



## On-Premises BlueXP Classification Installation Fails with Error

[https://kb-stage.netapp.com/cloud/ncds/Cloud\\_Data\\_Sense/On-Premises\\_BlueXP\\_Classification\\_Instal...](https://kb-stage.netapp.com/cloud/ncds/Cloud_Data_Sense/On-Premises_BlueXP_Classification_Instal...)

Updated: Wed, 24 Jun 2026 06:18:24 GMT

### Applies to

- BlueXP Classification
- Cloud Data Sense

### Issue

On-Premises BlueXP Classification installation runs for several minutes, then fails abruptly with the following output.

```
+ ] Mount CA path on CentOS
2023-11-28 01:34:48 INFO check /etc/hostname exists and if not create it
2023-11-28 01:34:48 INFO check /opt/netapp/hostname exists and if not create it
2023-11-28 01:34:48 INFO creating /opt/netapp/hostname
```

```
2023-11-28 01:34:48 INFO Generating Self Signed certificate
Creating datasense_ds_apiserver_run ... done
Error response from daemon: attaching to network failed, make sure
your network options are correct and check manager logs: context
deadline exceeded
ERROR: 1
2023-11-28 01:35:11 ERROR Pull images and populate DB - error
2023-11-28 01:35:11 INFO Killing Probe API
Traceback (most recent call last):
File "/data/first_install.py", line 674, in <module>
main()
File "/data/first_install.py", line 524, in main
pull_populate_deploy()
File "/data/install_logging.py", line 104, in wrapper
return func(*args, **kwargs)
File "/data/first_install.py", line 329, in pull_populate_deploy
execute_command(
File "/data/exec_cmd.py", line 29, in execute_command
raise subprocess.CalledProcessError(returncode=p.returncode,
cmd=args[0], output=std_out, stderr=std_err)
subprocess.CalledProcessError: Command '['./populate_db.sh']' returned
non-zero exit status 1.
```