

HA in Not Active state after upgrading from version 6 to version 8 (StarWind Virtual SAN)

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StarWind Documents



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About StarWind

StarWind is a pioneer in virtualization and a company that participated in the development of this technology from its earliest days. Now the company is among the leading vendors of software and hardware hyper-converged solutions. The company's core product is the years-proven StarWind Virtual SAN, which allows SMB and ROBO to benefit from cost-efficient hyperconverged IT infrastructure. Having earned a reputation of reliability, StarWind created a hardware product line and is actively tapping into hyperconverged and storage appliances market. In 2016, Gartner named StarWind “Cool Vendor for Compute Platforms” following the success and popularity of StarWind HyperConverged Appliance. StarWind partners with world-known companies: Microsoft, VMware, Veeam, Intel, Dell, Mellanox, Citrix, Western Digital, etc.

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Symptoms

After updating StarWind from version 6 or earlier to [StarWind Virtual SAN](#) (version 8), some or all the [HA devices](#) changed their status to Non-Active and devices went offline.

Solution

Please download the updater utility by using the link below:

<https://www.starwindsoftware.com/tmplink/updater.rar> There were a couple of known issues when upgrading from v6 to v8, when some of the headers remained binary on v8, thus making the corresponding devices “non-active”, mainly because original headers had beginning or closing tag missing for some reason. This utility converts the header and does a quick xml check on it: if any of the tags are missing – it will add them. How to use the utility: Run it through cmd, it accepts a single parameter – header file name (with extension!) I.e.:








```
updater.exe ha.swdsk
```

Output produces a bunch of errors, you can safely ignore them. Note that new xml header will actually replace the original file, so be careful and always do backup copies of files.

Request A Product Feature

To request a new product feature or to provide feedback on a StarWind product, please email to our support at support@starwind.com and put “Request a Product Feature” as the subject.

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