
KnowledgeBuilder

All Articles in All Categories

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Add Credit/Debit Cards

Login to you control Panel at <https://login.dvsbackup.com> and select My Account, then select View credit card information, click Add and fill in your credit card information.

Error - Unable to Validate Account Message:

When Running a Backup I receive the following Error

Error - Unable to Validate Account Message: There was no endpoint listening at <https://webservices001.dvsbackup.com/> that could accept the message. This is often caused by an incorrect address or SOAP action. See Inner Exception, if present, for more details.

This error is when the backup application cannot commutate with the DVS Backup Servers, this is caused by one of the following conditions.

Problem

A bad Internet connection at that point in time

Resolution

If this is the only time you have had this error please ignore it

Problem

My Internet connection is fine but I keep getting this error

Resolution

You system is set to hibernate and when the DVS backup application schedule starts you system cannot come out of hibernation in time.

Disable hibernation on your PC and this should solve the problem

You system hard drive is set to sleep and when the DVS backup application schedule starts your system cannot come out of hibernation in time
to solve this set the power options on your system for the hard disk to always on

If after making these changes you still receive this error message please submit a support ticket

False Positives

False Positives occur when DVS Scan mistakenly thinks that a piece of legitimate mail is spam, and blocks it. These are errors, in effect, and considered by most people to be the worst kind, since it blocks legitimate mail. Fortunately DVS Scan lets you rescue this kind of mail from the [Quarantine], so this mail is not actually lost.

How do I renew my Backup account.

How do I renew my Backup account.

If your account is set to auto renew and you have a valid credit/debit card registered on the system you will receive a email 10 Days prior to your subscription ending letting you know that your account will be auto renewed, at the end date of your subscription and your account will automatically be renewed. If you payment cannot be processed you account will be placed on hold and a open order placed in your account under Orders.

After 14 days if you account has not be renewed you data will be deleted from the DVS servers and restore will not be possible.

I receive the error : There was no endpoint listening at <https://webservices001.dvsbackup.com>

I receive the error : There was no endpoint listening at <https://webservices001.dvsbackup.com/>

This is due to the backup application not able to commutate with the DVS Servers, this is normally caused by internet connection problems or a firewall blocking the service, this can also be caused by some ISP routing problems, if this problem persists please check youy internet connection or submit a support ticket for further assistance.

When backing up I receive message ftp path doesnt exist

When backing up I receive message "ftp path doesn't exist" please submit a support ticket to resolve this problem

DVS Backup Desktop

How to Delete uploaded data

If you require all your uploaded data to be deleted on the DVS server please submit a support ticket from the backup Application by clicking on View logs, make a request in the space provided and submit to tech support WARNING once this has been requested the data will be no recoverable.

Does DVS Backup Support Apple Mac

At present DVS no not have a Apple Mac version of DVS Backup, how ever an apple Mac version is in development and exited release is March 2010

Does DVS Backup run on Microsoft Windows 7

Yes all version of DVS backup run under Microsoft Windows

DVS Backup Home & and Family Edition

Top Features

DVS Backup Home Full Features

- Secure encrypted Connection
- Unlimited Backup Storage
- Scheduled Backups
- Backup Now
- Option Drag & Drop interface
- E-mail notification about operation results
- Restore of selected files
- Full Restore with Point in Time Multi
- User environment
- Run as Windows Service
- Resume on connection fail
- Data Control
- Auto update Non invasive to your desktop
- Backup Open files
- Multiple Background Skins
- Password Protected Configuration
- Free Technical Ticket Support
- Full Uninstall

DVS Wizard

DVS Backup Home has a easy to use setup wizard which will guide you through the backup account configuration and data selection process.

Page Ranking

To facilitate software development we have provided a page ranking facility. Each page has a ranking of 1 to 5 stars, select which star you would rank the page and a comments box will appear so that you can make your suggestions or report faults on that particular page.

Please note *This is not to be used for technical support, please use the support system provided at www.dvssupport.com

Backup Now

There are two ways to make an immediate Backup.

1. From the main DVS Backup window click Backup Now, confirmation window will show confirming whether you would like to proceed with the backup.
2. From the System tray right click on the DVS Backup Icon and select Backup Now from the Menu. A confirmation window will show confirming whether you would like to proceed with the backup.

Once backup has started a status window will appear in the bottom right hand corner of your screen.

Status Window

The Status window will open when a Backup or Restore is running. It will keep you up-to-date on the status of your backup or restore. A shaded line moving to and fro across the status windows indicates that the service is active.

Backup Status Window

A = File Progress Indicator
B = Current Username
C = Upload Speed
D = Exit Status Window
E = Percentage of Backup Completed
F = Estimated Time Remaining
G = Files remaining to Upload
H = Files Failed to Upload
I = Files Uploaded

Restore Status Window

A = File Progress Indicator
B = Current Username
C = Restore Speed
D = Exit Status Window
E = Percentage of Restore Completed
F = Estimated Time Remaining
G = Files remaining to Download
H = Files Failed to Download
I = Files Downloaded

Overview

DVS BACKUP HOME EDITION

DVS Backup Home is a fully featured secure online backup that allows you to safely guard the files and data stored on your computer.

DVS backup Home has been designed using the most up-to-date technology and by making use of animations, attractive layouts and complex logistics, we provide our users with a great experience from initial setup to routine tasks.

With DVS Backup you can manually backup your files at any time or setup a schedule for automatic backups.

Your saved data can only be accessed from your computer. This prevents unauthorised people gaining access to your files even if they have your username and password. If you change or upgrade your computer, you will need to go through our automated 5 step online security check to enable your data to be accessed by your new or modified computer.

View Logs

The Backup log file lists all actions taken during backup or restore. If a problem occurs the backup log can be forwarded to a DVS support engineer at their request by clicking on Send Log to Tech Support and filling in the requested information.

The log can also be saved as a text file for later examination using the Export Log function. You can also use this function to save the file and add it to your support query using the online support system at www.dvssupport.com

Multi User Computers

If a computer has more than one user (ie. more than one person can logon to it) then each individual user can have their own configuration settings.

The Backup account will be in the name of the user who purchased it and set up the account.

To share this account with the other computer users the process is as follows.

If 'user A' has purchased DVS backup and wants to allow 'user B' on the computer to use it as well, then 'user B' must log onto the computer using 'user B's' own login, access DVS Backup using start, programs, DVS Backup and the setup wizard will be displayed, but 'user B' must use 'user A' backup login details to validate the account and proceed to setup.

The system will recognise you as a different user from your computer login and you can setup your own backup parameters which will be separate from 'user A'.

Multiple Computers on One Account

If you have purchased DVS Backup Home Family Edition which allows you to backup up to 4 computers/laptops on the same account, you can register the other computers as follows. Download the DVS Backup Home Family Edition application to each of these computers or laptops and run the wizard. The wizard will ask you for your User name and password to validate your account. (The user name and password for each computer is the same master username and password. If you change your password you must update all computers with the new password.) Once your account is validated you can proceed to complete the wizard and setup your individual backup schedule. Congratulations you are now backing up multiple computers under one common account.

Download DVS Backup Family Edition <http://update1.dvsbackup.com/DvsBackupSVESetup.exe>

DVS Backup Updater

DVS Backup is under constant development and from time to time new versions of the software are released. You can check for new versions of DVS Backup by clicking on the DVS Backup Updater in your Programs group under DVS Backup. If a new version is available this updater will notify you to download and install the latest update.

Magic Folders not updating

Magic Folders not updating

I have copied files to the Magic folders and they are not updating to the Magic folder server

DVS Magic Folders have a set size and if you exceed this size they will not update

DVS Backup Home – Unlimited Editions have a Maximum Magic Folder Capacity of 100mb

All other version of DVS Backup have 10% of the purchased Storage space , so if you have purchased 1GB of storage you can have 100mb of files in your Magic folders

You receive error insufficient memory

You receive error insufficient memory due to insufficient memory virtual memory.

What is Virtual Memory?

Virtual memory is simulated RAM. When you have used up all your RAM, your computer will shift data to an empty space on the hard drive. The computer swaps data to the hard disk and back to your RAM as needed. When you increase your virtual memory you are increasing the empty space that is reserved for your RAM overflow

How to Increase Virtual Memory?

You can easily increase virtual memory by following the steps below. Your virtual memory is important but before you alter your settings it's best to find out more about virtual memory.

How to increase Virtual Memory?

In Windows XP


1. Click Start, and then click Control Panel.
2. Click Performance and Maintenance, and then click System.
3. On the Advanced tab, under Performance, click Settings.
4. On the Advanced tab, under Virtual memory, click Change.
5. Under Drive [Volume Label], click the drive that contains the paging file that you want to change.
6. Under Paging file size for selected drive, click to Custom size check box. You can enter the amount of memory you would like to reserve for Virtual memory by entering the initial and maximum size.
7. Click Set

When you are prompted to restart the computer, click Yes.

Special Note: You should choose the same amount for the initial size and maximum size. This will Stop your CPU from constantly changing the paging file.

HOT TIP: To stop your CPU from constantly changing the paging file, set the initial and maximum size to the same value. For example, 500 and 500. The value should be at least 1.5 times more than your physical RAM. If your computer has 512MB of RAM increase the virtual memory paging file to $1.5 * 512 = 768$

In Vista

1. Click Start button  Picture of the Start button
2. Click Control Panel
3. Choose System and Maintenance and then click System.
4. In the left pane, click Advanced system settings.
5. On the Advanced tab, under Performance, click Settings.
6. Click the Advanced tab, and then, under Virtual memory, choose Change.
7. Click Custom to change the Initial size (MB) and Maximum size. See the hot tip above.

Remember to choose the drive you would like to use to increase the virtual memory. In most cases it usually your C: Drive. You can set the initial size and maximum size after clicking the Custom size check box. Remember it's better to keep the Virtual memory values the same.

Also having enough available space is absolutely necessary for your virtual memory and RAM to function properly.

Whitelisted

Whitelisted Items are mail items received from senders on your whitelist. These items are not spam-checked, so they will always be delivered to your mailbox.

Allow/Block Address Settings

The address has been added.

E-mail address to add (wildcards: * and ?):

Email:

The following addresses are always: ● Blocked ● Allowed

Address		
*@*microsoft.com	<input type="button" value="⊘ Block Address"/>	<input type="button" value="✕ Remove Rule"/>
*@mailisl.com	<input type="button" value="+ Allow Address"/>	<input type="button" value="✕ Remove Rule"/>
bill@1234.com	<input type="button" value="⊘ Block Address"/>	<input type="button" value="✕ Remove Rule"/>

Configuration

Configuration

Configuration page gives you the ability via six function buttons to change any settings which were initially input using the setup wizard.

Account Information

If you have changed your username or password using your control panel at www.dvsbackup.com you **MUST** make these changes to the account information or your account will not be validated by the DVS Server.

When any changes have been made you must click Validate Account to ensure the changes are correct.

Once the account has been validated the status window on the Account information will display your

Account Name
Storage Size
Account Due Data

At the bottom of the Account information the Full name of the individual user of the computer will be displayed.

Notification

This is the means by which the software communicates with the client. It will send emails to the designated email address notifying you if the backup or restore was successful or if there was a problem.

Entry of a valid email address is mandatory but there is also the option to have notifications sent to your cell phone providing your cell phone service supports this.

Backup Catalogue

This is the section where the user selects the files, folders, or directories to be backed up. The display window is in standard Windows Vista format and you can only expand folders in the left hand pane and then select files or entire folders to be backed up in the right hand pane.

Each displayed file or folder has a select button which is colour coded to aid selection.

Grey = Not Selected

Orange = Indicates a file or files within that folder has been selected for backup

Green = Indicates the entire folder or a file has been selected for backup

There are quick links at the top of the screen and you can select any or all of these to be backed up.

My Documents :- This selection will backup all the contents of the My Documents folder.

Favourites :- This selection will backup your favourites links from Internet Explorer.

Desktop :- This selection will backup the desktop area. Any folders, files, or links on your desktop will be backed up

Outlook :- This selection will backup your outlook configuration and data files (if the outlook data file has been manually configured to a different location by default then you will have to manually select this location also)

Outlook Express :- This selection will backup your Outlook Express configuration files, data files and address book.

Magic Folders :- Not available in this version

The Status Bar on the bottom will show the amount of data you have selected to backup. If you have selected more than your allocation the Bar will flash RED. You will either have to purchase more space (using your control panel at www.dvsbackup.com) or reduce the amount of data by deselecting files or, use the reset button to start again.

All files and folders selected for backup will be displayed in the select window in the top right hand corner of the screen.

Schedule

This allows you to plan and automate your backups by time, day or date depending on your requirements, ensuring backup takes place without human intervention.

If your computer does not have an internet connection at the scheduled backup time then the backup will fail and your system will backup at the next scheduled time. If however your backup is in progress and you lose your internet connection the backup will resume from point of failure as soon as the internet connection resumes.

You can either select the number of hours, days or months between backups, and the time the backup will start

or

You can select a day or days (Sunday to Saturday) the backup will take place and the time it will start (Day selected for backup will change to green)

Whatever your selection, the next scheduled backup will be displayed at the bottom of the screen.

Customer Control Panel

Login to Customer Control Panel

From the backup application, click on my DVS Account or from your browser, go to www.dvsbackup.com to access the Account Control Panel. Log into the Account Control Panel using the master account username and password (username and password used to set up your account).

This takes you to the main dashboard and the following functions are displayed.

Main View

Main View

This is the main dashboard page displayed when you sign in and will give you access to all of the DVS Backup account management controls.

Downloads

All current DVS Backup Editions are available for download in this area.

Please only download the Edition you have purchased as all other Editions will not work on your system.

My Profile

This is where you can edit your personal details.

Change My Password

You can change your main Account password here. You need to input your existing password into the 'password box', input your new password into the 'new password box' and confirm it, by retyping it in the 'retype new password box' and save using the 'save' button.

The system will then email your registered email address telling you that your password has been changed

And you must click on the link in the email to verify and allow the password change.

Please be careful when creating a password. It is advisable to have a password at least 8

characters long and include capital letters and numbers.

My Account

Security Questions

There are a minimum of 4 security questions which must be created as these will be used in random order to verify the account holders identity before any major alterations to the account or settings can be made.

Please be careful when constructing these questions as they are personal to you.

e.g. :- Q best friend at primary school

A Barbara Thomas

(The security questions and answers are not case sensitive)

You can increase the number of security questions using the [Add Security Questions](#) button

Questions can be edited or deleted using the relevant buttons but the system requires you to have a minimum of 4 questions at all times.

My Account

This where you can manage your backup account or accounts. Your account details will be displayed here showing [Account Name](#) [Email Address](#) associated with the account and the [Status](#) of the account Active / Suspended.

View

This displays information on the account ???Name???, ???Email address???, ???Status???, ???Number of PC`s licensed to use this account???, ???programme Version??? (standard /server) and ???End Date??? (date when next payment is due.)

CPU Serial No

This is a security code created using the serial number of your PC`s central processing unit and is used to identify and lock your computer to the backup application (this means that only the registered computer can access the application and your data.)

Reset CPU ID

If for any reason you have to change your computer / server you will need to create an association between your new computer and the backup application. This is done by using the Reset CUP ID button from your account control panel. Login at

<https://login.dvsbackup.com>

Upon login navigate to My Account then view next to the backup account, you will see a option to reset CPU ID, if you have several systems registered, select the reset option next to the correct one, the name of you Computer System will be shown.

You will get a popup box to check asking if you really want to reset your CPU code. You will then have to answer 2 of your personal security questions and input your account password, click OK and this will put it into cancel/reset mode. Click on the link under program version to download the backup application and install it on your new computer. Log into the backup application and validate your account. Once the account is validated your new computer will

be automatically registered and a CPU security code created.

Edit

Details of the registered backup user can be edited here.

Delete

The registered backup user can be deleted here after answering security questions and all the saved data will also be deleted. BE CAREFUL USING THIS FUNCTION

Create a Backup User

If you have bought an account with multiple backup subscriptions you can click on 'create backup user' and you can select one of the available backup plans from the drop down menu and fill in the user details for that backup (this function can be used by administrators to manage their company backup accounts).

Each user account has its own username and password etc.

If you have bought DVS Backup Home Family Edition you only have 1 backup subscription, so do not try to create a new backup user. To register your other computers, download the backup program to each individual computer and run the setup wizard. When the wizard asks for your user name and password you must use the same user name and password for each computer, as they are all being backed up under the same account. Although each computer backup must use the same user name and password, each computer is registered separately on the account and, data from one computer is not available to a user on another computer.

If you have a backup account with a single subscription, when you click on ???Create Backup User??? you will be offered the ability to order additional subscriptions to your existing account. The available plans are listed on the drop down menu and you can select a suitable plan and the number of plans/users by entering a quantity in the users box. When you select ???Submit??? your order is sent direct to DVS Backup who will process the order and payment within 24 Hrs

Credit Cards

View credit card information

View Credit Card Information

This allows the client to view the information used on the original credit card purchase.

Only the last 4 digits of the credit card are shown and the security code or CVV is starred out, as these details are held in encrypted form for security reasons.

Edit View Credit Card Information

Edit will allow you to change your personal or credit card details if you move address or change credit /debit card.

When backing up I receive message ftp path doesnt exist

When backing up I receive message "ftp path doesn't exist" please submit a support ticket to resolve this problem

Add Credit/Debit Cards

Login to you control Panel at <https://login.dvsbackup.com> and select My Account, then select View credit card information, click Add and fill in your credit card information.

Restoring

Overwrite Confirmation

When files are restored to their original locations and the software detects that a file with the same name already exists, the overwrite confirmation window will be displayed with the following options.

Restore and Replace :- The displayed files will be overwritten during the restore process if you select this option.

Don't Restore :- The existing file will be retained and the restore file will be skipped and not restored.

Restore But Keep Both Files :- The existing file will be retained but the file you are restoring will be renamed

eg. Original file name = filename.doc
Restored file name = filename DVS.doc

The backup software will detect how many conflicts exist in the current backup and this will be displayed at the bottom of the window.

The check box, if selected, will impose your current selection on ALL of the remaining conflicts

e.g. if you have selected 'restore and replace' and also ticked the 'check box' then this selection will be applied to all of the remaining file conflicts.

Selected Restore

This function gives you the ability to restore single or multiple files.

Files can be displayed by -

Name :- Files are displayed in alphabetical order either A-Z or Z-A depending on your selection (A-Z By default). Full information on the file is displayed underneath the file name (Size, Backup Date, etc.)

The file or files to be restored can be selected by clicking on the select button which turns green.

Backup Date :- This will display all files backed up in date order, either A-Z or Z-A depending on your selection (A-Z by default). Individual or multiple files can be selected by clicking on the select button which turns green. Different files may also be selected on different backup dates.

Search Function :- The search function can narrow your search by typing the full file name or part of the file name. The search function can be used in either the Name or Backup Date display mode and will display the selected file in that mode.

Restore

Restore allows you to select which type of restore you require, either full restore or selected files.

Full Restore

Full restore will restore all files that you have backup up and restore them to their original locations, overwriting any remaining original files.

(A Full restore may take some time depending on your internet connection and the amount of data to be restored)

Choose Restore Point

Choose Restore Point allows you to restore from any of your previous backups which are available. These backups are Time and Date stamped.

Other Location

This function will allow you to restore your files to a different location. By default it will create a folder called DVS Restore with the current date stamp on your desktop.

eg. DVS Restore 12-22-08

You also have the ability to select Browse and have the folder created at a location of your choice.

Magic Folders

Not available in this version

Time Vault

Not available in this version

Advanced Options

General Preferences

General Preferences Balloon Notifications

All Balloon notifications are enabled by default and balloon notifications will appear in the bottom right of your screen just above the system tray.

Notify when closing main window

Enabling this option will remind you when closing the main program window that the application will still be running from the system tray area.

Notify when closing status window during a backup

Enabling this option will remind you that a backup is still running when you close the status window.

Notify when closing status window running a restore

Enabling this option will remind you that a restore is still running when you close the status window.

Notify when starting Application

Enabling this option will display a balloon when the application starts.

Startup Options

Auto Startup

Enabling this option will automatically run DVS Backup Home when you log onto windows. This option does not affect the functionality of DVS Backup.

Security

Require account password to access configuration

Enabling this option will require the account password to access the configuration area of the program.

Appearance

Appearance

You can change the colour of your background by selecting any one of the 12 colours provided.

Backup Options

Use Open File Backup Feature

This will allow you to fully backup up your data whether the file is in use or not.

Automatically Open Status Window when Starting a Scheduled Backup

Enabling this option will automatically load the backup status window.

Advanced Resources Backup

Not available in this version

DVS Full Backup to Crypto Drive

Not available in this version

Pre/Pos Backup Scripts

Not available in this version

System Icon

System Icon

This is the day to day control panel for DVS Backup which resides in the system tray on your computer. When you right click on the DVS Backup Icon a system Menu is displayed.

Open

This opens the main DVS Backup program and gives you access to all the functionality and configuration controls of the application.

Drag and Drop

This opens a small window above the system tray where you can Drag and Drop any files or folders on to this window and it will add it to your backup catalogue for the next sheduled backup.

If you add a file to Drag and Drop which is already in your backup catalogue and has previously been backed up, a restore conflict box will open.

Backup Now

From the System tray, right click on the DVS Backup Icon and select Backup Now from the Menu. A confirmation window will show confirming whether you would like to proceed with the backup. Once backup has started a status window will appear in the bottom right hand corner of your screen.

Cancel Backup

When a Backup is in progress from the System tray right click on the DVS Backup Icon and select

Cancel Backup from the Menu. A confirmation window will show confirming whether you would like to proceed with the cancel backup.

A status window will appear in the bottom right hand corner of your screen showing you have cancelled Backup.

Restore

Restore allows you to select which type of restore you require, either full restore or selected files.

Cancel Restore

When a Restore is in progress, from the System tray right click on the DVS Backup Icon and select Cancel Restore from the Menu. A confirmation window will show confirming whether you would like to proceed with the Cancel Restore.

A status window will appear in the bottom right hand corner of your screen showing you have cancelled Restore.

DVS Scan

DVS Scan Email Security

1.0 Welcome Page

1.0 Welcome Page

This page is the first page you see when logging into DVS Scan. It contains a quick overview of all the activity DVS Scan has done on your behalf. It also has a simple way to select various levels of protection for your email account.

These levels have been chosen by your system administrator for the needs of your own site, but it should be safe to choose "High" and hit Submit. Once this is done, DVS Scan will begin to filter your email. Look at the Settings page below for more information on how to check the exact scoring of email.

A list of all the categories of email DVS Scan scans for is listed, along with how many items are suspected to be in that category. This is where you can help fight against unwanted email.

2.0 Statistics

Your status page displays a statistical summary of the mail that DVS Scan has processed for you, divided into categories by type.

Unconfirmed Non-spam

Unconfirmed Non-spam is mail that DVS Scan thinks is probably legitimate mail (so-called "non-spam"). To view this mail and confirm (or deny) this diagnosis, visit your "non-spam cache" by clicking the [Report Spam] link.

Confirmed Non-spam

Confirmed Non-spam is mail that you have already "confirmed" to be legitimate.

Suspected Spam

Suspected Spam is mail that DVS Scan thinks is probably spam. To view this mail and confirm (or deny) this diagnosis, visit your [Quarantine] area.

Stats Back

Date from: Date to: Email from: Email to: Subject:

Mail Viewer :: Suspected Spam Confirm the status of these items

Score	Received	From	To	Subject	Spam?	Non-spam?	Delete
13.862	2011-04-09 10:33:32	tiarafennig@o2.pl	david.sweet@dvss...	Tadalafil confirmed...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
14.679	2011-04-04 13:49:05	omaribreitung@hen...	david.sweet@dvss...	Xanax.co.uk Thiaz...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
15.454	2011-04-02 05:48:16	julie494@telkom.n...	david.sweet@dvss...	RE:RE: Seeking tr...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
16.756	2011-04-05 07:13:39	emilia_andreoni@t...	david.sweet@dvss...	David Accutane.it...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
16.894	2011-04-12 17:22:33	blake.jiu96@aol.com	sandy.lipman@dvss...	班组长,凭什么让伙计们支持你?...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
19.061	2011-04-14 02:04:34	fanny.lai92@msn.com	enquiries@dvsssoft...	"新官上任三把火"烧给谁看? ...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
19.226	2011-04-10 10:35:30	ivan.lei87@yahoo....	sandy.lipman@dvss...	PE领袖:资本成功嫁接,项目百倍收...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
19.721	2011-04-04 04:28:47	harry.lang90@live.cn	sales@dvsssoft.com	PE领袖:资本成功嫁接,项目百倍收...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
21.665	2011-04-09 14:56:42	george.rong994@gm...	enquiries@dvsssoft...	研发项目管理最佳模式与工具...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
22.815	2011-04-12 08:28:14	cherry.kang95@gma...	sales@dvsssoft.com	班组长,凭什么让伙计们支持你?...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
24.433	2011-04-13 03:15:07	catherine.he416@m...	enquiries@dvsssoft...	班组长,凭什么让伙计们支持你?...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.052	2011-04-08 06:19:38	news@denbyintouch...	bill@dvsssoft.com	Fantastic offers ...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.09	2011-04-12 17:20:51	reply@business-me...	sales@dvsssoft.com	Re: UK Public Sec...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.075	2011-04-09 18:50:23	info@email.winopo...	david.sweet@dvss...	Thor's giving out...	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Showing 1 to 14 of 14 entries

Confirmed Spam

Confirmed Spam is mail that you have already "confirmed" to be spam

False Negatives

False Negatives occur when DVS Scan mistakenly thinks that a piece of spam is legitimate mail, and lets it slip through to your mailbox. These are annoying mistakes on the part of the spam filter, but not as troublesome as false positives. The spam filter is biased heavily toward false negatives, and away from false positives, so it's normal to expect it to make more of this type of mistake. When this happens, you can use the [Report Spam] link to point out the spam and help DVS Scan learn from the mistake.

Whitelisted

Whitelisted Items are mail items received from senders on your whitelist. These items are not spam-checked, so they will always be delivered to your mailbox.

Allow/Block Address Settings

The address has been added.

E-mail address to add (wildcards: * and ?):

+ Allow

⊘ Block

Email:

Submit

The following addresses are always: ● Blocked ● Allowed

Address		
*@*microsoft.com	⊘ Block Address	✖ Remove Rule
*@mailisl.com	+ Allow Address	✖ Remove Rule
bill@1234.com	⊘ Block Address	✖ Remove Rule

Blacklisted Items

Blacklisted Items are mail items received from senders on your blacklist. These items are not spam-checked, so they will be discarded, and never delivered to your mailbox.

Viruses/Malware

Viruses/Malware are mail items that contain identified "malware"--viruses, worms, Trojans, spyware, and so on. DVS Scan quarantines these items for you, just in case you should want to force one of

these items to be delivered to your mailbox for some reason.

Stats Back

Mail Viewer :: Viruses/Malware Confirm the status of these items

Date from: Date to: Email from: Email to: Subject: Submit

Show entries

Virus	Received	From	To	Subject	Spam?	Non-spam?	Delete
Sanesecurity.Rogue.0hr.0311v18579.UNOFFICIAL	2011-03-11 23:21:27	postmail-usa.9695...	oksales@dvscomput...	Post Express Offi...	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Trojan.Generic.Bredolab-2	2011-03-10 03:45:19	postmail-usid.866...	oksales@dvscomput...	Post Express Depa...	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
winnow.botnet.ff.trojans.22267.UNOFFICIAL	2011-03-11 14:01:51	sylvia@qdrvdqgbsr...	accounts@dvscompu...	Good evening !	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
winnow.botnet.ff.trojans.22267.UNOFFICIAL	2011-03-11 15:04:01	blair@ucfdcfujwgk...	admin@dvscomputer...	Good day !	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Showing 1 to 4 of 4 entries

Banned Attachments

Banned Attachments are "suspected malware". DVS Scan tries to be proactive by blocking attachments of certain types, typically executable files, which have been known to disguise viruses and other forms of malware. While no specific malware was identified at the scanning stage, these file types are quarantined as a precaution. You can rescue these items from your [Quarantine] area if you wish.

Stats Back

Mail Viewer :: Banned File Attachments Confirm the status of these items

Date from: Date to: Email from: Email to: Subject: Submit

Show entries

File Name	Received	From	To	Subject	Spam?	Non-spam?	Delete
doc.zip (zip)	2011-03-11 03:29:39	joinadmin2@dhl.com	david@dvscomputer...	DHL notification ...	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
tracking.zip (zip)	2011-03-11 17:46:12	dhltrak4@dhl.com	david@dvscomputer...	DHL notification!	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Showing 1 to 2 of 2 entries

Invalid Mail Headers

Invalid Mail Headers are items with "broken" mail headers--mail that does not comply with Internet standards regarding electronic mail. This happens when spammers use certain non-standard mail programs designed specifically to send out bulk mail. These poorly-written programs generate invalid mail headers, and while most mail servers are lenient about allowing this mail to be delivered, DVS Scan considers this a suspicious symptom and quarantines such mail. As always, you can rescue such items from your [Quarantine] area if you wish.

Oversized Items

Oversized Items are mail items larger than the allowed file attachment size. These items were rejected by DVS Scan without being scanned or processed in any way.

Miscellaneous Settings

Send quarantine reminder e-mail? tells DVS Scan to send you an e-mail once a week whenever you have 100 or more items in your quarantine area that need to be dealt with, or items totalling more than 500000 bytes. If you neglect your quarantine, of course, the contents will ultimately be deleted after 14 days.

Display graphic charts? determines whether your [Stats] page should include graphic charts in addition to the standard tables of statistics. The graphs can help visualize the data more easily, but they do slow the page down somewhat, so if you'd prefer to do without them, you can disable the charts here.

Add senders of rescued mail to your whitelist? tells DVS Scan to automatically add a sender's e-mail address to your whitelist when you rescue one of his e-mails from your quarantine area. This is a convenient way to make sure that sender's mail will never be blocked again.

Mail items to be displayed on each page? Determines how many mail items appear on a single page in your quarantine area and non-spam cache. If you have a slow Internet connection (e.g. a dial-up modem, etc.), you'll probably want to set this page size relatively low (e.g. 20). If you have a fast connection, you may find it more convenient to set a much larger page size (e.g. 100, 500, or even more), so that you can scan many items at a time. Since you can only confirm items one page at a time, larger page sizes make the process much faster.

Display Language lets you specify the language you'd like DVS Scan to use for all of its output.

Should non-spam items be cached? If this setting is set to yes then all non-spam emails will be stored on the system for 14 days, if this option is set to no then as they are passed to your email server they are removed from the DVS Scan servers.

Signature – If you have selected to use the SMTP outbound service then if you enter a Signature in the text box it will add this to the footer of all emails.

Quarantine Area

Quarantine Area

False Positives

Your quarantine area is where any captured spam and virus files will be stored, awaiting your review, along with any banned file attachments or mail items with invalid mail headers. These are broken down into several tables by type:

Suspected Spam items (if any) are listed first on the page. The list of potential spam items is sorted by score in ascending order, so that the items most likely to be legitimate mail are near the top of the list, and the items near the bottom are almost certainly spam. The list contains the sender's (supposed) e-mail address and the subject line of each item, so you can often spot

legitimate mail on the basis of a quick scan, but if you aren't quite sure, you can click on the subject field and take a look at the contents of the mail, using the Mail Viewer. Each row in the quarantine area represents one mail item. At the right-hand-side you'll see that DVS Scan has already guessed that these items are spam, but if she's made a mistake, you can change the status of that mail item by selecting the [Non-spam?] option. The [Delete] option lets you just delete the mail item without confirming or denying that it's spam. At the bottom of the page, you can then confirm the status of all the items on the page by pressing the [Confirm the Status of these Items] button.

Virus/Malware

Virus/Malware items (if any) are listed after any spam items. This list is sorted by date, and includes the name of the virus(es) that were found in the mail, along with the sender's (supposed) e-mail address and the subject line. The Mail Viewer is safe to use if you want to look at the text portion of the e-mail, since it will only decode text and HTML elements, not binary attachments. There is a [Non-spam?] option in case you really, really want the virus-infected mail sent to your computer (presumably for special processing of some sort). Obviously use the [Non-spam?] option with great caution, or not at all. Generally all you should be doing with these virus items is clicking the [Confirm the Status of these Items] button at the bottom of the page.

Banned File Attachments

Banned File Attachments (if any) are listed after any virus items. This list is sorted by date, and includes the names of the file attachments that were found in the mail, along with the sender's (supposed) e-mail address and the subject line. You can use the Mail Viewer by clicking on the subject line of the mail, if you want to check out the contents of the mail itself, and you can use the [Non-spam?] option to have the item redelivered if you wish. The [Confirm the Status of these Items] button at the bottom will clear the list for you, and rescue all of the items you requested. As a footnote, when you "confirm spam", you're not just deleting the mail, you're effectively helping to prevent others from receiving that spam in the future. The confirmed spam items are studied by DVS Scan's learning engines, and then passed along to other spam-filtering networks on the Internet. Similarly, when you use the [Non-spam?] option to rescue an item from your spam quarantine, you're helping the learning engine recognize what legitimate mail looks like, so that it's less likely to make the same mistake in the future. You'll want to check your quarantine area regularly to make sure you haven't missed any important mail, and of course to clear out the items that have accumulated since the last time you checked in. Items that go unconfirmed for 14 days are automatically deleted, and cannot be submitted to the learning engines, so please try to keep your quarantine area up-to-date. If you don't have time to confirm the items in your quarantine area, or there are simply too many of them to bother with (e.g. you just got back from a two-week vacation and there are thousands of items waiting to be confirmed, etc.), you can use the [Delete ALL Quarantined Items] button to delete all the items in the quarantine area without reporting them. Obviously this isn't very helpful to DVS Scan's learning process, but it's better to just delete items than to "confirm" items blindly and have DVS Scan learn the wrong things.

False Negatives

While DVS Scan quarantines "bad" or "suspicious" things like viruses, spam, dangerous attachments, and malformed e-mail, she also maintains a short-term non-spam cache that keeps track of the "good" mail you receive as well. This serves two purposes: first, it lets you "confirm" that the mail was legitimate, so that DVS Scan can learn what legitimate mail looks like, and second, it lets you correct DVS Scan when she mistakenly lets spam through.

Your non-spam cache

Your non-spam cache looks very similar to your quarantine area, aside from the distinctive gold

colour of the table, and the fact that the items are sorted in the opposite order--higher scores are listed first in the list, since these are the most likely to be "false negatives" (spam that got through the filter).

You can use the Mail Viewer to look at a mail item, the same way things work in the quarantine area, but this time your options are simpler--if any of the items in the list are actually spam, report them by clicking on the [Report this SPAM] link for the offending items.

Each row in the non-spam cache represents one mail item. At the right-hand-side you'll see that DVS Scan has already guessed that these items are non-spam, but if she's made a mistake, you can change the status of that mail item by selecting the [Spam?] option. At the bottom of the page, you can then confirm the status of all the items on the page by pressing the [Confirm the Status of these Items] button.

Items in the non-spam cache are automatically deleted after 7 days. If these items are not confirmed, they cannot be used to train DVS Scan's learning engine, so please try to inspect these items regularly.

If you don't have time to confirm the items in your non-spam cache, or there are simply too many of them to bother with (e.g. you just got back from a two-week vacation and there are thousands of items waiting to be confirmed, etc.), you can use the [Delete ALL Cached Items] button to delete all the items in the non-spam cache without reporting them. Obviously this isn't very helpful to DVS Scan's learning process, but it's better to just delete items than to "confirm" items blindly and have DVS Scan learn the wrong things.

Mail Viewer

The Mail Viewer lets you take a look at a quarantined or cached mail item, either in its "raw" form or in its decoded HTML form. The mail is first displayed in its decoded form, but you can click on the [View Raw] link to switch to Raw Mode, and the [View Decoded] link returns to Decoded Mode.

At the top of the page, you'll see a report that lists all of the spam-testing rules that were triggered when the mail was scanned. This helps you understand why a particular mail item was (or wasn't) flagged as spam. The rules are sorted in descending order by score, so the ones at the top of the list had the most influence on DVS Scan's decision.

The Mail Viewer is safe to use for all types of mail--even mail that contains viruses, since DVS Scan only decodes text and HTML attachments. Other attachment types are be noted, but not displayed. In fact, even images are blocked by DVS Scan, since most of the images that you find in spam contain hidden tracking codes that tell the spammer that you've opened his e-mail. Instead you'll see a placeholder image that says "Image Blocked". Any links in the e-mail remain untouched, however, so if you really want to visit any of those sites you can still do so by clicking on them.

The Mail Viewer also offers you the opportunity to report the mail item as spam, delete it, or rescue it to have it redelivered to you. This is equivalent to taking action on the item from the quarantine area or non-spam cache, except that it's done on a single item rather than a whole page of items.

Settings

Settings

Thresholds

The thresholds section allows the admin user for the domain to configure how the system will manage the spam when it enters DVS Scan.

Thresholds

Misc

Revoke Admin

Grant Admin

@dvscomputers.co.uk

Virus Scanning	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Detected viruses should be...	<input type="radio"/> Labeled <input checked="" type="radio"/> Quarantined <input type="radio"/> Discarded
Spam Filtering	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Detected spam should be...	<input type="radio"/> Labeled <input checked="" type="radio"/> Quarantined <input type="radio"/> Discarded
Add a prefix to the subjects of spam?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Add X-Spam: Headers when Score is >=	1.000
Consider mail 'Spam' when Score is >=	2.000
Quarantine Spam when Score is >=	2.000
Attachment Type Filtering	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Mail with dangerous attachments should be...	<input type="radio"/> Labeled <input checked="" type="radio"/> Quarantined <input type="radio"/> Discarded
Bad Header Filtering	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Mail with bad headers should be...	<input type="radio"/> Labeled <input checked="" type="radio"/> Quarantined <input type="radio"/> Discarded

Virus Scanning enables the mail server to inspect every e-mail you receive to make sure it does not contain any harmful viruses, worms, trojans, or dangerous macros. If you disable this feature, your mail will not be scanned for viruses. Most users will want to enable virus scanning, but if you have some special need to collect viruses (e.g. you're testing an antivirus program installed on your computer, etc.) you can disable virus scanning here to make sure everything gets through untouched.

Detected viruses should be... let's you specify whether virus-infected files should be quarantined, or whether they should be explicitly labelled with special headers as viruses and delivered to you anyway. If you set this to Quarantined, the virus-infected e-mail will be placed in your quarantine area, where you can review it at your leisure, and recover any items that contain important information (in spite of the virus). In almost all cases you'll simply want to delete these virus-infected e-mails. Selecting Labelled instead causes the mail to be delivered to you, but with special headers inserted to warn you about the status of the mail, so that your mail program can filter on the basis of these headers and deal with it appropriately. Quarantined – this is the default option when this is selected and viruses detected will be sent to the Quarantined area. Spam Filtering lets the mail server try to determine whether e-mail you receive is legitimate mail or whether it is spam. A number of different spam-detection mechanisms are used, and an overall score is assigned to each e-mail, with higher scoring items more likely to be spam. By adjusting the various score levels, you can define the level at which mail should be declared to be spam, and the level at which it should no longer be delivered to you. If you'd like to take advantage of spam filtering, enable this feature. On the other hand, if you'd rather receive your mail unfiltered, feel free to disable this feature..

Detected spam should be... let's you determine what happens to e-mail that the spam-checking tools identify as spam. If you select Quarantined, any mail that exceeds your quarantine threshold score will be placed in your quarantine area, where you can review it at your leisure, and recover any items that were mistakenly classified as spam. Selecting Labelled instead causes the mail to be delivered to you, but with special headers inserted to warn you about the status of the mail, so that your mail program can filter on the basis of these headers and deal with it appropriately.

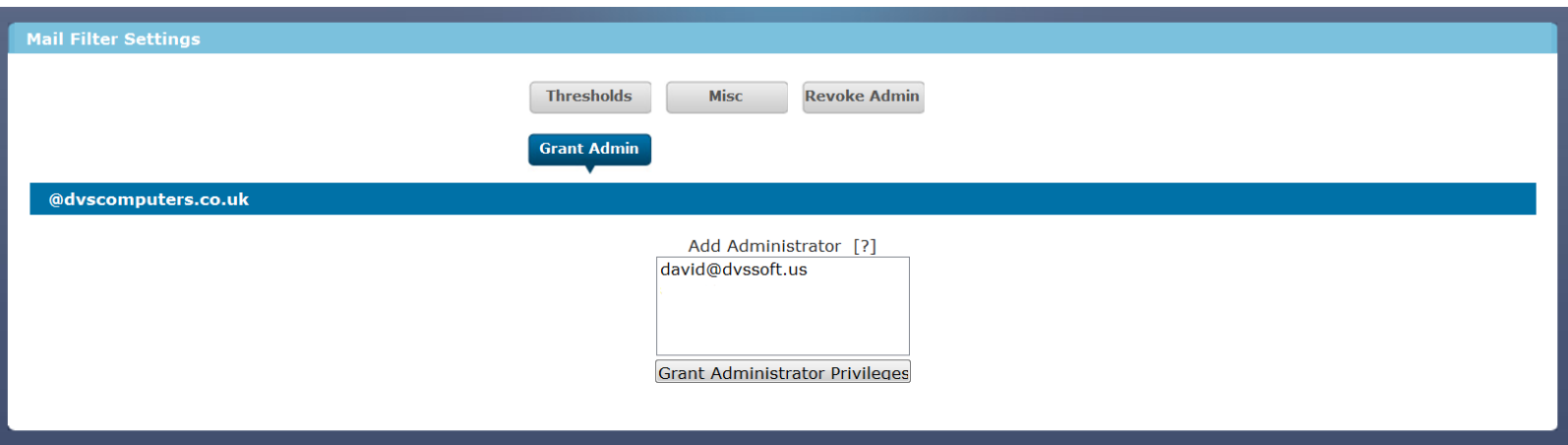
Add a prefix to the subjects of spam? By default this is set to NO, if yes is selected then any email with Add X-Spam header score is matched, the system will send the suspected spam email to the users email and mark the subject as SPAM

Add X-Spam: Headers when Score is >= when email then enters the DVS Scan system is marked with a score if the option above is enabled then this score is used.

Consider mail 'Spam' when Score is \geq Here you can set at what score the system will consider the email to be spam.
Quarantine Spam when Score is \geq here you can set at what level the system sends email to the Quarantine.
Attachment Type Filtering – By default the setting is enabled if disabled all attachments will be passed through DVs Scan to the user.
Mail with dangerous attachments should be. – By default this setting is set to Quarantined, if set to Labelled then the system will pass dangerous attachments to the user and Labelle then, if Discarded is selected then all dangerous attachments will be Discarded by the system.
Bad Header Filtering – By default the setting is enabled if disabled all email with bad headers will be passed through DVS Scan to the user.
Mail with bad headers should be. – By default this setting is set to Quarantined, if set to Labelled then the system will pass email with bad headers to the user and Labelle then, if Discarded is selected then all dangerous attachments will be discarded by the system.

Grant Admin

Grant Admin DVS Scan allows you to maintain different mail filter settings for each of the e-mail addresses you have access to at this site. You can consolidate all of these addresses under one DVS Scan user account to make it easier to manage them all from one interface.
Select one of the users on the DVS Scan system and grand admin rights this will allow the user to manage the DVs Scan system.



Revoke admin

Revoke admin – select the user you would like to revoke Admin rights and select revoke adman rights for Marked Administrator.

Admin E-mail Addresses

Your Primary Address is the first e-mail address associated with your DVS Scan login. Any mail that DVS Scan sends you will be sent to this address, except for items rescued from your quarantine (which will be delivered to you at the original destination address). If you have more than one e-mail address linked to this account, you can use the Make Primary button next to each non-primary address to make it the new primary e-mail address for your account. To link a new e-mail address to your account, supply the login credentials for that account and press the Add E-Mail Address button. If you authenticate successfully, the new address will be added to your account immediately.

Login Credentials

You can change your DVS Scan username and password at any time. To do so, you need to supply both values, even if you only want to change one of them; that is, if you only want to change your password, you still need to supply your (existing) username in the New Username field. Supply your new password in the New Password field, and again to confirm it in the Confirm New Password field, and finally press the Update Login Credentials button to make the changes.

Whitelist and Blacklist

Whitelist and Blacklist

Your whitelist

Your whitelist lets you specify that mail coming from specific senders (or entire domains) should not be spam-checked, and should be delivered to you regardless of its content. It's a way of making sure that you don't inadvertently block mail from people you know and trust.

Your blacklist

Your blacklist is effectively the opposite of your whitelist--it lets you specify that mail coming from specific senders (or entire domains) should never be delivered to you, under any circumstances. Senders on this list will be blocked, regardless of the content of their mail.

Initially, your whitelist and blacklist are both empty. To add an address to either list, go to your [W/B List] page and enter the address (either in "user@domain" form for a specific sender, or "@domain" or "domain" for an entire domain), select the list (or) and click the button. When you reload your Whitelist and Blacklist page you should see the new entry in the table.

Once you've got an address in your whitelist or blacklist, you can move it from one to the other, or remove it completely just by making the appropriate selection in the table, and clicking the button at the bottom of the table. The changes will appear the next time you reload the Whitelist and Blacklist page.

TIP: Don't add your own e-mail address (you@yourdomain) or your entire domain (@yourdomain) to your whitelist. Spammers often supply fake addresses in the mail they send, claiming to be the recipient--you!. If your address (or your entire domain) is in the whitelist, this mail will not get spam-checked, and will be delivered to you as if it were from a whitelisted sender.

In general, it's best to start out with an empty whitelist and build it one entry at a time whenever you encounter a "false positive"--a legitimate e-mail that gets flagged incorrectly as spam. When you rescue such an item from your quarantine area, you'll be offered a chance to add the sender's address (or entire domain) to your whitelist.

Technical Issues

Technical papers on DVS Backup in general including HowTos and ProblemSolvers

How to change Log On info for DVS Backup Windows Service

How to change Log On info for DVS Backup Windows Service

DVS Backup by default installs its windows service to run (log on) as a “Local System Account” that has limited access rights. In 95% of the computers running under this accounts security rights is enough, but in some cases you may need to change this account to an administrator or custom user account.

Steps to change the Log On Account:

- 1) Vista (optional): Type Service in the start search box to open the Services Window and jump to step 4
- 2) From your Start menu, select Control Panel >> Administrative Tools
- 3) From Administrative Tools select Services
- 4) Open (Double Click) DVS Backup Service from the list of services
- 5) Click the Stop and wait until the Service Status shows Stopped
- 6) Select the Log On tab, select the This account radio button and enter the User Name and Password for the account you want to use.

7) Go back to the General tab, click the Start button and wait until the Service status shows Started

8) Click OK button to close the service property window

Creating a System Restore Point

Creating a System Restore Point

1) Quit all running applications

-

2) Select Start >> All Programs >> Accessories >> System Tools >> System Restore

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. .
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. .

3) At the Welcome Screen, select Create a restore point and click Next

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. .
. .

-
- 4) Enter a Restore point description e.g. Before troubleshooting DVS Backup, and click [Create](#)

DVS Backup mistakes your XP or Vista computer for a Server

DVS Backup mistakes your XP or Vista computer for a Server.

During a backup you get the following error message:

“You cannot run DVS Backup Home - Family Pack - Special Edition on a server. Please upgrade your account to a Server Edition.”

Other possible error messages are:

Error getting CPS: Access is denied. (Exception from HRESULT: 0x80070005 (E_ACCESSDENIED))

It is recommended that you do create a system restore point before performing the steps below. Please see article “Creating a System Restore Point” for more information.

- 1) Type dcomcnfg on the [Run](#) box in Windows XP or on the [Start Search](#) box in Windows Vista

2) Select Console Root >> Computers >> My Computer >> DCOM Config on the left panel of the Component Services window

3) Select Windows Management and Instrumentation on the right panel, right click on it and select Properties

4) Select the Security tab on the properties window

5) Select Customize under the Launch and Activation Permissions item and click on the Edit… button.

6) Select or add user System under the Group or user names list. For information on how to add a user see article “How to add a user to a security list".

7) Select (check box) Allow for both Local Launch and Local Activation

8) Click the OK button

9) Restart your computer

How to add a user to a security list

How to add a user to a security list

This tutorial will show you how to add a user to a Security List. We will add user SYSTEM to a folder security as an example.

-
- 1) Right click on the file/folder and select Properties

 - 2) On the Security tab click on the Add… button

 - 3) Type the username you want to add (SYSTEM for this example) on the appropriate box and click the Check Names button

 - 4) Click the OK button (Note how it corrected the case for the name but if the OK button is not available, you probably entered an invalid username so repeat step 2 with a valid username)

 - 5) The user is now added to the list and you can change the permissions (Allow or Deny) as required.

DVS Backup Server Edition

Event ID 206 is logged when you try to run an incremental Backup with DVS Backup Server Edition on an Exchange 2003 server

Event ID 206 is logged when you try to run an incremental Backup with DVS Backup Server Edition on an Exchange 2003 server
SYMPTOMS

Consider the following scenario. You run a full Volume Shadow Copy Service (VSS) snapshot backup or a previous VSS snapshot incremental backup on a server that is running Microsoft Exchange Server 2003. Additionally, a soft recovery is performed successfully on the Exchange store after the Exchange store experiences a dirty shutdown. When you try to run an incremental VSS snapshot backup, the operation fails. Additionally, the following event is logged in the Application log:

Event ID: 206
Source: ESE
Category: Logging/Recovery
Type: Error
Description: Information Store (1156) First Storage Group: Database cannot be incrementally backed up. You must perform a full backup before performing an incremental backup.

CAUSE

During the soft recovery, the Exchange store changes the backup type in the database header from snapshot to normal.

RESOLUTION

Hotfix information

```
loadTOCNode(2, 'resolution');
```

A supported hotfix is available from Microsoft. However, this hotfix is intended to correct only the problem that is described in this article. Apply this hotfix only to systems that are experiencing this specific problem. This hotfix might receive additional testing therefore, if you are not severely affected by this problem, we recommend that you wait for the next software update that contains this hotfix.

If the hotfix is available for download, there is a "Hotfix download available" section at the top of this Knowledge Base article. If this section does not appear, contact Microsoft Customer Service and Support to obtain the hotfix.

Note If additional issues occur or if any troubleshooting is required, you might have to create a separate service request. The usual support costs will apply to additional support questions and issues that do not qualify for this specific hotfix. For a complete list of Microsoft Customer Service and Support telephone numbers or to create a separate service request, visit the following Microsoft Web site:

<http://support.microsoft.com/contactus?ws=support>
(<http://support.microsoft.com/contactus?ws=support>)

Note The "Hotfix download available" form displays the languages for which the hotfix is available. If you do not see your language, it is because a hotfix is not available for that language.

Prerequisites

```
loadTOCNode(3, 'resolution');
```

Microsoft Exchange Server 2003 Service Pack 2 must be installed on the server before you apply this hotfix. For more information, click the following article number to view the article in the Microsoft Knowledge Base:

836993 (<http://support.microsoft.com/kb/836993/>) How to obtain the latest service packs for Exchange Server 2003

Restart requirement

```
loadTOCNode(3, 'resolution');
```

You do not have to restart your computer after you apply this hotfix. However, the following

services are stopped and then restarted when you apply this hotfix:

Microsoft Exchange System Attendant
Exchange Installable File System (ExIFS)
IIS Admin Service and all dependent services

If the ExIFS service cannot start in Exchange 2003 after the ExIFS service is stopped, view the following article in the Microsoft Knowledge Base:

246216 (<http://support.microsoft.com/kb/246216/>) Exchange 2000 Server or Exchange Server 2003 ExIFS may not start after ExIFS is manually stopped

Hotfix replacement information

loadTOCNode(3, 'resolution');
This hotfix does not replace a previously released hotfix.

File information

loadTOCNode(3, 'resolution');
The English version of this hotfix has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in Coordinated Universal Time (UTC). When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the Time Zone tab in the Date and Time item in Control Panel.

Collapse this tableExpand this table

File name	File version	File size	Date	Time
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Ese.dll	6.5.7652.14	2,255,360	15-Feb-2007	21:57
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Exifs.sys	6.5.7652.14	196,288	15-Feb-2007	00:56
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Exspmsg.dll	6.5.7233.41	8,192	08-Aug-2005	22:02
-------------	-------------	-------	-------------	-------

Exwin32.dll	6.5.7652.14	175,616	15-Feb-2007	22:16
-------------	-------------	---------	-------------	-------

ifsproxy.dll	6.5.7652.14	18,432		
--------------	-------------	--------	--	--

15-Feb-2007
02:11

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section.

Hotfix Download Available
View and request hotfix downloads

document.getElementById('kb_hotfix_link').href='/hotfix/KBHotfix.aspx?kbnun=930197&kbln=en-us';

Error running incremental backup after exchange dirty shut down

Error running incremental backup after exchange dirty shut down

Problem = After a dirty shut down on your exchange mail store you are unable to make incremental backups

Solution

Exchange Server 2003

Eseutil /R Recovery Mode

Recovery refers to the process of playing transaction log files into a database. There are two kinds of recovery:

Hard recovery: A transaction log replay process that occurs after restoring a database from an online backup.

Soft recovery: A transaction log replay process that occurs when a database is re-mounted after an unexpected stop, or when transaction logs are replayed into an offline file backup copy of a database.

For more information about hard and soft recoveries, see "Transaction Log File Replay: Soft Recovery and Hard Recovery in Exchange Server 2003" (<http://go.microsoft.com/fwlink/?linkid=68147>).

For more information about instructions for running Eseutil in recovery mode, see [How to Run Eseutil /R in Recovery Mode](#).

Hard Recovery

Hard recovery occurs when transaction log files must be replayed into a restored online backup. In all other recovery scenarios, soft recovery is done. Hard recovery can be done with Eseutil by using the Restore mode (/C).

Soft Recovery

In the default soft recovery scenario, an external event unexpectedly stops an Exchange database, but the database and log files remain intact and in place. When the database is mounted again, Exchange reads the checkpoint file and begins to replay the transaction log that is listed as the checkpoint log. If no checkpoint file exists, replay begins with the oldest log file available in the transaction log folder for the storage group.

Exchange writes completed transactions to the database files found in the log file that have not already been written and reverses any incomplete transactions. Exchange never begins writing a transaction into the database files until all the operations composing it have been secured to the log files. You do not need to physically undo or back out of a transaction in the database if all uncommitted transaction logs present at the time of the unexpected stop are present when replay begins.

Important:

A fundamental assumption of the soft recovery process is that no database or log files have been moved, deleted, or destroyed by the failure—or by the administrator after the failure.

A database that has been moved to a different path location. This capability is available only in Exchange 2003.

Hard recovery has always been able to finish successfully, even if Exchange databases have been moved to different path locations since a backup was done, but until Exchange 2003, soft recovery

could only work if the database files were in the same drive path as that defined in the transaction log files to be replayed.

In Exchange 2003, the /D switch was added to Recovery mode to allow override of the database path hard coded in the transaction log files. This new capability is very useful when restoring offline copies of databases to Recovery Storage Groups, or when recovering a “missing” database as described in the scenario above.

You can now copy a database and a group of transaction logs into any folder you desire, and successfully run soft recovery. Once the database is consistent, you can then move it to any other path desired, and attach it to a different log stream.

For more information, see the following topics in the Exchange Server Database Utility Guide:

- Eseutil /D Defragmentation Mode
- Eseutil /P Repair Mode
- Eseutil /C Restore Mode
- Eseutil /G Integrity Mode
- Eseutil /M File Dump Mode
- Eseutil /K Checksum Mode
- Eseutil /Y Copy File Mode
- Database Recovery Strategies

Reference for Common Eseutil Errors

Changing the User Account DVS Backup Runs under.

Changing the User account DVS Backup runs under.

As Default DVS Backup runs a service using the SYSTEM account, you need to change this user account for DVS Backup engine to access other network locations. *Please note that if this account is changed the new account selected must have permission to access the files selected for backup.

From Control Panel select Administrative Tools then Services, from the list please select “DVS Backup Service”

Right click on it then left click Properties

Select the Log On tab, and select This Account, browse for the account you would like to use and enter its password, then click ok.

You now need to restart the service right click on "DVS Backup Service" and left click on Restart the DVS Backup service will be restarted and the new settings will take effect.

When backing up Microsoft exchange with Incremental backup you receive errors 206, 9611, 2002, 2007 in the Application log

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The error message :

Backup- SRV2 AOFO: Initialization failure on: "\\SRV2\Microsoft Information Store\First Storage Group". Advanced Open File Option used: Microsoft Volume Shadow Copy Service (VSS).

Snapshot provider error (0xE000FED1): A failure occurred querying the Writer status.

Check the Windows Event Viewer for details.

Writer Name: Exchange Server, Writer ID: {76FE1AC4-15F7-4BCD-987E-8E1ACB462FB7}, Last error: The VSS Writer failed, but the operation can be retried (0x800423f3), State: Failed during freeze operation (9). Consult your Microsoft documentation for details. Check the Windows Event Viewer for corresponding application or system errors.

In the exchange server event log, there are 4 errors:

Event Type: Error

Event Source: ESE

Event Category: Logging/Recovery

Event ID: 206

Date: 9/23/2006

Time: 11:27:29 PM

User: N/A

Computer: SRV2

Description:

Information Store (3280) First Storage Group: Database E:\Program

Files\Exchsrvr\mdbdata\priv1.edb cannot be incrementally backed-up. You must first perform a full backup before performing an incremental backup.

Event Type: Error

Event Source: ESE

Event Category: ShadowCopy

Event ID: 2002

Date: 9/23/2006

Time: 11:27:29 PM

User: N/A

Computer: SRV2

Description:

Information Store (3280) Shadow copy instance 1 encountered error -560 on freeze.

Event Type: Error
Event Source: MExchangeIS
Event Category: Exchange VSS Writer
Event ID: 9611
Date: 9/23/2006
Time: 11:27:29 PM
User: N/A
Computer: SRV2
Description:
Error code 0xffffdd0 when freezing the Storage groups.

Event Type: Error
Event Source: ESE
Event Category: ShadowCopy
Event ID: 2007
Date: 9/23/2006
Time: 11:27:29 PM
User: N/A
Computer: SRV2
Description:
Information Store (3280) Shadow copy instance 1 aborted.

The Information Store service hangs and needs to be restarted.

To Receive the fix to this error please submit a support ticket to DVS Support Team

When Backup up Microsoft Exchange I receive error 9607 with error code 0x80 in the event viewer

When Backup up Microsoft Exchange I receive error 9607 with error code 0x80 in the event viewer.

This means Circular logging is enabled. Please disable Circular logging on your exchange server and restart the exchange services.

VSS Backup Error after running incremental backup

VSS Backup Error after running incremental backup

The events ESE 206, MS Exchange IS 9611, ESE 2002, ESE 2007 combination means the same. Also, probably it will be freezing the exchange server and you'll be needing either to restart the server or MS Exchange Information Store service.

(1) Manually shutdown all the databases in all storage group through Exchange Management Console.

(2) Go to command line and open the path of the eseutil.exe utility. The general location of this file is in c:\program files\exchange\bin or in the 'bin' directory of folder where exchange server is installed.

(3) Now, run the command, eseutil.exe /mh on all the edb and stm files one by one. You'll need to pass on full path of the edb files. Please note, if there is a space between two characters in the full path then it may not take as direct path. You'll need to keep this path in quote mark. I try to explain in following example:

Ex: eseutil.exe /mh "F:\exchange\datafirst\storagepub1.edb"

Please note, the switch used /mh is very important. This will check whether the database is in clean shutdown state or not, and if it is not then it will bring the database to clean shutdown state.

You need to run this process on all the edb and stm files one by one on all storage groups to make sure the problem is eliminated completely.

(4) Once the above mention process is done, please Mount all the databases again manually through Exchange Management Console

(5) Now try to take backup again. It is always suggested to take a fresh full backup before trying for Incremental Backup.

You receive error "Unable to run task. : Cannot get the Member 'Child_PropertyChanges' when running backup or restore

You receive error "Unable to run task. : Cannot get the Member 'Child_PropertyChanges' when running backup or restore.

This is due to a Microsoft bug in .NET3 please update your system with the latest .net service packs

This Bug is common on Microsoft Small business server

Technical Issues

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DVS Connect
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There are no articles in this category.