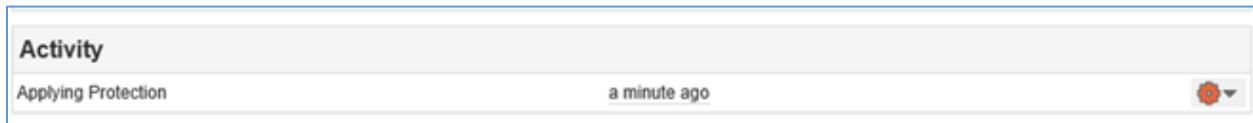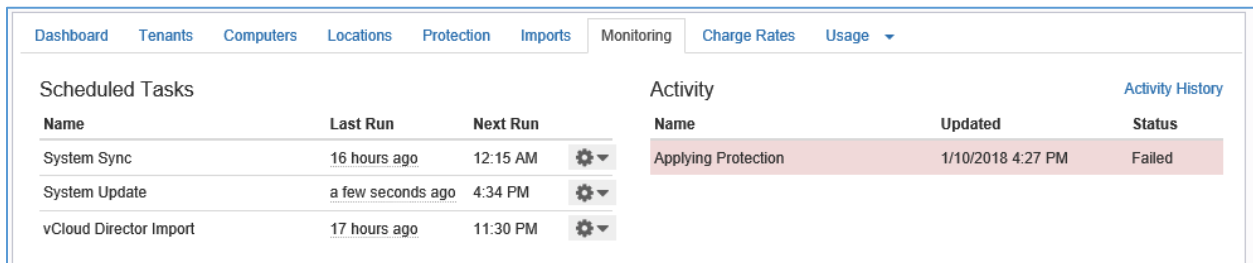## Examples of jobs failing

Example 1: Master server offline
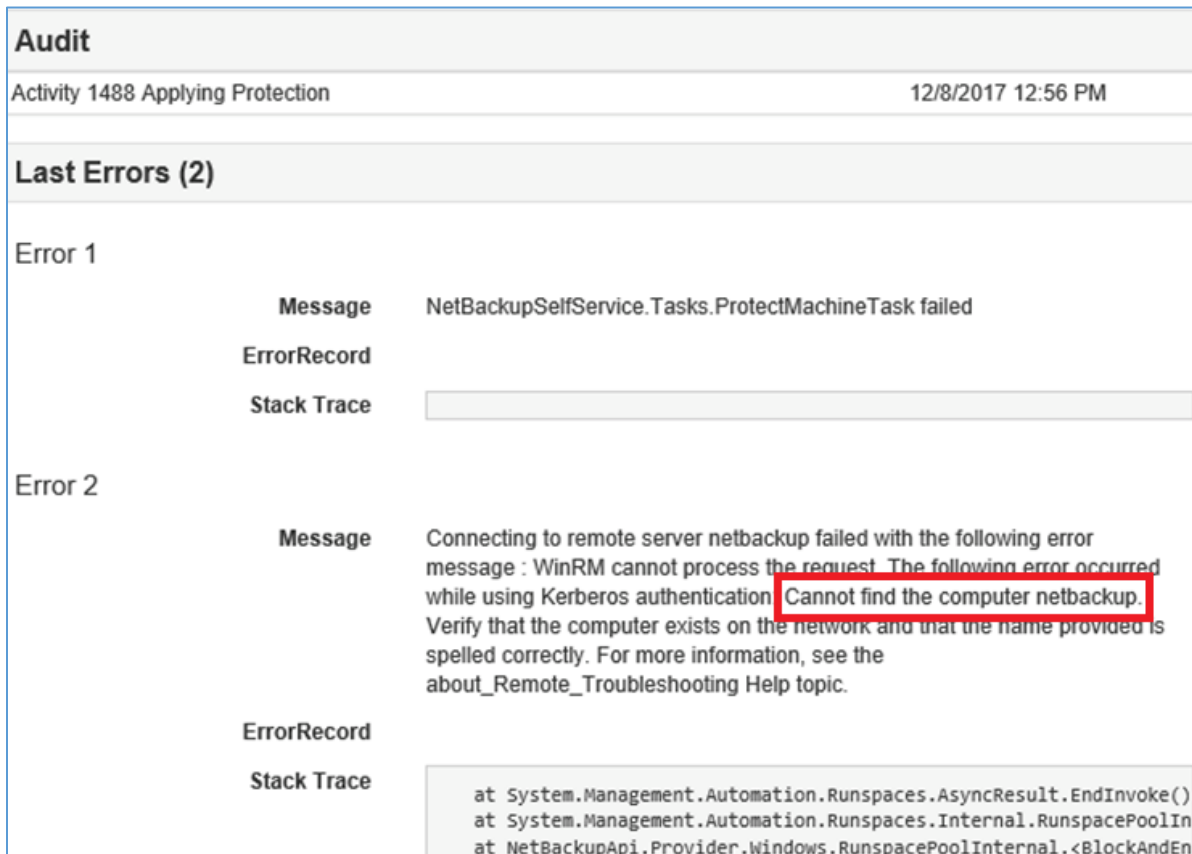
A user has started a protection action that has errored. *Computers>*the problem computer*> Summary screen*.

Activity		
Applying Protection	a minute ago	⚙▾

Admins can see an activity error from the Monitoring tab

Dashboard	Tenants	Computers	Locations	Protection	Imports	**Monitoring**	Charge Rates	Usage ▾

Scheduled Tasks

Name	Last Run	Next Run	
System Sync	16 hours ago	12:15 AM	⚙▾
System Update	a few seconds ago	4:34 PM	⚙▾
vCloud Director Import	17 hours ago	11:30 PM	⚙▾

Activity   Activity History

Name	Updated	Status
Applying Protection	1/10/2018 4:27 PM	Failed

Clicking the activity in the list will display the activity detail and scrolling through the error here shows the backup server could not be found (in our example the server's hostname is 'netbackup').

Audit

Activity 1488 Applying Protection	12/8/2017 12:56 PM

Last Errors (2)

Error 1

Message	NetBackupSelfService.Tasks.ProtectMachineTask failed
ErrorRecord	
Stack Trace	

Error 2

Message	Connecting to remote server netbackup failed with the following error message : WinRM cannot process the request. The following error occurred while using Kerberos authentication Cannot find the computer netbackup. Verify that the computer exists on the network and that the name provided is spelled correctly. For more information, see the about_Remote_Troubleshooting Help topic.
ErrorRecord	
Stack Trace	at System.Management.Automation.Runspaces.AsyncResult.EndInvoke() at System.Management.Automation.Runspaces.Internal.RunspacePoolIn at NetBackupApi.Provider.Windows.RunspacePoolInternal.<BlockAndEn

Checking the Locations tab, in the example below the server looks okay but last connectivity check was a while ago. Clicking *Check Connectivity* confirms the server has become unavailable.

Dashboard	Tenants	Computers	Locations	Protection	Imports	Monitoring	Charge Rates	Usage ▾		
Location			**Master Server**			**Version**			**Connection Status**	**Time Zone Status**
NBU_SERVER1			netbackup			7.6.1 - 7.7.1			✓	✓

⚙ Check Connectivity   Contacted 1/1 Master Servers. Last Updated 13 hours ago   Add Location   Edit Locations

Clicking the Connection Status icon provides further information:

Dashboard	Tenants	Computers	Locations	Protection	Imports	Monitoring	Charge Rates	Usage ▾		
Location			**Master Server**			**Version**			**Connection Status**	**Time Zone Status**
NBU_SERVER1			netbackup			7.6.1 - 7.7.1			⊗	⊘

Scrolling down through the message confirms the server cannot be found.

Master Server Data

Version	
Universal Time	
Local Time	
Server Time Zone	
Can write to NetBackup Temporary Folder	Unable to write to NetBackup Temporary Folder. Check the NetBackup Temporary Folder is correct and the user has sufficient permissions.

Connection Status

⊗	Failed to contact Master Server
Last Error	Connecting to remote server netbackup failed with the following error message : WinRM cannot process the request. The following error occurred while using Kerberos authentication: Cannot find the computer netbackup. Verify that the computer exists on the network and that the name provided is spelled correctly. For more information, see the about_Remote_Troubleshooting Help topic.

Contact the appropriate team within your organization to resolve this.

Once resolved, the connectivity check should be run again. Users will need to retry any failed activities as a result of the outage.

Example 2: Missing or incorrectly named template policy
A user has protected a computer but the activity failed.

Protection	Usage ▾	Charts				
Status	**Name**		**Protection**	**Protection Type**	**Last Backup**	**Actions**
All ▾		🔍 All ▾		All ▾		
🟧	ll1.demobiomni.com			Standard		⚙▾

Checking monitoring: the activity has failed

Activity   Activity History

Name	Updated	Status
Applying Protection	12/8/2017 12:45 PM	Failed

✖

Activity Details

ID	1484
Type	NetBackupSelfService.Tasks.ProtectMachineTask
Created	12/8/2017 12:45 PM
Last Updated	12/8/2017 12:45 PM
Status	Failed
Tracking ID	llNVezuUfkS0jp6E6m5oyg
Entity Type	Computer
Entity Key	1
Data	{"MachineId":1,"ActivityId":1484,"ProtectionLevelId":3,"RetentionLevel":null,"StorageLifecyclePolicyName":"","RequestId":39,"IsBackupNow":false,"Paths":[]}
Is Monitored	No

Audit

Activity 1484 Applying Protection	12/8/2017 12:45 PM
Added to Policy 'ACME-0-SL1' on Location 'NBU_SERVER1'	12/8/2017 12:45 PM

Last Errors (2)

Audit

Activity 1484 Applying Protection	12/8/2017 12:45 PM
Added to Policy 'ACME-0-SL1' on Location 'NBU_SERVER1'	12/8/2017 12:45 PM

Last Errors (2)

Error 1

Message	NetBackupSelfService.Tasks.ProtectMachineTask failed
ErrorRecord	
Stack Trace	

Error 2

Message	RunCommand failed. "C:\Program Files\Veritas\NetBackup\bin\admincmd\bppolicynew" "ACME-0-SL1-B" "-sameas" "Template-0-GOLDPROTECT" ExitCode '230' Error message 'the specified policy does not exist in the configuration database'
ErrorRecord	
Stack Trace	at NetBackupApi.Provider.Windows.PowerShellCommandRunner.<>c__Dis

Scrolling down in the Activity Details, in the Audit section you can see that the computer was added to one policy (ACME-0-SL1).
However, the template policy (Template-0-GOLDPROTECT) does not exist so could not be copied to create the tenant specific policy.
The command run on the NetBackup CLI is shown together with the error.

Refreshing the Protection Type confirms this:

Dashboard   Tenants   Computers   Locations   **Protection**   Imports   Monitoring   Charge Rates   Usage ▾

Protection Types ⚙▾   Standard (0)   ⚙▾

Protection Types	
Standard (0)	❶ ›
vCloud (vCloud)	›

Standard (0)

Managed Levels and Policies

Protection Level	Template Name	Policy Type	Warning	Actions
Silver (SL2)	Template-0-SL2	Standard	48	⚙▾
Gold (SL1)	Template-0-SL1	Standard	24	⚙▾
	Template-0-GOLDPROTECT	❶ Standard	10	

Backup Now Levels and Policies

Protection Level	Template Name	Policy Type	Actions
Backup Now (BackupNow)	Template-0-BackupNow	Standard	⚙▾

Clicking on the protection level gives more detail for each missing template policy. The template policies must then be created or edited to resolve the error.

Protection Level

Edit

Name	Gold
Code	SL1
Description	Daily backup, 6 month retention
Display Name	☐ Gold (SL1)
Request Type Code	DBNEWBACK
Is Managed	Yes
Visible	Yes
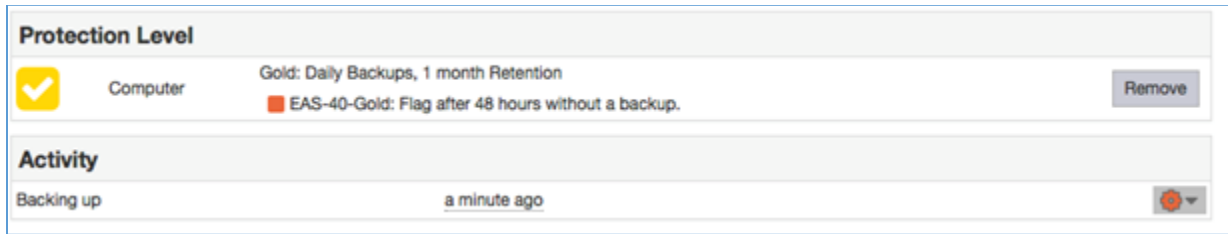
Policies

+ Add

Name	Code	Template Name	Policy Type	Warning (hours)	Run Immediately	Single Client Backup Now	Actions
Gold		Template-0-SL1	Standard	24	No	No	⚙▾
Gold2	B	Template-0-GOLDPROTECT ❶ **Templates are missing in the following locations or master server could not be contacted: NBU_SERVER1.**	Standard	10	No	No	⚙▾
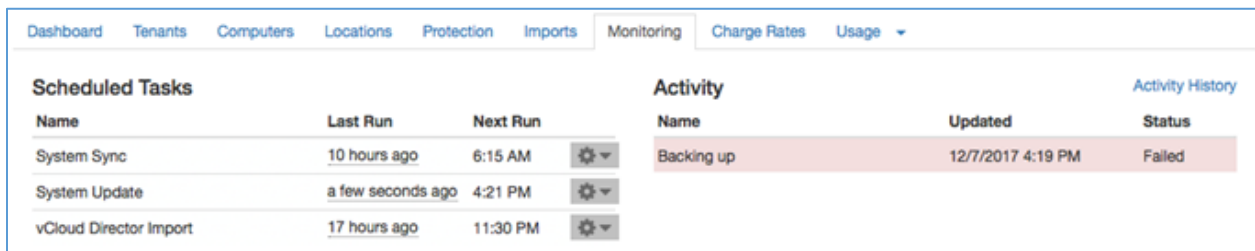
Example 3: Backup Now template policy issue

A backup now action has failed. Computer Details shows the error:

This is the error from the admin user's Monitoring tab

Clicking the name in the Activity list will give more details on the error.

In this example the error has occurred because the policy created from the template policy does not have a schedule named *Default*, which is required for Backup Now activities.

Last Errors (2)

Error 1

Message	NetBackupSelfService.Tasks.ProtectMachineTask failed
ErrorRecord	
Stack Trace	

Error 2

Message	RunCommand failed. "C:\Program Files\Veritas\NetBackup\bin\admincmd\bpplschedrep" "EAS-T20063-40-BackupNow-BackupNow-bn" "Default" "-rl" "0" ExitCode '227' Error message 'no entity was found'
ErrorRecord	
Stack Trace	at NetBackupApi.Provider.Windows.PowerShellCommandRunner.<> at NetBackupApi.Diagnostics.DiagnosticTrace.RunCodeThenTrac at NetBackupApi.Provider.Windows.PowerShellCommandRunner.Ru at NetBackupApi.NetBackupCliProvider.SetPolicyScheduleReten at NetBackupApi.Services.NetBackupPolicyService.AddClientTo at NetBackupApi.Services.NetBackupPolicyServiceLocking.AddC at NetBackupAdapterBusinessObjects.Services.ProtectionReque at NetBackupAdapterBusinessObjects.Tasks.ProtectEntity`1.Ex

The master server confirms the template policy was created with a schedule named **DefaultSchedule.** Renaming the schedule to **Default** will resolve this error.

The Backup Now action will need to be performed again.

Clear the error on the Monitoring tab by clicking *delete* on the task details.