

# HyperFlex vCenter Reregistration Fails after VCSA Certification Regeneration

## Contents

[Introduction](#)

[Background Information](#)

[Workaround](#)

[On vCenter Server for Windows](#)

[On the vCenter Server Appliance](#)

## Introduction

This document describes the failure issue of HyperFlex vCenter registration after VCSA certification regeneration.

After the regeneration/replacement of the certificate on vCenter Server, the EAM service is unaware of the new certificate and is unable to log in.

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## Background Information

When you attempt to reregister the Hyperflex cluster to vCenter after the regeneration/replacement of the vCenter certificate, you can see this error:

"Connection error between vCenter and ESX Agent Manager (EAM). From vSphere, restart the EAM services. Then click Retry Cluster Creation."

In the **stMgr.log** you can see this:

```
017-12-20-21:51:17.015 [opId=6b747f93e3224869,
operationId=6b747f93e3224869.6b747f93e3224869<:6b747f93e3224869] [pool-4-thread-2] ERROR
c.s.s.v.VirtPlatformImpl$ - ESX Agent Manager error java.rmi.RemoteException: VI SDK invoke
exception;; nested exception is: com.vmware.eam.NoConnectionToVCenter at
com.vmware.vim25.ws.WSClient.invoke(WSClient.java:157) ~[vijava-eam-5.5.6sp.jar:na] at
com.vmware.eam.ws.EamService.queryAgency(EamService.java:144) ~[vijava-eam-5.5.6sp.jar:na
```

In the VCSA: **/var/log/vmware/eam/eam.log** file OR the VC on Windows server **C:\ProgramData\VMware\vCenterServer\logs\eam\eam.log** file for the ESX Agent Manager (EAM), you see entries similar to:

```
YYYY-MM-DDTHH:MM:SS.MSZ | INFO | eam-0 | VcConnection.java | 167 | Connecting to vCenter as
com.vmware.vim.eam extension YYYY-MM-DDTHH:MM:SS.MSZ | INFO | eam-0 | VcConnection.java | 603 |
Connecting to https://vCenter_Server_FQDN:8089/sdk/vimService via vCenter proxy
http://localhost:80 YYYY-MM-DDTHH:MM:SS.MSZ | DEBUG | http-bio-0.0.0.0-15005-exec-1 |
AllowAllSamlTokenPolicy.java | 24 | HealthStatus request's token subject name: machine-7502fb4c-
3521-48c7-93ed-3d1865e0fff1, subject domain: vsphere.local YYYY-MM-DDTHH:MM:SS.MSZ | ERROR |
```

```
eam-0 | VcConnection.java | 179 | Failed to login to vCenter as extension. vCenter has probably
not loaded the EAM extension.xml yet.: Cannot complete login due to an incorrect user name or
password. YYYY-MM-DDTHH:MM:SS.MSZ | WARN | eam-0 | VcListener.java | 114 | Trying to recover
from error (vim.fault.InvalidLogin) { faultCause = null, faultMessage = null } at
sun.reflect.GeneratedConstructorAccessor82.newInstance(Unknown Source) at
sun.reflect.DelegatingConstructorAccessorImpl.newInstance(Unknown Source) at
java.lang.reflect.Constructor.newInstance(Unknown Source) at java.lang.Class.newInstance(Unknown
Source) at
com.vmware.vim.vmomi.core.types.impl.ComplexTypeImpl.newInstance(ComplexTypeImpl.java:173) at
com.vmware.vim.vmomi.core.types.impl.DefaultDataObjectFactory.newDataObject(DefaultDataObjectFac
tory.java:26) at
com.vmware.vim.vmomi.core.soap.impl.unmarshaller.ComplexStackContext.<init>(ComplexStackContext.
java:31) at
com.vmware.vim.vmomi.core.soap.impl.unmarshaller.UnmarshallerImpl$UnmarshallSoapFaultContext.par
se(UnmarshallerImpl.java:141) at
com.vmware.vim.vmomi.core.soap.impl.unmarshaller.UnmarshallerImpl$UnmarshallSoapFau
```

## Workaround

Reference document: <https://kb.vmware.com/s/article/2112577>

### On vCenter Server for Windows

1. Connect to vCenter Server through a Console or Remote desktop session.
2. Open an elevated command prompt.
3. Create a temporary directory named **c:\certificate**.
4. Run this command to retrieve the vpxd-extension solution user certificate and key:

```
"%VMWARE_CIS_HOME%" \vmafdd\vecs-cli entry getcert --store vpxd-extension --alias vpxd-
extension --output c:\certificate\vpxd-extension.crt "%VMWARE_CIS_HOME%" \vmafdd\vecs-cli
entry getkey --store vpxd-extension --alias vpxd-extension --output c:\certificate\vpxd-
extension.key
```

5. Navigate to **C:\Program Files\VMware\vCenter Server\vpxd\scripts**:

```
cd C:\Program Files\VMware\vCenter Server\vpxd\scripts
```

**Note:** The path listed is for a default install of vCenter Server. If you have customized the install location of vCenter Server, change the directory accordingly.

6. Run this command to update the extension's certificate with vCenter Server:

```
"%VMWARE_PYTHON_BIN%" updateExtensionCertInVC.py -e com.vmware.vim.eam -c
C:\Certificate\vpxd-extension.crt -k C:\Certificate\vpxd-extension.key -s localhost -u
Administrator@domain.local
```

**Note:** The default user and domain are administrator@vsphere.local. If this was changed during configuration, change the domain to match your environment.

7. When prompted, enter the Administrator@domain.local password.

8. Navigate to the **C:\Program Files\VMware\vCenter Server\bin** folder:

```
cd C:\Program Files\VMware\vCenter Server\bin
```

9. Restart the VMware ESX Manager service with these commands:

```
service-control --stop EsxAgentManagerservice-control --start EsxAgentManager
```

## On the vCenter Server Appliance

1. Log in to the vCenter Server Appliance using SSH.
2. Run this command to enable access the Bash shell:

```
shell.set --enabled true
```

3. Type shell and press **Enter**.

4. Run this command to retrieve the vpxd-extension solution user certificate and key:

```
mkdir /certificate /usr/lib/vmware-vmafd/bin/vecs-cli entry getcert --store vpxd-extension --alias vpxd-extension --output /certificate/vpxd-extension.crt /usr/lib/vmware-vmafd/bin/vecs-cli entry getkey --store vpxd-extension --alias vpxd-extension --output /certificate/vpxd-extension.key
```

5. Run this command to update the extension's certificate with vCenter Server.

```
python /usr/lib/vmware-vpx/scripts/updateExtensionCertInVC.py -e com.vmware.vim.eam -c /certificate/vpxd-extension.crt -k /certificate/vpxd-extension.key -s localhost -u Administrator@domain.local
```

**Note:** The default user and domain are Administrator@vsphere.local. If this was changed during configuration, change the domain to match your environment. When prompted, type in the Administrator@*domain*.localpassword.

6. Restart the VMware ESX Manager service with these commands:

```
service-control --stop vmware-eam service-control --start vmware-eam
```