

"Internal Error" appears when configuring a Microsoft SQL Server backup set

Symptoms

When configuring a Microsoft SQL Server backup set, both of the following are true:

- The list of databases does not appear in the "What would you like to back up?" section of the main Backup page.
- The message "Internal error" appears above or below the area where the list of databases should appear.

What's going on?

ZCB uses the SQL VSS Writer to generate the list of databases to be backed up. The "Internal error" message is generated instead of a list of databases when the SQL VSS Writer is not available.

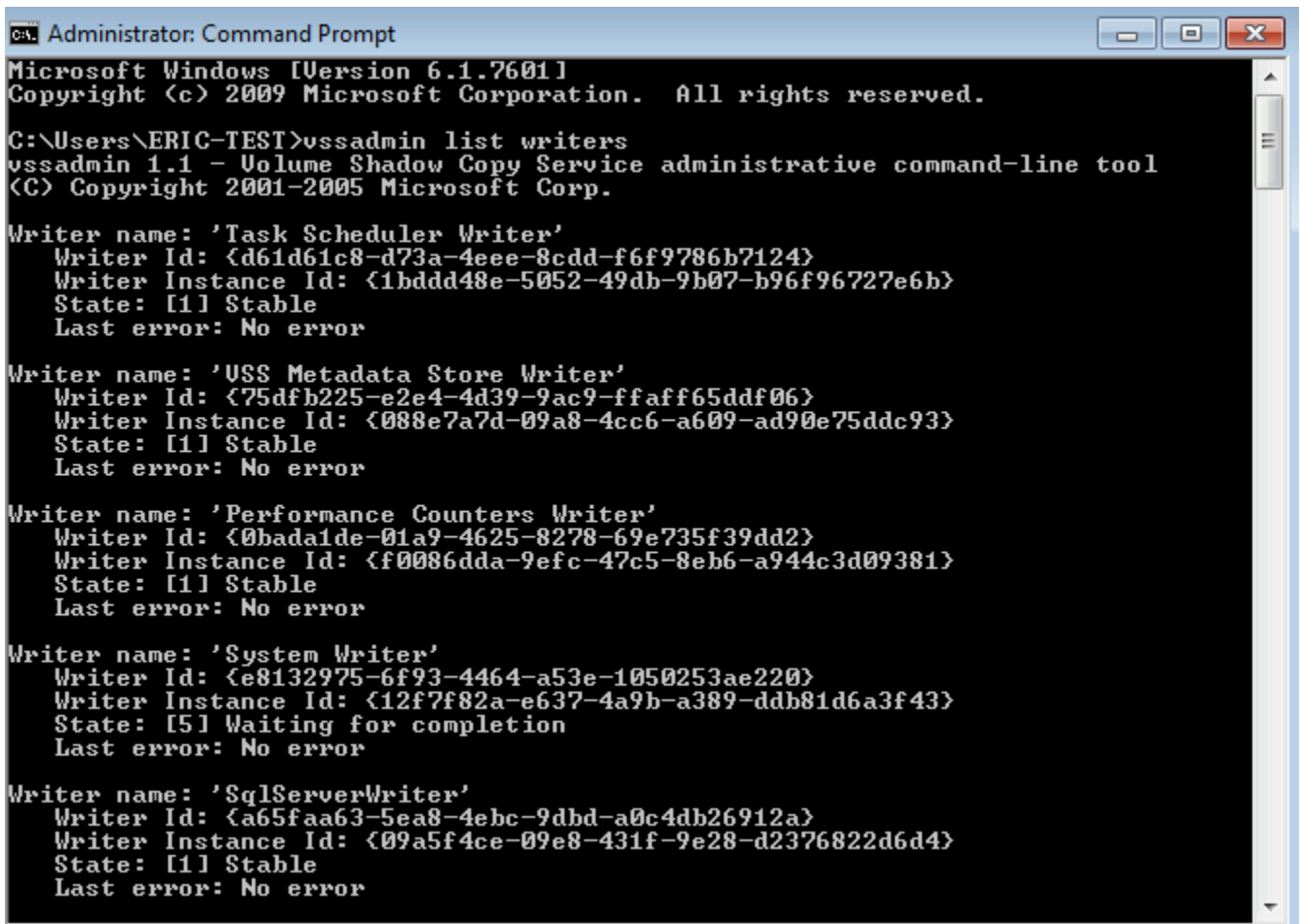
Resolution

Open an elevated (run as administrator) command prompt and run the following command: `vssadmin list writers`

- A list of VSS Writers will appear.
- Verify that a writer named **SQLServerWriter** is included in this list.

▼ [Click here to see example output from 'vssadmin list writers'](#)

In this screenshot, the SQLServerWriter is properly listed:



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\ERIC-TEST>vssadmin list writers
vssadmin 1.1 - Volume Shadow Copy Service administrative command-line tool
(C) Copyright 2001-2005 Microsoft Corp.

Writer name: 'Task Scheduler Writer'
  Writer Id: {d61d61c8-d73a-4eee-8cdd-f6f9786b7124}
  Writer Instance Id: {1bddd48e-5052-49db-9b07-b96f96727e6b}
  State: [1] Stable
  Last error: No error

Writer name: 'USS Metadata Store Writer'
  Writer Id: {75dfb225-e2e4-4d39-9ac9-ffaff65ddf06}
  Writer Instance Id: {088e7a7d-09a8-4cc6-a609-ad90e75ddc93}
  State: [1] Stable
  Last error: No error

Writer name: 'Performance Counters Writer'
  Writer Id: {0bada1de-01a9-4625-8278-69e735f39dd2}
  Writer Instance Id: {f0086dda-9efc-47c5-8eb6-a944c3d09381}
  State: [1] Stable
  Last error: No error

Writer name: 'System Writer'
  Writer Id: {e8132975-6f93-4464-a53e-1050253ae220}
  Writer Instance Id: {12f7f82a-e637-4a9b-a389-ddb81d6a3f43}
  State: [5] Waiting for completion
  Last error: No error

Writer name: 'SqlServerWriter'
  Writer Id: {a65faa63-5ea8-4ebc-9dbd-a0c4db26912a}
  Writer Instance Id: {09a5f4ce-09e8-431f-9e28-d2376822d6d4}
  State: [1] Stable
  Last error: No error
```

In this screenshot, the SQLServerWriter is *not* listed at all:

Administrator: Command Prompt

```
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Windows\system32>vssadmin list writers
vssadmin 1.1 - Volume Shadow Copy Service administrative command-line tool
(C) Copyright 2001-2013 Microsoft Corp.

Writer name: 'Task Scheduler Writer'
  Writer Id: {d61d61c8-d73a-4eee-8cdd-f6f9786b7124}
  Writer Instance Id: {1bddd48e-5052-49db-9b07-b96f96727e6b}
  State: [1] Stable
  Last error: No error

Writer name: 'USS Metadata Store Writer'
  Writer Id: {75dfb225-e2e4-4d39-9ac9-ffaff65ddf06}
  Writer Instance Id: {088e7a7d-09a8-4cc6-a609-ad90e75ddc93}
  State: [1] Stable
  Last error: No error

Writer name: 'Performance Counters Writer'
  Writer Id: {0bada1de-01a9-4625-8278-69e735f39dd2}
  Writer Instance Id: {f0086dda-9efc-47c5-8eb6-a944c3d09381}
  State: [1] Stable
  Last error: No error

Writer name: 'System Writer'
  Writer Id: {e8132975-6f93-4464-a53e-1050253ae220}
  Writer Instance Id: {79f2bf08-4b81-4abb-b546-bc4a35e29c8b}
  State: [5] Waiting for completion
  Last error: No error

Writer name: 'ASR Writer'
  Writer Id: {be000cbe-11fe-4426-9c58-531aa6355fc4}
  Writer Instance Id: {8609fe61-8c1a-489a-a3fd-7f80515d6dd9}
  State: [1] Stable
  Last error: No error

Writer name: 'Shadow Copy Optimization Writer'
  Writer Id: {4dc3bdd4-ab48-4d07-adb0-3bee2926fd7f}
  Writer Instance Id: {cf0c4da7-32f0-4d60-a620-5d24f90c25bb}
  State: [1] Stable
  Last error: No error

Writer name: 'Registry Writer'
  Writer Id: {afbab4a2-367d-4d15-a586-71dbb18f8485}
  Writer Instance Id: {f18fe3c4-98ce-4b01-a098-5ac0d2fc5176}
  State: [1] Stable
  Last error: No error

Writer name: 'COM+ REGDB Writer'
  Writer Id: {542da469-d3e1-473c-9f4f-7847f01fc64f}
  Writer Instance Id: {3a284b0d-83e5-42b1-8495-7c3f59bc1dd5}
  State: [1] Stable
  Last error: No error

Writer name: 'WMI Writer'
  Writer Id: {a6ad56c2-b509-4e6c-bb19-49d8f43532f0}
  Writer Instance Id: {8370f4c8-0add-4137-8afc-baa06ec31b62}
  State: [5] Waiting for completion
  Last error: No error

Writer name: 'BITS Writer'
  Writer Id: {4969d978-be47-48b0-b100-f328f07ac1e0}
  Writer Instance Id: {31003a63-46c9-4523-89b8-5314252a44c1}
  State: [1] Stable
  Last error: No error

Writer name: 'MSSearch Service Writer'
  Writer Id: {cd3f2362-8bef-46c7-9181-d62844cdc0b2}
  Writer Instance Id: {7daa8d95-3fcb-4b91-824e-d403bdc352e4}
  State: [5] Waiting for completion
  Last error: No error
```

```
C:\Windows\system32>
```



If the SQL VSS Writer is not listed, action must be taken before it is possible to configure the Microsoft SQL Server backup set.

Begin by ensuring that all requirements for Microsoft SQL Server backups are met. Requirements are outlined in your User Guide, available at <http://help.zmanda.com>.

Once all requirements are met, run the `vssadmin list writers` command again. If the SQL VSS Writer is still not listed, please refer to [Troubleshooting SQL VSS Writer issues](#) for further troubleshooting information.