

Severity Level	Caution	Bulletin Number	DN002786
Issue Date	4/10/15	Expires	PM&C 5.7
Title	PM&C 5.5 Upgrade related backup failure		
Product	PM&C	Release	5.5
Priority	Minor	Related CSR/PR	20539561, 20537938
Impacts Compatibility	NO	Impacted Product Line(s): <i>(Only if Impacts Compatibility = YES)</i>	NA
Author	T. Crawford	Part No. Affected	E52387_01
Markets	ALL		
Approved By Date	04/09/15		
PM&C SW Manager	R. Chan	04/03/15	
Problem Description			
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:			
<ul style="list-style-type: none"> • Login as admusr • Run the following commands (be sure the PM&C application is not being used for another activity) <ul style="list-style-type: none"> ○ <code>sudo usermod -a -G awadm pmacd</code> ○ <code>sudo sentry restart</code> 			
From the GUI of the affected PM&C server:			
<ul style="list-style-type: none"> • 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. 			
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