

Re: SBS 2003 Standard Restore from tape

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-07/msg01050.html>

- *From:* Andrew Mallette <andrewm270@xxxxxxx>
 - *Date:* Mon, 10 Jul 2006 09:09:54 +1000
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1. I use the SBS Backup Utility from the Server management console no 3rd party backup software.
2. It is a full backup including System State.
3. I want to restore everything, but can live without system state.
4. I use the tape driver that comes with SBS 2003 with a seagate dat4 tape drive.
5. This is the only tape drive in our server, but i have access to a second dat drive.
6. This problem only occurs with the failed server, it can read tapes created at very much later dates, tapes created from other servers, and can read and write tapes on another SBS servers.
7. When i try to do a catalog on these tapes i get the error message "The library is unable to load the media at this time because the drive is in use." then another message "Pending Operator Request" "Place Media "tape name" into drive or library unit" From this point no matter what i choose it loops and does not every complete or anything. The final message is "the requested media failed to mount. The operation was aborted.

I can understand a bad tape or two, but the whole set of 20 tapes?. its like it times out before it can get the catalog or something. Yet it can read and catalog other tapes from other servers. and even from this tape drive after it has been rebuilt and reloaded into another server.

Is there any way to just restore the entire tape as in overwriting everything? once i get the data back i can sort through it later

chace zhang wrote:

HI,

Thank you for posting here.

To help me understand the problem better, please help to gather the following information:

1. Do you use NTBackup or any other 3rd party software?
2. Which kind of backup type do you use, full, differential or increment?
3. Do you want to restore System stats or Data files?
4. Do you use the original Tape driver?
5. Is this the only tape driver on the server?

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6. Does the problem occur with other tapes?
7. What is the error message when you catalog, please tell me the info word for word or produce a screen capture of error interface:
 - a. Press Print Screen keys to capture a screen shot.
 - b. Click Start and Run, enter MSPAINT in the Open box, and then click OK.
 - c. Use Ctrl + V to paste the screen shot to the canvas.
 - d. In the File menu, save as a JPG file. Note: If there's no JPG option available, please save as the BMP format instead.

I suggest you write protected the tapes before we perform restore. Then follow the steps below.

1. Put the tapes back into the drive and receive an message "New Import media has found" " Do you want to allocate it. " or "You don't want to Allocate it" "Make Free space on the media"
2. Choose the option "Do you want to allocate it"
3. Select the check box.
4. This will populate the catalog so NT-Backup can read tapes.
5. After catalog has been populated NT-Backup is able to see the data under restore tab.
6. Select the checkbox to restore the data and ran the restore wizard.

For more information, please refer to the following articles.

244923 Deleting Backup Catalog May Erase Backup Set Member Tapes
<http://support.microsoft.com/?id=244923>

244805 How to Restore Data from a Backup Set that Contains a Missing
<http://support.microsoft.com/?id=244805>

249120 How to Maintain Fully Populated Windows 2000 Backup Catalogs
<http://support.microsoft.com/?id=249120>

246179 Backup Does Not Re-tension all Tapes of a Multiple Tape Backup Set
<http://support.microsoft.com/?id=246179>

325832 Backup Catalogs Are Missing When You Run Multiple Instances of
<http://support.microsoft.com/?id=325832>

In addition, I would like to suggest that we perform the following steps and see if the problem

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has been resolved:

1. I would like to suggest that we cleanly uninstall the other Backup software such as Veritas Backup Exec as a test.

Based on my research, some third party backup tools may add filter drivers into the systems and affect the Removable Storage Service to work abnormally. We have fixed several similar issues by uninstalling other backup software before

2. Create a clean RSM database:

- Stop the Removable Storage Service
- Move the files within %SystemRoot%\system32\NtmsData to another directory
- Restart the Removable Storage Service

Hope this helps, I look forward to hearing from you.

Best Regards,

Chace Zhang (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.

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| Date: Thu, 06 Jul 2006 12:22:58 +1000

Re: SBS 2003 Standard Restore from tape

| From: Andrew Mallette <Andrewm270@xxxxxxx>
| User-Agent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.7.2)
Gecko/20040804 Netscape/7.2 (ax)
| X-Accept-Language: en-us, en
| MIME-Version: 1.0
| Subject: SBS 2003 Standard Restore from tape
| Content-Type: text/plain; charset=us-ascii; format=flowed
| Content-Transfer-Encoding: 7bit
| Message-ID: <ecVkJKkoGHA.4172@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: cust5239.qld01.aanet.com.au 203.171.95.119
| Lines: 1 | Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:279353
| X-Tomcat-NG: microsoft.public.windows.server.sbs
| | Ok this will sound so amaturish, but recently i've had a server die on | me. I've got
another server up and running and here is my delema. I can | put a tape in the tape drive and it
mounts ok and shows its online. But | when i try to catalog the tape it fails to do so every
time. It also | appears ghosted, unselectable. I really need files off of these tapes but | can't
seem to get access to them.
| I backup religously but this is the first time i've had to restore | files and i just can't seem to
get it done. I know i'm tired so i might | just be missing something right in front of me.
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