



## Troubleshooting Backup and Restore

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### 'No Space Left on Device' Error

You receive the following error message while backing up or restoring Cisco Unified Communications Domain Manager on a virtual machine: 'No Space Left on Device.' You can create a new virtual disk on the node with the primary database and then reassign the Cisco Unified Communications Domain Manager data to the new disk. The new disk has enough space for you to perform the backup or restore operation.

#### Procedure

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- Step 1** Turn off the virtual machine that contains the primary database.
- Step 2** In VMware, add a disk on the node that contains the primary database:
- a) From the **VM** menu, click **Edit Settings**.
  - b) Click **Add**. The **Add Hardware Wizard** opens.
  - c) Select **Hard Disk** and then click **Next**.
  - d) Select **Create a new virtual disk** and then click **Next**.
  - e) Set the capacity to be the same as the database disk: 250 GB.
  - f) Accept the default filename and location, or click **Browse** to select a different location.
  - g) Click **Finish**.
- Step 3** Turn on the virtual machine. Your guest operating system recognizes the new virtual disk as a new, blank hard disk.
- Step 4** Log in to the platform account on the virtual machine and run the **drives list** command.
- Step 5** In the command output, note the following information, which is used in step 6:
- The name of the new disk in the 'Unused disks' section
  - The identifier of the current disk, 'services: backups,' in the 'Used disks and mountpoints' section
- Step 6** Run the following command: **drives reassign<new disk name>services:backups**
- All current data is moved to the new disk. You can continue with your backup or restore operation.
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# Loss of the Whole Cluster and Redeploying New Servers

The high level redeploy and backup restore steps are as follows:

- Redeploy the cluster.
- Store the backup that you want to restore in a different location.
- Recreate the remote backups on the primary node using **backup create** *<loc-name>* *<URI>*.
- Copy the saved backup under the new UID folder on the remote backup server.
- Do a **backup list**.

For example:

```
pxetest:
  URI: sftp://sftpusr:*****@172.29.42.249/AS03
  Backups:
    1 backups have been created - most recently 2014-08-21 10:24
```

A **backup restore** can now be run on the primary.

The following example console output shows the steps and process:

Identifying the database primary:

```
platform@AS01:~$ database primary
172.29.42.100
```

Listing the backups:

```
platform@AS01:~$ backup list
localbackup:
  URI: file:///backups
  Backups:
    2 backups have been created - most recently 2014-08-21 17:59
pxetest:
  URI: sftp://sftpusr:*****@172.29.42.249/AS01
  Backups:
    2 backups have been created - most recently 2014-08-21 12:54
```

You have new mail in /var/mail/platform

Restoring the backup:

```
platform@AS01:~$ backup restore pxetest 2014-08-21 12:54
Services will be restarted during the restore. Do you wish to continue? y
Application <name>-deviceapi processes stopped.
Stopping Application while performing database restore
```

```
----- AS02, ip=172.29.42.101, role=webproxy,application,database, loc=cpt
```

```
Stopping nginx:proxy
```

```
----- AS01, ip=172.29.42.100, role=webproxy,application,database, loc=cpt
```

```
Application nginx processes stopped.
```

```
----- AS02, ip=172.29.42.101, role=webproxy,application,database, loc=cpt
```

```
Application nginx processes stopped.
```

```
----- AS04, ip=172.29.21.191, role=webproxy,application,database, loc=jhb
```

```
Application nginx processes stopped.
```

```
----- AS03, ip=172.29.21.190, role=webproxy,application,database, loc=jhb
```

```
Application nginx processes stopped.
```

```
System restore starting from
```

```
sftp://sftpusr:sftpusr@172.29.42.249/AS01/bale37deff1309edcc2595bf46c6bfc2a99ca164
```

```
Local and Remote metadata are synchronized, no sync needed.
```

```
Last full backup date: Thu Aug 21 12:54:25 2014
```

```
Successfully restored to /backups/appdata/restore_temp_1408699183, moving to /backups/appdata
```

```
Removing temporary files in /backups/appdata/restore_temp_1408699183
```

```
local
```

```
Dropping database <name>_FILES before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/<name>_FILES
```

```
[object Object]
```

```
Repairing database <name>_FILES before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/<name>_FILES
```

```
[object Object]
```

```
Dropping database PLATFORM before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/PLATFORM
```

```
[object Object]
```

```
Repairing database PLATFORM before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/PLATFORM
```

```
[object Object]
```

```
Dropping database <name> before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/<name>
```

```
[object Object]
```

```
Repairing database <name> before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/<name>
```

```
[object Object]
```

```
Dropping database <name>_LOCKING before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/<name>_LOCKING
```

```
[object Object]
```

```
Repairing database <name>_LOCKING before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/<name>_LOCKING
```

```
[object Object]
```

```
Dropping database admin before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/admin
```

```
[object Object]
```

```
Repairing database admin before restoring
```

```
MongoDB shell version: 2.6.1
```

```
connecting to: 127.0.0.1:27020/admin
```

```
[object Object]
```

```
Trying with oplogReplay
```

```
Trying without oplogReplay  
restore successfull  
Restarting services
```

```
Application processes stopped.
```

```
Application processes started.
```

```
System settings have changed, please reboot using 'system reboot'
```