Known Issues affecting upgrades to Server Backup Manager 5.6.x (post release)

Known Issues affecting upgrades to Server Backup Manager 5.6.0 (post release)

>MySQL database backups can be affected if only one of the Server Backup components is upgraded to version 5.6.x by the time a MySQL backup occurs.

In cases where either the Backup Agent is upgraded to 5.6.x before the Server Backup Manager, or the Server Backup Manager is upgraded before the Agent, Server Backup will be unable to connect to the MySQL database. The following are example errors which may appear in the log:

```
2014-04-21 00:00:000,000 WARN   - TASK(MySQL1): Failed to perform discovery on database instance 'NAME'
com.r1soft.backup.server.worker.WorkerException: Database instance discovery error
 …
Caused by: com.mysql.jdbc.exceptions.jdbc4.MySQLNonTransientConnectionException: Could not create connection to database server. Attempte
...
Caused by: com.mysql.jdbc.exceptions.jdbc4.CommunicationsException: Communications link failure
The last packet sent successfully to the server was 0 milliseconds ago. The driver has not received any packets from the server.
...
Caused by: java.io.EOFException: Can not read response from server. Expected to read 4 bytes, read 0 bytes before connection was unexpectedly lo
…
Caused by: java.sql.SQLException: null,  message from server: "NAME/IP' is not allowed to connect to this MySQL server"
```

SOLUTION

Upgrade the remaining Server Backup components to version 5.6.x. Please see the 5.6.1 release notes for more information about upgrades. http://wiki.r1soft.com/x/gIeWAQ

>Server Backup Manager fails to start after upgrading to version 5.6.x.

In cases where the Server Backup Manager components were originally installed with version 4.2.x or earlier, and have been upgraded as new releases became available, the server.conf file is saved as an archive during each upgrade. Upgrading to version 5.6.0 may cause a merging of the new server.conf file resulting in an unintended corruption of a class path. When this occurs, Server Backup Manager is unable to start. The following are example errors which may appear in the log:

```
INFO | buserver |2014-04-21 00:00:00 Error in WrapperListener.start callback. java.lang.NoClassDefFoundError: org/h2/Driver
INFO | buserver |2014-04-21 00:00:00 Caused by: java.lang.ClassNotFoundException: org.h2.Driver
```

SOLUTION

Restart the upgrade using these steps:

-stop the server backup manager process

```
# /etc/init.d/cdp-server stop
```

-upgrade the Backup Manager:

```
# yum upgrade serverbackup-enterprise
```

-check the server.conf

```
# grep h2 /usr/sbin/r1soft/conf/server.conf
```

(This command should return a classpath line)

-If the server.conf does NOT return a classpath, replace it with with the correct file:

```
# cd /usr/sbin/r1soft/conf/
# mv server.conf server.conf.old
# wget http://repo.r1soft.com/contrib/server.conf
```

NOTE: If your previous server.conf file was customized for memory heap settings greater than 1024 MB, please open the new server.conf file and review/edit the memory heap settings if needed. For more information on configuring heap memory, please refer to the documentation linked here: http://wiki.r1soft.com/x/q8ZSAQ

-Start the server

```
# /etc/init.d/cdp-server start
```