

rookie restore and backup question(s)

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One of our developers made a mistake today. A client called in and asked if we could 'verify' their Microsoft SQL 2000 backup. And we did – by attempting to restore it. And apparently the backup file was corrupt. It was visible from the backup media (a zip disk) but they got a CRC error reading it (I don't have the error #, yet). After the restore was finished failing their db was toasted (again I lack details on how it is toasted I only know that it is broken, so far)

Is it possible to tell if the db was toasted before they called? We are currently rush/urgent sending it to a data recovery house in Norway to the tune of 2000\$ and I hate to accuse the client of 'setting us up' after we may have broke their database (did I mention they have only one backup file on this one backup disk and a history of loosing data? Or that we don't provide software or hardware support?) I hate to accuse them of setting us up after we may have broken their data but the thought has entered my mind and I really want to know if that database was broken before we got there. I'm hoping for some kind of either SQL log file entry, event viewer entries, any way at all to either confirm or deny that there were problems beforehand. In my naivety I feel that Microsoft SQL ought to have attempted the restore and then if there was a problem, rolled back the database to its state from before the restore was performed. Does the database engine have any kind of that type of functionality built in?

I'm still rather new to Microsoft SQL 2000 (ok, totally new) and any help or direction you can give me is much appreciated. I don't have almost any details yet other than the ones I have provided, but plan on some kind of audit beginning Monday – if you could even point me in the direction of what types of questions to ask it would help as I am unfamiliar with what kinds of things to evaluate. Does the service pack of SQL or the operating system matter? I really should know the OS of the server but I was unfortunately unable to gather before I had to leave today even if the Server is NT based. There is so much that I don't know at this point that I am partially shamed at posting, but I would like to begin study in anticipation of Monday, I don't know even what database was broken – whether it was master or the user database, but I imagine that it was their user database – the one that our software depends on. Again any help in terms of what other things (among the thousands) that I don't know that I need to find out would so terribly useful.

Thank you