

Synchronization process is looped

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StarWind Documents



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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

Synchronization of [HA](#) device begins over and over and HA never gets synchronized.

Cause

There are 2 main causes of the looped synchronization process:

- High workload. If sync was lost for some reason during the synchronization process sync may be looped. Synchronization process conflicts with replication process and as a result data on one of HA partners differs from data on another partner. Therefore sync process restarts over and over again.
- Underlying storage is not healthy: - Degraded state of the storage may cause exceeding maximum allowed timeouts of StarWind sync process. - Unsuccessful storage read/write operations interrupt sync immediately.








Resolution

- In case of heavy workload downtime for production should be planned until sync process is finished. Also sync channel need to be equal or faster than all the clients connections to the HA storage to fit [StarWind Best Practices](#) and prevent the behaviour above.
- The underlying storage need to be replaced and/or any issues with it should be resolved.

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