

RE: Backup Failures

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg00579.html>

- *From:* "MikeD" <mobildata.donteatspam@xxxxxxxxxxxxxxx>
 - *Date:* Fri, 2 Sep 2005 02:36:06 -0700
-

Brandy,

Thank you for your reply. Fortunately it appears the hotfix wont be necessary. I tracked the source of the error to a new database installed yesterday by another software vendor. Apparently VSS cannot backup an SQL database configured for "Full" recovery model. A call to the vendor verified that the new db should be configured for "simple" model. So, it was a "simple" fix after all.

Thanks again for the reply.

Mike

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Eight was enough!

""Brandy Nee [MSFT]"" wrote:

- > Hello,
- >
- > Thank you for posting to the SBS Newsgroup!
- >
- > I understand that you need the hotfix KB828481 for a VSS issue. If I have
- > misunderstood your concern, please let me know.
- >
- > I hope you can understand that hotfixes are generally available for
- > specific issues in the Product. Please keep in mind that they are not fully
- > regression tested and should be applied only to systems experiencing the
- > specific problem. For this reason, the first step would be to verify if you
- > are indeed running into the problem addressed in a specific hotfix. The
- > individual sending of hotfixes must be tracked by Microsoft for reasons
- > such as: you may run into problems after installing the fix, when future
- > updates to the hotfix occur we want to be able to notify you. For these
- > reasons and others, many hotfixes are only available to customers if they
- > call into the appropriate Microsoft Support phone line, and receive direct
- > help and advice from a Microsoft support professional. We are not equipped

RE: Backup Failures

- > to send out and track hotfixes here in the Newsgroups forum.
- >
- > If you prefer, you could contact Microsoft Customer Service and Support
- > directly to obtain the fix. For a complete list of Microsoft Customer
- > Service and Support phone numbers and information about support costs,
- > visit the following Microsoft Web site:
- >
- > <http://support.microsoft.com/default.aspx?scid=fh:EN-US:CNCONTACTMS>
- >
- > If you are outside the US please see <http://support.microsoft.com> for
- > regional support phone numbers.
- >
- > [NOTE]: In special cases, charges that are ordinarily incurred for support
- > calls may be canceled if a Microsoft Support Professional determines that a
- > specific update will resolve your problem. The typical support costs will
- > apply to additional support questions and issues that do not qualify for
- > the specific update in question.
- >
- > For your additional information:
- >
- > To back up and restore Microsoft SQL Server database files, it is
- > recommended that you use the built-in backup and restore utilities in SQL.
- >
- > Backing up a database using SQL Enterprise Manager:
- >
- > 1. Open SQL Enterprise Manager.
- >
- > 2. Click the plus sign (+) next to Microsoft SQL Servers.
- >
- > 3. Click the plus sign (+) next to SQL Server Group.
- >
- > 4. Click the plus sign (+) next to the SharePoint instance.
- >
- > 5. Click the plus sign (+) next to Databases.
- >
- > 6. Right-click the database you want to backup, select All Tasks, click
- > Backup Database.
- >
- > 7. Select Database (C complete for a full backup.
- >
- > 8. In the Destination section, click Add.
- >
- > 9. To backup the database to a file, select File Name.
- >
- > 10. Click the ellipse next to the File Name textbox.
- >
- > 11. Type a filename for the database.
- >
- > 12. Click OK when prompted.
- >
- > Related information:

RE: Backup Failures

>
> 307775 INF: Disaster Recovery Articles for Microsoft SQL Server
> <http://support.microsoft.com/?id=307775>
>
> SQL Books Online: "Contents" \ "Administering SQL Server" \ "Backing
> Up and Restoring Database".
>
> You can have SQL server automatically create a backup of itself and then
> have SBS Backup backup that file. That's how most SQL databases are backed
> up.
>
> Hope this information helps. If anything is unclear, please feel free to
> let me know. I am glad to be of assistance!
>
> 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.
>
> 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.
> =====
> This posting is provided "AS IS" with no warranties, and confers no rights.
>
>
>
> -----
> >Thread-Topic: Backup Failures
> >thread-index: AcWvI69aHgCzRn+WTGWoBbY/kinMlw==

RE: Backup Failures

RE: Backup Failures

>>X-WBNR-Posting-Host: 63.194.254.102
>>From: "=?Utf-8?B?TWlrZUQ=?=" <mobildata.donteatspam@xxxxxxxxxxxxxx>
>>Subject: Backup Failures
>>Date: Thu, 1 Sep 2005 11:33:45 -0700
>>Lines: 21
>>Message-ID: <BCB79D06-73C8-4C2F-8A5D-4E4B4A5D39B2@xxxxxxxxxxxxxx>
>>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!TK2MSFTNGXA03.phx.gbl
>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:149992
>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>
>>Backup fails with following message in the log:
>>
>>/**
>>Error returned while creating the volume shadow copy:800423f4
>>Reverting to non-shadow copy backup mode.
>>Backup of "C: "
>>Backup set #1 on media #1
>>Backup description: "SBS Backup created on 9/1/2005 at 9:46 AM"
>>Media name: "Small Business Server Backup (03).bkf created 9/1/2005 at
>>9:46
>>AM"
>>*/
>>
>>KB Article #828481 syas this is related to backup of SQL using shadow copy
>>and there is a hotfix. I cant ID or locate the hotfix anywhere can anyone
>>help?
>>
>> thx in advance
>>
>>
>>---
>>Eight was enough!
>>
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>
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• *Follow-Ups:*

RE: Backup Failures

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- ◆ **RE: Backup Failures**
 - ◇ From: "Brandy Nee [MSFT]"

• **References:**

- ◆ **Backup Failures**
 - ◇ From: MikeD
 - ◆ **RE: Backup Failures**
 - ◇ From: "Brandy Nee [MSFT]"
-
- Prev by Date: **Undeliverable POP3 emails**
 - Next by Date: **RE: Server Error in '/' Application**
 - Previous by thread: **RE: Backup Failures**
 - Next by thread: **RE: Backup Failures**
 - Index(es):
 - ◆ **Date**
 - ◆ **Thread**