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## How to prevent Backup Exec from failing a backup operation when encountering corrupt files (excluding Microsoft Exchange files)

### Exact Error Message

```
WARNING: "<file>" is a corrupt file.  
This file cannot verify.
```

### Details:

When Backup Exec (tm) encounters a corrupt file, the job will fail by default. The detail message in the Backup Exec job log is following:

### Exact Error Message

The backup of the item is bad

Warning: %Email message% is a corrupt file. The file cannot verify

Unable to backup the attachment data associated with one or more messages. Some messages and their attachments may have been deleted while the backup was already in progress.

### Details:

**Final Error Code: a000fe2d HEX (0xa000fe2d HEX) or e000fe2d HEX (0xe000fe2d HEX)**

**Final Error Description: "The backup of the item is bad"**

**Final Error Category: Resource Errors**

**Error Text In Job Log: "Warning: %Email message% is a corrupt file. The file cannot verify" or "Unable to backup the attachment data associated with one or more messages. Some messages and their attachments may have been deleted while the backup was already in progress."**

By adding or modifying the registry key mentioned below, Backup Exec can be configured not to fail the job when a corrupt file is encountered. Please note, this solution is not intended for use with Microsoft Exchange files such as **.EDB**, **.STM** and **.LOG** files. Corrupt Microsoft Exchange files may be indicative of another problem with the Exchange store.

**Warning:** Use of this registry key will result in the successful status of job operations that otherwise would have qualified as being failed operations. Ordinarily, successful job status indicates that 100% of the targeted data has been protected and recorded to media. After this registry key has been enabled, a successful job status will indicate a primarily successful backup operation with exceptions. When this key has been enabled, Symantec recommends that an inspection of job log files is performed to make note of any possible exceptions that may have occurred during a backup operation.


I. Creating the Registry key:

#### 1. Run **REGEDT32.EXE**

**Warning:** Incorrect use of the Windows registry editor may prevent the operating system from functioning properly. Great care should be taken when making changes to a Windows registry. Registry modifications should only be carried-out by persons experienced in the use of the registry editor application. It is recommended that a complete backup of the registry and workstation be made prior to making any registry changes.

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2. Highlight the following registry key:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\VERITAS\Backup Exec\Engine\Backup [For versions 9x and 10x]**

**HKEY\_LOCAL\_MACHINE\SOFTWARE\SYMANTEC\Backup Exec for Windows\Backup Exec\Engine\Backup [For versions 11x and 12x]**

3. On the menu bar, select **Edit | Add Value**

4. In the **Value name** field, type in "Fail Jobs On Corrupt Files"

5. For the **Data Type**, select **REG\_DWORD** (Figure 1)

**Figure 1**



6. When prompted for the **Data**, type in "0" (without the quotes)

7. Click **OK**

8. Close **REGEDT32**

II. Registry Key Already Exists:

If the key already exists, the following dialog (Figure 2) will be displayed.

**Figure 2**



In this case, the key must be modified. To modify the registry key:

1. Run **REGEDT32.EXE**

**Warning:** *Incorrect use of the Windows registry editor may prevent the operating system from functioning properly. Great care should be taken when making changes to a Windows registry. Registry modifications should only be carried-out by persons experienced in the use of the registry editor application. It is recommended that a complete backup of the registry and workstation be made prior to making any registry changes.*

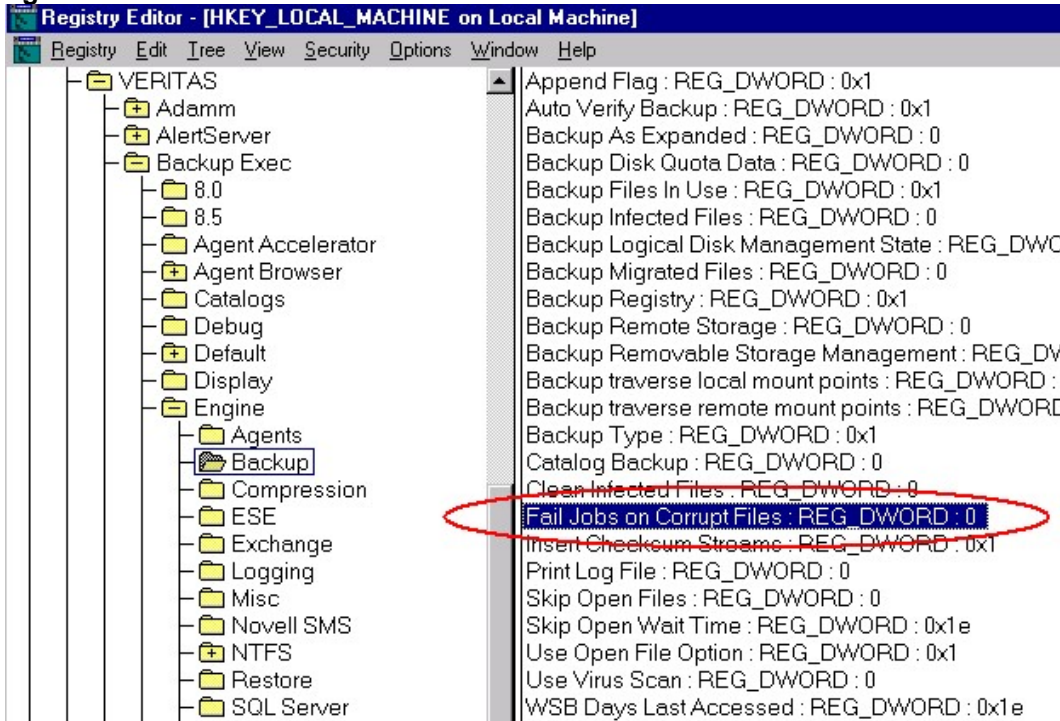
2. Browse to the following key:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\VERITAS\Backup Exec\Engine\Backup [For versions 9x and 10x]**

**HKEY\_LOCAL\_MACHINE\SOFTWARE\SYMANTEC\Backup Exec for Windows\Backup Exec\Engine\Backup [For versions 11x and 12x]**

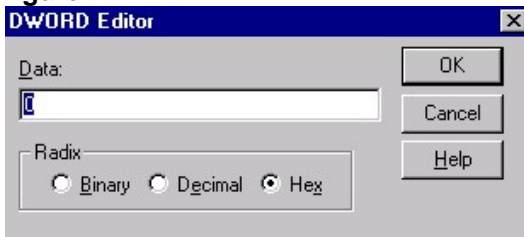
3. In the right window, double-click **Fail Jobs on Corrupt Files** (Figure 3)

**Figure 3**



4. In the **DWORD Editor** dialog box change the **Value Data** to 0 (zero) (Figure 4)

**Figure 4**



5. Click **OK**

6. Exit **Regedt32**

#### Related Documents:

277892: Backup of an Exchange Server's Information Store completes with exception "WARNING: "\\Exchange Server\Microsoft Information Store\First Storage Group\Exchange Server" is a corrupt file. This file cannot verify."  
<http://support.veritas.com/docs/277892>

261457: "The backup of the item is bad" (a000fe2d HEX or e000fe2d HEX) is reported during a failed Legacy Microsoft Exchange mailbox backup.  
<http://support.veritas.com/docs/261457>

#### Supplemental Material:

System: Ref.#	Description
<b>Error Code: 0xe00fe2d</b>	<i>The backup of the item is bad</i>
<b>Error Code: 0xa00fe2d</b>	<i>The backup of the item is bad</i>
<b>UMI: V-79-40960-65069</b>	<i>The backup of the item is bad</i>


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**Products Applied:**

Backup Exec for Windows Servers 10.0, 10d (10.1), 11d (11.0), 11d (11.0) 7170, 12.0, 12.5, 9.1, 9.1 4691

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**Subjects:**

Backup Exec for Windows Servers  
Application: Backup, How To  
Application Basics: Troubleshoot  
Priority: 10

**Languages:**

English (US)

**Operating Systems:**

Windows 2000

Advanced Server, Datacenter Server, Professional, Server

Windows NT

4.0 Server

Windows Server 2003

Enterprise Server, Enterprise ServerSP1, Standard Server, Standard Server SP1

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