

# KBA Title: OmniCube Accelerator is Unresponsive

## Overview

In some cases, the Accelerator card becomes unresponsive, causing the system to stop operating.

## Symptoms

The Accelerator unresponsive state is indicated by an Alarm in the VCenter alarm window in vSphere Client.

That error is "SimpliVity Accelerator is unresponsive. Call SimpliVity Support". SVTFS is halted and will not start.

An operating error condition resulting in lost NIOS heartbeat.

## Resolution

1. SSH log into the Virtual Controller and elevate to the root account.
2. Run the following command sequence:

```
# source /var/tmp/build/bin/appsetup    Enable privileged commands.
# rm /var/svtfs/0/nostart              Remove the nostart file, if it exists.
# insmod /var/tmp/build/drivers/tiadriver.ko  Verify the driver. (Be aware that the driver might
display a message indicating that it exists already.
# tiacli --initializeOmniCubeAcceleratorToManufactureState  Clear the NVRAM back to
manufacturing state,
# tiacli --enableOmniCubeAcceleratorpciereboot  Enable PCIE reboot
# reboot    Reboot the Virtual Controller
```
3. Wait while the preceding command sequence causes the Virtual Controller to reboot one more time.
4. When the Virtual Controller is fully booted, log back in and check the end of svtfs.log to make sure that the stack started properly:

```
# tail -f /var/svtfs/0/log/svtfs.log
```
5. Verify that the status of SVTFS is start/running, with a valid PID:

```
# status svtfs
svtfs (0) start/running, process 2323
```
6. When the stuck is fully started, start guest VMs if they have not already auto-started.
7. Clear the vCenter unresponsive alarm.

## Customer Support

### Sequence of Events Leading to the Problem

1.

a.

b.

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2.

3.

4.

5.

### Diagnosis and Confirmation of the Problem

1.

2.

3.

a.

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b.

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4.

5.

6.  
a.  
b.

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