

## Re: Back up failing

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-03/msg01758.html>

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- *From:* "Al Williams" <[donotreplydirect@xxxxxxxxxxxxxxxxxxxx](mailto:donotreplydirect@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 13 Mar 2008 13:31:09 -0600
- 

Funny – most people use tape for archiving (because they are small and easy to store) and USB drives for backups. MS is dropping tape support in SBS 2008 so it may be time to switchover...

Tapes were always a pain for me as well but all my issues were usually fixed by clearing the RSM data. As yours is SBS backup related only it seems you may want to check the registry keys it uses at Export HKLM\software\Microsoft\smallbusinessserver\backup or clear them out and rerun the wizard. Also, did you try Russ's 2nd post suggestion above?

—  
Allan Williams

"Tami Farrelly" <[TamiFarrelly@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:TamiFarrelly@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:6AD9FF56-E97A-4E00-A25F-5DD5BCC640F2@xxxxxxxxxxxxxxxxxxxx](mailto:news:6AD9FF56-E97A-4E00-A25F-5DD5BCC640F2@xxxxxxxxxxxxxxxxxxxx)

The problem here is that NT backup...has no issues with detecting the tape...

SBS Backup was starting...and the erroring out at 8:03pm every night....obviously something is interfering with the SBS backup...now it cant detect the tape or drive??

I have a couple things to try from Tandberg...other than that I am going to schedule the backup with NT backup...and forget the SBS backup.

I use USB drives for archives....not daily backups. I may need to reconsider the tape strategy with the new servers. I am old school...tape backup has saved my but several times in the past years....

Everyday I have a different error...thats just stupid...and illogical.

Sloppy software IMHO

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Tami

"wedor" wrote:

Here is a bit from a previous MS post about this same issue posted by Nathan Liu

According to your description, I understand that you encountered the failed backup with the "Unable to detect tape drive or tape media. GetTapeMediaPoolName failed. (0x80070458);\*;\*;" error message. If I have misunderstood your concern, please don't hesitate to let me know.

From the backup log, obviously, this issue is caused by that following procedure call cannot be fulfilled.

Unable to detect tape drive or tape media.  
GetTapeMediaPoolName failed. (0x80070458)  
GetBackupDestination failed. (0x80070458)  
LaunchNTBackup failed. (0x80070458)

Translated from error code library, 0x80070458 is for ERROR\_NO\_MEDIA\_IN\_DRIVE which means there is no media in drive.

To narrow down this issue, please refer to the below information:

1. What's the exact model of your tape drive? First of all, please make sure the tape drive is compatible with Windows Small Business Server 2003, refer to the below link to check the HCL list:  
<http://go.microsoft.com/fwlink/?LinkId=16906>
2. If you put in a new tape does it start working? Clean the tape drive, does it help?
3. If you configure the backup to backup to a fixed local disk (via the backup wizard), do you have the same problem?
4. This issue can occur if the RSM database gets corrupted. Is there any RSM error in event log? Please try the steps below and see how it goes:
  - A. Remove the tape drive from Device Manager.
  - B. Remove the tape device from RSM.
  - C. Do a scan for hardware changes in Device Manager.

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D. Device Manager should re-detect the device and install it. RSM should automatically install it a few minutes after that.

E. Attempt an inventory from a tape with backup data after RSM has re-detected and installed the device.

5. If the issue still persists, let's try the steps below to rebuild the RSM database and see how it goes:

A. In Computer Management, expand Services and Applications -> Services, locate and stop the Removable Storage service.

B. Open Windows Explorer, go to the %SystemRoot%\System32\NtmsData folder, rename the existing files in this folder to a .old file extension, or copy them to a different folder.

C. Start the Removable Storage service.

"Tami Farrelly" <TamiFarrelly@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:DADACF86-1CB0-43AE-B81D-9F60099A6B5E@xxxxxxxxxxxxxxxxxxxx](mailto:news:DADACF86-1CB0-43AE-B81D-9F60099A6B5E@xxxxxxxxxxxxxxxxxxxx)

IO didnt change the driver...I shut down the server...removed the old VXA-2 drive and replaced it with the exact same New VXA-2 drive.

I can back up manually with NT backup ...today the error is

3/10/2008 7:30 PM

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Date: 3/10/2008  
Time: 7:30 PM  
User: SYSTEM  
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Backup Runner started.  
NTMS session started successfully.  
EnumerateNtmsObject(NTMS\_LIBRARY) succeeded.  
Will enumerate on 5 media libraries found.  
GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.  
GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.  
Found an enabled library.  
InventoryNtmsLibrary(NtmsInventoryOmid) succeeded.  
Identify Media completed  
EnumerateNtmsObject(NTMS\_PHYSICAL\_MEDIA) succeeded.

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Will enumerate on 1 media types found.  
GetNtmsObjectInformation(NtmsPhysicalMediaInfo) succeeded.  
GetNtmsObjectInformation(NtmsMediaTypeInfo) succeeded.  
GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.  
GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.  
GetNtmsObjectInformation(NtmsLibraryInfo) succeeded.  
Found an enabled library.  
InventoryNtmsLibrary(NtmsInventoryOmid) succeeded.  
EnumerateNtmsObject(NTMS\_PHYSICAL\_MEDIA) succeeded.  
Will enumerate on 0 media types found.  
Unable to detect tape drive or tape media.  
GetTapeMediaPoolName failed. (0x80070458)  
GetBackupDestination failed. (0x80070458)  
LaunchNTBackup failed. (0x80070458)  
NTBackup finished the backup with errors.

For more information about failed backups, see the article on troubleshooting your backup at the following Web page:  
<http://go.microsoft.com/fwlink/?LinkId=18414>

Backup ended at Monday, March 10, 2008 7:30 PM  
Backup error finished with error code 0X80070458.

"Larry Struckmeyer" wrote:

Also, the drivers, in addition to the firmware.

--  
Larry

"Tami Farrelly"  
<TamiFarrelly@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in  
message  
[news:5C21A42C-68E1-4E36-AE4B-1C3EC3D5198E@xxxxxxxxxxxxxxxxxxxx](mailto:news:5C21A42C-68E1-4E36-AE4B-1C3EC3D5198E@xxxxxxxxxxxxxxxxxxxx)

Hey there Larry...I am wondering on that firmware version thing...as that is the only difference between the 2 drives...I may go back one (site A)

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Going to site B tomorrow...

Thanks for your help.

Tami

"Larry Struckmeyer" wrote:

Hi:

This gets ugly. In most cases that I have seen, when SBSBackup files, NT Backup will usually work, but not always.

If possible, call the mfg and be certain that the firmware on the controller, and the drive are current. In one case, Tandberg had me go back a version on an Exabyte VXA-320 and that helped. Be certain that the drive is set for the

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correct  
emulation.  
Download  
the  
management  
software  
for  
the  
drive and  
check its  
settings and  
its test  
routine. But  
be careful,  
it  
will  
pass all of  
its internal  
tests and  
still not  
make a  
backup, for  
reasons  
that  
are not clear  
to anyone.

And don't  
hesitate to  
call  
technical  
support for  
the card  
support  
and  
the  
drive.

If the either  
or both of  
the backup  
routines,  
SBSBackup  
or  
NTBackup  
will  
backup to a  
local drive  
or an  
external  
drive, but

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not to the  
tape,  
you  
have  
entered the  
'tapefails  
zone', a  
slightly  
modified  
version of  
the  
'twilight  
zone'. It  
makes no  
sense to me  
either, but  
that is what  
it seems  
to  
do –  
nothing.

MS CSS  
runs  
through the  
following:

Is the  
device on  
the HCL?

Will the  
backup  
succeed to  
the local  
drive or to  
an external  
drive.

If no to the  
first, or yes  
to the  
second, the  
don't have  
much more  
to  
offer.

If you  
happen to  
find a

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resolution  
to this,  
please post  
back or  
email  
me  
personally  
at the reply  
address  
shown or

lstruckmeyer  
(\*at\*)  
mis-wizards  
(\*dot\*) com

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Larry