

BRM, Auto Export Backup Failed

OPERATING INSTRUCTIONS

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BRM, Auto Export Backup Failed



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised when an auto-export 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
An auto-export backup has failed	A Backup and Restore Management (BRM) scheduled export to the configured backup storage server has failed	The external file storage fails to authenticate the SSH File Transfer Protocol (SFTP) user used by the Managed Element (ME)	ME configuration	The scheduled export fails. The next successful scheduled export clears the alarm.
		The ME attempts to store SFTP files in a directory that does not exist in the external file storage	ME configuration	
		The ME cannot reach the external file storage over SFTP	Network problems	
		The SFTP user used by the ME does not have the permission to write files in the specified external file directory	External file storage directory permissions	

Note: This alarm can appear as a result of a maintenance activity.

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	327682
Managed Object Class	<i>BrmBackupScheduler</i>



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Managed Object Instance	ManagedElement=<node_name>, SystemFunctions=1, Brm=1, BrmBackupManager=<backup_type>, BrmBackupScheduler=<backup_type>
Specific Problem	BRM, Auto Export Backup Failed
Event Type	other (1)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	<p>One of the following:</p> <ul style="list-style-type: none"> • Auto Export for <backup_type> failed due to authentication failure • Auto Export for <backup_type> failed due to directory not exist • Auto Export for <backup_type> failed due to server unreachable • Auto Export for <backup_type> failed due to permission denied • Auto Export for <backup_type> failed
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*
- *Schedule Single Backup*

Note: This Operating Instruction describes 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, Auto Export Backup Failed alarm is raised.
- The address, SFTP username, and password for the external file storage are known.

In this document, the username is `hostuser1` and the password is `hostuser1pw` in `host1`.

- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

2 Procedure

This section describes the procedure to follow when this alarm is received.

2.1 Analyzing Alarm

Select the appropriate action:

- If Additional Text contains Auto Export for `<backup_type>` failed due to authentication failure, proceed with Section 2.2 Actions for Authentication Failure on page 5.
- If Additional Text contains Auto Export for `<backup_type>` failed due to directory not exist, proceed with Section 2.3 Actions for Directory Not Exist on page 6.
- If Additional Text contains Auto Export for `<backup_type>` failed due to server unreachable, proceed with Section 2.4 Actions for Server Unreachable on page 7.
- If Additional Text contains Auto Export for `<backup_type>` failed due to permission denied, proceed with Section 2.5 Actions for Permission Denied on page 8.
- If Additional Text contains Auto Export for `<backup_type>` failed, proceed with Section 2.6 Actions for Undetermined Reason on page 8.

This Additional Text is displayed when an export of a scheduled backup fails for an undetermined reason.



2.2 Actions for Authentication Failure

Do the following:

1. Navigate to the *BrmBackupScheduler* Managed Object (MO), for example:

```
>dn ManagedElement=NODE06ST,SystemFunctions=1,BrM=1,BrmBackupManager=SYSTEM_DATA,BrmBackupScheduler=SYSTEM_DATA
```

2. Check that the SFTP user configured in the ME is the correct one to export backup files to the external file storage:

```
(BrmBackupScheduler=SYSTEM_DATA) >show autoExportUri
```

3. Obtain the password associated to this SFTP user (contact the external file storage administrator, if necessary).

4. Enter Config mode:

```
(BrmBackupScheduler=SYSTEM_DATA) >configure
```

5. Is it needed to change the configured username?

Yes: Continue with the next step.

No: Proceed with Step 7.

6. Change the configured username in attribute `autoExportUri`, for example:

```
(config-BrmBackupScheduler=SYSTEM_DATA) >autoExportUri=sftp://hostuser1@host1/home/hostuser1/
```

Note: Only SFTP URIs are supported. The syntax is `sftp://<user_id>@<hostname_or_ip_address>/<remote_destination_directory>`

7. Change the configured password, for example:

```
(config-BrmBackupScheduler=SYSTEM_DATA) >autoExportPassword="hostuser1pw" cleartext
```

8. Commit the changes:

```
(config-BrmBackupScheduler=SYSTEM_DATA) >commit
```

9. Schedule a single backup.

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



Note: It is assumed that there are no scheduled backup events left in the ME, or the existing scheduled backup events are too far in time and therefore not appropriate to wait for to clear the alarm.

10. Is the alarm cleared?

Yes: Proceed with Step 13.

No: Continue with the next step.

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

12. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

13. Job is completed.

2.3 Actions for Directory Not Exist

Do the following:

1. Check which directory is meant to be used in the external file storage for export of backup files (contact the external file storage administrator, if necessary).

2. Navigate to the *BrmBackupScheduler* MO, for example:

```
>dn ManagedElement=NODE06ST,SystemFunctions=1,BrM=1,BrmBackupManager=SYSTEM_DATA,BrmBackupScheduler=SYSTEM_DATA
```

3. Enter Config mode:

```
(BrmBackupScheduler=SYSTEM_DATA)>configure
```

4. Change the directory configured in the ME:

```
(config-BrmBackupScheduler=SYSTEM_DATA)>autoExportUri=sftp://hostuser1@host1/home/hostuser1/
```

Note: Only SFTP URIs are supported. The syntax is `sftp://<user_id>@<hostname_or_ip_address>/<remote_destination_directory>`

5. Commit the change:

```
(config-BrmBackupScheduler=SYSTEM_DATA)>commit
```

6. Schedule a single backup.

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



Note: It is assumed that there are no scheduled backup events left in the ME, or the existing scheduled backup events are too far in time and therefore not appropriate to wait for to clear the alarm.

7. Is the alarm cleared?

Yes: Proceed with Step 10.

No: Continue with the next step.

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

9. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

10. Job is completed.

2.4

Actions for Server Unreachable

Do the following:

1. Check the connection to the external file storage using `ping` and `tracert`.

In this document, the external file system is called `host1`.

2. Can the external system be reached with a delay less than 10 seconds?

Yes: Continue with the next step.

No: The network can have a configuration fault. Request the network administrator to act on the fault. Proceed with Step 7.

3. Schedule a single backup.

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

Note: It is assumed that there are no scheduled backup events left in the ME, or the existing scheduled backup events are too far in time and therefore not appropriate to wait for to clear the alarm.

4. Is the alarm cleared?

Yes: Proceed with Step 7.

No: Continue with the next step.

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

6. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

7. Job is completed.



2.5 Actions for Permission Denied

Do the following:

1. Navigate to the *BrmBackupScheduler* MO, for example:

```
>dn ManagedElement=NODE06ST,SystemFunctions=1,BrM=1,BrmBackupManager=SYSTEM_DATA,BrmBackupScheduler=SYSTEM_DATA
```

2. Check the SFTP user and the directory configured in the ME:

```
(BrmBackupScheduler=SYSTEM_DATA) >show autoExportUri
```

3. Has the SFTP user proper write permissions in the external file storage directory (contact the external file storage administrator, if necessary)?

Yes: Proceed with Step 6.

No: Continue with the next step.

4. Schedule a single backup.

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

Note: It is assumed that there are no scheduled backup events left in the ME, or the existing scheduled backup events are too far in time and therefore not appropriate to wait for to clear the alarm.

5. Is the alarm cleared?

Yes: Proceed with Step 8.

No: Proceed with Step 6.

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

7. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

8. Job is completed.

2.6 Actions for Undetermined Reason

Do the following:

1. Schedule a single backup.

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



Note: It is assumed that there are no scheduled backup events left in the ME, or the existing scheduled backup events are too far in time and therefore not appropriate to wait for to clear the alarm.

2. Is the alarm cleared?

Yes: Proceed with Step 5.

No: Continue with the next step.

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

4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

5. Job is completed.