

## Re: Backup fails suspect VSS problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg00345.html>

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- *From:* "Nick" <NoSpam@xxxxxxxxxxxx>
  - *Date:* Wed, 3 Jan 2007 17:57:16 -0000
- 

It only fails if I backup System State at the same time as everything else (including Exchange). System State can be backed-up on its own fine!

Nick

"Kerry Brown" <kerry@xxxxxxxxxxxxxxxxxxxx\*a\*m> wrote in message <news:OPOHevLHHA.1248@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

It's up to you. I'd be very concerned about a failing backup.

--

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

"Nick" <NoSpam@xxxxxxxxxxxx> wrote in message <news:e6yUMkqLHHA.1248@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Something I forgot to mention, it was exactly the same mothboard, same model even the same revision.

The problem I have now is that the server appears to the customer to be working fine, apart from the few remaining minor problems, the staff are now back up and running fine. The business is still struggling to recover from the downtime caused by the original server crash. They are going to be extremely wary of letting me wipe out what they have working in the hope of fixing what to them is a minor error.

Nick

"Kerry Brown" <kerry@xxxxxxxxxxxxxxxxxxxx\*a\*m> wrote in message <news:OT08TNqLHHA.4376@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Even though it sometimes looks like you don't need a repair install I

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have found out the hard way that a motherboard swap almost always requires it. I don't even try to boot after swapping a motherboard. I boot from the install media and perform a repair install (in place upgrade), then on the first boot to Windows go into the device manager, enable the View hidden devices setting, remove all the old leftover crap particularly NICs, then reboot. I am sure your problem could be fixed but I really think you are at the point where it's going to be better and quicker to rebuild from scratch.

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

"Nick" <NoSpam@xxxxxxxxxxxx> wrote in message  
<news:OVmtl1oLHHA.3668@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Hi Kerry,

No did not do actually need to do an inplace upgrade, once update.sys had been replaced with the older version we had a bootable windows partition so restored over the top of the existing.

Reinstalling from scratch would leave them offline for an awfully long time, remembering that there is then also service pack 1 to install and all the rest that came with that, not to mention all the other software, configuration changes and various fixes which have since been applied.

Nick

"Kerry Brown"  
<kerry@xxxxxxxxxxxxxxxxxxxx\*a\*m>  
wrote in message  
<news:u9Ng3ynLHHA.536@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

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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@xxxxxxxxxxxx>

wrote in message

<news:etfoidnLHHA.4384@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

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

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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

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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

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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  
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

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problems.