Disaster Recovery Web Page Is Unresponsive

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Contents

Introduction

This document describes that when the Disaster Recovery web page is used to make a Backup and Restore Unity Connection, there can be problems. This article covers one such situation.

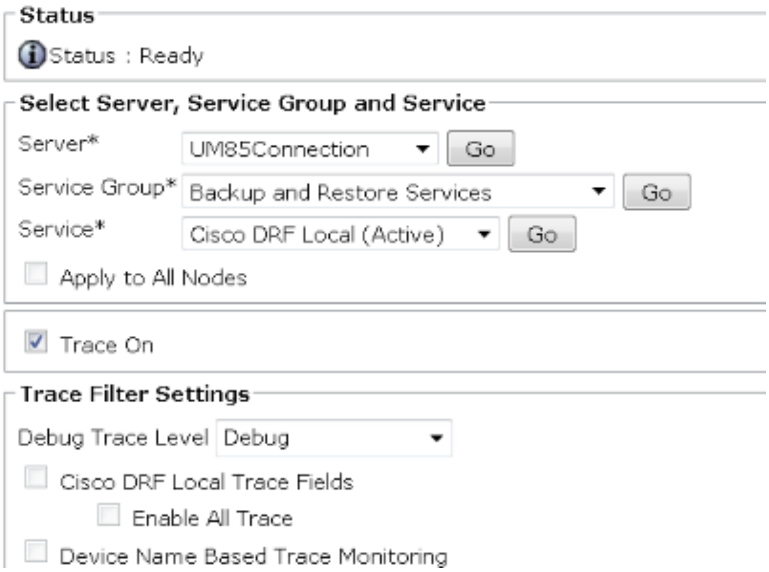
Problem

When you log into the Disaster Recovery web page and click any option, no pages load.

Troubleshoot

Ensure that Disaster Recovery logging is enabled and turned to Debug.

1. Go to the Cisco Unified Serviceability web page.
2. Choose ***Trace*** > ***Configuration***.
3. From the Server* drop−down list, choose the server.
4. From the Service Group* drop−down list, choose ***Backup and Restore Services***.
5. From the Service* drop−down list, choose ***Cisco DRF Local (Active)***.
6. Ensure that the ***Trace On*** check box is checked.
7. From the Debug Trace Level drop−down list, choose ***Debug***.



Status
Status : Ready

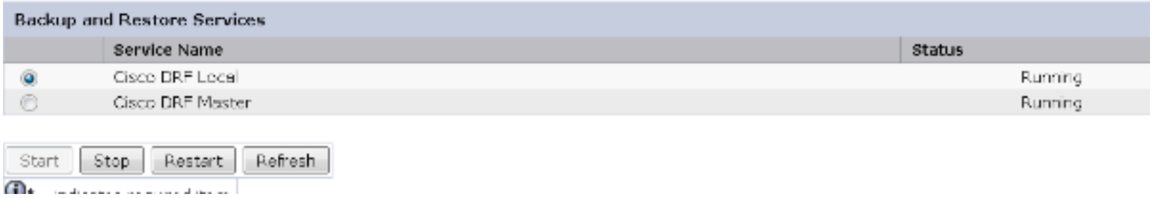
Select Server, Service Group and Service
Server* UM85Connection
Service Group* Backup and Restore Services
Service* Cisco DRF Local (Active)
□ Apply to All Nodes

☑ Trace On

Trace Filter Settings
Debug Trace Level Debug
□ Cisco DRF Local Trace Fields
□ Enable All Trace
□ Device Name Based Trace Monitoring

Next, reproduce the issue. You might need to restart the DRF master and Local Services in order to conduct a fresh test.

1. Choose Cisco Unified Serviceability.
2. Choose ***Tools*** > ***Control Center − Network Services***.
3. Find Backup and Restore Services and Stop and Start ***Cisco DRF Local*** and ***Cisco DRF Master***.

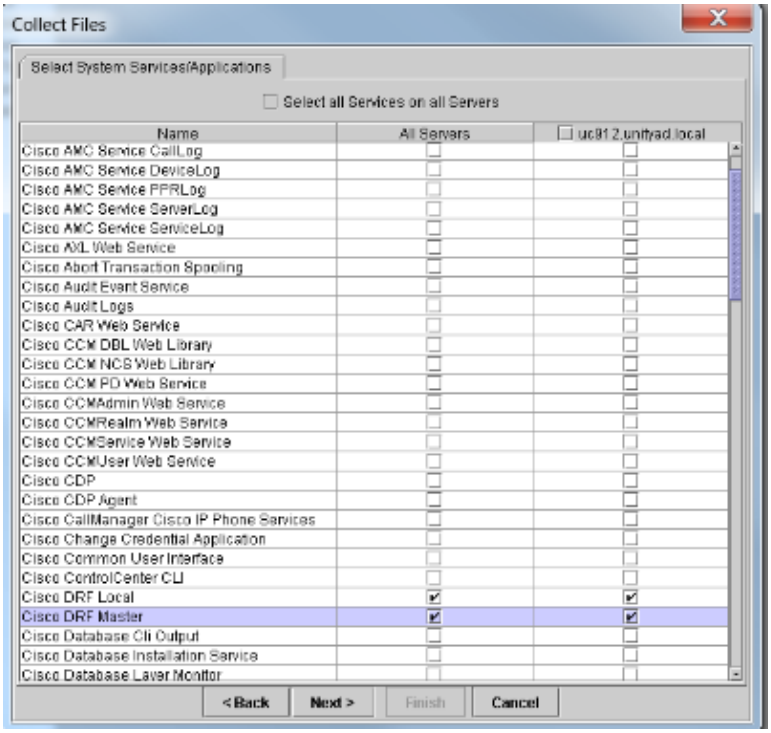


Backup and Restore Services

	Service Name	Status
●	Cisco DRF Local	Running
○	Cisco DRF Master	Running

Then use the Real Time Monitoring Tool in order to collect the traces:

1. Go to Trace & Log Central.
2. Choose ***Collect Files***.
3. Click ***Next*** in order to Select System Services/Applications.
4. Check both check boxes beside Cisco DRF Local and Cisco DRF Master.



□ Select all Services on all Servers

Name	All Servers	□ uc912.unityad.local
Cisco AMC Service CallLog	□	□
Cisco AMC Service DeviceLog	□	□
Cisco AMC Service PPRLog	□	□
Cisco AMC Service ServerLog	□	□
Cisco AMC Service ServiceLog	□	□
Cisco AXL Web Service	□	□
Cisco Abort Transaction Spooling	□	□
Cisco Audit Event Service	□	□
Cisco Audit Logs	□	□
Cisco CAR Web Service	□	□
Cisco CCM DBL Web Library	□	□
Cisco CCM NCS Web Library	□	□
Cisco CCM PD Web Service	□	□
Cisco CCMAdmin Web Service	□	□
Cisco CCMRealm Web Service	□	□
Cisco CCMService Web Service	□	□
Cisco CCMUser Web Service	□	□
Cisco CDP	□	□
Cisco CDP Agent	□	□
Cisco CallManager Cisco IP Phone Services	□	□
Cisco Change Credential Application	□	□
Cisco Common User Interface	□	□
Cisco ControlCenter CLI	□	□
Cisco DRF Local	☑	☑
Cisco DRF Master	☑	☑
Cisco Database Cli Output	□	□
Cisco Database Installation Service	□	□
Cisco Database Layer Monitor	□	□

5. Click ***Next***.
6. Set the time range of your test and select a Download location.
7. Click ***Finish.*** This starts the collection of logs to the location you specified.

Below are excerpts from logs be sure to notice on the DRF Master Log is showing *Unable to create input/output stream to client Fatal Alert received: Bad Certificate*.

The DRF Local Logs show:

```
2014−02−10 11:08:15,342 DEBUG [main] − drfNetServerClient.
  Reconnect: Sending version id: 9.1.1.10000−11
2014−02−10 11:08:15,382 ERROR [main] − NetworkServerClient::Send failure;
```

```
2014−02−10 11:08:15,384 FATAL [NetMessageDispatch] − drfLocalAgent.drfLocal
  Worker: Unable to send 'Local Agent' client identifier message to Master Agent.
  This may be due to Master or Local Agent being down.
```

The Master Logs show:

```
2014−02−10 11:19:37,844 DEBUG [NetServerWorker] − Validated Client. IP =
  10.1.1.1 Hostname = labtest.cisco.com. Request is from a Node within the
  Cluster
2014−02−10 11:19:37,844 DEBUG [NetServerWorker] − drfNetServerWorker.drfNet
  ServerWorker: Socket Object InpuputStream to be created
2014−02−10 11:19:37,850 ERROR [NetServerWorker] − drfNetServerWorker.drfNet
  ServerWorker: Unable to create input/output stream to client Fatal Alert
  received: Bad Certificate
```

Solution

In this case there is a problem with the IPSec certificate on the server and you need to regenerate it, delete the ipsec−trust certificate, and load a new one. Complete these steps in order to address the issue:

1. Log onto the OS Administration page.
2. Choose ***Security*** **>** ***Certificate Management*** **>** ***find***.
3. Click ***ipsec.pem file*** and then click ***regenerate***.
4. After the successful generation of the ipsec.pem file, download the file.
5. Go back to the certificate management page.
6. Delete the current corrupted ipsec−trust entry.
7. Upload the downloaded ipsec.pem file as a ipsec−trust.
8. Restart DRF Master and DRF Local.

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