### **Cloud Server Backup Service**

## **Trouble Shooting**

 Issue
 01

 Date
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# Data Disks Are Not Displayed After a Windows ECS Is Restored

### Symptom

When a Windows ECS 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.

| Þ 🔿 🔀 🗊 🖉 I                | e 😼  |                  |                         |              |  |                 |
|----------------------------|--|------------------|-------------------------|--------------|--|-----------------|
| Computer Management (Local | Volume   | Layout           | Туре                    | File System  | Status   | Actions         |
| System Tools               | (C:)   | Simple           | Basic                   | NTFS         | Healthy (Boot, Page F  | Disk Management |
|                            | New Volume (E)     New Volume (F)     System Reserved  | Simple<br>Simple | Basic<br>Basic<br>Basic | NTFS<br>NTFS | Healthy (Primary Parti<br>Healthy (Primary Parti<br>Healthy (System, Activ | More Actions    |
| Services and Applications  | Contraction of the second seco | 1021 MB          |                         |              |  |                 |
|                            | Contraction of the second seco | 1021 MB          |                         |              |  |                 |

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.

| Computer Management (Local  | Volume  | Lavout Type                  | File System  | Status   | Actions         |  |
|---|---|------------------------------|--------------|--|-----------------|--|
| 🕅 System Tools  | C:)   | Simple Basic                 | NTES         | Healthy (Boot, Page F                            | Disk Management |  |
| <ul> <li>Isolation of the second second</li></ul> | New Volume (F:) System Reserved   | Simple Basic<br>Simple Basic | NTFS<br>NTFS | Healthy (Primary Parti<br>Healthy (System, Activ | More Actions    |  |
|   | Constant<br>Basic<br>1023<br>Offili<br>Help<br>Basic<br>1023 MB<br>Offline<br>Help<br>Basic<br>1023 MB<br>Offline | 021 MB                       |              |  |                 |  |

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 ECS.

| File       Action       View       Help         Image: Second sec  | • |
|---|---|
| Image: Second                           | • |
| Computer Management (Local       Volume       Layout       Type       File System       Status       Actions         Image: System Tools       Image: Status       Image: Status<   | • |
| C:) Simple Basic NTFS Healthy (Boot, Page F<br>New Volume (E:) Simple Basic NTFS Healthy (Primary Parti<br>New Volume (F:) Simple Basic NTFS Healthy (Primary Parti<br>New Volume (H:) Simple Basic NTFS Healthy (System, Activ<br>Device Manager<br>Storage     Performance     Device Management     Sonies and Applicatione  | • |
| > I ask Scheduler       > New Volume (E:)       Simple Basic NTFS       Healthy (Primary Parti         > I sk Scheduler       > New Volume (F:)       Simple Basic NTFS       Healthy (Primary Parti         > I sk Scheduler       > New Volume (F:)       Simple Basic NTFS       Healthy (Primary Parti         > I sk Scheduler       > New Volume (F:)       Simple Basic NTFS       Healthy (Primary Parti         > New Volume (E:)       Simple Basic NTFS       Healthy (Primary Parti         > New Volume (E:)       Simple Basic NTFS       Healthy (Primary Parti         > New Volume (E:)       Simple Basic NTFS       Healthy (System, Activ         > New Volume (E:)       Simple Basic NTFS       Healthy (System, Activ         > New Volume (E:)       Simple Basic NTFS       Healthy (System, Activ         > System Reserved       Simple Basic NTFS       Healthy (System, Activ         > Storage       > Disk Management       > Seniers and Applications   | • |
| Shared Folders     Mew Volume (H:) Simple Basic NTFS Healthy (Primary Parti     New Volume (L:) Simple Basic NTFS Healthy (Primary Parti     New Volume (L:) Simple Basic NTFS Healthy (System, Active System Reserved System Reserved Simple Basic NTFS Healthy (System, Active System Reserved System Reser |   |
| Expires and Applications     Mew Volume (I:) Simple Basic NTFS Healthy (Primary Parti     System Reserved Simple Basic NTFS Healthy (System, Active     System Reserved Simple Basic NTFS Healthy (System, Active   |   |
| O     Performance     O     Performance     Device Manager     Storage     Disk Management     Scoriese and Applicatione  |   |
| Cevice Manager     Storage     Disk Management     Senices and Applications   |   |
| Service and Applications  |   |
| E. Conviser and Applications  |   |
| p is services and Applications  |   |
| < <u> </u>  |   |
|   |   |
| Basic New Volume (H:)   |   |
| 1023 MB 1021 MB NTFS  |   |
| Online Healthy (Primary Partition)  |   |
|   |   |
| Disk 4  |   |
| 1023 MB 1021 MB NTFS  |   |
| Online Healthy (Primary Partition)  |   |
| The Instruction   |   |
|   | _ |

Figure 1-3 Viewing online data disks

----End

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

Figure 2-1 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 2-2 Data disk UUIDs

| IrootRecs-wzb-albf "1# cat /etc/fstab  |                                |          |    |  |
|--|--------------------------------|----------|----|--|
| ≡<br>≡ /etc/fstab<br>≡ Created by anaconda on Tue Nov -7 14:28:26-2817   |                                |          |    |  |
| #<br># Accessible filesystems, by reference, are maintained under<br># See man pages fstab(5), findfs(8), mount(8) and/or blkid( | r '/dew/disk'<br>8) for more i | nfo      |    |  |
| e<br>UUID=27f9be47-838b-4155-b28b-e4c5e813cdf3 /   | ext4                           | defaults | 11 |  |
| UUID=26288861-f926-4666-ade8-695ee244a981 /boot  | ext4                           | defaults | 12 |  |
| UID=63f73c88-6bc7-45ed-87f9-cf7970d997ad /tmp/test<br>TrootRecs-web-albf "l#   | xfs                            | defaults | 18 |  |

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 2-3 /etc/fstab after being updated

| [root@ecs-wzb-albf ~]≣ cat /etc/fstab                     |                 |          |     |
|---|-----------------|----------|-----|
| #   |                 |          |     |
| # /etc/fstab  |                 |          |     |
| # Created by anaconda on Tue Nov 7 14:28:26 2017          |                 |          |     |
| #   |                 |          |     |
| # Accessible filesystems, by reference, are maintained un | der '/dev/disk' |          |     |
| # See man pages fstab(5), findfs(8), mount(8) and/or blki | d(8) for more i | nfo      |     |
| #   |                 |          |     |
| UUID=27f9be47-838b-4155-b20b-e4c5e013cdf3 /               | ext4            | defaults | 1 1 |
| UUID=2b2888b1-f926-4b6b-ade8-695ee244a981 /boot           | ext4            | defaults | 12  |
| [root@ecs-wzb-a1bf ]#                                     |                 |          |     |

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

Figure 2-4 Normal bootup page



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

| frootRecs-wzb-a:<br>Disk /dew/wda: 4<br>Units = sectors<br>Sector size (log<br>I/O size (minim<br>Disk label type<br>Disk identifier | 1bf "]# fdis<br>42.9 GB, 429<br>of 1 * 512<br>pical/physic<br>um/optimal):<br>: dos<br>: 0x0008e9bc | k -1<br>149672968 byt<br>= 512 bytes<br>al): 512 byt<br>512 bytes / | es, 8388688<br>es / 512 by<br>512 bytes     | 8 sec<br>tes   | tors                     |  |  |  |
|--|---|---|---|----------------|--------------------------|--|--|--|
| Device Boot<br>/deu/uda1 =<br>/deu/uda2  | Start<br>2048<br>2899288  | End<br>2899199<br>83886879  | Blocks<br>1848576<br>48893448               | 1d<br>83<br>83 | System<br>Linux<br>Linux |  |  |  |
| Disk /deu/udb: 1<br>Units = sectors<br>Sector size (log<br>1/0 size (minim<br>Disk label type<br>Disk identifier)                    | 10.7 GB, 107<br>of 1 * 512<br>gical/physic<br>m/optimal):<br>dos<br>: 0x94f4de51                    | '37418240 byt<br>= 512 bytes<br>a1): 512 byt<br>512 bytes /         | bes, 2097152<br>bes / 512 by<br>' 512 bytes | 8 sec<br>tes   | tors                     |  |  |  |
| Device Boot<br>>dev/udb1<br>[routRecs-web-a1   | Start<br>2848   | End<br>28971519   | Blocks<br>18484736                          | 1d<br>83       | System<br>Linux          |  |  |  |
| ErootRecs-web-a<br>ErootRecs-web-a<br>ErootRecs-web-a  | 1bf ~]#<br>1bf ~]# moun<br>1bf ~]# _  | it zdevzudbi  | /tmp/test/                                  |                |                          |  |  |  |

Figure 2-5 Attaching the data disks manually

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

Figure 2-6 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 2-7 Adding attachment information of data disks



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

----End

# **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

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

The format is as follows:

- 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

| Activity   |           |          |          |
|------------|-----------|----------|----------|
|            | Sent —    | <b>-</b> | Received |
| Bytes:     | 97,881    | ľ        | 10,220   |
| Properties | 🚱 Disable | Diagnose |          |
|            |           |          | 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 3-4.

| igare 5 4 Local area connection properties   |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|
| Local Area Connection Properties   |  |  |  |  |  |  |  |  |
| Networking   |  |  |  |  |  |  |  |  |
| Connect using:   |  |  |  |  |  |  |  |  |
| Nen Set Device Entrer  |  |  |  |  |  |  |  |  |
| Configure  |  |  |  |  |  |  |  |  |
| This connection uses the following items:  |  |  |  |  |  |  |  |  |
| <ul> <li>Client for Microsoft Networks</li> <li>File and Printer Sharing for Microsoft Networks</li> <li>GoS 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> |  |  |  |  |  |  |  |  |
| Uninstall Properties   |  |  |  |  |  |  |  |  |
| Description<br>Transmission Control Protocol/Internet Protocol. The default<br>wide area network protocol that provides communication<br>across diverse interconnected networks.   |  |  |  |  |  |  |  |  |
| OK Cancel  |  |  |  |  |  |  |  |  |

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**. After the configuration, click **OK**.

Figure 3-5 Configuring DNS

| Obtain DNS server address automatically             |                    |  |  |  |  |  |  |
|---|--------------------|--|--|--|--|--|--|
| <ul> <li>Ouse the following DNS server a</li> </ul> | addresses:         |  |  |  |  |  |  |
| Preferred DNS server:                               |                    |  |  |  |  |  |  |
| Alternate DNS server:                               | 100 - 125 - 1 - 23 |  |  |  |  |  |  |
| Ualidate 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 changed command as the root user:

----End