

Re: Disk backup causes reboot

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-03/msg06237.html>

- *From:* Philip <me@xxxxxxxxxx>
 - *Date:* Thu, 27 Mar 2008 14:46:55 -0700
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Pegasus (MVP) wrote:

"Philip" <me@xxxxxxxxxx> wrote in message
news:nshednUkVu_7fBiHanZ2dnUVZ_qWtnZ2d@xxxxxxxxxxxxxxxx

Pegasus (MVP) wrote:

"Philip" <me@xxxxxxxxxx> wrote in message
news:IfOdnATCef3-9iHanZ2dnUVZ_uCinZ2d@xxxxxxxxxxxxxxxx

Pegasus (MVP) wrote:

"Philip"
<me@xxxxxxxxxx> wrote
in message
news:GNidnUtZtftPbS3anZ2dnUVZ_vGinZ2d@xxxxxxxxxxxxxxxx

I have been
trying to
back up my
XP home
desktop to a
network
server/drive.

I have tried
ntbackup.exe
and
NasBackup.
However, in
both cases,
they get a
good deal
into backing
up 5-10 GB
when the
system
spontaneously

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reboots (just like a "reboot now" command when installing software).

When the system recovers, and I re-log in, I get the send error dialog which follows with a serious hardware failure web page ironically advising me to back up my disk.

I ran a disk check diagnostic (C: Properties, Tools tab, Check Now) and had no problems. Everything seems fine. Never any problem like this before.

Any thoughts as to track down the cause of this.

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I can think of a couple of possible causes:

– You have a memory leak.

Observing the Task Manager when the backup process approaches the critical time would reveal this.

– There is a conflict with some third-party program.

Disconnect your network from the Internet, then use msconfig.exe to kill all non-essential programs ***and services*** before running the backup process.

Firewalls and virus scanners can do this sort of thing.

I ran the back up with just task manager running, nothing else. Memory utilization stayed constant at 30%. I did not see anything that looked like a leak. The cpu load never got over 40%.

It always seems to fail when backing up my directory tree of jpeg photographs. It never fails when other directories are backed up. It almost seems like whenever a particular disk area is accessed it triggers the fault. I say this because every back up mechanism I try always fails: NasBackup, NTbackup.exe, Nero BackItUp ...

Good observation. In this situation I would do this:

1. Demonstrate that the crash can be caused by backup up this folder.

2. Copy this folder to some other folder. Does this cause a crash too?

If not, what's the difference between copying and backing up?

3. Run one of your backups on the copied folder. Does it crash the machine?

Thank you for the suggestions, I think I have the culprit.

I made a new folder and did a drag-n-drop-copy of the photograph directory into it. Watching it closely, it crashed as I was fortuitously watching the filename on the copy dialog. Recovering from the crash, I

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manually selected and attempted to drag–n–drop–copy that one file to the new folder, and it crashed again! Recovering from the crash, I then attempted to copy the all the remaining files. NO problem. I then tried to copy this one file again, it crashed! I then tried to backup the copied folder without this file, NO problem. Then I deleted the specific file and was able to backup the original folder.

What would be in a jpeg that would cause a system crash that records a hardware failure in the event log?

The operating system does not care about the contents of a file but these might:

- a virus scanner
- a physical flaw on the disk
- a logical flaw in the filing system

The problem has never come back. There have been no other disk or hardware faults and I do not use a virus scanner.

I prefer the "logic flaw in the filing system" theory.

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