

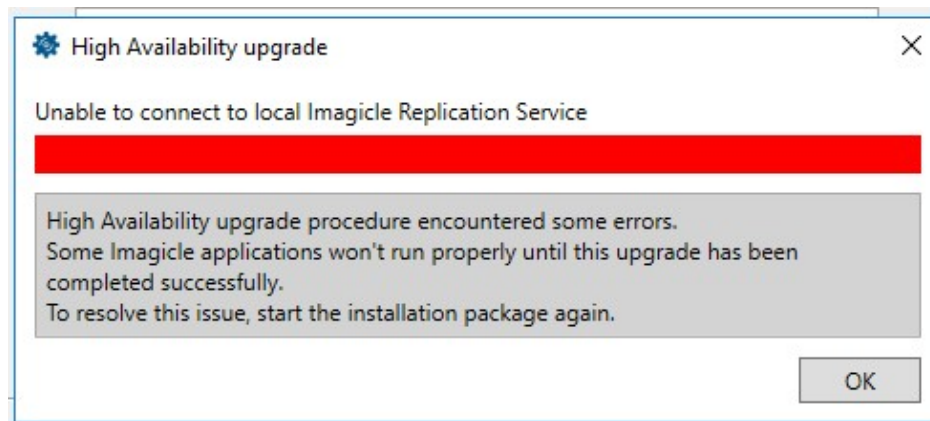
## High Availability upgrade procedure encountered some errors

Applies from Application Suite 2019.3.1  
to version Application Suite 201x (any version)

### Description

During setup, there may be several causes for the following error message to appear:

*"Unable to connect to local Imagicle Replication Service. High availability upgrade procedure encountered some errors. Some Imagicle applications won't run properly until this upgrade has been completed successfully. To resolve this issue, start the installation package again."*



If you are in this situation, please perform the following checks in order (mandatory).

### RabbitMQ service installation failed during setup on Windows Server 2008 R2

During setup some problems might have occurred during RabbitMQ service installation.

If you are affected by this problem, you will find in the setup logs lines like the following:

```
Executing: "C:\Users\ADMINI~1\AppData\Local\Temp\is-PSM1U.tmp\paexec.exe" -s -dfr
"<IAS-ROOT>\Lib\RabbitMQ\rabbitmq_server-3.7.12\sbin\rabbitmq-service.bat" install
Execution completed with return code: 1
```

Additionally, you may also find in Replication.Service logs lines like these:

```
[Replication] [SvReplicationServiceWorker] ExecuteBatch error:
nifs/common/prim_file_nif.c:388:unknown_function: Internal error: Failed to defer
prim_file close.
```

To solve this situation, we need to reinstall RabbitMQ service. In order:

1. Navigate into *Lib\RabbitMQ\rabbitmq-server-3.7.12\sbin*
2. Open a cmd (As Administrator)
3. Run the following command lines:
  - ◆ rabbitmq-service remove
  - ◆ rabbitmq-service install
  - ◆ rabbitmq-service start
4. Check if the plugin web is now available pointing the browser on *localhost:15672*.

Starting from 2019.Summer.1 the RabbitMQ service reinstall can be performed easily using the related **Reinstall service** button in Fw.HighAvailabilityTool.

### **RabbitMQ service is not working properly**

If rabbitmq-server-3.7.12 folder exists in `IAS_FOLDER\Lib\RabbitMQ`, try to apply the linked solution. If this is not the case, go to the next possible cause.

[Linked solution](#)

### **RabbitMQ is not installed properly**

If rabbitmq-server-3.7.12 folder do not exist in `IAS_FOLDER\Lib\RabbitMQ`, its binary installation failed during setup. To solve this issue, please, follow the following steps:

- Download [rabbitmq-server-3.7.12](#) binaries and install it in `IAS_FOLDER\Lib\RabbitMQ` folder
- Retry IAS setup execution

### **Listed solutions did not repair the installation**

If the situation does not resolve, please contact Imagicle support.