

```
login as: stl-manav
Authenticating with public key "stl-manav"
Welcome to Ubuntu 16.04.7 LTS (GNU/Linux 4.15.0-1098-gcp x86_64)
```

```
* Documentation: https://help.ubuntu.com
* Management: https://landscape.canonical.com
* Support: https://ubuntu.com/advantage
```

```
Get cloud support with Ubuntu Advantage Cloud Guest:
http://www.ubuntu.com/business/services/cloud
```

```
27 packages can be updated.
0 of these updates are security updates.
To see these additional updates run: apt list --upgradable
```

```
Last login: Thu Mar 13 12:15:29 2025 from 43.242.116.13
stl-manav@tableau-server:~$ sudo bash
root@tableau-server:~# su - tableau
tableau@tableau-server:~$ tsm status
Status: DEGRADED
tableau@tableau-server:~$ pwd
/var/opt/tableau/tableau_server
tableau@tableau-server:~$ ls
config data logs Logs tableau.key tableaunew.crt temp TwbxExternalCache
tableau@tableau-server:~$ tsm status
Status: DEGRADED
tableau@tableau-server:~$ tsm maintenance backup --file ts_backup_26052025.tsbak
Job id is '217', timeout is 1440 minutes.
6% - Starting the Active Repository instance, File Store, and Cluster Controller.
13% - Waiting for the Active Repository, File Store, and Cluster Controller to start.
20% - Installing backup services.
Running - Estimating required disk space.
26% - Estimating required disk space.
33% - Gathering disk space information from all nodes.
40% - Analyzing disk space information.
46% - Checking if sufficient disk space is available on all nodes.
53% - Backing up configuration.
60% - Backing up object storage data.
66% - Backing up database failed: 'java.lang.RuntimeException:
net.jodah.failsafe.FailsafeException: org.apache.thrift.TApplicationException: Internal error
processing completeStartDatabase'
73% - Stopping the Active Repository if necessary.
```

80% - Waiting for the Active Repository to stop if necessary.

86% - Uninstalling backup services.

An error occurred on the server generating the backup.

This job failed due to unexpected error: 'BackupRestoreWarning'

BackupRestoreWarning(message:java.lang.RuntimeException:

net.jodah.failsafe.FailsafeException: org.apache.thrift.TApplicationException: Internal error  
processing completeStartDatabase)

See

'/var/opt/tableau/tableau\_server/data/tabsvc/logs/tabadmincontroller/tabadmincontroller\_\*.log'  
on Tableau Server nodes running the Administration Controller process for server log  
information.

```
tableau@tableau-server:~$
```

```
tableau@tableau-server:~$ tsm status
```

```
Status: DEGRADED
```

```
tableau@tableau-server:~$ pwd
```

```
/var/opt/tableau/tableau_server
```

```
tableau@tableau-server:~$ cd data/tabsvc/files/backups
```

```
tableau@tableau-server:~/data/tabsvc/files/backups$ ls
```

```
backup_config_171224.tsbak manavgcp-2022-11-17.tsbak
```

```
tableaubackupmanavtsbak-2022-11-16.tsbak ts_backup-2021-07-12.tsbak
```

```
manavbackup-2023-07-20.tsbak pgbackup.tsbak_2020.07.17.10.43.22.942.tsbak
```

```
ts_backup-2020-11-05.tsbak
```

```
tableau@tableau-server:~/data/tabsvc/files/backups$ cd ..
```

```
tableau@tableau-server:~/data/tabsvc/files$ cd ..
```

```
tableau@tableau-server:~/data/tabsvc$ cd /
```

```
tableau@tableau-server:$ pwd
```

```
/
```

```
tableau@tableau-server:$ cd var/opt/tableau/tableau_server
```

```
tableau@tableau-server:~$ pwd
```

```
/var/opt/tableau/tableau_server
```

```
tableau@tableau-server:~$ tsm status
```

```
Status: DEGRADED
```

```
tableau@tableau-server:~$ tsm maintenance backup -f TS_BACKUP_-d
```

```
Job id is '218', timeout is 1440 minutes.
```

6% - Starting the Active Repository instance, File Store, and Cluster Controller.

13% - Waiting for the Active Repository, File Store, and Cluster Controller to start.

20% - Installing backup services.

26% - Estimating required disk space.

33% - Gathering disk space information from all nodes.

40% - Analyzing disk space information.

46% - Checking if sufficient disk space is available on all nodes.

53% - Backing up configuration.

60% - Backing up object storage data.

66% - Backing up database.

73% - Backing up asset keys.

80% - Assembling the tsbak archive.

86% - Stopping the Active Repository if necessary.

93% - Waiting for the Active Repository to stop if necessary.

100% - Uninstalling backup services.

Backup written to

'/var/opt/tableau/tableau\_server/data/tabsvc/files/backups/TS\_BACKUP\_-2025-05-26.tsbak' on the controller node.

```
tableau@tableau-server:~$ ^C
```

```
tableau@tableau-server:~$ pwd
```

```
/var/opt/tableau/tableau_server
```

```
tableau@tableau-server:~$ cd data/tabsvc/files/backups
```

```
tableau@tableau-server:~/data/tabsvc/files/backups$ ls
```

```
backup_config_171224.tsbak manavgcp-2022-11-17.tsbak
```

```
tableaubackupmanavtsbak-2022-11-16.tsbak ts_backup-2021-07-12.tsbak
```

```
manavbackup-2023-07-20.tsbak pgbackup.tsbak_2020.07.17.10.43.22.942.tsbak
```

```
ts_backup-2020-11-05.tsbak TS_BACKUP_-2025-05-26.tsbak
```

```
tableau@tableau-server:~/data/tabsvc/files/backups$ ^C
```

```
tableau@tableau-server:~/data/tabsvc/files/backups$ cd ..
```

```
tableau@tableau-server:~/data/tabsvc/files$ cd ..
```

```
tableau@tableau-server:~/data/tabsvc$ cd ..
```

```
tableau@tableau-server:~/data$ cd /
```

```
tableau@tableau-server:$ tsm status
```

```
Status: DEGRADED
```

```
tableau@tableau-server:$
```