

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

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg04820.html>

- *From:* v-branee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Wed, 17 Aug 2005 11:56:36 GMT
-

Hello Luke,

Thank you for posting back!

I still suggest you that contact PSS call immediately before thing is getting worse and worse as this is a crticale issue. You need to explain to PSS perfessional in detail what exact situation you are in, and they will find the best and the most effective way to help you out of the jam.

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!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – 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 corresponding 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.

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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: AcWi0DjZ1JjbZscTRf2yofol1z48rzg==
>X-WBNR-Posting-Host: 202.7.93.166
>From: "=?Utf-8?B?THVrZSBDYXNzYXI=?" <LukeCassar@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>References: <426B00D6-325F-4854-8195-27E39BE7C8CA@xxxxxxxxxxxxxxxx>
<BioBmvWnFHA.588@xxxxxxxxxxxxxxxxxxxxxxxx>
<573E2F4D-0738-477D-9ADF-FF40561927D4@xxxxxxxxxxxxxxxx>
<2DFFD877-62D5-40FE-9610-CA828D33075F@xxxxxxxxxxxxxxxx>
<0ihM7BmnFHA.588@xxxxxxxxxxxxxxxxxxxxxxxx>
<870432CE-D061-45E3-A26A-8D7BBE260712@xxxxxxxxxxxxxxxx>
<BB1SVGZoFHA.940@xxxxxxxxxxxxxxxxxxxxxxxx>
<B16F5109-07CD-42BE-9B60-3CE03A2C7C4F@xxxxxxxxxxxxxxxx>
<1DAhBzjoFHA.3472@xxxxxxxxxxxxxxxxxxxxxxxx>
<9467AF9E-3F2E-4CC3-AAB0-484E87415D6C@xxxxxxxxxxxxxxxx>
>Subject: RE: Backups, VSS and SBS2003 HELP NEEDED!!!
>Date: Tue, 16 Aug 2005 19:06:04 -0700
>Lines: 51
>Message-ID: <727DD8E5-8BA4-4D50-9EA2-D572D958AEE6@xxxxxxxxxxxxxxxx>
>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
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:145062
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Hi Brandy,
>one more thing I would like to add.

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>
>If i run ntbackup on the server to backup the servers local disk c:\ the
>backup program stops backing up at the 'preparing to backup using shadow
>copy'.
>This part we know.
>
>BUT on the same server, If i go to backup files located on a NETWORK
drive,
>the backup runs to completion without a problem.
>
>To me this suggest a problem with the Volume Shadow Service and the Shadow
>Copies kept on C: drive.
>
>One option that I now have is to use NTBackup on a PC, which backs the
>server up across the network (for all the important files and hopefully I
can
>get exchange to do this as well from the PC) then backup the bkf file from
>the server onto tape.
>
>I cant do system state this way (or can I?) and backup/restore will take
>longer, but at least the data will finally be getting backed up. To
restore,
>we will just have to restore the whole bkf file from tape to disk, then
use
>ntbackup to get the files out of there that we want.
>
>For now this is a workable solution until we get the server working
properly.
>
>Please let me know if you have any info on either system state across the
>network, or some other more effective way to do this.
>
>Regards,
>Luke
>
>"Luke Cassar" wrote:
>
>> Hi Brandy,
>> Do you think this hotfix for VSS will help, specifically:
>> <http://support.microsoft.com/?id=833167#XSLTH4135121121120121120120>
>>
>> It mentions something of backup timeouts, or similar. Is there a newer
>> hotfix or something else we should apply to try before contacting PSS?
>>
>> I did call and ask for this hotfix, but they have not yet sent it to me.
Are
>> there any risks associated with installing this hotfix?
>>
>> Thanks again for your help and I guess if necessary we will have to call
>> PSS, but I would still prefer to have proper tape backups before
continuing

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>> with the SP install.
>>
>> Cheers,
>> Luke
>>
>

• **References:**

- ◆ **[Backups, VSS and SBS2003 HELP NEEDED!!!](#)**
 - ◇ From: Luke Cassar
 - ◆ **[RE: Backups, VSS and SBS2003 HELP NEEDED!!!](#)**
 - ◇ From: "Brandy Nee [MSFT]"
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 - ◇ From: Luke Cassar
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