

RE: Error with SBS backup

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg00911.html>

- *From:* v-robali@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Fri, 07 Sep 2007 10:59:47 GMT
-

Hi Michael,

Thanks for your reply.

I am sorry the problem is still exists. By now we have done the following:

1. Installed the latest VSS hotfixes.
2. Installed the following hotfix:

Error 800423f4 appears in the backup log file when you back up a volume by using the Volume Shadow Copy service in Windows Server 2003
<<http://support.microsoft.com/default.aspx?scid=kb;EN-US:828481>>

3. Registerd all .dll's associated with VSS
4. Tried to step mssql\$sbsmonitoring service.

We are researching on your issue and will let you know the result ASAP.
Thank for your understanding.

Best regards,

Robert Li(MSFT)

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RE: Error with SBS backup

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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Any input or comments in this thread are highly appreciated.

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<X-Tomcat-ID: 187128121
<References: <99BF4C57-1BEB-40F2-914C-461B9B350739@xxxxxxxxxxxxxx>
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<Organization: Microsoft
<Date: Thu, 06 Sep 2007 12:25:06 GMT
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<X-Tomcat-NG: microsoft.public.windows.server.sbs
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<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182
<
<Hi Michael,
<
<Thanks for your reply.
<
<I researched your log and following event Event 6013:
<
<To make sure that the MSDE issue will not have any effect, please do the
<following steps first:
<
<1. Click Start and click Run.
<2. Key in services.msc and click OK.
<3. Stop mssql\$sbsmonitoring service.
<4. Test whether Backup still fails.
<

RE: Error with SBS backup

RE: Error with SBS backup

<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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<<X-Tomcat-ID: 52058424

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<<MIME-Version: 1.0

<<Content-Type: text/plain

<<Content-Transfer-Encoding: 7bit

<<From: v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])

<<Organization: Microsoft

<<Date: Wed, 05 Sep 2007 04:06:04 GMT

RE: Error with SBS backup

RE: Error with SBS backup

<<Subject: RE: Error with SBS backup
<<X-Tomcat-NG: microsoft.public.windows.server.sbs
<<Message-ID: <U#DBaI37HHA.6140@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<<Newsgroups: microsoft.public.windows.server.sbs
<<Lines: 157
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<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:60893
<<NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122
<<
<<Hello Michael,
<<
<<Thanks for posting in our newsgroup and Claus's input.
<<
<<From your description, I know that when you make backup on SBS, you get
<the
<<following error message:
<<
<<Volume shadow copy creation: Attempt 1.
<<"MSDEWriter" has reported an error 0x800423f4. This is part of System
<<State.
<<The backup cannot continue.
<<
<<Error returned while creating the volume shadow copy:800423f4
<<Aborting Backup.
<<
<<If that's not right, please don't hesitate to let me know.
<<
<<Besides Claus's suggestions, please also try the following:
<<
<<Step 1: Please install the following Volume Shadow Copy Service (VSS)
<<updates and try again.
<<
<<For SBS 2003 SP0:
<<
<<Note: If you are using SBS 2003 SP0, a suggestion is to install SBS 2003
<<SP1 since SP0 is out of support cycle.
<<
<<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>
<<
<<913648 A new Volume Shadow Copy Service update is now available that

RE: Error with SBS backup

RE: Error with SBS backup

<<fixes various Volume Shadow Copy Service problems in Windows Server 2003
<<<http://support.microsoft.com/default.aspx?scid=kb;EN-US:913648>
<<
<<Step 2: This problem occurs when the following conditions are true:
<<
<<o You back up data from a volume that contains a Microsoft SQL Server
<<database.
<<o The recovery model of the SQL Server database is configured to use an
<<option that is different from Simple.
<<
<<To resolve this, please install the following hotfix:
<<
<<Error 800423f4 appears in the backup log file when you back up a volume
by
<<using
<<the Volume Shadow Copy service in Windows Server 2003
<<<http://support.microsoft.com/default.aspx?scid=kb;EN-US:828481>>
<<
<<Step 3: The VSS related dil files may be corrupt, please run the
following
<<commands to registerd all .dll's associated with VSS.
<<
<<Please run the following commands:
<<
<<1. Stop the following services.
<<
<<Net stop vss
<<Net stop swprv
<<
<<2. Re-register all .dll's associated with VSS.
<<
<<regsvr32 ole32.dll
<<regsvr32 vss_ps.dll Vssvc /Register
<<regsvr32 /i swprv.dll
<<regsvr32 /i eventcls.dll
<<regsvr32 es.dll
<<regsvr32 stdprov.dll
<<regsvr32 vssui.dll
<<regsvr32 msxml.dll
<<regsvr32 msxml3.dll
<<regsvr32 msxml4.dll
<<
<<cd c:\program files\microsoft sql server\80\com\
<<regsvr32 sqlvdi.dll
<<
<<3. Started the VSS and SWPRV services
<<
<< net start VSS
<< net start SWPRV
<<
<<Test again.

RE: Error with SBS backup

RE: Error with SBS backup

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<<If the problem persists, please help me collect the following information
<<for further research:

<<

<<1. Please gather Sbsbackuplog0x.log files which can be located under the
<<folder

<<"%sbsprogramdir%\Support\Backup Logs" and backupxx.log files in the
folder

<<"C:\Documents and Settings\SBS Backup User\Local Settings\Application
<<Data\Microsoft\Windows NT\NTBackup\data"

<<

<<2. Export the Application Event log file and email it to me.

<<

<<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.

<<

<<Please send the information to v-roboli@xxxxxxxxxxxxxx with subject:
<<40356272-Error with SBS backup.

<<

<<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)

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<<<Thread-Topic: Error with SBS backup
<<<thread-index: AcfvL0ur5wsm/Vp7R3+Dty5aDsMG2A==
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<<<MichaelMcFarland@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<<<Subject: Error with SBS backup
<<<Date: Tue, 4 Sep 2007 13:08:01 -0700
<<<Lines: 9
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<<< charset="Utf-8"
<<<Content-Transfer-Encoding: 7bit
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<<<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:60733
<<<NNTP-Posting-Host: tk2msftbfm01.phx.gbl 10.40.244.148
<<<X-Tomcat-NG: microsoft.public.windows.server.sbs
<<<

<<<We are getting the follwoing error when backing up the system state of
an
<<SBS
<<<system. Currently we are running service pack 1
<<<
<<<Volume shadow copy creation: Attempt 1.
<<<"MSDEWriter" has reported an error 0x800423f4. This is part of System
<<State.
<<<The backup cannot continue.
<<<
<<<Error returned while creating the volume shadow copy:800423f4
<<<Aborting Backup.

RE: Error with SBS backup

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