



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 10.6(1) Cisco Unified Communications Domain Manager Cisco HCM-Core 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 10.6(1) Cisco Unified Communications Domain Manager Cisco HCM-Core data to the new disk. The new disk has enough space for you to perform the backup or restore operation.

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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'
```