

BRM, Scheduled Backup Failed

OPERATING INSTRUCTIONS

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BRM, Scheduled Backup Failed



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised when a scheduled backup has failed.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
A scheduled backup has failed	A scheduled backup event was triggered but failed to create a backup	Insufficient disk space	Local hard disk	The Managed Element (ME) cannot be restored to its current state later. This can imply more efforts to bring back the ME from an unstable state to a controlled state and can have impact on service availability. Subsequent scheduled backups also fail.



Attention!

Risk of data loss or data corruption.

All subsequent scheduled backups fail until the alarm is cleared.

This alarm is only cleared after the creation of a scheduled backup of the type (System Data or User Data) that raised the alarm. For example, if the alarm is raised for a failed System Data backup, it can only be cleared when a scheduled System Data backup is successfully created.

The alarm attributes are listed and explained in Table 2.



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	327681
Managed Object Class	<i>BrmBackupScheduler</i>
Managed Object Instance	ManagedElement=<node_name>, SystemFunctions=1, Brm=1, BrmBackupManager=<backup_type>, BrmBackupScheduler=<backup_type>
Specific Problem	BRM, Scheduled Backup Failed
Event Type	other (1)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	Scheduled Backup for <backup_type> failed with disk space error
Perceived Severity	major (4)

1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

This instruction references the following documents:

- *Data Collection Guideline*
- *Delete Backup*
- *Export Backup*
- *List Backups*
- *Schedule Single Backup*
- *Set Maximum Number of Scheduled Backups*

Note: These Operating Instructions describe only the System Data backup instructions. To apply them to a User Data backup, the user needs to navigate to the User Data backup manager in the first step as follows:

```
>dn ManagedElement=<node_name>,SystemFunctions=1,BrM=1,BrmBackupManager=USER_DATA
```



1.2.2 Tools

No tools are required.

1.2.3 Conditions

Before starting this procedure, ensure that the following conditions are met:

- A BRM, Scheduled Backup Failed alarm is raised.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

2 Procedure

Do the following:

1. Does this alarm occur every time a scheduled backup takes place?

Yes: Continue with the next step.

No: Proceed with Step 7.

2. Contact the backup administrator about the backup policy. Is the maximum number of stored scheduled backups too high?

Yes: Continue with the next step.

No: Proceed with Step 6.

3. Decrease the maximum number of stored scheduled backups.

Decreasing the value of attribute `maxStoredScheduledBackups` below the number of scheduled backups in the system automatically deletes the oldest scheduled backups and triggers a new scheduled backup. If the new scheduled backup is successful, the alarm is cleared.

For information on how to decrease the `maxStoredScheduledBackups` value, refer to *Set Maximum Number of Scheduled Backups*.

4. Check whether a scheduled backup is triggered and successfully created.

For information on how to list the backups, refer to *List Backups*.

5. Is the alarm cleared?



Yes: Proceed with Step 25.

No: Proceed with Step 7.

6. More storage capacity can be needed on the ME. Contact the planning organization and proceed with Step 25.

7. List the backups locally stored in the ME.

For information on how to list the backups, refer to *List Backups*.

8. Is any locally stored manual or scheduled backup no longer required on the ME?

Yes: Continue with the next step.

No: Proceed with Step 16.

Note: A local backup file is not required if there is no immediate need to restore it on the ME or once it has been exported to a remote file storage.

9. If needed, export to the remote file storage the following locally stored backups:

- Backups that need to be preserved and have not been exported yet
- Backups that have been deleted from the remote file storage

For information on how to export a backup, refer to *Export Backup*.

10. Delete any locally stored backup not required on the ME.



Attention!

Risk of data loss or data corruption.

Do not delete backups listed in attribute `restoreEscalationList`.

For information on how to delete a backup, refer to *Delete Backup*.

11. Has any scheduled backup been manually deleted?

Yes: Continue with the next step.

No: Proceed with Step 14.

12. Check whether a scheduled backup is triggered and successfully created.



For information on how to list the backups, refer to *List Backups*.

13. Is the alarm cleared?

Yes: Proceed with Step 25.

No: Proceed with Step 16.

14. Schedule a single backup.

For information on how to schedule a single backup, refer to *Schedule Single Backup*.

Note: Ensure to create a scheduled backup of the backup type that generated the alarm. The backup type `SYSTEM_DATA` or `USER_DATA` is indicated by `additionalText` in the alarm.

15. Is the new scheduled backup successfully created and is the alarm cleared?

Yes: Proceed with Step 25.

No: Continue with the next step.

16. Identify which files are taking the most space and which files are the oldest by listing the files in the file system as follows:

```
a du -xak / | sort -n | tail -20
```

The following is an example output:

```
37120 /usr/lib/perl5/5.10.0
46616 /usr/bin
46908 /usr/lib/perl5
47916 /usr/share
51800 /var
60688 /lib/modules/3.0.74-0.6.10.1.5564.0.⇒
PTF-default/kernel/drivers
62752 /opt/lpmsv/loader
66364 /usr/lib
71100 /opt/com/lib/comp
77900 /opt/com/lib
82564 /opt/lpmsv
90328 /lib/modules/3.0.74-0.6.10.1.5564.0.⇒
PTF-default/kernel
94164 /lib/modules/3.0.74-0.6.10.1.5564.0.⇒
PTF-default
100168 /lib/modules
103560 /opt/com
111096 /lib
128280 /usr/lib64
308568 /usr
333108 /opt
851148 /
```



- b Show a list of files older than some days, for example:

```
find /cluster/ -mtime +5
```

The following is an example output:

```
[...]
/cluster/home
  /cluster/hooks
  /cluster/hooks/2
  /cluster/snapshot
  /cluster/lost+found
  /cluster/dumps
  /cluster/etc/pam.d
  /cluster/etc/login.allow
[...]
```

17. Are some of these files normally deleted automatically?

Yes: Continue with the next step.

No: Proceed with Step 20.

18. Schedule a single backup.

For information on how to schedule a single backup, refer to *Schedule Single Backup*.

Note: Ensure to create a scheduled backup of the backup type that generated the alarm. Attribute `additionalText` for command `show` on the alarm identifies the backup type.

19. Is the new scheduled backup successfully created and is the alarm cleared?

Yes: Proceed with Step 25.

No: Proceed with Step 23.

20. Can significant file space be saved by deleting some of these files without damaging the system?

Yes: Continue with the next step.

No: Proceed with Step 23.

21. Delete the files:

```
rm <file1> [<file2> ...]
```

22. Proceed with Step 18.

23. Perform data collection, refer to *Data Collection Guideline*.



24. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
25. Job is completed.