



CAS0706前台CVM备份失败之数据库备份失败

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组网及说明

不涉及

问题描述

前台自动/手动进行CVM备份失败，报错“ 备份CVM数据失败，原因：数据库备份失败，请联系技术支持工程师”

任务名称	操作对象	任务状态	任务描述	操作员
备份CVM数据。	所有主机	100%	备份CVM数据失败。原因：数据库备份失败。请联系技术支持工程师。	admin

过程分析

1、确认CVM备份策略为本地，查看/vms分区剩余空间，确认空间足够

```
[root@cvm-01 ~]# df -h
Filesystem      Size  Used Avail Use% Mounted on
devtmpfs        94G   0    94G   0% /dev
tmpfs           94G   0    94G   0% /dev/shm
tmpfs           94G   4.1G  90G   5% /run
tmpfs           94G   0    94G   0% /sys/fs/cgroup
/dev/sda3       197G   14G   174G   8% /
/dev/sda4        40G   2.2G   36G   6% /var/log
/dev/sda2       1016M  154M   863M  16% /boot
/dev/sda1       200M   12M   189M   6% /boot/efi
/dev/sda6       7.0T   391G   6.3T   6% /vms
tmpfs           19G   0    19G   0% /run/user/0
[root@cvm-01 ~]#
```

2、查看cas.log相关时间点的日志打印，报错如下，怀疑和数据库有关

```
2021-06-28 13:56:09 [ERROR] [Thread-10] [com.virtual.plat.server.RequestHandler:a] requestHandler: msg id is 0, waiting. countDown is 5
2021-06-28 13:56:09 [ERROR] [Thread-11948] [com.virtual.common.ErrorStreamHandlerThread:a] mysqldump: Error: 'Can't create/write to file
'/var/tmp/#sql_3cf5_2.MAI' (Errcode: 13) (errno: 13)
Can't create/write to file '/var/tmp/#sql_3cf5_2.MAI' (Errcode: 2) (1)
2021-06-28 13:56:09 [ERROR] [pool-18-thread-3] [com.virtual.plat.server.backupStrategy.BackupStrategyHandler:backupCVMOperate] Backu
pCVM fails: com.virtual.common.AppException: [4700 - 数据库备份失败，请联系技术支持工程师。]
```

3、确认/var/tmp路径是否可以正常创建和删除新文件，正常。查看/var/tmp路径权限是否是和正常环境相同，正常。

```
[root@cvm-01 var]# ll
total 80
drwxr-xr-x 2 root root 4096 Sep 18 2020 account
drwxr-xr-x 2 root root 4096 Apr 11 2018 adm
drwxr-xr-x 11 root root 4096 Sep 18 2020 cache
drwxr-xr-x 2 root root 4096 Apr 24 2019 crash
drwxr-xr-x 3 root root 4096 Sep 18 2020 db
drwxr-xr-x 3 root root 4096 Sep 18 2020 empty
drwxr-xr-x 2 root root 4096 Apr 11 2018 games
drwxr-xr-x 2 root root 4096 Apr 11 2018 gopher
drwxr-xr-x 3 root root 4096 Sep 18 2020 kerberos
drwxr-xr-x 56 root root 4096 Feb 25 16:39 lib
drwxr-xr-x 2 root root 4096 Apr 11 2018 local
lrwxrwxrwx 1 root root 11 Sep 18 2020 lock -> ../run/lock
drwxr-xr-x 18 root root 4096 Jun 29 11:02 log
lrwxrwxrwx 1 root root 10 Sep 18 2020 mail ->
drwxr-xr-x 2 root root 4096 Apr 11 2018 nis
drwxr-xr-x 2 root root 4096 Apr 11 2018 opt
drwxr-xr-x 2 root root 4096 Apr 11 2018 preserve
lrwxrwxrwx 1 root root 6 Sep 18 2020 run -> ../run
drwxr-xr-x 3 root root 4096 Mar 7 01:09 spool
drwxr-xr-x 4 root root 4096 Sep 18 2020 target
drwxr-xr-x 2 root root 4096 Sep 18 2020 tmp
drwxr-xr-x 3 root root 4096 Jun 29 10:32 X11
drwxr-xr-x 2 root root 4096 Apr 11 2018 yp
[root@cvm-01 var]#
```

4、查看/var/log/mariadb/mariadb.log日志打印，发现故障时间点并未有日志打印，怀疑mariadb服务虽然为running状态，但存在异常

```
210307 1:35:47 Percona XtraDB (http://www.percona.com) 5.5.59-MariaDB-38.11 started; log sequence number 21080579596
210307 1:35:47 [Note] Plugin 'FEEDBACK' is disabled.
210307 1:35:48 [Note] Server socket created on IP: '0.0.0.0'.
210307 1:35:48 [Note] Event Scheduler: Loaded 0 events
210307 1:35:48 [Note] /usr/libexec/mysqld: ready for connections.
Version: '5.5.60-MariaDB' socket: '/var/lib/mysql/mysql.sock' port: 3306 MariaDB Server
```

解决方法

重启mariadb恢复服务后CVM备份正常

```
service mariadb restart
```

