Cloud Server Backup Service

Trouble Shooting

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1 Data Disks Are Not Displayed After a Windows Server Is Restored

Symptom

When a Windows server is restored, the data disks are not displayed.

Possible Cause

Due to the limitations of Windows operating systems, data disks are in offline mode after an ECS is stored.

Solution

Step 1 On the Windows desktop, right-click the **My Computer** icon.

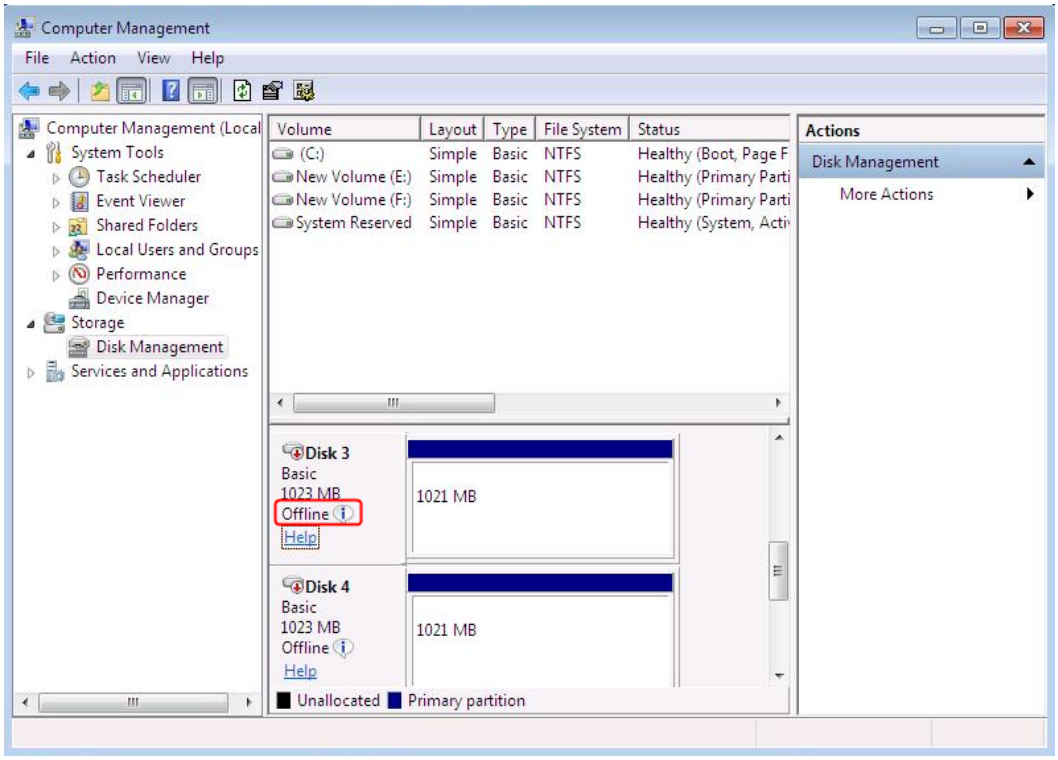
Step 2 Choose **Manage** from the shortcut menu. The **Computer Management** page is displayed.

Step 3 In the navigation tree, choose **Storage** > **Disk Management**.

Data disks are in the offline state, as shown in **Figure 1-1**.

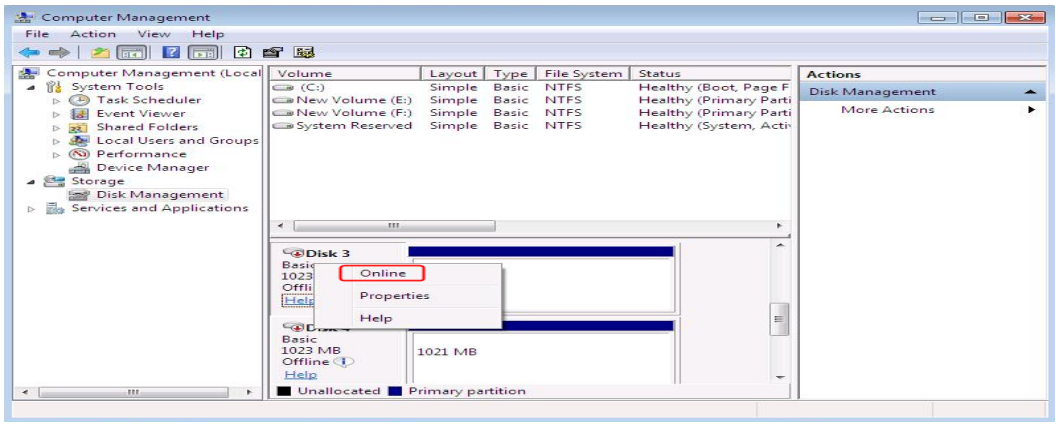
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Figure 1-1 Data disks in the offline state



Step 4 Right-click a data disk in the offline state and choose **Online**, as shown in **Figure 1-2**.

Figure 1-2 Setting a data disk to be online

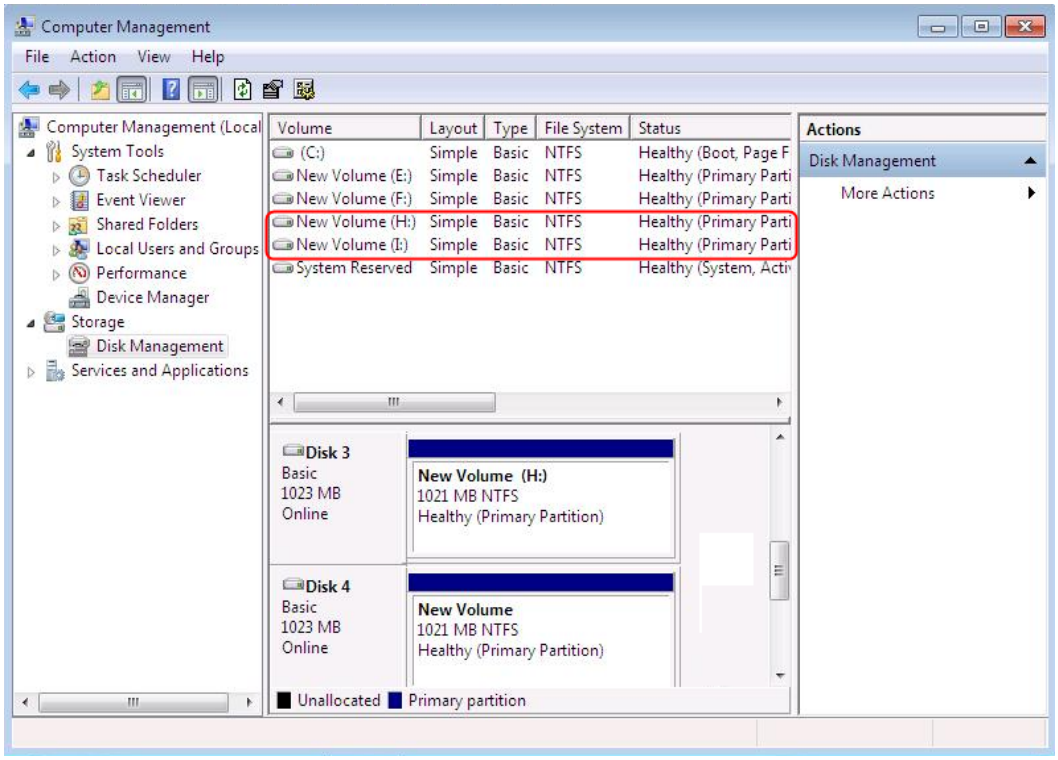


After the data disk status changes to **Online**, the data disk will be displayed in the disk list, as shown in **Figure 1-3**.

In addition, the data disk will be properly displayed on the server.

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Figure 1-3 Viewing online data disks



----End

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2 An ECS Created Using an Image Enters the Maintenance Mode After Login

Symptom

After you create an image using an ECS backup, use the image to create an ECS, and log in to the ECS, the ECS enters the maintenance mode and cannot be used properly.

Possible Cause

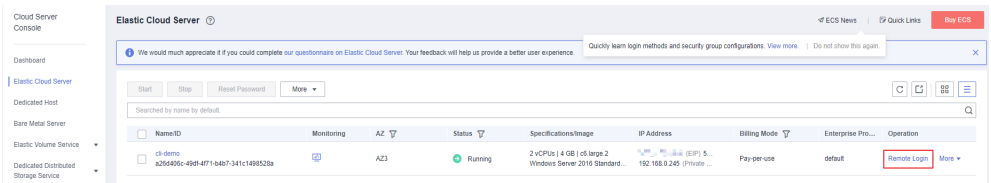
When the source ECS has data disks, the configuration parameters contained in the **/etc/fstab** file in the system disk of the new ECS are the source ECS's, causing the UUID information inconsistent with the new data disks. In such conditions, the ECS encounters an error when uploading **/etc/fstab** during the bootup and enters the maintenance mode.

Solution

This section uses CentOS as an example.

Step 1 After creating an ECS using an image, log in to the ECS console, click **Remote Login** in the row of the ECS.

Figure 2-1 ECS list



Step 2 In the maintenance interface that is displayed, access the system as prompted.

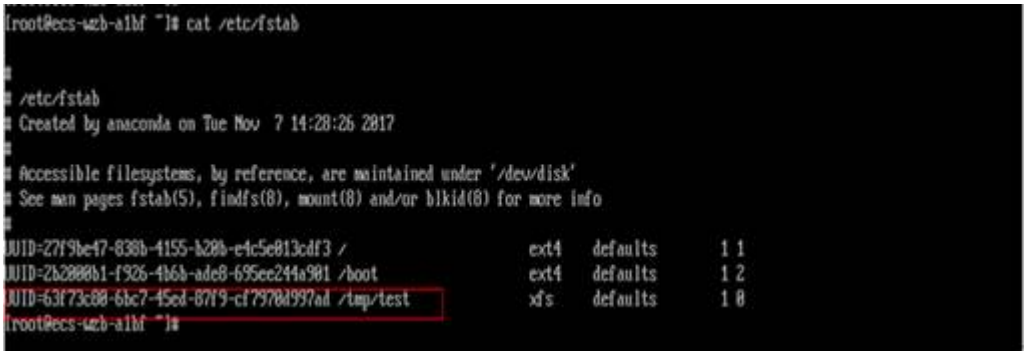
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Figure 2-2 Interface displayed when an ECS enters the maintenance mode



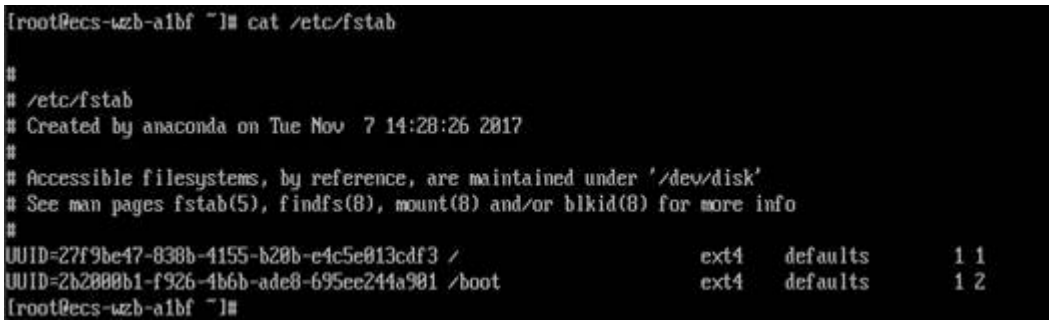
Step 3 Run the **cat /etc/fstab** command to check the attachment information about the data disks.

Figure 2-3 Data disk UUIDs



Step 4 Run the **vi /etc/fstab** command to open the file, press **i** to enter the editing mode, and delete the attachment information of all data disks. Then, press **Esc** to exit the editing mode and run **:wq!** to save the change and exit.

Figure 2-4 /etc/fstab after being updated



Step 5 Run the **reboot** command to restart the system.

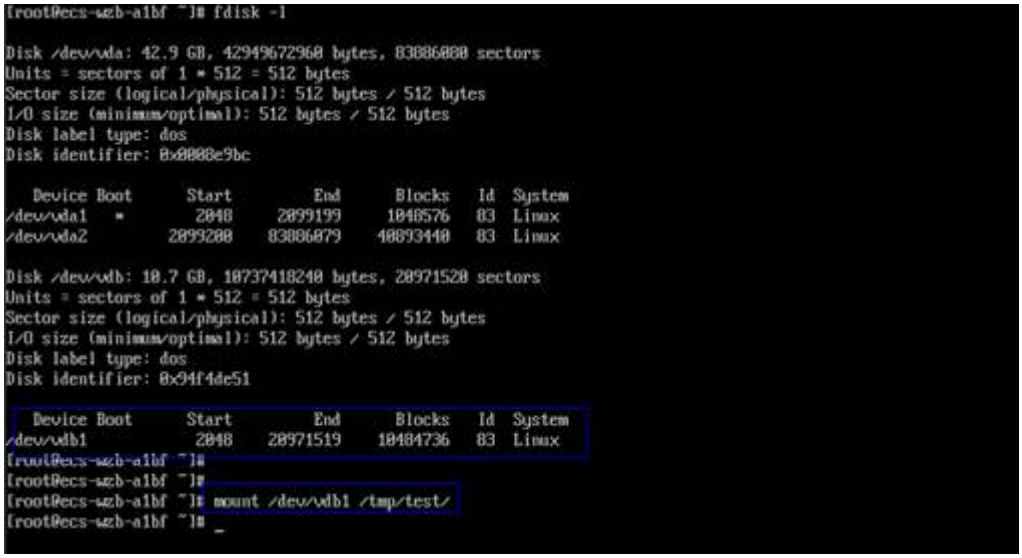
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Figure 2-5 Normal bootup page



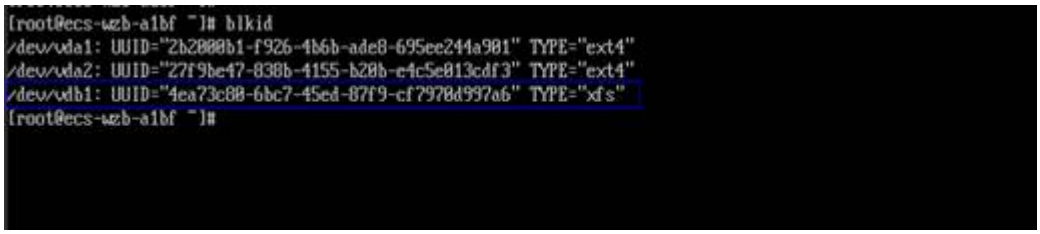
Step 6 After entering the system, attach the data disks manually.

Figure 2-6 Attaching the data disks manually



Step 7 Run the **blkid** command to obtain the UUID information of the data disks.

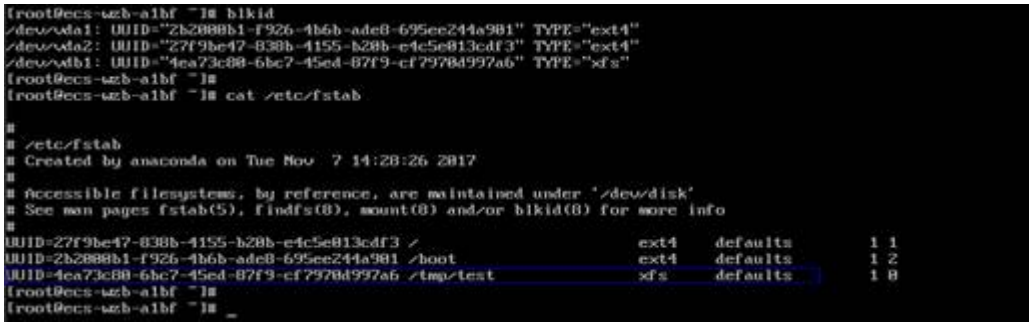
Figure 2-7 Obtaining UUIDs of data disks



Step 8 Run the **vi /etc/fstab** command to open the file, press **i** to enter the editing mode, and add the attachment information of all data disks. Then, press **Esc** to exit the editing mode and run **:wq!** to save the change and exit.

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Figure 2-8 Adding attachment information of data disks



After the information is added, the system will automatically attach the data disks on restart.

----End

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3 Failed to Download or Install the Agent Required by Application-Consistent

Symptom

The system displays a message indicating that the script cannot be downloaded or the Agent fails to be installed in Linux mode 2.

Possible Causes

- Cause 1: The DNS cannot resolve the **obs.myhuaweicloud.com** domain name.
- Cause 2: The OpenSSL version of the target ECS is too early.

Solution for Cause 1

Cause 1: The DNS cannot resolve the **obs.myhuaweicloud.com** domain name.

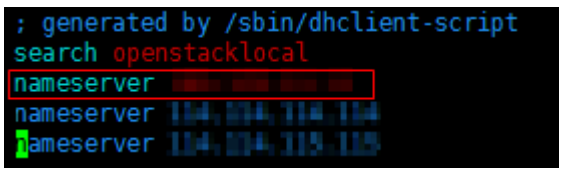
Manually change the DNS server address to a **HUAWEI CLOUD private DNS server address**. If the problem persists, try later or use the Linux mode 1 to install it.

Procedure (Linux)

Step 1 Log in to the ECS as user **root**.

Step 2 Run the **vi /etc/resolv.conf** command to edit the **/etc/resolv.conf** file. Add the DNS server IP address above the existing name server information, as shown in **Figure 3-1**.

Figure 3-1 Configuring DNS



The format is as follows:

```
nameserver 100.125.1.250
nameserver 100.125.17.29
```

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Step 3 Press **Esc**, input **:wq**, and press **Enter** to save the changes and exit the vi editor.

Step 4 Run the following command to check whether the IP address is successfully added. If yes, the operation is complete.

cat /etc/resolv.conf

----End

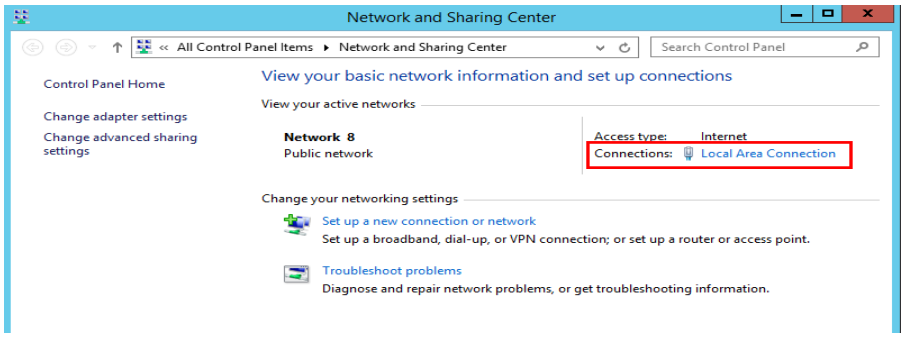
Procedure (Windows)

Step 1 Go to the ECS page and log in to the ECS running Windows Server 2012.

Step 2 Click **This PC** in the lower left corner.

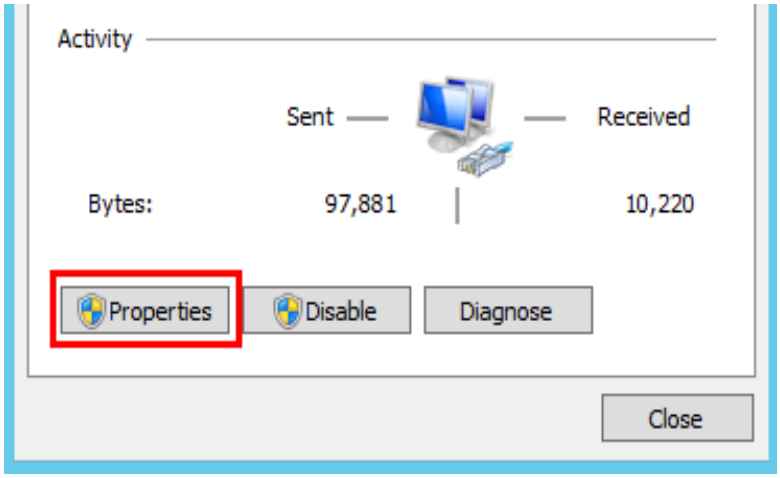
Step 3 On the page that is displayed, right-click **Network** and choose **Properties** from the drop-down list. The **Network and Sharing Center** page is displayed, as shown in **Figure 3-2**. Click **Local Area Connection**.

Figure 3-2 Network and Sharing Center



Step 4 In the **Activity** area, select **Properties**. See **Figure 3-3**.

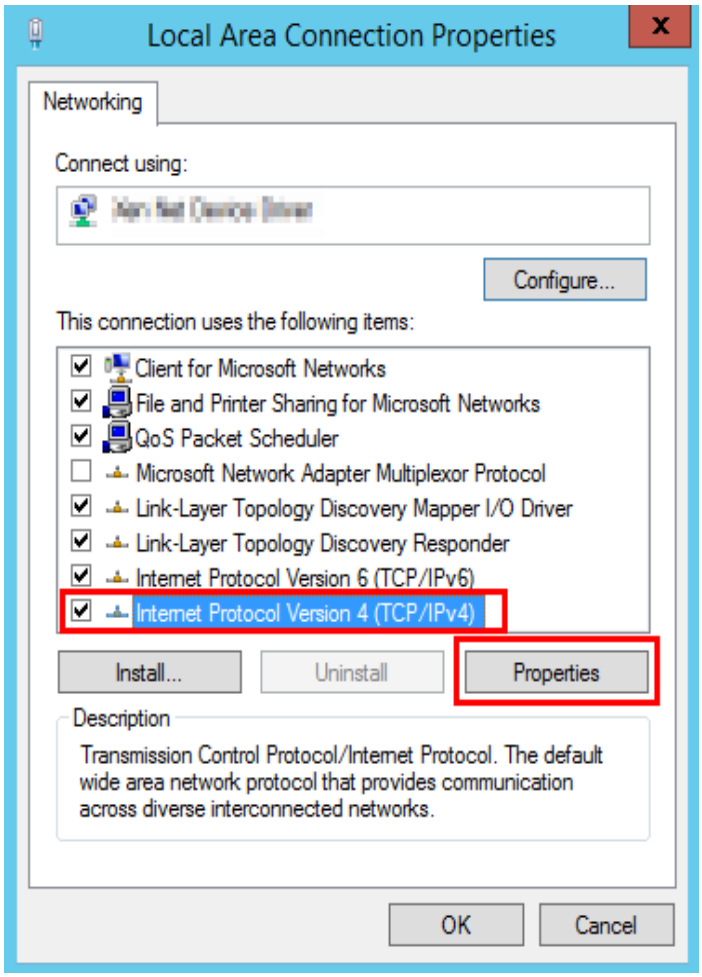
Figure 3-3 Local area connection



Step 5 In the **Local Area Connection Properties** dialog box that is displayed, select **Internet Protocol Version 4 (TCP/IPv4)** and click **Properties**. See **Figure 3-4**.

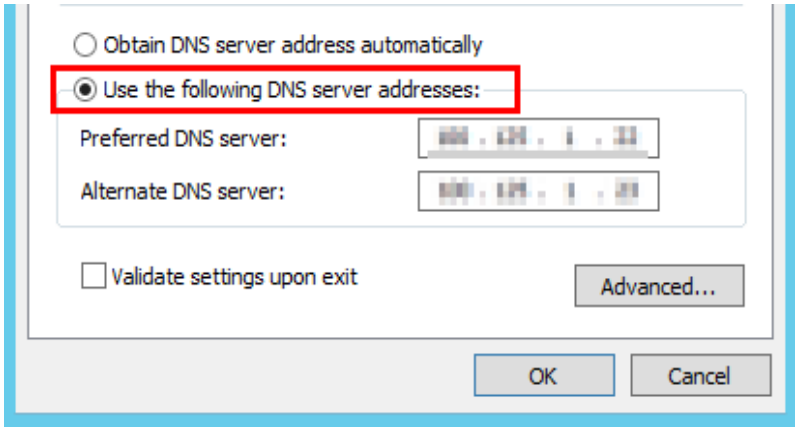
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Figure 3-4 Local area connection properties



Step 6 In the dialog box that is displayed, select **Use the following DNS server addresses:** and configure DNS, as shown in **Figure 3-5**. The DNS server IP address is 100.125.17.29 in East China. For details about DNS server IP addresses in other regions, see **What Are the Private DNS Server Addresses Provided by the DNS Service?**. After the configuration, click **OK**.

Figure 3-5 Configuring DNS



----End

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Solution for Cause 2

Cause 2: The OpenSSL version of the target server is too early.

Step 1 Use a remote management tool (such as PuTTY or Xshell) to connect to your ECS through the elastic IP address.

Step 2 Select the Agent version based on your needs, copy the command of installation mode 2 to the server, and change **https** to **http** in wget. Run the changed command as the root user:

----End

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