

Rosa VSM 9.1 HA - DB Backup Failure, Two MySQL v5.5.28 and v5.6.29 are in System

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Introduction

This document describes that when the Rosa Virtual Supervisor Module (VSM) is upgraded from the version 6.2.1 to the version 9.1, you are unable to backup database (DB).

Problem

DB backup does not work after Rosa VSM is upgraded to the latest release version of 9.1.

```
C:\Program Files\Cisco\ROSA VSM\vsmserver> .\backup.bat
```

```
C:\Program Files\Cisco\ROSA VSM\vsmserver>echo off
```

```
ROSA VSM, version 9.1.0, build info: rev73183
```

```
Server data backup
```

```
As a first argument, please specify the database password
```

```
As a second argument, you can specify the data folder location
```

```
Performing backup... /29-08-2017 19:28:36 [VSM-DatabaseBackupThread]
```

```
[com.cisco.spvtg.rosa.vsm.common.server.impl.ServerBackupControlImpl]
```

```
ERROR - Backup of database failed, due to: mysqldump: Couldn't execute 'SET OPTION
```

```
SQL_QUOTE_SHOW_CREATE=1':
```

```
You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near
```

```
'OPTION SQL_QUOTE_SHOW_CREATE=1' at line 1 (1064)
```

```
X
```

```
Database backup command failed.
```

Solution

What you need to check first:

```
C:\Program Files\Cisco\ROSA VSM\vsmserver\logs folder
```

Significant traces in the vsm.log

```
29-08-2017 15:22:23 INFO [VSM-DatabaseBackupThread]
```

```
[com.cisco.spvtg.rosa.vsm.common.server.impl.ServerBackupControlImpl] - Backup requested...
```

```
29-08-2017 15:22:23 INFO [VSM-DatabaseBackupThread]
```

```
[com.cisco.spvtg.rosa.vsm.common.server.impl.ServerBackupControlImpl] - Backing up db to file:
C:\ProgramData\Cisco\RosaVSM\backup\20170829-15h22_ROSA-NMS.zip ...
29-08-2017 15:22:24 ERROR [VSM-DatabaseBackupThread]
[com.cisco.spvtg.rosa.vsm.common.server.impl.ServerBackupControlImpl] - Backup of database
failed, due to: mysqldump: Couldn't execute 'SET OPTION SQL_QUOTE_SHOW_CREATE=1': You have an
error in your SQL syntax; check the manual that corresponds to your MySQL server version for the
right syntax to use near 'OPTION SQL_QUOTE_SHOW_CREATE=1' at line 1 (1064)
```

Between the upgrade from VSM 6.2.1 to VSM 9.1 there's also a MySQL upgrade performed from 5.5.28 to 5.6.29.

The problem can be that the **mysqldump** executable that is used by the backup scripts still points to 5.5.28 and tries to send commands to MySQL 5.6.29, hence, it gives the error.

You have to check mysqldump version with the execution of the command - **mysqldump --version** in the same command window where backup script has been executed.

Also, you need to check mysqldump version in the new command window. In case output are different, you need to upgrade the MySQL to 5.6.29.

```
C:\>cd "Program Files\Cisco\Rosa VSM\vsmsserver"
C:\Program Files\Cisco\Rosa VSM\vsmsserver>mysqldump --version
mysqldump Ver 10.13 Distrib 5.5.8, for Win64 (x86)
C:\Program Files\Cisco\Rosa VSM\vsmsserver>mysql --version
mysql Ver 14.14 Distrib 5.5.8, for Win64 (x86)
```

Version split might be result of not full upgrade procedure following by customer. As a result did not perform a full uninstall of the old MySQL 5.5.8 before upgrading to the new VSM 9.1 like it is stated in the release notes of VSM 9.1 (page 9):

```
- (2) IMPORTANT: coming from V06.XX or V07.XX: In order to upgrade from a ROSA VSM
V06.X or V07.X, the following steps need to be preformed:
(1) take a backup of the ROSA VSM database and put this aside.
(2) Perform a full uninstallation of the ROSA VSM V06.X or V07.X software, the ROSA VSM Database
AND the MySQL 5.5 database server.
(3) Install the ROSA VSM V08.00.00 software together with the MySQL 5.6 database server.
(4) Restore the ROSA VSM database.
```

So what is happening now is that the backup script is calling mysqldump 5.5.8 (most probably because it's first in the path environment variable) and this talks to MySQL 5.6.29 which is not compatible.

Solution is to uninstall MySQL 5.5.8, then reboot the server and then backup should work again.

The next steps describes the removal of MySQL version 5.5.8, it's a bit complicated in a Neverfail environment, it has more steps then in case with a standalone server.

On the Primary server that has an active role, do this:

Step 1. Check Program Files directory in File Explorer. Navigate to **Computer > Local Disc (C:) > ProgramData > MySQL**.

There are three directories:

- MySQL Installer for Windows
- MySQL Server 5.5
- MySQL Server 5.6

Step 2. You have two paths, MySQL in the Windows path and the older one is first, that's why you bump into this problem with backup.

Navigate to **Start > Control panel > System > Advanced system settings > Startup and Recovery (settings) > In System variables, Variable Path**. Click **Edit**. The variable value must

be modified. Remove the **C:\Program Files\MySQL\MySQL Server 5.5** and Click **OK**.

Start a new command prompt with cmd, and check the present mysql version.

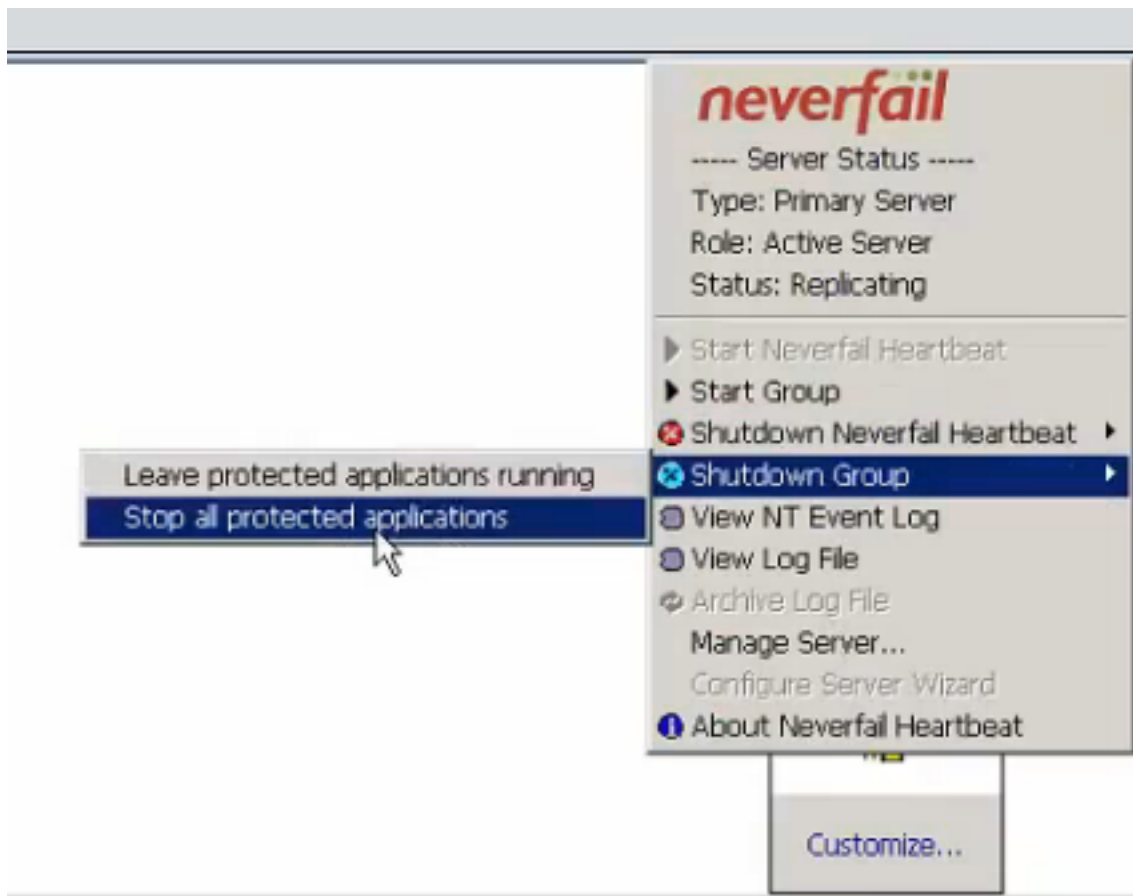
```
mysql --version
mysqldump Ver 10.13 Distrib 5.6.29, for Win64 (x86_64)
```

Step 3. Now you can try the backup procedure and start the script manually:

```
cd c:\Program Files\Cisco\ROSA VSM\vsmserver
c:\Program Files\Cisco\ROSA VSM\vsmserver\backup
c:\Program Files\Cisco\ROSA VSM\vsmserver\echo off
ROSA VSM, version 9.1.0, build info: rev73183
Server data backup
As a first argument, please specify the datatbase password
As a second argument, you can specify the data folder location
Performing backup... X
Stored in: c:\Program Files\Cisco\ROSA VSM\backup\20170911-11h13_ROSA-NMS.zip
```

Step 4. Before you backup with the VSM client, you must restart the VSM server software first. (you wouldn't have a switchover between the primary and secondary).

a. You need to stop the neverfail protected applications. In order to do that, Clik **Neverfail Continuity Engine System Tray** Icon then from the **Shutdown Group** options, select **Stop all protected applications** as shown in the image.

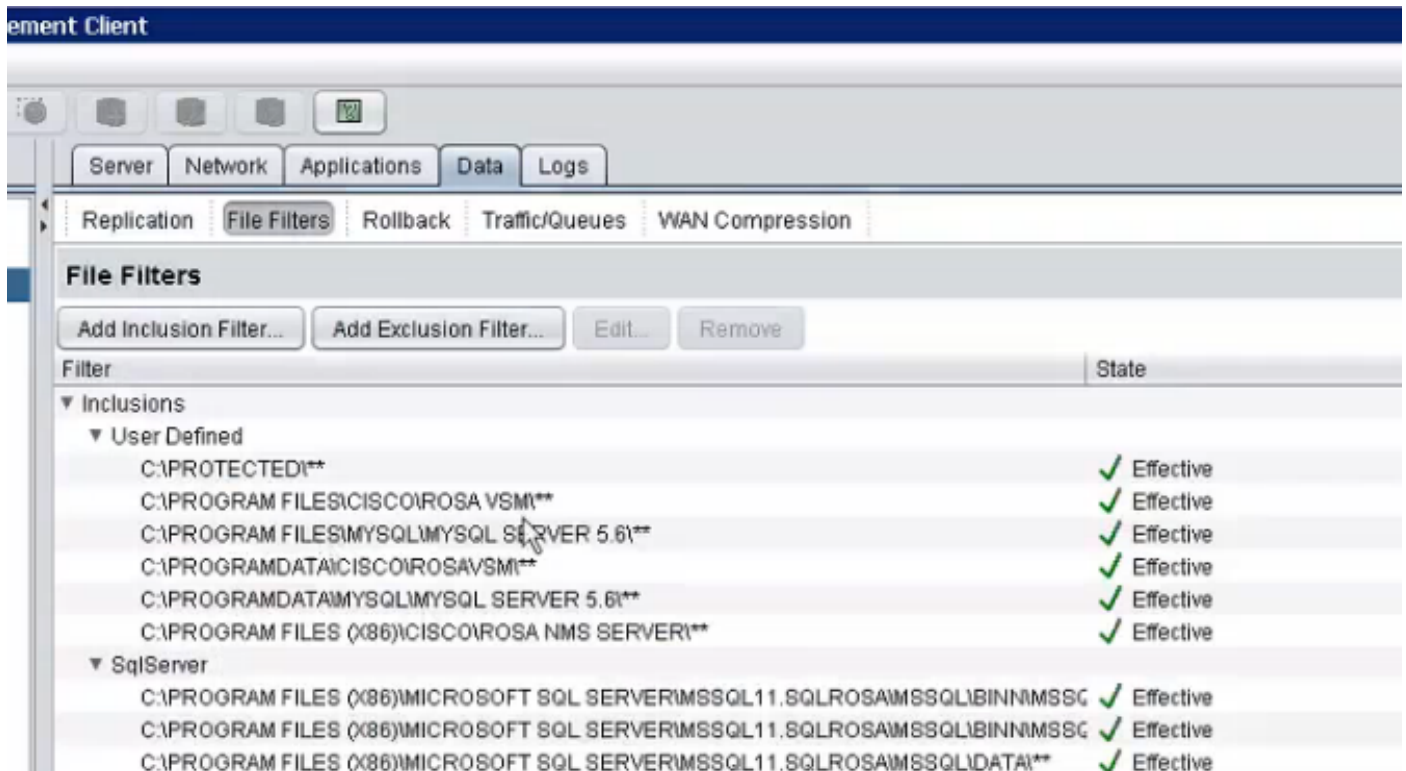


On shut down of the VSM Server (Network Management Systems (NMS) is stopped if installed). You can monitor the status of operation with Neverfail Heartbeat Management Client.

b. Then go to **Start Group** on the NCES tray icon, this may take some time. The Rosa NMS and

VSM starts again. Primary server role is Active and the status is Replicating.

Meanwhile you can verify that the datapath has been changed to correct one with MySQL version 5.6.29. Navigate to **Neverfail Heartbeat Management Client > Data > File Filters** as shown in the image.



Seems already OK, MySQL 5.6.29

c. Now test the backup with VSM client. Navigate to **File > Backup Server**.

Last successful backup could be seen in top of the new window where the server backup status shows.

If backup is successful, you need to uninstall the MySQL version 5.5.8 (you need to remain on the Primary and Neverfail should not be able to do the replication).

Step 5. As Neverfail is not configured anymore to do a replication of MySQL v5.5.8, you can uninstall it.

In order to do that, navigate to **Start > Control Panel > Programs > Programs and Features** and select **Uninstall** Neverfail.

Step 6. The Variable Path must be replicated from Primary server, if not then repeat Step 2. for Secondary server and remove the **C:\Program Files\MySQL\MySQL Server 5.5** from Path.

Step 7. In order to check the back-up functionality on Secondary server, you need to make it Active with Neverfail Heartbeat Management Client (switchover). In order to do a backup in Rosa VSM client, like in step 4.c. (backups usually are in **C:\ProgramData\Cisco\RosaVSM\backup**)

Step 8. Do the switchover and make the Primary server Active again.