

## RE: SBS 2003 Backup recently failed – not recognizing tapes

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-02/7224.html>

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**From:** Jennifer N. (*JenniferN\_at\_discussions.microsoft.com*)

**Date:** 02/23/05

Date: Wed, 23 Feb 2005 09:01:11 -0800

Charles,

Thank you for your reply. I know that the tape drive is not listed in the HCL as supported by 2003, but it was working up until 2/14/05. If I cannot get it to start backing up again, I will suggest a replacement with a device on the HCL. However, I hope to get it working again.

In response to your general troubleshooting list:

1. Normal usage is through the wizard, through troubleshooting I also tried ntbakup – error from the wizard is mount failed, error through ntbakup is no free media available.
2. No, the issue does not occur if I backup to hard disk.
3. Here is the most recent log:

Backup Status

The requested media failed to mount. The operation was aborted.

- 
4. Here is the error message(s) from the event viewer:

Application Event Log:

Event id 5634

Source: Small Business Server

One or more components of Small Business Server Backup failed. For more information, click Backup in Server Management, and view the log files.

Event id 8017

Source: ntbakup

NTBackup error: 'The requested media failed to mount. The operation was aborted.'

5. I have tried a few of these possibilities (A – E), but not all of them in this order. I will try this next and let you know what happens.

Thank you again for your help. I will try #5 and let you know success or failure.

""Charles Yang [MSFT]"" wrote:

microsoft.public.windows.server.sbs: RE: SBS 2003 Backup recently failed – not recognizing tapes

> Hi,  
>  
> Glad to hear from you.  
>  
> According to your description, I understand that you encountered a problem  
> in SBS backup. If I am off base, please let me know.  
>  
> Before we troubleshoot this issue, I would first like to give you the link  
> of Hardware Compatible List (HCL) for windows server system; there you can  
> find the hardware which are certified by Microsoft:  
>  
> <http://www.microsoft.com/windows/catalog/server/>  
>  
> I also helped you check the HP Surestore 24i (C1537A) in HCL list; however,  
> I am afraid it is not supported by Windows 2003. For the non-supported  
> device, I am afraid we are not able to guarantee the performance and you  
> may contact your hardware vendor for more support.  
>  
> However I would like to offer some general troubleshooting suggestions:  
>  
> 1. Could you tell us which way is used for backup, SBS backup wizard or  
> NTbackup?  
> 2. Does the issue occur if you back up to a hard disk?  
> 3. The backup log files in the "C:\Documents and Settings\SBS Backup  
> User\Local Settings\Application Data\Microsoft\Windows NT\NTBackup\data"  
> folder, could also paste the error message in this log to the public  
> newsgroup.  
> 4. Could you also paste the error messages in event view to the public  
> newsgroup?  
> 5. Rebuild RSM database and see if it helps:  
>  
> A. Remove the tape drive from Device Manager.  
> B. Remove the tape device from RSM.  
> C. Do a scan for hardware changes in Device Manager.  
> D. Device Manager should re-detect the device and install it. RSM should  
> automatically install it a few minutes after that.  
> E. Attempt an inventory from a tape with backup data after RSM has  
> re-detected and installed the device.  
>  
> More info:  
>  
> 239892 How to Schedule Unattended Backups Using a Stand-Alone Tape Library  
> <http://support.microsoft.com/?id=239892>  
>  
> 300439.KB.EN-US How to Use Command Line Parameters With the "Ntbackup"  
> Command  
> <http://support.microsoft.com/default.aspx?scid=KB;EN-US;300439>  
>  
> If you have other related information, please also feel free to let me  
> know.  
>

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> *Thanks & Regards,*

>

> *Charles Yang*

> *Online Partner Support*

> *Partner Support Group*

> *Microsoft Global Technical Support Center*

> *Mailto: v-chayan@microsoft.com*

>

> *Sincerely,*

>

> *Charles Yang (MFST)*

>

> *Microsoft Online Support Engineer*

>

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> =====

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