



Accessibility

GRIP ON SOL

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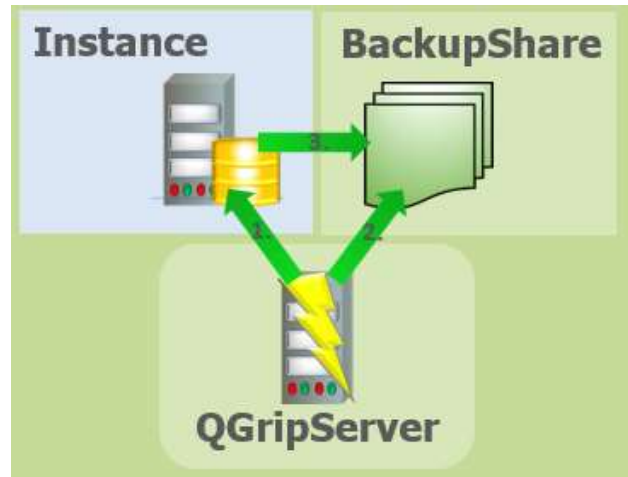
1 Accessibility

In order for QGrip to work properly the Accessibility triangle needs to be in order at all times.

1. Every QGripServer -> Every Instances
2. Every QGripServer -> Every BackupShares
3. Every Instances -> Every BackupShares

The check (1 and 2) will be triggered and start running immediately after one of these actions:

- New QGripServer
- New BackupShare
- BackupShare path changed
- New Instance
- Instance Name or Port Number changed



Check 3 will only start when check 1 and 2 have been successful for Instance/BackupShare combination.

All QGrip processes on all QGrip Servers run under one account (QGrip System Account/ gMSA_QGrip\$). That account must have full rights on all Backup Shares and be SYSADMIN (directly) on all Instances. The DBEngine account of all Instances must also have full rights on all Backup Shares to be able to backup and restore databases.

1.1 Additional Always On

Additional Accessibility check for Always On Cluster.

4. Every QGripServer -> Every Listener

The check 4 will be triggered and start running immediately after one of these actions:

- New QGripServer
- New Listener
- Listener IP Address or Port Number changed



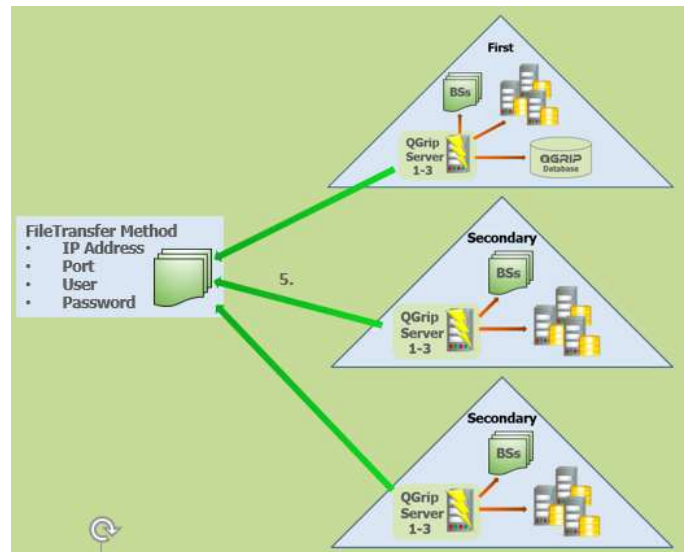
1.2 Additional Multiple Domain Configuration

Additional Accessibility check for FileTransfer Method

5. Every QGripServer -> FileTransfer Method

The check 5 will be triggered and start running immediately after one of these actions:

- New QGripServer
- New FileTransfer Method
- Parameters FileTransfer Method Changed



2 Error Messages and Hints

When you open the result of the Accessibility Check from the Message bar in the main window, the Hints will be found under the tab-page: Accessibility-Output.

QGrip Server -> Instance

Error Message	Hints
<ul style="list-style-type: none"> Exception calling "Open" with "0" argument(s): "A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (provider: TCP Provider, error: 0 - No such host is known.)"not accessible Ping of [ProblemInstance] failed 	<ul style="list-style-type: none"> Is ServerName [ProblemInstance] correct? Is Server [ProblemInstance] Up-and-Running?
<ul style="list-style-type: none"> Exception calling "Open" with "0" argument(s): "A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (provider: TCP Provider, error: 0 - The wait operation timed out.)" 	<ul style="list-style-type: none"> Is InstanceName [VMSQL2016\ACC] correct? Is Instance [VMSQL2016\ACC] Up-and-Running? Is PortNumber [1470] Correct? Is Firewall on port [1470] Open?
<ul style="list-style-type: none"> @SERVERNAME is [VMSQL2016\TST] which is not equal to [VMSQL2016\ACC] 	<ul style="list-style-type: none"> Is portnumber [1440] correct for [VMSQL2016\ACC]? If portnumber correct, change [VMSQL2016\ACC] to [VMSQL2016\TST]
<ul style="list-style-type: none"> Exception calling "Open" with "0" argument(s): "Login failed for user "AD\gMSA_QGrip\$"." 	<ul style="list-style-type: none"> Add [AD\gMSA_QGrip\$] as SYSADMIN on [VMSQL2016\ACC]
<ul style="list-style-type: none"> [AD\gMSA_QGrip\$] is not SYSADMIN (Directly) on [VMSQL2016\ACC] 	<ul style="list-style-type: none"> Add [AD\gMSA_QGrip\$] as SYSADMIN on [VMSQL2016\ACC]

QGrip Server -> Backup Share

Error Message	Hints
<ul style="list-style-type: none"> [All-CopyOnly] with path [\\VMDSWS2012\Backup0011] not accessible 	<ul style="list-style-type: none"> Is the path [\\VMDSWS2012\Backup0011] correct? Does [AD\gMSA_QGrip\$] have full-rights on [\\VMDSWS2012\Backup0011]

Instance -> Backup Share

The check is done by making a Copy Only backup of the Model database to the Share.

Error Message	Hints
<ul style="list-style-type: none"> Exception calling "ExecuteNonQuery" with "0" argument(s): "Cannot open backup device 	<ul style="list-style-type: none"> Is there a Firewall between [VMSQL2016\PRD] and [All-CopyOnly]?

<p>"\\VMDSWS2012\Backup001\ VMSQL2016_PRD_Model_COPYONLY.bak". Operating system error 5(Access is denied.). BACKUP DATABASE is terminating abnormally."</p>	<ul style="list-style-type: none"> • Is the EngineAccount on [VMSQL2016\PRD] authorized on [All-CopyOnly]? • Has [All-CopyOnly] been shared with [Read/Write] permission?
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This is a very common mistake:



It should be Read/Write!

QGrip Server -> Listener

Error Message	Hints
<ul style="list-style-type: none"> • Exception calling "Open" with "0" argument(s): "A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (provider: TCP Provider, error: 0 - The wait operation timed out.)" 	<ul style="list-style-type: none"> • Is Listener [Listener] correct? • Are replicas for listener [Listener] Up-and-Running? • Is PortNumber [xxxx] Correct? • Is Firewall on port [xxxx] Open?
<ul style="list-style-type: none"> • Exception calling "Open" with "0" argument(s): "Login failed for user "AD\gMSA_QGrip\$"." 	<ul style="list-style-type: none"> • Add [AD\gMSA_QGrip\$] as login on [Listener] Replicas
<ul style="list-style-type: none"> • [AD\gMSA_QGrip\$] is not SYSADMIN (Directly) on all [Listener] Replicas 	<ul style="list-style-type: none"> • Add [AD\gMSA_QGrip\$] as SYSADMIN on all [Listener] Replicas