

BRM, Auto Export Manual Backup Failed

OPERATING INSTRUCTIONS

Copyright

© Ericsson AB 2016, 2017, 2019. All rights reserved. No part of this document may be reproduced in any form without the written permission of the copyright owner.

Disclaimer

The contents of this document are subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson shall have no liability for any error or damage of any kind resulting from the use of this document.

Trademark List

All trademarks mentioned herein are the property of their respective owners. These are shown in the document Trademark Information.



Contents

1	Alarm Description	1
2	Procedure	2
2.1	Handle Alarm BRM, Auto Export Manual Backup Failed	2
2.2	Handle Reason Authentication Failure	3
2.3	Handle Reason Directory Not Exist	4
2.4	Handle Reason Server Unreachable	5
2.5	Handle Reason Permission Denied	5
2.6	Handle Reason Server Diskspace Error	6
2.7	Handle Undetermined Reason	7



BRM, Auto Export Manual Backup Failed



1 Alarm Description

The alarm is raised when a manually created backup that is automatically exported has failed.

Table 1 BRM, Auto Export Manual Backup Failed Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
A manually created backup that is automatically exported fails.	A Backup and Restore Management (BRM) automatically export of manually created backup 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 export of manually created backup fails. The next successful export of manually created backup 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	
		The SFTP failed due to insufficient disk space on the external file storage.	External file storage disk	

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



2 Procedure

2.1 Handle Alarm BRM, Auto Export Manual Backup Failed

Prerequisites

— This instruction references the following documents:

- [Create Backup](#)
- [Data Collection Guideline](#)

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, as follows:

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

— No tools are required.

— The following condition must apply:

- The alarm is raised.
- The address, SFTP username, and password for the external file storage are known. In this instruction, the username is hostuser1 and the password is hostuser1pw in host1.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

Steps

1. Check the Additional Text attribute of the alarm.
2. Select action based on the attribute value:
 - If Additional Text contains Auto Export for <backup_type> failed due to authentication failure, proceed with Section 2.2 Handle Reason Authentication Failure on page 3.
 - If Additional Text contains Auto Export for <backup_type> failed due to directory not exist, proceed with Section 2.3 Handle Reason Directory Not Exist on page 4.
 - If Additional Text contains Auto Export for <backup_type> failed due to server unreachable, proceed with Section 2.4 Handle Reason Server Unreachable on page 5.



- If Additional Text contains Auto Export for <backup_type> failed due to permission denied, proceed with Section 2.5 Handle Reason Permission Denied on page 5.
- If Additional Text contains Auto Export for <backup_type> failed due to server disk space error, proceed with Section 2.6 Handle Reason Server Disk space Error on page 6.
- If alarm message contains Auto Export for <backup_type> failed, proceed with Section 2.7 Handle Undetermined Reason on page 7. This Additional Text is displayed when an automatic export of a manually created backup fails for an undetermined reason.

2.2 Handle Reason Authentication Failure

Steps

1. Navigate to the `BrmBackupManager` Managed Object (MO), for example:


```
>dn ManagedElement=NODE06ST, SystemFunctions=1, BrM=1, BrmBackupManager=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:


```
(BrmBackupManager=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:


```
(BrmBackupManager=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-BrmBackupManager=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-BrmBackupManager=SYSTEM_DATA)>autoExportPassword="hostuser1pw" cleartext
```



8. Commit the changes:
`(config-BrmBackupManager=SYSTEM_DATA)>commit`
9. Create a backup.
For information on how to create a backup, refer to [Create Backup](#).
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 Handle Reason Directory Not Exist

Steps

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 `BrmBackupManager` managed object, for example:
`>dn ManagedElement=NODE06ST,SystemFunctions=1,BrM=1,BrmBackupManager=SYSTEM_DATA`
3. Enter Config mode:
`(BrmBackupManager=SYSTEM_DATA)>configure`
4. Change the directory configured in the ME:
`(config-BrmBackupManager=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-BrmBackupManager=SYSTEM_DATA)>commit`
6. Create a backup.
For information on how to create a backup, refer to [Create Backup](#).



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 Handle Reason Server Unreachable

Steps

1. Check the connection to the external file storage using `ping` and `tracert`.
In this instruction, 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. Create backup.
For information on how to create backup, refer to [Create Backup](#).
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 Handle Reason Permission Denied

Steps

1. Navigate to the `BrmBackupManager` managed object, for example

```
>dn ManagedElement=N0DE06ST, SystemFunctions=1, BrM=1, BrmBackupManager=SYSTEM_DATA
```



2. Check the SFTP user and the directory configured in the ME:
(BrmBackupManager=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. Create a backup.

For information on how to create a backup, refer to [Create Backup](#).
5. Is the alarm cleared?

Yes: Proceed with Step 8.

No: Continue with the next step.
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 Handle Reason Server Diskspace Error

Steps

1. Does the external file storage have sufficient available storage space ?
(contact external file storage administrator, if necessary)

Yes. Proceed with next step.

No. Request the external file storage administrator to make storage space available. Proceed with Step 6.
2. Create a manual backup.

For information on how to create a backup, refer to [Create Backup](#).
3. Wait for create operation to complete and the auto export operation to complete.
4. Is the alarm cleared?

Yes: Proceed with Step 7.

No: Proceed with Step 5.
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.

2.7

Handle Undetermined Reason

Steps

1. Create backup.
For information on how to create backup, refer to [Create Backup](#).
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.