Attempt to update MachPanel failed. BACKUP DATABASE is terminating abnormally.

## Summary

This article describes in detail about resolving error faced during automatic update via MachPanel Configuration Studio.

## **Applies To**

MachPanel build 5.2.10 and above

## Error Message

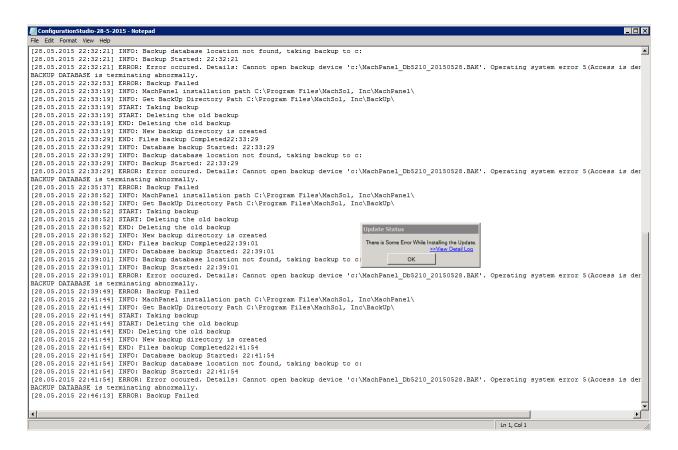
Error Occured. Details: Cannot open backup device 'c:\MachPanel\_DbXXXX\_YYYYMMDD.BAK'. Operating system error 5(Access is denied.).

BACKUP DATABASE is terminating abnormally.

In configuration studio looks like:

Configuration Studio v 5.2.10 HF	1		
MACHPANEĽ	c	Configuration Studio v 5.2.10 HF1	
Configure System Database Control Panel Website Software Updates Services Active Directory Email Settings	Software Update		
	Update Name:	Update Available	
	Release Notes:	Configuration Studio Error occured. Details: Cannot open backup device 'c:\WachPanel_Db5210_20150528.BAK'. Operating system error 5(Access is denied.). BACKUP DATABASE is terminating abnormally.	×
	Date:	OK OK eparing for installation.	
	F	Preparing backup of current installation, this may take several minutes. Please wait.	j

In Configuration Studio Logs the error looks like this:



## Solution

The problem is being caused due to permissions / rights restrictions. Please create a new Folder on the SQL Server that hosts your MachPanel database for example "C:\MPDB-Backup" where you would like to create MachPanel database backup and assign "Write" permissions to "Users" group on this folder. After that provide this folder's path in MachPanel Configuration studio as shown in snapshot below:

	Configuration Studio v52.17		
Control Panel Webste	Configure Sy	stem DataBase	
Software Updates	Configure System Database used to store the configuration and user data.		
Active Directory	Database Server: SQL Server Connection: Username: Password: Database:	Use Windows NT Integrated Security Use a specific usemane and password MachPanel_Db Test Connection MachPanel_Db Vjdate Setting	
	Backup Location:	C:\MPDB-Backup Backup	

Attempt to update MachPanel failed. BACKUP DATABASE is terminating abnormally.

Please try updating the system again after above steps. This should resolve the issue.

MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/54490/Attempt-to-update-MachPanel-fail...