

Error - Referential integrity constraint violation

Symptom

When a customer upgrades to a new version of the Server Backup Manager software from version 5.6, the System Backup task may fail. The following "referential integrity constraint violation" error message may display:

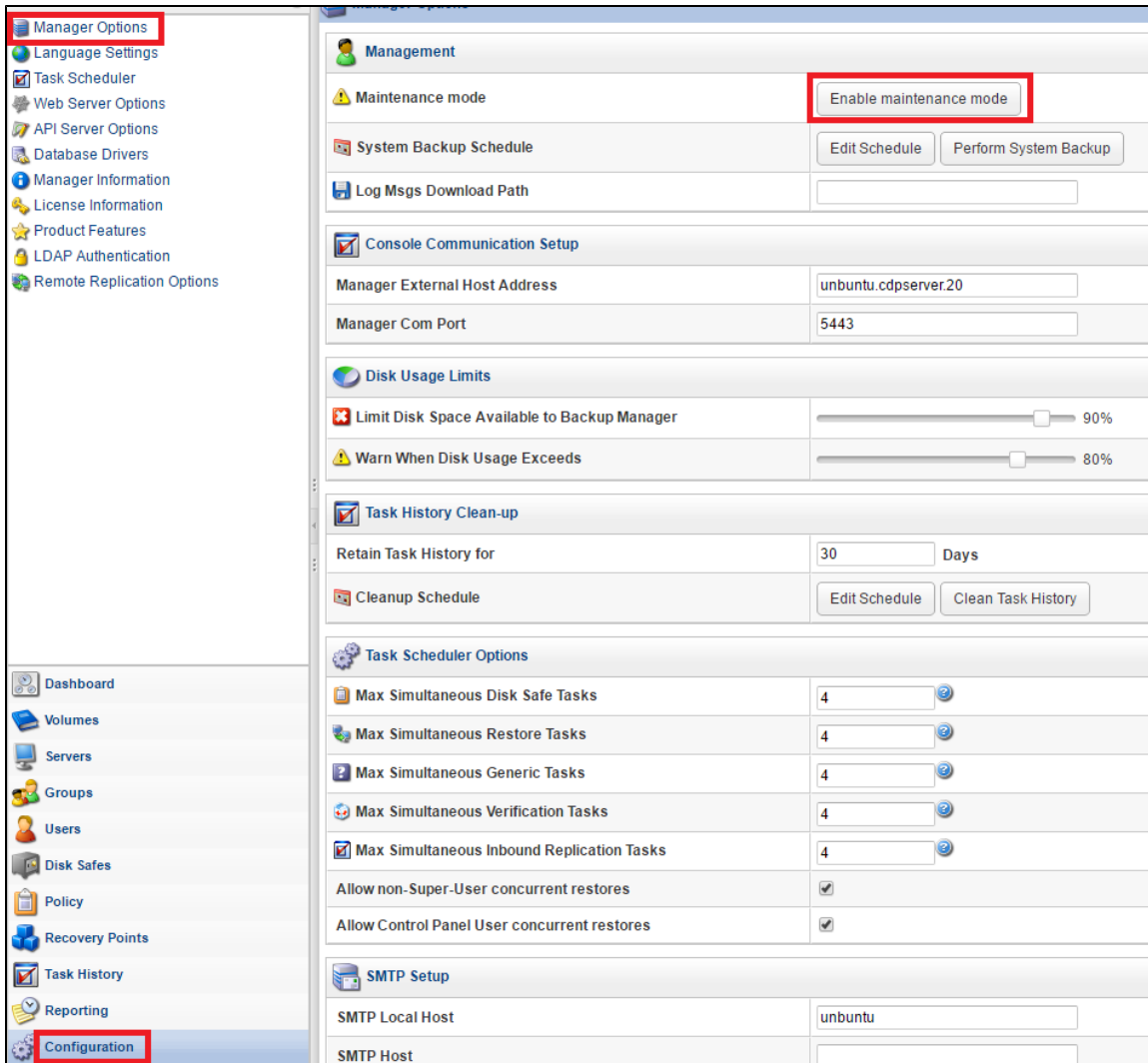
```
"TASKINSTANCEDATA_TASKINSTANCE_FK: RIDERBYUSER.TASKINSTANCEDATA FOREIGN KEY(TASKINSTANCEIDLEAST, TASKINSTANCEIDMOST) REFERENCES RIDERBYUSER.TASKINSTANCE(TASKINSTANCEIDLEAST, TASKINSTANCEIDMOST) (-8001333452611837966, 4201996588)
SQL statement:
INSERT INTO RIDERBYUSER.TASKINSTANCEDATA (MAPKEY,DATA,TASKINSTANCEIDLEAST,TASKINSTANCEIDMOST) VALUES (
```

Fortunately, there are steps that can be taken to easily resolve this issue.

Resolution

1. Run the server in Maintenance Mode. Access the Configuration screen, click Manager Options in the Configuration menu, and click the Enable maintenance mode button.

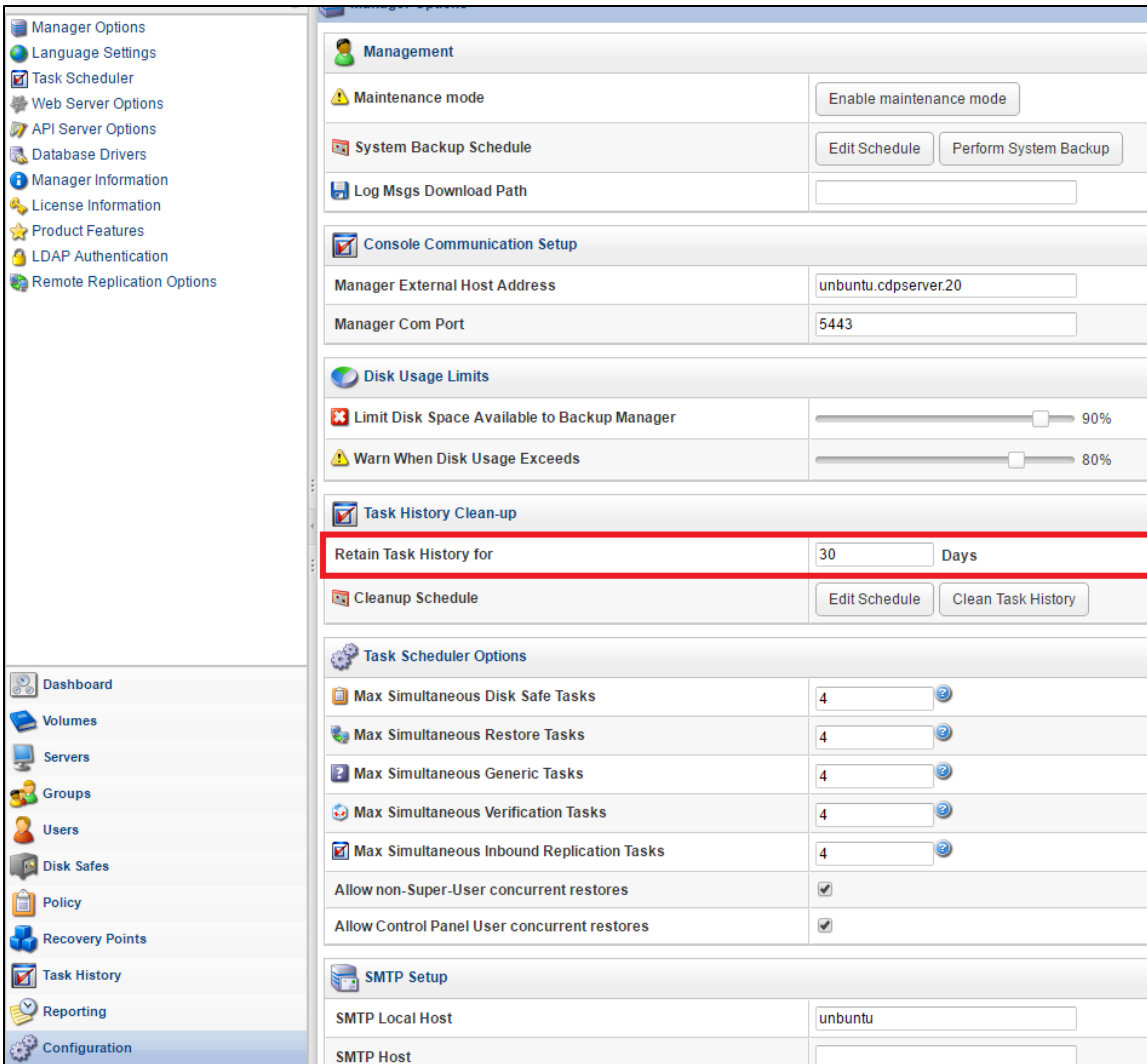
By running the server in Maintenance Mode, this ensures that nothing will be written to the internal database when the following steps are taken.



The screenshot displays the configuration interface for R1Soft Backup Manager. The left sidebar contains a navigation menu with 'Manager Options' and 'Configuration' highlighted. The main content area is divided into several sections:

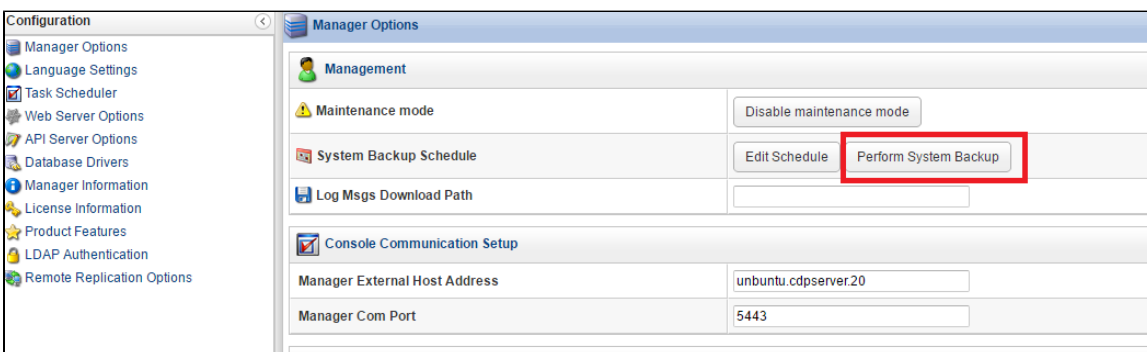
- Management:** Includes 'Maintenance mode' (with an 'Enable maintenance mode' button), 'System Backup Schedule' (with 'Edit Schedule' and 'Perform System Backup' buttons), and 'Log Msgs Download Path' (with an empty text field).
- Console Communication Setup:** Includes 'Manager External Host Address' (set to 'ubuntu.cdpserver.20') and 'Manager Com Port' (set to '5443').
- Disk Usage Limits:** Includes 'Limit Disk Space Available to Backup Manager' (slider at 90%) and 'Warn When Disk Usage Exceeds' (slider at 80%).
- Task History Clean-up:** Includes 'Retain Task History for' (set to 30 Days) and 'Cleanup Schedule' (with 'Edit Schedule' and 'Clean Task History' buttons).
- Task Scheduler Options:** Includes 'Max Simultaneous Disk Safe Tasks', 'Max Simultaneous Restore Tasks', 'Max Simultaneous Generic Tasks', 'Max Simultaneous Verification Tasks', and 'Max Simultaneous Inbound Replication Tasks' (all set to 4). It also includes checkboxes for 'Allow non-Super-User concurrent restores' and 'Allow Control Panel User concurrent restores' (both checked).
- SMTP Setup:** Includes 'SMTP Local Host' (set to 'ubuntu') and 'SMTP Host' (empty field).

2. Set the Task History retention for one day by entering 1 in the Retain Task History for field.

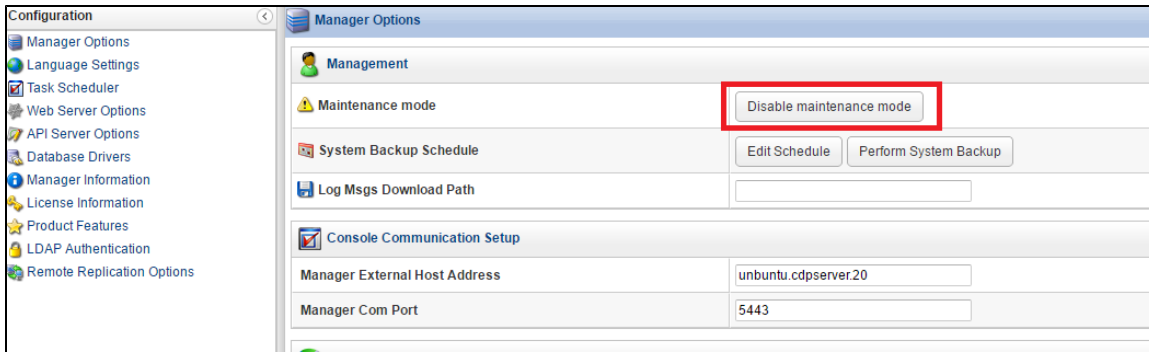


3. Click the Clean Task History button to run the Task History Cleanup. This will clean any bad task history data contributing to the error message you are receiving.

4. Perform a system backup to create a backup of the current database with the truncated task history information. Click the Perform System Backup button in the Management section.



5. Disable maintenance mode by clicking the Disable maintenance mode button.



6. The next steps must be performed from the command line of the Backup Manager server. First, stop the Backup Manager from running.

```

root@unbuntu:/usr/sbin/rlsoft/data# service cdp-server stop
...
/etc/init.d/cdp-server : cdpserver stopped
root@unbuntu:/usr/sbin/rlsoft/data#

```

7. While in the command prompt, perform the following commands:

```

root@unbuntu:/usr/sbin/rlsoft/data# mv h2 h2.bak
root@unbuntu:/usr/sbin/rlsoft/data# cp -r h2-backup-current/ h2/
root@unbuntu:/usr/sbin/rlsoft/data#

```

This removes the corrupt database and restores it using the clean backup created earlier. Please note the directory from which the command is performed (/usr/sbin/r1soft/data).

8. Restart the Backup Manager service using the following command:

```

root@unbuntu:/usr/sbin/rlsoft/data# service cdp-server restart
/etc/init.d/cdp-server : cdpserver not running, trying to start
/etc/init.d/cdp-server : cdpserver started
root@unbuntu:/usr/sbin/rlsoft/data#

```

This process should resolve the error. If you continue to have issues, please contact Support.