

Issue: Troubleshoot i3s backup issues for HPE Case#5335853498 - SIE163752
Customer: Cerberus Capital Management

When trying to create a backup from Image Streamer the UI hangs for several minutes then goes to a Temporarily Unavailable screen and then reverts back to the OSDS UI screen.

Recovery Steps:

- The artifact bundle DB Table has around 4501 numbers of record, that's causing the memory issue and causing the UI to hang and container restart.
To get the count:
Select count (*) from artifactsbundles.artifactsbundle where isbackupservice=true;
- 9 records should be part of this Table. Others 4501 records in primary appliance DB are the temporary records have been created by "schedulingServiceForBackup" each hour which is running in secondary, and ideally it needs to be deleted by the same service.
- Deleted the stale entries from the DB and later Customer was able to back up the artifact bundle without issues.
Delete from artifactsbundles.artifactsbundle where isbackupservice=true;

Select name, md5checksum, isbackupservice, isrecoverbundle, state, status, created from artifactsbundles.artifactsbundle where state='Critical' order by created asc;

6161a9e0-bb36-4c26-9b27-9957c29b4ebe_8ab67830-83d6-4b12-9d20-bd804e053f24		t
f	Critical Critical 2019-02-21T19:00:00.079Z	
18778925-5fc9-4e82-ae9d-085c0d69ba3f_8ab67830-83d6-4b12-9d20-bd804e053f24		t
f	Critical Critical 2019-02-04T19:00:03.060Z	
428f521c-85e0-4765-a046-a2fd744ee5f1_8ab67830-83d6-4b12-9d20-bd804e053f24		t
f	Critical Critical 2019-01-28T14:00:06.854Z	
1fa93f56-bfb4-4736-988c-b22efef084ba_8ab67830-83d6-4b12-9d20-bd804e053f24		t
f	Critical Critical 2019-01-27T20:00:00.283Z	
.		
.		
.		
25cd7650-0920-4543-9d7d-2b381b31db45_8ab67830-83d6-4b12-9d20-bd804e053f24		t
f	Critical Critical 2018-07-27T15:00:13.654Z	