

Backup Errors

An incremental backup cannot be performed when circular logging is enabled.

When performing a MS Exchange transaction log backup, the following error message is received in the backup report:

1. Backup Logs			
No.	Type	Timestamp	Backup Logs
1	Info	YYYY/MM/DD hh:mm	Start [Windows platform (AhsaySupport) , AhsayOBM 5.x.x.x]
2	Info	YYYY/MM/DD hh:mm	Start running pre-commands
3
*	Error	YYYY/MM/DD hh:mm	CExBackup::backup Service:HrESEBackupSetup: Error Number 0xc800020e: An incremental backup cannot be performed when circular logging is enabled

Error:

Report states that incremental backup can not be performed while circular logging is enabled.

Resolution:

To resolve the issue, please disable **circular logging** of the corresponding information store, and restart the "Microsoft Exchange Information Store" service afterward.

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.

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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 dialogbox 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 dialogbox 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.

NOTE: The information store must be restarted because when it starts, it reads configuration information from Microsoft Windows 2000 Active Directory. The Active Directory attribute associated with the circular logging setting is called **MSEchESEParamCircularLog**. When circular logging is enabled, this attribute is set to 1. When circular logging is disabled, it is set to 0.

MUST BE COMPLETED, perform a full MS Exchange server backup instead of transaction log backup straight after disabling **circular logging**. This will ensure that the data on server is backed up properly.

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