

Re: SBS 2003 Backup Issue

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-06/0939.html>

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SBS2003 backup that is configured and run from the Server Manager expressly set the backup to fail with the obscure message you are receiving if more than one tape is required. That error may also come from other causes, but in many cases it is because you have filled up the first tape and the application has disabled the ability to stop and ask the user to mount a second tape. You can sort of get around this by either manually running the backups or creating a scheduled backup directly from NTBACKUP. There are also a few good third party solutions.

I think this is a significant defect and should be addressed by Microsoft. The response that I received after spending almost a month with a support incident is that the program was designed to fail if the tape filled up and it is not considered a bug and will not be fixed. If you look at the script generated by BKRUNNER you will see it contains a /UM (unmanaged) switch which causes this. You can edit the script and remove the /UM and it runs and asks for the second tape. I asked for an option in the Server Manager wizard to not include that switch if one wanted to manually switch tapes, and was told it would not work and would not be done. I asked again in the SBS2003 support chat last week and the answer was repeated that it could not be fixed.

Bill Walter

"Stephen D. Oliver" <stev3@oliv3r-net.com> wrote in message news:eM\$eaORSEHA.2408@tk2msftngp13.phx.gbl...
> *I'm having an issue with getting my backup to run on my SBS 2003 Standard with HP SureStore DAT8 drive.*
> *I get the following error message in my log (full log text below):*
>
> *"Backup Status*
> *The requested media failed to mount. The operation was aborted."*
>
> *I installed the hotfix, sbs2003-kb831664-x86-enu.exe, but I'm still getting*
> *the same results. A Google search showed hits at a few IT websites where*
> *the exact same problem is being replicated.*
> *Is Backup and issue with SBS 2003???*

>
> *Thanks!*
>
> *-steve*
>
> *6/2/2004 7:20 PM*
> -----
> *Date: 6/2/2004*
> *Time: 7:20 PM*
> *User: administrator*
> -----
>
> *Backup Runner started.*
> *NTMS session started successfully.*
> *EnumerateNtmsObject(NTMS_LIBRARY) succeeded.*
> *Will enumerate on 3 media libraries found.*
> *GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.*
> *GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.*
> *Found an enabled library.*
> *InventoryNtmsLibrary(NtmsInventoryOmid) succeeded.*
> *Identify Media completed*
> *EnumerateNtmsObject(NTMS_MEDIA_TYPE) succeeded.*
> *Will enumerate on 0 media types found.*
> *GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.*
> *Found an enabled library.*
> *InventoryNtmsLibrary(NtmsInventoryOmid) succeeded.*
> *EnumerateNtmsObject(NTMS_MEDIA_TYPE) succeeded.*
> *Will enumerate on 1 media types found.*
> *GetNtmsObjectInformation(NtmsPhysicalMediaInfo) succeeded.*
> *GetNtmsObjectInformation(NtmsMediaTypeInfo) succeeded.*
> *Found a tape media type in the library (4mm DDS).*
> *Launching NTBackup: ntbackup.exe backup "@C:\Program Files\Microsoft*
Windows
> *Small Business Server\Backup\Small Business Backup Script.bks" /d "SBS*
> *Backup created on 6/2/2004 at 7:20 PM" /v:yes /r:no /rs:no /hc:on /m*
normal
> */j "Small Business Server Backup Job" /l:s /p "4mm DDS" /UM*
> *NTBACKUP LOG FILE: C:\Documents and Settings\SBS Backup User\Local*
> *Settings\Application Data\Microsoft\Windows NT\NTBackup\data\backup04.log*
> =====<BEGIN NTBACKUP LOG FILE>=====

> *Backup Status*
> *The requested media failed to mount. The operation was aborted.*
>
> -----
>
> =====<END NTBACKUP LOG FILE>=====

> *NTBackup finished the backup with errors.*
>
>