

# RE: Backup issues after changing administrator name

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-04/msg07095.html>

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- *From:* "Shyam" <[shyam@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:shyam@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 27 Apr 2005 20:08:02 -0700
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Brandy:

Thanks for your reply. I set the relevant sql server databases to simple and the backup worked. To do this, I followed the instructions in the KB828481 article. Since it is now working, I did not download the VSS update rollup. Would you suggest that I still do so?

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Thanks very much

Shyam

""Brandy Nee [MSFT]"" wrote:

- > 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:
- >

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- > 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.
- >
- > Best regards,
- >
- > Brandy Nee
- >
- > Microsoft CSS Online Newsgroup Support
- >
- > Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)
- >
- > =====
- > When responding to posts, please "Reply to Group" via your newsreader so
- > that others may learn and benefit from your issue.
- > =====
- >
- > This posting is provided "AS IS" with no warranties, and confers no rights.
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• **Follow-Ups:**

- ◆ **RE: Backup issues after changing administrator name**  
◇ From: "Cliff Zhang [MSFT]"

• **References:**

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

◆ **RE: Backup issues after changing administrator name**

◇ From: Shyam

◆ **RE: Backup issues after changing administrator name**

◇ From: "Brandy Nee [MSFT]"

- Prev by Date: **SBS 2K3 Server Usage Report Interval Modification**
- Next by Date: **Re: SMTP Issue**
- Previous by thread: **RE: Backup issues after changing administrator name**
- Next by thread: **RE: Backup issues after changing administrator name**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**