

Configuration-db Restoration Fails in vManage Cluster DR Setup

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Introduction

This document describes a problem with configuration-db restoration fails in vManage cluster DR setup.

Problem

Restore vManage NMS from Backup: configuration-db restoration fails in vmanage cluster DR setup

From the CLI, use the request nms configuration-db restore path command. This command restores the configuration database from the file locate datapath. In this example, the destination is the standby vManage NMS. Run these commands on the standby vManage NMS:

```
vmanage-1# request nms configuration-db restore path /home/admin/cluster-backup.tar.gz
Configuration database is running in a cluster mode
!
!
!
line omitted
!
!
!

..... 80%
..... 90%
..... 100%
Backup complete.
Finished DB backup from: 30.1.1.1
Stopping NMS application server on 30.1.1.1
Stopping NMS application server on 30.1.1.2
Stopping NMS application server on 30.1.1.3
Stopping NMS configuration database on 30.1.1.1
Stopping NMS configuration database on 30.1.1.2
Stopping NMS configuration database on 30.1.1.3
Resetting NMS configuration database on 30.1.1.1
Resetting NMS configuration database on 30.1.1.2
Resetting NMS configuration database on 30.1.1.3
Restoring from DB backup: /opt/data/backup/staging/graph.db-backup
```

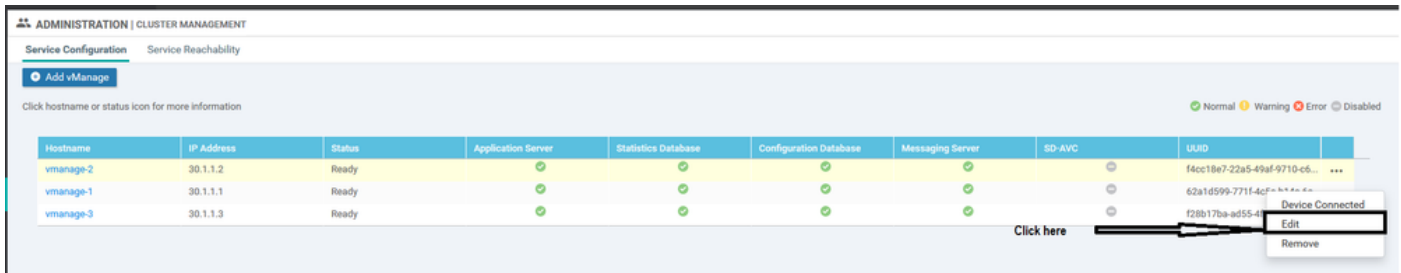
```
cmd to restore db: sh /usr/bin/vconfd_script_nms_neo4jwrapper.sh restore
/opt/data/backup/staging/graph.db-backup
Successfully restored DB backup: /opt/data/backup/staging/graph.db-backup
Starting NMS configuration database on 30.1.1.1
Waiting for 10s before starting other instances...
Starting NMS configuration database on 30.1.1.2
Waiting for 120s for the instance to start...
NMS configuration database on 30.1.1.2 has started.
Starting NMS configuration database on 30.1.1.3
Waiting for 120s for the instance to start...
NMS configuration database on 30.1.1.3 has started.
NMS configuration database on 30.1.1.1 has started.
Updating DB with the saved cluster configuration data
Successfully reinserted cluster meta information
Starting NMS application-server on 30.1.1.1
Waiting for 120s for the instance to start...
Starting NMS application-server on 30.1.1.2
Waiting for 120s for the instance to start...
Starting NMS application-server on 30.1.1.3
Waiting for 120s for the instance to start...
Removed old database directory: /opt/data/backup/local/graph.db-backup
Successfully restored database
vmanage-1#
```

Step 1. Config-db should restore with those logs but there is a scenario where config_db backup fails with these error messages.

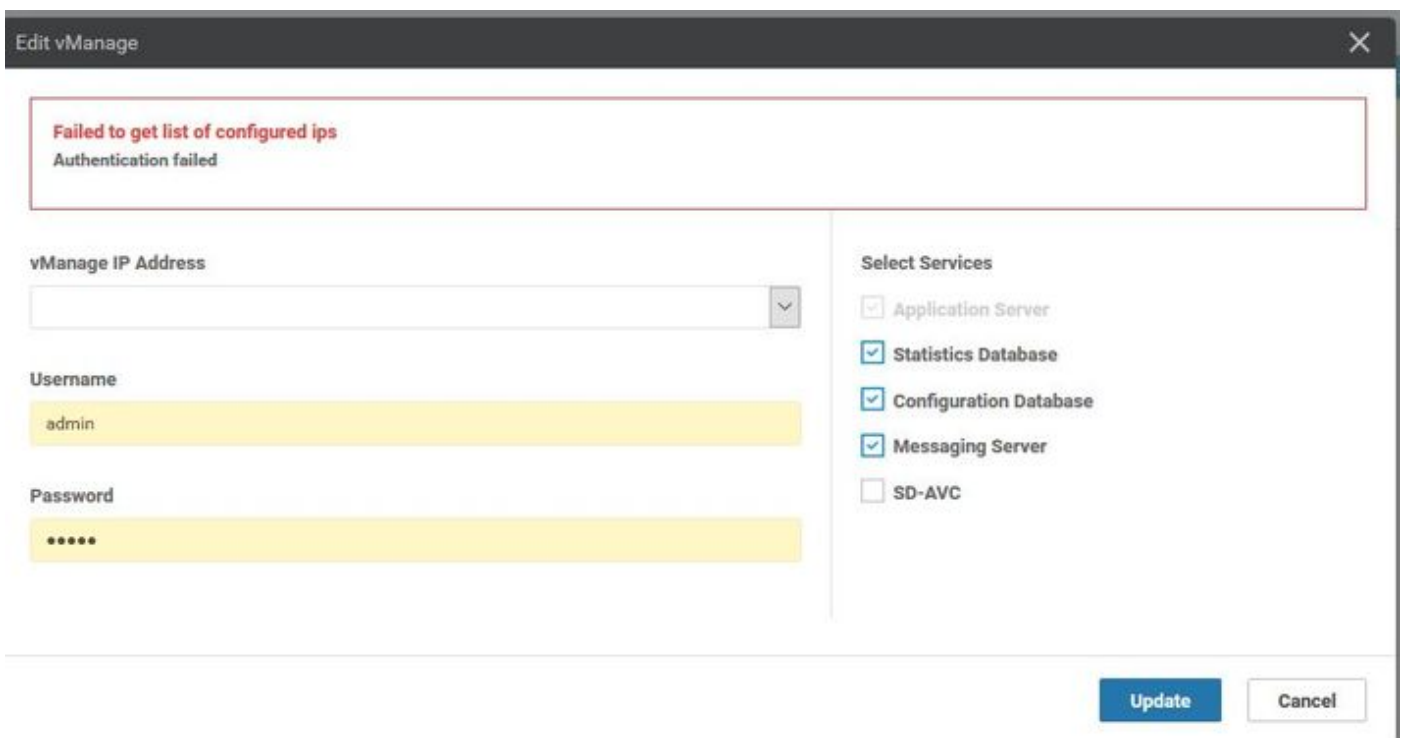
```
vmanage-1# request nms configuration-db restore path /home/admin/cluster-backup.tar.gz
Configuration database is running in a cluster mode
!
!
line omitted
!
!
2020-08-09 17:13:48.758+0800 INFO [o.n.k.i.s.f.RecordFormatSelector] Selected
RecordFormat:StandardV3_2[v0.A.8] record format from store /opt/data/backup/local/graph.db-
backup
2020-08-09 17:13:48.759+0800 INFO [o.n.k.i.s.f.RecordFormatSelector] Format not configured.
Selected format from the store: RecordFormat:StandardV3_2[v0.A.8]
..... 10%
..... 20%
..... 30%
..... 40%
..... 50%
..... 60%
..... 70%
.....Checking node and relationship counts
..... 10%
..... 20%
..... 30%
..... 40%
..... 50%
..... 60%
..... 70%
..... 80%
..... 90%
..... 100% Backup complete.
Finished DB backup from: 30.1.1.1
Stopping NMS application server on 30.1.1.1
```

Stopping NMS application server on 30.1.1.2
Could not stop NMS application-server on 30.1.1.2
Failed to restore the database

Step 2. In the mentioned failure, scenario Under **cluster management** page in vmanage, navigate to **Administrator > Cluster management > Select neighbor vmanage (...) > Edit**



While the vManage in cluster management is edited, the error received is: "Failed to get a list of configured ips -Authentication failed"



Solution

During the config-db restore operation in a vManage cluster, it is required to start/stop services on the remote nodes. This is done by Netconf requests made to the remote node in the cluster.

If control connection present between vmanages in the cluster then vmanage try to authenticate the remote node with the public key of the remote node to authenticate the Netconf request, which is similar to control connections between devices. If it is not there then it falls back to the credentials stored in the database table which was used to form the cluster.

The issue we have encountered is that the password got changes via CLI however the cluster management password in the database not updated. So whenever we change the password of netadmin account that is used to create the cluster initially, you need to update the password with the help of the **edit** operation of cluster-management too. These are the additional steps you need to follow.

1. Log in to each vmanages GUI.
2. Navigate to **Administrator > Cluster management > Select respective vManage (...)** > **Edit** , as shown in the image.
3. Update password equivalent to CLI.

- vManage1 30.1.1.1

Dialog box titled "Edit vManage" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- vManage IP Address:** A dropdown menu showing "30.1.1.1".
- Username:** A text input field containing "admin".
- Password:** A text input field containing "*****".
- Select Services:** A list of services with checkboxes:
 - Application Server
 - Statistics Database
 - Configuration Database
 - Messaging Server
 - SD-AVC

At the bottom right, there are two buttons: "Update" (blue) and "Cancel" (white).

- vManage 30.1.1.2

Dialog box titled "Edit vManage" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- vManage IP Address:** A dropdown menu showing "30.1.1.2".
- Username:** A text input field containing "admin".
- Password:** A text input field containing "*****".
- Select Services:** A list of services with checkboxes:
 - Application Server
 - Statistics Database
 - Configuration Database
 - Messaging Server
 - SD-AVC

At the bottom right, there are two buttons: "Update" (blue) and "Cancel" (white).

- vManage3 30.1.1.3

Edit vManage

vManage IP Address
30.1.1.3

Username
admin

Password
.....

Select Services

- Application Server
- Statistics Database
- Configuration Database
- Messaging Server
- SD-AVC

Update Cancel

Note: Rollback of the password from CLI is not feasible in this scenario from the CLI.

Best Practice

The best practice to change vManage password in the cluster is to navigate to **Administrator > Manage users > update password**.

This procedure updates the password in all 3 vManages in the cluster as well as the cluster management password as well.

Related Information

- <https://www.cisco.com/c/en/us/td/docs/routers/sdwan/configuration/sdwan-xe-gs-book/manage-cluster.html>
- <https://www.cisco.com/c/dam/en/us/td/docs/routers/sdwan/knowledge-base/disaster-recovery-technote.pdf>
- <https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise-networks/sdwan/white-paper-c11-741440.pdf>