

Re: Backup fails with error 'Unable to open "D:\" – skipped.'

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-04/msg02552.html>

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- *From:* "Noobie" <[lorraine@xxxxxxxxxx](mailto:lorraine@xxxxxxxxxx)>
  - *Date:* 16 Apr 2007 02:27:34 -0700
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On Apr 13, 11:17 am, v-ja...@xxxxxxxxxxxxxxxxxxxxxxxx ("Jacky Luo [MSFT]") wrote:

Hi lorraine,

Thanks for posting back.

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

1.Installed the following Hot fixes

KB913648 " "<http://support.microsoft.com/kb/913648/en-us>> : A new Volume Shadow Copy Service update is now available that fixes various Volume Shadow Copy Service problems in Windows Server 2003

KB924749 " "<http://support.microsoft.com/kb/924749/en-us>> : Event ID 2021 is logged even though lots of non-paged pool memory is available in Windows Server 2003

KB925903 " "<http://support.microsoft.com/kb/925903/en-us>> : You are forced to replicate a large file from a Windows Server 2003 SP1-based computer across the slow network links when small changes are made to the large file

2.Disabled compression on the Drive

3.Enable shadow copies on all drives included in thebackup.Adjust the size of the shadow copy to accommodate thebackup.

- 1) Ran abackupafter deleting the oldest 2 snapshot sets
- 2) Changed the setting of "Maximum Size" "No Limit" to "Use Limit" and set it to 3071.
- 3) Once thebackupis executed well, changed this back to "No Limit".

Changed the 'settings' ofD: drive from "No limit" to "Use limit" value 3071MB

Tested a shadow copy,then do fullbackupagain.

Changed the 'settings' ofD: drive from "Use Limit " to "No limit"

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4. Please refer to the following KB to verify if it is related hardwarebackupdevice, compatibility issue between hardware and OS

Windows Server 2003 cannot perform backup jobs to tape devices on a storage area network

<http://support.microsoft.com/default.aspx?scid=kb;en-us;842411>

you can Connect a USB drive to the server and ran the SBS backup wizard to backup everything (system state, C:\, E:\, and Information Store). what's the result? if USB drive work, indicate that it is related to your NAS backup device.

5. if issue persists, please install windows 2003 server SP2

6. If you schedule to back up to a hard disk, does the issue occur?

Finally, I would like to confirm with you if you have manually performed full backup to NAS device successfully as my suggestion I do in my previous response, if so, that means manual backup have no problem, just scheduled backup have problem.

This is important to identify the issue.

If issue still occur, please send me the backup log as I have mentioned before.

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)  
Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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PLEASE NOTE: The partner managed newsgroups are provided to assist with break/fix issues and simple how to questions. We also love to hear your product feedback! Let us know what you think by posting

from the web interface: Partner Feedback  
from your newsreader: microsoft.private.directaccess.partnerfeedback.

We look forward to hearing from you!

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from this issue.

Re: Backup fails with error 'Unable to open "D:\\" – skipped.'

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Hi Jackie,

I seem to have allowed you to labour under a misapprehension.

The system is Windows Server 2003 for Small Business Server with Service Pack 2. It also has Small Business Server R2 installed.

I don't know if that makes a difference to your analysis, but the backup I tried on Friday failed with this error:–

Error: COOKIE\Microsoft Information Store\First Storage Group is not a valid drive, or you do not have access.

First Storage Group is on the C drive, it follows the creation of the D drive saveset and precedes the 'System State' saveset.

I will try and send you the log files by email rather than posting them here.

Lorraine

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