

# Troubleshoot Missing DRF Components in the IM&P Server Nodes

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## Introduction

This document describes how to add missing components in the the Unified Communications Manager IM and Presence (IM&P).

## Background

Missing components from the Unified Communications Manager IM and Presence (IM&P) when Disaster Recovery System (DRS) has missing components, must be found and added.

## Components in IM&P Nodes

The DRS which provides the capability to perform a data backup for all the IM and Presence nodes. Occasionally, due to unexpected internal server errors the IM and Presence nodes can be missing some of the components that cause the DRF backup not to be successful. The IM and Presence nodes must have the these components in order to perform a backup task successfully.

## IM&P Publisher

-----  
IM\_AND\_PRESENCE PLATFORM  
IM\_AND\_PRESENCE CLM  
IM\_AND\_PRESENCE DB  
IM\_AND\_PRESENCE PREFS  
IM\_AND\_PRESENCE XCP  
IM\_AND\_PRESENCE SYSLOGAGT  
IM\_AND\_PRESENCE CDPAGT  
IM\_AND\_PRESENCE TCT  
IM\_AND\_PRESENCE BAT  
IM\_AND\_PRESENCE CUP

IM\_AND\_PRESENCE REPORTER

## IM&P Subscriber

-----  
IM\_AND\_PRESENCE REPORTER  
IM\_AND\_PRESENCE CUP  
IM\_AND\_PRESENCE PLATFORM  
IM\_AND\_PRESENCE CLM  
IM\_AND\_PRESENCE XCP  
IM\_AND\_PRESENCE CDPAGT  
IM\_AND\_PRESENCE TCT  
IM\_AND\_PRESENCE SYSLOGAGT

The DRS backs up all of its components automatically when they are all complete, however certain times the IM and Presence nodes can be missing some components and this issue causes the backup process to fail. If that is the case, you can see this error in the DRF logs.

*Log File snippet.*

---

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*Server : IMPSub*

*Feature : IM\_AND\_PRESENCE*

*Component : DB*

*Time Completed: 2020-08-21-09-29-27*

*Result Code : 1-Please check the component logs for further details.*

*Result String : ERROR*

---

---

*prebackup*

*ready for backup*

*required space = 9672860*

*df -k /tmp/db\_drf\_backup/ | grep -v Filesystem | awk '{print }'*

*ready for backup*

*exiting pre\_db\_backup*

*Beginning do\_db\_backup*

*command to execute /bin/chmod a+w /common/drf/db\_drf\_backup*

*command to execute /bin/touch /common/drf/db\_drf\_backup/drf\_ontape\_backup.gz*

*command to execute /bin/chmod 660 /common/drf/db\_drf\_backup/drf\_ontape\_backup.gz*

*command to execute /bin/chown informix:informix  
/common/drf/db\_drf\_backup/drf\_ontape\_backup.gz*

*Creating Ontape Backup of DB...*

*command to execute /bin/su - informix -c "ontape -s -L 0 | /bin/gzip >  
/common/drf/db\_drf\_backup/drf\_ontape\_backup.gz" 2>>/common/drf/backup.log*

*Warning: ONCONFIG /usr/local/cm/db/informix/etc/onconfig.ccm is not owned by user informix  
(uid=512).*

*drf\_ontape\_backup created is of size [28347431]*

*Ontape Backup completed!*

*Starting sub backup operation on each sub.*

*command to execute /usr/local/cm/bin/invoke\_sub\_backup.py /common/drf/backup.log  
/common/drf/status.txt*

*08/21/20 09:29:11 - status file=/common/drf/status.txt*

*08/21/20 09:29:11 - in subBackup*

*08/21/20 09:29:11 - pub is impsub1.example.com*

*08/21/20 09:29:11 - getting Sub node list*

*08/21/20 09:29:11 - in versionCheckOk*

*08/21/20 09:29:20 - Good Subscribers are ['impsub1', 'impsub2']*

*08/21/20 09:29:20 - processing node impsub1*

*08/21/20 09:29:20 - calling remote procedure to backup subscriber for node impsub1*

*08/21/20 09:29:27 - Sub data not found, node impsub1*

*08/21/20 09:29:27 - after do\_sub\_backup*

*08/21/20 09:29:27 - impsub1 sub backup failed*

*Sub Backup failed.*

*EXITING!*

*----> BEGIN Standard Output*

*----> END Standard Output*

----> *BEGIN Standard Error*

----> *END Standard Error*

## Missing Components

In order to see if the IM&P components are complete run the the this command in both nodes through the IM&P CLI .

- **utils disaster\_recovery show\_registration nodename**

Where nodename is the IP address of the node or its name.

## List of Commands for Missing Components

If there are missing components in a node it is required to create a root account via CLI to add manually the missing components through the use of the certain commands, each for every missing component. The list shows the commands with their specific path for every component it is required to run the corresponding command for each one of the missing components in the right node:

- REPORTER.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c REPORTER -e /common/drf/scripts/reporter/reporter_error_map.txt -s /common/drf/scripts/reporter/reporter_script.xml -d /common/drf/scripts/reporter/reporter_dependency.xml
```

- CUP.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c CUP -e /usr/local/sip/drf/epas/bin/epas_error_map.txt -s /usr/local/sip/drf/epas/bin/epas_script.xml -d /usr/local/sip/drf/epas/bin/epas_dependency.xml
```

- BAT.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c BAT -e /common/drf/scripts/bat/bat_error_map.txt -s /common/drf/scripts/bat/bat_script.xml -d /common/drf/scripts/bat/bat_dependency.xml
```

- PLATFORM.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c PLATFORM -e /usr/local/platform/script/platform/platform_error_map.txt -s /usr/local/platform/script/platform/platform_script.xml -d /usr/local/platform/script/platform/platform_dependency.xml
```

- CLM.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c CLM -e /usr/local/platform/bin/clm/clm_drf_error_map.txt -s /usr/local/platform/bin/clm/clm_drf_script.xml -d /usr/local/platform/bin/clm/clm_drf_dependency.xml
```

- XCP.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c XCP -e /usr/local/xcp/drf/cup_xcp_error_map.txt -s /usr/local/xcp/drf/cup_xcp_script.xml -d /usr/local/xcp/drf/cup_xcp_dependency.xml
```

- TCT.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c TCT -e /usr/local/platform/script/tct/tct_error_map.txt -s /usr/local/platform/script/tct/tct_script.xml -d /usr/local/platform/script/tct/tct_dependency.xml
```

- PREFS.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c PREFS -e /usr/local/cm/bin/prefsdrf/prefs_error_map.txt -s /usr/local/cm/bin/prefsdrf/prefs_script.xml -d /usr/local/xcp/drf/prefs_dependency.xml
```

- SYSLOGAGT.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c SYSLOGAGT -e /usr/local/cm/syslogagt/conf/syslogagt_error_map.txt -s /usr/local/cm/syslogagt/conf/syslogagt_script.xml -d /usr/local/cm/syslogagt/conf/syslogagt_dependency.xml
```

- CDPAGT.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c CDPAGT -e /usr/local/cm/cdpagt/conf/cdpagt_error_map.txt -s /usr/local/cm/cdpagt/conf/cdpagt_script.xml -d /usr/local/cm/cdpagt/conf/cdpagt_dependency.xml
```

- DB.

```
python /usr/local/platform/bin/drfRegisterComponent.py -f IM_AND_PRESENCE -c DB -e /usr/local/cm/bin/database_error_map.txt -s /usr/local/cm/bin/database_script.xml -d /usr/local/cm/bin/database_dependency.xml
```

After the ones that were missing are added, they must be displayed after the command runs again.

- **utils disaster\_recovery show\_registration nodename**

After the task is complete the IM&P node backup task must start.

## Cisco bug ID [CSCuv53092](#)

On the other hand, if there are more components added than expected the DRF backup task fails as well. That is caused by the Cisco bug ID [CSCuv53092](#) in that case the workaround referred in the defect fixes the issue.

Refer to Cisco bug ID [CSCuv53092](#).

**Note:** Only registered Cisco users can access internal Cisco tools and bug information.

## Related Information

- [Cisco Technical Support & Downloads](#)