

Re: Strange Cluster Woes! Help Please!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.clustering/2004-08/0323.html>

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Sounds to me like a logon issue :-). Aint it. I guess you figured that alone...

Lemme explain what I think might happened.

- 1) You are running with user X. Everything is smooth and happy.
- 2) At a certain point in time, you changed the user password for user X cuz it expired or for some other reason.
- 3) The cluster is still running great... since the service is started and doesnt need to re-authenticate.
- 4) you rebooted the passive node, and it came back up
- 5) The trick is that it authenticates to the domain and to the other node too!! i.e the password should be the new password to authenticate to the domain and should be the same one on the other node.
- 6) Hence you are a bit stuck.

What you have to do:

- 1) Stop the cluster service on all the nodes.
- 2) Update the password on all the nodes in the "log On tab".
- 3) Make sure to change the password for the SQL services too (Log On tab for MSSQL and I think the agent).
- 4) Restart one node at a time.

You are thinking –

What a bad design, if the password is changed, I need to have downtime.

The answer is yes for w2k, it is fixed in windows2003.

Best of luck...

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Thanks,

Loay Shbeilat

MSCS Admin Tools STE

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"Chris Cates" <ccates@remove-this.milltech-group.com> wrote in message news:U3wUc.34812\$Fz2.28479@edtnps89...

> First off, Thanks to those who reply. Any help would be appreciated! And
> also sorry for the lengthy message, but I'm completely lost and figure the
> more info the better!

>

> Background:

Re: Strange Cluster Woes! Help Please!

microsoft.public.windows.server.clustering: Re: Strange Cluster Woes! Help Please!

> I have two Dell PowerEdge 6650 servers attached to a Dell PowerVault 220S
> storage array. These nodes form my active/passive cluster which runs
> Windows 2000 Advanced server, Oracle 8i Enterprise, and SQL Server 7.0.
> Node 1 is my active server and Node 2 is my passive.
> I gave Node 2 a reboot today after it installed some updates that were
> downloaded from our Software Update Server. Since this node is the
> passive
> node I didn't see any harm. When the OS came back up from the reboot it
> didn't join the cluster, and I was greeted with the typical "At least one
> service or driver failed during system startup. Use Event Viewer to
> examine
> the event log for details." error message.
>
> Symptoms:
> The event viewer details the following error messages:
> 1) Service Control Manager, EventID: 7013, Desc: Logon attempt with
> current
> password failed with the following error: Logon failure: the user has not
> been granted the requested logon type at this computer.
> 2) Service Control Manager, EventID: 7000, Desc: The MSSQLServer service
> failed to start due to the following error: The service did not start due
> to
> a logon failure.
> 3) Service Control Manager, EventID: 7013, Desc: Logon attempt with
> current
> password failed with the following error: Logon failure: the user has not
> been granted the requested logon type at this computer.
> 4) Service Control Manager, EventID: 7013, Desc: The Cluster Service
> service failed to start due to the following error: The service did not
> start due to a logon failure.
>
> Attempted Resolutions:
> 1) Tried to start the cluster service and received the following error
> message: "Could not start the Cluster service on Node 2. Error 1069: The
> service could not start due to a logon failure"
> 2) Thinking that a setting got lost somewhere and this is merely a logon
> problem, I reset the password for the Cluster Service on the Log On tab of
> the Cluster Service on Node 2. I attempted to start the service only to
> receive the error: "Could not start the Cluster service on Node 2. Error
> 1067: The process terminated unexpectedly." I also reset the Cluster
> Service account password on my domain controllers in an effort to try and
> resolve this matter.
> 3) After reading Knowledge Base Article KB269229 I checked the user
> rights
> in the Local Domain Controller Policy to ensure the Cluster Service user
> account had proper rights on the system. I noticed the settings weren't
> correct, so I corrected them according to the KB article. I then tried to
> start the service again only to come up with the Error 1069 message.
> 4) I have removed all the updates that were installed thinking that one
> of
> the updates had broken something but removing the updates and rebooting
> the
> server a few times has not solved the problem.
>
> I noticed when I make a change in the Log On tab of the cluster service
> all
> changes disappear in User Rights of the local policy. If I make the
> changes
> to the local policy the Cluster Service gets reset. Fortunately, my
> active
> node is running smoothly, but I don't dare reboot Node 1 as I'm worried
> about it failing with the same problems. The updates that were applied to

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> the system are: 839645, 841872, 841873, 840315, 842526, 867801, and
> 823353.
>
> I've been looking for a resolution on Microsoft's support site as well as
> Google with no luck at all. I cannot get the cluster service to start at
> all on this node. Has anyone out there run into this problem at all? Or
> know of any way to resolve it? I'm completely lost as to what could have
> happened to cause this problem and don't know where to look for a
> resolution! My searches online haven't turned up anything!
>
> Thanks again in advance for your help!
>
> C.C.
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