

VSS fails due to modification by 3rd party software

Error

VSS Error: 0x8004230f - VSS_E_UNEXPECTED_PROVIDER_ERROR

This error often occurs if a product called ShadowProtect (from StorageCraft) or other similar programs such as Acronis are or have been installed on your PC.

If you receive the following error at the end of your image log then it is likely that Macrium Reflect has a conflict with other imaging software either on your PC or previously removed.

See also: [VSS fails due to disks with a non-standard sector size](#)

Solution

To fix this problem take the following steps:

1. Uninstall ShadowProtect
2. Remove the registry key:

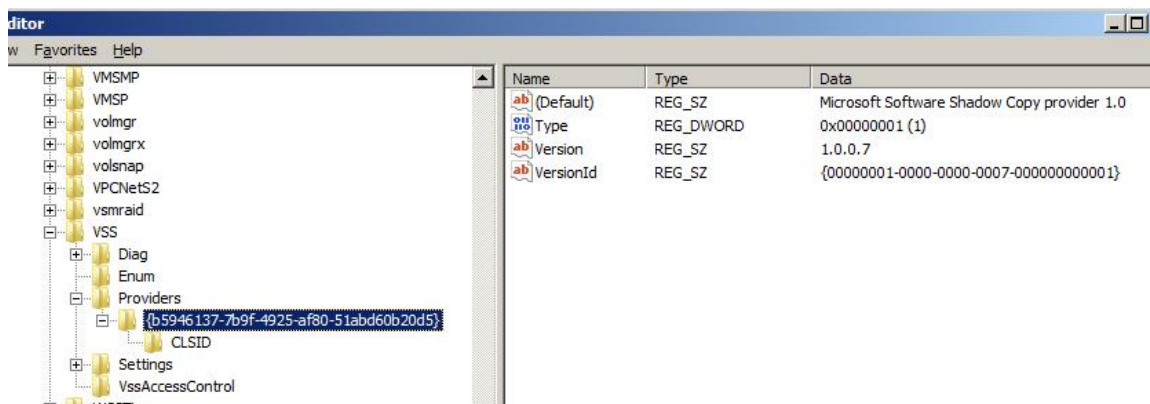
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\Providers\{24602736-bed9-4619-91b0-243447c6409c}.

3. Restart Windows.

For [help](#) on editing the registry see this Microsoft KB article [here](#).

If you don't have the registry key above then check you *only* have the following entry for VSS software providers in your registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\Providers



If the key shown above is missing recreate it using the following steps:

1. Copy this text to Windows notepad:

```
Windows Registry Editor Version 5.00
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\Providers\{b5946137-7b9f-4925-af80-51abd60b20d5}]
@="Microsoft Software Shadow Copy provider 1.0"
"Type"=dword:00000001
"Version"="1.0.0.7"
"VersionId"="{00000001-0000-0000-0007-000000000001}"
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\Providers\{b5946137-7b9f-4925-af80-51abd60b20d5}\CLSID]
@="{65EE1DBA-8FF4-4a58-AC1C-3470EE2F376A}"
```

2. Save as **VSSWriters.reg**.
3. Double click **VSSWriters.reg** in Windows Explorer to import the entries in your system registry.

If you have not been able to fix your issue using the solution above download and run one of the below programs to fix your problem.



VSSfix 32bit - [download](#)

VSSfix 64bit - [download](#)

See also: [VSS fails due to disks with a non-standard sector size](#)