

Re: Backups HELP!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-07/msg00883.html>

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 - *Date:* Thu, 10 Jul 2008 11:30:25 -0700
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Robbin, I have replied with the results through e-mail.

""Robbin Meng [MSFT]"" wrote:

Hello,

Thank you for your post.

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

One of your customer has encountered a backup issue on the SBS 2003 Standard server. The NTbackup process didn't work smoothly for almost a month. Error messages about "Access is denied" is received in the backup log file.

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

Based on experience, this issue may be possibly lacking of permission on the source folders/files that need to backup. Although Administrator does have full access, I still would like you double check if the sub-folder and all child objects have inheritable permissions from the parent to propagate to this object and all child objects.

Please consider the following steps:

1. To avoid virus affection, first we need to use latest antivirus software to do full scan of SBS, and then disable antivirus software, to test backup. Here is an related article:

Quarantined virus files are skipped and your backup reports a failed status on your Windows Small Business Server 2003-based computer
<http://support.microsoft.com/kb/888035/en-us>

2. Run disk cleanup tool to clear unnecessary temp files and temporary Internet files.

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- a) Click Start→Programs→Accessories→System Tools→Disk Cleanup.
- b) Check all check boxes and click OK.
- c) Click Start → Run, type "%temp%" (without the quotation marks) and click OK.
- d) Delete all files in the folder.

3. Take ownership of the source backup partition or folders(C:\Windows and other folders you would like to backup) to Domain Administrator user account and allow inheritable permissions from the parent to propagate to this object and all child objects.

How to take ownership of a folder

Note You must be logged on to the computer with an account that has administrative credentials.

To take ownership of a folder, follow these steps:

1. Right-click the folder that you want to take ownership of, and then click Properties.
2. Click the Security tab, and then click OK on the Security message (if one appears).
3. Click Advanced, check the "Allow inheritable permissions from the parent to propagate to this object and all child objects;" checkbox.
4. Then click the Owner tab and in the Name list, click your user name, or click Domain\Administrator if you are logged in as Administrator, or click the Administrators group. If you want to take ownership of the contents of that folder, select the Replace owner on subcontainers and objects check box.
5. Click OK, and then click Yes when you receive the following message:

You do not have permission to read the contents of directory folder name. Do you want to replace the directory permissions with permissions granting you Full Control?

All permissions will be replaced if you press Yes.

Note folder name is the name of the folder that you want to take ownership of.

6. Click OK, and then reapply the permissions and security settings that you want for the folder and its contents.

More information about how to take ownership of a file or folder, see KB308421:

How to take ownership of a file or folder in Windows XP

<http://support.microsoft.com/default.aspx?scid=KB;EN-US;308421>

Note: the steps in this KB article also apply to Windows server 2003.

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4. Last but not least, please run Backup Configuration Wizard and backup SBS server. Related information about backup and restore SBS 2003: Backing Up and Restoring Windows Small Business Server 2003 <http://go.microsoft.com/fwlink/?LinkId=49916>

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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Please send me the LATEST backup log files:

a. The Backupxx.log files in the folder "C:\Documents and Settings\SBS Backup User\Local Settings\Application Data\Microsoft\Windows NT\NTBackup\data".

Note: Before reproduce the problem, please open NTBACKUP, click "Tools" -> "Options" and then check "Detailed" on the "Backup Log" tab. Then reproduce this issue and send the backup log to me (Tools -> Report).

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

Send them to me : v-robmen@xxxxxxxxxxxxxx

Hope this helps. Also, if you have any questions or concerns, please do not hesitate to let me know.

Thank you for your time and cooperation

Best regards,

Robbin Meng(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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