2 Base Rack

The term *base rack* refers to the minimum orderable Oracle PCA configuration, as described in [Section 1.2, “Components”](#). Oracle PCA Release 2.0.3 software adds provisioning and orchestration support for Oracle Server X5-2 management nodes and compute nodes, which are installed in the X5-2

base rack at the factory. The Oracle Server X5-2 offers practically the same functionality and performance as its predecessors, but with more up-to-date internal components.



Warning

In Oracle PCA base racks that are factory-installed with Oracle PCA Release 2.0.3 software, provisioning functionality is locked by default. You must download and install Oracle PCA Release 2.0.4 software to remove the lock and initialize the provisioning process.

Optional Fibre Channel Connectivity

The X5-2 base rack with Oracle PCA Release 2.0.3 software marks the first configuration that can be ordered with or without fibre channel I/O modules. If you order an Oracle PCA without fibre channel connectivity, slots 3 and 12 of the Fabric Interconnects will be empty. As a consequence, Software Clouds and vHBAs, which are normally associated with the appliance fibre channel connectivity, are not created during the provisioning of the rack components.



Caution

If you chose to omit fibre channel from your original Oracle PCA configuration, and you purchase and install the fibre channel I/O modules at a later time, an upgrade of the controller software to Release 2.1.1 is required. Previous releases of the software do not allow you to configure the Software Clouds and vHBAs in an already provisioned appliance.

New Operating System and Kernel

With Release 2.0.3 of the Oracle PCA software the management node operating system is upgraded to Oracle Linux Release 6 Update 6 with a new UEK R2-400 kernel.

Bugs Fixed in Release 2.0.3

No critical field fixes have been identified for Release 2.0.3 of the Oracle PCA software.

2.9 Changes and Improvements in Release 2.0.2

Oracle PCA Release 2.0.2 is an errata release. This section describes functional changes, improvements and bug fixes compared to the previous release.

Support for Next-Generation Server Hardware

Oracle PCA Release 2.0.2 software adds provisioning and orchestration support for Oracle Server X5-2 expansion compute nodes. These offer practically the same functionality and performance as their predecessors, but with more up-to-date internal components.



Note

Release 2.0.2 adds support for Oracle Server X5-2 expansion compute nodes only. The use of this generation of servers as management nodes is not supported with this software release.

Oracle Server X5-2 expansion nodes can be installed in base racks of a previous release, provided the software stack is updated to Release 2.0.2 or a future release. Oracle Server X5-2, Sun Server X4-2 and Sun Server X3-2 compute nodes can be used within the same rack in the same Oracle VM server pool.

The only functional implication is that virtual machines cannot be live-migrated between the different server types because they belong to separate CPU compatibility groups. In that situation, a virtual machine would need to be shut down on one server and restarted on the other server.

Updated Component Firmware

Oracle PCA Release 2.0.2 software contains the latest supported firmware for all the hardware components in the appliance. These are identical to what is currently installed on new systems leaving the factory, allowing you to take advantage of bugfixes and functional improvements to the hardware you already own.



Caution

If you own a base rack containing the Sun ZFS Storage Appliance 7320, please read this first: [Section 5.1.7, “Sun ZFS Storage Appliance 7320 Firmware Upgrade Must Be Performed After Management Node Update to Release 2.0.2”](#)

Bugs Fixed in Release 2.0.2

The following table lists bugs that have been fixed in Oracle PCA Release 2.0.2.

Table 2.7 List of Fixed Bugs

| Bug ID | Description |
|----------|--|
| 20319331 | <p>“Compute Node Proxy Settings Are Lost During Server Upgrade in Oracle VM Manager”</p> <p>When running a Yum upgrade on compute nodes from within Oracle VM Manager, custom proxy settings – added during kickstart for example – would be overwritten with default values. The Oracle PCA upgrade code now detects and preserves existing http(s) and ftp proxy settings.</p> |
| 20434987 | <p>“Creation of Large Number of Networks Fails with Buffer Overflow”</p> <p>When a large number of new networks was created in Oracle VM Manager, a buffer overflow could occur, causing the list of networks to become truncated during provisioning. This resulted in lookup errors, duplicate networks and other complications. Changes in the way network list commands are processed now ensure that the buffer overflow no longer occurs. The Oracle VM installation time-out has been increased to 50 minutes to allow for the provisioning of a large number of custom networks.</p> |
| 20514232 | <p>“Re-adding Disconnected Compute Node to Server Pool Results in Reboot of Other Nodes”</p> <p>To mitigate the risk of compute nodes crashing and rebooting, often coinciding with server pool cluster errors, Oracle PCA Release 2.0.2 adds a new Oracle Linux UEK R2-400 kernel. It includes patches for the issues observed in Oracle PCA systems, along with various other improvements.</p> |
| 20319302 | <p>“Release 2.0.2 Must Contain Component Firmwares with Bash Bug Fix”</p> <p>The Release 2.0.2 software stack contains updated firmwares for hardware components, which eliminate the Bash-related vulnerabilities. With the Release 2.0.2 ISO, tested and approved firmware updates are available for the following components: ZFS Storage Appliance, InfiniBand switches, ES1-24 Ethernet switches, Sun Server X4-2 ILOMs and Fabric Interconnects.</p> |

2.10 Changes and Improvements in Release 2.0.1

This section describes functional changes, improvements and bug fixes compared to the previous release.

External Storage Support

As of this release, Oracle PCA storage can be extended by connecting and configuring external storage hardware. This allows customers to provision virtual machines with virtual disks beyond the capacity of the internal storage, and to provide ample disk space for large repositories and for backup and recovery purposes. The storage hardware is connected to the Fabric Interconnects using either InfiniBand or Fibre Channel technology.

For additional information and instructions to extend Oracle PCA storage, refer to the chapter [Extending Oracle Private Cloud Appliance - External Storage](#) in the Oracle Private Cloud Appliance Installation Guide.

Integrated Command Line Interface

Oracle PCA command line utilities are now consolidated into a single command line interface (CLI), which is accessible from the Oracle Linux shell on the management node. The CLI provides both single-command and interactive access to all of the tools available in the Oracle PCA Dashboard, as well as many other functions that have no UI equivalent. The design of the CLI makes it possible to script actions that may need to be performed on a regular basis, or to write integration scripts for existing monitoring and maintenance software not directly hosted on the appliance.

For details about CLI usage and an overview of the available commands and their options, refer to the chapter [The Oracle Private Cloud Appliance Command Line Interface \(CLI\)](#) in the Oracle Private Cloud Appliance Administrator's Guide.

VLAN-Enabled Appliance Management Network

The appliance management network now supports the use of VLANs. The IPs you assign to the management node cluster may belong to a VLAN in use at the customer data center. To configure the appliance accordingly, select the VLAN in the Dashboard. The network interfaces of the management nodes are configured to accept VLAN tags.

Synchronization Service

A synchronization service has been implemented to allow configurable parameters to be set and maintained across heterogeneous sets of components within an Oracle PCA environment. Throughout the life cycle of the appliance, software updates, capacity extensions and configuration changes will occur at different points in time. The synchronization service is an extensible foundation for any mechanism implemented to eliminate configuration mismatches.

Provisioning Lock

The Oracle PCA Dashboard allows administrators to temporarily disable compute node provisioning with the click of a button. When provisioning is suspended, maintenance tasks or management node upgrades can be carried out safely.

Bugs Fixed in Release 2.0.1

The following table lists bugs that have been fixed in Oracle PCA Release 2.0.1.

Table 2.8 List of Fixed Bugs

| Bug ID | Description |
|----------|---|
| 17431002 | <p>“Restarting Oracle PCA Service Causes Compute Node Provisioning to Fail”</p> <p>A new mechanism has been implemented to query the internal DHCP database for the availability of IP addresses for a new compute node and its corresponding ILOM. If the Oracle PCA service is stopped, for example with a management node failover, during the provisioning of a compute node, an IP address may have been assigned to an unprovisioned server, and becomes unavailable for future use. Because the appliance provisioning software expects the ILOM to obtain an IP in the same subnet as the compute node, with a value +100 (IPv4 decimal notation) for the final byte, the new DHCP query looks for matching available IPs before assigning them, thereby eliminating the risk of provisioning failing due to mismatches or unavailable IPs.</p> <p>It is still recommended to lock provisioning of new compute nodes during planned failovers such as management node upgrades.</p> |
| 18435883 | <p>“Running <code>pca-node-db delete</code> Without Options Deletes All Node Entries from Database”</p> <p>It is no longer possible to delete the contents of the node database this way.</p> |
| 18967069 | <p>“Management Node Cluster Configuration Fails During Software Update”</p> <p>During appliance management software upgrade, when the secondary management node takes over the master role, it requires connectivity to the internal storage appliance. New checks now ensure that there is a route to the storage appliance before the software update continues. As a result, the update process will no longer hang because the <code>ovca</code> service is not started when the master role is transferred between management nodes.</p> |

2.11 Changes and Improvements in Release 1.1.3

Oracle PCA Release 1.1.3 is a maintenance release. This section describes functional changes, improvements and bug fixes compared to the previous release.

OpenSSL Security Upgrade

Release 1.1.3 is an errata release that eliminates the OpenSSL security issue CVE-2014-0160 – commonly known as the 'heartbleed bug'. This release of the Oracle PCA software contains an upgraded OpenSSL package that is not affected by the vulnerability in question.

Oracle has published an article on Oracle Technology Network to document the current status of its products with respect to OpenSSL security: <http://www.oracle.com/technetwork/topics/security/opensslheartbleedcve-2014-0160-2188454.html>

Bugs Fixed in Release 1.1.3

The following table lists bugs that have been fixed in Oracle PCA Release 1.1.3.

Table 2.9 List of Fixed Bugs

| Bug ID | Description |
|----------|---|
| 18553479 | “OpenSSL 'Heartbleed' Vulnerability Affects Management Nodes” |

| Bug ID | Description |
|----------|---|
| 18545030 | <p>The patched version of OpenSSL is included in the errata Release 1.1.3 of the Oracle PCA software stack. An upgrade to Release 1.1.3 eliminates the 'heartbleed' vulnerability.</p> <p>“OpenSSL upgrade required in Oracle PCA code base”</p> <p>All builds of the Oracle PCA software Release 1.1.3 and later include a version of the OpenSSL package that is not compromised by the 'heartbleed' vulnerability.</p> |

2.12 Changes and Improvements in Release 1.1.1

This section describes functional changes, improvements and bug fixes compared to the previous release.

Support for Next-Generation Hardware

Oracle PCA Release 1.1.1 software adds provisioning and orchestration support for Sun Server X4-2 nodes and the Oracle ZFS Storage Appliance ZS3-ES. Both are standard components in new Release 1.1.1 systems and offer practically the same functionality and performance as their predecessors, but with more up-to-date internal components such as faster CPUs and slightly larger system disks. The new storage appliance uses the exact same disk shelf as the previous model, thus offering the same amount of usable space.

Sun Server X4-2 expansion nodes can be installed in Release 1.0.x base racks, provided the software stack is updated to Release 1.1.1 or a future release. Sun Server X4-2 and Sun Server X3-2 compute nodes can be used within the same rack in the same Oracle VM server pool. The only functional implication is that virtual machines cannot be live-migrated between both server types because they belong to separate CPU compatibility groups. In that situation, a virtual machine would need to be shut down on one server and restarted on the other server.

Oracle Auto Service Request

Oracle PCA is qualified for Oracle Auto Service Request (ASR). ASR is a software feature for support purposes. It is integrated with [My Oracle Support](#) and helps resolve problems faster by automatically opening service requests when specific hardware failures occur. Using ASR is optional: the components are available in the Release 1.1.x software image but they must be installed and configured in order to enable ASR for your appliance.



Caution

Oracle Auto Service Request (ASR) must be installed by an **authorized Oracle Field Engineer**. Request installation of ASR at the time of system install. Installation at a later date will be a Time and Materials charge.

Details about the installation, configuration and usage of ASR can be found in the chapter [Automating Oracle Private Cloud Appliance Service Requests](#) of the Oracle Private Cloud Appliance Administrator's Guide.

Improved Diagnostics

The collection of diagnostic data for troubleshooting has been improved significantly in the Oracle PCA Release 1.1.1 software. Dedicated command line tools are now installed on the management and compute nodes. They collect specific Oracle PCA logs and related files, or Oracle VM troubleshooting data, depending on the selected command line arguments. The health status of each server, its configuration and its main components can be retrieved through the ILOM.

The new diagnostic functionality offers customers and field service engineers the same level of troubleshooting capability and serviceability as with other Oracle Engineered Systems. Details about the new diagnostic tools can be found in the section [Oracle Private Cloud Appliance Diagnostics Tool](#) of the Oracle Private Cloud Appliance Administrator's Guide.

Bugs Fixed in Release 1.1.1

The following table lists bugs that have been fixed in Oracle PCA Release 1.1.1.

Table 2.10 List of Fixed Bugs

| Bug ID | Description |
|----------|--|
| 17895011 | <p>“Backup to storage appliance fails because too many old backups exist”</p> <p>A new mechanism is in place to delete stale, unused backup data after it is exported successfully. It is no longer required to manually clean up the backups on the ZFS storage appliance.</p> |
| 17607389 | <p>“Network View tab partially displayed in Internet Explorer”</p> <p>Display issues with the Oracle PCA Dashboard in Internet Explorer 8 and 9 have been resolved.</p> |
| 17192103 | <p>“Compute node falls through PXE boot and cannot be provisioned”</p> <p>The Reprovision button in the Dashboard was implemented to recover compute nodes that failed during provisioning. Further enhancements to the reprovisioning functionality now help detect compute nodes in error state and automatically clean up their configuration. Reprovisioning has been made unavailable for correctly provisioned, running compute nodes.</p> |
| 17389234 | <p>“Compute node installed but provisioning failed; network not set correctly”</p> <p>The reprovisioning functionality has an improved mechanism to detect the point at which provisioning failed. As a result, it can clean up the compute node configuration in Oracle VM and allow the provisioning to start over. Reprovisioning has been made unavailable for correctly provisioned, running compute nodes.</p> |
| 17430135 | <p>“Reprovision button does not work after compute node is discovered in Oracle VM”</p> <p>The reprovisioning functionality can detect compute nodes in error state and automatically clean up their configuration in Oracle VM. Manual clean-up in Oracle VM should no longer be required. Reprovisioning has been made unavailable for correctly provisioned, running compute nodes.</p> |

2.13 Changes and Improvements in Release 1.0.2

Oracle PCA Release 1.0.2 is a maintenance release. This section describes functional changes, improvements and bug fixes compared to the previous release.

Compute Node Provisioning

Release 1.0.2 is a mandatory update of the Release 1.0.1 software stack installed during manufacturing. It enables the provisioning of compute nodes once the appliance is installed and updated on-site. A number of enhancements and bug fixes add more robustness and better serviceability of the functionality offered in this release.

Bugs Fixed in Release 1.0.2

The following table lists bugs that have been fixed in Oracle PCA Release 1.0.2.

Table 2.11 List of Fixed Bugs

| Bug ID | Description |
|----------|--|
| 17704931 | <p>“Dashboard does not support simultaneous users”</p> <p>Multiple users can now log in to the Dashboard UI simultaneously without issues.</p> |
| 17703144 | <p>“Appliance is connected to data center network but external connectivity fails”</p> <p>Both tagged and untagged VLAN traffic is supported for virtual machine networking. Next-level data center switches must be configured accordingly, as described in the section Configuring Data Center Switches for VLAN Traffic of the Oracle Private Cloud Appliance Administrator's Guide.</p> <p>VLAN traffic is not supported for management node external networking.</p> |
| 17626460 | <p>“DNS configuration cannot be modified due to field validation error”</p> <p>Field validation has been corrected. DNS entries can be removed from the user-configurable network settings in the Dashboard UI.</p> |
| 17542460 | <p>“Inconsistent password change behavior in Dashboard”</p> <p>Password changes through the Dashboard UI are applied as designed in a reliable and consistent way.</p> |
| 17535669 | <p>“Dashboard login screen reports no error for invalid credentials”</p> <p>Error messages are displayed when a user attempts to log in with an incorrect user name or password.</p> |
| 17475229 | <p>“Network configuration update is not applied; Dashboard UI provides no feedback”</p> <p>User-configurable network settings are applied as designed in a reliable and consistent way. The Dashboard UI does not reload until the services affected by the configuration changes have restarted.</p> |
| 17457001 | <p>“Applying the dummy network configuration from the Quick Start Poster breaks rack connectivity”</p> <p>IP addresses are verified before they are applied. Internally used subnets and reserved addresses are rejected.</p> |
| 17449881 | <p>“Choosing Network in Network View causes Java exception”</p> <p>The exception – which had no adverse effects – no longer appears.</p> |
| 17415171 | <p>“Virtual machines are assigned to compute nodes in initializing state”</p> <p>Oracle VM does not allow compute nodes to join the server pool before they are completely provisioned and ready to use. If a compute node fails after joining the server pool, Oracle VM is unaware of the failure. This is considered normal behavior and is not harmful to the physical or virtual environment. If the issue is not resolved automatically by Oracle VM and the virtual machine will not start, you can log into Oracle VM Manager and move or migrate the virtual machine to a correctly operating compute node.</p> |

| Bug ID | Description |
|----------|---|
| 17360826 | <p>“Updating network configuration fails due to field validation error”</p> <p>Field validation has been corrected for all user-configurable network settings in the Dashboard UI.</p> |
| 17347317 | <p>“Backup functionality unavailable in Dashboard”</p> <p>The Backup tab has been removed from the Dashboard UI. Built-in backup functionality is based on a cron job. For more information about backing up your data and recovering after a component failure, user error or full system failure, refer to the Oracle technical white paper entitled Oracle Private Cloud Appliance Backup Guide.</p> |
| 17345384 | <p>“Restarting management node network service causes Oracle VM server pool to go offline”</p> <p>Manual intervention to restart networking on <i>any</i> node is only necessary in rare situations. This is documented in the section Oracle VM Server Pool Is Offline After Network Services Restart of the Oracle Private Cloud Appliance Administrator's Guide</p> |
| 17315730 | <p>“Oracle PCA Dashboard unavailable when logged in to Oracle VM Manager”</p> <p>The order in which you log in to both user interfaces no longer affects their availability. Both may be used side by side.</p> |

2.14 Key Features in Release 1.0.1

This section describes the key features offered in Release 1.0.1 of Oracle PCA.

Speed and Ease of Use

The Oracle PCA is assembled, cabled and pre-installed at the factory, thus eliminating configuration errors and reducing setup time. Administrators are free to focus on transforming the IT infrastructure and delivering flexible services to respond to the organization's requirements. By leveraging the advantages of an integrated system, they save the time normally required for planning and configuring the infrastructure from scratch. Provisioning new applications into flexible virtualized environments, in a fraction of the time required for physical deployments, generates substantial financial benefits. Within approximately one hour after power-on, the appliance is ready to create virtual servers.

Automated Deployment

With the Oracle PCA, users only need to move the rack into place in the data center, connect power, network and management Ethernet cables, and power on the system. The controller software orchestrates the installation and configuration of the entire hardware and software environment. At the end of the provisioning process, the user enters the basic configuration properties of the data center environment in the Oracle PCA Dashboard, so that the controller software can prepare the appliance for integration with your existing infrastructure.

Compute capacity is extended by adding more compute nodes, one server at a time. The integration of expansion compute nodes is seamless: slide the server into the next available rack unit, connect the cables, and let the controller software discover the new hardware.

For a detailed description of provisioning and orchestration, refer to the section [Provisioning and Orchestration](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Network Virtualization

High-performance, low-latency Oracle Fabric Interconnect with Oracle SDN, two products in the Oracle Virtual Networking family, allow automated configuration of the server and storage networks. Oracle SDN dynamically connects servers to networks and storage. It eliminates the physical storage and networking cards found in every server and replaces them with virtual network interface cards (vNICs) and virtual host bus adapters (vHBAs) that can be deployed on the fly. Applications and operating systems see these virtual resources exactly as they would see their physical counterparts. Oracle Virtual Networking simplifies complex data center deployments with a wire-once solution and simple software-defined network configurations.

Integrated Storage

Oracle PCA features a fully integrated, enterprise-grade Sun ZFS Storage Appliance 7320 for centrally storing the management environment as well as providing data storage for VMs. This storage subsystem is built using Oracle's enterprise-class storage products and technology and is designed to be fully redundant for maximum fault tolerance and serviceability in production. In addition, each compute node offers extra disk space that can be used as local storage for the virtual infrastructure deployed on it.

The storage capacity of Oracle PCA can be expanded beyond the internal, included storage, to external data center racks containing more than one Oracle ZFS Storage Appliance or supported storage available from other storage vendors.

High Availability

The Oracle PCA is designed for high availability at every level.

During the factory installation of Oracle PCA, the two management nodes are configured as a cluster. The cluster relies on an OCFS2 file system exported as a LUN from the ZFS storage to perform the heartbeat function and to store a lock file. The management node that has control over the lock file automatically becomes the master or active node in the cluster. The master management node is always available via the same virtual IP address, thus ensuring continuity of service up to the level of the Dashboard user interface. In case the active management node fails, the cluster detects the failure and the lock is released. Since the standby management node is constantly polling for control over the lock file, it detects when it has control of this file and brings up all the required Oracle PCA services. The management node failover process takes up to 5 minutes to complete.

In addition, all configuration databases are stored on the Sun ZFS Storage Appliance 7320, to which components have shared access. The risk of data loss or interruption of service is further reduced by redundant network hardware, clustered storage heads, and a RAID-Z disk configuration that tolerates media failure and automatically detects and corrects bit errors.

For more information about high availability, refer to the section [High Availability](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Templates and Assemblies

Within a matter of hours, the system is ready and users can start adding VMs. These can be created from scratch, or deployed from ready-to-run Oracle VM templates and assemblies. As a result, Oracle PCA offers out-of-the-box support for thousands of Oracle and third-party applications. This way, complex Oracle software stacks can be rapidly deployed.

The ability to quickly and easily deploy applications to a highly scalable virtualized environment reduces time to market for the business, and allows IT to rapidly deploy and scale test, development, and staging environments.

Operating System and Application Support

Support for many operating systems and your choice of storage protects your investment and provides easy deployment into your data centers. Getting applications to users requires a lot more than just hardware provisioning. End-users need their applications provisioned as well. Oracle PCA accelerates deployment of the full hardware-to-applications stack so you can get applications to users within hours of power-on, rather than days or weeks.

Oracle VM supports up to 128 vCPUs and a variety of guest OSs such as Oracle Linux, Oracle Solaris, and Microsoft Windows. Entire Oracle application stacks can be deployed in minutes to hours using Oracle VM templates and assemblies. By default, all Oracle software that has been certified for use with Oracle VM is certified for Oracle PCA, which includes the Oracle Database, Oracle Fusion Middleware, Oracle Applications, and Oracle Real Application Clusters.

Chapter 3 Product Accessibility

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Oracle is committed to making its products, services and supporting documentation accessible and usable to the disabled community. This chapter contains information about the status of Oracle Private Cloud Appliance in terms of compliance with the Americans with Disabilities Action (ADA) requirements.

3.1 Oracle PCA Dashboard Accessibility Features

The Oracle PCA Dashboard is compliant with the Americans with Disabilities Action (ADA) requirements. The Dashboard allows you to configure the following accessibility features:

- Support for Screen Reader.
- Support for High Contrast.
- Support for Large Fonts.

You can enable these features when logging in to the Oracle PCA Dashboard or you can set or change the accessibility options once you have logged in.

To enable accessibility options when logging in:

1. On the login page of the Oracle PCA Dashboard, click the arrow to expand **Accessibility Options**.
2. Select one or more check box from the following accessibility options:
 - [I use a screen reader.](#)
 - [I use high contrast.](#)
 - [I use large fonts.](#)

To set or change accessibility options while you are logged in:

1. In the toolbar that runs along the top of the links at the top of the Oracle PCA Dashboard, a dropdown menu titled **Settings** allows you to change accessibility options once you are logged in. To make a change, click on the **Settings** link.
2. From the drop-down list, select from the following accessibility options:
 - [I use a screen reader.](#)
 - [I use high contrast.](#)
 - [I use large fonts.](#)

Changes are implemented immediately.

3.2 Documentation Accessibility

The Oracle PCA documentation is available in the following formats:

- HTML format is provided and is accessible.
- PDF format is provided but is not accessible.
- Printed versions of specific installation instructions are shipped with the product. Accessible equivalents in HTML format are provided in the online documentation library.

Documentation HTML Access Keys

To use the documentation without using a mouse, you can use HTML access keys. Enter the HTML access key for your browser, plus the access key letter. For example, using Mozilla Firefox, press Alt+Shift+n to go to the next page. See your web browser documentation to find the key combination to use for HTML access keys. The following table lists the tasks you can perform using access keys.

| Task | Access Key |
|-------------------------------|------------|
| Go to the next page | n |
| Go to the previous page | p |
| Go to the document home page | h |
| Go up a level in the document | u |
| Activate the Contents tab | c |
| Activate the Search tab | s |

In addition to the HTML access keys, the following keyboard shortcuts are available:

| Task | Shortcut Key |
|----------------------------------|-------------------|
| Toggle hide and show the sidebar | Ctrl + Left Arrow |
| Toggle hide and show page header | Ctrl + Up Arrow |

Documentation Accessibility Issues

The following are the known accessibility issues with Oracle Private Cloud Appliance documentation:

- HTML page heading levels might not start at h1 (**Bug:** 26717728)
- Book title can extend off the screen with 200% zoom (**Bug:** 26717874)
- docs.oracle.com Help drawer HTML heading tags have structure violation (**Bug:** 26560104)

Chapter 4 Configuration Maximums

This chapter contains the configuration maximums for Oracle Private Cloud Appliance. The limits presented in the following tables represent tested, recommended limits, and are fully supported by Oracle.



Warning

Please also respect all other limitations with regard to the functionality divided between Oracle VM and Oracle PCA. For example, refer to the section entitled [Functional Networking Limitations](#) in the *Oracle Private Cloud Appliance Administrator's Guide*.

At all times, respect the warnings and cautions throughout the documentation; most notably those at the beginning of these chapters in the *Oracle Private Cloud Appliance Administrator's Guide*:

- [Monitoring and Managing Oracle Private Cloud Appliance](#)
- [Managing the Oracle VM Virtual Infrastructure](#)

Table 4.1 Virtual Machine Maximums

| Item | Maximum | Notes |
|---|------------------------|---|
| Virtual CPUs (X7-2) | 48 | Equals the maximum number of CPU threads for a single Oracle Server X7-2 CPU socket. |
| Virtual CPUs (X6-2) | 44 | Equals the maximum number of CPU threads for a single Oracle Server X6-2 CPU socket. |
| Virtual CPUs (X5-2) | 36 | Equals the maximum number of CPU threads for a single Oracle Server X5-2 CPU socket. |
| Virtual CPUs (X4-2) | 16 | Equals the maximum number of CPU threads for a single Sun Server X4-2 CPU socket. |
| Virtual CPUs (X3-2) | 16 | Equals the maximum number of CPU threads for a single Sun Server X3-2 CPU socket. |
| Virtual RAM (32-bit guest) | 63GB | |
| Virtual RAM (64-bit guest) | 750GB | The maximum is equivalent to the maximum installed amount of RAM (768GB) minus the memory used by <code>dom0</code> (approximately 16GB). |
| Virtual NICs (paravirtualized guest) | 31 | |
| Virtual NICs (hardware virtualized guest) | 8 | |
| Virtual Disks (paravirtualized guest) | PVM: 104 PVHVM: 107 | |
| Disks: virtual and other (hardware virtualized guest) | 4 | In the case of hardware virtualized guests, "disks" refers to virtual disks as well as IDE and SCSI hard drives, and cd-rom drives. |

**Note**

These maximums do not account for CPUs allocated to any other domains, such as the control domain. The hypervisor can allocate subsets of the overall CPU, memory, and I/O resources of a server to any given logical domain.

Virtual Machine maximums assume a single virtual machine using all available resources.

The virtual CPU numbers are recommended maximums for best performance. Since each compute node has two CPU sockets, the hard limit, which must never be exceeded, is twice the recommended maximum. However, when a large VM requires more virtual CPU threads than a single socket can provide, its performance is likely to be reduced.

Table 4.2 Oracle VM Server Maximums

| Item | Maximum | Notes |
|-------------------|---------|---|
| CPUs (X7-2) | 48 | The Oracle Server X7-2 contains two 24-core CPUs with hyperthreading enabled. |
| CPUs (X6-2) | 44 | The Oracle Server X6-2 contains two 22-core CPUs with hyperthreading enabled. |
| CPUs (X5-2) | 36 | The Oracle Server X5-2 contains two 18-core CPUs with hyperthreading enabled. |
| CPUs (X4-2, X3-2) | 16 | The Sun Server X4-2 and Sun Server X3-2 contain two 8-core CPUs with hyperthreading enabled. |
| RAM (X7-2) | 1.5TB | This is the maximum installed amount of RAM in the Oracle Server X7-2. |
| RAM (X6-2, X5-2) | 768GB | This is the maximum installed amount of RAM in the Oracle Server X6-2 and Oracle Server X5-2. |
| RAM (X4-2, X3-2) | 256GB | This is the maximum installed amount of RAM in the Sun Server X4-2 and Sun Server X3-2. |
| Virtual Machines | 128 | |

**Note**

A limited amount of RAM is required by the hypervisor.

Table 4.3 Server Pool and Cluster Maximums

| Item | Maximum | Notes |
|--|---------------------------|--|
| Oracle VM Servers in a clustered server pool | default: 25 custom: 24 | In a base rack configuration, the maximum number of installed compute nodes is 25. All compute nodes may be a member of the default server pool. However, the default server pool cannot be empty, so any server pool associated with a custom tenant group can contain up to 24 compute nodes. |
| Clusters per Oracle PCA | 8 | This maximum includes the default server pool. |

Table 4.4 Storage Maximums

| Item | Maximum | Notes |
|---------------------------------------|-------------------------|--|
| iSCSI LUNs and paths per Compute Node | 1000 LUNs 2000 paths | The limit is the total number of paths. In this regard, each identical LUN connected as a single multipath device must be considered as a separate path. Examples of supported configurations are: 1000 LUNs with 2 paths each, 500 LUNs with 4 paths each, or 250 LUNs with 8 paths each. |
| vHBAs per Compute Node | 8 | This number is based on the 4 default vHBAs plus 4 optional customer-defined vHBAs. |
| Targets per vHBA | 64 | This number is based on the configuration of the Oracle Fabric Interconnect F1-15. |
| FC LUNs per Compute Node | 256 | This number is the recommended and supported maximum for Fibre Channel. Verify compliance with this guideline by using this formula: $(\text{number of vHBAs}) * (\text{targets per vHBA}) * (\text{LUNs per target}) \leq 256$. For example: $(4 \text{ vHBAs}) * (4 \text{ targets}) * (16 \text{ LUNs}) = 256$. |
| OCFS2 volume size | 64TB | |
| Files per OCFS2 volume | 30,000 | |
| Virtual Disk size | 10TB | The maximum is determined by the hardware capacity. |
| Virtual IDE drives per device | 4 | |

Table 4.5 Networking Maximums

| Item | Maximum | Notes |
|------------------------|--------------------------------|--|
| NICs per Bond | 2 | The limit is 255 per bond or aggregate. |
| Bonds per Compute Node | 10 | This maximum applies to custom networks. It does not include the default network configuration, which consists of 5 bonds and 1 GbE connection. Oracle PCA accepts a maximum of 3 custom internal networks and 7 custom external networks per tenant group or per compute node. |
| VLANs per Server Pool | 256 | If the number of VLANs is larger than 256 the boot times of the servers are severely impacted. The maximum applies to any given tenant group or compute node. |
| Packet Size (MTU) | Ethernet: 9000 IPoIB: 64000 | The default maximum transmission unit for Ethernet bonds/ports is 9000 bytes. IPoIB traffic on the storage network is configured at a default MTU of 64000 bytes. |

Chapter 5 Known Limitations and Workarounds

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This chapter provides information about the known limitations and workarounds for Oracle Private Cloud Appliance (PCA).

5.1 Oracle Private Cloud Appliance Hardware

This section describes hardware-related limitations and workarounds.

5.1.1 Oracle Server X7-2 External Layout and Connectivity

As of Release 2.3.2 the Oracle Private Cloud Appliance Controller Software provides support for Oracle Server X7-2 compute nodes. Their function is identical to that of the Oracle Server X6-2, and you should manipulate them in exactly the same way. However, the front and back panel layout of the new hardware is slightly different.

After installing an Oracle Server X7-2 into the appliance rack, it should be connected using the same pre-installed cables and the equivalent ports on the back of the server. The following two images illustrate the subtle differences between both server models. The letters indicate where the required cables must be connected, and the figure legend below identifies the ports and their purpose.

Figure 5.1 Oracle Server X7-2 Cabling Requirements

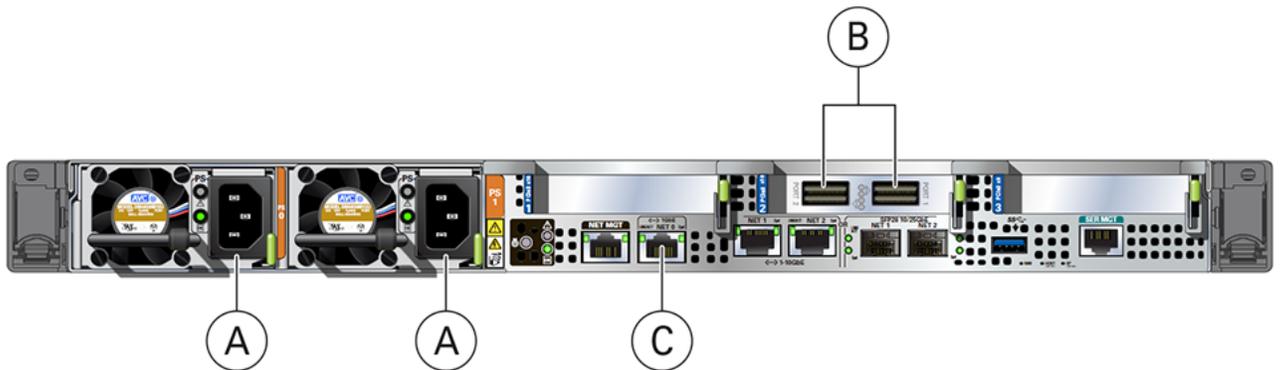


Figure 5.2 Oracle Server X6-2 Cabling Requirements



Table 5.1 Figure Legend

| Item | Description |
|------|-----------------------|
| A | Power supplies |
| B | InfiniBand connectors |
| C | NET0 Ethernet port |

5.1.2 Change in Expansion Rack Support

The ability to add expansion racks to the Oracle Private Cloud Appliance base rack is no longer available.

5.1.3 Compute Node Boot Sequence Interrupted by LSI Bios Battery Error

When a compute node is powered off for an extended period of time, a week or longer, the LSI BIOS may stop because of a battery error, waiting for the user to press a key in order to continue.

Workaround: Wait for approximately 10 minutes to confirm that the compute node is stuck in boot. Use the Reprovision button in the Oracle PCA Dashboard to reboot the server and restart the provisioning process.

Bug 16985965

5.1.4 Management Node Network Interfaces Are Down After System Restart

If the Oracle PCA needs to be powered down and restarted for maintenance or in the event of a power failure, the components should come back up in this order: first networking, then storage, and then the management and compute nodes. For detailed instructions to bring the appliance offline and return it to operation, refer to the section [Powering Down Oracle Private Cloud Appliance](#) in the Oracle Private Cloud Appliance Administrator's Guide.

It may occur that the management nodes complete their boot sequence before the appliance network configuration is up. In that case, the management nodes are unreachable because their `bond0` and `bond2` interfaces are down.

Workaround: Reboot the management nodes again. When they come back online, their network interfaces should be correctly configured.

Bug 17648454

5.1.5 Only One Oracle Switch ES1-24 May Be Connected Upstream

Do not connect port 24 of *both* internal Oracle Switch ES1-24 Ethernet switches to the next-level switch of your data center network. This causes spanning tree issues and provisioning failures. Only one IP address in this appliance management network range is available for customer use: 192.168.4.254. Make sure that the upstream network is configured to protect the appliance management network against DHCP leaks.

The upstream link from an Oracle Switch ES1-24 may only be used for out-of-band management of the Oracle PCA. It must never be used as a data path for virtual machines.

Workaround: Connect only one Oracle Switch ES1-24 (port 24) to the next-level data center switch. If provisioning failures have occurred, reprovision the affected compute nodes.

Bug 21554535

5.1.6 Removing I/O Cards from Fabric Interconnect Slots Is Not Supported

Once an I/O card has been installed and initialized in an expansion slot of an Oracle Fabric Interconnect F1-15, that slot can no longer be left empty. If this does occur, the Fabric Interconnect generates errors containing *"Unsupported IO Card state resourceMissing"*, and prevents the normal operation of the entire appliance.

Replacing a defective component with a new one of the same type is supported. Removing the I/O card and leaving the slot empty is not allowed.

Bug 25918553

5.1.7 Sun ZFS Storage Appliance 7320 Firmware Upgrade Must Be Performed After Management Node Update to Release 2.0.2

The Oracle PCA Release 2.0.2 software contains firmware upgrades for a number of appliance hardware components. If you are using a base rack with Sun Server X3-2 management nodes and Sun ZFS Storage Appliance 7320, the firmware upgrade is likely to cause storage connectivity issues.

Workaround: Make sure that the Release 2.0.2 software is installed on the management nodes before you upgrade the ZFS storage appliance firmware.

Bug 20319302

5.1.8 ZFS Storage Appliance Firmware Upgrade and Network Configuration Fail with Appliance Software Release 2.1.1 or 2.2.1

During the controller software update from Release 2.0.5 to Release 2.1.1 or 2.2.1 an automated firmware upgrade takes place on the ZFS Storage Appliance. This upgrade, and the network configuration of the storage appliance, could fail if there is another user or process taking control of the console. Also, it has been observed that the text strings passed in the Pexpect commands sometimes have wrong or missing characters, which result in configuration errors.

Workaround: Make sure that there is no other activity on the ZFS Storage Appliance console, and that any external backup activity is suspended for the duration of the software update and firmware upgrade. If the firmware upgrade fails, retrying the same procedure could resolve the problem.

Bug 22269393

5.1.9 Interruption of iSCSI Connectivity Leads to LUNs Remaining in Standby

If network connectivity between compute nodes and their LUNs is disrupted, it may occur that one or more compute nodes mark one or more iSCSI LUNs as being in *standby* state. The system cannot automatically recover from this state without operations requiring downtime, such as rebooting VMs or even rebooting compute nodes. The standby LUNs are caused by the specific methods that the Linux kernel and the ZFS Storage Appliance use to handle failover of LUN paths.

Workaround: As the root cause has been identified, an update of the ZFS Storage Appliance firmware is being developed and tested. Until the new firmware is released, customers who have run into issues with missing LUN paths and standby LUNs, are advised not to upgrade Oracle PCA. The new firmware is likely to be released independently, not as part of the Oracle PCA Controller Software ISO.

Bug 24522087

5.1.10 Catastrophic Failure of ZFS Storage Appliance Controller Causes Management Node Fencing

The shared `ocfs2` file system used as cluster heartbeat device by the management node cluster is located on the ZFS Storage Appliance. In the event of a catastrophic failure of a storage controller, the standby controller needs several minutes to take over all storage services. The downtime is likely to exceed the heartbeat limit, which causes the management nodes to begin the fencing process and eventually shut down.

Workaround: Follow the recovery procedure in the section [Recovering From a Catastrophic Storage Controller Failure](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Bug 25410225

5.1.11 ILOM Service Processor Clocks Are Out-of-Sync

Most Oracle PCA components are equipped with an Oracle Integrated Lights Out Manager (ILOM). Each ILOM Service Processor (SP) contains its own clock, which is synchronized with the operating system (OS) clock before it leaves the factory. However, when new expansion nodes are installed or when parts in a component have been repaired or replaced, SP clocks could be out-of-sync. The problem may also be the result of a configuration error or normal clock drift.

If necessary, the SP clock can be synchronized manually. There is no need to continually update the hardware clock, because it only serves as a reference point for the host OS. Once the systems are up and running the OS obtains the correct time through NTP.

Workaround: After configuring the NTP server in the Oracle PCA Dashboard, synchronize the ILOM SPs with the OS clock. The easiest way is to log into the host and run this command: `hwclock --systohc`.

Bug 17664050

5.1.12 Compute Node ILOM Firmware Causes Provisioning Failure and OSA Image Corruption with Oracle PCA Release 2.3.x Controller Software

Certain versions of the ILOM firmware installed on Oracle Server X5-2, Sun Server X4-2, or Sun Server X3-2, have Oracle System Assistant (OSA) enabled by default. In combination with Oracle PCA Controller Software Release 2.3.x, this setting is not permitted for Oracle PCA compute nodes, as it exposes an additional target disk for the operating system installation. However, in some cases OSA cannot be disabled or is re-enabled automatically.

If a compute node is provisioned with an ILOM firmware in this state, while Oracle PCA is running Controller Software Release 2.3.x, the Oracle VM Server installation will fail or at least be incorrect, and the OSA image becomes corrupted even when disabled. Therefore, it is critical that you upgrade the ILOM firmware before you start the Oracle PCA Release 2.3.x Controller Software update to prevent provisioning failures.



Note

For this reason, ILOM firmware version 3.2.4.52 is **not** supported on Oracle Server X5-2 nodes.

Workaround: Before starting the Oracle PCA Release 2.3.x Controller Software update, upgrade the ILOM firmware on all compute nodes to version 3.2.4.68 or newer. If provisioning has corrupted the OSA image, follow the recovery procedure in the section [Rebuilding a Corrupted Compute Node OSA Image](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Bug 25392805

5.1.13 ILOM Firmware Does Not Allow Loopback SSH Access

In Oracle Integrated Lights Out Manager (ILOM) firmware releases newer than 3.2.4, the service processor configuration contains a field, called `allowed_services`, to control which services are permitted on an interface. By default, SSH is not permitted on the loopback interface. However, Oracle Enterprise Manager uses this mechanism to register Oracle PCA management nodes. Therefore, SSH must be enabled manually if the ILOM version is newer than 3.2.4.

Workaround: On management nodes running an ILOM version more recent than 3.2.4, make sure that SSH is included in the `allowed_services` field of the network configuration. Log into the ILOM CLI through the `NETMGT` Ethernet port and enter the following commands:

```
-> cd /SP/network/interconnect
-> set hostmanaged=false
-> set allowed_services=fault-transport,ipmi,snmp,ssh
-> set hostmanaged=true
```

Bug 26953763

5.2 Oracle Private Cloud Appliance Software

This section describes software-related limitations and workarounds.

5.2.1 Do Not Install Additional Software on Appliance Components

Oracle PCA is delivered as an appliance: a complete and controlled system composed of selected hardware and software components. If you install additional software packages on the pre-configured appliance components, be it a compute node, management node or storage component, you introduce new variables that potentially disrupt the operation of the appliance as a whole. Unless otherwise instructed, Oracle advises against the installation of additional packages, either from a third party or from Oracle's own software channels like the Oracle Linux YUM repositories.

Workaround: Do not install additional software on any internal Oracle PCA system components. If your internal processes require certain additional tools, contact your Oracle representative to discuss these requirements.

5.2.2 Do Not Reconfigure Network During Compute Node Provisioning or Upgrade

In the Oracle PCA Dashboard, the Network Setup tab becomes available when the first compute node has been provisioned successfully. However, when installing and provisioning a new system, you must wait until all nodes have completed the provisioning process before changing the network configuration. Also, when provisioning new nodes at a later time, or when upgrading the environment, do not apply a new network configuration before all operations have completed. Failure to follow these guidelines is likely to leave your environment in an indeterminate state.

Workaround: Before reconfiguring the system network settings, make sure that no provisioning or upgrade processes are running.

Bug 17475738

5.2.3 Nodes Attempt to Synchronize Time with the Wrong NTP Server

External time synchronization, based on `ntpd`, is left in default configuration at the factory. As a result, NTP does not work when you first power on the Oracle PCA, and you may find messages in system logs similar to these:

```
Oct 1 11:20:33 ovcamn06r1 kernel: o2d1m: Joining domain ovca ( 0 1 ) 2 nodes
Oct 1 11:20:53 ovcamn06r1 ntpd_initres[3478]: host name not found:0.rhel.pool.ntp.org
Oct 1 11:20:58 ovcamn06r1 ntpd_initres[3478]: host name not found:1.rhel.pool.ntp.org
Oct 1 11:21:03 ovcamn06r1 ntpd_initres[3478]: host name not found:2.rhel.pool.ntp.org
```

Workaround: Apply the appropriate network configuration for your data center environment, as described in the section [Network Setup](#) in the Oracle Private Cloud Appliance Administrator's Guide. When the data center network configuration is applied successfully, the default values for NTP configuration are overwritten and components will synchronize their clocks with the source you entered.

Bug 17548941

5.2.4 Unknown Symbol Warning during InfiniBand Driver Installation

Towards the end of the management node `install.log` file, the following warnings appear:

```
> WARNING:
> /lib/modules/2.6.39-300.32.1.el6uek.x86_64/kernel/drivers/infiniband/ \
> hw/ibpath/ib_ipath.ko needs unknown symbol ib_wq
> WARNING:
> /lib/modules/2.6.39-300.32.1.el6uek.x86_64/kernel/drivers/infiniband/ \
> hw/qib/ib_qib.ko needs unknown symbol ib_wq
> WARNING:
> /lib/modules/2.6.39-300.32.1.el6uek.x86_64/kernel/drivers/infiniband/ \
> ulp/srp/ib_srp.ko needs unknown symbol ib_wq
> *** FINISHED INSTALLING PACKAGES ***
```

These warnings have no adverse effects and may be disregarded.

Bug 16946511

5.2.5 Node Manager Does Not Show Node Offline Status

The role of the Node Manager database is to track the various states a compute node goes through during provisioning. After successful provisioning the database continues to list a node as *running*, even if it is shut down. For nodes that are fully operational, the server status is tracked by Oracle VM Manager. However, the Oracle PCA Dashboard displays status information from the Node Manager. This may lead to inconsistent information between the Dashboard and Oracle VM Manager, but it is not considered a bug.

Workaround: To verify the status of operational compute nodes, use the Oracle VM Manager user interface.

Bug 17456373

5.2.6 Compute Node State Changes Despite Active Provisioning Lock

The purpose of a lock of the type `provisioning` or `all_provisioning` is to prevent all compute nodes from starting or continuing a provisioning process. However, when you attempt to reprovision a running compute node from the Oracle PCA CLI while an active lock is in place, the compute node state changes to "reprovision_only" and it is marked as "DEAD". Provisioning of the compute node continues as normal when the provisioning lock is deactivated.

Bug 22151616

5.2.7 Compute Nodes Are Available in Oracle VM Server Pool Before Provisioning Completes

Compute node provisioning can take up to several hours to complete. However, those nodes are added to the Oracle VM server pool early on in the process, but they are not placed in maintenance mode. In theory the discovered servers are available for use in Oracle VM Manager, but you must not attempt to alter their configuration in any way before the Oracle PCA Dashboard indicates that provisioning has completed.

Workaround: Wait for compute node provisioning to finish. Do not modify the compute nodes or server pool in any way in Oracle VM Manager.

Bug 22159111

5.2.8 Reprovisioning or Upgrading a Compute Node Hosting Virtual Machines Leads to Errors

Reprovisioning or upgrading a compute node that hosts virtual machines (VMs) is considered bad practice. Good practice is to migrate all VMs away from the compute node before starting a reprovisioning operation or software update. At the start of the reprovisioning, the removal of the compute node from its server pool could fail partially, due to the presence of configured VMs that are either running or powered off. When the compute node returns to normal operation after reprovisioning, it could report failures related to server pool configuration and storage layer operations. As a result, both the compute node and its remaining VMs could end up in an error state. There is no straightforward recovery procedure.

Workaround: Avoid upgrade and reprovisioning issues due to existing VM configurations by migrating all VMs away from their host first.

Bug 23563071

5.2.9 When Compute Node Upgrade to Oracle VM Server 3.4 Fails, Backup and Reprovisioning Are Required

As part of the pre-processing phase of the compute node upgrade, certain packages used by previous versions of the software are removed. These include InfiniBand modules that are no longer required after the upgrade. However, if the Oracle VM Server upgrade to version 3.4 fails, any subsequent upgrade attempt also fails, because InfiniBand networking is disabled. The compute node can only be returned to normal operation through reprovisioning.

In addition, the command line option to save the compute node's local repository during reprovisioning, is not functional in Oracle PCA Release 2.3.1. Backing up the local repository must be done separately.

Workaround: Manually create a backup copy of the virtual machines and other data in the local repository. Then reprovision the compute node for a clean installation of Oracle VM Server 3.4. When provisioning is complete, the compute node is a member of the default *Rack1_ServerPool*. Next, you can restore the local repository content.

Bugs 26199657 and 26222844

5.2.10 Virtual Machines Remain in Running Status when Host Compute Node Is Reprovisioned

Using the Oracle PCA CLI it is possible to force the reprovisioning of a compute node even if it is hosting running virtual machines. The compute node is not placed in maintenance mode when running Oracle VM Server 3.4.4. Consequently, the active virtual machines are not shut down or migrated to another compute node. Instead these VMs remain in *running* status and Oracle VM Manager reports their host compute node as "N/A".



Caution

Reprovisioning a compute node that hosts virtual machines is considered bad practice. Good practice is to migrate all virtual machines away from the compute node before starting a reprovisioning operation or software update.

Workaround: In this particular condition the VMs can no longer be migrated. They must be killed and restarted. After a successful restart they return to normal operation on a different host compute node in accordance with start policy defined for the server pool.

Bug 22018046

5.2.11 Provisioning Is Slow in Systems with Many VMs and VLANs

As the Oracle VM environment grows and contains more and more virtual machines and many different VLANs connecting them, the number of management operations and registered events increases rapidly. In a system with this much activity the provisioning of a compute node takes significantly longer, because the provisioning tasks run through the same management node where Oracle VM Manager is active. There is no impact on functionality, but the provisioning tasks can take several hours to complete.

There is no workaround to speed up the provisioning of a compute node when the entire system is under heavy load. It is recommended to perform compute node provisioning at a time when system activity is at its lowest.

Bug 22159038 and 22085580

5.2.12 Static Routes for Custom Host Networks Are Not Configured on Compute Nodes

The *host network* is a custom network type that enables connectivity between the physical Oracle PCA hosts and external network resources. As part of the host network configuration, a static route is configured on each server participating in the network. However, the required static route can only be configured if the server in question has been upgraded to the version of Oracle VM Server included in Release 2.3.1 of the Oracle Private Cloud Appliance Controller Software. If a host is running a previous version its routing table is not updated.

Workaround: If you intend to use a host network in your environment, make sure that the compute nodes are running the correct version of Oracle VM Server, as included in the ISO image of the Oracle PCA Controller Software.

Bug 23182978 and 23233700

5.2.13 Altering Custom Network VLAN Tag Is Not Supported

When you create a custom network, it is technically possible – though not supported – to alter the VLAN tag in Oracle VM Manager. However, when you attempt to add a compute node, the system creates the network bond on the server but fails to enable the modified VLAN configuration. At this point the custom network is stuck in a failed state: neither the network nor the vNIC bond can be deleted, and the VLAN configuration can no longer be changed back to the original tag.

Workaround: Do not modify appliance-level networking in Oracle VM Manager. There are no documented workarounds and any recovery operation is likely to require significant downtime of the Oracle PCA environment.

Bug 23250544

5.2.14 Host Network Parameter Validation Is Too Permissive

When you define a host network, it is possible to enter invalid or contradictory values for the Prefix, Netmask and Route_Destination parameters. For example, when you enter a prefix with "0" as the first octet, the system attempts to configure IP addresses on compute node Ethernet interfaces starting with 0. Also, when the netmask part of the route destination you enter is invalid, the network is still created, even though an exception occurs. When such a poorly configured network is in an invalid state, it cannot be reconfigured or deleted with standard commands.

Workaround: Double-check your CLI command parameters before pressing Enter. If an invalid network configuration is applied, use the `--force` option to delete the network.

Bug 25729227

5.2.15 Virtual Appliances Cannot Be Imported Over a Host Network

A host network provides connectivity between compute nodes and hosts external to the appliance. It is implemented to connect external storage to the environment. If you attempt to import a virtual appliance, also known as assemblies in previous releases of Oracle VM and Oracle PCA, from a location on the host network, it is likely to fail, because Oracle VM Manager instructs the compute nodes to use the active management node as a proxy for the import operation.

Workaround: Make sure that the virtual appliance resides in a location accessible from the active management node.

Bug 25801215

5.2.16 Compute Node Networking Limitations Differ from Specified Configuration Maximums

Compute nodes currently support a maximum of 36 vNICs, of which 6 are used by the default network configuration. In theory, this allows for 15 more custom network bonds of 2 vNICs each to be created. However, the maximum allowed is 3 internal custom networks and 7 external custom networks, which is equivalent to 10 network bonds. You should not configure any vNICs beyond these maximums, even if the system allows you to.

Workaround: When configuring custom networking, always adhere to the limitations set forth in [Chapter 4, Configuration Maximums](#).

Bug 24407432

5.2.17 Customizations for ZFS Storage Appliance in `multipath.conf` Are Not Supported

The ZFS stanza in `multipath.conf` is controlled by the Oracle PCA software. The internal ZFS Storage Appliance is a critical component of the appliance and the multipath configuration is tailored to the internal requirements. You should never modify the ZFS parameters in `multipath.conf`, because it could adversely affect the appliance performance and functionality.

Even if customizations were applied for (external) ZFS storage, they are overwritten when the Oracle PCA Controller Software is updated. A backup of the file is saved prior to the update. Customizations in other stanzas of `multipath.conf`, for storage devices from other vendors, are preserved during upgrades.

Bug 25821423

5.2.18 Custom Network Configuration in Release 2.3.1 Not Shown in `modprobe.conf`

In previous releases with custom network support, the file `/etc/modprobe.conf` in compute nodes contained information about custom network connections configured for that compute node. After the software update to Release 2.3.1 that file no longer exists, and none of the files in `/etc/modprobe.d/` contain information about Ethernet ports or bond ports. This is the result of the compute node operating system and kernel change in Release 2.3.1.

Workaround: Information about a compute node's Ethernet connectivity can be found in these files: `/etc/sysconfig/network-scripts/ifcfg-eth*`.

Bug 25508659

5.2.19 Empty Tenant Groups Keep Virtual IP Address After Upgrade

After the Oracle PCA Controller Software has been updated to Release 2.3.1, and when Oracle VM is upgraded to version 3.4.2, configured but empty tenant groups keep the virtual IP address assigned to them. Because the concepts of server pool virtual IP and master server are deprecated in the new version of Oracle VM, the virtual IP address should be stripped from the tenant group configuration during upgrade.

Workaround: Delete the empty tenant group and create a new one using the Oracle PCA Release 2.3.1 CLI. It is created without a virtual IP address.

Bug 25919445

5.2.20 Bond Port MTU Cannot Be Changed in Oracle VM Manager

If you change the MTU setting of a server bond port, it appears to be applied successfully. However, in reality these are bond ports configured on the Fabric Directors, and the Fabric Director configuration cannot be modified this way. In other words, the effective MTU for the bond port remains the same, even if Oracle VM Manager suggests it was changed.

There is no workaround. Fabric Director configuration changes are not supported.

Bug 25526544

5.2.21 Update Functionality Not Available in Dashboard

The Oracle PCA Dashboard cannot be used to perform an update of the software stack.

Workaround: Use the command line tool `pca-updater` to update the software stack of your Oracle PCA. For details, refer to the section [Oracle Private Cloud Appliance Software Update](#) in the Oracle Private Cloud Appliance Administrator's Guide. For step-by-step instructions, refer to the section [Update](#). You can use SSH to log in to each management node and check `/etc/pca-info` for log entries indicating restarted services and new software revisions.

Bug 17476010, 17475976 and 17475845

5.2.22 Interrupting Download of Software Update Leads to Inconsistent Image Version and Leaves Image Mounted and Stored in Temporary Location

The first step of the software update process is to download an image file, which is unpacked in a particular location on the ZFS storage appliance. When the download is interrupted, the file system is not cleaned up or rolled back to a previous state. As a result, contents from different versions of the software image may end up in the source location from where the installation files are loaded. In addition, the downloaded `*.iso` file remains stored in `/tmp` and is not unmounted. If downloads are frequently started and stopped, this could cause the system to run out of free loop devices to mount the `*.iso` files, or even to run out of free space.

Workaround: The files left behind by previous downloads do not prevent you from running the update procedure again and restarting the download. Download a new software update image. When it completes successfully you can install the new version of the software, as described in the section [Update](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Bug 18352512

5.2.23 Do Not Update Controller Software to Release 2.3.1 from Release 2.0.5 or Earlier

You must **NEVER** attempt to run the **UPDATE TO RELEASE 2.3.1** if the currently installed controller software is Release 2.0.5 or earlier.

These earlier releases do not have the necessary mechanisms to verify that the update path is valid or known to be invalid. Consequently, the update process will start, and make both management nodes inaccessible. There may be significant downtime and data loss or corruption.

Workaround: Follow the controller software update path as outlined in the section [Update](#) in the Oracle Private Cloud Appliance Administrator's Guide. If you did run the update on a non-qualified release of the software, contact Oracle Support.

Bug 25558718

5.2.24 Software Update Is Halted By Terminal Disconnect

To execute the controller software update to Release 2.3.1, you log on to the active management node by setting up a terminal connection and using SSH to gain access to the Oracle Linux shell and Oracle PCA CLI. After you enter the command `update appliance install_image`, a series of pre-upgrade tasks are launched, including the Oracle VM database export. These tasks take relatively long to complete, but generate no terminal output. If the terminal session from where the command was entered, is inadvertently disconnected while the pre-upgrade tasks are in progress, those tasks will complete but the actual controller software update is not started.

Workaround: If the update does not start as a result of the terminal disconnecting, monitor the `preinstall.log` file. The final two lines in the example below indicate that the pre-upgrade tasks have completed.

```
tail -f /nfs/shared_storage/ovmm_upgrade/<timestamp>/preinstall.log
[... ]
[06/16/2017 22:40:19 33679] INFO (<stdin>:6) [PCA Upgrade] Database export complete
[06/16/2017 22:40:19 33687] INFO (<stdin>:6) [PCA Upgrade] Shutting down bond0...
```

Once you have confirmed that the pre-upgrade tasks have completed, restart the `ovca` service. Then open the Oracle PCA CLI and start the update again with the `update appliance install_image` command.



Tip

To avoid terminal connection issues, you can open a console on a virtual machine, running on the Oracle PCA or another Oracle VM environment in the same network environment. If the command is issued from the VM, it is not affected by connection issues on the side of the administrator's machine.

Bug 26259717

5.2.25 Software Update Fails Due to Error in `AdminServer.log`

The pre-upgrade validation mechanism for Release 2.3.1 is made intentionally strict in order to avoid as many failure scenarios as possible. It includes checks for certain types of existing errors in log files, and prevents the controller software update from starting if potential problems are revealed.

For example, if an `AdminServer.log` file contains any `"ObjectNotFoundException"`, the update will fail, even if the error no longer impacts the running environment.

Workaround: First, resolve the `ObjectNotFoundException` issues. For details, refer to [Eliminating ObjectNotFoundExceptions and Restoring the Oracle VM Manager Database](#) in the Oracle Private Cloud Appliance Administrator's Guide. Then, either clear the logs or, if you need them for future reference, move the log files to a location outside the `/u01/app/oracle/ovm-manager-3/` directory.

Bug 25448087

5.2.26 Compute Nodes Must Be Upgraded to Oracle VM Server Release 3.4.2 Using the Oracle PCA CLI

If you are installing Oracle Private Cloud Appliance Controller Software Release 2.3.1, then the management nodes are set up to run Oracle VM Manager 3.4.2. Compute nodes cannot be upgraded to Oracle VM Server Release 3.4.2 with the Oracle VM Manager web UI. You must upgrade them using the `update server` command within the Oracle PCA CLI.

However, if you do attempt to upgrade a compute node from within Oracle VM Manager, the resulting error message provides false information, as shown in the following example:

```
OVMRU_000024E Cannot upgrade server: ovcaacn07r1, at version: 3.2.10-762a,
using the UI/CLI. You must use the UpgradeServers.py script. Please see the
Installation Manual for details.
```

Workaround: Do not use the suggested `UpgradeServers.py` script. Instead, use the Oracle PCA CLI as described in the section [Upgrading Oracle VM to Release 3.4](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Bug 25659536

5.2.27 Software Update with Mixed Oracle VM Server Versions Does Not Fail Gracefully

If you attempt to update the Oracle Private Cloud Appliance Controller Software to Release 2.3.1 on an appliance that contains compute nodes running Oracle VM Server 3.2.9, while other compute nodes run an eligible version (3.2.10 or 3.2.11), then the update fails with errors similar to those in the following example:

```
ERROR (pca_pre_upgrade_check:438)
[OS Check] FAILED: The check failed on the following nodes:
['ovcaacn07r1', 'ovcaacn08r1', 'ovcaacn10r1', 'ovcaacn09r1'].
Exception '3.2.9' received while processing compute node ovcaacn07r1
Exception '3.2.9' received while processing compute node ovcaacn08r1
Exception '3.2.9' received while processing compute node ovcaacn10r1
Exception '3.2.9' received while processing compute node ovcaacn09r1
```

When the controller software update fails in this manner, the environment is left in an incorrect state, and the secondary management node is marked "dead".

Workaround: Please contact Oracle Support and submit a service request. For details, refer to the support note with Doc ID 2241716.1.

Bug 25585372

5.2.28 Missing Physical Disk on Oracle VM Server 3.2 Compute Node After Management Node Upgrade to Oracle VM Manager 3.4

When you perform the Oracle PCA Controller Software update to Release 2.3.1, Oracle VM Manager 3.4.2 is installed on the management nodes. Typically, compute nodes are then upgraded one by one to the

matching version of Oracle VM Server. However, it is possible to continue to manage a number of compute nodes running Oracle VM Server 3.2.10 or 3.2.11 in case your existing configuration requires it. For details, refer to the section [Managing a Mixed Compute Node Environment](#) in the Oracle Private Cloud Appliance Administrator's Guide

If Oracle PCA is running controller software release 2.3.1 with compute nodes that have not yet been upgraded to the newer version of Oracle VM Server, warnings about missing physical disks in the internal ZFS storage appliance may occur in the Oracle VM Manager Storage tab and the Physical Disks perspective of the Servers and VMs tab. They look similar to this example:

```
OVMEVT_007005D_000 Discover storage elements on server [ovcacn10r1] did not  
return physical disk [SUN (2)] for storage array [OVCA_ZFSSA_Rack1].
```

Workaround: Upgrade all compute nodes to Oracle VM Server 3.4.2.

Bug 25870801

5.2.29 OSWatcher Must Be Disabled Before Software Update to Release 2.3.1

If you have manually configured OSWatcher to run on your compute nodes, you must disable it before updating the environment to Release 2.3.1. If left configured, the existing OSWatcher version causes conflicts with the version of OSWatcher that is installed and enabled with Oracle VM Server version 3.4.x on the compute nodes.

Workaround: Make sure that OSWatcher is no longer configured on the compute nodes before you upgrade them to Oracle VM Server version 3.4.x. For details, refer to the support note with Doc ID 2258195.1.

Bugs 25821384 and 24964998

5.2.30 Unmanaged Storage Arrays Have No Name After Controller Software Update to Release 2.3.1

Certain fields in the Oracle VM Manager UI are populated differently between version 3.2.x and 3.4.x. This causes the name of the Unmanaged iSCSI and Fibre Channel Storage Arrays to appear blank after the controller software update to Release 2.3.1.

Workaround: Make the storage array names reappear by executing the steps below in Oracle VM Manager 3.4.x. For details, refer to the support note with Doc ID 2244130.1.

1. In Oracle VM Manager select the Storage tab.
2. From the SAN Servers list, select one of the unmanaged storage arrays that appear unnamed.
3. Click Edit to modify the storage array properties.

The correct name is already displayed. Click OK to confirm.

4. Repeat these steps for the other unnamed storage array.

Bug 25660037

5.2.31 Software Update Hangs Because Storage Firmware Upgrade Fails

When the Oracle PCA Controller Software update includes a firmware upgrade of the internal ZFS storage appliance, the automated upgrade process requires full exclusive control of the storage appliance ILOM.

If another user is logged onto the ILOM, the firmware upgrade fails. As a result, the Controller Software update cannot continue.

Workaround: Make sure that no other user is logged onto the storage appliance ILOM and restart the software update with the `pca-updater` command. Proceed as follows:

1. Stop the current software update process on the master management node.

```
# pca-updater -m update -x -i <master management node IP address>
```

2. Verify that no users are logged onto the storage appliance ILOM, so that the controller software update process can take full control.
3. From the command line of the master management node, restart the Oracle PCA Controller Software update.

```
# pca-updater -m update -s
```

Bug 23149946

5.2.32 Compute Nodes Lose Oracle VM iSCSI LUNs During Software Update

Several iSCSI LUNs, including the essential server pool file system, are mapped on each compute node. When you update the appliance software, it may occur that one or more LUNs are missing on certain compute nodes. In addition, there may be problems with the configuration of the clustered server pool, preventing the existing compute nodes from joining the pool and resuming correct operation after the software update.

Workaround: To avoid these software update issues, upgrade all previously provisioned compute nodes by following the procedure described in the section [Upgrading Existing Compute Node Configuration from Release 1.0.2](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Bugs 17922555, 18459090, 18433922 and 18397780

5.2.33 Customer Created LUNs Are Mapped to the Wrong Initiator Group

When adding LUNs on the Oracle PCA internal ZFS Storage Appliance you must add them under the "OVM" target group. Only this default target group is supported; there can be no additional target groups. However, on the initiator side you should not use the default configuration, otherwise all LUNs are mapped to the "**All Initiators**" group, and accessible for all nodes in the system. Such a configuration may cause several problems within the appliance.

Additional, custom LUNs on the internal storage **must** instead be mapped to one or more custom initiator groups. This ensures that the LUNs are mapped to the intended initiators, and are not remapped by the appliance software to the default "**All Initiators**" group.

Workaround: When creating additional, custom LUNs on the internal ZFS Storage Appliance, always use the default target group, but make sure the LUNs are mapped to one or more custom initiator groups.

Bugs 22309236 and 18155778

5.2.34 Virtual Machine File Systems Become Read-Only after Storage Head Failover

When a failover occurs between the storage heads of the Oracle PCA internal ZFS storage appliance, or an externally connected ZFS storage appliance, the file systems used by virtual machines may become read-only, preventing normal VM operation. Compute nodes may also hang or crash as a result.

Workaround: There is no documented workaround to prevent the issue. Once the storage head failover has completed, you can reboot the virtual machines to bring them back online in read-write mode.

Bugs 19324312 and 19670873

5.2.35 Storage Head Failover Disrupts Running Virtual Machines

When a failover occurs between the storage heads of a ZFS Storage Appliance, virtual machine operation could be disrupted by temporary loss of disk access. Depending on the guest operating system, and on the configuration of the guest and Oracle VM, a VM could hang, power off or reboot. This behavior is caused by an iSCSI configuration parameter that does not allow sufficient recovery time for the storage failover to complete.

Workaround: Increase the value of `node.session.timeo.replacement_timeout` in the file `/etc/iscsi/iscsid.conf`. For details, refer to the support note with [Doc ID 2189806.1](#).

Bug 24439070

5.2.36 Oracle VM Manager Tuning Settings Are Lost During Software Update

During the Oracle PCA software update from Release 1.0.2 to Release 1.1.x, it may occur that the specific tuning settings for Oracle VM Manager are not applied correctly, and that default settings are used instead.

Workaround: Verify the Oracle VM Manager tuning settings and re-apply them if necessary. Follow the instructions in the section [Verifying and Re-applying Oracle VM Manager Tuning after Software Update](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Bug 18477228

5.2.37 Oracle VM Manager Fails to Restart after Restoring a Backup Due to Password Mismatch

If you have changed the password for Oracle VM Manager or its related components Oracle WebLogic Server and Oracle MySQL database, and you need to restore the Oracle VM Manager from a backup that was made prior to the password change, the passwords will be out of sync. As a result of this password mismatch, Oracle VM Manager cannot connect to its database and cannot be started.

Workaround: Follow the instructions in the section [Restoring a Backup After a Password Change](#) in the Oracle Private Cloud Appliance Administrator's Guide.

Bug 19333583

5.2.38 Changing Multiple Component Passwords Causes Authentication Failure in Oracle VM Manager

When several different passwords are set for different appliance components using the Oracle PCA Dashboard, you could be locked out of Oracle VM Manager, or communication between Oracle VM Manager and other components could fail, as a result of authentication failures. The problem is caused by a partially failed password update, whereby a component has accepted the new password while another component continues to use the old password to connect.

The risk of authentication issues is considerably higher when Oracle VM Manager and its directly related components Oracle WebLogic Server and Oracle MySQL database are involved. A password change for

these components requires the `ovmm` service to restart. If another password change occurs within a matter of a few minutes, the operation to update Oracle VM Manager accordingly could fail because the `ovmm` service was not active. An authentication failure will prevent the `ovmm` service from restarting.

Workaround: If you set different passwords for appliance components using the Oracle PCA Dashboard, change them one by one with an interval of at least 10 minutes. If the `ovmm` service is stopped as a result of a password change, wait for it to restart before making further changes. If the `ovmm` service fails to restart due to authentication issues, it may be necessary to replace the file `/nfs/shared_storage/wls1/servers/AdminServer/security/boot.properties` with the previous version of the file (`boot.properties.old`).

Bug 26007398

5.2.39 Software Update Fails with Authentication Error During MySQL Upgrade

Although not recommended, it is technically possible to make changes to the MySQL database directly or through Oracle VM. The database might have been accessed with user accounts that are not under the control of the Oracle PCA software, resulting in synchronization issues. In this situation, the software update fails when running the MySQL database upgrade.

Workaround: The Oracle PCA 2.3.2 software update ISO image contains a Bash script that allows you to detect if this problem exists on your system. Please run the script, named `pca_precheck_mysql.sh`, on the master management node before starting the software update process. If the script detects a problem, you are advised to execute the corrective actions documented in the support note with [Doc ID 2334970.1](#).

Bug 27190661

5.2.40 ILOM Password of Expansion Compute Nodes Is Not Synchronized During Provisioning

After the rack components have been configured with a custom password, any compute node ILOM of a newly installed expansion compute node does not automatically take over the password set by the user in the Wallet. The compute node provisions correctly, and the Wallet maintains access to its ILOM even though it uses the factory-default password. However, it is good practice to make sure that custom passwords are correctly synchronized across all components.

Workaround: Set or update the compute node ILOM password using the Oracle PCA Dashboard or CLI. This sets the new password both in the Wallet and the compute node ILOM.

Bug 26143197

5.2.41 SSH Host Key Mismatch After Management Node Failover

When logging in to the active management node using SSH, you typically use the virtual IP address shared between both management nodes. However, since they are separate physical hosts, they have a different host key. If the host key is stored in the SSH client, and a failover to the secondary management node occurs, the next attempt to create an SSH connection through the virtual IP address results in a host key verification failure.

Workaround: Do not store the host key in the SSH client. If the key has been stored, remove it from the client's file system; typically inside the user directory in `.ssh/known_hosts`.

Bug 22915408

5.2.42 Oracle VM Java Processes Consume Large Amounts of Resources

Particularly in environments with a large number of virtual machines, and when many virtual machine operations – such as start, stop, save, restore or migrate – occur in a short time, the Java processes of Oracle VM may consume a lot of CPU and memory capacity on the master management node. Users will notice the browser and command line interfaces becoming very slow or unresponsive. This behavior is likely caused by a memory leak in the Oracle VM CLI.

Workaround: A possible remedy is to restart the Oracle VM CLI from the Oracle Linux shell on the master management node.

```
# /u01/app/oracle/ovm-manager-3/ovm_cli/bin/stopCLIMain.sh  
# nohup /u01/app/oracle/ovm-manager-3/ovm_cli/bin/startCLIMain.sh&
```

Bug 18965916

5.2.43 External Storage Cannot Be Discovered Over Data Center Network

The default compute node configuration does not allow connectivity to additional storage resources in the data center network. Compute nodes are connected to the data center subnet to enable public connectivity for the virtual machines they host, but the compute nodes' physical network interfaces have no IP address in that subnet. Consequently, SAN or file server discovery will fail.

Bug 17508885

5.2.44 LUNs Are Not Reconnected After External Storage Connection Failure or Failback

When the connection between Oracle PCA and its external storage is interrupted, for example due to a network issue or a controller failover, it may occur in rare cases that, when the connection is restored, the affected LUNs are not automatically reconnected to the compute nodes that use them. The issue is caused by the timing of the RSCN protocol, which is implemented differently depending on the manufacturer of the external storage.

There is no workaround available. Please contact Oracle for assistance. The recovery procedure is documented in the support note with Doc ID 2330092.1.

Bug 27025655

5.2.45 Third-Party Oracle Storage Connect Plugins Must Be Removed Before Appliance Software Update to Release 2.3.1

The Oracle Private Cloud Appliance Software Release 2.3.1 includes the upgrade to Oracle VM Release 3.4.2. However, it is not possible to upgrade Oracle VM Server from Release 3.2.x to Release 3.4.x if third-party Oracle Storage Connect plugins are installed on the compute nodes.

Prior to the software update, deconfigure and remove third-party plugins as follows:

1. Remove any dependencies on the implicated storage array in Oracle VM Manager: remove virtual machine disk mappings and storage repository configurations using the third-party storage in question.
2. Remove the storage array from your Oracle VM Manager configuration to disconnect any configured compute nodes from that storage array.

3. Remove the third-party Oracle Storage Connect plugins from the compute nodes where they are installed.

After the compute nodes have been upgraded to Oracle VM Server 3.4.2, you may not be able to continue to use the same plugin. This depends on the storage vendor's policy regarding Oracle VM upgrade. For example, NetApp no longer provides support for its vendor-specific plugin, which has been removed from the Hardware Certification List for Oracle Linux and Oracle VM. For supported NetApp storage systems in combination with Oracle VM 3.4, use the generic storage plugin.

Bug 25203207

5.2.46 I/O Errors Occur During Failover on External ZFS Storage Appliance with Certain Firmwares

When a ZFS Storage Appliance is used externally with an Oracle PCA, failover operations between the storage heads have been known to result in I/O errors on the virtual machines using the affected LUNs. It appears that these I/O errors occur with ZFS Storage Appliances running administration software Release OS8.7.x.

Workaround: Avoid OS8.7 firmware when using a ZFS Storage Appliance with Oracle PCA. It is recommended that you run OS8.6.15.

Bugs 26850962 and 26964098

5.2.47 Fibre Channel LUNs Presented to Management Nodes Cause Kernel Panic

Fibre Channel LUNs should only be presented to compute nodes. Presenting the LUNs to the management nodes can cause their kernel to panic. Use proper (soft) zoning on the FC switch to prevent the management nodes from accessing the LUNs. For details, refer to the support note with [Doc ID 2148589.1](#).

Bug 22983265

5.2.48 High Network Load with High MTU May Cause Time-Out and Kernel Panic in Compute Nodes

When network throughput is very high, certain conditions, like a large number of MTU 9000 streams, have been known to cause a kernel panic in a compute node. In that case, `/var/log/messages` on the affected compute node contains entries like *"Task Python:xxxxx blocked for more than 120 seconds"*. As a result, HA virtual machines may not have been migrated in time to another compute node. Usually compute nodes return to their normal operation automatically.

Workaround: If HA virtual machines have not been live-migrated off the affected compute node, log into Oracle VM Manager and restart the virtual machines manually. If an affected compute node does not return to normal operation, restart it from Oracle VM Manager.

Bugs 20981004 and 21841578

5.2.49 Oracle PCA Dashboard URL Is Not Redirected

Before the product name change from Oracle Virtual Compute Appliance to Oracle Private Cloud Appliance, the Oracle PCA Dashboard could be accessed at `https://<manager-vip>:7002/ovca`. As of

Release 2.0.5, the URL ends in `/dashboard` instead. However, there is no redirect from `/ovca` to `/dashboard`.

Workaround: Enter the correct URL: `https://<manager-vip>:7002/dashboard`.

Bug 21199163

5.2.50 Network View in Oracle PCA Dashboard Contains Misaligned Labels with Screen Reader Enabled

When you activate the Screen Reader, through the Accessibility Options at login or in the Settings toolbar, the labels on the network ports of the I/O modules in the Network View tab of the Oracle PCA Dashboard are no longer correctly aligned with the background image.

There is no workaround available.

Bug 23099040

5.2.51 User Interface Does Not Support Internet Explorer 10 and 11

Oracle PCA Release 2.3.1 uses the Oracle Application Development Framework (ADF) version 11.1.1.2.0 for both the Dashboard and the Oracle VM Manager user interface. This version of ADF does not support Microsoft Internet Explorer 10 or 11.

Workaround: Use Internet Explorer 9 or a different web browser; for example Mozilla Firefox.

Bug 18791952

5.2.52 Mozilla Firefox Cannot Establish Secure Connection with User Interface

Both the Oracle PCA Dashboard and the Oracle VM Manager user interface run on an architecture based on Oracle WebLogic Server, Oracle Application Development Framework (ADF) and Oracle JDK 6. The cryptographic protocols supported on this architecture are SSLv3 and TLSv1.0. Mozilla Firefox version 38.2.0 or later no longer supports SSLv3 connections with a self-signed certificate. As a result, an error message might appear when you try to open the user interface login page.

In Oracle PCA Release 2.1.1 – with Oracle VM Release 3.2.10 – a server-side fix eliminates these secure connection failures. If secure connection failures occur with future versions of Mozilla Firefox, the workaround below might resolve them.

Workaround: Override the default Mozilla Firefox security protocol as follows:

1. In the Mozilla Firefox address bar, type `about:config` to access the browser configuration.
2. Acknowledge the warning about changing advanced settings by clicking *I'll be careful, I promise!*
3. In the list of advanced settings, use the Search bar to filter the entries and look for the settings to be modified.
4. Double-click the following entries and then enter the new value to change the configuration preferences:
 - `security.tls.version.fallback-limit: 1`
 - `security.ssl3.dhe_rsa_aes_128_sha: false`
 - `security.ssl3.dhe_rsa_aes_256_sha: false`

5. If necessary, also modify the configuration preference `security.tls.insecure_fallback_hosts` and enter the affected hosts as a comma-separated list, either as domain names or as IP addresses.
6. Close the Mozilla Firefox advanced configuration tab. The pages affected by the secure connection failure should now load normally.

Bug 21622475 and 21803485

5.2.53 Authentication Error Prevents Oracle VM Manager Login

In environments with a large number of virtual machines and frequent connections through the VM console of Oracle VM Manager, the browser UI login to Oracle VM Manager may fail with an *"unexpected error during login"*. A restart of the `ovmm` service is required.

Workaround: From the Oracle Linux shell of the master management node, restart the `ovmm` service by entering the command `service ovmm restart`. You should now be able to log into Oracle VM Manager again.

Bug 19562053

5.2.54 Error Getting VM Stats in Oracle VM Agent Logs

During the upgrade to Oracle PCA Software Release 2.0.4 a new version of the Xen hypervisor is installed on the compute nodes. While the upgrade is in progress, entries may appear in the `ovs-agent.log` files on the compute nodes indicating that `xen` commands are not executed properly (*"Error getting VM stats"*). This is a benign and temporary condition resolved by the compute node reboot at the end of the upgrade process. No workaround is required.

Bug 20901778

5.2.55 Virtual Machine with High Availability Takes Five Minutes to Restart when Failover Occurs

The compute nodes in an Oracle PCA are all placed in a single clustered server pool during provisioning. A clustered server pool is created as part of the provisioning process. One of the configuration parameters is the cluster time-out: the time a server is allowed to be unavailable before failover events are triggered. To avoid false positives, and thus unwanted failovers, the Oracle PCA server pool time-out is set to 300 seconds. As a consequence, a virtual machine configured with high availability (HA VM) can be unavailable for 5 minutes when its host fails. After the cluster time-out has passed, the HA VM is automatically restarted on another compute node in the server pool.

This behavior is as designed; it is not a bug. The server pool cluster configuration causes the delay in restarting VMs after a failover has occurred.

5.2.56 Live Migration of Oracle Solaris Guest Results in Reboot

In a mixed Oracle VM environment, when you attempt to live-migrate a virtual machine running Oracle Solaris as its guest operating system, there could be problems due to the Oracle VM Server version. If the VM is live-migrated to a compute node running Oracle VM Server 3.4.4 or newer, from a version prior to 3.4.4, Oracle Solaris will reboot.

Workaround: Consult the *Oracle VM Manager Release Notes for 3.4.4* for additional information regarding the issue, as well as possible solutions to manage your Oracle Solaris VMs when you update to Oracle PCA Release 2.3.2. Refer to the section [Live Migrating Oracle Solaris Guests to Oracle VM Server Release 3.4.4 or Later Results in Guest Reboot](#).

Bug 26637606

5.2.57 Compute Node CPU Load at 100 Percent Due to Hardware Management Daemon

The Hardware Management daemon, which runs as the process named `hwmgmt.d`, can sometimes consume a large amount of CPU capacity. This tends to become worse over time and eventually reach 100 percent. As a direct result, the system becomes less responsive over time.

Workaround: If you find that CPU load on a compute node is high, log in to its Oracle Linux shell and use the `top` command to check if `hwmgmt.d` is consuming a lot of CPU capacity. If so, restart the daemon by entering the command `/sbin/service hwmgmt.d restart`.

Bug 23174421

5.2.58 CLI Output Misaligned When Listing Tasks With Different UUID Length

To simplify task management in the CLI the task identifiers (UUIDs) have been shortened. After an upgrade from a Release 2.0.x the task list may still contain entries from before the upgrade, resulting in misaligned entries due to the longer UUID. The command output then looks similar to this example:

```
PCA> list task
Task_ID          Status  Progress Start_Time          Task_Name
-----
3327cc9b1414e2  RUNNING None      08-18-2015 11:45:54  update_download_image
9df321d37eed4bfea74221d22c26bfce SUCCESS      100 08-18-2015 09:59:08
update_run_ovmm_upgrader
8bcdcdf785ac4dfe96406284f1689802 SUCCESS      100 08-18-2015 08:46:11
update_download_image
f1e6e60351174870b853b24f8eb7b429 SUCCESS      100 08-18-2015 04:00:01  backup
e2e00c638b9e43808623c25ffd4dd42b SUCCESS      100 08-17-2015 16:00:01  backup
d34325e2ff544598bd6dcf786af8bf30 SUCCESS      100 08-17-2015 10:47:20
update_download_image
dd9d1f3b5c6f4bf187298ed9dcffe8f6 SUCCESS      100 08-17-2015 04:00:01  backup
a48f438fe02d4b9baa91912b34532601 SUCCESS      100 08-16-2015 16:00:01  backup
e03c442d27bb47d896ab6a8545482bdc SUCCESS      100 08-16-2015 04:00:01  backup
f1d2f637ad514dce9a3c389e5e7bbbed5 SUCCESS      100 08-15-2015 16:00:02  backup
c4bf0d86c7a24a4fb656926954ee6cf2 SUCCESS      100 08-15-2015 04:00:01  backup
016acaf01d154095af4faa259297d942 SUCCESS      100 08-14-2015 16:00:01  backup
-----
12 rows displayed
```

Workaround: It is generally good practice to purge old jobs from time to time. You can remove the old tasks with the command `delete task uuid`. When all old tasks have been removed the task list is output with correct column alignment.

Bug 21650772

5.2.59 Stopping an Update Task Causes its Records to Be Removed

From the CLI perspective there are two phases to a controller software update; each with its own update command:

1. downloading the software image (`update appliance get_image`)
2. installing the software image (`update appliance install_image`)

The `get_image` operation appears in the standard task list. When the task is stopped, it is marked as *aborted*, but its detailed record remains available. The `install_image` operation belongs to the special

`update-task` category. Its progress can be tracked with the `list update-task` command. However, if this task is stopped, it disappears from the update task list and its details can no longer be retrieved.

This behavior is inherent to the current design of task management and the software update mechanism. Update task information is handled and stored differently from all other tasks. This is not strictly considered a bug.

Bug 26088336

5.2.60 The CLI Command `diagnose software` Displays Test Failures When Compute Nodes Are Running Different Software Versions

The CLI command `diagnose software` can be used to run the basic software acceptance tests. However, these tests were designed for default configurations, so server pools with compute nodes running different versions of Oracle VM Server are beyond the scope of the tool. The example displays the typical test failures, which can be safely ignored in an environment with mixed compute node versions.

```
PCA> diagnose software
PCA Software Acceptance Test runner utility
[...]
Test - 966 - Check Oracle VM 3.4 xen security update Acceptance [FAILED]
Test - 909 - IPoIB is configuration on compute nodes Acceptance [FAILED]
Test - 927 - OVM server model Acceptance [FAILED]
[...]
```

Workaround: This is not strictly a bug, but the test failures will disappear after all compute nodes have been upgraded to the latest version of Oracle VM Server supported on an Oracle PCA compute node.

Bug 27158343

5.2.61 The CLI Command `list opus-ports` Shows Information About Non-existent Switches

The CLI command `list opus-ports` lists ports for additional switches that are not present within your environment. These switches are labelled OPUS-3, OPUS-4, OPUS-5 and OPUS-6 and are listed as belonging to rack numbers that are not available in a current deployment. This is due to the design, which caters to the future expansion of an environment. These entries are currently displayed in the listing of port relationships between compute nodes and each Oracle Switch ES1-24, and can be safely ignored.

Bug 18904287

5.2.62 Setting a Proxy with Access Credentials Is Not Accepted by the CLI

Different proxies can be configured with the CLI command `set system-property`. If a proxy requires access credentials, the parameters are typically provided in this format: `username:password@IP:port`. However, the `@` character causes the CLI to interpret the value as invalid, and returns a failure. The example shows a failed attempt to set the https proxy:

```
PCA> set system-property https_proxy https://admin:myPassword@10.10.10.10:8888
Status: Failure
Error Message: Error (PROPERTY_006): Invalid value: https://admin:myPassword@10.10.10.10:8888.
```

Workaround: To configure a proxy with access credentials correctly for Oracle PCA, you must manually add or edit the entry in the file `/etc/ovca.conf` on **both** management nodes. Contact Oracle for additional information.

Bug 27185941

5.2.63 Additionally Created WebLogic Users Are Removed During Controller Software Update

If additional WebLogic users were created besides those configured by default, the additional users are removed by the Oracle PCA Controller Software update. This is known to occur when Release 2.2.1 is updated to Release 2.2.2, and when Release 2.2.2 is updated to Release 2.3.1.

Workaround: At this time, the only option is to create the WebLogic user again after the software update has completed.

Bug 25919226

Chapter 6 Feedback and Support

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This chapter contains information about how to provide feedback and contact support for the Oracle Private Cloud Appliance (PCA) product.



Note

Customers who use Oracle Auto Service Request (ASR) do not need to submit a service request through My Oracle Support for the specific hardware failure scenarios covered by ASR. For details, refer to the chapter [Automating Oracle Private Cloud Appliance Service Requests](#) of the Oracle Private Cloud Appliance Administrator's Guide



Caution

Oracle Auto Service Request (ASR) must be installed by an **authorized Oracle Field Engineer**. Request installation of ASR at the time of system install. Installation at a later date will be a Time and Materials charge.

6.1 Providing Feedback and Reporting Problems

If you need to report an issue and have an Oracle Premier Support Agreement, you should open a case with Oracle Support at <https://support.oracle.com>.

If you are reporting an issue, please provide the following information where applicable:

- Description of the problem, including the situation where the problem occurs, and its impact on your operation.
- Machine type, operating system release, browser type and version, locale and product release, including any patches you have applied, and other software that might be affecting the problem.
- Detailed steps on the method you have used, to reproduce the problem.
- Any error logs or core dumps.

6.2 Contacting Oracle Specialist Support

If you have an Oracle Customer Support Identifier (CSI), first try to resolve your issue by using My Oracle Support at <https://support.oracle.com>. Your Oracle Premier Support CSI does not cover customization support, third-party software support, or third-party hardware support.

If you cannot resolve your issue, open a case with the Oracle specialist support team for technical assistance on break/fix production issues. The responding support engineer will need the following information to get started:

- Your Oracle Customer Support Identifier.

- The product you are calling about.
- A brief description of the problem you would like assistance with.
- Any logs or support data you have, see [Section 6.3, “Data Collection for Service and Support”](#) for details.

If your CSI is unknown, find the correct Service Center for your country (<http://www.oracle.com/us/support/contact-068555.html>), then contact Oracle Services to open a non-technical service request (SR) to get your CSI sorted. Once you have your CSI, you can proceed to open your case through My Oracle Support.

6.3 Data Collection for Service and Support

When submitting a Service Request (SR), please include an archive file with the relevant log files and debugging information as listed in this section. This information can be used by Oracle Support to analyze and diagnose system issues. The support data files can be uploaded for further analysis by Oracle Support.



Tip

Collecting support files involves logging in to the command line on components in your Oracle PCA rack and copying files to a storage location external to the appliance environment, in the data center network. This can only be achieved from a system with access to both the internal appliance management network and the data center network. You can set up a physical or virtual system with those connections, or use the master management node.

The most convenient way to collect the necessary files, is to mount the target storage location on the system using `nfs`, and copy the files using `scp` with the appropriate login credentials and file path. The command syntax should be similar to this example:

```
# mkdir /mnt/mynfsshare
# mount -t nfs storage-host-ip:/path-to-share /mnt/mynfsshare
# scp root@component-ip:/path-to-file /mnt/mynfsshare/pca-support-data/
```

Collecting Oracle Private Cloud Appliance Support Data



Warning

For more accurate diagnosis of physical server issues, Oracle Support Services require a system memory dump. For this purpose, `kdump` must be installed and configured on the component under investigation. The entire procedure is described in the support note with [Doc ID 2142488.1](#). (For systems running controller software older than Release 2.3.1, refer to [Doc ID 1520837.1](#) instead.) By default, `kdump` is installed on all Oracle PCA compute nodes and configured to write the system memory dump to the ZFS storage appliance at this location: `192.168.4.100:/export/nfs_repository1/`.



Caution

For diagnostic data collection, Oracle Support Services recommend that the OSWatcher tool be run for an extended period of time. For general information about the use of OSWatcher, please consult the support note with [Doc ID 580513.1](#). OSWatcher is installed by default on all Oracle PCA compute nodes.

For diagnostic purposes, Oracle Support Services use a tool called `pca-diag` that automatically collects vital troubleshooting information from your Oracle PCA environment. This tool is part of the Oracle PCA

controller software installed on both management nodes and on all compute nodes. Its capabilities are described in the section “[Oracle Private Cloud Appliance Diagnostics Tool](#)” in the Oracle Private Cloud Appliance Administrator's Guide.

To collect support data from your system, proceed as follows:

1. Log in to **the master management node** as root.
2. Run `pca-diag` with the appropriate command line arguments.



Note

Oracle Support teams may request that the tool be run in a specific manner as part of an effort to diagnose and resolve reported hardware or software issues.

For the most complete set of diagnostic data, run the command with both arguments: `pca-diag ilom vmpinfo`.

- `pca-diag ilom`

Use this command to detect and diagnose potential component hardware and software problems.

```
[root@ovcamn05r1 ~]# pca-diag ilom

Oracle Private Cloud Appliance diagnostics tool

Gathering Linux information...
Gathering system messages...
Gathering PCA related files...
Gathering OS version information...
Gathering host specific information...
Gathering PCI information...
Gathering SCSI and partition data...
Gathering OS process data...
Gathering network setup information...
Gathering installed packages data...
Gathering disk information...
Gathering ILOM Service Processor data... this may take a while
Generating diagnostics tarball and removing temp directory

=====
Diagnostics completed. The collected data is available in:
/tmp/pcadiag_ovcamn05r1_<ID>_<date>_<time>.tar.bz2
=====
```

- `pca-diag vmpinfo`

Use this command to detect and diagnose potential problems in the Oracle VM environment.



Note

To collect diagnostic information for a subset of the Oracle VM Servers in the environment, run the command with an additional `servers` parameter, as shown in the example below.

```
[root@ovcamn05r1 ~]# pca-diag vmpinfo servers='ovcacn07r1,ovcacn08r1'

Oracle Private Cloud Appliance diagnostics tool
Gathering Linux information...
Gathering system messages...
Gathering PCA related files...
Gathering OS version information...
```

```
Gathering host specific information...
Gathering PCI information...
Gathering SCSI and partition data...
Gathering OS process data...
Gathering network setup information...
Gathering installed packages data...
Gathering disk information...
Gathering FRU data and console history. Use ilom option for complete ILOM data.
```

When the `vmpinfo3` script is called as a sub-process from `pca-diag`, the console output continues as follows:

```
Running vmpinfo tool...
Gathering files from servers: ovcacn07r1,ovcacn08r1 This process may take some time.
The following server(s) will get info collected: [ovcacn07r1,ovcacn08r1]
Gathering OVM Model Dump files
Gathering sosreport from ovcacn07r1
Gathering sosreport from ovcacn08r1
Gathering OVM Manager Logs
Gathering manager sosreport.
```

When all files have been collected, the data is compressed into two tarballs. One is from the `pca-diag` tool, while `vmpinfo3` writes a separate tarball with its own specific data.

```
Compressing VMPInfo3 <date>-<time>.
=====
Please send /tmp/vmpinfo3-<version>-<date>-<time>.tar.gz to Oracle OVM support
=====

Generating diagnostics tarball and removing temp directory
=====
Diagnostics completed. The collected data is available in:
/tmp/pcadiag_ovcamn05r1_<ID>_<date>_<time>.tar.bz2
=====
```

3. If necessary, run `pca-diag`, with or without the `ilom` argument, on some or all compute nodes as well.
4. To allow better analysis of physical server issues, for example hanging, crashing or rebooting, also include the system memory dump file (`vmcore`).

The location of the file is: `<kdump-partition-mount-point>/kdump/<compute-node-ip>-<date>-<time>/vmcore`. The partition and mount point are defined during `kdump` configuration. By default, `kdump` writes to `192.168.4.100:/export/nfs_repository1/`.

For details, please consult the support note with [Doc ID 2142488.1](#). (For systems running controller software older than Release 2.3.1, refer to [Doc ID 1520837.1](#) instead.)

5. When required, collect the OSWatcher logs from the compute nodes. The default location is `/var/log/oswatcher/archive/`.
6. Copy all diagnostic files to a location external to the appliance environment.

Uploading Support Data Files

For support data up to 2 GB, upload the file as part of the Service Request (SR) process in My Oracle Support (MOS).

- If you are still in the process of logging the SR, upload the support data in the **Upload Files/Attachments** step of the SR.

- If you have already logged the SR and need to upload files afterwards, proceed as follows:

1. Log into MOS and open the **Dashboard** or **Service Request** tab.
2. In the **Service Request** region, click the SR you want to update.
3. In the **Update** section, select **Add Attachment**.
4. In the pop-up window, select the file for upload, include any notes, and click **Attach File**.

If uploading the support data with the SR is not an option, or for support data files over 2 GB in size, use the FTPS file upload service from Oracle support at transport.oracle.com. Oracle Support might request that you upload using a different mechanism.

1. Using an FTPS client, for example FileZilla or WinSCP, access the My Oracle Support File Upload Service transport.oracle.com in *passive* mode.
2. Log in with your Oracle Single Sign-On user name and password.
3. Select the support data file to upload.
4. Select a destination for the file.

Use the directory path provided by Oracle Support.

Typically, the directory path is constructed as follows: `"/upload/issue/<sr_number>/"`.

The use of a SR number ensures that the file is correctly associated with the service request. Write down the full path to the file and the SR number for future reference in communications with Oracle Support.

5. Upload the file.

When the upload is complete, a confirmation message is displayed.



Note

If you prefer to use a command-line client, for example cURL, you typically enter a single command to connect, authenticate and complete the upload. A cURL command will look similar to this example: `curl -T <path_to_file> -u "<user>" ftps://transport.oracle.com/upload/issue/<sr_number>/`. For security reasons, it is recommended that you leave the password out of the command and be prompted to enter the password.

For detailed information about uploading files to Oracle Support, refer to the support note with [Doc ID 1547088.2](#).

