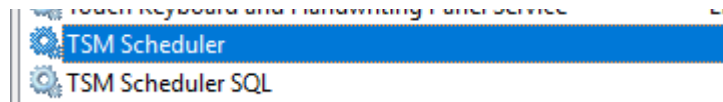


TSM Scheduler service not running / missing backup jobs

First, try just to start the services, if they are stopped.

They can be called: "TSM scheduler" or "TSM SQL Scheduler"



Wait 5-10 seconds and see if they keep running.

Missing password

In some rare cases, clients might drop the password.

It's often seen as the TSM scheduler service will not keep running, but shut down after a few seconds.

In the dsmsched.log file, in either c:\program files\tivoli\tsm\baclient\ or \tdpsql\ or \tdpexchange\ folder, it will write something like:

```
09/22/2020 17:51:19 ANS2050E IBM Spectrum Protect needs to prompt for the password
but cannot prompt because the process is running in the background.
09/22/2020 17:51:19 ANS1029E Communication with the IBM Spectrum Protect server
is lost.
```

If it's the normal file backup client, just launch the Spectrum Protect Backup Archive GUI, and enter the password when prompted.

If it's the sql, then launch a cmd and go to: C:\Program Files\tivoli\tsm\TDPSql\ write:

```
tdpsqlc.exe q tsm -tsmp=<the_password>
```

If it's Exchange:

```
tdpexcc.exe q tsm /TSMPassword=<the_password>
```

Then the services should be able to start.

The password can be found in the tsm control panel. It can also be changed to a new password, if needed.

Verification

It can be verified in the dsmsched.log that it's working when a new job has been logged:

```
09/23/2020 11:06:48 --- SCHEDULEREQ QUERY BEGIN
09/23/2020 11:06:48 --- SCHEDULEREQ QUERY END
09/23/2020 11:06:48 Next operation scheduled:
09/23/2020 11:06:48 -----
09/23/2020 11:06:48 Schedule Name:      MSSQL-DAILY1200-LOG
09/23/2020 11:06:48 Action:          Command
09/23/2020 11:06:48 Objects:
C:\Progra~1\Tivoli\TSM\TDPSql\sqllog.cmd
09/23/2020 11:06:48 Options:
09/23/2020 11:06:48 Server Window Start: 12:00:00 on 09/23/2020
09/23/2020 11:06:48 -----
09/23/2020 11:06:48 Command will be executed in 54 minutes.
```