

BRM, Auto Export Backup Failed

OPERATING INSTRUCTIONS

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BRM, Auto Export Backup Failed



1 Alarm Description

The alarm is raised when an auto-export backup has failed.

Table 1 BRM, Auto Export Backup Failed 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.



2 Procedure

2.1 Handle Alarm BRM, Auto Export Backup Failed

Prerequisites

- 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, navigate to the User Data backup manager in the first step, as follows:

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

- No tools are required.
- The following conditions 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 alarm attribute `Additional Text`.
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 6.
- If Additional Text contains Auto Export for *<backup_type>* failed, proceed with Section 2.6 Handle Undetermined Reason on page 7. This Additional Text is displayed when an export of a scheduled backup fails for an undetermined reason.

2.2 Handle Reason Authentication Failure

Steps

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 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 *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 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. 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 Handle Reason Permission Denied

Steps

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 Handle Undetermined Reason

Steps

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.