

Re: "Error on a Request to Write Data to Media" Error Message When You Use Ntbackup.exe"

Re: "Error on a Request to Write Data to Media" Error Message When You Use Ntbackup.exe"

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg01336.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx ("Nathan Liu [MSFT]")
 - *Date:* Wed, 07 Dec 2005 07:12:33 GMT
-

Hi Ian,

Thank you for your kind update.

Based on my research, The problem could be caused by any of the following:

;⌘ Driver not compatible with Windows 2003 SP1.

;⌘ RSM database corruption.

;⌘ Backup tape needs to be cleaned.

Suggestion

1. As you mentioned, you are using the SBS Backup Wizard in the Server Management. Please also try to run SBS Backup Wizard to backup Server to local hard drive. Could this issue be reproduced? Can the backup be successfully performed by Ntbackup (utilizing the BKS file created by the wizard)?

2. Disable the Exchange writer by editing the registry under HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeIS\Parameters System: <http://support.microsoft.com/?kbid=838183>, does the backup work?

3. Clean the tape, and then go to RSM to mark the tape as 'Clean'. Can the backup run successfully then? We've seen some issues that the Windows service pack 1 does not recognize the media until the tape drive was "cleaned" (or marked as clean).

4. Uninstall the tape drive and remove it from the libraries, and then scan the computer for the hardware changes. Once the hardware is detected, reinstall the latest driver.

5. Check if there's an updated driver and firmware for the device, if so, apply it.

6. Rebuild the RSM database by following the steps:

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- 1) Stop the RSM Service.
- 2) Delete the RSM databases located at %SystemRoot%\System32\NtmsData.
- 3) Restart the RSM Service, this will recreate new, empty RSM Databases.
- 4) Put a new tape in, or a tape that may be deleted.
- 5) Go to the "properties" of the disk inside the physical locations.
Uncheck 'Enable Drive' Hit apply & then check the 'Enable Drive' again
- 6) Right click, and prepare.

This will delete it, write a media label to it, add it to the Free Media Pool.

7. Can you successfully access the Backup snap-in in the SBS Management console, if not, repair the backup web page by using the steps outlined in <http://support.microsoft.com/?kbid=842693>.

If the issue still persists, please help me collect more information for further troubleshooting:

1. Compress and email me with the C:\program files\Microsoft windows small business server\support folder.
2. Compress and email me with the C:\program files\Microsoft Integration\Windows Small Business Server 2003\Logs folder
You can send the files to me at v-natliu@xxxxxxxxxxxxxx
3. Please gather backupxx.log files in the folder C:\Documents and Settings\SBS Backup User\Local Settings\Application Data\Microsoft\Windows NT\NTBackup\data.

I appreciate your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you.

Best regards,

Nathan Liu (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.

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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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>From: "Ian J" <sbssupport@xxxxxxxxxxxx>
>References: <O0DDI7X#FHA.1288@xxxxxxxxxxxxxxxxxxxxxx>
<gebZa1g#FHA.3092@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: Re: "Error on a Request to Write Data to Media" Error Message
When You Use Ntbackup.exe"
>Date: Tue, 6 Dec 2005 09:02:56 -0000
>Lines: 215
>X-Priority: 3
>X-MSMail-Priority: Normal
>X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
>X-RFC2646: Format=Flowed; Original
>Message-ID: <Og9JdMI#FHA.516@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: 81-86-131-68.dsl.pipex.com 81.86.131.68
>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP15.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:228065
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Thanks again Nathan
>The device is on the HCA.
>I've updated the drivers from HP - currently testing.
>I'll send you my log files after today's test if the problem persists.
>
>There is definately enough space on the tape.
>
>Backup method is configured from SBS Backup wizard in Server Management
>
>You quoted this KB article, which I had already found, see my first post
>817688 "Error on a Request to Write Data to Media" Error Message When You
>Use <http://support.microsoft.com/?id=817688>
>I had previously applied this patch and it appeared to resolve my
problems,
>however post SP1 the patch will not re-install.
>Its also not recorded as being for SBS2003 - I tried to obtain it again
>yesterday and was denied access to it by Microsoft operator, becuae
SBS2003

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>is not listed on the "Applies to"

>

>

>

>

>

>

>""Nathan Liu [MSFT]"" <v-natliu@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
>news:gebZa1g%23FHA.3092@xxxxxxxxxxxxxxxxxxxxxxxxxx

>> Hi Ian,

>>

>> Thank you for posting in the SBS newsgroup. I'm glad to working with you

>> again.

>>

>> My sincerest apologies for the delay in responding due to high post

>> volume,

>> thanks for the understanding.

>>

>> According to your description, I understand that you received the error
>> message "Error on a Request to Write Data to Media" when you are using
>> Ntbackup.exe in the SBS 2003 SP1 Server. If I have misunderstood the
>> problem, please don't hesitate to let me know.

>>

>> To narrow down this issue, please kindly answer and perform the following
>> questions and steps:

>>

>> 1. First of all, please kindly help me make sure the HP (Quantum) SDLT
>> tape drive in the Microsoft HCL and there is no compatible issue.

>>

>> Storage, Tape Drives

>>

>> <http://www.microsoft.com/windows/catalog/server/default.aspx?subID=22&xslt=c>

>> ategoryProduct&pgn=8a856b6f-a091-4b65-82c4-8de36550d285

>>

>> 2. What the backup method are you using? Just run normal NTbackup or
>> configure a backup task from SBS Backup wizard in Server Management?

>>

>> 3. Please use normal NTbackup to backup your server directly on your
hard

>> disk, what's the result?

>>

>> 4. Would you please check if the media has the enough space for the

>> backup

>> content.

>>

>> 840754 Backups on Windows Small Business Server 2003 may use more backup

>> media

>> <http://support.microsoft.com/?id=840754>

>>

>> 5. I have checked my testing machine SBS 2003 Standard SP1, the version

>> of

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>> Ntbackup.exe is also "5.2.3790.1830 (srv03_sp1_rtm.050324-1447)".
>>
>> If the issue persists, please kindly help me collect the following
>> information for further analysis:
>>
>> 1. If the problem persists, please save your recent application log and
>> system log as .evt files and send them to me at v-natliu@xxxxxxxxxxxxxx
for
>> further troubleshooting.
>>
>> a. Click Start -> Run, type EVENTVWR.MSC and click OK.
>> b. Select the Application Event log, right click it and select "Save Log
>> File As"
>> c. Save it as .evt file and email to me.
>> d. Export System Event Log too.
>> e. Compress and email me with the C:\Program Files\Microsoft Windows
Small
>> Business Server\Support folder.
>>
>> 2. If you using NTBackup, please gather backupxx.log files in the
folder
>> "C:\Documents and Settings\SBS Backup User\Local Settings\Application
>> Data\Microsoft\Windows NT\NTBackup\data"; if you using SBS Backup wizard,
>> please gather Sbsbackuplog0x.log files which can be located under the
>> folder "%sbsprogramdir%\Support\Backup Logs".
>>
>> To get additional detailed information, you may refer to the following
>> document:
>>
>> NTBackup
>>
>> <http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/ServerHelp/2b8c47c9-a769-46d2-9e26-f4d16f0261f8.mspx>
>>
>>
>> Backing Up and Restoring Windows Small Business Server 2003
>>
>> http://download.microsoft.com/download/b/d/8/bd8e1a40-d202-429a-8eb7-26300d62bcc9/BKU_bkuprstr.doc
>>
>> Backup fails on a computer that is running Small Business Server 2003
>> <http://support.microsoft.com/Default.aspx?id=830575>
>>
>> Best practices for Backup
>>
>> <http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/ServerHelp/9f772381-c627-4c82-bf34-b4e4e05db0d.mspx>
>>
>> 817688 "Error on a Request to Write Data to Media" Error Message When You
>> Use
>> <http://support.microsoft.com/?id=817688>

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>>
>> I appreciate your time and cooperation. If anything is unclear, please
>> feel
>> free to let me know. I am looking forward to hearing from you.
>>
>> Best regards,
>>
>> Nathan Liu (MSFT)
>> 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.
>>
>>
>> -----
>>>From: "Ian J" <sbssupport@xxxxxxxxxxxxx>
>>>Subject: "Error on a Request to Write Data to Media" Error Message When
>> You Use Ntbackup.exe"
>>>Date: Mon, 5 Dec 2005 09:32:59 -0000
>>>Lines: 42
>>>X-Priority: 3
>>>X-MSMail-Priority: Normal
>>>X-Newsreader: Microsoft Outlook Express 6.00.2900.2180

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>>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
>>>X-RFC2646: Format=Flowed; Original
>>>Message-ID: <O0DDI7X#FHA.1288@xxxxxxxxxxxxxxxxxxxxxx>
>>>Newsgroups: microsoft.public.windows.server.sbs
>>>NNTP-Posting-Host: 81-86-131-68.dsl.pipex.com 81.86.131.68
>>>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09.phx.gbl
>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:227736
>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>
>>>I'm having intermitent errors using NTBACKUP.EXE on a Windows 2003 SBS
SP1
>>>server.
>>>
>>>This seems to be well covered in MS Article: 817688
>>><http://support.microsoft.com/default.aspx?scid=kb:en-us:817688>
>>>I previously applied this patch, but having installed SP1 the problem has
>>>returned. I tried to re-apply the patch, but the hotfix package detected
>>>SP1 and wouldn't install.
>>>
>>>The article has the following file information
>>>Date Time Version Size File name
>>>-----
>>>31-Mar-2003 19:15 5.2.3790.2 1,167,872 Ntbackup.exe
>>>
>>>My SBS SP1 server has NTbackup version lower than this patch, although
the
>>>modified date is later.
>>>Date: 24/3/2005 version of 5.2.3790.1830
>>>
>>>
>>>The error logged is:
>>>Error: The device reported an error on a request to write data to media.
>>>Error reported: Bad data.
>>>There may be a hardware or media problem.
>>>Please check the system event log for relevant failures.
>>>The operation was ended.
>>>Backup completed on 04/12/2005 at 23:19.
>>>Directories: 8211
>>>Files: 77579
>>>Bytes: 62,726,932,259
>>>Time: 1 hour, 58 minutes, and 4 seconds
>>>
>>>Error: D: is not a valid drive, or you do not have access.
>>>
>>>I've done all the usual routine maintenance activities, changed tapes,
>> used
>>>a cleaning tape, checked for tape drive driver updates.
>>>The server is a HP DL380 with a HP (Quantum) SDLT tape drive.
>>>
>>>Any help would be appreciated.
>>>Thanks

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>>>Ian
>>>
>>>
>>>
>>
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>
>
>

• **Follow-Ups:**

- ◆ **[Re: "Error on a Request to Write Data to Media" Error Message When You Use Ntbackup.exe"](#)**

◇ From: "Nathan Liu [MSFT]"

• **References:**

- ◆ **["Error on a Request to Write Data to Media" Error Message When You Use Ntbackup.exe"](#)**

◇ From: Ian J

- ◆ **[RE: "Error on a Request to Write Data to Media" Error Message When You Use Ntbackup.exe"](#)**

◇ From: "Nathan Liu [MSFT]"

- ◆ **[Re: "Error on a Request to Write Data to Media" Error Message When You Use Ntbackup.exe"](#)**

◇ From: Ian J

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- Next by Date: **[RE: dcdiag errors](#)**
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