

Re: SBS 2003 and Great Plains problem – NOT SOLVED :(

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg02536.html>

- *From:* "Kerry Brown" <kerry@xxxxxxxxxxxxxxxxxxxxxxx*a*m>
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I spoke too soon. NTBackup worked until I rebooted again. Now it hangs at the same spot. No errors in the logs. It just hangs and I have to use the task manager to stop it. It doesn't matter if the new instance of MSDE is running or stopped. Another oddity with the new instance is the SQLAgent for it won't start. It did before the reboot. I think something is wrong with the MSDE instance. I can't use osql to logon with Windows or SQL authentication. The registry entry for the login mode was 0. Changing it to 1 or 2 makes no difference. I'm going to give up for now and try again tomorrow. Any suggestions of things to try would be greatly appreciated.

Thanks,

—

Kerry
MS-MVP Windows – Shell/User
<http://www.vistahelp.ca>

Kerry Brown wrote:

I got it working. I don't know what the cause was or what fixed it but I now have a new instance of MSDE working and the SBS backup also works. I deleted all the leftover files from the other tries at installing a new instance. I then stopped the SBSMONITORING and SHAREPOINT instances as well as SQLAgent. The first time I tried to install a new instance the install quit with an error. A quick Google search didn't turn up anything that looked likely. I deleted the leftover files from this install and tried again with the exact same setup command. This time it installed with no errors. I set the new instance service to automatic and rebooted. I started SQLAgent for the new instance and set it to automatic. Both of these I had done on previous tries. I then tried NTBackup of the System State. It paused for a long time at the start where it says "Preparing to backup using shadowcopy". It stalled there for about fifteen minutes but this time the disk was being accessed continuously. Previously when it stalled here there was no disk activity. Then it started copying files and finished with no errors. I don't know if stopping the other MSDE

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instances was the fix but it was the only thing I did different from the previous tries.

Kerry Brown wrote:

I have a customer who wants to run Great Plains 9.0 on their SBS 2003 SP1 server. The MS partner that sold them Great Plains doesn't seem to know much about setting it up on SBS so I am testing it on a test server for the customer before they install it on their server. They will be using MSDE with Great Plains as they have SBS 2003 Standard. According to the GP documentation this is a supported configuration. When I installed the MSDN version of Great Plains 9.0 on my test server everything installed, I created a new MSDE instance, Great Plains found it and was happy. The problem occurred when I tried to backup the server. I couldn't use the SBS Backup or do manual backups with NTBackup. It failed when trying to create a shadow copy. The error was:
Error returned while creating the volume shadow copy:0xffffffff.

Searching the Internet and the MS KB gave me quite a few things to try to fix it but none of them worked. Uninstalling GP 9.0 and the MSDE instance then rebooting the server fixed it. I'm thinking it is the MSDE instance causing the problem. This is the command line I used to install MSDE
setup SAPWD=password SECURITYMODE=SQL
INSTANCENAME=GreatPlains

This created a new instance called GreatPlains with the correct password. GP 9.0 could connect to it OK.

Have I setup MSDE wrong? Is there something I have to do other than this to get the backup working with the new instance of MSDE?