

Nexus Backup with Redirected Folders.

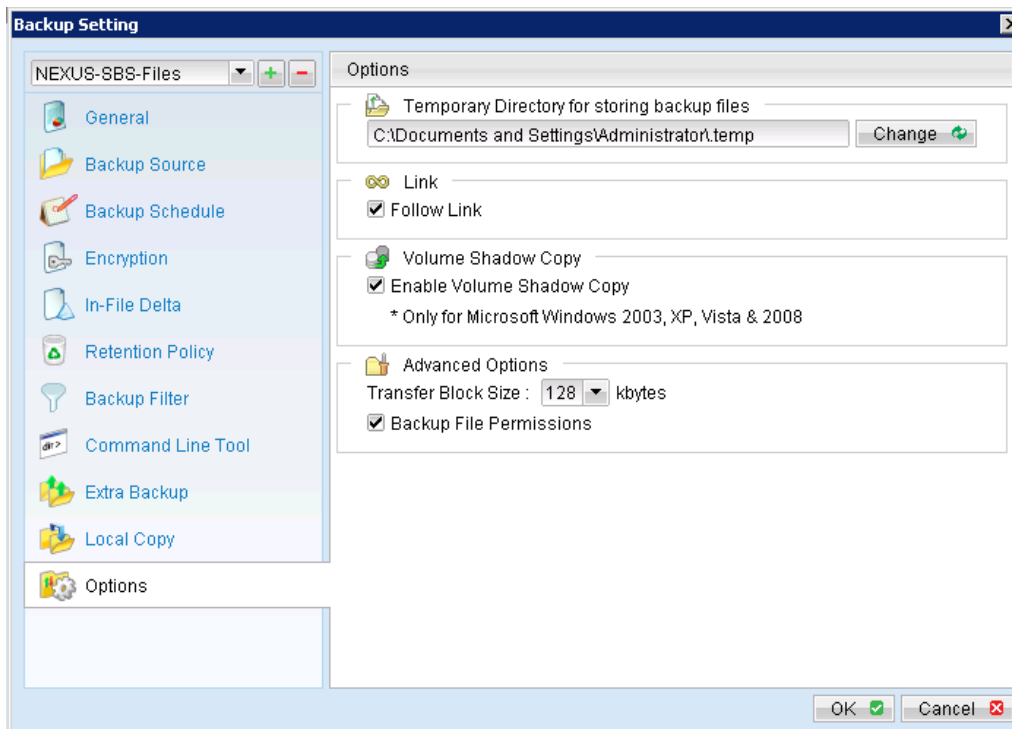
Problem: Nexus Backup will not go on schedule and you are using RedirectedFolders.

Cause: Nexus Backup scheduler service by default runs as the NT AUTHORITY\SYSTEM service, and stores its backup profile in the C:\users\username\.obm folder. Running as this user it has no authority to write to network locations, it will therefore not launch as it cannot read the backup profile stored in the Redirected Folder location.

Resolution 1:

Move the profile folder to a universally accessible local location

- 1) Stop the nexus scheduler service 'net stop obscheduler'
- 2) create a folder in C:\ called 'NexusCache' or something like that
- 3) copy the .obm folder from [\\YourServerName\RedirectedFolder\username\](#) to C:\NexusCache\
- 4) edit the C:\Program Files\Nexus Backup\home.txt folder to reflect this path, save the file then change its properties to 'read-only'
- 5) Update the nexus software, for the temporary directory to be this C:\NexusCache\ path

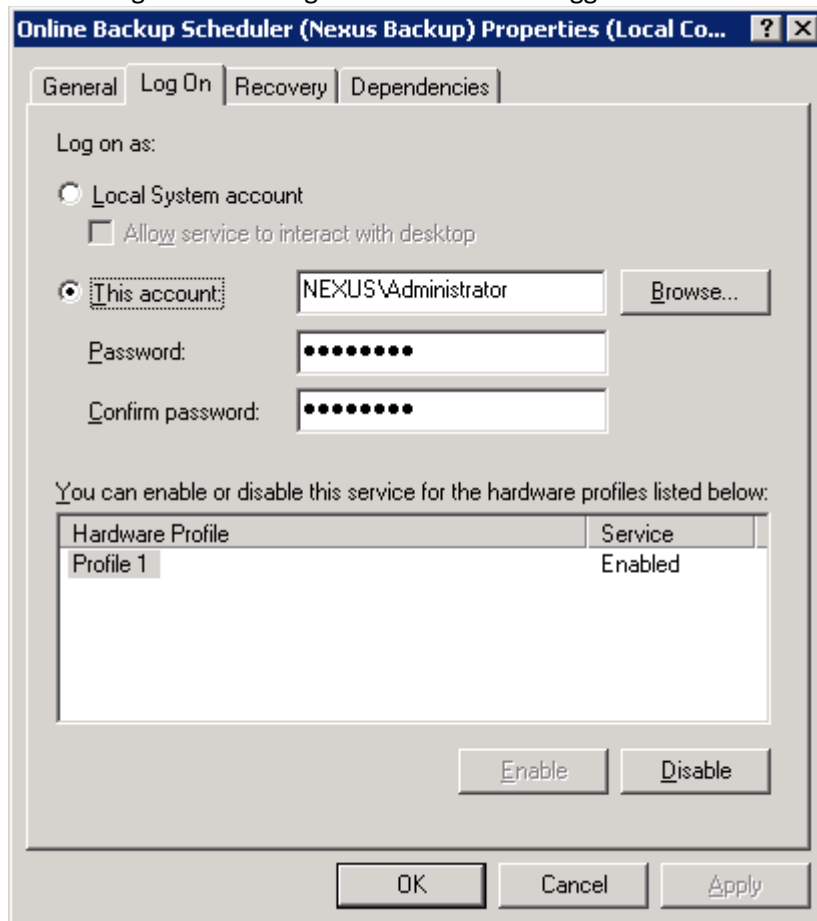


- 6) Start the Nexus Scheduler service 'net start obscheduler'

Resolution 2:

Change the Scheduler service to run as the Logged in User

- 1) In Windows Services, locate the 'Online Backup Scheduler (Nexus Backup) service
- 2) On the 'Log on' Tab change this to run as the logged on user



- 3) re-start the service.

Note: if the user changes the password, this will need to be updated to reflect this.