

Error Code 2 - The system cannot find the file specified

Problem

When creating a disk image you may see one or both of the following errors in the Image log:

```
Backup aborted! - Unable to read from disk - Error Code 2 - The system cannot find the file specified
```

Or...

```
Error reading MFT - Error code = 2. Please run 'chkdsk C: /r'
```

This can often be caused by the Volume Shadow Copy, used by the imaging process, force deleted mid backup by the [VSS sub-system](#). Typically this is due to insufficient space allocated in the shadow copy storage area. You may also see an event similar to the following in the Windows event log:

```
Volume Shadow Copy Service error: Unexpected error calling routine Cannot find anymore diff area  
candidates for volume \\?\Volume{5f0981e1-b839-50f1-8456-0be0d0369d67}\ [0].  
hr = 0x8000ffff, Catastrophic failure
```

Solution

To resolve this error run the following command from an [elevated command prompt](#):

```
vssadmin Resize ShadowStorage /For=c: /On=c: /Maxsize=10%
```

Change C: for the correct drive if necessary.