



Cluster operational state is "failed" while collections are successful for AIQUM 9.12 on Linux or OVA

https://kb-stage.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/AIQUM_9_12_Cluster_operational_state_...

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Applies to

- Active IQ Unified Manager 9.12+ (AIQUM) on Linux
- Active IQ Unified Manager 9.12+ (AIQUM) OVA

Issue

- Either after upgrading to AIQUM 9.12 or fresh install, cluster setup page shows operation state for clusters as "failed".
- Error in `ocumserver.log` can be found for cluster:

```
2023-03-13 00:08:42,701 ERROR [oncommand] [collection-completion-sync-3]
[c.n.d.c.l.security.TrustManagerUtil] Specified Alias:
```

`cluster_name_or_IP-1` does not exist in the truststore

```
Line 157: 2023-03-13 00:08:44,136 ERROR [oncommand]
[reconciliation-3] [cluster_name_or_IP(incremental@00:08:39.600)]
[c.n.dfm.collector.OcieJmsListener] Inventory change listener error
```

Status ...	Name	Maintenance Mode	Host Name or IP Add...	Operation ...	Operation State	Raw Capac...	Workloads Manag...
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> Active		Health Poll	Failed	83.8 TIB	0% Workloads
<input type="checkbox"/>		<input checked="" type="checkbox"/> Active		Health Poll	Failed	651 TIB	0% Workloads
<input type="checkbox"/>		<input checked="" type="checkbox"/> Active		Health Poll	Failed	395 TIB	0% Workloads
<input type="checkbox"/>		<input checked="" type="checkbox"/> Active		Health Poll	Failed	651 TIB	0% Workloads
<input type="checkbox"/>		<input checked="" type="checkbox"/> Active		Health Poll	Failed	266 TIB	0% Workloads