CUCM DRS Backup Failure Solutions

Contents

Introduction

This document describes solutions for common issues that occur when you take a Disaster Recovery System (DRS) backup on Cisco Unified Communications Manager (CUCM).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on CUCM Release 8.X, 9.X, and 10.X.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem 1. SFTP Transfer Failed as Backup Size did not

Increase for the Past 15 Minutes

DRS backup fails on large components every time for both scheduled and manual backup with Windows Secure FTP (SFTP) server.

ERROR: SFTP transfer failed as backsize was not increasing for the past 15 minutes. Either there is not enough disk space or the network transfer rate is too slow with the configured SFTP server. Please either free some space on SFTP device or check network connectivity and then run a fresh backup, Backup Completed.

This issue is documented by Cisco bug ID [CSCul38509](#) .

Solution

Use Windows 2003 or earlier as a base operating system (OS) for the SFTP server OR use a supported Linux based SFTP server.

Problem 2. Schedule DRS Backup Drifts Time Each Day

DRS schedule backup start time drifts further each day by approximately one hour. The time drift varies by system backup schedule.

This issue is documented by Cisco bug ID [CSCug58538.](#)

Solution

The issue can be temporarily fixed by a DRS Master and Local services restart. The services will start at the configured time, but will drift next time. Then upgrade to the version which has a solution for Cisco bug ID [CSCug58538](#).

Problem 3. DRS Backup Fails Intermittently Due to a Java Secure Channel (JSCH) Exception

Error: JSCH exception has occurred...retrying to connect.

This issue is documented by Cisco bug ID [CSCul44464](#) .

Solution

Run the backup again.

Problem 4. ELM Component is not Backed Up

The Enterprise License Manager (ELM) is not backed up even though it is selected on the scheduled backup.

This issue is documented by Cisco bug ID CSCun07885.

Solution

Run a manual backup of the "elm-server" component.

Problem 5. DRS Backup Takes a Long Time to Complete

A DRS backup sometimes takes hours to complete and the small component also takes 15 minutes to complete the backup task.

This issue is documented by Cisco bug ID CSCul44382.

Solution

Wait for the backup to complete or the backup will time out after 20 hours.