

# Cloud Server Backup Service

## Trouble Shooting

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

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## Symptom

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

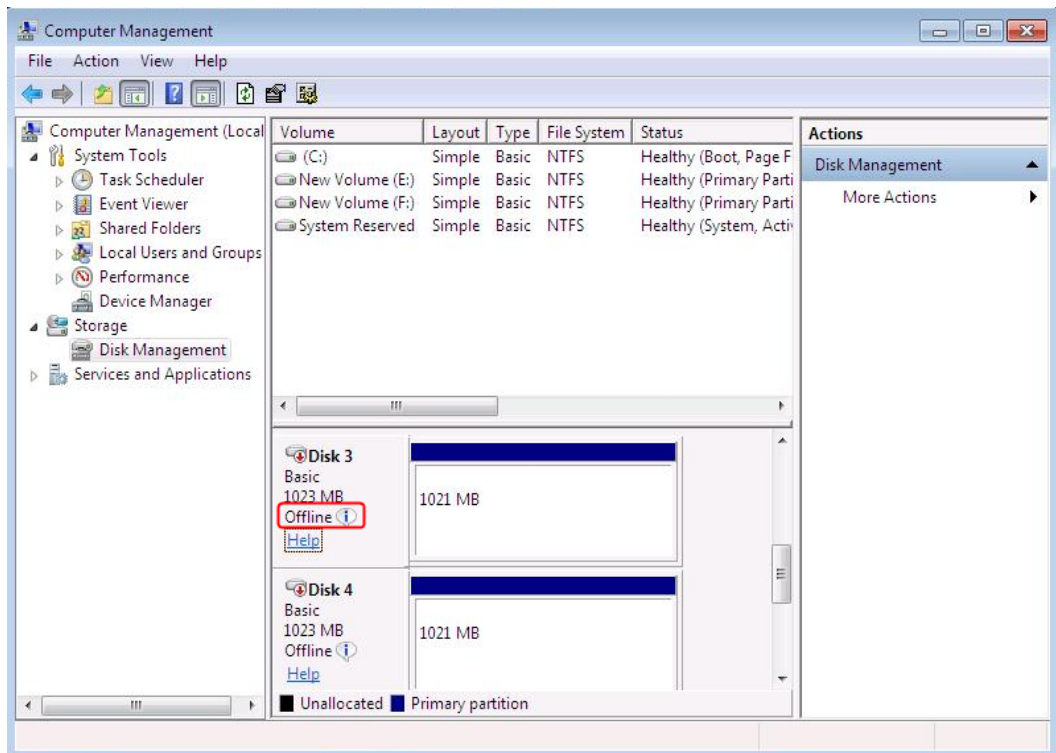
## Possible Cause

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

## Solution

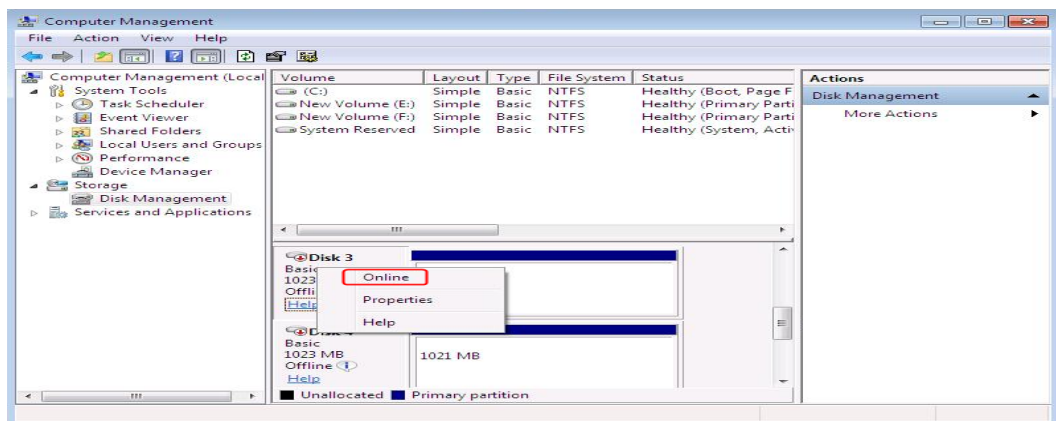
- Step 1** On the Windows desktop, right-click the **My Computer** icon.
- Step 2** Choose **Manage** from the shortcut menu. The **Computer Management** page is displayed.
- Step 3** In the navigation tree, choose **Storage > Disk Management**.  
Data disks are in the offline state, as shown in [Figure 1-1](#).

**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](#).

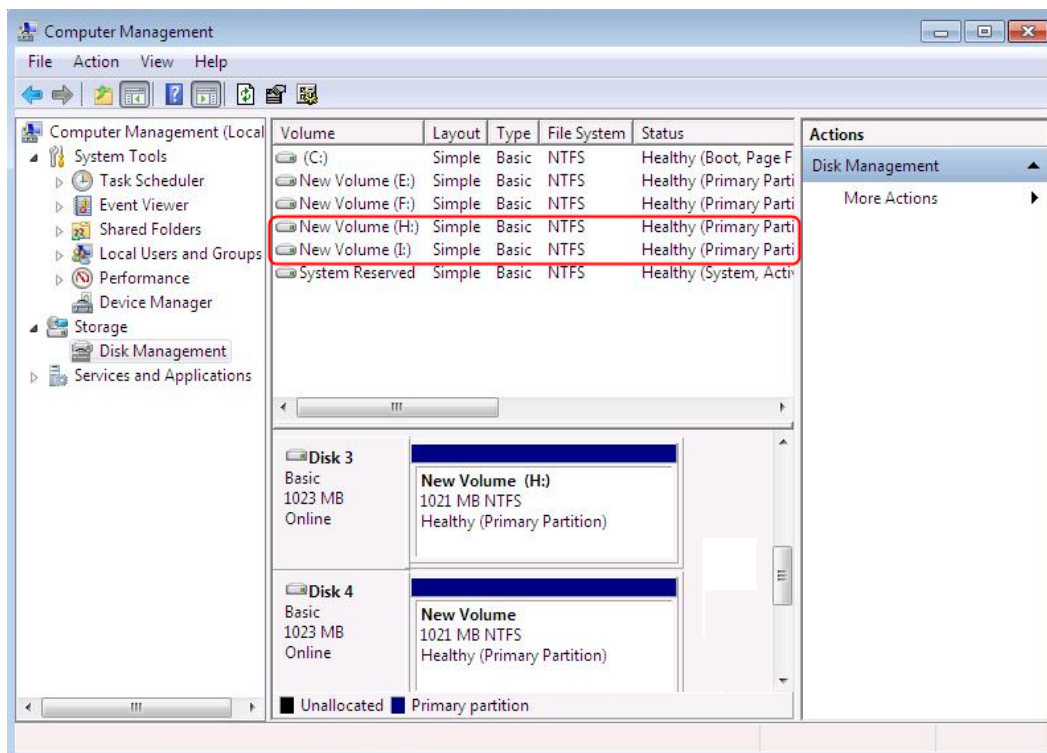
**Figure 1-2** Setting a data disk to be online



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 ECS.

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

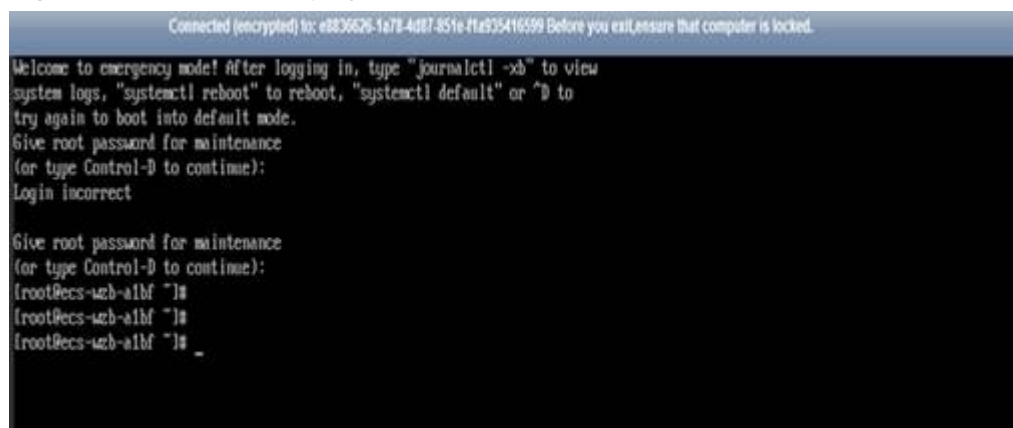
When the source ECS has data disks, the configuration parameters contained in the `/etc/fstab` file in the system disk of the new ECS are the source ECS's, causing the UUID information inconsistent with the new data disks. In such conditions, the ECS encounters an error when uploading `/etc/fstab` during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

```
[root@ecs-uzb-a1bf ~]# cat /etc/fstab
#
# /etc/fstab
# Created by anaconda on Tue Nov 7 14:28:26 2017
#
# Accessible filesystems, by reference, are maintained under '/dev/disk'
# See man pages fstab(5), findfs(8), mount(8) and/or blkid(8) for more info
#
UUID=27f9be47-830b-4155-b20b-e4c5e013cdf3 / ext4 defaults 1 1
UUID=2b2000b1-f926-4b6b-ade8-695ec244a901 /boot ext4 defaults 1 2
UUID=63f73c00-6bc7-45ed-87f9-cl7970d997ad /tmp/test xfs defaults 1 0
[root@ecs-uzb-a1bf ~]#
```

**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-uzb-a1bf ~]# cat /etc/fstab
#
# /etc/fstab
# Created by anaconda on Tue Nov 7 14:28:26 2017
#
# Accessible filesystems, by reference, are maintained under '/dev/disk'
# See man pages fstab(5), findfs(8), mount(8) and/or blkid(8) for more info
#
UUID=27f9be47-830b-4155-b20b-e4c5e013cdf3 / ext4 defaults 1 1
UUID=2b2000b1-f926-4b6b-ade8-695ec244a901 /boot ext4 defaults 1 2
[root@ecs-uzb-a1bf ~]#
```

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

**Figure 2-4** Normal bootup page

```
Connected (encrypted) to: e8830626-1a78-4d87-851e-f1a935410599 Before you exit, ensure that computer is locked.

CentOS Linux 7 (Core)
Kernel 3.10.0-693.11.1.el7.x86_64 on an x86_64

ecs-uzb-a1bf login: _
```

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



Figure 2-5 Attaching the data disks manually

```
[root@ecs-uzb-a1bf ~]# fdisk -l
Disk /dev/vda: 42.9 GB, 42949672960 bytes, 83886880 sectors
Units = sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk label type: dos
Disk identifier: 0x8888e9bc

   Device Boot      Start         End      Blocks   Id  System
/dev/vda1 *         2048        2899199    1848576   83  Linux
/dev/vda2           2899200     83886879    48993440   83  Linux

Disk /dev/vdb: 18.7 GB, 18737418240 bytes, 28971520 sectors
Units = sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk label type: dos
Disk identifier: 0x94f4de51

   Device Boot      Start         End      Blocks   Id  System
/dev/vdb1           2048        28971519    18484736   83  Linux
[root@ecs-uzb-a1bf ~]#
[root@ecs-uzb-a1bf ~]#
[root@ecs-uzb-a1bf ~]# mount /dev/vdb1 /tmp/test/
[root@ecs-uzb-a1bf ~]# _
```

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

Figure 2-6 Obtaining UUIDs of data disks

```
[root@ecs-uzb-a1bf ~]# blkid
/dev/vda1: UUID="2b2888b1-f926-4b6b-ade8-695ec244a981" TYPE="ext4"
/dev/vda2: UUID="27f9be47-838b-4155-b28b-e4c5e813cdf3" TYPE="ext4"
/dev/vdb1: UUID="4ea73c88-6bc7-45ed-87f9-cf7978d997a6" TYPE="xfs"
[root@ecs-uzb-a1bf ~]#
```

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

```
[root@ecs-uzb-a1bf ~]# blkid
/dev/vda1: UUID="2b2888b1-f926-4b6b-ade8-695ec244a981" TYPE="ext4"
/dev/vda2: UUID="27f9be47-838b-4155-b28b-e4c5e813cdf3" TYPE="ext4"
/dev/vdb1: UUID="4ea73c88-6bc7-45ed-87f9-cf7978d997a6" TYPE="xfs"
[root@ecs-uzb-a1bf ~]#
[root@ecs-uzb-a1bf ~]# cat /etc/fstab
#
# /etc/fstab
# Created by anaconda on Tue Nov  7 14:28:26 2017
#
# Accessible filesystems, by reference, are maintained under '/dev/disk'
# See man pages fstab(5), findfs(8), mount(8) and/or blkid(8) for more info
#
UUID=27f9be47-838b-4155-b28b-e4c5e813cdf3 / ext4 defaults 1 1
UUID=2b2888b1-f926-4b6b-ade8-695ec244a981 /boot ext4 defaults 1 2
UUID=4ea73c88-6bc7-45ed-87f9-cf7978d997a6 /tmp/test xfs defaults 1 8
[root@ecs-uzb-a1bf ~]#
[root@ecs-uzb-a1bf ~]# _
```

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
search openstacklocal
nameserver 114.204.115.115
nameserver 114.204.114.114
nameserver 114.204.115.115
```

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.

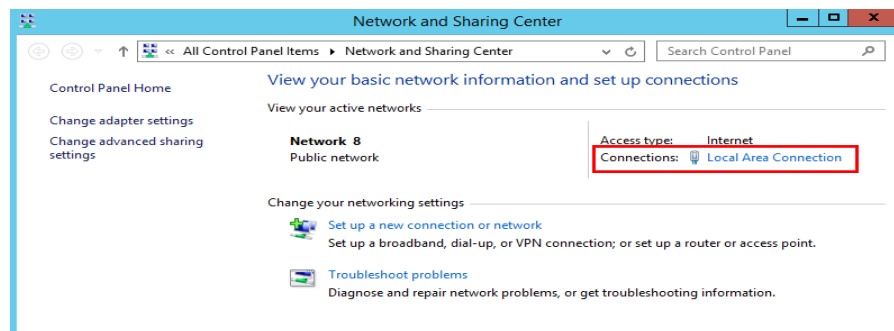
**cat /etc/resolv.conf**

**----End**

Procedure (Windows)

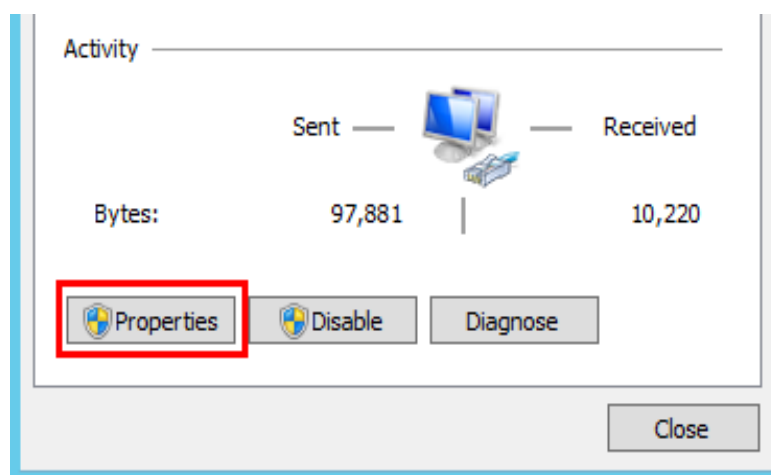
- Step 1** Go to the ECS page and log in to the ECS running Windows Server 2012.
- Step 2** Click **This PC** in the lower left corner.
- Step 3** On the page that is displayed, right-click **Network** and choose **Properties** from the drop-down list. The **Network and Sharing Center** page is displayed, as shown in [Figure 3-2](#). Click **Local Area Connection**.

**Figure 3-2 Network and Sharing Center**



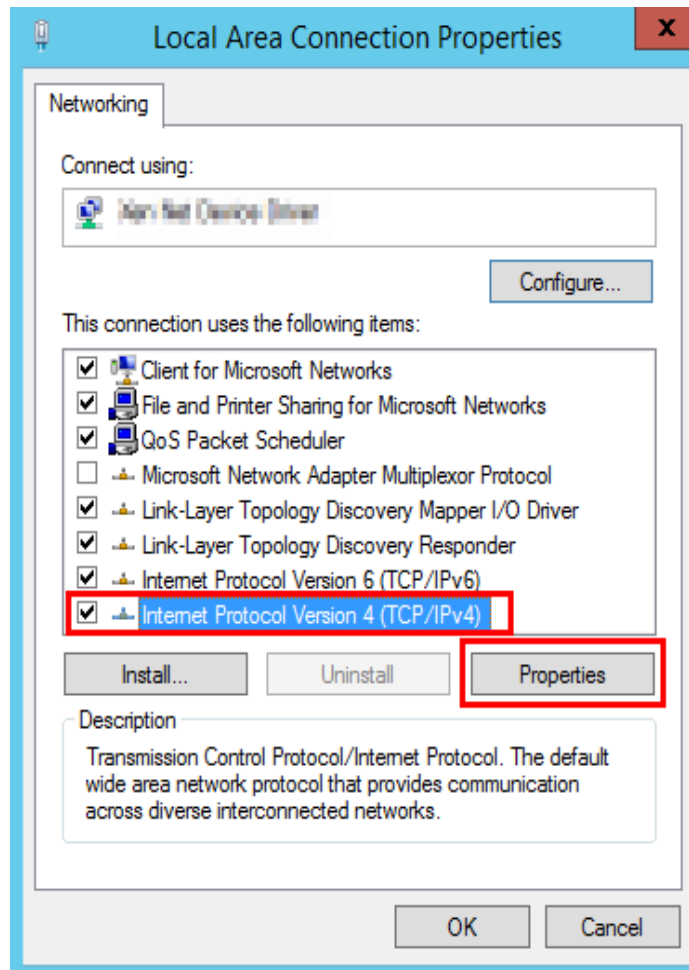
- Step 4** In the **Activity** area, select **Properties**. See [Figure 3-3](#).

**Figure 3-3 Local area connection**



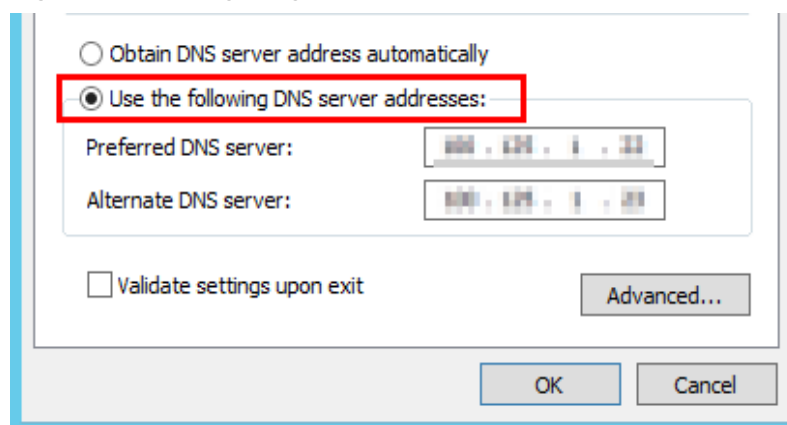
- Step 5** In the **Local Area Connection Properties** dialog box that is displayed, select **Internet Protocol Version 4 (TCP/IPv4)** and click **Properties**. See [Figure 3-4](#).

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



----End

## 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