

QBR IS NOT FOUND OR NOT ACCESSIBLE / BAD HTTP ERROR 500

SCOPE

Backups fail with error code:

.QBR is not found or not accessible.

Recent Error For  - 8/12/12 - 11:50:09 pm	Dismiss Error
The datto File is not found or not accessible.	Search KB
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Example: The QBR File is not found or not accessible

Email alerts can also have the indicator: Bad HTTP Error 500

CAUSE

This error is commonly seen when there is a local network setting makes the Samba shares on the QBR inaccessible.

1. Network Latency (possibly due to adding the Protected Machine by hostname and not FQDN or IP).
2. The QBR-S is joined to the Domain.
3. From Group Policy, the Protected Machine cannot access the QBR via UNC.
4. Improper routing tables.
5. SMB communication is disabled on the Production Machine.
6. Another service may have generated a conflict, such as those found in [Commonly found VSS-Related Services](#).
7. Low system resources may cause this error or different ones.

SOLUTION

1. Set [Share Compatibility Mode](#) for the specific agent
2. Unjoin the QBR-S from the Domain by going to the [Network Tab](#) of the Web UI.
3. Test UNC functionality:
 - [Create a Public NAS Share](#) on the QBR-S and see if it can be accessed from the Protected Machine via UNC Path.
 - If it cannot be accessed then check to see if the Protected Machine can reach another server via UNC Path.
 - If it still cannot, then change necessary settings on the network to have that Protected Machine be able to connect to the QBR-S via UNC.

QBR *Knowledge base*

- If it can be accessed, check Group Policy regarding the QBR-S and make sure it has all necessary permissions and records in place for resolution.
- If you still continue to encounter this error, contact Tech Support because it could be Samba related.
- Re-enable SMB communication on the machine:
- In the system registry set the registry value to 0 for:
HKLM\SYSTEM\CurrentControlSet\Services\LanmanWorkstation\Parameters\RequireSecuritySignature & reboot the machine.
- For Microsoft's official KB article for this issue please visit:
<http://support.microsoft.com/kb/916846>

4. Sometimes when trying to access a QBR share from a Windows 7, Vista or Server 2008 the authentication window will continuously appear. To remedy this, please try:

- Goto /Start/Run and type in secpol.msc and then hit enter
- Browse the /Local Policies/Security Options/
- Double click "Network security: LAN Manager authentication level"
- Select "Send LM & NTLM -use NTLMv2 session security if negotiated"
- Click Apply then OK.

Note: It is possible that if the QBR-S is paired by hostname then it would need to be joined to the Domain, however this is not always the case. In EVERY case a Protected Machine should be paired to the QBR-S by IP Address or FQDN.