

# Das Sichern der DAG Datenbanken war auf einmal nicht mehr möglich.

Der Fehler mit dem NetWorker 8.2.1 & NMM 3.1 stellte sich so dar:

**SS\_TEST\_TS\_EXCH\_DB Details**

Start Time: 06.09.15 16:25:04 Status: Failed Percentage Complete: 100 %

Duration: 00:11:01 Total Amount: 23 GB

Waiting to Run:

Client Name	Save Set	Command	Level

Currently Running:

Client Name	Save Set	Level	Type	Start Time	Duration	Device	Rate (KB/S)

Completed Successfully:

Client Name	Save Set	Level	Type	Start Time	Duration	Size	File Co...	Messages
	APPLICATIONS:\Microsoft Exchange 2010\MBX1000	full	Data Domain	06.09.15 16:30:53	00:02:40	12 GB	2	
	APPLICATIONS:\Microsoft Exchange 2010\MBX1001	full	Data Domain	06.09.15 16:31:06	00:02:07	10 GB	2	
	APPLICATIONS:\Microsoft Exchange 2010\MBX2001	full	Data Domain	06.09.15 16:31:28	00:00:15	270 MB	2	
	APPLICATIONS:\Microsoft Exchange 2010\MBX1000	full	Data Domain	06.09.15 16:31:47	00:00:31	223 MB	226	
	APPLICATIONS:\Microsoft Exchange 2010\MBX1001	full	Data Domain	06.09.15 16:32:04	00:00:19	122 MB	128	

Failed:

Client Name	Save Set	Level	Type	Start Time	Duration	Messages
	nrsnap_vss_save			06.09.15 16:26:15	00:00:38	Internal error.
	nrsnap_vss_save			06.09.15 16:25:17	00:00:38	Internal error.
	APPLICATIONS:\Microsoft Exchange 2010\MBX2001	full		06.09.15 16:26:02	00:00:00	APPLICATIONS:\Microsoft Exchange 2010\MBX2001: Backup of [APPLICATIONS:\Micros...
	APPLICATIONS:\Microsoft Exchange 2010\MBX1001	full		06.09.15 16:26:02	00:00:00	APPLICATIONS:\Microsoft Exchange 2010\MBX1001: Backup of [APPLICATIONS:\Micros...
	APPLICATIONS:\Microsoft Exchange 2010\MBX1000	full		06.09.15 16:26:14	00:00:46	APPLICATIONS:\Microsoft Exchange 2010\MBX1000: Backup of [APPLICATIONS:\Micros...

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Client Name	Save Set	Level	Type	Start Time	Duration	Messages
	nrsnap_vss_save			06.09.15 16:26:15	00:00:38	Internal error.
	nrsnap_vss_save			06.09.15 16:25:17	00:00:38	Internal error.
	APPLICATIONS:\Microsoft Exchange 2010\MBX2001	full		06.09.15 16:26:02	00:00:00	APPLICATIONS:\Microsoft Exchange 2010\MBX2001: Backup of [APPLICATIONS:\Micros...
	APPLICATIONS:\Microsoft Exchange 2010\MBX1001	full		06.09.15 16:26:02	00:00:00	APPLICATIONS:\Microsoft Exchange 2010\MBX1001: Backup of [APPLICATIONS:\Micros...
	APPLICATIONS:\Microsoft Exchange 2010\MBX1000	full		06.09.15 16:26:14	00:00:46	APPLICATIONS:\Microsoft Exchange 2010\MBX1000: Backup of [APPLICATIONS:\Micros...

**Show Messages**

Below are the messages for the saveset.

```

APPLICATIONS:\Microsoft Exchange 2010\MBX2001: Backup of [APPLICATIONS:\Microsoft Exchange 2010\MBX2001] failed
NSR_SAVE_FROM_SAVEGRP_NRSNAP, may not be supported
102357:nrsnap_vss_save:Unknown Application Information parameter: device interface, may not be supported
102357:nrsnap_vss_save:Unknown Application Information parameter: NSR_SAVE_FROM_SAVEGRP_NRSNAP, may not be supported
102345:nrsnap_vss_save:Data mover host name not specified. Assuming local host:
102338:nrsnap_vss_save:Backup is level FULL. Set GLR compatibility to YES.
80271:nrsnap_vss_save:NMM ... Valid snapshot policy. Group: "SS_TEST_TS_EXCH_DB" Snapshot Policy: "TS_Exchange" Snapshots Per Day: "1" Retain: "0" Backup Snapshots: "All" Level: "full".
NMM ... Using client name ..., the version of the Exchange server is Exchange 2010.
96585:nrsnap_vss_save:NMM ... Initialization success -- Exchange shell successfully initialized. Required for Exchange 2010 or Exchange 2013.
47363:nrsnap_vss_save: nrsnapd service is running on ...
82624:nrsnap_vss_save:Save set name APPLICATIONS:\Microsoft Exchange 2010\MBX1000 is valid.
82624:nrsnap_vss_save:Save set name APPLICATIONS:\Microsoft Exchange 2010\MBX1001 is valid.
82624:nrsnap_vss_save:Save set name APPLICATIONS:\Microsoft Exchange 2010\MBX1001 is valid.
37959:nrsnap_vss_save:The parameter is incorrect.
    
```

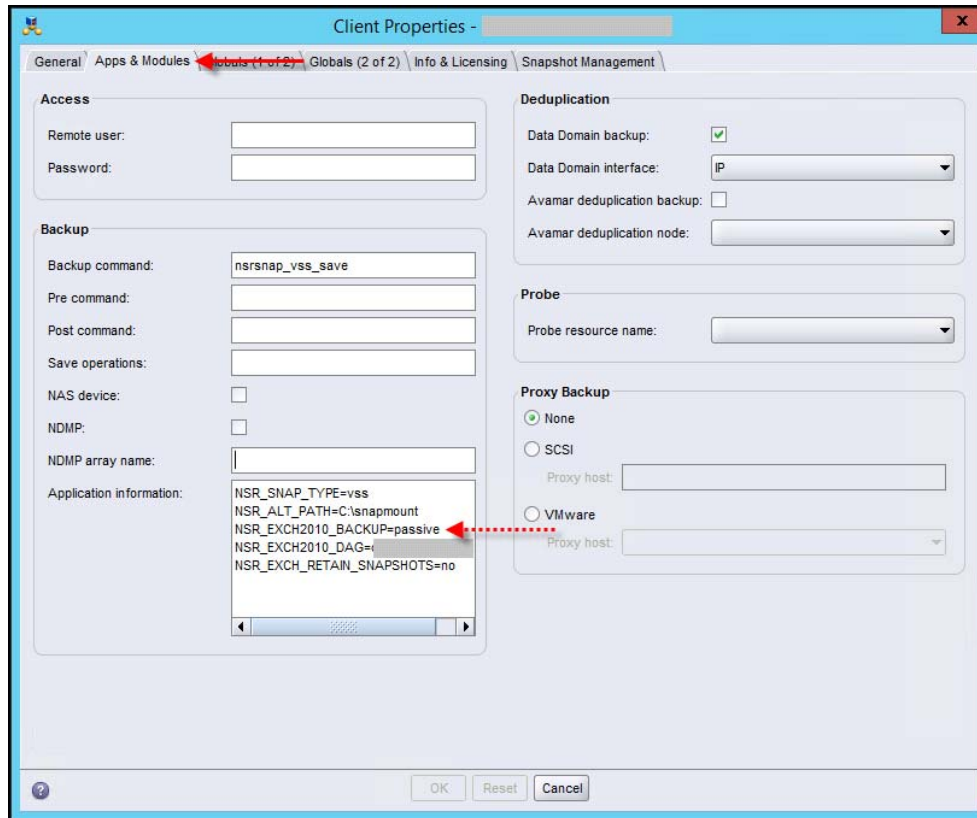
Get Client Log Print Save OK

Hier noch ein Auszug aus der Log-Datei:

```
.....
64712 06.09.2015 16:26:18 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info NMM .. RMAPI version: 5.3.0.1
37693 06.09.2015 16:26:48 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info SQL Connection to //
    exch-2010-svr\SCANMAIL is created. SQL Server Version is 10.50.4000
82624 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info Save set name //
    APPLICATIONS:\Microsoft Exchange 2010\MBX1000 is valid.
96441 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info NMM .. The database state for //
    saveset Microsoft Exchange 2010\MBX1000 doesn't match the NSR_EXCH2010_BACKUP or NSR_EXCH_BACKUP value PASSIVE and will //
    not be backed up.
82624 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info Save set name APPLICATIONS:\Microsoft
Exchange 2010\MBX1001 is valid.
96441 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info NMM .. The database state for //
    saveset Microsoft Exchange 2010\MBX1001 doesn't match the NSR_EXCH2010_BACKUP or NSR_EXCH_BACKUP value PASSIVE and will //
    not be backed up.
82624 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info Save set name //
    APPLICATIONS:\Microsoft Exchange 2010\MBX2001 is valid.
96441 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info NMM .. The database state for //
    saveset Microsoft Exchange 2010\MBX2001 doesn't match the NSR_EXCH2010_BACKUP or NSR_EXCH_BACKUP value PASSIVE and will //
    not be backed up.
63310 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info NMM .. There are no saveset objects //
    to add to the replica.
37959 06.09.2015 16:26:53 5 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR critical The parameter is incorrect..
63335 06.09.2015 16:26:53 5 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR critical NMM backup failed to //
    complete successfully.
102329 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info createInstanceBackup() failed
0 06.09.2015 16:26:53 3 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR error APPLICATIONS:\Microsoft Exchange //
    2010\MBX1000: failed
0 06.09.2015 16:26:53 3 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR error APPLICATIONS:\Microsoft Exchange //
    2010\MBX1001: failed
0 06.09.2015 16:26:53 3 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR error APPLICATIONS:\Microsoft Exchange //
    2010\MBX2001: failed
63309 06.09.2015 16:26:53 0 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR info NMM .. bye bye.
102333 06.09.2015 16:26:53 3 0 0 1720 9924 0 exch-2010-svr nrsrsnap_vss_save NSR error Exiting with failure.
```

Zusammen mit den Exchange Admins war die Ursache schnell zu ermitteln.

- Das Einspielen neuester Exchange Updates führte dazu, daß sich der Zustand der Datenbanken geändert hatte,
- Er war aktuell nicht mehr so, wie für den Exchange Server in der NetWorker Client Resource definiert, nämlich PASSIVE :



Die Lösung des Problems bestand einfach darin, die Datenbanken wieder in ihren ursprünglichen Zustand 'umschalten' - danach war die Sicherung wie bisher problemlos möglich.