

## RE: windows\system32\wbem stops backup

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-06/msg00193.html>

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- *From:* v-gzwang@xxxxxxxxxxxxxxxxxxxxxx (Guozhen Wang[MSFT])
  - *Date:* Tue, 03 Jun 2008 09:30:09 GMT
- 

From: Frank Britton [<mailto:flbritton@xxxxxxx>]  
Sent: Monday, June 02, 2008 11:27 PM  
To: Guo-Zhen Wang (Gems Lab)  
Subject: RE: Follow Up For Microsoft SBS Public Newsgroup Post  
[windows\system32\wbem stops backup] with Gary Wang (42069736)

I have not installed anything for 9 months at least and have never installed Office Live Communications Server 2003 (anywhere for that matter).

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| X-Tomcat-ID: 78256711  
| References: <ORU\_j.169496\$Cj7.13380@pd7urf2no>  
| <IFrYOyVwIHA.2252@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| <NBINuGKxIHA.4216@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain  
| Content-Transfer-Encoding: 7bit  
| From: v-gzwang@xxxxxxxxxxxxxxxxxxxxxx (Guozhen Wang[MSFT])  
| Organization: Microsoft  
| Date: Mon, 02 Jun 2008 11:22:00 GMT  
| Subject: RE: windows\system32\wbem stops backup  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
| Message-ID: <CC0xSOKxIHA.4216@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| Lines: 273  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:110363  
| NNTP-Posting-Host: tk5tomimport2.phx.gbl 10.201.218.20

| Hello Frank,

| Thanks for your update.

| The new issue you are facing may due to that you have installed Microsoft  
| Office Live Communications Server 2003, it had been referred in the  
| following KB article:

| Event ID 47 warning events appear in the application log after you

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install

| Live Communications Server 2003

| <http://support.microsoft.com/default.aspx?scid=kb;EN-US:834475>

| Also, please feel free if there any further issue, I am glad to provide assistance.

| Thanks and have a nice day!

| Best regards,

| Gary Wang(MSFT)

| Microsoft CSS Online Newsgroup Support

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

| =====  
| 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.

| Any input or comments in this thread are highly appreciated.

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| -----  
|| Newsgroups: microsoft.public.windows.server.sbs

|| From: v-gzwang@xxxxxxxxxxxxxxxxxxxxxx (Guozhen Wang[MSFT])

|| Organization: Microsoft

RE: windows\system32\wbem stops backup

RE: windows\system32\wbem stops backup

Date: Mon, 02 Jun 2008 11:13:11 GMT  
Subject: RE: windows\system32\wbem stops backup  
X-Tomcat-NG: microsoft.public.windows.server.sbs  
MIME-Version: 1.0  
Content-Type: text/plain  
Content-Transfer-Encoding: 7bit  
From: Frank Britton [<mailto:flbritton@xxxxxxx>]  
Sent: Sunday, June 01, 2008 4:52 AM  
To: Guo-Zhen Wang (Gems Lab)  
Subject: RE: Follow Up For Microsoft SBS Public Newsgroup Post  
[windows\system32\wbem stops backup] with Gary Wang (42069736)

I have done as suggested. There were no issues with the instructions or execution.

Upon restart of the server I have received the following in the application

log:

WinMgmt event 47 WMI ADAP was unavailable to retrieve data from PerfLib  
subkey System\currentcontrolset\services\mssindex\performance\library  
error  
code 0x80041009

And same event id

\system\currentcontrolset\services\mssgthrsvc\performance\library error  
0x80041009

Then

\system\currentcontrolset\services\mssgathererc\performance\library  
error  
0x80041009

Then

\system\currentcontrolset\services\msssearch\performance\library error  
0x80041009

I have not yet done backup so I don't know yet if the steps fixed anything.

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X-Tomcat-ID: 55335491  
References: <ORU\_j.169496\$Cj7.13380@pd7urf2no>  
MIME-Version: 1.0  
Content-Type: text/plain  
Content-Transfer-Encoding: 7bit  
From: v-gzwang@xxxxxxxxxxxxxxxxxxxxxx (Guozhen Wang[MSFT])  
Organization: Microsoft  
Date: Thu, 29 May 2008 07:20:51 GMT  
Subject: RE: windows\system32\wbem stops backup

RE: windows\system32\wbem stops backup

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||| X-Tomcat-NG: microsoft.public.windows.server.sbs  
||| Message-ID: <IFrYOyVwIHA.2252@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
||| Newsgroups: microsoft.public.windows.server.sbs  
||| Lines: 151  
||| Path: TK2MSFTNGHUB02.phx.gbl  
||| Xref: TK2MSFTNGHUB02.phx.gbl  
microsoft.public.windows.server.sbs:109889  
||| NNTP-Posting-Host: tk5tomimport2.phx.gbl 10.201.218.20  
|||

||| Hello,

||| Thank you for your post.  
||| My name is Gary Wang, and it is my pleasure to work with you on this  
||| issue!

||| Please allow me to confirm that my understandings are correct. As I  
||| understand it, the issue is:

||| Your SBS 2003 backup failed because that unable to backup  
||| c:\windows\system32\wbem.

||| If I have misunderstood your concerns please feel free to let me know.

||| Suggestion :

||| =====

||| This issue may due to WMI(Windows Management Instrumentation)  
||| repository

||| corrupt, I would like to suggest that you check the following steps:

||| 1. Disable Symantec V10 before perform backup.

||| 2. Check the permission of c:\windows\system32\wbem folder.

||| Please right click the c:\windows\system32\wbem and select Sharing  
and

||| Security to check the ACL on the security tab, make sure your current  
||| account which you are using for backup have enough permission.

||| 3. Do the following to register WMI correctly:

||| a. Open a command prompt and cd to %windir%\system32\wbem

||| b. Run the following command:

||| for /f %x in ('dir /b \*.dll') do regsvr32 /s %x

||| 4. Rebuild WMI repository as below:

||| a. Run services.msc

||| b. Double click the "Windows Management Instrumentation" service.

||| c. Click Stop button. If you receive a message prompting you disable  
||| ICS

||| service, please click Yes.

||| d. Open Windows Explorer and go to C:\windows\system32\wbem

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- ||| e. Rename the folder Repository to Repository.old.
- ||| f. Restart the Windows Management Instrumentation service and ICS service.
- ||| h. Give the system 5–10 minutes to rebuild WMI repository.
- ||| i. Run the following command to register DLL:

```
||| regsvr32 /n /i %windir%\system32\userenv.dll
||| regsvr32 /i %windir%\system32\eventcls.dll
||| regsvr32 /i %windir%\system32\swprv.dll
||| regsvr32 %windir%\system32\vssui.dll
||| regsvr32 %windir%\system32\vss_ps.dll
||| regsvr32 %windir%\system32\msxml.dll
||| regsvr32 %windir%\system32\msxml2.dll
||| regsvr32 %windir%\system32\msxml3.dll
||| regsvr32 %windir%\system32\msxml4.dll
||| regsvr32 %windir%\system32\ole32.dll
||| regsvr32 %windir%\system32\oleaut32.dll
||| regsvr32 %windir%\system32\es.dll
||| regsvr32 %windir%\system32\comsvcs.dll
```

||| Hope it helps.

||| If we cannot resolve the issue after we perform the above steps, please

||| help me collect some information for further investigation:

||| Information Need

||| =====

||| 1. Capture the exact symptom when the error happening, save to \*.JPG files

||| and send to me.

||| 2. Check event viewer for related information, if there are any, please

||| help save it to \*.evt and send to me.

||| 3. Please compress the C:\windows\system32\wbem\Log folder as well as

||| the

||| BackupWizard.log file in the C:\Program Files\Microsoft Windows Small Business Server\Support\ folder using Winzip and send the zip file to me.

||| My email address is v-gzwang@xxxxxxxxxxxxxxxx

||| I look forward to your reply. Also, if you have any questions or concerns,

||| please do not hesitate to let me know. I am happy to help. :-)

||| Thank you for your time and cooperation!

||| Best regards,

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|||  
||| Gary Wang(MSFT)  
||| Microsoft CSS Online Newsgroup Support  
|||  
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|||  
||| =====  
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issues  
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||| manner.  
||| You can locate the newsgroup here:  
||| <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>  
|||  
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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  
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||| 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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||| -----  
||| X-Trace-PostClient-IP: 70.70.0.11  
||| From: "guzzifrank" <flbritton@xxxxxxx>  
||| Newsgroups: microsoft.public.windows.server.sbs  
||| Subject: windows\system32\wbem stops backup  
||| Lines: 9  
||| MIME-Version: 1.0

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