

Re: Backup fails suspect VSS problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg00136.html>

- *From:* "Kerry Brown" <kerry@xxxxxxxxxxxxxxxxxxxxxxx*a*m>
 - *Date:* Tue, 2 Jan 2007 06:45:57 -0800
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After replacing the motherboard did you do a repair install?

<http://support.microsoft.com/kb/816579/en-us>

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Kerry Brown
Microsoft MVP – Shell/User
<http://www.vistahelp.ca>

"Nick" <NoSpam@xxxxxxxxxxx> wrote in message news:etfoidnLHHA.4384@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Since restoring our server after a no-boot total failure, system state backup fails with the following errors:

Error: Could not access portions of directory System State\COM+ Class Registration Database.
You may not have permission to open the file, or the directory may be missing or damaged. Please contact the owner or administrator.

Error: Could not access portions of directory System State\Registry.
You may not have permission to open the file, or the directory may be missing or damaged. Please contact the owner or administrator.

We also see the following event log errors

Event Type: Error

Event Source: Service Control Manager

Event Category: None

Event ID: 7011

Date: 02/01/2007

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Time: 10:03:29

User: N/A

Computer: SERVER

Description:

Timeout (30000 milliseconds) waiting for a transaction response from the NtFrs service.

Event Type: Error

Event Source: VolSnap

Event Category: None

Event ID: 14

Date: 02/01/2007

Time: 10:03:27

User: N/A

Computer: SERVER

Description:

The shadow copies of volume C: were aborted because of an IO failure on volume C:.

Anyone suggest how to solve this, before the crash our backup worked fine?

Thanks,
Nick

In case it is relevant – a brief explanation of the server crash:

Intermittant lockups and various disk problems with the hardware mirrored drives.

Complete failure of RAID controller – can still boot from source disk but not as part of RAID array.

Replaced motherboard with onboard RAID controller.

Server worked fine for about five days.

Server BSOD, pulled power now will not boot, seriously dead server.

Safe mode and all other recovery modes failed.

Safe mode locks-up after acpitabl.dat

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Reset BIOS to factory defaults.

Recovery console now boots.

Copy in older update.sys, this now allows boot but with large amount of errors.

Recover server, partly from tape, partly by fixing various individual problems.