

How to change the username that DataProtector runs as

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1 Introduction

For reasons that seemed good at the time, I installed DataProtector 8 on a Windows 2008 system and set the service account to be something other than what it should have been. This is what I did to fix it.

2 The Services

DataProtector 8 runs 4 Windows services as a named user:

- Data Protector Application Server
- Data Protector IDB
- Data Protector IDB connection pool
- Data Protector CRS

Of these, only the last existed in versions before DP8.

I also had a scheduled task (from my DPHA tools).

The `ProgramData` folder (wherever you chose to put that) is also owned by the user who runs the service.

3 Procedure

1. Stop all 4 services by running `omnisv stop` in a command prompt window which was run as Administrator.
2. Change the logon details for all four. Incidentally, if you start the services up now, everything works except for the IDB service, which starts and then stops immediately.
3. `Omniback\Config\Server\IDB\idb.config` has the old username in the field `PGOSUSER`, which needs to be updated.
4. `Omniback\Server\db80\pg\pg.ident.conf` – the mapping between operating system users and database users also needs to be updated. It looks like this:

```
hdpidb username hdp
```

Strangely, I found I also needed a line like this added onto the end or else backups wouldn't work.

```
hdpidb SYSTEM hdp
```

5. The IDB can't operate correctly unless the ownership and permissions are changed (to "Full Control") on the following folders and all files within:
 - `Omniback\Server\db80\pg`
 - `Omniback\Server\db80\idb`
 - `Omniback\Server\db80\jce`
6. Start DataProtector up using `omnisv start` in the administrator command-prompt window.

4 Postscript

Greg Baker consults on this sort of thing. Email him gregb@ifost.org.au if you want to talk to him.