

## Re: ntbackup problem with BITS

**Source:**

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2004-07/3244.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2004-07/3244.html)

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**From:** Sudheer GN [MSFT] ([sudheer\\_at\\_online.microsoft.com](mailto:sudheer_at_online.microsoft.com))

**Date:** 07/22/04

Date: Wed, 21 Jul 2004 18:12:05 -0700

Hi,

Can you please export the following registry key and send to me via email  
HKLM\System\CurrentControlSet\Control\BackupRestore\FilesNotToBackup

BITS service writes BITS\_Metadata regvalue in this registry key, but it wont write "\" value into the registry. It is expected to write "C:\Documents and Settings\All Users\Application Data\Microsoft\Network\Downloader\" There is a known issue when there is an extra character after the above value which could confuse some backup programs, but we havent seen any issues with ntbackup.exe.

Can you please see if you can repro the problem (where no files are getting backed up) and send us the above registry key.

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Sudheer GN

Microsoft, BITS

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BITS SDK:

[http://msdn.microsoft.com/library/default.asp?url=/library/en-us/bits/bits/bits\\_start\\_page.asp](http://msdn.microsoft.com/library/default.asp?url=/library/en-us/bits/bits/bits_start_page.asp)

BITS White-paper:

<http://www.microsoft.com/windows.netserver/docs/BITS.doc>

BITS FAQ:

[http://microsoft.com/technet/treeview/default.asp?url=/technet/itcommunity/Newsgroups/BITS\\_FAQ.as](http://microsoft.com/technet/treeview/default.asp?url=/technet/itcommunity/Newsgroups/BITS_FAQ.as)

BITS Known Issues:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;331716>

"XP User" <[xpusr@hotmail.com](mailto:xpusr@hotmail.com)> wrote in message

news:c1313573.0407160716.52a91ac0@posting.google.com...

> BITS newsgroup is microsoft.public.windows.backgroundtransfer

>

> "Michael Meyers-Jouan" <[Michael@Meyers-nospam-Jouan.name](mailto:Michael@Meyers-nospam-Jouan.name)> wrote in

> message news:<2e4f901c46aa7\$1fbdc670\$a301280a@phx.gbl>...

>> To reply to me, please remove \*nospam\* from the E-mail

>> address.

>>

>> Recently, Windows Update installed a fix that affected

>> the Background Intelligent Transfer Service (BITS). At

>> that point, ntbackup.exe stopped finding files to back up.

>>

>> When I looked at the list of excluded files (Tools,

>> Options, Excluded Files tab), the first entry on the list

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>> specified all files ("\*") in the root folder ("C:\"), and  
>> all sub-folders. This entry was labeled "BITS\_metadata".  
>> Attempts to delete the entry from within ntbackup failed.  
>> While this entry was present, of course, any attempt to  
>> run ntbackup caused the program to run and exit almost  
>> immediately, generating a log file indicating that it  
>> successfully backed up 0 files.  
>>  
>> Somewhere along the lines, my attempts to fix this caused  
>> something to change, and that exclude entry disappeared.  
>> It was replaced by an entry that specified all files  
>> ("\*") in one specific folder ("C:\Documents and  
>> Settings\All Users\Application  
>> Data\Microsoft\Network\Downloader\"). Once this change  
>> showed up, ntbackup resumed normal operation.  
>>  
>> A search of the Microsoft Knowledge Base turned up 839090:  
>> You receive a "The process cannot access the file" error  
>> message when you open a report file of a backup that was  
>> completed while the Background Intelligent Service (BITS)  
>> runs  
>>  
>> This article describes a problem that occurs when there  
>> is NO "BITS\_metadata" entry in the exclude files for  
>> ntbackup. However, I couldn't find anything in the  
>> Knowledge Base that describes a situation in which the  
>> entry excludes ALL files.  
>>  
>> Has anybody else encountered this? Does anybody have any  
>> idea what might have caused it?