Oracle Netbackup -windows 7.0.1 backup configuration issues

Introduction:

We had encountered an interesting issue on Oracle backups which are done with Veritas Netbackup7 on
Windows server. The reason for calling it interesting is that similar set up have been configured and functioning as expected in an other site of the same client. This new configuration is for a migration project from Backup Exec to Netbackup.

The compatabilities between the OS, Oracle DB and backup application have been thoroughly checked,
the codes were installed in the right sequence, all the required parameters were fed into the configuration, communication between client and server validated and tape devices too, despite of which the backups did not work.

ERROR1:

RMAN-00571: ===
RMAN-00569: =============== ERROR MESSAGE STACK FOLLOWS ===============
RMAN-00571: ===
RMAN-03009: failure of allocate command on tape1 channel at 10/14/2013 19:21:15
ORA-19554: error allocating device, device type: SBT_TAPE, device name:
ORA-27023: skgfqsbi: media manager protocol error
ORA-19511: Error received from media manager layer, error text:
BEError(0xe0001003) The job failed because Backup Exec could not find the required information in the Remote
Agent Utility. Run the Remote Agent Utility and check that the appropriate information has been entered.

Cause:

The NetBackup Client had been installed without uninstalling Backup Exec first, or Backup Exec had not been uninstalled properly.

Resolution:

1. Ensure that Backup Exec has been uninstalled properly by using Add/Remove programs.
2. Reinstall Netbackup Client and Netbackup for Oracle Agent
3. Refresh oracle services and try running backup
Note: Migration projects from one Backup technology to other should strictly adhere to the sequence of installs and uninstalls.

ERROR2:

RMAN-00571: ===
RMAN-00569: =============== ERROR MESSAGE STACK FOLLOWS ===============
RMAN-00571: ===
RMAN-03009: failure of allocate command on ch1 channel at 02/25/2009 13:41:11
ORA-19554: error allocating device, device type: SBT_TAPE, device name:
ORA-27211: Failed to load Media Management Library
Additional information: 2

We have not performed linking because it is a windows client.

Tech details:

Oracle on Unix requires linking, which is a symbolic link of the NBU library to Oracle libobk.

NBU for Windows installs the database plugin as a .dll. The only requirement for Oracle on Windows to use the NBU library is a restart of Oracle Services so that RMAN will use the NBU library/dll.

- Extract from NBU for Oracle manual:

\Program Files\Common Files\VeritasShared\orasbt.dll : Provides functions that are callable by RMAN.

p. 31 & 32 of the manual tells you to ensure that NBU client (or server) software is installed on the Oracle server, to add the license key on the master and to restart Oracle services on the Oracle server.

Troubleshooting:

We tried different steps to resolve the error. Following are the steps,

1)   Verified the compatibility -found no issues

ref link: http://www.symantec.com/docs/TECH126904

2) Changed NetBackup Client Service logon account to Oracle user account with local admin rights.

3) Oracle services been restarted after NBU installation or upgrade.

4) Verified the RMAN script.

5) OS backup tested and was happening.

6) Verified sbttest command.

Tried the "sbttest" command, to see whether Netbackup is doing successful test backups and we got the following errors.

```
C:\Users\P9021983>sbttest test
The sbt function pointers are loaded from oracle.static library.
orasbt.dll could not be loaded.  Check that it is installed

C:\Users\P9021983>_
```

7) Tested RMAN probing

RMAN> run {
2> allocate channel ch1 type 'SBT_TAPE';
3> release channel ch1;
4> }

using target database controlfile instead of recovery catalog
RMAN-00571: ===
RMAN-00569: =============== ERROR MESSAGE STACK FOLLOWS ===============
RMAN-00571: ===
RMAN-03009: failure of allocate command on ch1 channel at 02/25/2009 13:40:43
ORA-19554: error allocating device, device type: SBT_TAPE, device name:
ORA-27211: Failed to load Media Management Library
Additional information: 2

8) Copied over file sbtora.dll from c:\pr\system\win32\orasbt.dll to istallfiles\oracle\bin\

9) Rebooted (Ref ticket will be needed) and refreshed services

10) Verified UAC IN 2008 - ALREADY turned off

http://www.serverintellect.com/support/windowsserver/2008-uac/

 https://www-secure.symantec.com/connect/blogs/donot-forget-disable-uac-windows-2008-r2-whileinstalling-
netbackup

11) Created dbclient and bphdb log and found no errors and dbclient dint get updated

12) Requested for sbtio.log— it dint get updated

It will be present in install path \oracle\product\10.2\admin\PSMTSKUA\UDUMP

13) Verified oracle licence as well -- It has validity till 2020

Resolution:

After trying every way, finally issue got resolved after replacing sbtora.dll file with another server which has same set up(Everything is same

Thanks
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