

RE: NTBackup / VSS Problem, not backing up everything

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-08/msg01906.htm

- *From:* mike swell <mikeswell@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 8 Aug 2006 06:24:02 -0700
-

Mario,

If its any consolation, I am having exactly the same problem. You are not alone.

I even did the same thing as you, tried to back up one file that i could see was not being backed up but should be (a .dll in the system32 dir). Nothing.

I did get excited when I found a KB article that pointed to a registry bug that might be causing the problem. (v. dodgy)

<http://support.microsoft.com/kb/883357/en-us>

But apparently that got patched already in SP2. (so says the installer) So back to the drawing board.

I don't think I could be bothered spending too much time on it. I have to swap a disk out asap so think I'll just run with Symantec Ghost. Probably a safer option anyways.

Good luck and do post if you get a resoltion. (as will I of course)

And I must say you have some patience responding to all the people who have replied (I suppose they are trying to helpful)

Shame there are no MS experts on reading this group.

Mike

"marios" wrote:

Hi. I've found that ntbackup isn't backing up everything I want it to.

In particular, it's not backing up various (but not all) files in
\Windows, \Windows\System32, etc. The files it's missing are, for the

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most part, DLLs and EXEs.

My suspicion is that it's open files that are being missed (although I don't understand why, for example, notepad.exe should be open while I'm not running it, so maybe "open files" isn't a complete analysis).

There's no error from ntbackup itself, or in the ntbackup log files/reports. If I try to do a backup of just one of these files, backup runs through fine but reports zero files backed up (and, indeed, it's not in the .bkf).

However, I am getting the following application event:

Event Type: Error

Event Source: VSS

Event Category: None

Event ID: 12289

Date: 19/07/06

Time: 20:52:08

User: N/A

Computer: MARIOS-DT

Description:

Volume Shadow Copy Service error: Unexpected error

CreateFileW(\\?\Volume{d8f77345-06e3-11db-af80-806d6172696f},0xc0000000,0x00000003,...).
hr = 0x80070005.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 49 4e 43 49 43 48 4c 48 INCICHLH

0008: 32 30 35 00 00 00 00 205.....

0010: 53 50 52 44 49 46 46 43 SPRDIFFC

0018: 39 36 00 00 00 00 00 96.....

MOUNTVOL reports that the id in the above error is my A: drive (the floppy). Needless to say, I'm not backing up to or from the floppy at all, so I don't know why it's trying to do anything with it.

I've tried clearing out ntbackup's exclusion list (by renaming the FilesNotToBackup registry entry), but that didn't make any difference.

If I turn on "Disabled Volume Shadow Copy" in ntbackup I no longer get the above VSS event, but it still doesn't backup the files.

I'm running XP pro SP2, fully up to date with Windows Updates. All my hard drives are NTFS. Other than missing out saving chunks of files, backup seems to be working ok (if you can call that ok).

Any help would be much appreciated.

Regards

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Marios

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marios