Common Backup Issues

The purpose of this guide is to help customers with some of the most common issues that we get on a daily basis.

Expect log sequence 'xxx' but found 'SERVERNAME\Microsoft Information Store\First Storage Group\E000xxx.log'

When an Exchange database backup runs it commits the transaction logs, if something else such as NT Backup or Backup Exec has backed Exchange up since the previous GigasoftOBM backup then this will clear the logs and result in this error. To resolve this, you will need to either disable the alternative backup software, run a database backup using the GigasoftOBM daily instead of weekly, or configure Backup Exec to copy the logs without removing them. After this, you will need to run an Exchange database backup with the GigasoftOBM, this will have the same error as before the first time it runs but subsequent backups will complete successfully.

CExBackup::backupService:HrESEBackupSetup: Error Number 0xc800020e: An incremental backup cannot be performed when circular logging is enabled

You need to disable circular logging in MS Exchange. Instructions for this are below:
For Exchange 2003:
1. Click **Start**, point to **Programs**, point to **Microsoft Exchange**, and then click **System Manager**.
2. Expand **Server**, right-click the storage group that you want to change, and then click **Properties**.
3. In the **Properties** dialog box, click to select or clear the **Enable Circular Logging** check box to turn circular logging on or off.
4. Click **OK**. When you are prompted to confirm that you want to continue, click **Yes**.
5. Restart the Microsoft Exchange Information Store service. To do this, follow these steps:
    a. Click **Start**, point to **Programs**, point to **Administrative Tools**, and then click **Services**.
    b. In the right pane, click **Microsoft Exchange Information Store**. Then, click **Restart** on the **Action** menu. If you receive a message that other services will also be restarted, click **Yes**.

For Exchange 2007:
1. Start the Exchange Management Console.
2. In the console tree, expand **Server Configuration**, and then click **Mailbox**.
3. In the work pane, right-click the storage group for which you want to enable or disable circular logging, and then click **Properties**. The **<Storage Group Name> Properties** dialog box appears.
4. Clear the **Enable circular logging** check box.
5. Click **OK**.
6. To make your changes to the circular logging settings effective, restart the Microsoft Exchange Information Store service, or dismount and then mount all of the databases in the storage group.

For Exchange 2010:
1. Start the Exchange Management Console.
2. In the console tree, expand **Organization Configuration**, and then click **Mailbox**.
3. In the work pane, right-click the storage group for which you want to enable or disable circular logging, and then click **Properties**. The **<Storage Group Name> Properties** dialog box appears.
4. Clear the **Enable circular logging** check box.
5. Click **OK**.
6. To make your changes to the circular logging settings effective, restart the Microsoft Exchange Information Store service, or dismount and then mount all of the databases in the storage group.

CExBackup::backupStorageGroupLog:HrESEBackupGetLogAndPatchFiles: Error Number 0xc8000232: Some log or patch files are missing

If you have just disabled the MS Exchange circular logging option please try running a database backup again, this should fix the problem.

[Microsoft][ODBC SQL Server Driver][SQL Server]The statement BACKUP LOG is not allowed while the recovery model is SIMPLE

This is similar to Exchange circular logging – when the logging mode is set for SIMPLE, logs are overwritten when they reach a certain point; because of this these logs cannot be restored in the event of a disaster. There are two methods of resolving this error. If the SQL database is less than 10-15Gb, then it is recommended to back the database up daily and not back up the transaction logs at all; if it is larger than this then you will need to change the logging mode from SIMPLE to FULL, this can be done within the OBM by viewing the SQL source, right-clicking the database in question, and selecting Recovery Model – this gives you three options: FULL, BULK LOGGED, and SIMPLE. Just click on FULL and this will change the logging mode for you. You will need to run a database backup after this.

Quota Exceeded

This means that the backup account has run out of its allocated quota. Please contact your account manager to increase your backup quota or submit a request using our management portal (https://portal.gigasoftdatabackup.org)

Access is denied

This means that the file is not accessible by the GigasoftOBM. Please check if the system account that runs the GigasoftOBM has read access permission to the mentioned file.

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Error YYYY/MM/DD hh:mm Java heap space

or

[Error][Updated File] File="Directory_Path/File" Error="[com.ahsay.obc.core.bset.file.C] [BackupRequestTask.uploadFiles] Unexpected exception for sFilename=Directory_Path \File sUploadPath=Directory_Path\File sFileType=F, caused by [java.lang.OutOfMemoryError] Java heap space"

The Java process has run out of memory. In other words, the memory allocated for the GigasoftOBM is not sufficient for the backup operation. To resolve the issue, increase the maximum Java heap size available by following the instructions below

1. Go to C:\Program Files\GigasoftOBM
2. Open config.ini with Notepad and you should see the following entries:

    app.system.ui.vm.opt.xmx=768
    app.system.ui.vm.opt.xms=128
    app.system.common.format.datetime.hourinday=true

    1536 is the current Java heap size, please amend this line to 1536, close and save the file.

3. Now open the bin folder within C:\Program Files\GigasoftOBM and open RunOBC.bat (NOT RunOBC32.bat) with Notepad. You should see the following:

    SET JAVA_HOME=%OBC_HOME%\jvm
    SET JAVA _EXE=% JAVA _HOME%\bin\java.exe SET
    JAVA _OPTS=-Xms128m –Xmx768m -Dsun.java 2d.noddraw

    Please change the 768 to 1536, to match the config.ini file, then save and close.

4. Now exit the GigasoftOBM from the system tray, open Services, and restart the Online Backup Scheduler service. Open the software again, and you should now be fine to run as normal.

If you continue to get the java heap space error, follow these instructions again to increase it to 2048 and so on. It is not recommended to go any higher than 50% of the total amount of RAM in that server as this can cause instability.

Scheduled Backup Missed

A majority of missed backups can be resolved by stopping and starting the Online Backup Scheduler service. To do this, please follow the instructions below:

1. Click Start and then Run
2. Type **services.msc** and click OK
3. Scroll down to the **Online Backup Scheduler**
4. Right-click on this and click **Stop**
5. Wait 10-15secs, right click on the service again, and click **Start**

If your backups are still missing after this, please send us the scheduler logs from the affected computer which can usually be found in one of the following locations:

> C:\Documents and Settings\Administrator\.obm\log\Scheduler
> C:\Users\Admin\.obm\log\Scheduler

[BackupSetIndex.init]@7eb366 Index corrupted '\Network_Path\Directory\Username\files\BackupSet_ID

This error can occur if the OBM does not have permission rights to access the network drive. You can specify an account in the Online Backup Scheduler that has the correct permissions by following the instructions below:

1. Open [Control Panel] > [Administrative Tools] > [Services] > [Online Backup Scheduler (Online Backup Manager)] > [Log on]
2. Select the [This Account] option
3. Enter the Login Credentials
4. Restart the [Online Backup Scheduler (Online Backup Manager)] service

[com.ahsay.obc.dC] [BlockDB.init] Error initializing bptree, caused by [com.ahsay.obc.dC] [Bptree.init] Failed to create 'D:\GigasoftTemp\BackupSet_ID\bfTable.bdb' because it exists already

This occurs if a previous backup job was terminated unexpectedly. The temporary file list 'bfTable.bdb' created by the previous backup process (that is still running) cannot be remove by the OBM for the new backup operation. Please manually remove the 'bfTable.bdb' file from the temporary folder configured for backup, which will be specified in the error message (in the example above it is D:\GigasoftTemp\BackupSet_ID\bfTable.bdb), if you can't delete it because it is in use by another process you can confirm if the previous backup process is still running by starting Task Manager and checking for any 'bJW.exe' or '[bschJW.exe' process:
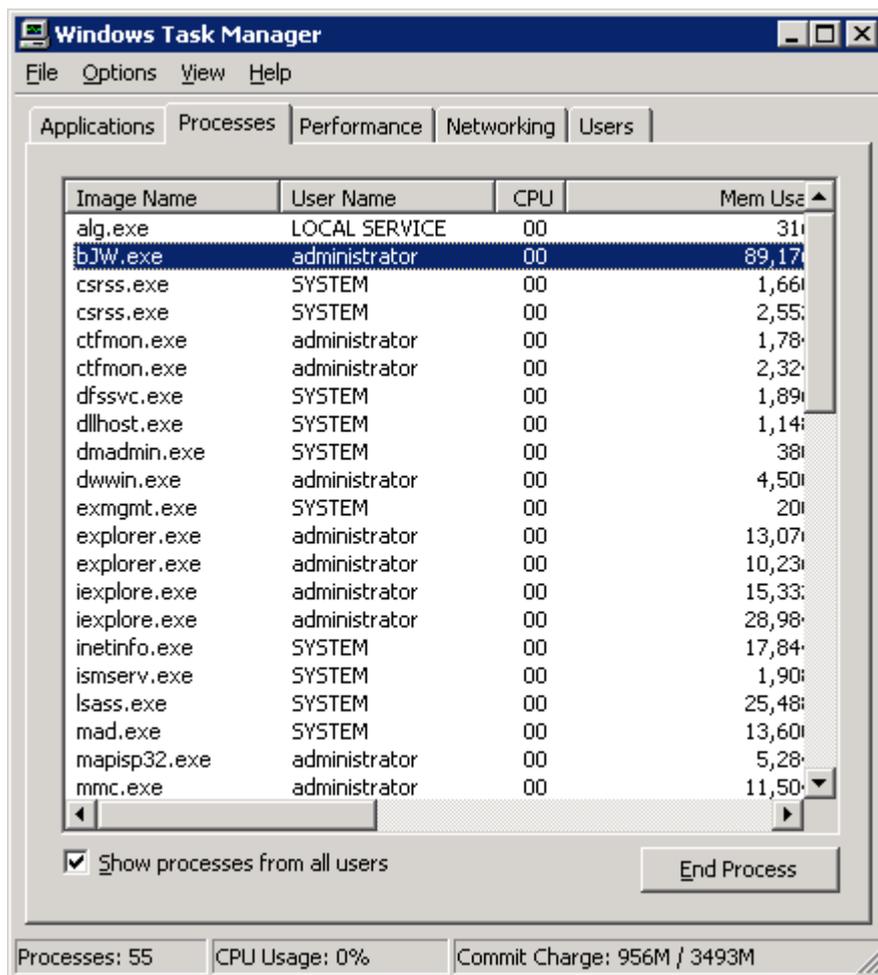
Terminate all 'bJW.exe' and 'bschJW.exe' processes, and then remove the 'bfTable.bdb' file.

CExBackup::backupFile:WriteFile Path=D:\GigasoftTemp\Backup_ID\SERVER\Microsoft Information Store\Mailbox Store (SERVER)\File: Error Number 0x70: There is not enough space on the disk.

This indicates that there is not enough space on the drive holding the temporary backup directory to spool the data, it's most common with Exchange database backups which require enough space for a large database to be spooled. You will need to free up space on the drive (in the example above this is D:\) for the backups to run, it's worth checking the temporary backup directory itself in case there are previous jobs that haven't completed which are filling the space. You can safely delete the contents of the temporary backup directory (in this case D:\GigasoftTemp) without any adverse effects.