# Identifying, diagnosing and reporting VSS errors

Macrium Reflect uses Microsoft VSS (Volume Shadow Services) to create snapshots. While VSS is generally very reliable and powerful, it can fail and diagnosis of the problem can prove daunting. As a fallback on some 32 bit systems, Macrium Reflect will make use of it's own snapshot driver, allowing the backup to succeed.

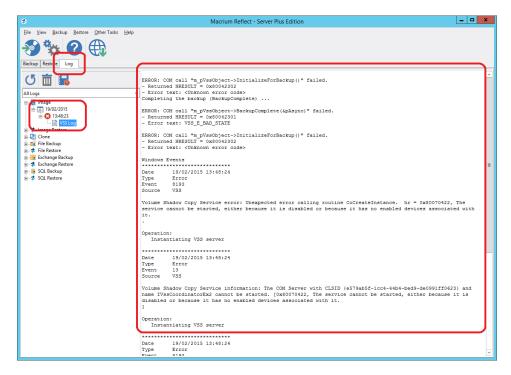
For more information on how VSS works please see here:

A VSS error will always be logged as Backup aborted! - Failed to create volume snapshot error. An example is shown below.

	'C:\Users\Chris\Documents\Reflect\My Back	up.xml'
Size: Free: Used:	1.82 TB 1.44 TB 386.73 GB	<u>^</u>
Starting Image - Thursday, Initializing	February 19, 2015 13:48:24	
Destination Drive: Free space threshold:	Free Space 357.19 GB Delete oldest backup sets when free space is less than 5.00 GB	
Creating Volume Snaps Failed: ERROR: COM call "m_ - Returned HRESULT	Code: 0x80042302 - Retrying without VSS Writers vssObject->InitializeForBackup()" failed.	
- Returned HRESULT - Error text: VSS_E_BA	p/ssObject->BackupComplete(&pAsync)" failed. = 0x80042301 D_STATE pVssObject->InitializeForBackup()" failed.	=
- Error text: <unknown Gathering Windows Ev</unknown 	error code>	=
Backup aborted! - Failed To	o Create Volume Snapshot. Result Code: 0x80042302	
o "D (00)		~
Overall Progress: 100%		Time remaining: 0 Seconds
Current Progress: 100%		Time remaining: 0 Seconds
Low Priority	High Priority On completion No Shutdown ↓	<b>Close</b> Pause

### Viewing VSS backup errors

- 1. Click the Log tab to show backup logs. You may need to expand the backup type to show backup logs.
- 2. Expand the date and time of the failed backup, left click on the VSS Log entry. This will show the detailed VSS log file of the backup.



3. Right click on VSS Log, select View Windows VSS Events...

		- Returned HRES		
All Logs	¥	- Error text: <		
🖃 💀 İmage		Completing the		
in 19/02/2015		ERROR: COM call		
🖹 🔀 13:48:23		- Returned HRES		
🖹 VSS Lo	Delete Log	V		
🗄 🛷 Image Restore	3			
🗄 🕼 Clone	View Windows VSS Events	.1		
🗉 🙀 File Backup	Send Backup log files via email			
🖅 🤣 File Restore	Send backup log files to M	end backup log files to Macrium Support		
🗄 📓 Exchange Backup		Windows Events		

#### Macrium Reflect KB

4. The **Windows Event Viewer** dialog is shown. By default the dialog shows Windows Events around the time of backup, modify time period along with type of events and the list will be updated. Select an item in the list and click **Search Internet** (including our own KnowledgeBase) to get further information on the error.

nowledgeBase) to get further information on the error. Windows Event Viewer					
Show events Select Range VSS Events All Events From: 19/02/2015 V 13:48:23 VSS Events All Events From: 19/02/2015 V 13:48:23 VSS Events 13:55:15 VSS Events VSS Events VSS Events 13:55:15 VSS Events Source Event ID Date	<u>R</u> efresh Search Internet Clipboard <u>C</u> opy Save to File				
Source   Event b   Date     Macrium Reflect   8290   19/02/2015 13:48:24     Macrium Reflect   8265   19/02/2015 13:48:24     VSS   8193   19/02/2015 13:48:24     VSS   13   19/02/2015 13:48:24     VSS   8193   19/02/2015 13:48:24     VSS   8193   19/02/2015 13:48:24     VSS   13   19/02/2015 13:48:24     VSS   13   19/02/2015 13:48:24     VSS   13   19/02/2015 13:48:24     Events   5   Events	Close Help				
Date 19/02/2015 13:48:24 Type Error Event 8290 Source Macrium Reflect The backup failed to complete successfully - Reason: Backup aborted! - Failed To Create Volume Snapshot. Result Code: 0x80042302	łı				

# **Reporting VSS Issues**

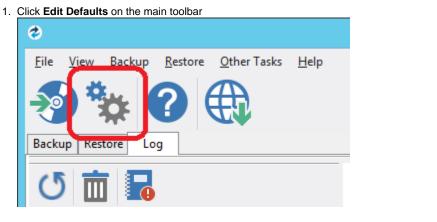
In the first instance, raise a support ticket via our online form which will create a new case in Macrium Support, you will then be prompted for the backup logs files with your case number by email:

Right click on the failed back	ıp time	
Backup Restore Log		
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All Logs	×	
		Imaging Su
Image Restor Image Restor Image Restor	Delete Log View Windows VSS Events Send Backup log files via email Send backup log files to Macriu	
Chicketore Construction		Pow Tota Destination Back File

2. Select Send backup log files to Macrium Support, enter your case number and click OK.

## **Extended logging**

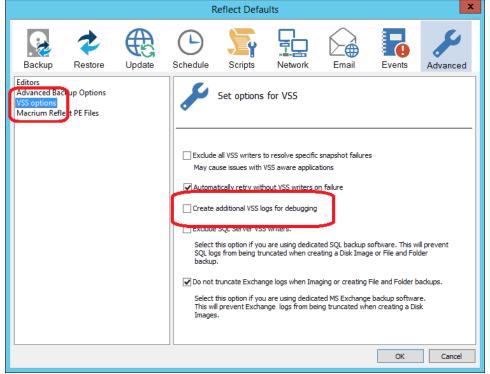
Additional VSS logging may be requested by Macrium Support staff. Do this by modifying the default behavior of backups.



2. Click Advanced on the defaults toolbar



3. Click VSS Options on the left list, then click Create additional VSS logs for debugging



4. Click **Ok**, run the backup again to generate additional VSS log information.