

RE: Backup issues after changing administrator name

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-04/msg06882.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Wed, 27 Apr 2005 10:45:18 GMT
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Hello,

Thank you for posting back.

This problem occurs when the following conditions are true:

1. You back up data from a volume that contains a Microsoft SQL Server database.
2. The recovery model of the SQL Server database is configured to use an option that is different from Simple.

As creating the volume shadow copy failed, the open files shown in the log will surely will not be backed up. To solve the issue, you need to contact CSS (Customer Support Service) for the following hot fix.

Error 800423f4 appears in the backup log file when you back up a volume by using the Volume Shadow Copy service in Windows Server 2003
<http://support.microsoft.com/?id=828481>

To find the support resources, please visit the following website and access the corresponding localized page:

To obtain the phone numbers for specific technology request please take a look at the web site listed below.
<http://support.microsoft.com/default.aspx?scid=fh:EN-US:PHONENUMBERS>

If you are outside the US please see <http://support.microsoft.com> for regional support phone numbers.

Also install the following VSS update rollup:

833167 A Volume Shadow Copy Service (VSS) update package is available for
<http://support.microsoft.com/?id=833167>

Thanks for your time, and I Hope this information helps. I am looking forward to hearing from you soon.

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Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

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 ◇ *From: Shyam*

• ***References:***

- ◆ ***Backup issues after changing administrator name***
 ◇ *From: Shyam*
- ◆ ***RE: Backup issues after changing administrator name***
 ◇ *From: "Brandy Nee [MSFT]"*
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