



BlueXP shows "Update System Image" failed but CVO's ANDU is completed

https://kb-stage.netapp.com/cloud/ncds/nc/Cloud_Manager/BlueXP_shows_Update_System_Image_fai...

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Applies to

- NetApp BlueXP(BXP)
- NetApp Cloud Volume ONTAP(CVO)
- Upgrade from 9.12.1RC to 9.13.0P3

Issue

- The upgrade on blueXP shows failed for the **"Update System Image"** task on the timeline.
- CVO itself has upgraded successfully.
- There is one qtree name in multi-byte characters.

Error example from server.log:

```
2023-08-09 09:32:34,026 UTC INFO [Update System Image          ]
[4b8bb369-04ca-4b74-9bc3-47eeae9e53e3] [6ZenWh8U95    ] [CommuFS Admin  ]
(oncloud-akka.actor.default-dispatcher-791)
[AzureNonDisruptiveHaUpdateExecutor:87] Updating volumes qtree
(xxx,xxx,xxx) oplock value to false
```

```
2023-08-09 10:38:47,449 UTC INFO [Update System Image          ]
[4b8bb369-04ca-4b74-9bc3-47eeae9e53e3] [6ZenWh8U95    ] [CommuFS Admin  ]
(oncloud-akka.actor.default-dispatcher-1865) [KinesisClient:88] Failed
record:audit_stream_production,{"auditRecord":{"errorMessage":"Timeout
reached when connecting to remote
API"},"actionParameters":{"\qtreename\":"xxxx","\volumeName\":"xxxx","\sv
reached when connecting to remote
API\"},"date":1691577522370,"status":"Failed","actionName":"Modify Qtree"}
```