

# Re: Backup stopped working after second tape drive installed

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg01196.html>

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- *From:* [v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx) (Manfred Zhuang [MSFT])
  - *Date:* Thu, 09 Aug 2007 10:20:35 GMT
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Hello John,

Thank you for your reply

After checking the files, I didn't find any useful error message to the issue. However, I noticed that you said there is no entry in Removable Storage. It is abnormal.

I suggest you try following steps to narrow down the cause:

Step 1: Prepare a Clean Boot environment.

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1. Click Start and Click Run, and in the "Open" line, type in "MSCONFIG" (without the quotation marks) and click OK.
2. Under the Service tab, check "Hide All Microsoft Services", and then click "Disable All" button. In this way, we can disable all the services which belong to third-party programs.
3. Under the Startup tab, click "Disable All" button.
4. Click OK.
5. Choose Yes to restart the computer.
6. Check "Don't show this message or launch the system configuration utility when Windows starts".
7. Please check if the issue persists.

NOTE: We can check on Normal Startup in the General tab to roll back to Normal Mode after we get this issue resolved.

Step 2: Rebuild RSM database

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- 1) Run services.msc, stop Removable Storage service.
- 2) Delete the RSM database files located at %SystemRoot%\System32\NtmsData.
- 3) Restart the Removable Storage service, this will recreate new, empty RSM Databases.
- 4) Put a new tape in, or a tape that may be deleted.
- 5) Go to the "properties" of the disk inside the physical locations.

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Uncheck 'Enable Drive' Hit apply & then check the 'Enable Drive' again  
6) Right click, and prepare.

If the issue persists after perform above steps, please try to connect the Tape Drive on another computer and check if it works properly.

In addition, please expand Removable Storage and capture a screenshot.

To capture the image, we can perform the steps below:

- (a) When the error message appears, press the Print Screen key several times (this key is located to the right of the F12 key on the keyboard)
- (b) Open Paint ['start' => 'All Programs' => 'Accessories' => 'Paint'].
- (c) Click Edit (menu) -> Paste or press Ctrl + V.
- (d) Click File (menu) -> Save. Save it as a .jpg or .gif file and send it to me as an attachment.

Please take your time with the suggestion and let me know the result at your earliest convenience.

Best regards,

Manfred Zhuang(MSFT)  
Microsoft Online Newsgroup Support

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

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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 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.

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Any input or comments in this thread are highly appreciated.

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| From: "John" <John@xxxxxxxxxxxxxxxxxxxxxx>  
| References: <OwZ2qaK2HHA.484@xxxxxxxxxxxxxxxxxxxxxx>  
<uoeoLnK2HHA.1484@xxxxxxxxxxxxxxxxxxxxxx>  
<LiwvrQb2HHA.6140@xxxxxxxxxxxxxxxxxxxxxx>  
| Subject: Re: Backup stopped working after second tape drive installed  
| Date: Thu, 9 Aug 2007 00:30:41 +0100  
| Lines: 102  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3138  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3138  
| X-RFC2646: Format=Flowed; Original  
| Message-ID: <eebueQh2HHA.1124@xxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: 89.243.232.84  
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:55341  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi Manfred

| Many thanks for coming back.

- | > 1. Right-click "My Computer", and then click "Manage", expand "Storage",
- | > then expand "Removable Storage"
- | > 2. Dismount the tape drive you want to remove.

| There is no entry under "Removable Storage".

- | > 1. Please visit following website to check if the tape drive is in the HCL

| > list and let me know the result.

| >

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

| > Also, you could let me the detailed model number of the device and I will

| > also check it for you.

| The server is a dell and the ultrium external drive is a dell badged external drive. Following is how drives are listed under device manager. Note one is disabled.

| \*\*\*\*\* SYSTEM DEVICE CLASS \*\*\*\*\*

| Class: Tape drives

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| Device: Certance Ultrium 2 Tape Drive  
| No resources used.  
| Device Drivers:  
| C:\WINNT\system32\DRIVERS\pvlto.sys  
| File size: 9216 bytes  
| File version: 1.9  
| Manufacturer: Certance, LLC  
| Copyright: Copyright (c) 2000–2004 Certance, LLC  
|  
| \*DISABLED DEVICE\*  
| Class: Tape drives  
| Device: SEAGATE DAT DAT72–052 SCSI Sequential Device  
| No resources used.  
| Device Drivers:  
| C:\WINNT\system32\DRIVERS\qdatwin.sys  
| File size: 10240 bytes  
| File version: 1.14.3.0  
| Manufacturer: Quantum Corporation  
| Copyright: Copyright © 2006 Quantum Corporation  
| C:\WINNT\system32\qdatwin.dll  
| File size: 19968 bytes  
| File version: 1.14.3.0  
| Manufacturer: Quantum Corporation  
| Copyright: Copyright © 2006 Quantum Corporation  
| PDF created with pdfFactory Pro trial version [www.pdffactory.com](http://www.pdffactory.com)

| This is where drive is listed on the windows catalogue site:

| <http://www.windowsservercatalog.com/item.aspx?idItem=f1428ef3–9cac–0b9d–a90f–8bf5cb7ed389>

| > 2. Right–click "My Computer", and then click "Manage", expand "Storage",  
| > then expand "Removable Storage". Click Libraries, check if the tape  
drive  
| > is connected well.

| No Libraries entry under "Removable Storage"

| > 3. If it is possible, please connect the tape drive to another computer  
| > and  
| > check if NTbackup works.

| Will do it later. Not on site at present. I am checking all this using  
| Remote Access.

| > 4. 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

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| > Data\Microsoft\Windows NT\NTBackup\data'

| Attached in email. The good ones are the ones for manual backup using  
| ntbakup and not 'Configure Backup' in Server Management as far as I can  
| tell.

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

| Attached in email.

| > 4. Please send the MPS report.

| >

| > a. Visit

| >

| <http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9>

| > 15706/MPSRPT\_SETUPPerf.EXE to download the file.

| > b. Run the MPSRPT\_SETUPPERF.EXE on the server box.

| > c. Wait for 10~15 minutes.

| > d. Open Windows explorer, navigate to

| > %SYSTEMROOT%\MPSReports\Setup\Reports\cab\

| > e. Send the .cab file directly to me at v-mzhuan@xxxxxxxxxxxxxx

| Attached in email.

| Many Thanks

| Regards

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