A PM&C upgrade from 5.5.0_55.18.1 to 5.5.2_55.20.0 includes modifications to RPMs that cause PM&C backups fail.

Impact

PM&C data is not backed up which prevents easier recovery in a disaster. An alarm exists on the PM&C indicating a backup failure.

Needed Actions

If an upgrade is performed and this results in backup failures, then a workaround must be applied to resolve the issue.

From the console of the affected PM&C server:

- Login as admusr
- Run the following commands (be sure the PM&C application is not being used for another activity)
  - sudo usermod -a -G awadm pmacd
  - sudo sentry restart

From the GUI of the affected PM&C server:

- Login as an administrator
- Navigate (using left menu tree) to Administration->PM&C Backup->Perform Backup
- Press the Backup button
- Monitor the PM&C backup using the “Tasks” window accessible from the tool bar.
- Verify the “PM&C Backup successful” status is eventually displayed.