

Re: Backup failed event:

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*Source:*

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  - *Date:* 4 Apr 2007 01:00:07 -0700
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On Apr 4, 9:14 am, v-ja...@xxxxxxxxxxxxxxxxxxxxxxxx ("Jacky Luo [MSFT]") wrote:

Hi martin,

Thanks for posting here.

From the description, I understand the issue is that you get an 0x80070458 error after SBS backup. If I am off base, please don't hesitate to let me know.

Translated from error code library, 0x80070458 is for ERROR\_NO\_MEDIA\_IN\_DRIVE which means there is no media in drive. From this error, we can know there could be two possible cause of this issue.

1. There is actually no tape in the tape device and it is not correctly mounted.
2. The tape device is not Listed as Compatible Device with Windows Server 2003 system. There is compatibility issue that the device cannot be correctly recognized by the system.

Furthermore, Please checked the HCL list for DLT backup device from our HCL website, For your information: <http://www.microsoft.com/windows/catalog/server/default.aspx?subID=22...lobalsearch&qu=dlt&scope=1>

I. Let us refer to the following steps to troubleshoot the issue:

1. First of all, I would like to confirm if you can see your tape drive in the removable storage container. To check that:

Click start -> administrative tools -> computer management, in the console, expand storage -> removable storage, media pools, check if your tape drive in one of the four branches:

- Free pool
- Import pool

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- Unrecognized pool
- Backup pool

2. After you check that, please run services.msc to open the service console and check if the status of the removable storage service is started.

3. Running the cleaning tape, then use a new tape for backup, what's the result?

4. Moreover, please install the driver for the tape drive that come with the hardware from the hardware vendor, then check how things go from there.

5. If issue persists, I recommend you to follow the steps below to prepare your backup media.

This operation writes a "free media" label on each tape. Remember that Ntbackup can use only prepared tapes during a backup session. Calculate how many tapes you need for your backup strategy, and prepare each tape before you continue to the next section.

a. Under Computer Management, expand Storage, expand Removable Storage, and then click Media.

b. Insert a tape into the tape drive. RSM reads the tape, and then displays the tape in the right pane.

c. In the right pane, right-click the tape, and then click Free to remove data from the tape and mark it as free. You can monitor the work queue for the operation to make sure the operation is finished, or you can wait for the state to change to Idle and Usage to change to "Free."

d. After the tape is labeled as "free media," you can eject the tape by right-clicking the tape and then clicking Eject. The Eject Wizard starts and moves the tape to the off-line media library.

### – Labeling the Tapes

After you prepare the tapes, use Ntbackup to write a Microsoft Tape Format (MTF) label. Use a name that describes the contents of the tape. After this is accomplished, you can schedule Ntbackup to use that tape over and over again, by specifying the same media label name.

Use the following steps to label each tape that you want Ntbackup to be able to reuse.

[Note] This operation writes a unique MTF label on each tape. Make sure that each tape has a unique name, even if you rotate different sets of tapes (weekly).

a. Make sure that a prepared tape is in the stand-alone tape library.

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- b. Start Ntbackup, and then click Backup Wizard.
- c. In the "What to Backup" dialog box, click "backup selected files, drives, or network data".
- d. In the "Items to Backup" dialog box, click a single folder on any local drive.
- e. In the "Where to Store the Backup" dialog box, under "backup media type", click the tape drive, and in the "backup media" area, click "new media".
- f. In the "Completing the Backup Wizard" dialog box, click Advanced.
- g. Continue through the screens until the Backup Label dialog box is displayed. In this dialog box, you can change the Backup Label and Media Label fields. The information in the Media Label field distinguishes one tape from another. Change the Media Label field so that the field contains meaningful information to represent a tape for each day of the week. The example in this article uses unique names like Monday–Full, Tuesday–Full, and so on (one for each day/tape).
- h. Continue through the dialog boxes, and then start the backup process. This backs up the single folder and writes a meaningful media label that you can use from now on to schedule backups.
- i. After the backup process finishes, quit Ntbackup.
- j. If you now view Removable Storage Media, you see that the tape shows "Application" under Usage. Right–click the tape to view its properties. If you click the side tab, you see that the "identification label" field contains the same name that you specified in step 7. That is the name you want to use from now on, whenever you schedule a backup for that day's tape and choose to rewrite the same label name.
- k. Right–click the tape, click Eject, and then physically label the tape, using the same label name that you specified during the backup.
- l. Repeat this procedure for each tape until all of the tapes have valid MTF media labels.

II.If the issue persists, please help me collect the following information for analysis:

- 1.If you run NTBackup to manually backup, will the backup succeed?
- 2.The Backupxx.log files in the folder 'C:\Documents and Settings\SBS Backup User\Local Settings\Application Data\Microsoft\Windows NT\NTBackup\data'.

Note: Before reproduce the problem, please open NTBACKUP, click

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"Tools" -> "Options" and then check "Detailed" on the "Backup Log" tab. Then reproduce this issue and send the backup log to me (Tools -> Report).

3. The Sbsbackuplog0x.log files which can be located under the folder '%sbsprogramdir%\Support\Backup Logs'.

I appreciate your time. I am happy to be of assistance and look forward to your reply.

Have a nice day!

Best regards,

Jacky Luo (MSFT)  
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Hi Jacky,

You're right that it is the SBS backup utility.

1. I've of course checked to see, and there is a tape in the drive.
2. I've used the backup drive for more than a year where it worked perfectly, so i don't think it's an compatibility issue.

1. I've checked the removable storage container, all of them is empty except for the Backup pool, witch holds all the tapes, and one of the tapes library is the DAT drive, so it knows there is a tape in it.
2. Removable storage in services is running.

5. I tried that but the "Free" option is grayed out so i can't??

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1. When i use NTbackup it still doesn't work.
2. The logfiles are old, older than this issue. If you want them anyway just write again.

The SBS backup log contains this

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03-04-2007 23:00

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Date: 03-04-2007

Time: 23:00

User: SYSTEM

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Backup Runner started.  
NTMS session started successfully.  
EnumerateNtmsObject(NTMS\_LIBRARY) succeeded.  
Will enumerate on 3 media libraries found.  
GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.  
GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.  
Found an enabled library.  
InventoryNtmsLibrary(NtmsInventoryOmid) succeeded.  
Identify Media completed  
EnumerateNtmsObject(NTMS\_MEDIA\_TYPE) succeeded.  
Will enumerate on 2 media types found.  
GetNtmsObjectInformation(NtmsMediaTypeInfo) succeeded.  
GetNtmsObjectInformation(NtmsMediaTypeInfo) succeeded.  
GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.  
Unable to detect tape drive or tape media.  
GetTapeMediaPoolName failed. (0x80070458)  
GetBackupDestination failed. (0x80070458)  
LaunchNTBackup failed. (0x80070458)  
NTBackup finished the backup with errors.

For more information about failed backups, see the article on troubleshooting your backup at the following Web page:

<http://go.microsoft.com/fwlink/?LinkId=18414>

Backup ended at 3. april 2007 23:00

Backup error finished with error code 0X80070458.

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Thank you for you're help.

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