

RE: Backup error – The device reported an error on a request to wr

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg02765.html>

- *From:* KT <KT@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 15 Dec 2006 06:13:01 -0800
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Thanks for the reply Inn Jin. This gives me some avenues to try. I will be working on them today.

To be more specific as to when I get the error in the backup logs:

For a full backup:

The backup job shows successful in the logs backing up 2 drives @ 1 partition each. Then the first partition on a 3rd drive shows successful, and then the second partition on that drive is being backed up when the error occurs.

For a differential backup:

The backup logs show successful past the point of the first error – shows successful all the way through the second partition on the 3rd drive. When backing up a fourth drive, the same error occurs.

The point at which these errors occur is entirely consistent every time the respective backups are run. The Full always errors at the 2nd partition on 3rd drive, and the Differential always errors on the 4th drive. The same backup selections are used on both jobs. There is more data naturally on the Full backup, causing it to take longer. The time at which these error points happen is also different by the space of a couple of hours – eliminates something else happening at a particular time which interrupts the backup.

I will post back and let you know of my progress.

Appreciate your help,
KT

""Inn Jin [MSFT]"" wrote:

Hi, KT.

Thanks for posting here.

From the description, I understand that you received an error at the end of

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RE: Backup error – The device reported an error on a request to write your backup to your external USB drive:

Error: The device reported an error on a request to write data to media.

Error reported: Invalid command.

Error: D: is not a valid drive, or you do not have access.

If I'm off base, please do let me know.

I. I appreciate your research and effort for this issue, as you have already checked the KB 817688 and installed SP1. As you have installed the SBS 2003 SP1, please try to apply the following updates to see if it helps:

A new Volume Shadow Copy Service update is now available that fixes various Volume Shadow Copy Service problems in Windows Server 2003

<http://support.microsoft.com/?id=913648>

You cannot perform a system state backup on a domain controller that is running Windows Server 2003 SP1

<http://support.microsoft.com/?id=913642>

Volume Shadow Copy Service (VSS) that is running on a Windows Server 2003-based computer may crash when you try to remove imported transportable shadow copies

<http://support.microsoft.com/?id=911062>

List of updates that were released after the release of Windows Server 2003 Service Pack 1

<http://support.microsoft.com/?id=914962>

II. Please double-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. Therefore space that is just exactly as expected is not enough. Please check the following article.

840754 Backups on Windows Small Business Server 2003 may use more backup media

<http://support.microsoft.com/?id=840754>

III. Please check the following registry key and verifying it to see if it helps.

- a. Open Registry Editor, navigate to the Registry Key "Ntbackup" located at HKEY_CURRENT_USER\Software\Microsoft\Ntbackup.
- b. What is the value of the SessTimeout key? Please set the SessTimeout key to 300.
- c. If there is not the registry key list here, please create it under the node and set the value correctly.

IV. If the issue persists, it could be caused the Removable Storage service is stopped and then restarted during the backup job.

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To avoid this issue, do not stop the Removable Storage service during a backup job.

Additionally, you may also want to return the media that the error occurred on to a free media pool. To configure the media to automatically return to a free media pool, follow these steps:

1. Right-click "My Computer", and then click "Manage".
2. Expand "Storage"
3. Expand "Removable Storage".
4. Expand "Media Pools".
5. Right-click the media pool that you want, and then click "Properties".
6. On the "General" tab, click to select the "Return media to Free media pool" check box.

More information:

903007 A backup job fails in Windows Server 2003

<http://support.microsoft.com/default.aspx?scid=kb;EN-US:903007>

902389 A scheduled backup does not run after you reschedule the backup by using NTBackup.exe in Windows Server 2003

<http://support.microsoft.com/default.aspx?scid=kb;EN-US:902389>

V. If the issue still exists after trying suggestions above, please follow troubleshooting steps below and kindly help gather the information.

1. What's the exact brand of your USB disk drive? Would you please check if it is in the HCL list?

[Http://www.microsoft.com/hcl](http://www.microsoft.com/hcl)

2. If you backup the server to a local hard drive or a tape (if you have tape device), could this issue be reproduced?

3. Try to use SBS Backup wizard, could this issue be reproduced?

4. If you using NTBackup, please gather backupxx.log files in the folder "C:\Documents and Settings\SBS Backup User\Local Settings\Application Data\Microsoft\Windows NT\NTBackup\data";

5. If you using SBS Backup wizard, please gather Sbsbackuplog0x.log files which can be located under the folder "%sbsprogramdir%\Support\Backup Logs".

6. Network MPS Report

Please send me a MPS report and I will check the log.

a. Visit

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE to download the file.

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- b. Run the MPSRPT_NETWORK.EXE on the server box.
- c. Wait for 10~15 minutes.
- d. Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Network\Reports\cab\
e. Compress the .cab file and log files and send to my working mailbox at
v-innjin@xxxxxxxxxxxxxx

I appreciate you taking time to perform the tests. If you have any further questions or concerns, please feel free to let me know.

Have a nice day!

Best regards,

Inn Jin (MSFT)

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<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.

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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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