ISSUE: Operating system error 5(error not found) (MS SQL database backup)

Product Version:

OBM: All
OS: Windows

Problem Description:

When performing a MS SQL database backup, the following error 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	...	...	...
*	Error	YYYY/MM/DD hh:mm	[Microsoft][ODBC SQL Server Driver][SQL Server]Cannot open backup device \Temp_Directory\Backup_ID\Server\File'. Operating system error 5(error not found).
*	Error	YYYY/MM/DD hh:mm	[Microsoft][ODBC SQL Server Driver][SQL Server]BACKUP LOG is terminating abnormally.
*	Error	YYYY/MM/DD hh:mm	Path "\Temp_Directory\Backup_ID\Server\File" does not exist!
*	...	...	...

Cause:

The message suggests that there is a permission issue when attempting to access the "temporary directory for storing backup files".

Resolution:

To resolve the issue, please ensure that the account that is running the SQL Server (MSSQLSERVER) service has full control to the "temporary directory for storing backup files".

If you are trying to backup the SQL instance remotely from another machine, please ensure to set the "temporary directory for storing backup files" to an UNC path (e.g. \\server\share) where both the SQL server and the remote machine (where OBM is installed) has full control to.

Please also ensure that the account that is running the SQL Server (MSSQLSERVER) service has full control to the UNC path. You can do so by following the instructions below:

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

By default, the MSSQL service is running under the "Local System" account which may not have sufficient permissions to access the network resources.

Also See:

N/A

Other Info:

N/A