

# RE: Backup Failure at Recovery Group

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg05194.html>

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- *From:* Gus <Gus@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Thu, 23 Mar 2006 14:35:02 -0800
- 

Hi Jenny,

The issue why I couldn't delete the recovery group was that I had a user that was created and it looks like the mailbox was created in the RSG instead of the PSG. I deleted the user and I was able to delete the RSG. Now I performed your 1st option of opening the backup script and resaving it...hopefully it will work tonight.

However, since last night, I've been trying view the status of the back (logs) from the Backup screen in the Server Management and it says that..

"You do not have the correct permissions to view this page. For more information contact your system administrator.

To view this page, you must be a member of the Domain Admins security group. "

I logged in as myself and as "administrator" and I get the same error. I check and both users are part of the Domain Admins security group. Any ideas?

TIA,  
Gus

""Jenny wu [MSFT]"" wrote:

Hi Gus,

Thanks for your update.

If you want to delete the Recovery Storage Group, you can refer to the following steps:

- a. Start Exchange System Manager.
- b. Expand Administrative Groups, expand the administrative group that you want, and then expand Servers.
- c. Click the server that you want, and then right-click Recovery Storage

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- Group in the right pane.
- d. Click Delete, and then click Yes.
- e. Try the restore operation again.

Hope above information helps. Please test and let me know the result. I am happy to be of assistance to you.

Have a nice day!

Sincerely,

Jenny Wu  
 Microsoft CSS Online Newsgroup Support  
 Get Secure! – [www.microsoft.com/security](http://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.

=====  
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Thread-Topic: Backup Failure at Recovery Group  
 thread-index: AcZOQJ48POtWS6UcShafGyJX/giebQ==  
 X-WBNR-Posting-Host: 68.213.241.213  
 From: =?Utf-8?B?R3Vz?= <Gus@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
 References:  
 <5F22572E-9B1E-43A7-88F6-9D9CC16F2EA5@xxxxxxxxxxxx>

<8F2C4D8B-710E-44D2-8174-F5ED7770D62F@xxxxxxxxxxxx>  
 <NATXvTiTGHA.7144@xxxxxxxxxxxxxxxxxxxx>

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Subject: RE: Backup Failure at Recovery Group  
Date: Wed, 22 Mar 2006 22:11:26 -0800  
Lines: 216  
Message-ID:  
<67900C3F-2D2F-44D1-BEB5-B04B631D6CA6@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 V6.00.3790.1830  
Newsgroups: microsoft.public.windows.server.sbs  
Path: TK2MSFTNGXA03.phx.gbl  
Xref: TK2MSFTNGXA03.phx.gbl  
microsoft.public.windows.server.sbs:255169  
NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
X-Tomcat-NG: microsoft.public.windows.server.sbs

Hi Jenny,

If I understood you correctly, you wanted me to open the script using NTBackup in Advance mode and JUST resave..hopefully recreating the script just in case there was some invalid entry. I did this and the backup is going to run tonight at 5am so I'll let you know in a few hours whether it worked or not.

If it doesn't work, I'm more than happy to delete the RSG but the system would let me. Do you have some steps or documentation that may facilitate this task just in case your option 1 does not work later on today?

Gus

""Jenny wu [MSFT]"" wrote:

Hi Gus,

Thanks for using the SBS newsgroup. Also thanks for NeedmoretimeonDVD's input.

From your description, I understand the issue to be: the NTbackup task failed with error "The 'Microsoft Information Store' returned 'Instance

not

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found". If I am off base, please don't hesitate to let me know.

Let us perform the following steps to remove Recovery Storage Group reference from the backup selection script to resolve the issue:

1. Click Start and click Run
2. Key in NTBackup.
3. Go to Advanced Mode.
4. Click Backup tab.
5. Click Job and click Load Selections.
6. Select Small Business Backup Script.bks
7. Click OK on the error message:

Some invalid selections found in C:\Program Files\Microsoft Windows

Small

Business Server\Backup\Small Business Backup Script.bks.

8. Click Job and click Save Selections.

Then test whether the problem persists.

In addition, there's another known issue for RSG. When you're going to create a new user, its mailbox will be created in the RSG.

To work around this problem, please follow these steps:

1. Delete the user that had their mailbox created in the mailbox store

in

the Recovery Storage group. (This should not be a big deal, as they will

not have been able to log on in the first place.)

2. Delete the RSG. The RSG can be easily recreated if needed later on.
3. Create the user again.

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

Have a nice day!

Sincerely,

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-----  
Thread-Topic: Backup Failure at Recovery Group  
thread-index:  
AcZNxNuiJcKHKyFBQtydJCKkIaZa5Q==  
X-WBNR-Posting-Host: 142.179.148.86  
From:  
=?Utf-8?B?TmVIZCBtb3JIHRpbWUgb24gRFZE?=

<NeedmoretimeonDVD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

References:  
<5F22572E-9B1E-43A7-88F6-9D9CC16F2EA5@xxxxxxxxxxxx>  
Subject: RE: Backup Failure at Recovery Group  
Date: Wed, 22 Mar 2006 07:25:32 -0800  
Lines: 88  
Message-ID:  
<8F2C4D8B-710E-44D2-8174-F5ED7770D62F@xxxxxxxxxxxx>  
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 V6.00.3790.1830  
Newsgroups:  
microsoft.public.windows.server.sbs  
Path: TK2MSFTNGXA03.phx.gbl  
Xref: TK2MSFTNGXA03.phx.gbl  
microsoft.public.windows.server.sbs:254905  
NNTP-Posting-Host:  
TK2MSFTNGXA03.phx.gbl 10.40.2.250

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X-Tomcat-NG:  
microsoft.public.windows.server.sbs

This may help I found it when checking my errors.

<http://support.microsoft.com/kb/820272/en-us>

"Gus" wrote:

Everynight I keep on getting  
the same error during the  
backup

procedure

(log

below). I guess there's a  
problem with the Recovery  
Group but now I

can't

remove the recovery group  
from my system. Is this the  
error? Should

I

remove the recovery grouP?  
How?

TIA,  
Gus

User: SYSTEM

---

Backup Runner started.  
Launching NTBackup:  
ntbackup.exe backup  
"@C:\Program  
Files\Microsoft

Windows

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Small Business  
Server\Backup\Small  
Business Backup  
Script.bks" /d

"SBS

Backup

created on 3/22/2006 at 5:30  
AM" /v:yes /r:no /rs:no  
/hc:off /m

normal

/j

"Small Business Server  
Backup Job" /l:s /f  
"E:\Backup Files\Small

Business

Server Backup (02).bkf"  
/UM  
NTBACKUP LOG FILE:  
C:\Documents and  
Settings\SBS Backup  
User\Local  
Settings\Application  
Data\Microsoft\Windows

NT\NTBackup\data\backup04.log

=====  
=====<BEGIN

NTBACKUP LOG

FILE>=====

Backup Status

Operation: Backup

Active backup destination:

File

Media name: "Small

Business Server Backup

(02).bkf created 3/22/2006

at

5:30

AM"

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Volume shadow copy  
creation: Attempt 1.  
Backup (via shadow copy)  
of "C: Neutrino Data"  
Backup set #1 on media #1  
Backup description: "SBS  
Backup created on  
3/22/2006 at 5:30 AM"  
Media name: "Small  
Business Server Backup  
(02).bkf created 3/22/2006

at

5:30

AM"

Backup Type: Normal

Backup started on 3/22/2006  
at 5:33 AM.

Backup completed on  
3/22/2006 at 9:12 AM.

Directories: 6276

Files: 76423

Bytes: 100,538,529,882

Time: 3 hours, 39 minutes,  
and 19 seconds

Backup of

"NEUTRINO\Microsoft  
Information Store\First  
Storage Group"

Backup set #2 on media #1

Backup description: "SBS

Backup created on  
3/22/2006 at 5:30 AM"

Media name: "Small

Business Server Backup  
(02).bkf created 3/22/2006

at

5:30

AM"

Backup Type: Normal

Backup started on 3/22/2006  
at 9:12 AM.

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Backup completed on  
3/22/2006 at 9:13 AM.  
Directories: 4  
Files: 5  
Bytes: 561,029,934  
Time: 51 seconds  
Backup of  
"NEUTRINO\Microsoft  
Information Store\Recovery  
Storage

Group"

Backup set #3 on media #1  
Backup description: "SBS  
Backup created on  
3/22/2006 at 5:30 AM"  
Media name: "Small  
Business Server Backup  
(02).bkf created 3/22/2006

at

5:30

AM"

Backup Type: Normal

Backup started on 3/22/2006  
at 9:13 AM.

The 'Microsoft Information  
Store' returned 'Instance not  
found

' from a call to  
'HrESEBackupSetup()'  
additional data '-The

'Microsoft

Information Store' returned  
'Functions called in an  
invalid sequence.