

Re: NTBackup – The device reported an error on a request to write data to media.

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2008-06/msg00611.html>

- *From:* "Damon" <enlighten@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 19 Jun 2008 09:37:54 +1200
-

Hi Pegasus,

It's happening across multiple servers on both side (I.E. multiple servers backup to multiple different servers) so would that point primarily to:

- The switch or one of it's ports
- The CAT5 cable
- Some rogue device that broadcasts noise on the network some of the time

Cheers

Damon

"Pegasus (MVP)" <I.can@xxxxxxxxxx> wrote in message news:O4jbZ5V0IHA.5516@xxxxxxxxxxxxxxxxxxxxxxxx

There are a number of elements in the chain that performs the backup process, and any one of them could cause this type of problem. Here are the elements I'm thinking of:

- The server's network adapter
- The driver for this adapter
- The CAT5 cable from the server to the switch
- The switch or one of its ports
- The destination network adapter
- The driver for that adapter
- The CAT5 cable to that adapter
- The hard disk at the destination
- Some rogue device that broadcasts noise on the network some of the time.

If this was my show then I would go through a process of elimination until I found the culprit. I would probably start by installing a second network adapter in the server and use it for a direct connection to a dedicated PC that would act temporarily as the destination for the backup data. If this works then you can restore the original components one at a time until things fail again.

Re: NTBackup – The device reported an error on a request to write data to media.

"Damon" <enlighten@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:84BB9B76-3311-4BCD-ADDC-E6CA036A483B@xxxxxxxxxxxxxxxxxxxx

Hi Pegasus,

I've done that but it is not telling me anything new. Firstly I'm not using mapped network drives I am connecting to UNC shares across the network.

Secondly when I am getting the error it is happening during the backup. I.E. I might get 7MB into it, or 9MB of the backup file across the network before the backup fails.

So I guess to narrow it down, a backup job will start running fine (copying data across the network) then it will hit a point and then stop with the error.

I had a look in the event logs on the server that is trying to do the backup and I found that this occurs at the same time the job fails:

{Delayed Write Failed} Windows was unable to save all the data for the file \\Device\LanmanRedirector. The data has been lost. This error may be caused by a failure of your computer hardware or network connection. Please try to save this file elsewhere.

For more information, see Help and Support Center at
<http://go.microsoft.com/fwlink/events.asp>.

Cheers

Damon

"Pegasus (MVP)" <I.can@xxxxxxxxxx> wrote in message
news:%23DVtraD0IHA.5108@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

"Damon" <enlighten@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:C5591EA6-3203-4C98-B4E3-0F5C306DD20D@xxxxxxxxxxxxxxxxxxxx

Hi,

I'm having some problems with NTBackup. We currently have 5 servers which we have two NTBackup jobs set-up on each server. One backup job for each server is for backing up system state. The next backup job which runs after that backs up the files and then the system state backup.

Re: NTBackup – The device reported an error on a request to write data to media.

The problem that I am getting is that on some days the backups on different servers fail, its currently random as to which backup will fail and on what day. When they fail the error log always contains the following:

Error: The device reported an error on a request to write data to media.
Error reported: Unknown error.

Then if it was an exchange backup

Error: SERVER\Microsoft Information Store\First Storage Group is not a valid drive, or you do not have access.

If it was a file backup (the drive letter will change depending on where the files are being backed up.

Error: E: is not a valid drive, or you do not have access.

If I go and run that schedule task again it will succeed. Because the backups can run perfectly I think that the error which is being reported is not correct because obviously the drives are accessible. What I'm thinking it could be (I'm guessing here) is that maybe this is the error that you get when doing a backup across the network and maybe the network connection drops out for a second.

I really need to get this sorted and working, does anyone have any ideas on what I should do here?

Cheers

Damon

Instead of scheduling ntbackup.exe directly, embed it in a batch file as below, then examine the contents of c:\test.log after the next failure.
@echo off
echo Start of job: %date% %time% %UserName% >>
c:\test.log

Re: NTBackup – The device reported an error on a request to write data to media.

```
net use >> c:\test.log  
copy c:\test.log "{Destination}" 1>>c:\test.log 2>>&1  
ntbackup /.. /..  
echo End of job: %date% %time% %UserName% >>  
c:\test.log  
echo. >> c:\test.log
```

Replace {Destination} with the drive\folder that the backup
job
itself uses.