

RE: SBS2003 NTBackup Fails – requested media failed to mount

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg02416.html>

- *From:* v-stezhu@xxxxxxxxxxxxxxxxxxxxxxxx (Steven Zhu [MSFT])
 - *Date:* Thu, 15 Jun 2006 03:02:00 GMT
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Hi,

Thanks for posting here.

From your post, my understanding on this issue is: you find "The requested media failed to mount. The operation was aborted" message in backup log file. If I am off base, please feel free to let me know.

First at all, as I know, only Dell 110T DLT VS160 is certified for Windows SBS 2003 server system. So I suggest you check the HCL list in the following links to make sure this tape device is listed in the Windows SBS 2003 Hardware compatible list:

<http://www.microsoft.com/hcl>

If this tape device is not listed in Windows SBS 2003 Hardware compatible list, I would suggest you to contact Dell. Thanks for your understanding. You could find more support information from Dell in following links.

<https://support.dell.com>

Personally, I would like you to check the following KB and see if it will help.

831664 "The requested media failed to mount" error message when you try to
<http://support.microsoft.com/?id=831664>

In addition, please check the tape volume is enough for the server backup. Sometimes, Backups on Windows Small Business Server 2003 may use more backup media space than expected. Please check the following article.

840754 Backups on Windows Small Business Server 2003 may use more backup media
<http://support.microsoft.com/?id=840754>

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Thanks for your time and effort.

Have a good day.

Best Regards,

Steven Zhu
MCSE
Microsoft Online Partner Support
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