Configurazione e risoluzione dei problemi di backup di Cisco Unified Communications Manager (CUCM)

Sommario

Introduzione

Questo documento descrive la procedura per aggiungere un dispositivo di backup a Cisco Unified Communications Manager (CUCM).

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- Cisco Unified Communications Manager (CUCM)
- Amministrazione del server Secure File Transfer Protocol (SFTP)

Componenti usati

- Cisco Unified Communications Manager 11.5
- Server Linux SFTP

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico

ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Premesse

L'obiettivo dei backup disponibili nell'ambiente con qualsiasi software è quello di consentire il ripristino in caso di guasto irreparabile. I backup sono importanti per evitare la perdita di dati in caso di danneggiamento del software, guasti hardware o calamità naturali.

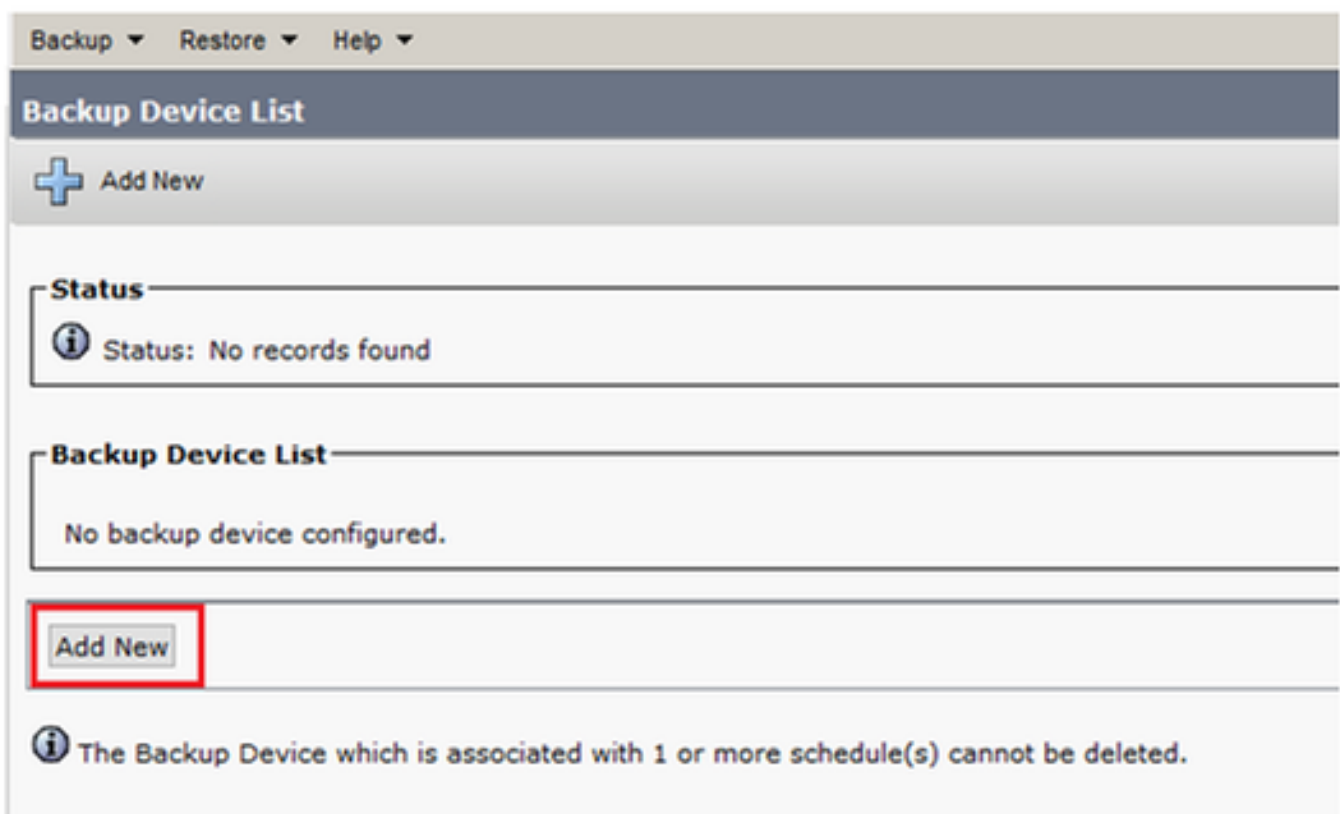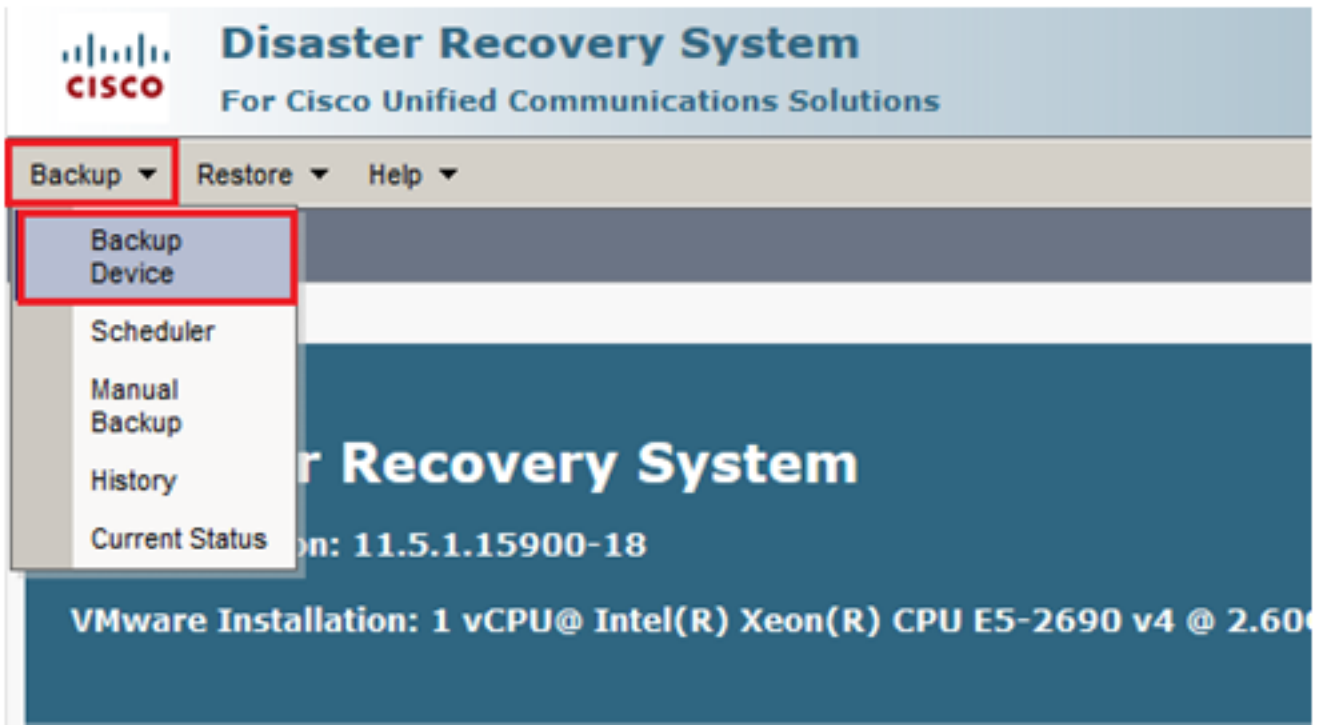Topologia CUCM e SFTP come mostrato nell'immagine:
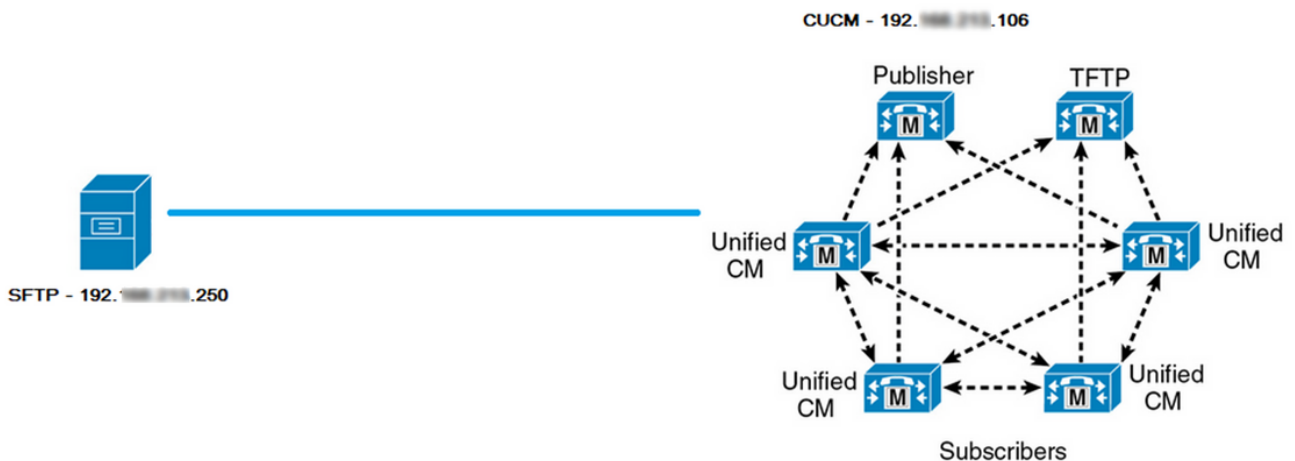
Configurazione

Procedura di aggiunta del dispositivo di backup tramite GUI

Passaggio 1. Passare a **CUCM > Disaster Recovery System > Backup > Backup Device (CUCM > Sistema di ripristino di emergenza > Backup > Dispositivo di backup)** e fare clic su **Add New** (Aggiungi nuovo) come mostrato nelle immagini:

Passaggio 2. **Aggiungere un nome di dispositivo di backup, un indirizzo IP, un nome di percorso, un nome utente e una password** come mostrato nelle immagini:

- L'indirizzo IP deve essere il server SFTP di destinazione in cui vengono archiviati i backup.
- Il nome del percorso è la directory all'interno del server SFTP in cui vengono archiviati i backup.
- Il nome utente e la password devono essere presenti nel server SFTP ai fini dell'autenticazione.

- Il numero di backup da archiviare nella directory di rete deve essere impostato sul numero di backup da conservare nella directory SFTP.

Al termine, fare clic su **Salva**.

Confermare che l'**aggiornamento è riuscito** come mostrato nell'immagine:

Procedura di aggiunta del dispositivo di backup tramite CLI

Passaggio 1. SSH (Secure Shell) nell'indirizzo IP del server di pubblicazione CUCM e autenticazione con il nome utente e la password del sistema operativo (OS), come mostrato nelle immagini:
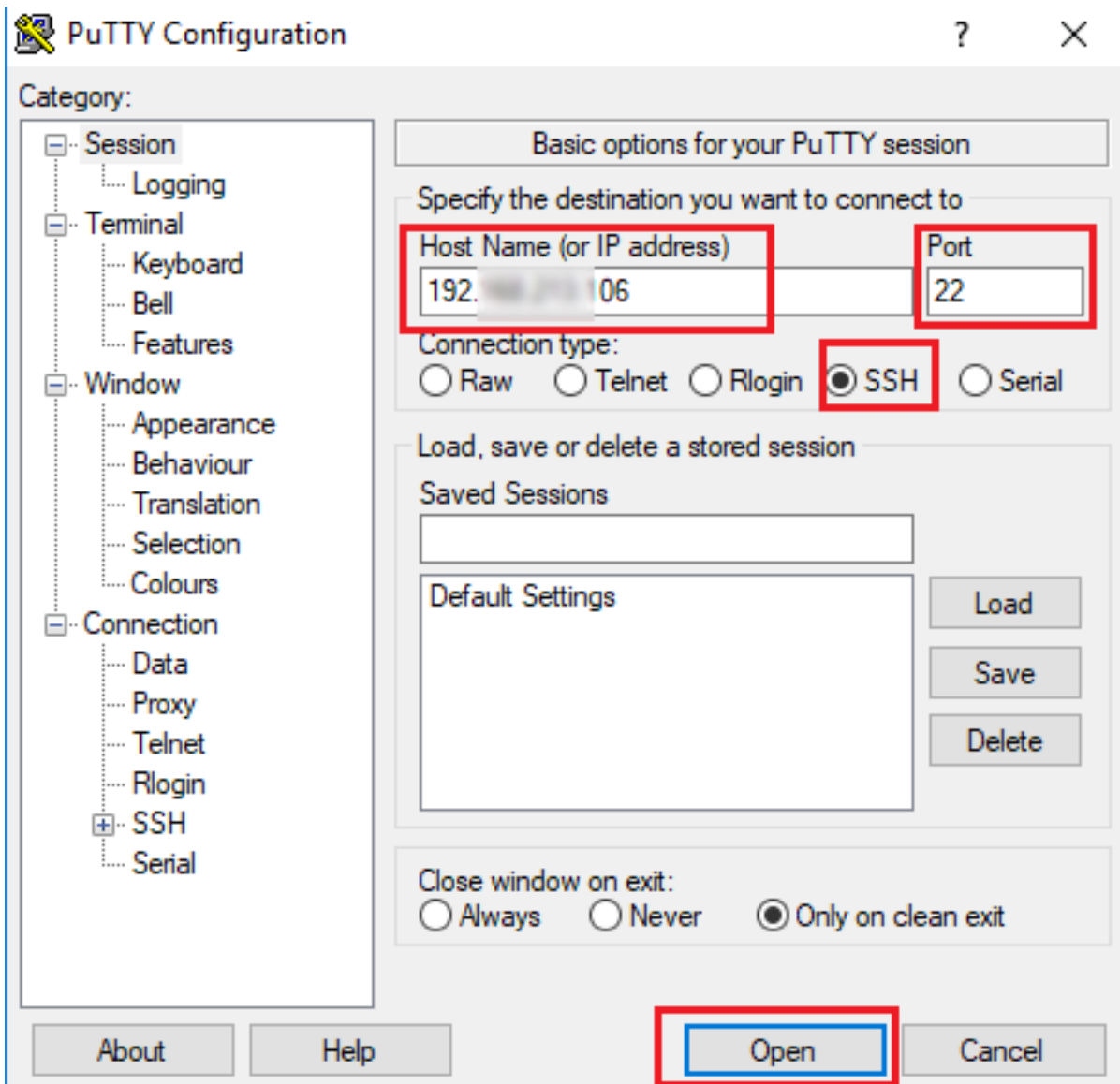
Passaggio 2. Aggiungere il dispositivo di backup con la seguente sintassi: **utilizza il dispositivo di disaster recovery add network** <nome dispositivo di backup> <percorso> <indirizzo-ip del server remoto> <nome utente> [numero di backup] come mostrato nell'immagine:

```
admin:utils disaster_recovery device add network TAC-Backup /UCM/Backups/ 192.     .250 cisco 1
Please enter password to connect to network server 192.     .250:*****
drfCliMsg: Backup Device has been saved successfully.
admin:
```

Al momento dell'esecuzione della procedura Aggiungi dispositivo di backup, la procedura descritta di seguito viene eseguita in CUCM:

1. Contatta il server SFTP e autentica
2. Trasferire un file di test nella directory
3. Disconnetti dal server SFTP
4. Contatta il server SFTP e autentica
5. Elimina il file di test nella directory
6. Disconnetti dal server SFTP

   Nota: Se una di queste operazioni non riesce, CUCM non è in grado di aggiungere il dispositivo di backup.

Analisi del log per l'aggiunta di un dispositivo di backup

+++
Richiesta UpdateDestination inviata per aggiungere una nuova destinazione di backup
+++

```
2018-12-24 11:39:22,494 DEBUG [NetMessageDispatch] - drfMessageValidator.validateMessage():
Starting introspection for Message ID = 3200 Message Body =
    ========= BEGIN msgSubUpdateDestination_REQ =========
    devicepath     : /UCM/Backups/
    devicetype     : NETWORK
    hostname  : 192.X.X.250
    m_iBackupSetCount : 1
    password : 8f5fcb108a798014abff9ab4fc006f2a83027d6c858f0ac9b2720a32ba1b8d3c
    storagelocationname  : TAC-Backup
    username   : cisco
    version : 1.0.0
    schedules : []
    ========= END msgSubUpdateDestination_REQ =========
```

+++
CUCM tenta di connettersi al server SFTP
+++

```
2018-12-24 11:39:23,168 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Trying to
connect to the SFTP server.

2018-12-24 11:39:23,171 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection:
Connecting SFTP server...
```

+++++++++++++++++++++++++++++++++++
Autenticazione completata
+++++++++++++++++++++++++++++++++++

```
2018-12-24 11:39:23,373 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection:
Authentication Completed Successfully, connected to remote server. Now opening a SFTP channel.
```

```
2018-12-24 11:39:23,580 DEBUG [NetMessageDispatch] - drfUtils:sftpPutFile: SSH Authentication
success for user cisco on 192.X.X.250
```

++
++
++
++++++++++++++++++++++++++++++++++
CUCM trasferisce i file da: /common/drf/d3-sb-11pub_dUmmI_Drf al server: 192.X.X.250
/UCM/Backups/d3-sb-11pub_dUmmI_Drf
Questa operazione viene eseguita per verificare se CUCM dispone di privilegi di lettura/scrittura.
++
++
++
++++++++++++++++++++++++++++++++++

```
2018-12-24 11:39:23,581 DEBUG [NetMessageDispatch] - drfUtils:sftpPutFile: Transferring files
from: /common/drf/d3-sb-11pub_dUmmI_Drf to the server: 192.X.X.250 /UCM/Backups/d3-sb-
11pub_dUmmI_Drf

2018-12-24 11:39:23,581 DEBUG [NetMessageDispatch] - drfSftpProgressMonitor:: STARTING: 0
/common/drf/d3-sb-11pub_dUmmI_Drf -> /UCM/Backups/d3-sb-11pub_dUmmI_Drf total: 0
```

++++++++++++++++++++++
Trasferimento file completato
++++++++++++++++++++++

```
2018-12-24 11:39:23,585 DEBUG [NetMessageDispatch] - drfSftpProgressMonitor:: ...File Transfer
Completed
```

+++++++++++++++++++++++++
CUCM chiude ChannelSftp...
+++++++++++++++++++++++++

```
2018-12-24 11:39:23,586 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Closing
ChannelSftp...
2018-12-24 11:39:23,586 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections:
Disconnecting Channel...
2018-12-24 11:39:23,586 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Closing
Session...
```

+++
CUCM tenta di connettersi al server SFTP
+++

```
2018-12-24 11:39:23,586 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Trying to
connect to the SFTP server.

2018-12-24 11:39:23,587 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection:
Connecting SFTP server...
```

++++++++++++++++++++++++++++++++++
Autenticazione completata
++++++++++++++++++++++++++++++++++

```
2018-12-24 11:39:23,733 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection:
Authentication Completed Successfully, connected to remote server. Now opening a SFTP channel.
```

```
+++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++
++++++++++
CUCM elimina i file /UCM/Backups/d3-sb-11pub_dUmmI_Drf dal server: 192.X.X.250
Questa operazione viene eseguita per verificare se CUCM dispone di privilegi di lettura/scrittura.
+++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++
++++++++++

2018-12-24 11:39:24,277 DEBUG [NetMessageDispatch] - drfUtils:sftpDeleteFile: Deleting files
/UCM/Backups/d3-sb-11pub_dUmmI_Drf from the server: 192.X.X.250

++++++++++++++++++++
Eliminazione completata
++++++++++++++++++++

2018-12-24 11:39:24,277 INFO [NetMessageDispatch] - drfutils.sftpDeleteFiles: Successfully
deleted /UCM/Backups/d3-sb-11pub_dUmmI_Drf on the Server 192.X.X.250

++++++++++++++++++++++++++
CUCM chiude ChannelSftp...
++++++++++++++++++++++++++

2018-12-24 11:39:24,278 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Closing
ChannelSftp...
2018-12-24 11:39:24,278 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections:
Disconnecting Channel...
2018-12-24 11:39:24,278 DEBUG [NetMessageDispatch] - drfUtils:closeSFTPConnections: Closing
Session...
2018-12-24 11:39:24,278 DEBUG [NetMessageDispatch] - drfUtils:isSftpLocationAccessible: Closing
SFTP Client...
```
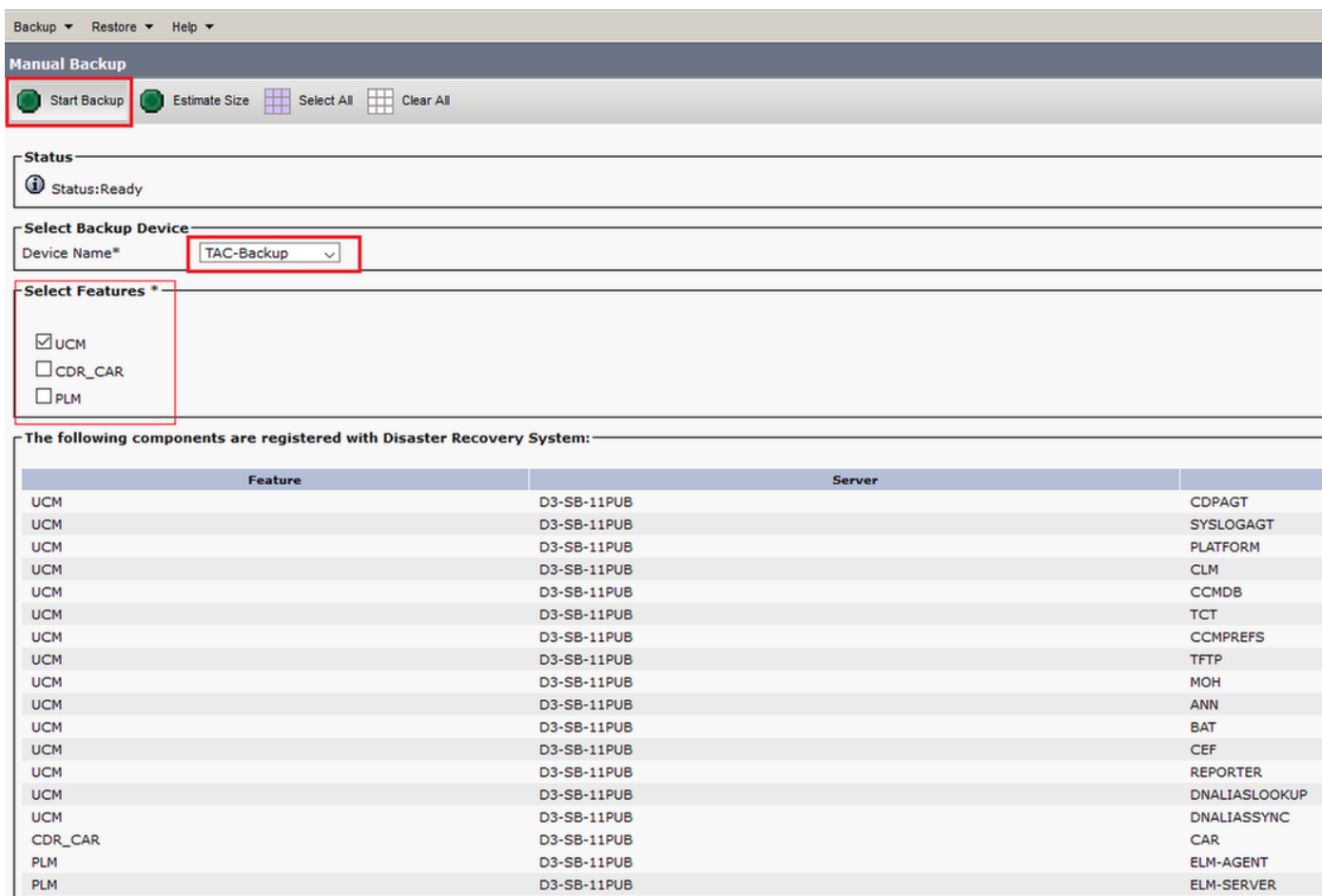
Avvio di un backup manuale mediante la procedura GUI

Passaggio 1. Passare a **CUCM > Disaster Recovery System > Backup > Backup manuale** come
mostrato nelle immagini:
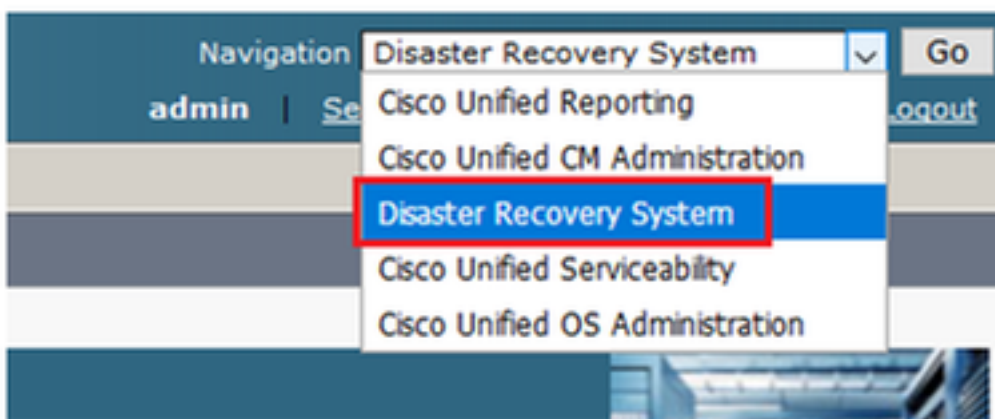
Passaggio 2. **Selezionare il dispositivo di backup, le funzionalità di cui eseguire il backup** e **fare clic su Start**. Per questo esempio, viene eseguito il backup solo della funzionalità UCM, come mostrato nell'immagine:

- Quando il backup è in corso, viene visualizzata un'indicazione di stato come mostrato nell'immagine:

- Una volta completato il backup, viene visualizzato il messaggio **SUCCESS** che indica il **backup completato** in CUCM, come mostrato nell'immagine:

- Una volta completato il backup, i file .TAR vengono visualizzati nella directory SFTP come mostrato nell'immagine. Questi file vengono utilizzati successivamente, se è necessario un ripristino:

```
root@CM-SFTP:/home/cisco/UCM/Backups# ll
total 2232628
drwxr-xr-x  2 cisco cisco      20480 Dec 24 13:31 ./
drwxr-xr-x 71 cisco cisco      12288 Dec 21 13:33 ../
-rw-rw-r--  1 cisco cisco      23792 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_drfComponent.xml
-rw-rw-r--  1 cisco cisco      10272 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_UCM_ANN.tar
-rw-rw-r--  1 cisco cisco    3123405 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_UCM_BAT.tar
-rw-rw-r--  1 cisco cisco   37990432 Dec 24 13:27 2018-12-24-13-04-38_D3-SB-11PUB_UCM_CCMDB.tar
-rw-rw-r--  1 cisco cisco   13015072 Dec 24 13:27 2018-12-24-13-04-38_D3-SB-11PUB_UCM_CCMPREFS.tar
-rw-rw-r--  1 cisco cisco      20538 Dec 24 13:27 2018-12-24-13-04-38_D3-SB-11PUB_UCM_CDPAGT.tar
-rw-rw-r--  1 cisco cisco      10360 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_UCM_CEF.tar
-rw-rw-r--  1 cisco cisco      10335 Dec 24 13:27 2018-12-24-13-04-38_D3-SB-11PUB_UCM_CLM.tar
-rw-rw-r--  1 cisco cisco      20512 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_UCM_DNALIASLOOKUP.tar
-rw-rw-r--  1 cisco cisco      10272 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_UCM_DNALIASSYNC.tar
-rw-rw-r--  1 cisco cisco   27904032 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_UCM_MOH.tar
-rw-rw-r--  1 cisco cisco    1597472 Dec 24 13:27 2018-12-24-13-04-38_D3-SB-11PUB_UCM_PLATFORM.tar
-rw-rw-r--  1 cisco cisco      20577 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_UCM_REPORTER.tar
-rw-rw-r--  1 cisco cisco      10298 Dec 24 13:27 2018-12-24-13-04-38_D3-SB-11PUB_UCM_SYSLOGAGT.tar
-rw-rw-r--  1 cisco cisco      10360 Dec 24 13:27 2018-12-24-13-04-38_D3-SB-11PUB_UCM_TCT.tar
-rw-rw-r--  1 cisco cisco 2202353616 Dec 24 13:31 2018-12-24-13-04-38_D3-SB-11PUB_UCM_TFTP.tar
root@CM-SFTP:/home/cisco/UCM/Backups#
```

Avvio di un backup manuale mediante la procedura CLI

Passaggio 1. SSH (Secure Shell) nell'indirizzo IP del server di pubblicazione CUCM e autenticazione con il nome utente e la password del sistema operativo, come mostrato nell'immagine:
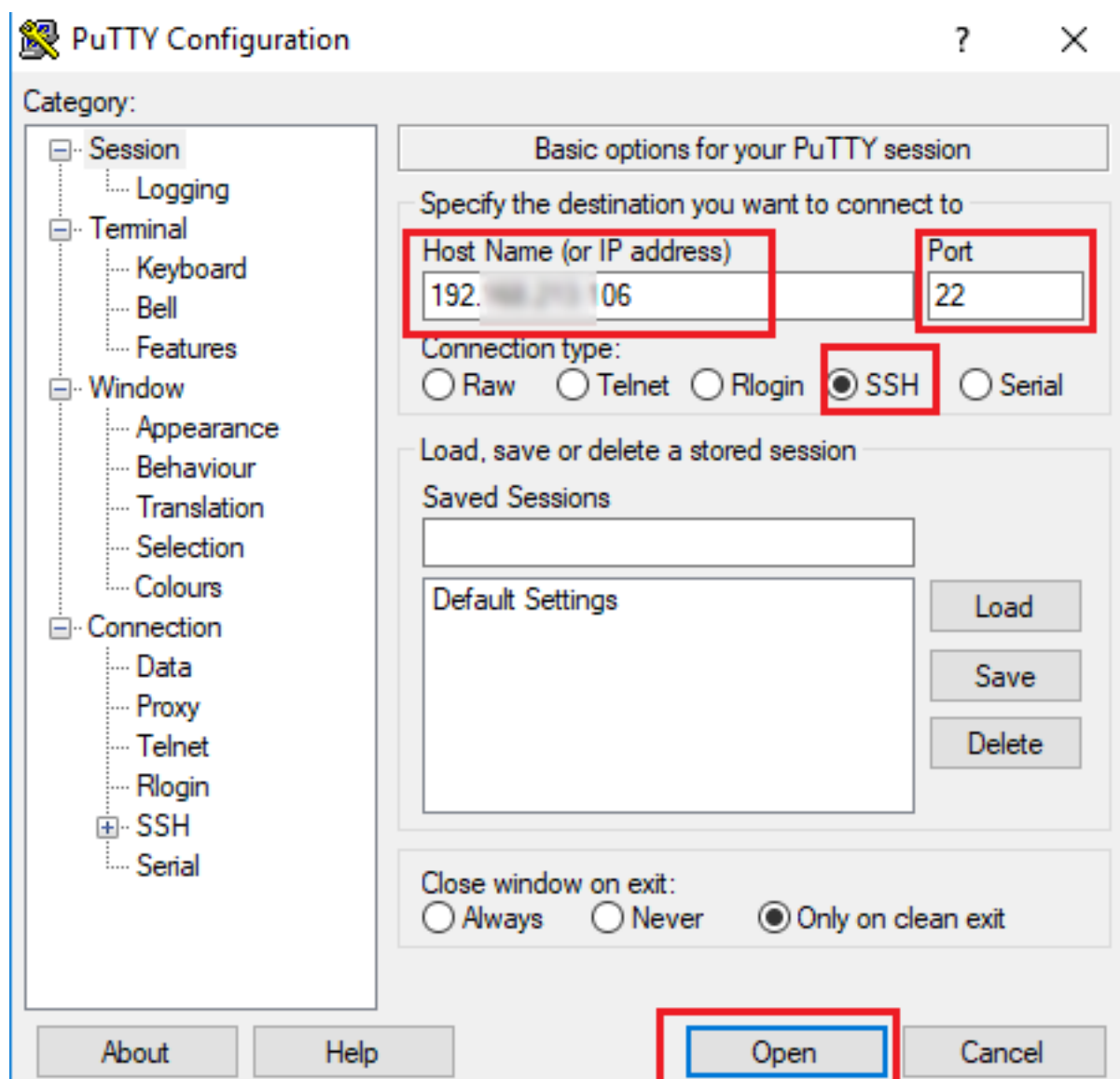
Passaggio 2. Avviare un backup manuale con la sintassi del comando: **utilizza disaster_recovery backup network** <elenco funzionalità> <nome dispositivo di backup> come mostrato nell'immagine:


```
admin:utils disaster_recovery backup network UCM TAC-Backup
drfCliMsg: Backup initiated successfully. Please run 'utils disaster_recovery status backup' command to see the status
```

- Quando il backup è in corso, viene visualizzata un'indicazione di stato con la sintassi del comando: **utilizza il backup dello stato di disaster recovery** come mostrato nell'immagine:



```
admin:utils disaster_recovery status backup
Status: Backup operation in progress for server [D3-SB-11PUB], please wait...
Tar Filename: 2018-12-24-13-21-17.tar
Storage Location: NETWORK
Operation: backup
Percentage Complete: 46
UCM   D3-SB-11PUB   CDPAGT   SUCCESS   Mon Dec 24 13:21:17 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_cdpagt.log
UCM   D3-SB-11PUB   SYSLOGAGT   SUCCESS   Mon Dec 24 13:21:18 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_syslogagt.log
UCM   D3-SB-11PUB   PLATFORM   SUCCESS   Mon Dec 24 13:21:19 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_platform.log
UCM   D3-SB-11PUB   CLM   SUCCESS   Mon Dec 24 13:21:22 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_clm.log
UCM   D3-SB-11PUB   CCMDB   SUCCESS   Mon Dec 24 13:21:23 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_ccmdb.log
UCM   D3-SB-11PUB   TCT   SUCCESS   Mon Dec 24 13:21:36 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_tct.log
UCM   D3-SB-11PUB   CCMPREFS   SUCCESS   Mon Dec 24 13:21:36 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_ccmprefs.log
UCM   D3-SB-11PUB   TFTP   Active   Mon Dec 24 13:21:39 PST 2018
UCM   D3-SB-11PUB   MOH   ---   ---
UCM   D3-SB-11PUB   ANN   ---   ---
UCM   D3-SB-11PUB   BAT   ---   ---
UCM   D3-SB-11PUB   CEF   ---   ---
UCM   D3-SB-11PUB   REPORTER   ---   ---
UCM   D3-SB-11PUB   DNALIASLOOKUP   ---   ---
UCM   D3-SB-11PUB   DNALIASSYNC   ---   ---
```

- Una volta completato il backup, viene visualizzato un messaggio di operazione riuscita con la sintassi del comando: **utilizza il backup dello stato di disaster recovery** come mostrato nell'immagine:


```
admin:utils disaster_recovery status backup
Status: SUCCESS :Backup Completed...
Tar Filename: 2018-12-24-13-21-17.tar
Storage Location: NETWORK
Operation: backup
Percentage Complete: 100
UCM   D3-SB-11PUB   CDPAGT   SUCCESS   Mon Dec 24 13:21:17 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_cdpagt.log
UCM   D3-SB-11PUB   SYSLOGAGT   SUCCESS   Mon Dec 24 13:21:18 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_syslogagt.log
UCM   D3-SB-11PUB   PLATFORM   SUCCESS   Mon Dec 24 13:21:19 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_platform.log
UCM   D3-SB-11PUB   CLM   SUCCESS   Mon Dec 24 13:21:22 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_clm.log
UCM   D3-SB-11PUB   CCMDB   SUCCESS   Mon Dec 24 13:21:23 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_ccmdb.log
UCM   D3-SB-11PUB   TCT   SUCCESS   Mon Dec 24 13:21:36 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_tct.log
UCM   D3-SB-11PUB   CCMPREFS   SUCCESS   Mon Dec 24 13:21:36 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_ccmprefs.log
UCM   D3-SB-11PUB   TFTP   SUCCESS   Mon Dec 24 13:21:39 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_tftp.log
UCM   D3-SB-11PUB   MOH   SUCCESS   Mon Dec 24 13:25:25 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_moh.log
UCM   D3-SB-11PUB   ANN   SUCCESS   Mon Dec 24 13:25:27 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_ann.log
UCM   D3-SB-11PUB   BAT   SUCCESS   Mon Dec 24 13:25:28 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_bat.log
UCM   D3-SB-11PUB   CEF   SUCCESS   Mon Dec 24 13:25:29 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_cef.log
UCM   D3-SB-11PUB   REPORTER   SUCCESS   Mon Dec 24 13:25:30 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_reporter.log
UCM   D3-SB-11PUB   DNALIASLOOKUP   SUCCESS   Mon Dec 24 13:25:31 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_dnaliaslookup.log
UCM   D3-SB-11PUB   DNALIASSYNC   SUCCESS   Mon Dec 24 13:25:32 PST 2018   activelog/platform/drf/log/2018-12-24-13-21-17_b_d3-sb-11pub_ucm_dnaliassync.log
admin:
```

Abilita backup pianificato tramite procedura GUI

Passaggio 1. Passare a **CUCM > Disaster Recovery System > Backup > Scheduler > Aggiungi nuovo** come mostrato nelle immagini:
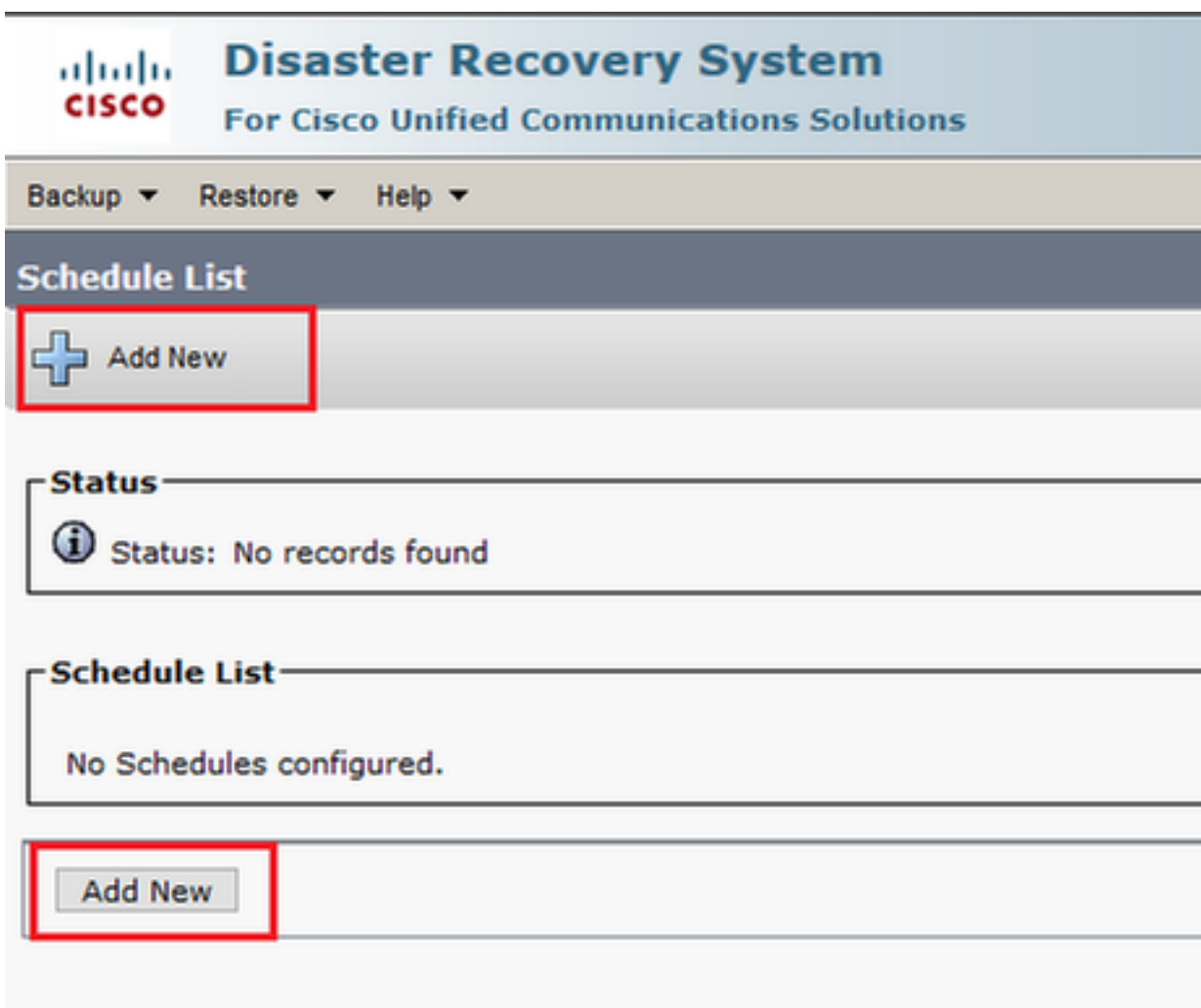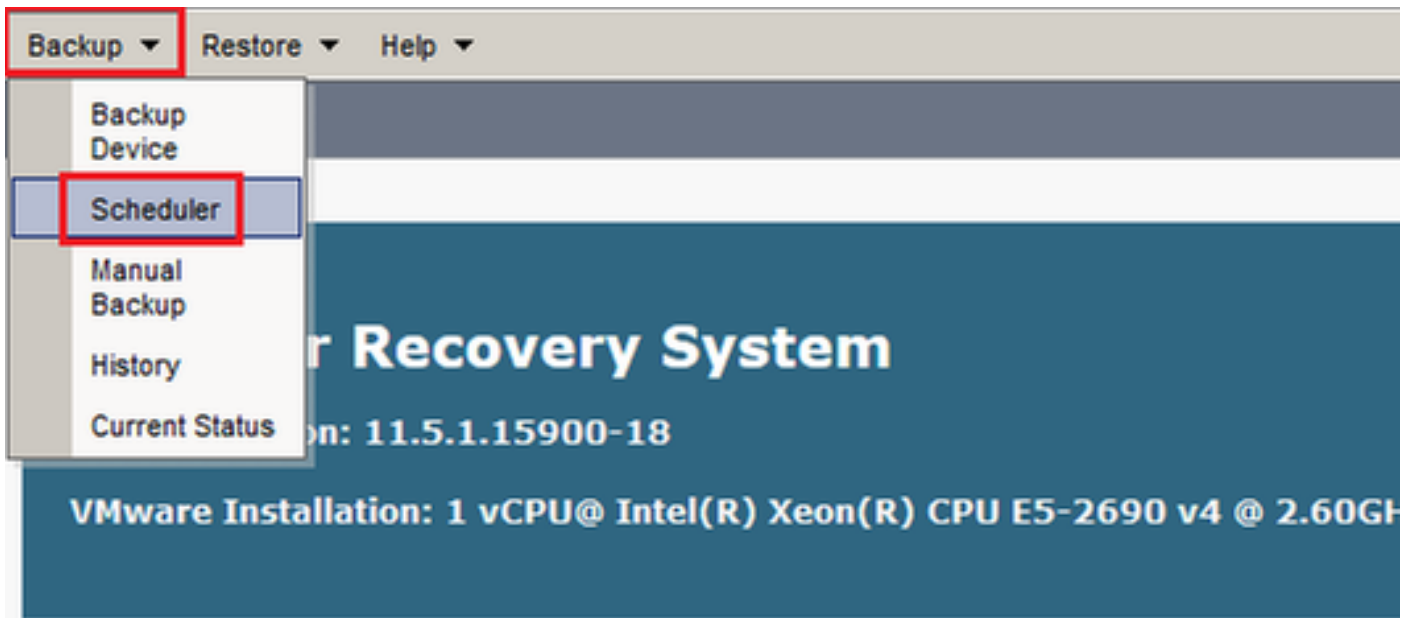
Passaggio 2. **Aggiungere un nome per l'operazione di backup automatico** come mostrato nell'immagine:

Passaggio 3. **Seleziona un dispositivo di backup**

Passaggio 4. **Selezionare le funzionalità di cui eseguire il backup**

Passaggio 5. **Scegliere una data di inizio** e **scegliere la frequenza**:
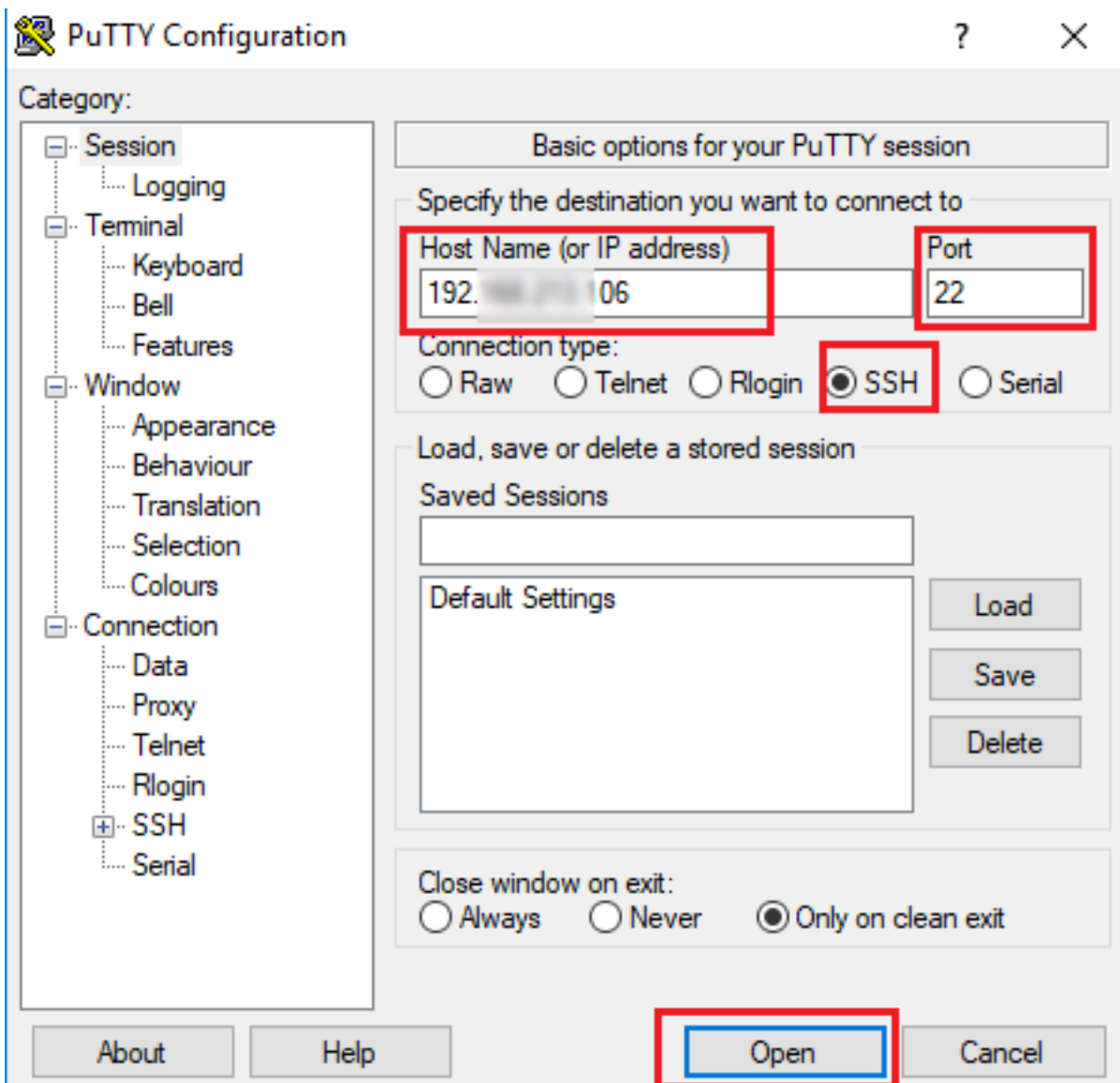

Passaggio 6. **Salvataggio**
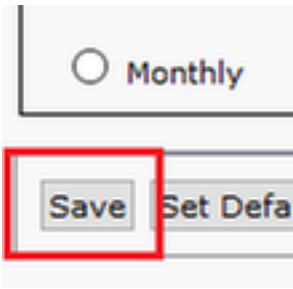
Passaggio 7. **Abilitare il backup pianificato:**
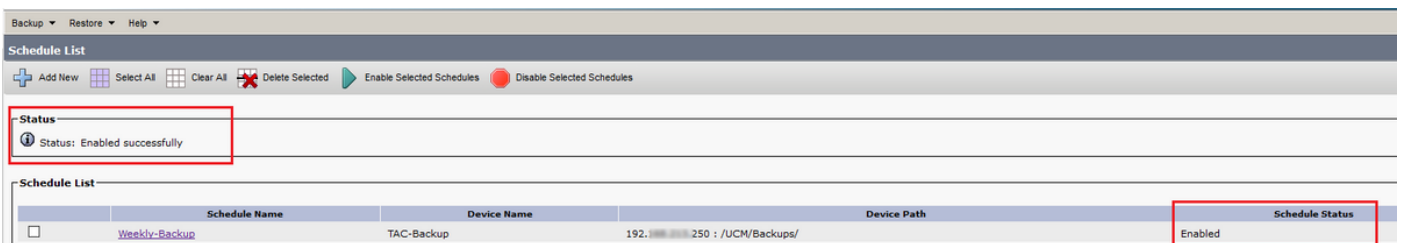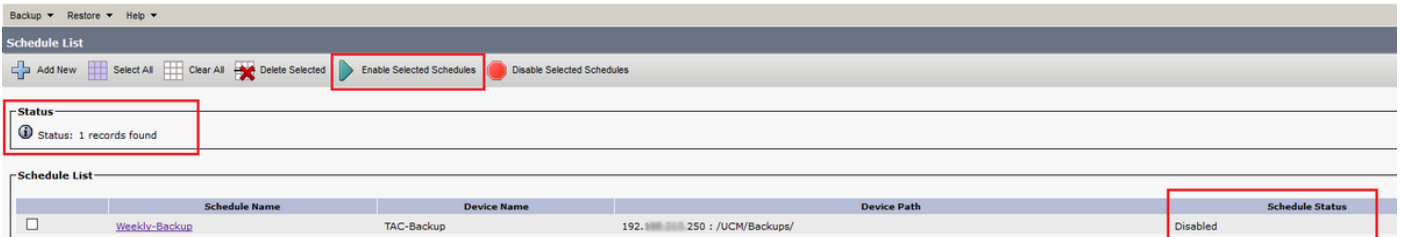
Abilitazione del backup pianificato tramite la procedura CLI

Passaggio 1. SSH (Secure Shell) nell'indirizzo IP del server di pubblicazione CUCM e autenticazione con il nome utente e la password del sistema operativo, come mostrato nell'immagine:

Passaggio 2. Aggiungere il backup pianificato con la sintassi del comando: **utilizza la pianificazione di disaster_recovery add** *<nomepianificazione> <nomeperiferica> <elenco funzionalità> <datetime><frequency>* come mostrato nell'immagine:

Passaggio 3. **Abilitare il backup pianificato** con la sintassi del comando: **utilizza la pianificazione di disaster_recovery enable** *<nomepianificazione>* come mostrato nell'immagine:

```
admin:utils disaster_recovery schedule enable Weekly-Backup
Schedule Enabled Successfully
admin:
```

Esempio di eliminazione di un backup precedente in CUCM

Configurazione del dispositivo di backup con il numero di backup impostato su 1 come mostrato nell'immagine:

Directory di backup con un solo backup disponibile (16 file), come mostrato nell'immagine:

CUCM inizia a trasferire i file di backup prima di eliminare il vecchio backup (raggiunge i 32 file):

Una volta completato il backup, DRS elimina il backup precedente per renderlo conforme al numero di backup da archiviare nella directory di rete (16 file):

Analisi del log per il nuovo backup creato e il vecchio backup eliminato

++++++++++
Viene visualizzato il messaggio all'avvio di un backup manuale: INIZIA MANUALE
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```
2018-12-25 11:11:59,486 DEBUG [NetMessageDispatch] - drfMessageValidator.validateMessage():
Starting introspection for Message ID = 1700 Message Body =
    ========== BEGIN msgSubBackup_REQ ==========
    m_bLeaveTempBackupDirectoryInPlace    : false
    destinationId    : TAC-Backup
    backupType : MANUAL
    featuresTobeBackedup : [UCM]
    ========== END msgSubBackup_REQ ==========
```

+++++++++++++++++
Questo è il dispositivo aggiunto come dispositivo di backup: TAC-Backup
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```
2018-12-25 11:11:59,486 DEBUG [NetMessageDispatch] - drfMessageHandler:HandleBackup: The backup
is being processed for the device: TAC-Backup
```

++++++++++++++++++++++++
Accertarsi che SFTP sia accessibile
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```
2018-12-25 11:11:59,487 DEBUG [NetMessageDispatch] - drfMessageHandler:HandleBackup: Executing
sftpLsFiles to make sure SFTP is accessible.
2018-12-25 11:11:59,487 INFO [NetMessageDispatch] - drfUtils:sftpLsFiles-: Executing JSCH SFTP
ls command for: User: ciscoHostName: 192.X.X.250 from source :/UCM/Backups/ with pattern  -l
2018-12-25 11:11:59,487 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection: Trying to
connect to the SFTP server.
```

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CUCM si connette al server SFTP remoto
+++++++++++++++++++++++++++++++++

```
2018-12-25 11:11:59,617 DEBUG [NetMessageDispatch] - drfUtils:establishSftpConnection:
Authentication Completed Successfully, connected to remote server. Now opening a SFTP channel.
```

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Numero di funzionalità selezionate:
Trovate 1 funzionalità selezionate
Nome funzionalità: UCM
++++++++++++++++++++++

```
2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Found 1 features selected for Restore
2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CDPAGTDirectBackup set to : yes
2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: SYSLOGAGTDirectBackup set to : yes
2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: PLATFORMDirectBackup set to : yes
2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CLMDirectBackup set to : yes
2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CCMDBDirectBackup set to : yes
```

```
2018-12-25 11:11:59,834 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: TCTDirectBackup set to : yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CCMPREFSDirectBackup set to : yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: TFTPDirectBackup set to : yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: MOHDirectBackup set to : yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: ANNDirectBackup set to : yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: BATDirectBackup set to : yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: CEFDirectBackup set to : yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: REPORTERDirectBackup set to : yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: DNALIASLOOKUPDirectBackup set to :
yes
2018-12-25 11:11:59,835 DEBUG [NetMessageDispatch] - drfMessageHandler:setComponentBackupType:
Feature Name: UCM. Server Name: D3-SB-11PUB. Component Name: DNALIASSYNCDirectBackup set to :
yes
```

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33 file trovati nel percorso specificato
++++++++++++++++++++++++++

```
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 33 files found at the
given path

2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_PLATFORM.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_drfComponent.xml
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_REPORTER.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CLM.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_DNALIASSYNC.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_REPORTER.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_MOH.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_BAT.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_CCMDB.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_SYSLOGAGT.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CEF.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CCMPREFS.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_CCMPREFS.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_TCT.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_CEF.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_PLATFORM.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
```

```
SB-11PUB_UCM_CDPAGT.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_ANN.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_SYSLOGAGT.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_TFTP.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_TFTP.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CCMDB.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_ANN.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_DNALIASSYNC.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_DNALIASLOOKUP.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_CDPAGT.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_MOH.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_CLM.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_DNALIASLOOKUP.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_BAT.tar
2018-12-25 11:16:23,886 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-24-13-21-17_D3-
SB-11PUB_UCM_TCT.tar
```

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Questa opzione consente di tenere traccia del numero di backup:
DRS ottiene un elenco degli ID di backup precedenti:
2018-12-24-13-21-17
2018-12-25-11-12-03
++++++++++++++++++++++++++++++++

```
2018-12-25 11:16:23,887 INFO [TarWorkerThread] - drfSftpManager:drfGetListOfBackups: Adding the
backup id after the _pubhostname filtering:2018-12-24-13-21-17
2018-12-25 11:16:23,887 INFO [TarWorkerThread] - drfSftpManager:drfGetListOfBackups: Adding the
backup id after the _pubhostname filtering:2018-12-25-11-12-03
```

+++++++++++++
dimensioni elenco: 1
+++++++++++++

```
2018-12-25 11:16:24,852 INFO [TarWorkerThread] - drfSftpManager.RemoveOldBackupSet: list size :
1
```

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+++
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CUCM rimuove: /UCM/Backups/2018-12-24-13-21-17_D3-SB-11PUB*
+++
+++
+++
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```
2018-12-25 11:16:24,852 INFO [TarWorkerThread] - drfSftpManager.RemoveOldBackupSet: Removing:
/UCM/Backups/2018-12-24-13-21-17_D3-SB-11PUB*
```

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L'elenco ora ha solo 1 backup
+++++++++++++++++++++++

```
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 18 files found at the
given path
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_REPORTER.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CLM.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_MOH.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_BAT.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CEF.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CCMPREFS.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_TCT.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_PLATFORM.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CDPAGT.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_ANN.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_SYSLOGAGT.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_TFTP.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_CCMDB.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_DNALIASSYNC.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_UCM_DNALIASLOOKUP.tar
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: 2018-12-25-11-12-03_D3-
SB-11PUB_drfComponent.xml
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfutils.sftpLsFiles-: Found 16 matching the
search criteria.
```

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CUCM chiude ChannelSftp...
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```
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfUtils:closeSFTPConnections: Closing
ChannelSftp...
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfUtils:closeSFTPConnections: Disconnecting
Channel...
2018-12-25 11:16:26,405 DEBUG [TarWorkerThread] - drfUtils:closeSFTPConnections: Closing
Session...
```

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OPERAZIONE DI BACKUP COMPLETATA
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```
2018-12-25 11:16:26,572 INFO [TarWorkerThread] - {STATE_IDLE} drfBackup:CompleteBackup(Device=-
): === BACKUP operation COMPLETED ===
```

Verifica

Per verificare che il backup sia riuscito, è necessario visualizzare il messaggio di stato **SUCCESS: Backup completato** come mostrato nell'immagine:
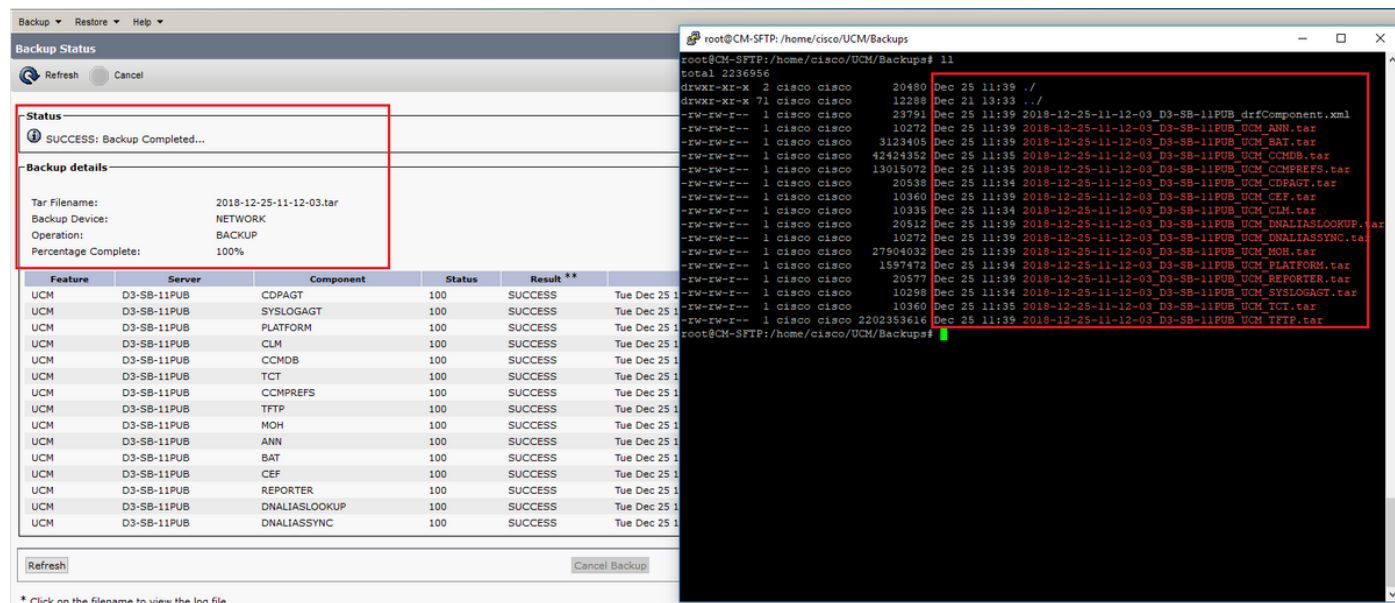
Risoluzione dei problemi

Per risolvere i problemi relativi ai backup in CUCM, è necessario:

- Registri locali DRF
- Registri master DRF

In RTMT, selezionare **Trace and Log Central > Collect Files > Cisco DRF Local & Cisco DRF Master** per tutti i server, come mostrato nell'immagine:

Per ulteriori informazioni, vedere [Come raccogliere le tracce per CUCM 9.x o versioni successive.](#)

Si consiglia l'accesso all'SFTP remoto.