

Re: SBS 2003 backup

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-06/msg01369.html>

- *From:* Mainland Office Supplies <MainlandOfficeSupplies@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 16 Jun 2008 09:54:00 -0700
-

Thank you both for your replies.

Here is where we stand up to this point:

Both client s use Trend Micro Client/Server/Messaging/ Security Suite for SMB, we have not specifically created exclusions for these clients nor any of our other clients that do backup without error.

One of the client s backups started working the following night (the client with the external Rev), only had the single failed backup.

The other client continues to fail with the above error (the client with the internal ATAPI Rev). I have performed a fresh boot of the operating system and continue to receive the error. The data backs up correctly, it is just the System State portion that the backup fails with. MSCONFIG and services applets have the OS and antivirus applications, I am uncomfortable disabling either of these items as this is an in-production server. When running the CHKDSK command on the rev drive, I receive the following reply:

The type of the file system is RAW.
Cannot lock current drive.
CHKDSK is not available for RAW drives.

The CD drive is and has been empty. IBM s Tivoli TSM does not appear to be installed.

Do you have any other ideas?

~Mainland Office Supplies

"Guozhen Wang[MSFT]" wrote:

Hello,

Re: SBS 2003 backup

Thank you for your post and thanks for Cliff's help.
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:

You failed to backup with following errors:

Error: Could not access portions of directory System State\COM+ Class Registration Database.
You may not have permission to open the file, or the directory may be missing or damaged.
Please contact the owner or administrator.

Error: Could not access portions of directory System State\Registry.
You may not have permission to open the file, or the directory may be missing or damaged.
Please contact the owner or administrator.

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

Suggestion :

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Besides Cliff's inputs, this issue may due to other third party services. I would like to suggest that you check the following steps:

1. Clean boot.

A Clean Boot will allow us to isolate any programs that are loading at startup that may be causing a conflict with other device drivers or programs that are installed in your computer.

1) Run MSCONFIG.EXE. (MSCONFIG is a built-in tool for Windows XP\2003 systems.)

2) In the Services tab, click "Hide All Microsoft Services" and click "Disable All". Please note that the Exchange services could be marked as non-Microsoft. Please do not disable those services.

3) In the Startup tab, click "Disable All". Click OK. (This will temporarily prevent third-party programs from running automatically during start-up.)

4) Restart the computer. Does the problem still persist?

If the problem does not occur, it indicates that the problem is related to one application or service we have disabled. You can use the MSCONFIG tool again to re-enable the disabled item one by one to find out the culprit.

2. If you are using external hard drive, please check whether the USB interface support USB 2.0. If possible, please try to find a PCI USB adapter which support USB 2.0, connect the external hard drive to it and test again. Also you may like backup to internal hard drive directly as a

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test.

3. Run the command: chkdsk /F on the external drive to make sure it works fine.
4. To remove the CD from the CD ROM drive and take a back up.
5. Try to remove IBM's Tivoli TSM if it was installed.

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

Information Need

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1. Check event viewer for related information, please help save it to *.evt and send to me.
2. Please help to take a screen shot of the error messages when the error occurs, save it to *.jpg files and send to me.
3. Please help to gather files under %sbsprogramdir%\Support\Backup Logs, zip them together and send to me.

My email address is v-gzwang@xxxxxxxxxxxxxx

Hope it helps.

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,

Gary Wang(MSFT)
Microsoft CSS Online Newsgroup Support

Get Secure! – 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

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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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| From: "Cliff Galiher" <cgalih@xxxxxxxx>
| References: <63233446-8928-4596-9192-9173B1614DFE@xxxxxxxxxxxxxx>
| In-Reply-To: <63233446-8928-4596-9192-9173B1614DFE@xxxxxxxxxxxxxx>
| Subject: Re: SBS 2003 backup
| Date: Wed, 11 Jun 2008 17:28:23 -0600
| Lines: 45
| Message-ID: <4BC00D90-8744-44E4-94FB-143FBF2C8F88@xxxxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| format=flowed;
| charset="utf-8";
| reply-type=original
| Content-Transfer-Encoding: 8bit
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Windows Mail 6.0.6001.18000
| X-MimeOLE: Produced By Microsoft MimeOLE V6.0.6001.18000
| X-MS-CommunityGroup-PostID: {4BC00D90-8744-44E4-94FB-143FBF2C8F88}
| X-MS-CommunityGroup-ThreadID: 63233446-8928-4596-9192-9173B1614DFE
| X-MS-CommunityGroup-ParentID: 63233446-8928-4596-9192-9173B1614DFE
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:111470
| NNTP-Posting-Host: TK2MSFTNGHUB02.phx.gbl 127.0.0.1
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Initial gut reaction is to check your AV software and make sure you've
| properly configured exclusions properly. Oddly AV companies can see that
| exchange is installed and install their exchange plugin, but can't
| preconfigure their own exclusions based on that same detection. Go
| figure.
|
| -Cliff
|
| "Mainland Office Supplies" <Mainland Office
| Supplies@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
| news:63233446-8928-4596-9192-9173B1614DFE@xxxxxxxxxxxxxx
| >

Re: SBS 2003 backup

|>
|> I have 2 different customers at different locations using Microsoft
Small
|> Business Server 2003 Premium Edition, single partition on mirrored hard
|> drives running the SBS backup to a file that later is copied to Iomega
|> Rev
|> drives. One Rev is internal connected via Atapi interface and the other
is
|> an
|> external connect via USB.
|>
|> Periodically the backup fails, but both fail with the same error:
|>
|> Error: Could not access portions of directory System State\COM+ Class
|> Registration Database.
|> You may not have permission to open the file, or the directory may be
|> missing or damaged.
|> Please contact the owner or administrator.
|>
|> Error: Could not access portions of directory System State\Registry.
|> You may not have permission to open the file, or the directory may be
|> missing or damaged.
|> Please contact the owner or administrator.
|>
|>
|> The only articles that I have found relating to these errors are due to
|> BackupAssist or Volume shadowcopy. Neither uses BackupAssist and when I
|> run
|> "VSSADMIN LIST WRITERS" each item displays no errors.
|>
|> I am at a loss as to where to look next.
|>
|>
|> Mainland Office Supplies
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