

NTBACKUP not recognizing free media

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<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz2000/2004-09/1525.html>

From: Joe Williams (*microsoft_at_joeyesrelax.com*)

Date: 09/29/04

Date: Wed, 29 Sep 2004 14:36:50 -0700

I have a server running SBS 2000, service pack 4.

We have been using Veritas Backup Exec, but as we didn't have the Exchange add-in, we wanted to change to ntbakup instead.

However, I can't get ntbakup to recognize available tapes. When I try to run a backup, I get the following message:
"There is no unused media available with the selected type"

In the Removable Storage MMC, the tape shows in the free media pool for the device. It's state is "Loaded, Unprepared". If I try to prepare it, the prepare request enters the work queue and waits there indefinitely.

This happens with all tapes that I try.

Any pointers/ideas gratefully accepted!