

Windows Server 2003 Backup Fails due to Volume Shadow Copy

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http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.file_system/2005-12/msg00054.html

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 - *Date:* 19 Dec 2005 09:09:44 -0800
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I have a Windows Server 2003 (running Exchange 2003 as well) For some reason I cannot backup the drive or even create an ASR disk or anything using Volume Copy

When I try a backup I get an
Error returned while creating the volume shadow copy:0x8004230f.

I have seen a mention of a hotfix but this seems to be talking about a slightly different error involving SQL database (or MSDE) database

Background – (If it matters) I have two identical servers one with Exchange and one without. Both servers have three partitions on a SCSI drive. C:DOS, D: WIN2003SA and E:W2KBACK – This is a partition with a Windows 2000 Server partition. The DOS partition has the menu and I can start either DOS – WIN2003 or WIN2000. All of them start with no errors, I have no problems except this volume shadow problem on the Exchange server. The Volume Copy Service is started and does not report any errors. There is nothing obvious running in dos mode: vssadmin list managers...

If I check the properties of the drives, both D and E say under the Volume Copy tab
Failed to retrieve volumes that are eligible for shadow copies
Error 0x8004230f: The shadow copy provider had an unexpected error while trying to process the specified operation.

I don't have this problem on the one without Exchange. The only other difference is that there is an extra EIDE 200GB drive using an PCI controller. But the main SCSI drive and U-320 controllers are identical on both servers.

I have been searching for posts but so far no reason or solutions..

I even found one post with the exact same error message down to the exact copy provider code b5946137-7b9f-4925-af80-51abd60b20d5, whatever that means ...but he had no replies

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Any ideas. I really would like to be able to do a backup

TIA-TOMG

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