

知识库文章：000487861

ViPR 备份无法将备份文件上传到远程 FTP 站点：ViPR 数据备份报告以下错误：Failed - Internal failures during the upload (000487861)

主要产品 : ViPR Controller Controller 2.4 SP1
产品 : ViPR Controller Controller 2.4、ViPR Controller Controller 2.4 SP1、ViPR Controller Controller 3.0

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摘要：ViPR 备份无法将备份文件上传到远程 FTP 站点。“Upload Status” 显示以下错误：Failed-Internal failures during upload.

问题：ViPR UI 显示备份显示“Upload Status”：Failed - Internal failures during the upload.

Upload Status	Upload
Not Started	Upload
Not Started	Upload
Not Started	Upload
Not Started	Upload
Failed - Internal failures during the upload	Upload

Showing 1 to 5 of 5 entries

来自 SysSvc 日志的错误：

```
vipr# node-name sysSvc 2016-08-15 16:12:07,053 [BackupScheduler_7893] INFO UploadExecutor.java (line 268) Check with prefix
vipr-2.4.1.0.220-3-20160815160001-3
vipr# node-name sysSvc 2016-08-15 16:12:07,279 [BackupScheduler_7893] ERROR FtpsUploader.java (line 127) List files on FTP ftp:// FQDN or IP
Address/ failed, Exit code 67
vipr# node-name sysSvc 2016-08-15 16:12:07,279 [BackupScheduler_7893] WARN UploadExecutor.java (line 280) Failed to mark the previous
uploaded backup zip file of (vipr-2.4.1.0.220-3-20160815160001-3-3.zip) as invalid
java.io.IOException: curl: (67) Access denied: 530
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.FtpsUploader.listFiles(FtpsUploader.java:128)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.markStaleIncompletedZipFile(UploadExecutor.java:270) at
com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.tryUpload(UploadExecutor.java:94)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.upload(UploadExecutor.java:135)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.runOnce(UploadExecutor.java:62)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.runOnce(UploadExecutor.java:47)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.BackupScheduler.run(BackupScheduler.java:165)
at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:471)
at java.util.concurrent.FutureTask.run(FutureTask.java:262)
at java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.access$201(ScheduledThreadPoolExecutor.java:178) at
java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExecutor.java:292)
at com.emc.storageos.services.util.NamedTask.run(NamedTask.java:45)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1145)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:615)
at java.lang.Thread.run(Thread.java:745)
```

```
vipr# node-name syssvc 2016-08-15 16:12:07,482 [BackupScheduler_7893] WARN UploadExecutor.java (line 110) An attempt to upload backup
vipr-2.4.1.0.220-3-20160815160001 is failed
java.io.IOException: curl: (67) Access denied: 530
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.FtpsUploader.getFileSize(FtpsUploader.java:75)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.tryUpload(UploadExecutor.java:96)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.upload(UploadExecutor.java:135)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.runOnce(UploadExecutor.java:62)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.UploadExecutor.runOnce(UploadExecutor.java:47)
at com.emc.storageos.systemservices.impl.jobs.backupscheduler.BackupScheduler.run(BackupScheduler.java:165)
at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:471)
at java.util.concurrent.FutureTask.run(FutureTask.java:262)
at java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.access$201(ScheduledThreadPoolExecutor.java:178)
at java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExecutor.java:292)
at com.emc.storageos.services.util.NamedTask.run(NamedTask.java:45)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1145)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:615)
at java.lang.Thread.run(Thread.java:745)
vipr# node-name syssvc 2016-08-1
```

原因： FTP 用户帐户的密码已更改。

解决方法： 该问题是由 FTP 用户帐户更改引起。使用 FTP 管理员身份验证是否具有正确的用户名/密码组合。

在 ViPR UI 中，导航至 “Settings” >> “General Configuration”，并选择 “Backup”。更改为正确的用户名和密码：

General Configuration

Network Security Controller Discovery ConnectEMC Email Upgrade Password Backup Custom Node Names

Enable Scheduler: True
Turn backup scheduler on or off

Backup Time: 05:00 Rectangular Snip
The time backup starts, based on local time zone

External Server URL: ftp://xxx.xxx.xxx.xxx/
A FTPS file server to store backup files.

User Name: viprbackup
Username to login to backup file server

Password:
Password to login to backup file server.

Save 2 properties have been modified.

注意： 本文章已升级为 EMC 社区网络 (ECN) 上的 HVC：<https://community.emc.com/docs/DOC-55491>

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