

RE: Backups have Shadow Copy Problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg02517.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Tue, 14 Feb 2006 09:30:48 GMT
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Hi Steve,

Thanks for using the SBS newsgroup.

From your description, I understand the issue to be: the backup task failed

with volume Shadow Copy error 800423f4. If I am off base, please don't hesitate to let me know.

Have you applied the update 833167? If not, please apply it and then test the issue again.

833167 A Volume Shadow Copy Service (VSS) update package is available for Windows Server 2003

<http://support.microsoft.com/?id=833167>

If the issuer persists after you install the update 833167, please check the following suggestions:

1. This problem occurs 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.

Note that this problem occurs even when you do not back up any SQL Server database information.

To resolve this problem, please call PSS to obtain the following update:

828481 Error 800423f4 appears in the backup log file when you back up a volume by using the Volume Shadow Copy service in Windows Server 2003

<http://support.microsoft.com/?id=828481>

2. Applying hotfix 828481 doesn't guarantee success of backing up SQL databases. It just ensures backup will continue without reporting the error.

RE: Backups have Shadow Copy Problems

After you install this hotfix, you can use SBS Backup (NTBackup) to back up the non-SQL Server data from a volume that contains a SQL Server database. You still must use the SQL Server backup procedure to back up your SQL Server data.

To back up SQL databases using SBS Backup properly, you must configure all SQL databases in simple recovery mode.

If SQL Server is installed, you can set the SQL Server 2000 database recovery model to Simple using the GUI tool:

- A. Click Start, point to Programs, point to Microsoft SQL Server and click Enterprise Manager.
- B. Double-click Microsoft SQL Servers, double-click SQL Server Group, (Local), and then double-click Databases.
- C. Right click each database, choose Properties, and then on the Options tab, under Recovery, set the model to Simple.

You can also set the recovery mode to simple for a database using the OSQL command:

- A. At a command prompt, run "osql -E -S <SQL Instance>".
- B. At the OSQL command prompt, run the following commands for each database:

```
1> ALTER DATABASE <database> SET RECOVERY SIMPLE
2> GO
```

If the issue persists, please reproduced the issue and paste the latest backup log file in the newsgroup.

– The backup log files in the "C:\Documents and Settings\SBS Backup User\Local Settings\Application Data\Microsoft\Windows NT\NTBackup\data" folder.

– The log files in the "C:\Program Files\Microsoft Windows Small Business Server\Support\Backup Logs" folder.

Hope above information helps! I am happy to be of assistance to you and look forward to your reply!

Have a nice day!

Sincerely,

Jenny Wu
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

RE: Backups have Shadow Copy Problems

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.

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Thread-Topic: Backups have Shadow Copy Problems
thread-index: AcYwskfxuldsmDszTmSemR2ljGEv8g==
X-WBNR-Posting-Host: 68.118.63.50
From: "=?Utf-8?B?U3RldmU=?" <Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: Backups have Shadow Copy Problems
Date: Mon, 13 Feb 2006 07:29:29 -0800
Lines: 32
Message-ID: <6A496E05-24EA-47D3-B79A-3724274356F0@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:244131
X-Tomcat-NG: microsoft.public.windows.server.sbs

I installed an additional hard disk drive into our SBS2003 server. I

decided

RE: Backups have Shadow Copy Problems

to have the system backup to a folder on it daily. I used to have it

backup

to a folder on another workstation. Since installing the new hard disk, I can't get the system to backup without errors to anywhere not even to the

old

location. Her is a partial log. I would appreciate any help.

```
===== <BEGIN NTBACKUP LOG
```

```
FILE>=====
```

Backup Status

Operation: Backup

Active backup destination: File

Media name: "Small Business Server Backup (01).bkf created 2/12/2006 at 11:00 PM"

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 2/12/2006 at 11:00 PM"

Media name: "Small Business Server Backup (01).bkf created 2/12/2006 at 11:00 PM"

Backup Type: Normal

Backup started on 2/12/2006 at 11:03 PM.

Warning: Unable to open "C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\ActivityLog\InboxLOG.txt" – skipped.

Reason: The process cannot access the file because it is being used by another process.

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TIA

Steve