

Symantec Veritas Netbackup issue – Error (31073)

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While setting up netbackup on one SQL Server 2008 R2, faced few errors on netbackup GUI client as,

Error 1:

Error in GUI interface,

Error (31073)

INF – Results of executing :

operations succeeded. operations failed.

Troubleshooting Steps:

With above error, getting no clue how to find the issue, so did following as per article <http://www.symantec.com/connect/forums/mssql-2008-backup-status-2-29> ,

1. Check the environment variables and add the path of veritas dbbackex.exe as E:\PROGRA~1\Veritas\NetBackup\bin\ (may vary based on your system)

2. Create the logs directory (it was missing on my system) –change drive letter based on installation in your system

mkdir E:\Program Files\Veritas\NetBackup\logs\dbclient

3. Ran backup again and it throwed following error in GUI client interface,

Error 2:

Error in GUI interface,

Error (31073)

CONTINUATION: – Could not write to the registry

CONTINUATION: – Could not write to the registry

CONTINUATION: – Driver's ConfigDSN, ConfigDriver, or ConfigTranslator failed

ERR – Internal error. See the dbclient log for more information.

With above error, check the error log present in dbclient folder and it gave following result,

05:41:06.498 [27904.20740] vnet_vnetd_service_socket: ..\lib\libs\vnet_vnetd.c.2048: VN_REQUEST_SERVICE_SOCKET: 6
0x00000006

05:41:06.498 [27904.20740] vnet_vnetd_service_socket: ..\lib\libs\vnet_vnetd.c.2062: service: bprd

05:41:06.644 [27904.20740] logconnections: BPRD CONNECT FROM 10.57.16.16.60981 TO 10.62.208.4.13724

05:41:06.874 [27904.20740] CGlobalInformation::VCSVirtualNameList: INF – Veritas Cluster Server is not installed.

05:41:06.875 [27904.20740] CGlobalInformation::VCSVirtualNameList: CONTINUATION: – The system cannot find the path specified.

05:41:06.875 [27904.20740] getServerName: Read server name from nb_master_config: nbprodcl1

05:41:06.875 [27904.20740] CDBIniParms::CDBIniParms: INF – NT User is ngarg_adm

05:41:06.882 [27904.20740] CGlobalInformation::CreateDSN: INF – Error Creating ODBC data source name

05:41:06.888 [27904.20740] CGlobalInformation::CreateDSN: CONTINUATION: – Could not write to the registry

05:41:06.888 [27904.20740] CGlobalInformation::CreateDSN: CONTINUATION: – Could not write to the registry

05:41:06.888 [27904.20740] CGlobalInformation::CreateDSN: CONTINUATION: – Driver's ConfigDSN, ConfigDriver, or
ConfigTranslator failed

05:41:06.892 [27904.20740] CDBbackrec::CDBbackrec: ERR – Internal error. See the dbclient log for more information.

05:41:06.892 [27904.20740] CDBbackrec::CDBbackrec: ERR – Error 1 has been returned from GetCurrentDSN

05:41:08.892 [27904.20740] CDBbackmain::dbbackup: INF – Results of executing :

operations succeeded. operations failed.

Troubleshooting Steps:

From the dbclient log snips, it appeared that the issue is with creating the ODBC datasource name when connecting to the SQL server via API, so did following (as per useful link: <http://fixunix.com/veritas-net-backup/481537-start-netbackup-sqlserveragent.html>),

It would appear that Netbackup creates temporary DSN entries (I was using dbbackex.exe and calling the exe via batch file). The error is question is due to the fact that the account running the backup (i.e. the SQL Agent account in my case) does not have permissions to modify the ODBC.INI in the registry (HKEY_LOCAL_MACHINE\Software\ODBC\ODBC.INI)

Modify the registry and also give the account full access to the VERITAS folder on the E: drive and things will hopefully work.

In my case as soon as I gave privileges, it resolved modify dsn error.

Below is list of other troubleshooting steps for this error,

There are a couple of possible reasons for this error.

1. The NetBackup client service login account specified on the SQL client or the user account that was logged in to the OS and initiating the backup doesn't have the correct permissions to backup/restore the databases in the SQL server.

2. The SQL server version is not supported with the current NetBackup DB agent software installed on the client. For example: Windows 2008 R2, SQL 2008 R2 support starts at NetBackup 6.5.5.

3. The SQLHOST, SQLINSTANCE names specified in the script is incorrect.

4. The SQL server and instance being backed up is not running.

–Make sure that the NetBackup client service login account is a domain user with local and sysadmin roles to the SQL server.

–Make sure that the SQL server version being backed up is supported.

–Check the .bch backup script file for accuracy. Use the NetBackup Microsoft client software GUI when creating the backup script.

–Login to the SQL server and instance via SQL management studio to make sure that a connection to the server can be made outside of NetBackup.

–Login to the SQL server using the SQL administrator account and attempt to create an ODBC Data Source Name to test the connection to the SQL server. Refer to the ODBC administrator guide for further details

After fixing above, when ran backup again, it failed with following error,

Error 3:

Error in GUI interface,

Error (-1)

ERR – Error in CreateEx: 0x80070005.

CONTINUATION: – Unknown VDI error code

When checked dbclient error log then following error was reported over there,

08:33:29.503 [9600.19388] vnet_vnetd_service_socket: ..\lib\libs\vnet_vnetd.c.2062: service: bprd

08:33:29.690 [9600.19388] logconnections: BPRD CONNECT FROM 10.57.16.16.51505 TO 10.62.208.4.13724

08:33:31.790 [9600.19388] CDBbackrec::InitDeviceSet(): ERR – Error in CreateEx: 0x80070005.

08:33:31.790 [9600.19388] CDBbackrec::InitDeviceSet(): CONTINUATION: – Unknown VDI error code

08:33:31.790 [9600.19388] KillAllThreads: INF – Killing group #0

08:33:31.790 [9600.1504] KillAllThreads: INF – Killing group #0

08:33:31.810 [9600.27752] KillAllThreads: INF – Killing group #0

08:33:31.810 [9600.10560] KillAllThreads: INF – Killing group #0

Troubleshooting Steps:

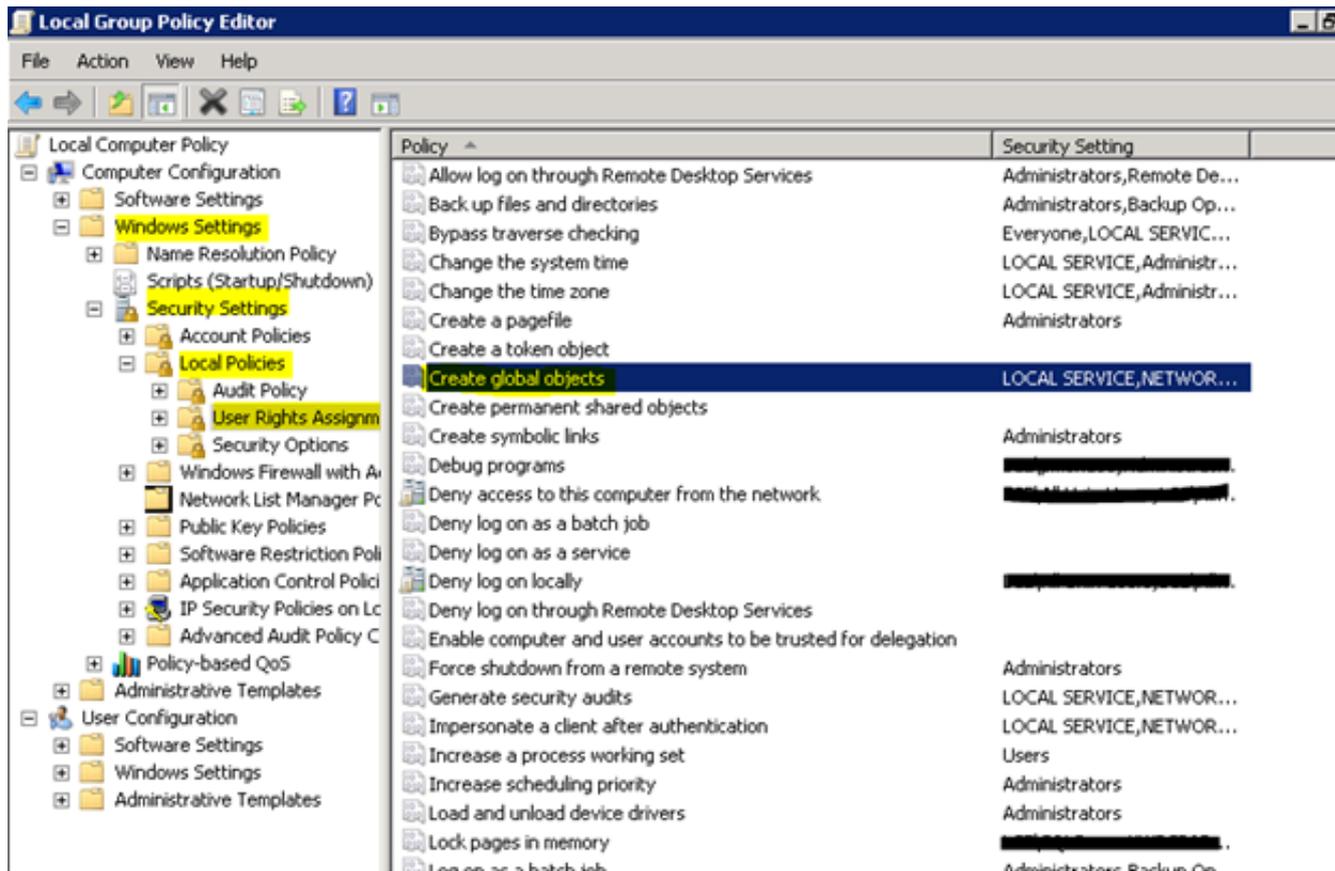
As per link: <http://www.symantec.com/business/support/index?page=content&id=TECH196751>

Gave privileges as,

To identify the issue log in as user account for backup run and run whoami/priv. If SeCreateGlobalPrivilege is not listed as enabled user does not have correct permissions.

Follow these steps to resolve the issue:

1. From the Microsoft SQL Server, run gpedit.msc from the Start | Run menu. Expand the group policy management console and view the properties of the Create Global Objects



2. Add the account that is being used for the Netbackup Client Service.

3. Log out of the server then back in and verify with whoami/priv.

Above also didn't solved my issue, then tested following,

Make the NT user ID (in this case SQLNBU) into which the Veritas NetBackup client service is logging as an account that has SQL backup and restore privileges on the local (SQL) server.

Above test looked fine as I have sysadmin privileges, then did following,

Ran the batch file with "Run as Administrator" privileges and voila! Backup started running fine.

But this was not the solution, as the account under which this needs to run is still causing failure, so gave all privileges as above to that account and issue still persist but now with error as,

Error 4:

Error in GUI Interface,

Error (31073)

CONTINUATION: – Component not found in the registry

ERR – Internal error. See the dbclient log for more information.

In dbclient log,

12:00:04.198 [26904.584] DBConnect: INF – Logging into SQL Server with DSN , SQL userid handle .

12:00:04.214 [26904.584] DBConnect: INF – Logging into SQL Server with DSN , SQL userid handle .

12:00:04.220 [26904.584] CGlobalInformation::CreateDSN: INF – Error Creating ODBC data source name

12:00:04.220 [26904.584] CGlobalInformation::CreateDSN: CONTINUATION: – Component not found in the registry

12:00:04.220 [26904.584] CDBbackrec::CDBbackrec: ERR – Internal error. See the dbclient log for more information.

12:00:04.220 [26904.584] CDBbackrec::CDBbackrec: ERR – Error 1 has been returned from GetCurrentDSN

12:00:06.220 [26904.584] CDBbackmain::dbbackup: INF – Results of executing :

operations succeeded. operations failed.

Troubleshooting steps:

As per article, <http://www.symantec.com/business/support/index?page=content&id=TECH140543> verified the account under which job is running has sysadmin or privileges and found that it is missing, so gave privileges to account.

Ensure that the NetBackup Client Service on the affected client system is logged on as an account that is a member of the SysAdmin server role in SQL Server.

After doing it, job started running fine, at last!

Useful references:

<http://www.symantec.com/connect/forums/mssql-2008-backup-status-2-29>

<http://www.symantec.com/business/support/index?page=content&id=TECH44647>

<http://www.symantec.com/business/support/index?page=content&id=TECH143774>

<http://www.symantec.com/business/support/index?page=content&id=TECH138096>

<http://fixunix.com/veritas-net-backup/481537-start-netbackup-sqlserveragent.html>

<http://www.symantec.com/business/support/index?page=content&id=TECH31961>

<http://social.msdn.microsoft.com/Forums/en-US/sqldataaccess/thread/4054aef6-c404-4cdb-b738-a1fbb10995cc>

<http://www.symantec.com/business/support/index?page=content&id=TECH16961>

<http://www.symantec.com/business/support/index?page=content&id=TECH196751>

<https://www.symantec.com/business/support/index?page=content&pmv=print&impressions=&viewlocale=&id=TECH190741>

<http://www.symantec.com/business/support/index?page=content&id=TECH140543>