Using Two Policies per Agent

Symptom

I have two policies per Agent. One Policy is used to backup 'system' volumes, and the other one is used to backup 'data' volumes. If the Server tries to execute both policies at the same time, instead of queuing the second policy, it displays an error stating:

> **Request was rejected by the agent. It is busy with another operation.**

Cause

CDP 3.0 does not support running more than one backup at a time. There is an embedded queue mechanism that is activated when two policies attempt to save Recovery Points to the same Disk Safe (called the "Disk Safe Write Lock"). The problem here is that the Agent has two different policies with two different Disk Safes, and thus the lock is not triggered.

Resolution

You need to spread out your backup operations. Create a separate Policy for each Disk Safe.

Or:

Try scheduling the Policies so they do not run simultaneously or overlap.

Related Articles

Page: BMR of a Citrix Xen 6.0 paravirtualized VM (Knowledge Base) Labels: bare-metal_restore_3, disk_safe_3, partition_3, file_system_3, bmr_3, citrix_3, xen_3, pv_3, hvm_3

Page: Setting Permissions on SSHFS File System (Knowledge Base) Labels: disk_safe_3, troubleshoot_3

Page: Assigning Backups to a Different Disk Safe (Knowledge Base) Labels: disk_safe_3

Page: Error - Caused by Java SQL SQLException Database Is Locked (Knowledge Base) Labels: nfs_3, disk_safe_3, troubleshoot_3

Page: Error - Could Not Create Disk Safe Directory (Knowledge Base) Labels: disk_safe_3,

troubleshoot_3, cdp_server_3

Page: Error - Location Does Not Contain a Valid Disk Safe (Knowledge Base) Labels: disk_safe_3, troubleshoot_3

Page: Using Two Policies per Agent (Knowledge Base) Labels: disk_safe_3, policy_3, agent_3, troubleshoot_3, volumes_3

Page: Error - Linux cdp agent fails with "Floating Point Exception" (Knowledge Base) Labels: nfs_3, disk_safe_3, troubleshoot_3

Page: Using Two Policies per Agent (Knowledge Base) Labels: disk_safe_3, policy_3, agent_3, troubleshoot_3, volumes_3

Page: Limiting Control Panel User Access (Knowledge Base) Labels: control_panel_3, agent_3

Page: Error - AGENT Unable to Set Default Name Check Option (Knowledge Base) Labels: randmmap_3, troubleshoot_3, agent_3

Page: Error - Could Not Start Snapshot (Knowledge Base) Labels: troubleshoot_3, agent_3

Page: Using Two Policies per Agent (Knowledge Base) Labels: disk_safe_3, policy_3, agent_3, troubleshoot_3, volumes_3

Page: Error - InnoDB Restore Fails to Prepare MySQL Instance (Knowledge Base) Labels: mysql_3, innodb_3, apparmor_3, teardown_3, file_restore_3, troubleshoot_3

Page: Setting Permissions on SSHFS File System (Knowledge Base) Labels: disk_safe_3, troubleshoot_3

Page: Error - Restore with Overwrite Files on Drops the Network (Knowledge Base) Labels: file_restore_3, troubleshoot_3

Page: Error - AGENT Unable to Set Default Name Check Option (Knowledge Base) Labels: randmmap_3, troubleshoot_3, agent_3

Page: Error - Caused by Java SQL SQLException Database Is Locked (Knowledge Base) Labels: nfs_3, disk_safe_3, troubleshoot_3

Page: Error - Could Not Create Disk Safe Directory (Knowledge Base) Labels: disk_safe_3, troubleshoot_3, cdp_server_3

Page: Error - Could Not Start Snapshot (Knowledge Base) Labels: troubleshoot_3, agent_3

Page: Error - Java Heap Space out of Memory (Knowledge Base) Labels: troubleshoot_3

Page: Error - Location Does Not Contain a Valid Disk Safe (Knowledge Base) Labels: disk_safe_3, troubleshoot_3

Page: Using Two Policies per Agent (Knowledge Base) Labels: disk_safe_3, policy_3, agent_3, troubleshoot_3, volumes_3

Page: Error - Linux cdp agent fails with "Floating Point Exception" (Knowledge Base) Labels: nfs_3, disk_safe_3, troubleshoot_3

Page: Using Two Policies per Agent (Knowledge Base) Labels: disk_safe_3, policy_3, agent_3, troubleshoot_3, volumes_3