

## Troubleshooting Exchange Server 2010 DAG Backup Log Files do not Truncate

<https://campus.barracuda.com/doc/39822556/>

If you encounter warnings such as log truncation failed to complete or the database is unavailable for recovery upon completion of a backup performed on an Exchange 2010 database that is a member of a Database Availability Group (DAG), use the steps in this article to disable the Exchange Replica Writer, and then execute a new backup.

### Determine Active and Passive Mailboxes

To determine if there are a combination of active and passive mailboxes,

1. Log in to the Exchange Server as the administrator, and open the event log.
2. In the log file, search for and view **Event ID 2137**, for example:  
Log Name: Application  
Source: MSExchangeRepl  
Date: 24/01/2014 11:25:00 AM  
Event ID: 2137  
Task Category: Service  
Level: Warning  
Keywords: Classic  
User: N/A  
Computer: EX01.exchangebbs.local  
Description:  
RPC request to the Microsoft Exchange Information Store service for log truncation failed for database Mailbox Database 02\EX01. Error: 3523092309
3. To determine where Mailbox Database 02 is mounted, at a command prompt, enter the following command:  
C:\>Get-MailboxDatabaseCopyStatus
4. Press **Enter**. The results displays the name, location, and status of the Mailbox Databases, for example:  
Name Status  
----  
Mailbox Database 01\EX01 Mounted  
Mailbox Database 02\EX01 Failed  
Archive Mailboxes\EX01 Mounted
5. In the above example, log truncation on Mailbox Database 02 failed because it is a passive database copy on server EX1 and is mounted on a different DAG member.

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## Disable Exchange Replica Writer

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Use the following steps to disable Exchange Replica Writer,

1. On the Exchange Server, type `regedit` in the **Start** menu to open the Registry Editor.
2. Navigate to **HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\ExchangeServer\V14\Replay\Parameters**
3. Add a **DWORD** entry `EnableVSSWriter` and set the value data to 0 (zero).
4. At a command prompt, enter the following command:  
`C:\>Restart-Service MExchangeRepl`
5. Press **Enter**. The **Microsoft Exchange Replication** Service restarts.
6. The VSS Writer for Exchange 2010 Mailbox Database backups is now disabled.

## Run the Backup Job

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You can now log back in to the Barracuda Backup web interface and rerun the Exchange Server 2010 DAG backup from the **Backup > Schedules** page.

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