

Cannot run backup or restore operations

If you cannot run backup or restore operations, check that:

- The SQL Backup Pro server components are correctly installed on the SQL Server instance. The server components include the SQL Backup Agent service and the SQL Backup Pro extended stored procedure dynamic-link library:
 - The SQL Backup Agent service application file, *SQBCoreService.exe*, should be located in the server components installation folder. By default this is *%ProgramFiles%\Red Gate\SQL Backup 8\<instance name>* on 32-bit machines and *%ProgramFiles(x86)\Red Gate\SQL Backup 8\<instance name>* on 64-bit machines. The SQL Backup Agent service for the SQL Server instance should be created as part of the installation. Use the Windows Services panel to check the service exists and is started.
 - The SQL Backup Pro extended stored procedure dynamic-link library, *xp_sqlbackup.dll*, should be located in the server components installation folder. By default this is *%ProgramFiles%\Red Gate\SQL Backup 8\<instance name>* on 32-bit machines and *%ProgramFiles(x86)\Red Gate\SQL Backup 8\<instance name>* on 64-bit machines. The dynamic-link library should also be copied to the SQL Server instance's *Binn* folder. By default this is *%ProgramFiles%\Microsoft SQL Server\<SQL Server version>\MSSQL\Binn*.

If the server components are not installed, run *SQBServerSetup.exe* to install them manually. For more information, see [Installing the server components manually](#).

- The SQL Backup Agent service startup account has the correct permissions. For more information, see [Permissions](#).
- You have activated the SQL Backup Pro server components on the instance that you are trying to back up or restore to, or you have a valid trial. For more information see [Licensing](#).
- Your SQL Server instance is running. Ensure that you have started the Microsoft SQL Server services. If you are using the command line and use named instances instead of default instances, ensure that you have set the `-I` command line parameter to the named instance. For more information, see [Using the command line](#).