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Error "E339197C: An error occurred while publishing. System.Web.Services.Protocols.SoapException: Unable to register computer. Backup job is missing locations." when attempting to perform the initial publish to the Manager Server

Exact Error Message

Error "E339197C: An error occurred while publishing. System.Web.Services.Protocols.SoapException: Unable to register computer. Backup job is missing locations.

Details:

To resolve the issue perform the following steps on the managed client:

1. Stop the Backup Exec System Recovery Service.
2. Browse to "\\Documents and Settings\\All Users\\Application Data\\Symantec\\Backup Exec System Recovery\\Schedule".
3. Remove all files that have an extension of .<PQJ>.
4. Restart the BESR service.
5. Navigate to "\\Program Files\\Symantec\\Backup Exec System Recovery\\Manager\\Management Control".
6. Double-click the file <PublisherUI>.
7. Click Publish Now.
8. Client will appear in BESRM console.


Supplemental Material:

System: Ref.#	Description
UMI: V-281-825-6524	An error occurred while publishing

Products Applied:
 Backup Exec System Recovery Server
 Edition 8.0 .01 SP1

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Operating Systems:
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Server

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