VSS Error 0x8000ffff Backup aborted! - Failed To Create Volume Snapshot
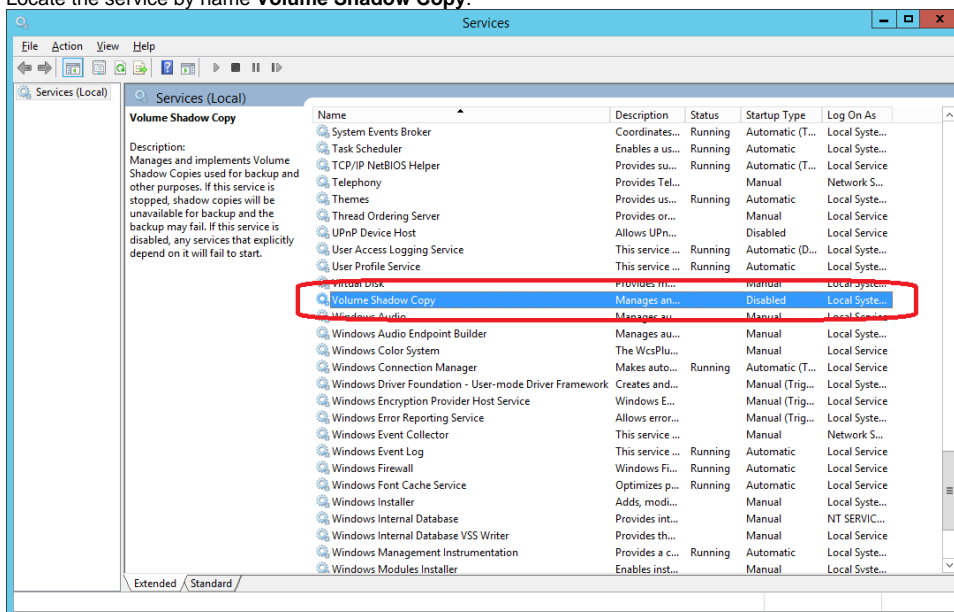
Problem

The Volume Shadow Copy service, or supporting services, are either not running or have become corrupt. Possible solutions to this issue are:

- Enable Volume Shadow Copy service
- Enable COM+ Event System service
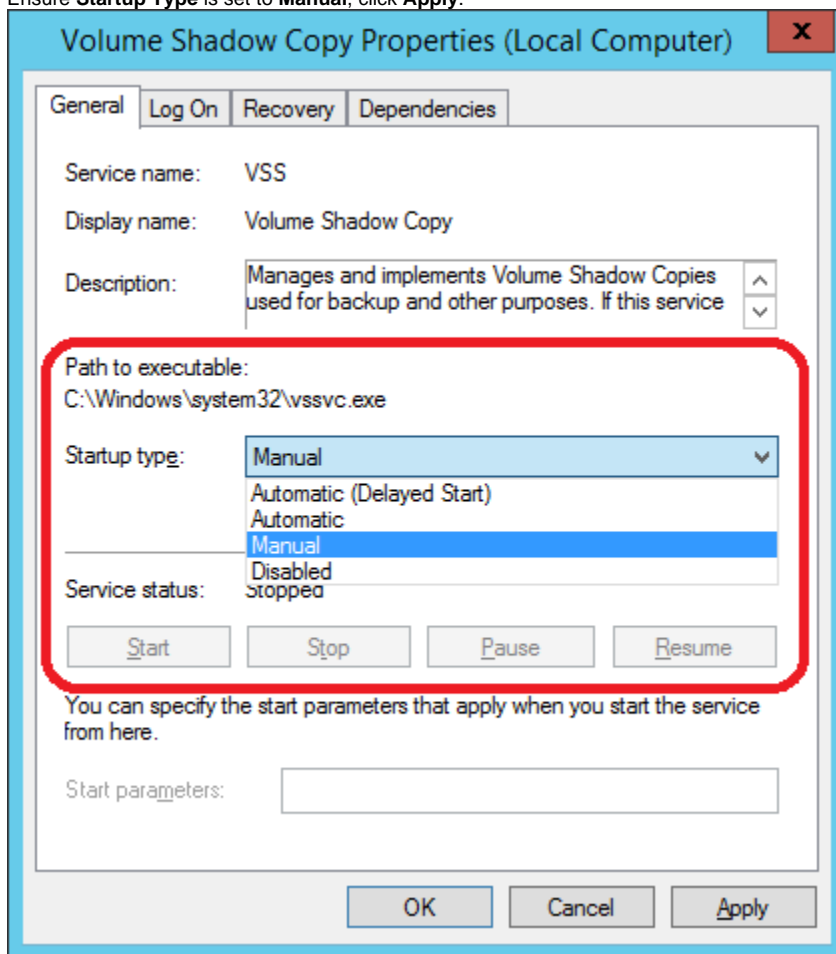- Register the Microsoft VSS components

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Solution - Enable Volume Shadow Copy Service

1. Click **Start** then **Run**, type in **services.msc** and press the **Enter** key to launch the Windows Service control manager.
2. Locate the service by name **Volume Shadow Copy**.

3. Right click and select Properties. The service dialog is shown.

4. Ensure **Startup Type** is set to **Manual**, click **Apply**.

Volume Shadow Copy Properties (Local Computer)

General | Log On | Recovery | Dependencies

Service name: VSS

Display name: Volume Shadow Copy

Description: Manages and implements Volume Shadow Copies used for backup and other purposes. If this service

Path to executable:
C:\Windows\system32\vssvc.exe

Startup type: Manual

Automatic (Delayed Start)
Automatic
Manual
Disabled

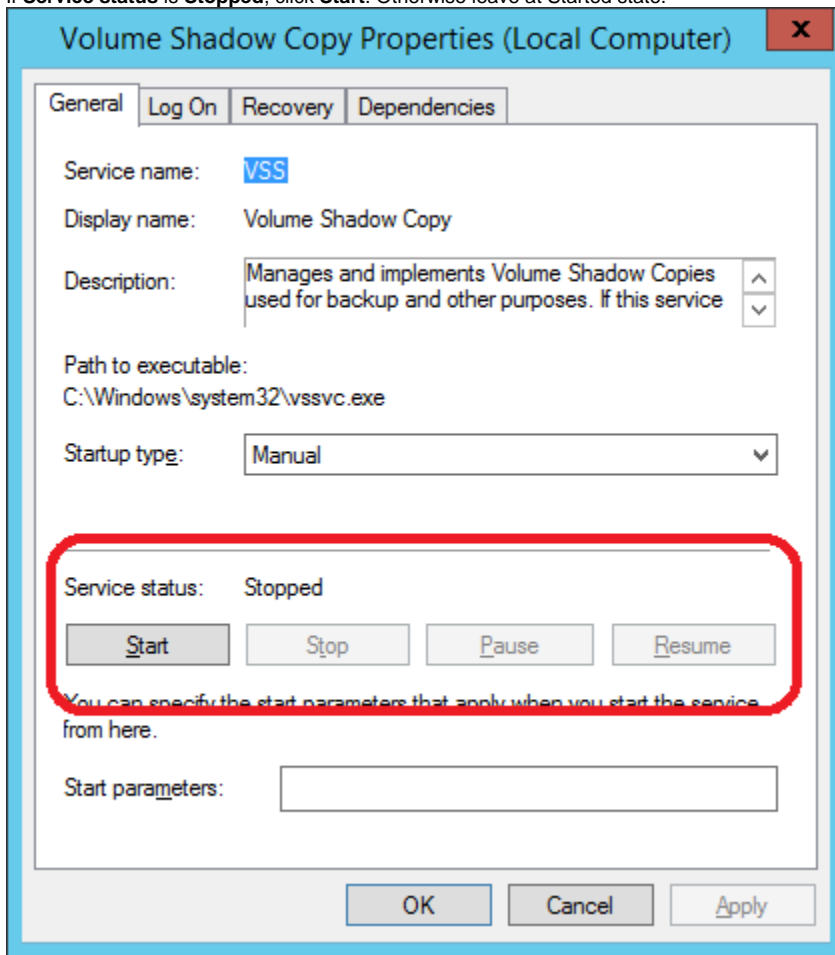Service status: Stopped

Start | Stop | Pause | Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK | Cancel | Apply

5. If **Service status** is **Stopped**, click **Start**. Otherwise leave at Started state.
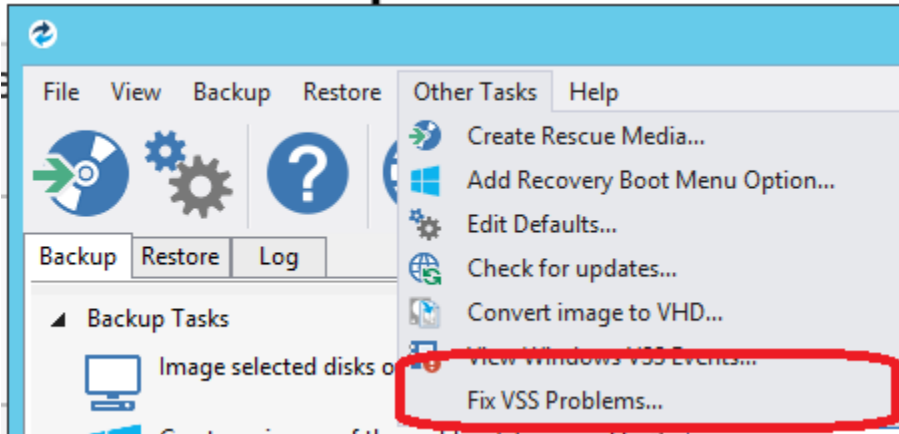

6. Click **OK**.

Solution - Enable COM+ Event System Service

1. Launch Windows Service control manager as shown above.
2. Locate the service by name **COM+ Event System**.
3. Right click on **COM+ Event System** and select **Properties**, the service dialog is shown.

4. Ensure **Startup Type** is **Automatic**, click **Apply**.
5. If **Service Status** is **Stopped**, click **Start**. Otherwise, leave at Started state.
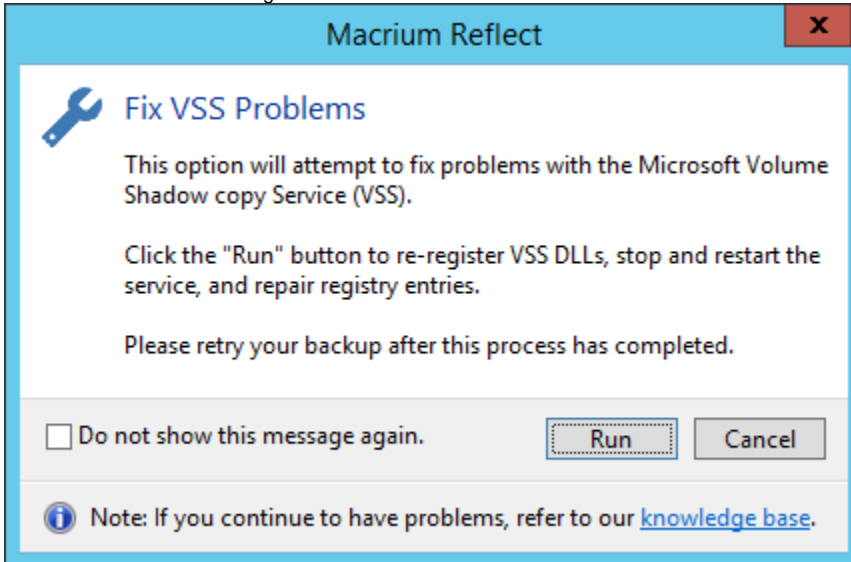6. Click **OK**.

Solution - Register the Microsoft VSS Components

1. From the Macrium Reflect main menu, click **Other Tasks** then **Fix VSS Problems**

2. The **Fix VSS Problems** dialog is shown

3. Click **OK** to register the Microsoft VSS Components

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Related articles

- The Macrium Rescue Environment
- Backup aborted! - Write operation failed - The request could not be performed because of an I/O device error
- Backup aborted! - None of the specified backup locations could be written to
- Macrium Services Provider License Agreement explained
- Backup aborted! - Unable to lock volume