

Topic: Diagnosing Scheduled Backup Missed on DataTrustOBM Client.

Because we, mostly, have little or no direct visibility of the Client Machine and the fault is almost always on the Client Side of the Operation; it is nearly impossible for us to diagnose the cause of Missed Scheduled Backups. All that we can see at our end is that a particular Client failed to “Check In” at a particular time and complete a Backup.

Our HelpDesk Team will only be too delighted to provide Assistance Directly to the Client Desktop via a Remote Control Solution, to carry out these checks, if required.

Recommended Diagnostic Procedure:

1. Please ensure that the **latest Version of the DataTrustOBM Client Software** is installed before you begin troubleshooting.
2. Please **verify that the affected machine is not switched off, hibernated or in standby mode** at the time the scheduled backup is due to run. Also ensure that the machine is actually connected to the Internet at this time. The machine needs to be fully on and connected to the Internet in order to run the backup successfully.
3. **Check the System Time** on the affected machine – if the Computer thinks it’s 2005 and you have your next backup scheduled for this evening, in 2011, you will be waiting six years for the Backup to kick off!
4. Please ensure that the **"Run scheduled backup on computers named"** for the backup set has been populated properly by logging into your particular Backup Server via the DataTrust Web Interface and checking the setting. You will have been given details of which server your account is on in the Sign-Up Acknowledgement eMail.

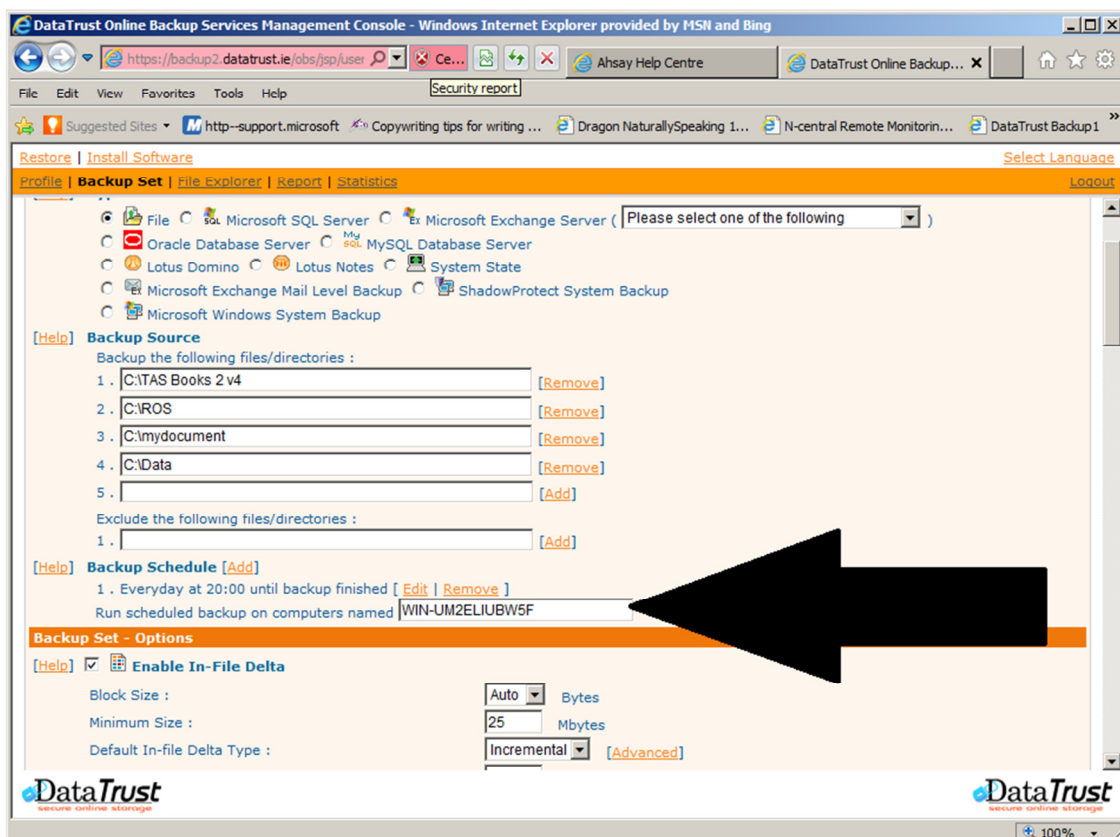


Figure 1.0 – DataTrustOBM Web Management Console

5. **Check to see if the DataTrust Online Backup Scheduler service is actually running, in the first place, by checking within the Windows Services:**

Netlogon	Maintains a...	Started	Automatic	Local System
Network Access Protection Agent	Enables Ne...		Manual	Network S...
Network Connections	Manages o...	Started	Manual	Local System
Network List Service	Identifies t...	Started	Automatic	Local Service
Network Location Awareness	Collects an...	Started	Automatic	Network S...
Network Policy Server	Manages a...	Started	Automatic (D...	Local System
Network Store Interface Service	This servic...	Started	Automatic	Local Service
OfficeEvolveService		Started	Automatic	Local System
Offline Files	The Offline...		Disabled	Local System
Online Backup Scheduler (DatatrustOBM)		Started	Automatic	Local System
Performance Counter DLL Host	Enables re...		Manual	Local Service
Performance Logs & Alerts	Performan...		Manual	Local Service
Plug and Play	Enables a c...	Started	Automatic	Local System
PnP-X IP Bus Enumerator	The PnP-X ...		Disabled	Local System
Print Spooler	Loads files ...	Started	Automatic	Local System
Problem Reports and Solutions Control ...	This servic...		Manual	Local System
Protected Storage	Provides pr...		Manual	Local System
Remote Access Auto Connection Mana...	Creates a ...		Manual	Local System
Remote Access Connection Manager	Manages di...	Started	Manual	Local System
Remote Access Quarantine Agent	Removes v...		Manual	Local Service
Remote Procedure Call (RPC)	Serves as t...	Started	Automatic	Network S...

If the service is stopped, check the following:

- Check to see whether the Service is logging on using Valid Account Credentials.** By default, the service is set to start using LOCAL SYSTEM Account but this may have been changed and the Service may have been the victim of Expired Passwords etc.
- Check to see whether **the Logon Account being used by the Scheduler Service has Full Read/Write Permissions to the Log File Folders** located at these two locations:

C:\Documents and Settings\administrator\.obm\log

C:\Program Files\DataTrustOBM\log

Please Note: The DataTrust OBM Installation may not necessarily be "C:\Program Files" and the .OBM folder will be created under the profile logged into in the course of the Installation - so please amend accordingly.

6. **Now check to see if the DataTrust Online Backup Scheduler service is actually DOING ANYTHING, whilst running, by inspecting the scheduler log, which is located at:**

C:\Documents and Settings\administrator\.obm\log\Scheduler\debug.log

This log will contain all details of the scheduler service operating events.

A “ healthy log ” should look like this:

```
[YYYY/MM/DD hh:mm:ss] [info][Thread][Reloader] Loading profile from server ...
```

```
[YYYY/MM/DD hh:mm:ss] [info][LocalProfile.loadFromServer] Loading profile from server ...
```

```
[YYYY/MM/DD hh:mm:ss] [info][LocalProfile.loadFromServer] Loaded profile from server.
```

```
[YYYY/MM/DD hh:mm:ss] [info][BackupSet (Backup_ID)] Next backup will run in 0 hr 36 min 37 sec
```

```
[YYYY/MM/DD hh:mm:ss] [info][BackupSet (Backup_ID)] Next backup will run in 80 hr 16 min 37 sec
```

```
[YYYY/MM/DD hh:mm:ss] [info][Thread][Reloader] Loaded profile from server.
```

Check whether entries similar to the following examples can be found at the scheduled backup time:

- a. *If you get **Start running backup** and nothing appears to happen after that:*

Then check step 7 on this Document (Checking that home.txt has been populated correctly)

- b. *If you get **Schedule should run on machine_a, current computer name:machine_b** and nothing appears to happen after that:*

Then check step 4 on this Document (Checking that proper machine name has been populated correctly in Backup Set.)

7. **Verify if the home.txt has been populated correctly.** The home.txt is located in:

C:\Program Files\DataTrustOBM

You should see at least one entry pointing to a .obm folder that is accessible by the local scheduler service, for example "C:\Documents and Settings\administrator\.obm".

If the home.txt file does not contain correct information then the scheduler won't know where to write any backup logs (or its own scheduler log) and so won't run backups at all.

Please modify the home.txt file if this is not the case.

8. Has the Backup Failed on Multiple Successive Occasions because of Quota Issues?

Backups running and failing at 90-100% are very wasteful on Client and Backup Server Resources. Yet, because of the variance in compression rates, it is not possible, at the start of a Backup Job, to say whether it will manage to squeeze the whole Backup onto the server where the Utilisation is very near to Quota. After successive Failed Due To Quota Exceeded results the Scheduler goes into a Suspended Mode where the Service appears to be running but the Backup does not happen. To remedy this:

- a. Rectify the Quota Shortage / Quota Exceeded
- b. Restart The DataTrust Online Backup Scheduler Service.

9. Rogue Processes on the Client Machine:

Backup Jobs that have been unexpectedly terminated due to Broadband Disconnects / Delays, Hardware Glitches, Operating System Events may leave rogue (hung) Backup Process on the Client Machine. These are usually of the form **obmjw.exe** and can be stopped from the Task Manager.

To ensure that all Rogue Processes are caught it is best to reboot the Client Machine Completely.

For Windows 2000 Machines:

Please Note: If the DataTrustOBM software is installed on a Windows 2000 machine, the scheduler service can stall at times due to the instability of Windows 2000's Services. A workaround is to write a batch job that restart the scheduler service periodically.

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