

RE: Windows Small Business Server Backup failed (Event ID: 5634)

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg02261.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Tue, 17 Jul 2007 02:11:36 GMT
-

Hi Robert,

Thanks for your reply.

I am sorry for the delay due to high volume.

I searched in the sbsbackuplog, there is error:

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

But it's very strange you can see any related error in application log.

Based on my research on the error message, please take the following steps:

Step 1: Please install the latest SBS updates:

1. Please first install the following hotfix 817688:

817688 "Error on a Request to Write Data to Media" Error Message When You Use

<http://support.microsoft.com/?id=817688>

I notice when you installed the hotfix, you got "Setup could not find the update.inf file needed to update your system". This error occurs when SP1 is installed.

The hotfix for KB817688 is part of Service Pack 1 for Windows2003 as per <http://support.microsoft.com/kb/824721>, kindly check your windows version

by clicking Start > Run > Type "winver" without the quotes and let me know if you already have SP1 installed.

2. Please also install the following VSS hot fixes:

For SBS 2003 SP0:

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A Volume Shadow Copy Service (VSS) update package is available for ...
<http://support.microsoft.com/?id=833167>

A Volume Shadow Copy Service (VSS) update-2 package is available
<http://support.microsoft.com/default.aspx?scid=kb:en-us:887827>

For SBS 2003 SP1:

Update is available that fixes various Volume Shadow Copy Service issues in Windows Server 2003
<http://support.microsoft.com/default.aspx?scid=kb:en-us:891957>

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/default.aspx?scid=kb:en-us:913648>

Step 2: The problem may be caused by some Anti Virus software, please temporarily uninstall and try again.

Step 3: If you backup to the tape, please ensure the following components are up-to-date:

1. The driver and firmware of the tape drive
2. The driver and firmware of the controller to which the tape drive is directly attached.

Also, please change a new tape, then run the backup in Server Management manually, and check the result.

Step 4: Disable the Exchange writer by editing the registry under HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeIS\Parameters System: <http://support.microsoft.com/?kbid=838183>, does the backup work?

Hope this helps.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding

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newsgroups so that they can be resolved in an efficient and timely manner.

You can locate the newsgroup here:

<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.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

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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<References: <A780CCFB-4F6A-46ED-AB1B-2880590BC2BA@xxxxxxxxxxxxxx>
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<From: v-roboli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
<Organization: Microsoft
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<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182
<
<Hi Rob,
<
<Thanks for posting in our newsgroup.
<
<From your description, I know that on SBS server, you fail to have SBS
<backup and get event ID 5634. If I am off-base, please don't hesitate to
<let me know.
<
<Please take the following steps to narrow down this issue:

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<Step 1: Please check if backup device is in the HCL list.

<

<<http://www.windowsservercatalog.com/>

<

<Step 2: If you configure SBS Backup to back up to local hard disk, does the

<issue occur?

<

<There are many reasons causing Event ID: 5634. Also there are other errors

<appear. To further troubleshoot the issue, please help get the following

<information. Thanks for your time and cooperation.

<

<1. The backup log files in the "C:\Program Files\Microsoft Windows Small Business Server\Support\Backup Logs" folder.

<

<2. Reproduce this issue, and then export the Application Event log file

<and email it to me. To export the application event log:

<

<1) Click Start -> Run, type EVENTVWR.MSC and click OK.

<2) Right click the Application Event, select Save Log File as, save it to .evt file.

<3) Email me the file

<

<Please kindly send these log files to my working mailbox:

<v-robeli@xxxxxxxxxxxxx with subject: 39856081-Windows Small Business Server

<Backup failed (Event ID: 5634).

<

<I am looking forward to hear from you.

<

<If you need further assistance, please don't hesitate to let me know.

<

<Best regards,

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<Robert Li(MSFT)

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<<From: =?Utf-8?B?UkpQ?= <RJP@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<<Subject: Windows Small Business Server Backup failed (Event ID: 5634)

<<Date: Wed, 11 Jul 2007 07:10:03 -0700

<<Lines: 29

<<Message-ID: <A780CCFB-4F6A-46ED-AB1B-2880590BC2BA@xxxxxxxxxxxx>

<<MIME-Version: 1.0

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<<Content-Transfer-Encoding: 7bit

<<X-Newsreader: Microsoft CDO for Windows 2000

<<Content-Class: urn:content-classes:message

<<Importance: normal

<<Priority: normal

<<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2826

<<Newsgroups: microsoft.public.windows.server.sbs

<<Path: TK2MSFTNGHUB02.phx.gbl

<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:49719

<<NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148

<<X-Tomcat-NG: microsoft.public.windows.server.sbs

<<

<<Hello,

<<

<<I am having an ongoing problem with my SBS 2003 R1 server failing to

<backup

<<to tape.

<<

<<I was previously using Veritas BackUp Exec 9.1 but have uninstalled it

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<<completely.

<<

<<I am using an IBM model 59P6746 VXA2 80/160GB tape drive which I have

<<updated to the latest firmware and drivers from IBM's site.

<<

<<I have run the VXA test software for the drive and all works fine. I can

<<usually do a manual NTBackup but when I leave it to the SBS Backup

program

<it

<<always fails...my Backup User permissions seem correct.

<<

<<I don't think this can be a hardware issue since the tape drive worked

<<perfectly right up to the day I uninstalled the Veritas software and as

<<mentioned before all tests run fine.

<<

<<I think it must be related to either RSM, Shadow Copy or perhaps

<permissions

<<but not sure.

<<

<<I am open to any suggestions on what to try.

<<

<<

<<Thanks,

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<<Rob Pereira

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