

Re: Backup fails with volsnap error

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg02416.html>

- *From:* Lance Kujala <LanceKujala@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 17 Jul 2007 11:52:18 -0700
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Now that I am looking at it; Trend does seem to be an issue.
The Trend requirements say 512MB of RAM for the system.... hah.
I will talk to Trend about the memory usage.

I ran a defrag on the hard drives (no reboot or anything else) and the backup worked ok last night. I havent setup a scheduled defrag yet (I normally do...), so I guess its wait and see if the problem comes back.

While I agree that the system needs more memory; right now the client wont want to pay for it (they are annoyed right now). What I am thinking of is limiting the amount of memory used by the different services. I know how to do this with Sql Server, but not sure about how to limit the memory usage for Exchange server.

Lance

"Dave Nickason [SBS MVP]" wrote:

That doesn't really seem out of line. It appears that dbserver.exe is part of Trend too – hopefully someone can comment on whether that's a normal amount of RAM for Trend to be using, since based on what you're posting here it seems to be using half the RAM on the server.

I'm wondering if this isn't an actual RAM issue rather than something in VSS that needs to be fixed or patched. With Trend using over half the RAM and Exchange using another 30%, that server's got to be breaking a sweat. Can you throw another GB or two of RAM in there to see if that improves the situation?

I'd do that regardless, but I'd also look at Trend. Half a GB seems excessive – what's the system requirement for that version?

"Lance Kujala" <LanceKujala@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:41DD11F3-0FE2-4E11-AB57-42D0EABAE20E@xxxxxxxxxxxxxxxxxxxx>

Re: Backup fails with volsnap error

Hi Dave;

Yes, using NtBackup via the SBS backup.

1GB RAM, PF Usage is 1.2GB.

earlier in the year PF usage was hovering around the 1GB range.

Main Tasks

- store.exe 314,344
- dbserver.exe 174,156 (not sure what is running this)
- SMEX_Master.exe 162,048 (TrendMicro AV)
- sqlservr.exe 144,912 (the standard sbs servers)
- OfcService.exe 140,500 (TrendMicro)
- svchost.exe 97,388 (?)
- services.exe 89,352
- sqlservr.exe 65,520 (second sbs sql server)
- NTRtScan.exe 61,904 (trendmicro)

Obviously the TrendMicro AV is also a memory hog.

What is strange is that when I just "run" the backup task from scheduled tasks during the day with everyone logged in, there are no problems; but when it is run at night, that is when the problems happen.

Lance Kujala
MSCE

"Dave Nickason [SBS MVP]" wrote:

There's a fair number of hotfixes for VSS-related issues, but I'd have thought you'd have them covered with SP2. There is one recent KB about 3rd party backup software, but you're talking SBS backup, right?

When you say memory usage is through the roof, what specifically is using that memory? How much RAM is on the server? Can you post back a list of anything using over 100 mb of RAM along with how much it's using (just sort the list in Task Manager by CPU and list anything over 100,000 K - there should only be a few).

Re: Backup fails with volsnap error

"Lance Kujala"

<LanceKujala@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

news:3EDAC295-BEA6-43EC-BD3C-869B4F869F7F@xxxxxxxxxxxxxxxxxxxx

running sbs 2003 sp2 with exchange sp2 + latest patches.

the backup is occasionally failing with a vss error.

looking in the event log, I see event id 21 error

"the flush and hold operations for volume C: was aborted because of low available system memory."

this error shows up for all drives in the backup.

checked the KB's, nothing that applies to this situation.

will try defragmenting the hard drives (one is 5% the other 15%)

I have noticed that memory usage has gone through the roof over the last few months after applying the OS/Exchange/3party service packs.

Any ideas on how to deal with / work around this problem?