

ISSUE: Path "Microsoft SQL Server\SERVER\Directory_Path" does not exist! (MS SQL database backup)

Product Version:

OBM: All
OS: Windows

Problem Description:

When performing a MS SQL database backup, the following warning message is received in the backup report:

Backup Logs			
No.	Type	Timestamp	Backup Logs
1	Info	YYYY/MM/DD hh:mm	Start [Windows platform (Support), OBM 5.x.x.x]
2	Info	YYYY/MM/DD hh:mm	Start running pre-commands
3
*	Warn	YYYY/MM/DD hh:mm	Path "\Temporary_Directory\Backup\MSSQLServer\Backup_ID" does not exist!

or

Backup Logs			
No.	Type	Timestamp	Backup Logs
1	Info	YYYY/MM/DD hh:mm	Start [Windows platform (Support), OBM 5.x.x.x]
2	Info	YYYY/MM/DD hh:mm	Start running pre-commands
3
*	Warn	YYYY/MM/DD hh:mm	Path "Microsoft SQL Server\SERVER\Directory_Path" does not exist!

Cause:

The message suggests that OBM cannot locate the database file from the designated temporary directory.

Resolution:

To resolve the issue, please verify if the database file in concern can be spooled successfully. To do so, please enter the following osql command on the MS SQL server in concern:

Example with Windows Authentication mode:

```
>osql -E -Q "DECLARE @dbname char(64) SET @dbname = 'xxx' BACKUP DATABASE @dbname TO DISK = 'C:\temp\testdump.txt' WITH SKIP"
```

or

Example with SQL Server Authentication mode:

```
>osql -U USERNAME -P PASSWORD -Q "DECLARE @dbname char(64) SET @dbname = 'xxx' BACKUP DATABASE @dbname TO DISK = 'C:\temp\testdump.txt' WITH SKIP"
```

Notes:

xxx is the name of your database

If the error only occurs on a backup job performed by the OBM scheduler, please verify if the "Log on" account of the OBM scheduler service has sufficient permission to access the designated temporary directory:

1. Open [Control Panel] -> [Administrative Tools] -> [Services] -> [Online Backup Scheduler (Online Backup Manager)] -> [Log on]
2. Select the [This Account] option
3. Enter the Login Credentials
4. Restart the [Online Backup Scheduler (Online Backup Manager)] service

In the cases where OBM is not installed on the SQL server, please verify if the "Log on" account of the MS SQL Server (MSSQLSERVER) service has sufficient permission to access the designated temporary directory:

1. Open [Control Panel] -> [Administrative Tools] -> [Services] -> [SQL Server (MSSQLSERVER)] -> [Log on]
2. Select the [This Account] option
3. Enter the Login Credentials
4. Restart the [SQL Server (MSSQLSERVER)] service

Also See:

N/A

Other Info:

N/A