

Re: MSKB 891957, VSS Update for Windows Server 2003

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2007-09/msg00347.html>

- *From:* Bob Felton <bob123.removethis@xxxxxxxxxxxxxx>
 - *Date:* Mon, 10 Sep 2007 14:14:51 -0700
-

Well, it turns out the RDP connection dropping issue won't go away, Coraleigh. Last night I stayed connected to the 2003 server for over half an hour. I connected strictly for test purposes and left the connection sit idle. No dropout. This afternoon, I connected to do a file restore operation for a user and the connection dropped within less than two minutes! It would seem that either Internet traffic levels at either my end or the office end or local network traffic level to the server in the office may have an affect on the issue. I'll review the article with the registry hacks to see if one or more of the entries can be adjusted to compensate for higher traffic (longer latency) levels.

Ah, I just remembered I also re-installed RDP Client V6 last night as well. I will revert back to V5 to see if that helps.

On Sun, 09 Sep 2007 20:43:24 -0700, Bob Felton <bob123.removethis@xxxxxxxxxxxxxx> wrote:

Just wanted to let you know, Coraleigh, that the same registry entries when added to a Windows XP Pro based machine acting as an email and FTP server also resolved the flaky RDP connections to it. So, a hearty "Thanks!" for pointing me to them.

--

Bob

On Thu, 06 Sep 2007 22:32:07 -0700, Bob Felton <bob123.removethis@xxxxxxxxxxxxxx> wrote:

Hi, Coraleigh! I created the registry entries shown in the article you referenced today and have done some testing from home tonight. So far, RDP connections have not dropped out. The longest session I tried was about 6 minutes. I haven't been able to have one that long since moving to the "2003" server. So, "Thanks!" for that tip.

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Further, I left the server with user Backup logged in when I left the site today. I will check tomorrow if the VSS error appeared in Event Viewer.

--
Bob

On Sat, 1 Sep 2007 18:58:06 -0700, "Coraleigh Miller"
<CoraleighMiller@xxxxxxxx> wrote:

Oh that would drive me nuts! I use RDP for pretty much all of my server work.

These are some RDP config suggestions which may help...
http://terminal.servebeer.com/php/flaky_connections.php
If these dont resolve your issue...
Does this happen from other pcs as well as yours? If yes..
Are you able to ping the server by ip or name during a dropout? Do you have more than one network card in the server, if you do and dont use it you should disable it and remove any bindings. You could also try upgrading the nic driver. You could try using a different port on your switch. If you have a few network devices between your PC and the server (or if this is connecting from external remote) then try using the pathping or tracert command to see where the connection is dropping. If this is happening when rdp to more than just this server I would look closer at your network devices.

Coraleigh Miller

"Bob Felton" <bob123.removethis@xxxxxxxxxxxxxxxx> wrote in message
<news:iv1kd3licru8i4t2kvopd0vbmdu8edq4f2@xxxxxxxxxxx>

Scratch that RDP fix! I just had an RDP dropout after less than 3 minutes. RDP into the old Windows 2000 Server server worked great.

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RCP into the Windows Server 2003 server it really hit an miss. Sometimes it stays connected for longer than 3 minutes and sometimes less. It is a real pain to work on the server remotely with the dropouts as it takes about 15 minutes after a dropout for some timeout to reallow RDP login. Ugghh!

On Sat, 01 Sep 2007 17:36:21 -0700, Bob Felton
<bob123.removethis@xxxxxxxxxxxxxx>
wrote:

Thank you very much, Coraleigh, for your extensive testing and confirmation of the exact problem I'm having. I think the fix I'm going to use is just to leave user Backup logged in at the console, which is what I used to do. However, I started experiencing RDP connection dropouts when logging in as user Administrator remotely. In an attempt to resolve that problem, I started to leave the server in a no active user logged in mode. I have since resolved the RDP issue by reverting my RDP client back to version 5 (there seems to be a problem with version 6).

I will use RDP to create a user Backup login and see if the next scheduled backup (Monday night) generates the error.

Thanks, again, Coraleigh for all your effort on this

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matter.

--

Bob

On Fri, 31 Aug 2007
20:49:30 -0700, "Coraleigh
Miller"
<CoraleighMiller@xxxxxxxx>
wrote:

Hi Bob,

So I spent
some time
the last
couple of
days trying
to break my
test
server
to get the
same error
and issue
descriptions
you told
me, lol,
great fun.
And I
succeeded. I
tried many
many things
testing each
along the
way, and
finally a
System32
permissions
change with
some
subfolder
replication
(dont
try this at
home kids)
finally did
the trick.
Once I
created the
issue,

I
tried to fix
it backing
out each
step,
however
surprise
surprise i
was
unable to
get all my
permissions
back
correctly,
though i did
alot of
painful file
version
permission
comparison
against
another test
server i
have which
i knew to do
error free
backups.
The issue,
at least with
my
12289 error,
seems to be
with the
Backup
Operators
Group
permissions.

I can run an
error free
backup with
a Backup
Operators
group
account as
long
as im
logged in as
that user,
both
scheduled

and
immediate.
The error
happens
when i am
not logged
in as the
user of the
Backup
Operators
group
while the
scheduled
backup
runs. The
only event
log error is
the 12289
and
it appears in
the log right
after an
8018 info
NTBackup
"begin
operation"
event, and
right before
an 8000
info
NTBackup
"Begin
Backup of
C:" event.

Unfortunately
I wasnt able
to fix this
issue, but I
did find 2
successful
workarounds
for
this..either
make your
backup
account a
member of
the
Domain
Admins

group or,
and i like
this idea
better cause
of security,
log into
your server
via remote
desktop as
your backup
account and
then
disconnect
leaving
your session
running.

Things I
tried as
fixes that
didnt work
(not
neccessarily
in order)...
(My test
systems:
Windows
2003 SP1
w/all fsmo
roles,
isolated
domains,
both
are fresh
installs)
-Checked
and
matched all
file versions
and
security,
that i could
think
were
affected,
against
known good
server
-installed
Sp2 plus all
added

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hotfixes
(didn't apply
any
requiring an
MS
call, but
might in
future)
-created a
new backup
account and
linked with
Backup
Operators
-elevated
Backup
Operators
file level
permissions
on all files i
thought
would be
affected
-added
backup user
to each of
the
associated
backup
DCOMs
(dcomcnfg.msc)
-set backup
services
(VSS and
Removable
Storage) as
well as
scheduled
tasks
to run using
the
administrator
account
-Ran
process
manager in
administrator
TS session
while the
backup was
set

to
run using
backup user
credentials,
didn't find
anything
that looked
wrong
in
the results
though.
-Checked
within the
security
policy
(secpol.msc)
that the
Backup
Operators
group was
set as being
allowed to
run backups
-totally
cleaned out
any old
backup jobs
and
associated
files

Even
though i am
getting this
12289 error,
my backups
still work
and test
well, make
sure yours
contain
viable data
as well and
then, if they
are
good
backups,
either use a
workaround
or ignore

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the error
and wait for
Microsoft
to release
another fix
which
might
address the
error.

Or.. maybe
someone
else here
has another
idea? :-)

Coraleigh
Miller

"System
Administrator"
<sysadmin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in
message
news:46d74954.1643826656@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

I
just
tried
a
manual
test
backup
while
logged
in
as
user
Backup.
Again,
no
VSS
errors
were
logged.
--
Bob

On
Thu,

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30
Aug
2007
22:45:30
GMT,
sysadmin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
(System
Administrator)
wrote:

Further
to
my
previous,
Coraleigh.
FWIW,
the
scheduled
backups
are
fired
off
using
user
"Backup"
credentials.
This
user
is
a
member
of
the
Backup
Operators
group.
--
Bob

On
Thu,
30
Aug
2007
21:55:34
GMT,
sysadmin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
(System
Administrator)

wrote:

OK,
Coraleigh,
I
have
some
answers
for
you:

1.
The
full
message
for
Event
ID
12289
being
logged
is:

Volume
Shadow
Copy
Service
error.
Unexpected
error
OpenService
(shSCManager,
'VSS',SERVICE_QUERY_STATUS).
hr=0x80070005.

2.
There
are
several
other
events
being
logged
related
to
the
scheduled
backup.
All
of

which
are
informational
(backup
progress
related)
only.
The
12289
event
is
the
only
error
event
being
logged
and
it
comes
immediately
after
an
informational
event
indicating
the
scheduled
backup
operation
had
started.
There
are
two
informational
events
after
the
12289
event
indicating
a
shadow
copy
freeze
start
and
stop.
The
next

five
informational
events
show
NTBackup
start,
completion,
operation
successful,
verify
start
and
completion.

3.
No
errors
are
logged
when
backing
up
a
single
file
using
the
NTBackup
user
interface.
The
VSS
events
are
all
coming
from
the
daily
(M-F)
scheduled
NTBackup
backups.

4.
I
do
not
recall
and
can't

determine
if
the
issue
started
after
a
particular
Windows
Update
procedure
as
I
empty
the
event
log
file
weekly.
I
do
not
recall
them
appearing
immediately
after
system
installation,
which
included
SP2.
However,
the
backup
tests
conducted
after
system
installation
were
all
made
from
the
user
interface.
I
do
not
recall

if
any
VSS
events
were
logged
once
I
began
using
scheduled
backups.

5.
No
errors
were
indicated
when
I
ran
"vssadmin
list
writers".

6.
When
I
ran
"sfc
/scannow",
several
prompts
to
insert
the
install
CD
were
issued.
For
each
prompt,
I
chose
"Cancel"
and
after
ten
or
so

prompts,
I
cancelled
the
entire
procedure.
Since
the
install
CD
was
being
prompted
for,
wouldn't
allowing
each
prompt
to
complete
overwrite
a
file
that
may
have
been
updated
by
either
the
SP2
update
or
a
Windows
Update?

7.
I
did
not
attempt
to
use
Process
Monitor
as
NTBackup
via
the

user
interface
did
not
generate
a
VSS
event
in
Event
Viewer.

FWIW,
I
have
not
explicitly
configured
anything
related
to
VSS.
NTBackup
seems
to
use
it
as
a
matter
of
course,
using
whatever
default
configuration
exists
for
it.

Hope
this
information
helps
in
determining
the
problem.
Thanks,
Coraleigh.

--

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Bob

On
Mon,
27
Aug
2007
23:07:55
-0700,
"Coraleigh
Miller"
<CoraleighMiller@xxxxxxxx>
wrote:

Hi
Bob,

Ok
I
have
a
bunch
of
questions
and
troubleshooting
tools
for
you...
:-)

What
is
your
full
event
id
12289
error
message?
Do
you
have
any
other
related
event
ids
in

your
log?
Do
you
get
the
error
even
with
backing
up
a
simple
single
file
on
the
originating
server?
-is
it
a
specific
type
of
backup
which
produces
this
error?
When
this
problem
started
occurring
were
there
any
new
updates
or
software
installed,
or
new
configuration?

Do
any
errors
show

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up
if
you
run
a
vssadmin
/listwriters?
<http://technet2.microsoft.com/window>

You
could
run
a
sfc
/scannow
<http://support.microsoft.com/kb/3107>
which
examines
all
of
your
protected
system
files
and
verifies
their
versions
against
what
you
are
supposed
to
have.
It
may
be
that
there
is
an
incorrect
version
system
file
outside
of
the
vss
ones

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we
looked
at.

You
could
also
try
using
Microsoft's
Process
Monitor

<http://www.microsoft.com/technet/sy>

This
will
help
to
show
what
files
are
being
launched
when
you
start
a
backup.

And
it
might
give
us
abit
more
info.

When
you
go
to
use
it
make
sure
that
all
other
programs
are
closed,
as

it
will
be
easier
to
see
our
data
this
way,
and
then
press
the
clear
button
at
the
top
and
then
launch
your
mmc,
then
press
the
capture
button
again
which
will
halt
the
process
explorer
allowing
you
to
view
the
info.
For
viewing
the
file
names
it
might
be
easier

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to
have
only
the
"Show
file
system
activity"
button
at
the
top
pressed.

Coraleigh
Miller

"Bob
Felton"
<bob123.removethis@xxxxxxxxxxxx>
wrote
in
message
news:1d87d35vp18b0li3kir9bf0gg4j

Thanks
for
that
research,
Coraleigh.
I
looked
at
KB913648.
It
indicates
all
the
associated
files
(x86)
are
at
version
5.2.3790.2669
with
a
date
stamp
of

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28
Mar
06.
The
files
on
my
server
are
at
version
5.2.3790.3959
with
a
date
stamp
of
4
Apr
06,
except
for
a
few
that
have
17
Apr
07,
which
I
believe
is
the
date
I
built
up
the
server.
So,
it
would
appear
that
I
have
newer
files
than
indicated

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in
KB913648
yet
I
am
still
receiving
the
VSS
event.
Anything
else
I
can
look
at
or
do
in
an
attempt
to
resolve?
Thanks.

On
Wed,
22
Aug
2007
14:44:51
-0700,
"Coraleigh
Miller"
<CoraleighMiller@xxxxxxxx>
wrote:

Hi
Bob,

This
update
(also
included
in
SP2)
is
actually
newer

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and
replaced
the
891957
doc
so
you
might
want
to
check
against
the
file
dates
from
here
instead..
<http://support.microsoft.com>

Coraleigh

"Coraleigh
Miller"
<CoraleighMiller@x
wrote
in
message
<news:uNYQWJH5H>

Hmm..well
i
suppose
you
could
check
the
updated
files
listed
in
the
891957
doc
to
see
if
the
ones
on

your
server
are
the
same
ver
and
date
as
the
891957
files,
i
would
think
that
if
a
few
of
them
were
older
then
the
891957
for
some
reason
didnt
apply
correctly,
or
the
files
got
overwritten
by
some
other
app
(not
sure
how
possible
this
is).
Were
there
any
errors

in
your
SP2
install
log?

Coraleigh

"Bob
Felton"
<bob123.rem
wrote
in
message
news:ppcnc3

No,
Cora
not
yet.
The
4/14
resp
on
Ever
was
for
the
same
exac
ever
I'm
rece
and
it
is
the
one
that
men
KB
8919

On
Tue,
21
Aug
2007
20:0
-070

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"Co
Mil
<Co
wrot

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--
Bob
Felton

--
Bob
Felton

--
System
Administrator
Sprotte
+
Watson
Architecture
and
Planning
Vista,
CA

--
System
Administrator
Sprotte
+
Watson
Architecture
and
Planning
Vista,
CA

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System
Administrator
Sprotte
+
Watson
Architecture
and
Planning
Vista,
CA

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Bob Felton

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Bob Felton