

Re: Backup still not working

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg00900.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Thu, 10 Nov 2005 10:30:14 GMT
-

Hello Aaron,

Thank you for posting back!

As we have been handling this issue for many days, I would like to make a summary of the post for your reference:

Problem Description

=====

Cannot backup to IBM ULT3580-TD1 LTO tape drive which does not list in HCL, can Backup to local hard disk.

In the Backup log, error code is: 0x80070458: which means
ERROR_NO_MEDIA_IN_DRIVE

Possible Causes

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Most probably is a hardware issue.

Actions Taken

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1. KB 831664
2. KB 235032
3. Disable Shadow Copy and test the issue
4. Set the SQL Server 2000 database recovery model to Simple
5. KB 235032

Suggestion:

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The Backup log you applied still indicates error code 0x80070458 as the

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previous Backup Log. As the error code indicates, the error code 0x80070458 which means ERROR_NO_MEDIA_IN_DRIVE. Most probably is a hardware issue. I still suggest that you contact the hardware vendor to check whether the drive works compatible with Windows Server Catalog.

Unfortunately, due to the complexity of this issue, I regret to say that we are unable to give further assistance in the Newsgroups.

We suggest that contact Microsoft Product Support Services via telephone for better 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.

I am sorry for any inconvenience brought up to you, and 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.

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

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check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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>From: "BoboTWG" <aaron.nospam@xxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>References: <umB5f.649\$8W.118@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<JRAhLgS1FHA.1172@xxxxxxxxxxxxxxxxxxxxxxxx>
<iQO5f.430\$R%.42@xxxxxxxxxxxxxxxxxxxxxxxx>
<7fmmUZe1FHA.1468@xxxxxxxxxxxxxxxx>
<QpKdna5xRaP2xMXeRVn-uA@xxxxxxxx>
<31Cw9Eu2FHA.2904@xxxxxxxx>
<AX78f.1825\$Lv.603@xxxxxxxx>
<fow2o5U4FHA.2904@xxxxxxxx>
>Subject: Re: Backup still not working
>Lines: 196
>X-Priority: 3
>X-MSMail-Priority: Normal
>X-Newsreader: Microsoft Outlook Express 6.00.2800.1158
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1165
>Message-ID: <ypAcf.6395\$8W.4978@xxxxxxxx>
>NNTP-Posting-Host: 68.23.91.209
>X-Complaints-To: abuse@xxxxxxxx
>X-Trace: newssvr30.news.prodigy.com 1131598558 ST000 68.23.91.209 (Wed, 09
Nov 2005 23:55:58 EST)
>NNTP-Posting-Date: Wed, 09 Nov 2005 23:55:58 EST
>Organization: SBC <http://yahoo.sbc.com>
>X-UserInfo1:
FKPO@MC@OPRYBTXYWJ_FJ\AJUSXB@DTMNHWB_EYLJZ]BGIELNVUEAE[YETZPIWWI[FCIZA^NBFX
_D[BFNTCNVPTNTKHWXKB@X^B_OCJLPZ@ET_O[G\XSG@E[G[ZKVLBL^CJINM@I_KVIOR\T_M_AW_
M[_BWU_HFA_]@A_A^SGFAUDE_DFTMQPFVWV[QPJN
>Date: Thu, 10 Nov 2005 04:55:58 GMT
>Path:
TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-onli
ne.de!border2.nntp.dca.giganews.com!border1.nntp.dca.giganews.com!nntp.gigan
ews.com!newscon06.news.prodigy.com!prodigy.net!newsmst01b.news.prodigy.com!p
rodigy.com!postmaster.news.prodigy.com!newssvr30.news.prodigy.com.POSTED!1d9
ddf9b!not-for-mail
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:220732
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Hello Brandy, thank you for your patience. I am back and ready to resolve
>this issue. I have already been working on this tonight and here is what I
>have.
>
>I inserted a tape. I looked in Removable Storage and it was recognized. I

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>did a backup in NTBackup so I would have a good one before proceeding.
>
>I ejected that tape and inserted a second one. I went into Removable Storage
>and there was a red x through the LTO tape drive. After a while the red x
>went away and the tape was showing that it was recognized. I went to SBS
>Backup and selected "Backup Now" waited a little while and refreshed the
>backup page and found a backup failed message.
>
>I then preformed the 831664 update. Rebooted the server. Tried to do Backup
>Now again and got another failed backup. I then stopped & disabled the
>Remote Storage Service. I deleted the newest unrenamed files in the
NTMSDATA
>folder. I rebooted the server. I set Removable Storage Service to Automatic
>and started it. I serted a tape and then tried Backup Now. It failed also.
>All three Backup Nows have identicle backup logs (pasted below).
>
>Did your #3 (unchecking System State), failed.
>
>Did your #4 (check System State, uncheck 1st Storage Group), failed.
>
>Did #5 (Shadow copy). Here is what was showing:
>
>(Under Volume) C:\ – (Under Next Run Time) 11/10/2005 7:00 AM – (Under
>shares) 28 – (Under Used) 3377MB on C:\
>
>(Under Volume) E:\ – Disabled – 21 Shares.
>
>I then disabled Shadow Copy on the C drive. I then tried Backup Now, it
>sounded like it was going to work (taped wiinding) but it failed. I looked
>in Removable Storage and the red x was back. I waited until it disappeared
>and the tape was showing as recognized so I tried Backup Now again. It
>failed again.
>
>#6. Yes we have SQL installed. I checked and they are all set to simple
>recovery mode already. I have pasted 2 logs below, the last Backup Log and
>Small Business Backup
>Scrip.bks (from before I changed it tonight)
>
>Thank you very much and I look forward to hearing from you.
>
>Aaron
>
>11/9/2005 11:38 PM
>-----
>Date: 11/9/2005
>Time: 11:38 PM
>User: administrator
>-----
>
>Backup Runner started.

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>NTMS session started successfully.
>EnumerateNtmsObject(NTMS_LIBRARY) succeeded.
>Will enumerate on 3 media libraries found.
>GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.
>GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.
>Found an enabled library.
>InventoryNtmsLibrary(NtmsInventoryOmid) succeeded.
>Identify Media completed
>EnumerateNtmsObject(NTMS_PHYSICAL_MEDIA) succeeded.
>Will enumerate on 1 media types found.
>GetNtmsObjectInformation(NtmsPhysicalMediaInfo) succeeded.
>GetNtmsObjectInformation(NtmsMediaTypeInfo) succeeded.
>GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.
>Found an enabled library.
>InventoryNtmsLibrary(NtmsInventoryOmid) succeeded.
>Identify Media completed
>EnumerateNtmsObject(NTMS_PHYSICAL_MEDIA) succeeded.
>Will enumerate on 1 media types found.
>GetNtmsObjectInformation(NtmsPhysicalMediaInfo) succeeded.
>GetNtmsObjectInformation(NtmsMediaTypeInfo) succeeded.
>Unable to detect tape drive or tape media.
>GetTapeMediaPoolName failed. (0x80070458)
>GetBackupDestination failed. (0x80070458)
>LaunchNTBackup failed. (0x80070458)
>NTBackup finished the backup with errors.
>
>For more information about failed backups, see the article on
>troubleshooting your backup at the following Web page:
><http://go.microsoft.com/fwlink/?LinkId=18414>
>
>Backup ended at Wednesday, November 09, 2005 11:38 PM
>Backup error finished with error code 0X80070458.
>
>Now for the other log *****
>
>Not sure how you want this opened and shown up here. I will attach it to
the
>e-mail I am sending you.
>
>THanks again,
>
>Aaron
>

• *References:*

◆ *Re: Backup still not working*

◇ *From:* BoboTWG

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- Prev by Date: [**Re: Local Groups in the machines**](#)
- Next by Date: [**RE: Monitoring and reporting links**](#)
- Previous by thread: [**Re: Backup still not working**](#)
- Next by thread: [**Re: Backup still not working**](#)
- Index(es):
 - ◆ [**Date**](#)
 - ◆ [**Thread**](#)