

Scalable File Service

Troubleshooting

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1 Mounting a File System Times Out

Symptom

When a file system is mounted to servers using the **mount** command, message **timed out** is displayed.

Possible Causes

- Cause 1: The network status is not stable.
- Cause 2: The network connection is abnormal.
- Cause 3: The server where the file system is to be mounted runs Ubuntu18 or later.

Fault Diagnosis

After the network fault is excluded, run the **mount** command again.

Solution

- Cause 1 and Cause 2: The network status is not stable or the network connection is abnormal.
Re-mount the file system after the network issue is addressed.
 - If the patch is uninstalled successfully, no further action is required.
 - If the problem persists, see the solution for cause 3.
- Cause 3: The server where the file system is to be mounted runs Ubuntu18 or later.
 - a. Check whether the target server running Ubuntu18 or later uses a private image.
 - If yes, go to **c**.
 - If no, go to **b**.
 - b. Convert the public image server to a private image server.
 - i. To create a private image based on an existing ECS, see section "Creating an Image" in the *Elastic Cloud Server User Guide*.

- ii. Use the private image created in [b.i](#) to create an ECS or change the ECS OS using the private image created in [b.i](#). For details, see section "Changing the OS" in the *Elastic Cloud Server User Guide*.
- c. Log in to the server and mount the file system again.

2 Mounting a File System Fails

Symptom

When a file system is mounted to servers using the **mount** command, message **access denied** is displayed.

Possible Causes

- Cause 1: The file system has been deleted.
- Cause 2: The server and the mounted file system are not in the same VPC.
- Cause 3: The mount point in the **mount** command is incorrect.
- Cause 4: The IP address used for accessing SFS is a virtual IP address.

Fault Diagnosis

Take troubleshooting measures based on possible causes.

Solution

- Cause 1: The file system has been deleted.
Log in to the management console and check whether the file system has been deleted.
 - If yes, create a file system or select an existing file system to mount. Ensure that the server and the file system reside in the same VPC.
 - If no, go to Cause 2.
- Cause 2: The server and the mounted file system are not in the same VPC.
Log in to the management console and check whether the server and the file system belong to the same VPC.
 - If yes, go to Cause 3.
 - If no, select a file system that resides in the same VPC as the server.
- Cause 3: The mount point in the **mount** command is incorrect.
 - a. Log in to the management console and check whether the mount point is the same as the one in the **mount** command.
 - b. If the mount point in the **mount** command is incorrectly entered, correct it and run the command again.

- Cause 4: The IP address used for accessing SFS is a virtual IP address.
Log in to the server and run the **ping** command and use the server IP address to access SFS. Check whether the service is reachable. See [Figure 2-1](#).
 - If yes, the network problem has been resolved. Check other possible causes.
 - If no, the server virtual IP address is unable to access SFS due to the network problem. Use the private IP address and run the **ping** command to access SFS and check whether the service is reachable.

Figure 2-1 Running the ping command to access SFS

```
UM-CC_USMCCMRP_01:~ # ping -I 10.57.1.181 100.125.0.20
PING 100.125.0.20 (100.125.0.20) from 10.57.1.181 : 56(84) bytes of data.
64 bytes from 100.125.0.20: icmp_seq=1 ttl=58 time=1.50 ms
64 bytes from 100.125.0.20: icmp_seq=2 ttl=58 time=1.24 ms
64 bytes from 100.125.0.20: icmp_seq=3 ttl=58 time=1.20 ms
^C
--- 100.125.0.20 ping statistics ---
3 packets transmitted, 3 received, 0% packet loss, time 2014ms
rtt min/avg/max/mdev = 1.203/1.317/1.507/0.138 ms
UM-CC_USMCCMRP_01:~ #
UM-CC_USMCCMRP_01:~ # ping -I 10.57.1.221 100.125.0.20
PING 100.125.0.20 (100.125.0.20) from 10.57.1.221 : 56(84) bytes of data.
```

3 A File System Is Automatically Disconnected from the Server

Symptom

A file system is disconnected from the server and needs to be mounted again.

Possible Causes

Automatic mounting is not configured. The server is automatically disconnected from the file system after restart.

Solution

Configure automatic mounting for the server so that the file system will be automatically mounted to the server after the server restarts. For details, see [Mounting a File System Automatically](#).

Submitting a Service Ticket

If the problem persists, [submit a service ticket](#).

4 A Server Fails to Access a File System

Symptom

A server fails to access a file system. The system displays a message indicating that the access request is denied. All services on the server are abnormal.

Possible Causes

- Cause 1: The file system is abnormal.
- Cause 2: After a forcible unmount operation on the server, mount fails.

Fault Diagnosis

Take troubleshooting measures based on possible causes.

Solution

- Cause 1: The file system is abnormal.
Log in to the management console. On the **Scalable File System** page, check whether the file system is in the **Available** state.
 - If yes, go to Cause 2.
 - If no, see [5 The File System Is Abnormal](#) to restore the file system to the available state, and then access the file system again.
- Cause 2: After a forcible unmount operation on the server, mount fails.
 - a. This problem is caused by an inherent defect of servers. Restart the server to resolve this problem.
 - b. Check whether the file system can be properly mounted and accessed.
 - If yes, no further action is required.
 - If no, contact technical support.

5 The File System Is Abnormal

Currently, the file system exceptions include deletion error, expansion error, reduction error, and reduction failure. When the file system is in these statuses, refer to the following handling suggestions.

Table 5-1 Measures for handling file system abnormalities

Exception	Suggestion
Deletion error	When the file system is in the deletion error status, it can automatically recover to the available state. If the status cannot be restored to available, contact the administrator.
Expansion error	When the file system is in the expansion error status, it can automatically recover to the available state. If the status cannot be restored to available, contact the administrator.
Reduction error	When the file system is in the reduction error status, it takes approximately five minutes for the file system to restore to the available state.
Reduction failure	When the file system is in the reduction failure status, it takes approximately five minutes for the file system to restore to the available state.

6 Change History

Released On	Description
2022-09-30	This issue is the first official release.