

Re: Event ID 9840 When Backing Up Exchange 2007 Information Store

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-11/msg00972.html>

- *From:* shan <shabeeb@xxxxxxxx>
 - *Date:* Tue, 13 Nov 2007 11:47:17 -0000
-

On Nov 13, 9:13 am, "John Oliver, Jr. [MVP]" <jcolive...@xxxxxxxx> wrote:

Hmm, seems he is already running Windows Server 2003 SP2 as stated in his original post and still having the issue.

--

John Oliver, Jr
MCSE, MCT, CCNA
Exchange MVP 2008
Microsoft Certified Partner

"John Fullbright" <fjohn@donotspamnetappdotcom> wrote in message

<news:e1E8rRZJIHA.588@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

I posted it.

<http://seer.entsupport.symantec.com/docs/285163.htm>

Which tells you to install <http://support.microsoft.com/kb/915331/en-us>

"John Oliver, Jr. [MVP]" <jcolive...@xxxxxxxx> wrote in message
<news:uOSaKuYJIHA.1168@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Interesting, I am curious now. Can you supply the poster or subject?

--

John Oliver, Jr
MCSE, MCT, CCNA
Exchange MVP 2008
Microsoft Certified Partner

"John Fullbright" <fjohn@donotspamnetappdotcom> wrote
in message
[news:%23kOb\\$RXJIHA.3356@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23kOb$RXJIHA.3356@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

If you search this very forum, you'll find the
answer.

"John Oliver, Jr. [MVP]"
<jcolive...@xxxxxxxxxxxx> wrote in
message
news:uFTRr2UJIHA.5904@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

So there is a hotfix for this
but you must pay for this
before
Microsoft will supply it? I
did not see that stated
anywhere in the
KB. I would keep pushing
Symantec to see if they have
a fix from
Microsoft. If not, you can
write a simple batch/script
file to restart
the store before backup
proceeds.

--

John Oliver, Jr
MCSE, MCT, CCNA
Exchange MVP 2008
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"David Frasca"
<da...@xxxxxxxxxx> wrote

Re: Event ID 9840 When Backing Up Exchange 2007 Information Store

in message

news:29D6E23E-22B1-45F2-822E-B50D39F3A2C2@xxxxxxxxxxxxxxxxxxxx

We are running Windows Server 2003 SP2, Exchange Server 2007, and Symantec Backup Exec 11D with the Exchange Agent. When I try to backup the Information Store Backup Exec fails with a VSS writer error, and the server reports Event IDs 9840, 9814, 2007, and 2907. When I reboot the server this fixes it for a while, but the problem keeps resurfacing. Symantec tells me it is a known issue with 2003 Server and points me to a Microsoft knowledge base that tells me to

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dismount
and
remount my
store or to
restart the
Information
Store
service.
Neither of
these
options are
viable or
practical
in a
production
environment.
I tried to
call
Microsoft,
but they
wont
support me
on a known
issue with
their
product
unless I pay
them. Has
anyone seen
this and
know a fix?
Is there
anyway to
stop this
from
happening?
Does MS
have a patch
or are they
making a
patch that
will
address
this? I need
my
Exchange
backups to
work every
time as we
all
do.

Re: Event ID 9840 When Backing Up Exchange 2007 Information Store

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Here is the
KB link.

<http://support.microsoft.com/kb/930800>

Hide quoted
text –

– Show quoted text –

could u plz check volume shadow copy services running or not plz
restart this service and try it again...

.