

Restore Hung

After resolving the cause of a restore failure, the subsequent restore got hung.

Issue

If a previous restore fails in an abnormal fashion, it may orphan the bprd mpx-main process that manages the media server processes and it will prevent next restore job

Solution

The bprd mpx-main (in the below given example) must be terminated to allow successful restores from the media that it is has reserved.

Run :bpps -all

verify if there is any bprd mpx-main -process is hung/running

```
root 11599898      1   0   Sep 13   -   2:24 /usr/openv/netbackup/bin/bprd
root 16121888 11599898   0 18:00:13   -   0:00 /usr/openv/netbackup/bin/bprd
opme304: (/usr/openv/netbackup/bin)$ sudo ./bpps -a | grep "bprd"
root 11599898      1   0   Sep 13   -   2:24 /usr/openv/netbackup/bin/bprd
root 15270062      1   0 20:45:42   -   0:00 bprd -dontfork -mpxmain
root 16121888 11599898   0 18:00:13   -   0:00 /usr/openv/netbackup/bin/bprd
opme304: (/usr/openv/netbackup/bin)$
```

If yes

1)kill the process and refresh the service and try restore.

If dint work out

1)cancel all jobs in active monitor

2)stop NBU services in Master/Media

3)Kill all processes

4)Restart all the processes and initiate the restore.

(or)

Create a touch file:

```
/usr/openv/netbackup/NON_MPX_RESTORE
```

Note:This will allow the restore to skip the MPX processing and perform the restore serially. This workaround should be considered temporary, as it will affect the performance of conncrrnt multiple stream restores from the same multiplexed media.

Thanks
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