



## Connector is inactive/offline due to docker 26/27.x.x incompatibility

[https://kb-stage.netapp.com/cloud/ncds/nc/Cloud\\_Manager/Connector\\_is\\_inactive\\_or\\_offline\\_due\\_to\\_d...](https://kb-stage.netapp.com/cloud/ncds/nc/Cloud_Manager/Connector_is_inactive_or_offline_due_to_d...)

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### Applies to

- BlueXP
- Connector v3.9.38
- Docker version 26.x.x/27.x.x

### Issue

- Connector on 3.9.38 or newer is seen Inactive/Offline from BlueXP.
- Docker containers may not be coming up or are restarting.
- New Connector deployments failing.
- Error message seen in BlueXP Timeline:

```
Error:Failed to start containers error: mysql is up-to-date Recreating
49e870f8c831_cloudmanager_credentials ... Recreating 2ceabel98a67_occm ...
Recreating cba36a93828e_cloudmanager_static-file-server ... Recreating
2e1adc77f988_cloudmanager_message-poller ... cloudmanager_traefik is up-to-date
Recreating e715ed14773a_cloudmanager_health-checker ... [4792] Failed to
execute script docker-compose ERROR: for 49e870f8c831_cloudmanager_credentials
'ContainerConfig' ERROR: for cba36a93828e_cloudmanager_static-file-server
'ContainerConfig' ERROR: for 2ceabel98a67_occm 'ContainerConfig' ERROR: for
2e1adc77f988_cloudmanager_message-poller 'ContainerConfig' ERROR: for
e715ed14773a_cloudmanager_health-checker 'ContainerConfig' ERROR: for
cloudmanager_credentials 'ContainerConfig' ERROR: for cloudmanager_static-file-
server 'ContainerConfig' ERROR: for occm 'ContainerConfig' ERROR: for
cloudmanager_message-poller 'ContainerConfig' ERROR: for cloudmanager_health-
checker 'ContainerConfig' Traceback (most recent call last): File "docker-
compose", line 3, in <module> File "compose/cli/main.py", line 81, in main File
"compose/cli/main.py", line 203, in perform_command File "compose/metrics/
decorator.py", line 18, in wrapper File "compose/cli/main.py", line 1186, in up
File "compose/cli/main.py", line 1182, in up File "compose/project.py", line
702, in up File "compose/parallel.py", line 108, in parallel_execute File
"compose/parallel.py", line 206, in producer File "compose/project.py", line
688, in do File "compose/service.py", line 581, in execute_convergence_plan
File "compose/service.py", line 503, in _execute_convergence_recreate File
"compose/parallel.py", line 108, in parallel_execute File "compose/
parallel.py", line 206, in producer File "compose/service.py", line 496, in
recreate File "compose/service.py", line 615, in recreate_container File
"compose/service.py", line 334, in create_container File "compose/service.py",
line 922, in _get_container_create_options File "compose/service.py", line 962,
in _build_container_volume_options File "compose/service.py", line 1549, in
merge_volume_bindings File "compose/service.py", line 1579, in
get_container_data_volumes KeyError: 'ContainerConfig'
```