

Microsoft Cluster goes into arbitration after OnGuard upgrade

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Symptom

When upgrading OnGuard to version 5.12.012 or later on a Microsoft Cluster, with redundant links to the quorum drive, the Microsoft Cluster will go into arbitration, and Microsoft Cluster services cannot be started on either of the nodes in the cluster.

Resolution

Important: Modifying the registry could cause irreversible damage to your Windows operating system; be sure to back up the registry before making any changes. Follow the instructions located at: <http://support.microsoft.com/kb/322756>.

To resolve the issue, follow the steps below. Steps 1-5 must be performed on EACH NODE in the Microsoft Cluster.

- 1) Click the Start button, then select **Run**.
- 2) In the Run dialog, type regedit and click [OK].
- 3) The Registry Editor window opens. In the tree view of the Registry Editor window, navigate to the following registry entry:
HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Windows NT\RPC
- 4) In the right pane of the Registry Editor window, right-click the registry key named **RestrictRemoteClients** and select **Modify**.
- 5) In the Edit String window, enter a value of 0 (zero) in the **Value data** field, then click [OK].

Once these steps have been performed on each node, the Microsoft Cluster should be fully operational.

Applies To

OnGuard (All versions)
Windows Server 2003
Microsoft Cluster

Additional Information

For more information on the registry key referenced in this article, please consult the following Microsoft TechNet article:

<http://technet.microsoft.com/en-us/library/aa995844.aspx>
