

SRM service does not start automatically ...



[airswimmer](#) 29 posts since

Apr 5, 2008

Hi all,

my srm service doesn't start automatically on server reboots, but I have no problem starting the service manually.

SRM is using the local SQL DB, I think it might be because SRM tried to start before the SQL service starts, so I put in the SQL service as the dependency of the SRM service. it didn't fix it.

from the SRM logs, I found these:

Log for VMware Site Recovery Manager, pid=2216, version=1.0.1, build=build-128004, option=Release, section=2

2009-05-29 10:33:06.562 'App' 2220 warning Failed to create console writer

2009-05-29 10:33:06.562 'App' 2252 info Set dump dir to 'C:\Documents and Settings\All Users\Application Data\VMware\VMware Site Recovery Manager\DumpFiles'

2009-05-29 10:33:06.562 'App' 2252 info Initializing the DBManager

2009-05-29 10:33:06.828 'Vdb' 2252 error Connection: Could not connect to database: -1

2009-05-29 10:33:06.828 'App' 2252 warning DBManager error: Could not initialize Vdb connection: ODBC error: (28000) - [Microsoft SQL Native Client SQL ServerLogin](#) failed for user 'SRMLogin '.

2009-05-29 10:33:06.828 'App' 2252 error Application initialization error: Could not initialize Vdb connection: ODBC error: (28000) - [Microsoft SQL Native Client SQL ServerLogin](#) failed for user 'SRMLogin '.

2009-05-29 10:33:06.828 'App' 2248 info [serviceWin32,414](#) vmware-dr service stopped

anyone got similar problem? any ideas?

thanks



[yvan.seeholtz...](#) 7 posts since

Feb 27, 2008 1. **Re: SRM service does not start automatically** May 29, 2009 1:46 AM

Hi

you must have a SRM user (which was set during installation). it can be an AD account or local account

this user needs to have rights on the vCenter Server (eg local administrator,...)

if the SRM service doesn't start, it seems to be because the password has been changed

If you don't remember it, the user login/pwd can be changed at any time

Below are the steps to change the SRM user id:

1. Log in to the SRM server host and start a Windows command shell.
2. Change directory to %ProgramFiles%\VMware\VMware Site Recovery Manager\bin
3. Run the following command to update the user ID and password, supplying the new <userID> on the command line and the password when prompted:

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```
%ProgramFiles%\VMware\VMware Site Recovery Manager\bin>srm-config.exe -cmd updateuser -cfg  
..\config\vmware-dr.xml -u <userID>
```

Yvan



[depping](#) 2,997 posts since

Jan 17, 2005 2. **Re: SRM service does not start automatically** May 29, 2009 1:52 AM

in response to: [yvan.seeholtz...](#) It seems indeed like the password changed....

Duncan

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If you find this information useful, please award points for "correct" or "helpful".



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Apr 5, 2008 3. **Re: SRM service does not start automatically** May 31, 2009 4:31 AM

in response to: [yvan.seeholtz...](#)

the SRM user and password hasn't change as far as I know, but what you said makes sense, I will try it. Thanks for your help 😊



[paradox](#) 14 posts since

May 30, 2007 4. **Re: SRM service does not start automatically** Jun 28, 2009 7:18 PM

in response to: [airswimmer](#) Some additional information for this post (I am now working on this issue).

The password has been reset. The same SQL errors are shown in the log.

As mentioned before, the service starts fine manually, just not on boot (intermittent)

VMware tools has been updated.

Any thoughts?



[depping](#) 2,997 posts since

Jan 17, 2005 5. **Re: SRM service does not start automatically** Jun 29, 2009 12:03 AM

in response to: [paradox](#) Dependencies setup correctly?

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[paradox](#) 14 posts since

May 30, 2007 6. **Re: SRM service does not start automatically** Jun 29, 2009 12:44 AM

in response to: [depping](#) Should be. I have reset using "sc config vmware-dr Depend= MSSQL\$SRM" rebooted and the SRM Service had not started.

Out of interest, now vmware-dr will kick MSSQL\$SRM into service but reports a start/stop condition on vmware-dr (while testing manually)

A second start on vmware-dr brings it to life

Log for VMware Site Recovery Manager, pid=2176, version=1.0.1, build=build-128004, option=Release, section=2

2009-06-29 15:31:49.429 'App' 2180 warning Failed to create console writer

2009-06-29 15:31:49.429 'App' 2192 info Set dump dir to 'C:\Documents and Settings\All Users\Application Data\VMware\VMware Site Recovery Manager\DumpFiles'

2009-06-29 15:31:49.429 'App' 2192 info Intializing the DBManager

2009-06-29 15:31:49.679 'Vdb' 2192 error Connection: Could not connect to database: -1

2009-06-29 15:31:49.679 'App' 2192 warning DBManager error: Could not initialize Vdb connection: ODBC error: (28000) - [Microsoft SQL Native Client SQL Server](#)Login failed for user 'SRMLogin '.

2009-06-29 15:31:49.679 'App' 2192 error Application initialization error: Could not initialize Vdb connection: ODBC error: (28000) - [Microsoft SQL Native Client SQL Server](#)Login failed for user 'SRMLogin '.

2009-06-29 15:31:49.679 'App' 2188 info [serviceWin32,414](#) vmware-dr service stopped



[paradox](#) 14 posts since

May 30, 2007 7. **Re: SRM service does not start automatically** Jul 15, 2009 11:45 PM

in response to: [paradox](#) This has been resolved (in a fashion). Logged SR with VMWare, after setting dependencies and resetting user account again they determined the database is not mounting fast enough. The fix is to

- 1) Optimize the DB or
- 2) script a delayed start. I was pointed unofficially to this <http://qvlweb.blogspot.com/2008/08/delaying-service-startup.html>

Its working on boot now...

Dan