

Troubleshoot Scheduled Backup Failures in ISE

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Issue

Cisco Identity Services Engine (ISE) stops generating scheduled backups. Automatic backups fail to generate or retain, which impacts the ability to create and store configuration backups needed for system recovery. Both scheduled automatic backups and manual GUI-initiated backups fail, creating a business impact related to backup reliability and system recovery preparedness.

Environment

- Cisco Identity Services Engine (ISE) versions 3.3, 3.4, and 3.5 earlier than patch 3
- Scheduled Config and/or Operational Backups configured
- Telemetry Enabled

Resolution

1. Access the Cisco ISE CLI and execute the command **app configure ise**.

2. Select option 23 to generate a thread dump for diagnostic purposes.
3. Collect a support bundle from the primary admin node, ensuring logs cover the last 10 days.
4. Review the ise-psc.log over the 10-day period for entries with DefaultQuartzScheduler_Worker- followed by numbers 1 to 10.



Note: One of these worker threads disappear daily until none remain, indicating scheduled jobs are no longer running.

5. Search catalina.out for the line containing
`com.cisco.cpm.infrastructure.telemetry.api.TelemetryJob.execute.`
6. Identify Cisco bug ID [CSCwr39748](#) if the telemetry job execution line is present.
7. Navigate to **Administration > System > Settings > Network Service Diagnostics > Telemetry in the ISE GUI** and disable the Telemetry feature.
8. Reload **Primary Admin Node** to clear the current threads stuck.

Cause

The root cause is Cisco bug ID [CSCwr39748](#). This defect causes the DefaultQuartzScheduler_Worker threads to be blocked by the daily telemetry service. These threads are never released, and all 10 threads become consumed, preventing scheduled actions from running. The presence of the `com.cisco.cpm.infrastructure.telemetry.api.TelemetryJob.execute` line in the catalina.out log confirms the system is affected.

Related Content

- [Cisco bug ID CSCwr39748](#)
- [Cisco Technical Support & Downloads](#)