

RE: SBS Backup problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg01843.html>

- *From:* Tonton <Tonton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 17 Nov 2005 03:49:02 -0800
-

Crine,

Thank you for the email. As I said stated before this is SBS 2003 standard edition server. Supposedly it does not come with SQL server but when I did a search for *SQL* there a Microsoft SQL Server folder located under C:\Program Files\Microsoft SQL Server.

Do you still believe that the hot fixes you suggested below is applicable to the backup problem we are experiencing. If yes then I will go ahead and get the hot fix to apply.

Look forward to hearing from you soon.

Many Thanks

""Crina Li"" wrote:

- > Hi Tonton,
- >
- > Thanks for your reply.
- >
- > From the backup log, I find the following error message.
- >
- > Error returned while creating the volume shadow copy: 800423f2
- > Reverting to non-shadow copy backup mode.
- >
- > It can occur when both the following conditions are true:
- >
- > – You back up data from a volume that contains a Microsoft SQL Server
- > database.
- >
- > – The recovery model of the SQL Server database is configured to use an
- > option that is different from "Simple".
- >
- > To resolve the issue, please contact Microsoft PSS for the hot fix
- > described in the following KB article (also provides a path to our PSS):
- >
- > 828481 Error 800423f4 appears in the backup log file when you back up a

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> volume
> <http://support.microsoft.com/?id=828481>
>
> 826936 Time-out errors occur in Volume Shadow Copy service writers, and
> shadow
> <http://support.microsoft.com/?id=826936>
>
> 833167 A Volume Shadow Copy Service (VSS) update package is available for
> Windows Server 2003
> <http://support.microsoft.com/?id=833167>
>
> Please note that any requests for hot fixes from PSS will NOT be charged.
>
> If the problem still occurs, please help me collect the following
> information:
>
> 1. What's the brand and model of the backup device?
> 2. If you configure the backup wizard to back up the system to local drive,
> will this problem also occur?
> 3. Check if you have write permission on F drive.
>
> For more information regarding Volume Shadow Copy, please refer to the
> following resources:
>
> 304606 Description of the Shadow Copies Feature in Windows Server 2003
> <http://support.microsoft.com/?id=304606>
>
> http://www.microsoft.com/resources/documentation/WindowsServ/2003/all/techref/en-us/Default.asp?url=/resources/documentation/WindowsServ/2003/all/techref/en-us/W2K3TR_vss_what.asp
>
> <http://www.microsoft.com/seminar/shared/asp/view.asp?url=/seminar/en/20030424vcon07/manifest.xml>
>
> <http://www.microsoft.com/windowsserver2003/technologies/activedirectory/w2k3actdirfastrec.mspx>
>
> <http://www.microsoft.com/windowsserversystem/storage/technologies/vss/default.t.mspx>
>
> Please do not hesitate to let me know if you have any further concerns.
>
> Best regards,
>
> Crina Li (MSFT)
>
> Microsoft CSS Online Newsgroup Support
>
> Get Secure! – 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
- > 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: SBS Backup problems
> | | From: =?Utf-8?B?VG9udG9u?= <Tonton@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> | References: <7248AE78-B5C5-4899-9D4D-0B93A9EC0956@xxxxxxxxxxxxxxxx>
> | <mAe8X\$n6FHA.644@xxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: RE: SBS Backup problems
> | Date: Wed, 16 Nov 2005 14:21:41 -0800
> | | Newsgroups: microsoft.public.windows.server.sbs

> |
> | Crina,
> |
> | I have emailed you all the requested information.

> |
> | Thanks a lot for your help.
> |
> | Cheers
> |
> |
> | ""Crina Li"" wrote:

> |
> |> Hi Tonton,
> |>
> |> Thank you for posting in SBS newsgroup.
> |>
> |> From the description, I understand that when you used the SBS backup
> wizard

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> |> to perform the backup, you received errors from the backup log. There
> is no
> |> problem to perform the backup by using Ntbackup program. If I have
> |> misunderstood your concerns, please do let me know.
> |>
> |> In order to narrow down the problem, please help to gather the
> following
> |> information:
> |>
> |> 1. Is there any third-party software (anti-virus, server management or
> |> other application service) installed on the SBS 2003 server? The most
> |> possible cause of this issue is that you have installed some
> application or
> |> third-party software that has VSS function which will conflict with
> |> built-in VSS function of SBS 2k3 server. So I suggest you check if you
> |> install any software just before the issue occurred, especially the
> |> following software
> |>
> |> IBM's Tivoli TSM
> |>
> |> Computer Associates Unicenter
> |>
> |> More information:
> |>
> |> 888035 Quarantined virus files are skipped and your backup reports a
> failed
> |> <http://support.microsoft.com/?id=888035>
> |>
> |> 2. Log on the server as Administrator. Open Server Management console,
> |> navigate to 'Backup' snap-in. In the right-panel, click 'Backup Now'
> link.
> |> Will this problem be reproduced?
> |>
> |> 3. What's the brand and model of the backup device? If you configure
> the
> |> backup wizard to back up the system to local drive, will this problem
> also
> |> occur?
> |>
> |> 4. Please gather the latest NTbackup and SBS Backuprunner logs,
> compress
> |> them to a ZIP file, and then send it to me for analysis at
> |> v-crinal@xxxxxxxxxxxxxx:
> |>
> |> 1) The Backupxx.log files in the folder 'C:\Documents and
> |> Settings\SBS Backup User\Local Settings\Application
> Data\Microsoft\Windows
> |> NT\NTBackup\data'.
> |>
> |> 2) The Sbsbackuplog0x.log files which can be located under the
> |> folder C:\program files\Microsoft Windows Small Business

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> |> Server\Support\Backup Logs.
> |>
> |> Thanks for your time and I look forward to hearing from you.
> |>
> |> Best regards,
> |>
> |> Crina Li (MSFT)
> |>
> |> Microsoft CSS Online Newsgroup Support
> |>
> |> Get Secure! – www.microsoft.com/security
> |>
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> |> -----
> |> | Thread-Topic: SBS Backup problems
> |> | From: =?Utf-8?B?VG9udG9u?=<Tonton@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> |> | Subject: SBS Backup problems
> |> | Date: Tue, 15 Nov 2005 09:06:09 -0800

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> |> | | Newsgroups: microsoft.public.windows.server.sbs
> |> | |
> |> | Running SBS 2003 Standard edition with SBS backup and backing into a
> |> external
> |> | USB2 drive.
> |> |
> |> | This one is a strange one. I see backup failed message on the Server
> |> | Management screen for the last 2 weeks. Although the backup runs and
> |> creates
> |> | a backup.bkf file with all drives but C: drive. Some reason it keeps
> |> skipping
> |> | the C: drive . There are 2 other drives on this server. If I run the
> |> NTbackup
> |> | with the SNAP OFF command just for the C drive it seems like it runs
> |> | successfully (albeit less than the used space on C: drive).
> |> |
> |> | Below is the log file with its error messages;
> |> |
> |> | Backup Runner started.
> |> | Launching NTBackup: ntbackup.exe backup "@C:\Program Files\Microsoft
> |> Windows
> |> | Small Business Server\Backup\Small Business Backup Script.bks" /d
> |> "SBS
> |> Backup
> |> | created on 15/11/2005 at 01:30" /v:yes /r:no /rs:no /hc:off /m normal
> |> /j
> |> | "Small Business Server Backup Job" /l:s /f "F:\Backup Files\Backup
> |> | Files\Small Business Server Backup (03).bkf" /UM
> |> | NTBACKUP LOG FILE: C:\Documents and Settings\SBS Backup User\Local
> |> | Settings\Application Data\Microsoft\Windows
> |> | NT\NTBackup\data\backup02.log
> |> | =====<BEGIN NTBACKUP LOG FILE>=====

> |> | Backup Status
> |> | Operation: Backup
> |> | Active backup destination: File
> |> | Media name: "Small Business Server Backup (03).bkf created 15/11/2005
> |> at
> |> | 01:30"
> |> |
> |> | Backup (via shadow copy) of "C: "
> |> | Backup set #1 on media #1
> |> | Backup description: "SBS Backup created on 15/11/2005 at 01:30"
> |> | Media name: "Small Business Server Backup (03).bkf created 15/11/2005
> |> at
> |> | 01:30"
> |> |
> |> | Backup Type: Normal
> |> |
> |> | Backup started on 15/11/2005 at 01:33.
> |> | Warning: Unable to open "C:\\" – skipped.
> |> | Reason: The system cannot find the file specified.

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> |> |
> |> |
> |> | Backup completed on 15/11/2005 at 01:33.
> |> | Directories: 0
> |> | Files: 0
> |> | Bytes: 0
> |> | Time: 1 second
> |> | Backup (via shadow copy) of "E: "
> |> | Backup set #2 on media #1
> |> | Backup description: "SBS Backup created on 15/11/2005 at 01:30"
> |> | Media name: "Small Business Server Backup (03).bkf created 15/11/2005
> at
> |> | 01:30"
> |> |
> |> | Backup Type: Normal
> |> |
> |> | Backup started on 15/11/2005 at 01:33.
> |> | Backup completed on 15/11/2005 at 03:31.
> |> | Directories: 8382
> |> | Files: 71072
> |> | Bytes: 25,556,786,330
> |> | Time: 1 hour, 57 minutes, and 29 seconds
> |> | Backup (via shadow copy) of "F: BACKUP"
> |> | Backup set #3 on media #1
.

• **References:**

◆ **[RE: SBS Backup problems](#)**

◇ From: Tonton

◆ **[RE: SBS Backup problems](#)**

◇ From: "Crina Li"

- Prev by Date: **[Re: ADPREP issue – Migration](#)**
- Next by Date: **[Re: Windows SBS 2003 -- Time Server?](#)**
- Previous by thread: **[RE: SBS Backup problems](#)**
- Next by thread: **[RE: SBS Backup problems](#)**
- Index(es):
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