

Could not obtain information

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.sqlserver.security/2005-11/0118.html>

From: Gary D. Rezek (gary.d.rezek_at_REMOVEsdstate.edu)

Date: 11/16/05

Date: Wed, 16 Nov 2005 11:20:56 -0600

Hi All,

We've just recently changed/upgraded server boxes and went from Windows 2000 Server to Windows 2003 Server with

SQLServer 2000 sp4 installed on both. The Startup Service Account settings for both SQLServer and SQLServer

Agent is 'System Account'. On the original machine backups worked without a flaw, but with the new machine I

receive the following error:

<<error from SQL Agent Error log>>

[298] SQLServer Error: 8198, Could not obtain information about Windows NT group/user 'DOMAINNAME\username'.

[SQLSTATE 42000] (ConnIsLoginSysAdmin)

When remoted into the new machine with 'DOMAINNAME\username' and doing an "exec xp_logininfo 'DOMAINNAME\username'" in Query Analyzer I get the same error as follows:

<<error from Query Analyzer>>

Server: Msg 8198, Level 16, State 24, Procedure xp_logininfo, Line 58

Could not obtain information about Windows NT group/user 'DOMAINNAME\username'.

I've looked at kb241643 and kb834124 and realize there is a workaround, but this same account gets locked by AD

at least a couple of times a day when I try and use it to login to this and/or other machines I administer (this account is an admin account used strictly for administration purposes, I have an individual account that I use for my desktop and laptop). It seems to have began shortly after I had to change the password for this account. I believe, the error and the lockout are related (my inexperience shows as I do not have anything concrete to make that assumption) so I would really like to know why this is happening and how to correct it.

Thank you.

gdr

--

Gary D. Rezek
University Networking Systems and Services
South Dakota State University