### **Cloud Backup and Recovery**

### Troubleshooting

 Issue
 01

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## **1** Failed to Execute a Backup Task

### Symptom

A manual or scheduled backup task fails.

### Troubleshooting

Possible causes are listed here in order of their probability.

If the fault persists after you have ruled out one cause, move on to the next one.

### Figure 1-1 Troubleshooting



Table 1-1 Troubleshooting

Possible Cause	Solution
The vault capacity has been used up.	For detailed handling measures, see <b>The Vault</b> Capacity Has Been Used Up.
The vault is frozen because your account is in arrears.	Top up your account.
Other operations are being performed on the resource to be backed up.	For detailed handling measures, see Other Operations Are Being Performed on the Resource to Be Backed Up.

Possible Cause	Solution
The system is busy.	Back up the data in off-peak hours or <b>submit a</b> service ticket.

### The Vault Capacity Has Been Used Up

Backup stops once the usage of the vault exceeds the upper limit. Take the following measures when the storage capacity of your vault is not enough:

- Log in to the CBR console, locate the target vault, and delete unwanted backups by following instructions in **Deleting a Backup**.
- If you want to retain the generated backups, expand the vault capacity. For details, see Expanding Vault Capacity.
- If a backup policy has been applied to the vault, disable the backup policy or remove the policy from the vault. To disable the policy, see **Disabling a Backup Policy**. To remove the policy, see **Removing a Policy from a Vault**. Then, automatic backup is disabled, and the storage capacity of the vault will not change. You can also **modify the backup policy** or **dissociate resources from the vault**.

### Other Operations Are Being Performed on the Resource to Be Backed Up

Automatic backup may fail when other operations, such as backup and restoration, are being performed on the target resource.

1. Log in to the CBR console and check whether the status of the target resource is **Available** or **Running**.

#### Figure 1-2 Checking the resource status

Det	ails	Associated Servers	Fags							
	Assoc	iate Migrate D	lissociate			All statuses		• Name	•	Q
		Name	Server Status	Server Type	AZ	Selected Disks	Backups	Backup Space	Operation	
			🕛 Unavailable	ECS		0	0	0	Perform Backup   Migrate   Dissociate	
			Unavailable	ECS		0	0	0	Perform Backup   Migrate   Dissociate	
		dws-ecs	8 Running	ECS	AZ7	1/1	40	15	Perform Backup   Migrate   Dissociate	
			🕛 Unavailable	ECS		0	0	0	Perform Backup   Migrate   Dissociate	
			🕛 Unavailable	ECS		0	0	0	Perform Backup   Migrate   Dissociate	

2. If yes, perform the backup again. If no, wait until the status of the target resource becomes **Available** or **Running**.

### Submitting a Service Ticket

If the problem persists, submit a service ticket.

# **2** Failed to Delete a Backup

### Symptom

The **Delete** button is unavailable, or a backup fails to be deleted.

### Troubleshooting

Possible causes are listed here in order of their probability.

If the fault persists after you have ruled out one cause, move on to the next one.

Table 2-1 Troubleshooting

Possible Cause	Solution
The backup is being created or is being used for restoration.	Wait until the backup is created or the restoration completes and then delete it.
The backup is a cloud server backup and has been used to create an image, so the <b>Delete</b> button for the backup is grayed out.	Delete the image before deleting the backup. For details, see <b>Deleting Images</b> .
A system exception occurs.	Delete the backup again. If the problem persists, submit a service ticket.
Insufficient permissions.	Check whether the account has the deletion permission on the IAM console.

### Submitting a Service Ticket

If the problem persists, submit a service ticket.

## **3** Failed to Expand the Vault Capacity

### Symptom

Failed to expand the capacity of a vault.

### Troubleshooting

Possible causes are listed here in order of their probability.

If the fault persists after you have ruled out one cause, move on to the next one.





Possible Cause	Solution
The account balance is insufficient when you expand the capacity of a pay-per-use vault.	Top up your account and try again. For details, see Topping Up an Account.
The vault is billed on the yearly/monthly basis and has a renewal period that has not taken effect.	For detailed handling measures, see <b>The Vault Is</b> Billed on the Yearly/monthly Basis and Has a Renewal Period That Has Not Taken Effect.
The vault is billed on the yearly/monthly basis and its renewal order has not been paid.	Go to management console, choose <b>Billing Center</b> > <b>Orders</b> to check whether there are unpaid vault renewal orders. If yes, complete the payment promptly.
The order for modifying vault specifications has not been paid.	Go to management console, choose <b>Billing Center</b> > <b>Orders</b> to check whether there are unpaid orders for modifying vault specifications. If yes, complete the payment promptly.

### The Vault Is Billed on the Yearly/monthly Basis and Has a Renewal Period That Has Not Taken Effect

If your yearly/monthly vault has a renewal period that has not taken effect, its capacity expansion will fail. Expand the vault after the renewal period takes effect or after the renewal is unsubscribed. For details about how to unsubscribe an order, see **Unsubscribing from a Renewal Period**.

For example, the validity period of the current subscription is from August 1 to August 31. If you renew your subscription on August 15, the renewal will take effect from September 1 to September 30. If you expand the capacity of the vault on August 20, the expansion will fail.

### Submitting a Service Ticket

If the problem persists, **submit a service ticket**.

## **4** Failed to Attach Disks

### Symptom

Failed to attach disks despite following the procedure: Create EVS disks using the same disk backup (XFS file system backup) and attach them to the same server (to which multiple EVS disks with XFS file system backup have been attached). Running the **mount** command to attach disks fails.

### **Possible Cause**

The superblock of an EVS disk (with XFS file systems) stores a universally unique identifier (UUID) about the file system. If a server has multiple disks (with XFS file systems), multiple UUIDs will exist on the server. Multiple disks may have the same UUID, which can cause the file system mounting to fail.

### Troubleshooting Methods

When attaching an EVS disk, use parameters without UUID control or reallocate a new UUID to ensure that each UUID is unique.

### Solution

**Step 1** Log in to the server to which EVS disks failed to be attached.

**Step 2** Resolve the problem in either of the following ways:

- Use a parameter without UUID when attaching an EVS disk: Run mount -o nouuid /dev/Device name /Mount path, for example:
  - mount -o nouuid /dev/sda6 /mnt/aa
- Reallocate a new UUID: Run xfs\_admin -U generate /dev/Device name.

### **NOTE**

Because setting a parameter without UUID requires you to execute the command every time, you are advised to reallocate a new UUID.

----End

### **5** 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 a server is restored.

### 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 5-1.

ile Action View Help						
• 🔶 📶 🗔 🖬 🖬 •	ef 😼					
Computer Management (Local	Volume	Layout Typ	e File System	Status	Actions	
System Tools	(C:)	Simple Basi	c NTFS	Healthy (Boot, Page F	Disk Management	
Event Viewer     Kared Scheduler     Event Viewer     Kared Folders	New Volume (E:) New Volume (F:)	Simple Basi Simple Basi Simple Basi	c NTFS c NTFS c NTFS	Healthy (Primary Parti Healthy (Primary Parti Healthy (System, Activ	More Actions	
Local Users and Groups R Performance						
📇 Device Manager						
Storage Disk Management						
Services and Applications						
	۰ ( <u>اا</u>			F.		
	GDick 3					
	Basic					
	Offline 1	1021 MB				
	Help					
	Disk 4					
	Basic	1021 140				
	Offline (1)	1021 1010				
	Help					

Figure 5-1 Data disks in the offline state

**Step 4** Right-click a data disk in the offline state and choose **Online**, as shown in **Figure 5-2**.

Computer Management (Local	Volume	Layout Type	File System	Status	Actions	
System Tools	(C:)	Simple Basic	NTES	Healthy (Boot, Page F	Disk Management	
<ul> <li>Event Viewer</li> <li>Event</li></ul>	New Volume (F)     System Reserved      Just 3     Basic     Online     Online	Simple Basic Simple Basic	NTFS NTFS	Healthy (Primary Parti Healthy (System, Acti	More Actions	,
	Basic 1023 MB Offline	1021 MB				

Figure 5-2 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 5-3**.

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

🗢 🧼 🖄 📰 🖬 🖬 🕄 I	Yaluma	I mout Tune Eile Surtem	Ctatur	A	
System Tools	(C:)	Simple Basic NTFS	Healthy (Boot, Page F	Disk Management	
Description of the second s	New Volume (E	:) Simple Basic NTFS	Healthy (Primary Parti	More Actions	,
<ul> <li>         Eccent Hence     </li> <li>         Shared Folders     </li> <li>         Cocal Users and Groups     </li> <li>         Performance     </li> <li>         Device Manager     </li> <li>         Storage     </li> <li>         Disk Management     </li> <li>         Services and Applications     </li> </ul>	New Volume (H System Reserve	i:) Simple Basic NTFS ) Simple Basic NTFS d Simple Basic NTFS	Healthy (Primary Parti Healthy (Primary Parti Healthy (System, Activ		
	m     m     Disk 3		•		
	Basic 1023 MB Online	New Volume (H:) 1021 MB NTFS Healthy (Primary Partition)			

Figure 5-3 Viewing online data disks

----End

## **6** Failed to Cancel Backup Sharing

### Symptom

When you cancel the backup sharing, the system prompts a message indicating that the canceling failed.

### Troubleshooting

Possible causes are listed here in order of their probability.

If the fault persists after you have ruled out one cause, move on to the next one.

### Figure 6-1 Troubleshooting



### Table 6-1 Troubleshooting

Possible Cause	Solution
The shared backup was used to create images.	Delete the images and then delete the shared backup. For details, see <b>Deleting Images</b> .
The status of the shared backup failed to be updated.	Try again or <b>submit a service ticket</b> .

### **7** 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 domain name.
- Cause 2: The OpenSSL version of the target server is too early.

### Solution for Cause 1

Cause 1: The DNS cannot resolve the domain name.

You need to manually change the DNS server address to a private DNS server address of Huawei Cloud by referring to What Are the Private DNS Server Addresses Provided by the DNS Service? If the problem persists, try later or use the Linux mode 1 to install it.

#### Procedure (Linux)

- **Step 1** Log in to the server as the **root** user.
- 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 7-1.

#### Figure 7-1 Configuring DNS

; generated by /sbin/dhclient-script search openstacklocal
nameserver in the second
nameserver
n <mark>ameserver 114 114 115 115</mark>

The format is as follows: nameserver 100.125.1.250 nameserver 100.125.17.29

- 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 added. If yes, the operation is complete.

cat /etc/resolv.conf

----End

#### **Procedure (Windows)**

- **Step 1** Go to the ECS console 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 7-2. Click Local Area Connection.

Figure 7-2 Page for network and sharing center



Step 4 In the Activity area, select Properties. See Figure 7-3.

Figure 7-3 Local area connection

Activity		_	
	Sent —	<b>V</b> –	Received
Bytes:	97,881		10,220
Properties	💡 Disable	Diagnose	1
			Close

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 7-4.

igure 7 4 Eocar area connection properties
📮 Local Area Connection Properties 🗙
Networking
Connect using:
🖉 Ken Set Device Sitver
Configure
This connection uses the following items:
<ul> <li>Client for Microsoft Networks</li> <li>File and Printer Sharing for Microsoft Networks</li> <li>QoS Packet Scheduler</li> <li>Microsoft Network Adapter Multiplexor Protocol</li> <li>Link-Layer Topology Discovery Mapper I/O Driver</li> <li>Link-Layer Topology Discovery Responder</li> <li>Internet Protocol Version 6 (TCP/IPv6)</li> <li>Internet Protocol Version 4 (TCP/IPv4)</li> </ul>
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.
OK Cancel

Figure 7-4 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 7-5. You need to manually change the DNS server address to a private DNS server address of Huawei Cloud by referring to What Are the Private DNS Server Addresses Provided by the DNS Service? Then click OK.

O Obtain DNS server address automatically					
<ul> <li>Ouse the following DNS server as</li> </ul>	ddresses:				
Preferred DNS server:	101 · 121 · 1 · 22				
Alternate DNS server:	100 - 125 - 1 - 23				
Validate settings upon exit	Advanced				
	OK Cancel				

### 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 command as the root user.

----End

## **8** Failed to Install the Agent on Windows

### Scenario 1: User rdadmin Already Exists

### Symptom

The Agent of application-consistent backup failed to be installed on a Windows server. Message "Agent working user rdadmin exist" is displayed.

#### **Possible Causes**

- User rdadmin has been created on the Windows server before the Agent is installed.
- If the Agent installation has been performed on the Windows server, user **rdadmin** will be created even if the installation fails.

#### Solution

- **Step 1** Log in to the Windows server, click the Windows icon in the lower left corner of the desktop, and choose **Control Panel** > **User Accounts**.
- **Step 2** Check whether user **rdadmin** exists. If the user exists, confirm that it is not created by other applications and then delete it.
- **Step 3** After the user is deleted, install the Agent again.

----End

### Scenario 2: Installation Failed Due to Registry Modification

### Symptom

You have changed the default encoding format by modifying the registry.

Example: Create autorun in **\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft \Command Processor** and set its value to **chcp 65001**.

### Solution

Change the value to **chcp 65001 > nul**.

- Step 1 Press Win+R to open the Run dialog box and then enter regedit.
- **Step 2** Go to the **\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Command Processor** directory.

- **Step 3** Right-click and choose **New** > **String Value** (REG\_SZ) from the shortcut menu. Name the string **autorun**.
- **Step 4** Double-click and change the value to **chcp 65001 > nul**.

----End

### **9** Failed to Implement Application-Consistent Backup

### Symptom

The user has installed the required Agent on the cloud servers running MySQL databases or SAP HANA applications, but the application-consistent backup fails.

### **Possible Cause**

The unfreezing and freezing scripts are not modified according to the steps provided in **Using a Custom Script to Implement Application-Consistent Backup** in the *Cloud Backup and Recovery Best Practices*.

### Solution

Before performing application-consistent backup, modify the unfreezing and freezing scripts by referring to Using a Custom Script to Implement Application-Consistent Backup.

### **10** A Server Created Using an Image Enters Maintenance Mode After Login

### Symptom

A server is created using the image of a cloud server backup. However, upon login to the server, the server enters maintenance mode and cannot be used.

### Possible Cause

After the server creation, the configuration parameters contained in the **/etc/fstab** file in the system disk of the new server are that of the backup source server, causing the UUID information to be inconsistent with the new data disks. As a result, the ECS encounters an error when uploading **/etc/fstab** during the bootup and enters maintenance mode.

### Solution

The following 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.
- **Step 2** On the maintenance mode page that is displayed, access the system as prompted.

Figure 10-1 Maintenance mode of the system

```
CentOS Linux 7 (Core)
Kernel 3.10.0-1062.12.1.el7.x86_64 on an x86_64
Hint: Num Lock on
cli-demo login: root
Password:
Last login: Tue Feb 7 16:48:33 on tty1
Welcome to Huawei Cloud Service
[root@cli-demo ~]#
```

**Step 3** Run the **cat /etc/fstab** command to check the disk attachment information.

Figure 10-2 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 10-3 /etc/fstab after being updated



Step 5 Run the reboot command to restart the system.

Figure 10-4 Normal bootup page



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





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

Figure 10-6 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.

Figure 10-7 Adding attachment information of data disks



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

----End

# **11** Failed to Migrate VMware Backups to the Cloud

### Symptom

A migration of VMware backups to the cloud fails.

### Troubleshooting

Possible causes are listed here in order of their probability.

If the fault persists after you have ruled out one cause, move on to the next one.

### Figure 11-1 Troubleshooting



### Table 11-1 Troubleshooting

Possible Cause	Solution
The upload speed of eBackup VMs is low (< 50 MB/s), resulting in OBS response timeout when data is uploaded using the default configuration. "Write data to backup storage failed" is displayed.	For detailed handling measures, see <b>Upload Speed of</b> eBackup VMs Is Too Low.

Possible Cause	Solution
The configured domain name cannot be resolved when eBackup accesses the VM, resulting in snapshot creation failure.	In the host file of eBackup, configure a domain name of the vCenter VM that can be resolved.

### Upload Speed of eBackup VMs Is Too Low

- **Step 1** Log in to an eBackup VM as the **hcp** user and switch to the **root** user.
- **Step 2** Run the following command to edit the **hcpconf.ini** file: vim /opt/huawei-data-protection/ebackup/microservice/ebk\_vmware/conf/hcpconf.ini
- Step 3 Change the values of ProductStorageMemoryPoolBlockNum and CommonTaskUsingMaxThread4Backup to 2.
- **Step 4** Run the **:wq!** command to save and exit the file.
- **Step 5** Run the **cd /opt/huawei-data-protection/ebackup/microservice/ebk\_vmware/ script** command to switch to the directory.
- **Step 6** Run the **sh ebackup\_stop.sh** command. **Figure 11-2** shows the command output.

Figure 11-2 Executing the sh ebackup\_stop.sh command

[root@eBackup script]# sh ebackup_stop.sh
Send SIGKILL to ebk_vmware_monitor, call: kill -9 12958
Send SIGKILL to ebk_vmware, call: kill -9 543
Send SIGKILL to nginx, call: kill -9 11644
Send SIGKILL to sub nginx, call: kill -9 11645
The Process ebk_vmware_monitor ebk_vmware nginx of OceanStor BCManager eBackup was stopped successfully,

Step 7 Run the sh ebackup\_start.sh command. Figure 11-3 shows the command output.

Figure 11-3 Executing the sh ebackup\_start.sh command

[root@eBackup script]# sh ebackup\_start.sh The ebk\_vmware agent of OceanStor BCManager eBackup was started successfully. [root@eBackup script]#

**Step 8** Upload the VMware backups again and check whether the fault has been rectified. If the fault persists, contact technical support.

----End

### Submitting a Service Ticket

If the problem persists, submit a service ticket.

# **12** Failed to Restore a VMware Backup to a Cloud Server

### Symptom

When you restore a VMware backup to a cloud server, the restoration task fails.

### Possible Cause

The VMware VM has multiple data disks and the data disks belong to the logical volume manager (LVM) group. As a result, an error occurs during the restoration.

### Solution

- Step 1 Log in to Network Console and choose Access Control > Security Groups.
- **Step 2** Click **Create Security Group** in the upper right corner to create a security group that does not allow access from any port. See **Figure 12-1**.

 $\times$ 

×

### Figure 12-1 Creating a security group

* Name	sg-whm
* Enterprise Project	default   C Create Enterprise Project
* Template	Custom
Description	Inbound traffic is not allowed on any port. After the security group is created, you can add or modify security group rules as required.
Show Default Rule	,

**Step 3** Switch to **Cloud Server Console** and add the server you want to restore to the security group you created in **Step 2**.

Click the server name. On the **Security Groups** tab page, click **Change Security Group**. See **Figure 12-2**.

Figure 12-2 Changing a security group

Change Sec	urity Group		
NIC	192.168.10.94	•	
Security Group	sg-whm (Inbound: -   Outbound: - ) 💿 Inbound: -   Outbound: - Create Security Group	•	С
	<b>OK</b> Cancel		

**Step 4** Log in to the CBR console and choose **Hybrid Cloud Backups** > **VMware Backups**.

Locate the VMware backup you want to use for restoration, click **Restore Data** in the **Operation** column, and select the destination server in **Step 3**. See **Figure 12-3**.

#### Figure 12-3 Restoring data to another server

Are you sure you This operation will ove canceled.	want to restore erwrite the server dat	the server data by using the f	ata by i following	u <b>sing</b> backu	the foll p.Once sta	lowing arted, th	backup?	cannot be
When restoring a VM, the 100.125.0.0/16 net 100.125.0.0/16 networ	configure the securit work segment must 'k segment must be o	ty group of the be configured; i configured.Learr	VM as fol in the inb in how	lows: i ound (	n the outl lirection, j	bound d ports 59	irection, port 526 to 5952	s 1 to 65535 o 3 on the
elect a destination server.		A	ll status	•	Name	•		C
Name/ID				Status			AZ	
Start the server immediately a	after restoration							
Start the server immediately a The specified disk must be in the A You can create a disk and specify t After the disk is created, manually	after restoration Available or In-use state that backups are restore attach the disk to the s	and its capacity ca d to this disk. Crea erver you want to	innot be sr te a disk. restore.	naller ti	han the disi	c you war	nt to back up.	C
Start the server immediately a The specified disk must be in the A You can create a disk and specify t After the disk is created, manually Backup Name	after restoration Available or In-use state that backups are restore attach the disk to the s Source Disk Cap	and its capacity ca d to this disk. Crea erver you want to Source Disk Type	nnot be sr te a disk, restore. Destina	naller ti	han the disi	c you war	nt to back up.	С
Start the server immediately a The specified disk must be in the A You can create a disk and specify t After the disk is created, manually Backup Name manualcp_8c8b_6000c296-b5	after restoration Available or In-use state that backups are restore attach the disk to the s Source Disk Cap 100	and its capacity ca d to this disk. Crea erver you want to Source Disk Type Data Disk	nnot be sr te a disk. restore. Destina	naller ti ation Di ot re	sk	c you war	nt to back up.	С

Step 5 On the Tasks page, view the restoration progress. When the restoration progress reaches 91%, go to Cloud Server Console and attach the new data disk to the server mentioned previously. See Figure 12-4.

For details on how to attach disks, see **Attaching a Non-Shared Disk**. After the disk has been attached, initialize the disk.

Figure 12-4 Viewing the task progress

1	「asks ⑦					
T	The task list shows tasks that have been execut	ed in the past 30 days.				
				All projects 👻	All task types	✓ All statuses ✓
	Task ID	Task Type	Status	Resource	Resource Type	Vault
	✓ f06a1a43-8489-41cb-8096-04a11be	Restoration	🔅 In progress 91%	d0202287.f62c.4cd4.0cob	VMware server	VSSM-ZT 745b1471-2476-4752-526b

**Step 6** Change the security group of the destination server as follows.

In the outbound direction of the security group, configure ports 1 to 65535 on the 100.125.0.0/16 network segment. In the inbound direction, configure ports 59526 to 59528 on the 100.125.0.0/16 network segment.

For details on how to change a security group, see **Changing a Security Group**. See **Figure 12-5**.

Figure 12-5 Allowing access to ports in the security group

Change Sec	curity Group	×
NIC	192.168.10.94	
Security Group	sg-whm2 (Inbound:TCP/59526-59528 💿 🔻 C Inbound: TCP/59526-59528  Outbound: TCP/1-65535 Create Security Group	
	OK Cancel	

**Step 7** Switch back to the **Tasks** page on the CBR console and wait until the restoration is complete.

After the restoration completes, you can log in to the server to check the restored data.

----End

### **13** An Error Message Is Displayed Indicating that the Path of a Storage Unit Is Invalid

### Symptom

When you create a storage unit on eBackup, the system prompts a message indicating that the path of the storage unit is invalid. See Figure 13-1.

#### Figure 13-1 Error message



### Troubleshooting

Possible causes are listed here in order of their probability.

If the fault persists after you have ruled out one cause, move on to the next one.

### Figure 13-2 Troubleshooting



### Table 13-1 Troubleshooting

Possible Cause	Solution
A parameter is incorrectly set.	In the <b>Create Storage Unit</b> window on eBackup, check whether the parameters are set correctly. If any parameter values are incorrect, correct them. The AK/SK must be the AK/SK of your account, not of an IAM user.
The system time of eBackup is greatly different from the actual time. As a result, the response fails.	For detailed handling measures, see <b>The System Time</b> of eBackup Is Greatly Different from the Actual Time.
The network between eBackup and CBR is inaccessible.	For detailed handling measures, see <b>The Network</b> Between eBackup and CBR Is Inaccessible.
The network between eBackup and OBS is inaccessible.	Back up data during off-peak hours or <b>submit a</b> <b>service ticket</b> .
The version of the Virtual Disk Development Kit (VDDK) in incorrect.	Use VDDK 6.0.3. You can download the VMware-vix- disklib-6.0.3-4888596.x86_64.tar.gz at the VMware official website: https:// code.vmware.com/web/sdk/6.0/vddk.

### The System Time of eBackup Is Greatly Different from the Actual Time

On the navigation bar of eBackup, choose System Time & Zone to check whether the difference between the system time and the actual time is greater than 1 minute.

If yes, change the system time to the actual time. For details, see **Configuring System Time & Zone**.

### The Network Between eBackup and CBR Is Inaccessible

Run the **curl -kv https://***Domain name***:443** command to ping the endpoint of the region where your CBR service resides. For details about the regions and endpoints, see **Regions and Endpoints**.

- If the endpoint can be pinged but the problem persists, **submit a service ticket**.
- If the endpoint cannot be pinged, check whether the public network has been configured.
  - If the public network has been configured, check whether the domain name resolution is complete by following the instructions in How Do I Test Whether Record Sets Have Taken Effect?
    - If the resolution is complete but the problem persists, submit a service ticket.
    - If the domain name has not been resolved, configure the correct user DNS, and run vi /etc/resolv.conf to edit the /etc/resolv.conf file. Add the DNS server IP address above the existing nameserver information. The DNS server IP address is 114.114.114.114.

#### Figure 13-3 Modifying the DNS

; generated by search opensta	//sbin/dhcli cklocal	ient-script
nameserver		
nameserver		
n <mark>ameserver 🏢</mark>	1114 115 115	

- If the public network has not been configured, configure it by following instructions in **Planning the Network**.

### The Network Between eBackup and OBS Is Inaccessible

VMware backups are automatically uploaded to an OBS bucket. If the communication between eBackup and OBS is abnormal, an error will be reported.

Run the **curl** -**kv** https://Domain name:443 command to ping the endpoint of the region where your OBS service resides. For details about the regions and endpoints, see **Regions and Endpoints**.

- If the endpoint can be pinged but the problem persists, **submit a service ticket**.
- If the endpoint cannot be pinged, check whether the public network has been configured on premises.

- If the public network has been configured, check whether the domain name resolution is complete by following the instructions in How Do I Test Whether Record Sets Have Taken Effect?
  - If the resolution is complete but the problem persists, submit a service ticket.
  - If the domain name has not been resolved, configure the correct user DNS, and run vi /etc/resolv.conf to edit the /etc/resolv.conf file. Add the DNS server IP address above the existing nameserver information. The DNS server IP address is 114.114.114.114.





 If the public network has not been configured, configure it by following instructions in **Planning the Network**.

### Submitting a Service Ticket

If the problem persists, **submit a service ticket**.

### **14** Failed to Import an eBackup Image Template, with an Error Displayed Indicating That the File Is Invalid

### Symptom

When you import an eBackup image template during local eBackup installation, the following information is displayed: **the following manifest file entry (line 1) is invalid: sha256 vmdk** 

### Possible Cause

The VMware VM does not support the SHA256 hashing algorithm.

### Solution

- **Step 1** Visit https://developer.vmware.com/home, download the VMware OVF Tool, and install it.
- **Step 2** Run the following command to convert the eBackup installation package: ovftool.exe --shaAlgorithm=SHA1 /path/to/the/original/ebackup\_xxxx.ovf /path/to/the/new/ova/ebackup-SHA1.ovf

**NOTE** 

For details, see https://kb.vmware.com/s/article/2151537.

Step 3 After the conversion is complete, install eBackup again.

----End

### **15** The Download Dialog Box Disappears When I Download eBackup on a VMware VM

### Symptom

When Google Chrome is used to download the eBackup image template on a VMware VM, the download dialog box blinks and then disappears before the eBackup image template is downloaded.

### **Possible Cause**

The Chrome settings are incorrect and need to be modified.

### Solution

- **Step 1** Enter **chrome://flags/** in the address box of Google Chrome and press **Enter**.
- Step 2 Enter treat-unsafe-downloads-as-active-content in the search box.
- **Step 3** In the search result area, change **Default** to **Disabled**. See **Figure 15-1**.

### Figure 15-1 Changing Chrome settings

Unavailable	87.0.4280.88 e
Unavailable	e
where the final J page is	Disabled 🗸 🗸
	where the final g page is

**Step 4** Restart Google Chrome and download the eBackup image template.

----End

### **16** File Backup Failed Due to Inconsistent Time Between Backup Client and UTC Time

### Symptom

During file backup, the time on the backup client was inconsistent with the UTC time, resulting in file backup failure.

### **Possible Cause**

The inconsistent time causes the calibration failure and then file backup failure. The client's NTP information need to be modified.

### Solution

Configure the client's NTP information by referring to How Can I Configure the NTP and DNS Servers for an ECS?