



StorageGRID responds error with Cannot achieve strong consistency during update while one site

https://kb.netapp.com/hybrid/StorageGRID/Maintenance/StorageGRID_responds_error_with_Cannot_a...

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Applies to

- NetApp StorageGRID
- Multi-site StorageGRID deployments

Issue

- Applications performing GET or HEAD requests to specific S3 buckets in StorageGRID receive `HTTP 500 Internal Server Error` responses, particularly during periods when the replication link between sites is down or unstable.
- While enabling legal hold on an object (`PutObjectLegalHold`), updating object retention `PutObjectRetention` or setting a bucket's object lock configuration

(PutBucketObjectLockConfiguration), client software receives error "Cannot achieve strong consistency during update error"

- bycast.log shows:
 - Feb 14 04:09:54 sg-sn01-cdc ADE: |12534264 2081719201 S3RQ ^RDY 2024-02-14T04:09:54.585354| NOTICE 0103 ec975d8c514f5703 S3RQ: S3 error response: RequestId=1707883790968210, TraceId=ec975d8c514f5703, Resource=/daxxx-atnf/000061xxv0xx/data/?legal-hold, HTTP Method=PUT, HTTP Status Code=500, X-Forwarded-For: '1xx.83.xxx.xx', ErrorMsg=InternalError, ErrorType=Client, CustomErrorMessage={Cannot achieve strong consistency during update.}, Details={BEGIN UPDATE storagegrid.object_by_uuid USING TIMESTAMP ? SET object_lock_legal_hold = ? WHERE uuid = ?; UPDATE storagegrid.object_by_uuid SET last_access_time = ? WHERE uuid = ?; APPLY BATCH - Cassandra Driver Error(Unavailable):'Cannot achieve consistency level EACH_QUORUM in DC group20' Detailed Info:[consistency: EACH_QUORUM, responses_received: 0, responses_required: 2]}