

RE: NT Backup Started but hasn't finished yet?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg03992.html>

- *From:* v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx (Manfred Zhuang [MSFT])
 - *Date:* Mon, 30 Jul 2007 11:15:10 GMT
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Hello Customer,

Thank you for posting here.

According to your description, I understand that you received 'Backup: started but has not finished' error. If I have misunderstood the problem, please don't hesitate to let me know.

Before we go any further, I would like to confirm that do you see this error message in Performance report?

If yes, as we know, the 'Collect Server Performance Data' scheduled task will run every 1 hour(s) from one specific time for 24 hour(s), and the specific time is running the Monitoring and Reporting Wizard's time. To check it, click Start -> Settings -> Control Panel -> Scheduled Tasks.

For example, if the latest SBSBackup began from 24/05/2006 11:00 PM, and then successfully finished at 25/05/2006 5:08 AM. From the Server Performance Report, this report created on 25/05/2006 at 6:00 AM. Although the Server Performance Report is created at 6:00 AM, the 'Collect Server Performance Data' scheduled task ran and gathered the data before 5:08 AM. However, the SBS Backup is running and not yet finish before 5:08 AM, so the Server Performance Report displays this information 'Small Business Server Backup started but has not yet finished. To view backup status, click Backup in Server Management, and check for errors or see if a backup is still in progress.'

If it is the case, we can re-run the Monitoring and Reporting Wizard and then change the 'Small Business Server - Server Status Report - Server Performance Report' to a later time, then check if the issue still persists. To do so:

1. Open the Server Management console on the SBS Server, go to Monitoring and Reporting, and click Set Up Monitoring Reports and Alerts.
2. Choose 'Reinstall monitoring features', and click Next. You will receive a Warning, please select Yes to purge old monitoring configuration.

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3. Follow the instruction to finish this wizard.
4. Click 'Change Server Status Report Settings', select 'Server Performance Report' and click Edit.
5. Click the Schedule tab, change the start time to a later time.

If it is not the case, please help me collect the following information for further analysis:

1. Scheduled Tasks log.

Please send C:\Windows\SchedLgU.Txt to me.

2. Please save the SBS Performance Report email which email displayed the "the backup started but not finished" message into .msg file, and then send it to me at v-mzhuan@xxxxxxxxxxxxxx

3. Backup Logs.

- a. The Backupxx.log files in the folder 'C:\Documents and Settings\SBS Backup User\Local Settings\Application Data\Microsoft\Windows NT\NTBackup\data'.

Or 'C:\Documents and Settings\UserName\Local Settings\Application Data\Microsoft\Windows NT\NTBackup\data'

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

4. MPS Report.

- a. Please download the MPSRPT_SETUPPerf.EXE from the following link and then run this tool to gather some information from the problematic computer:
http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE

- b. Double-click on the MPSRPT_SETUPPerf.EXE file.
[Note] This process may take some time; however, it will not have a negative effect on the performance.

- c. A CAB file will be generated in the %systemroot%\MPSReports\Setup\Reports\Cab directory called %COMPUTERNAME%\MPSReports.CAB. The CAB file will contain the reports generated by the MPS Reporting Tool.

I appreciate your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you.

Best regards,

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Manfred Zhuang(MSFT)
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<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.

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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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