

Re: Backup Exec 11d – weird System Account credential failures, maybe SQL issue

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<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz/2006-12/msg00082.html>

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 - *Date:* Mon, 18 Dec 2006 19:28:32 -0500
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I called Symantec/Veritas support, and was on hold for over an hour, but eventually someone did come online and got my issues with the new licensing portal resolved in a few minutes. I have not run into your problem yet, but because I ran into a separate hardware issue. I'll let you know tomorrow what happens.

Kevin Weilbacher [SBS-MVP]

"The days pass by so quickly now, the nights are seldom long"

"mbw" <mbwm34@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:OZg1tscIHHA.4712@xxxxxxxxxxxxxxxxxxxxxxxx

Just installed Backup Exec 11d on a fully patched SBS2003 box and getting an odd, intermittent credential error.

(nb With Veritas / Symantec, you usually enter a serial to unlock specific features for SBS, but as their licensing portal is still up the creek I had to use the 60 day eval and manually select just the SBS feature set instead)

So, I install as per previous versions, including using 'Administrator' and the correct password for the SLA account.

All seemed fine, but the first backup job (a very simple text file backup) fails: "Authentication failed on connection to the server – make sure the user ac has appropriate perms and that the password was typed correctly'. In the job report, I also see 'access is denied to remote agent".

It turns out that BE has a nifty feature – Select Volume Credentials – for pre-checking account permissions (i.e. to make sure that BE has rights to access the data it is about to backup) and when I use this I notice something weird – the top icon (server) says "a communications failure has occurred" but the lower icon (the C: drive itself) indicates: "successful – used server credentials"

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It gets weirder – if I retry, then occasionally I get 'success' for both the Server and the C: drive, and I can do a backup. (when this happens, the "credential checking" takes ages, like 30 seconds – but is successful)

I did a LiveUpdate and it brought down a hotfix. The next two backups were successful (i.e. credentials successful) but then it was back to square one. It is really odd – totally intermittent and I can't see any logic at all. It is almost as if some line of communication withing BE or between BE and something else is being intermittently blocked.

One thing I just noted in the event log when I installed BE – "ev app 3 – 'SQL Browser – 'the config of the AdminConnection\TCP protocol in the SQL instance BKUPEXEC is not valid"

Don't get it – I never got asked anything about SQL in the install. Wonder if BE is using SQL Express and there is some conflict with other SQL/MSDE instances (sound of clutching at straws...)

Any ideas?

Box is:
dual Xeon, SBS2003 Premium fully SP'd, patched.
Sharepoint up'd to SQL full text search
Trend CSM Security 3, fully patched
Powerchute Business Ed Dlx 7.0

keywords small business server backupexec