

## RE: Backups, VSS and SBS2003 HELP NEEDED!!!

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg04487.html>

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- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
  - *Date:* Tue, 16 Aug 2005 08:30:23 GMT
- 

Hello Luke,

Thank you for posting back!

I have checked the registry keys you applied with mine on the test machine, they are exact the same.

>From your reply, I understand that you do not have a Backup for your SBS 2K3 server currently, also, I understand that it is better to have a backup before we installing SBS 2K3 SP1. In this case, I suggest you that contact Microsoft Product Support Services via telephone so that a dedicated Support Professional can assist with your request. For your case, I think maybe they will help you to perform an offline backup for your server or any other better options. Please be advised that contacting phone support will be a charged call.

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.

I am greatly appreciated your time and understanding! If you have any questions or concerns, please feel free to let me know. I am glad to be working with you again!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding

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newsgroups so that they can be resolved in an efficient and timely manner.

You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====  
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-----  
>Thread-Topic: Backups, VSS and SBS2003 HELP NEEDED!!!  
>thread-index: AcWh/jlwI+oi5QLSwKNa9WgAM7K0A==  
>X-WBNR-Posting-Host: 202.7.93.166  
>From: "?Utf-8?B?THVrZSBDYXNzYXI=?" <LukeCassar@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>References: <426B00D6-325F-4854-8195-27E39BE7C8CA@xxxxxxxxxxxx>  
<BioBmvWnFHA.588@xxxxxxxxxxxxxxxxxxxxxxxx>  
<573E2F4D-0738-477D-9ADF-FF40561927D4@xxxxxxxxxxxx>  
<2DFFD877-62D5-40FE-9610-CA828D33075F@xxxxxxxxxxxx>  
<0ihM7BmnFHA.588@xxxxxxxxxxxxxxxxxxxxxxxx>  
<870432CE-D061-45E3-A26A-8D7BBE260712@xxxxxxxxxxxx>  
<BB1SVGZoFHA.940@xxxxxxxxxxxxxxxxxxxxxxxx>  
>Subject: RE: Backups, VSS and SBS2003 HELP NEEDED!!!  
>Date: Mon, 15 Aug 2005 18:02:50 -0700  
>Lines: 166  
>Message-ID: <B16F5109-07CD-42BE-9B60-3CE03A2C7C4F@xxxxxxxxxxxx>  
>MIME-Version: 1.0  
>Content-Type: text/plain;  
> charset="Utf-8"  
>Content-Transfer-Encoding: 7bit  
>X-Newsreader: Microsoft CDO for Windows 2000  
>Content-Class: urn:content-classes:message  
>Importance: normal  
>Priority: normal  
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
>Newsgroups: microsoft.public.windows.server.sbs  
>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250

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>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:144649  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Hi Brandy,  
>Thanks again for your time and patience with this issue.  
>Yes, I am concerned with installing the rest of the SP for SBS2K3 simply  
>because if anything were to happen to the server we would have absolutley  
no  
>fallback method since there has not been a single sucessful backup of  
>anything on the server.  
>  
>As for disabling volume shadow copy in NTBACKUP advanced tab, for some  
>reason this box is greyed out. Even if I only select to backup a simple  
>folder of documents, etcc (eg. not selecting system state or exchange,  
>etc..), the disable volume shadow copy tickbox is greyed out, and  
therefore  
>cannot be changed.  
>  
>I ran the command which you specified and the output is pasted below:  
>  
>C:\Documents and Settings\Administrator> REG.EXE QUERY  
>HKLM\SYSTEM\CurrentControlset\Control\ContentIndex\Catalogs /s  
>  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlset\Control\ContentIndex\Catalogs\System  
>  
> Location REG\_SZ C:\System Volume Information  
> IsIndexingW3Svc REG\_DWORD 0x0  
> IsIndexingNNTPSvc REG\_DWORD 0x0  
>  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlset\Control\ContentIndex\Catalogs\System  
>  
>\Scopes  
> C:\Documents and Settings REG\_SZ ,,5  
> C:\ REG\_SZ ,,5  
> C:\Documents and Settings\\*\Application Data\\* REG\_SZ ,,4  
> C:\Documents and Settings\\*\Local Settings\\* REG\_SZ ,,4  
>  
>HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlset\Control\ContentIndex\Catalogs\Web  
eb  
> Location REG\_SZ c:\inetpub  
> IsIndexingW3Svc REG\_DWORD 0x1  
> IsIndexingNNTPSvc REG\_DWORD 0x0  
> W3SvcInstance REG\_DWORD 0x1  
> GenerateCharacterization REG\_DWORD 0x1  
> FilterFilesWithUnknownExtensions REG\_DWORD 0x0  
> MaxCharacterization REG\_DWORD 0x140  
>  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlset\Control\ContentIndex\Catalogs\WebSc

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>

>I hope this information is of some use to you.

>

>Please let me know if there is any other information that you require and we

>can proceed from there.

>

>Thanks again,

>Luke

>

>

>""Brandy Nee [MSFT]"" wrote:

>

>> Hello Luke,

>>

>> Thank you for posting back!

>>

>> I am sorry that I did not explain clearly in my last reply. We do not suggest customers Only install Windows Server 2003 SP1 on their server.

If

>> they do only install the Windows Server 2003 SP1, either remove it or keep

>> on installing the remaining patches Small Business Server 2K3 SP1 on their

>> server. For your case, you mentioned "I have only installed Windows Server

>> 2003 SP1 at this stage", I suggest you that install the whole patches in SBS 2K3 SP1 and see whether this issue will occurs.

>>

>> As you mentioned that you only installed Windows Server 2003 SP1 so far,

I

>> am not sure whether you have any concerns on installing the SBS 2K3 SP1.

If

>> yes, please feel free to let me know.

>>

>> For detailed instructions for installing SBS 2003 SP1, please refer to the

>> following SBS 2003 SP1 download page (please read it carefully):

>>

>>

>> <http://www.microsoft.com/downloads/details.aspx?FamilyId=B6F8A4C0-B707-4161-ADEB-44F1B756119F&displaylang=en>

>>

>> To order SBS 2003 SP1, please contact the phone shown in the following webpage.

>>

>> <http://www.microsoft.com/WindowsServer2003/sbs/downloads/sp1/phone.msp>

>>

>> If you need the Windows Small Business Server 2003 Premium SP1 which

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>> includes ISA 2004/SQL SP4, you need to order it.  
>> <http://go.microsoft.com/fwlink/?LinkId=45336>  
>>  
>> I understand that this is an urgent issue, a suggestion would be to contact  
>> Microsoft Product Support Services via telephone for the quickest solution,  
>> and a dedicated Support Professional can assist with your request. Please  
>> be advised that contacting phone support will be a charged call.  
>>  
>> 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.  
>>  
>> Here, I am still glad to assist on your issue. Please see:  
>>  
>> For Shared Copy, as I mentioned in the previous reply, we do not suggest  
>> customer disable VSS in case when you performing NTBackup, some open files  
>> will not be backed up and cause some unexpected issue.  
>>  
>> If you really want to disable it, please see:  
>>  
>> [Note]: The Shadow Copied tab in C drive Properties is different from the  
>> Volume Shadow Copy in NTBackup.  
>>  
>> a. Go to Start -> Run "ntbackup" (without quotation marks). Click Advanced  
>> Mode.  
>>  
>> b. On the Welcome tab, click Backup Wizard (Advanced). Run the Backup  
>> Wizard.  
>>  
>> c. Proceed to the Completing the Backup Wizard page, click Advanced.  
>>  
>> d. Proceed to the How to Back Up page, check the box Disable Volume Shadow  
>> Copy.  
>>  
>> e. Finish rest of the wizard.  
>>  
>> I suggest that run following command from a command prompt and send the  
>> full result to the Newsgroup, so we can verify whether the registry keys  
>> are valid.

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>>  
>> REG.EXE QUERY  
HKLM\SYSTEM\CurrentControlset\Control\ContentIndex\Catalogs /s  
>>  
>> I am appreciated your time and cooperation, and looking forward to  
hearing  
>> from you!  
>>  
>>  
>> Best regards,  
>>  
>> Brandy Nee  
>>  
>> Microsoft CSS Online Newsgroup Support  
>>  
>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
>> =====  
>> This newsgroup only focuses on SBS technical issues. If you have issues  
>> regarding other Microsoft products, you'd better post in the  
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>> check <http://support.microsoft.com> for regional support phone numbers.  
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RE: Backups, VSS and SBS2003 HELP NEEDED!!!

- ***Follow-Ups:***
  - ◆ ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* Luke Cassar
  
- ***References:***
  - ◆ ***Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* Luke Cassar
  - ◆ ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* "Brandy Nee [MSFT]"
  - ◆ ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* Luke Cassar
  - ◆ ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* Luke Cassar
  - ◆ ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* "Brandy Nee [MSFT]"
  - ◆ ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* Luke Cassar
  - ◆ ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* "Brandy Nee [MSFT]"
  - ◆ ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
    - ◇ *From:* Luke Cassar
  
- Prev by Date: ***Re: Activesync 3.8 to replace 3.7 deplyed via wizards***
- Next by Date: ***Re: Two Servers with Same Name & My Folder Redirection Challenge.***
- Previous by thread: ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
- Next by thread: ***RE: Backups, VSS and SBS2003 HELP NEEDED!!!***
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