

Error - Could not start SQLWriter service Unable to open service handle The specified service does not exist as an installed service

Symptom

When trying to do an Exchange backup you receive the error below.

Unable to backup vss document
Protocol error, unrecognized message from agent
Could not start SQLWriter service: Unable to open service handle: The specified service does not exist as an installed service

September 05, 2012 5:22:30 PM CST - One or more devices failed replication

Error replicating device D:\ (E089F999844B6554)
Protocol error, expected block data stream
Error replicating device (AE003F44003F3DB5)
Protocol error, expected command response from agent
Error replicating device C:\ (8C6055326040F3D5)
Protocol error, expected command response from agent

Cause

This error is caused when the agent installed on the agent system is 4.0 as the Exchange protection was not released until 4.2.

Resolution

The resolution to this issue is to upgrade to 4.2.0 or higher.