

## BACKUP FAILED AS BACKUP JOB WAS UNABLE TO BE ASSIGNED / JOB ASSIGN FAILED!

### SCOPE

Backups fail with error code:

*"Job assign failed! -403/401/500"*

In addition the link "Show Agent Log" displays the preceding error:

```
Show Agent Log
Mar 27th 12:11:28pm - takeSnap - preflight complete, clear to snap
Mar 27th 12:11:28pm - takeSnap started; running preflight
Mar 27th 12:11:28pm - Snapshot requested
Mar 27th 12:11:28pm - Backup request flag found.. Starting backup
Mar 27th 12:11:28pm - Clearing needsBackup flag
Mar 27th 12:11:26pm - Unable to assign job
Mar 27th 12:11:26pm - Error Message Backup failed as Backup job was unable to be assigned
No recent error messages from ShadowSnap agent
Mar 27th 12:11:25pm - Job assign failed! - 401
Mar 27th 12:11:25pm - Error date [ ] snapLock date [ 13328646
Mar 27th 12:11:25pm - Ignoring snap request to the agent
Mar 27th 12:11:23pm - Generating MBR Sparse Image for Drive 019270c67778e11e19c35806e6f6e
Mar 27th 12:11:23pm - Generating MBR Sparse Image for Drive 019270c77778e11e19c35806e6f6e
Mar 27th 12:11:20pm - takeSnap - our Samba share is snapEowX2yXp, UNC path is \\10.0.40.7
Mar 27th 12:11:15pm - takeSnap - preflight complete, clear to snap
Mar 27th 12:11:15pm - takeSnap started; running preflight
Mar 27th 12:11:15pm - Snapshot requested
Mar 27th 12:10:37pm - ZFS Volume created for 10.0.63.238 exit val =
Mar 27th 12:10:36pm - ZFS Volume created started
Mar 27th 12:10:34pm - Creating Blank Schedule
Mar 27th 12:10:34pm - No Schedule File Found!
```

**Example: "Job assign failed! - 401"**

### CAUSE

1. The ShadowProtect, StorageCraft ShadowCopy Provider, or StorageCraft Raw Agent service may not be running on the protected system.
2. The Secure Key File on the QBR-S created during the registration pairing between the ShadowSnap Agent Service & the QBR-S may have been interrupted.
3. A proxy server or network security element may be interrupting communication between the ShadowSnap Agent and the QBR.
4. The ShadowProtect license is Expired due to uninstallation and reinstallation of ShadowProtect.
5. Local Windows Firewall is blocking ports 25566 and 139

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6. DNS is unable to resolve **activate.storagecraft.com**
7. All volumes have been excluded for backup from the advanced options tab.
8. The backup engine has not been populated.

## RESOLUTION

### Check for services

Check that all 3 services are present on the target machine via services.msc

- StorageCraft Raw Agent
- StorageCraft Shadow Copy Provider
- ShadowProtect Service.

Open up task manager and hard kill any instances of the following services:

- raw\_agent\_svc.exe
- ShadowProtect.exe
- ShadowProtectSvc.exe
- vsnapvss.exe

Restart the services through the services.msc console.

### Determine if there is a proxy server on the network:

Ensure that all Local/Edge hardware or software have the proper exceptions configured. Depending on the software/hardware you will need the following information.

- Website: activate.storagecraft.com
- IP address: 199.101.231.142
- Local Service: ShadowProtectSvc.exe

1. To view the proxy settings use the following commands from a CMD prompt.

a. Proxycfg.exe: Proxycfg.exe

b. Netsh.exe: Netsh Netsh winhttp show proxy

2. To reset the proxy to "Direct", which will delete any entries listed.

i. Proxycfg.exe: Proxycfg.exe -d

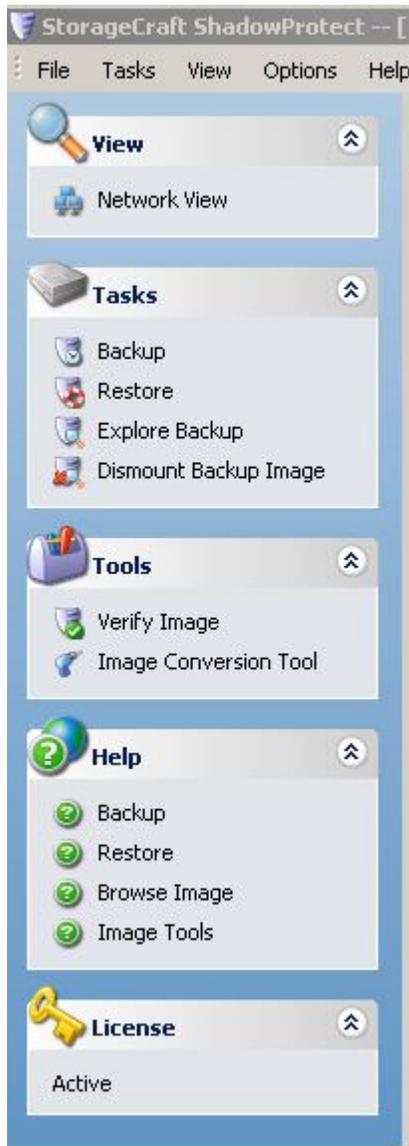
ii. Netsh.exe: Netsh winhttp reset proxy

Check Windows Firewall or any Antivirus to make sure exceptions exist for the ShadowSnap application to access ports TCP 25566 and UDP139.

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## Check the License Status

Open up ShadowProtect and determine the license status:



The license should read as active. If it is disconnected, retry the steps for restarting the services for ShadowProtect and ShadowSnap. Ensure that the ShadowProtect software is 5.0.X

## REPAIRING AGENT COMMUNICATIONS

On the QBR-S select "Advanced Options".

