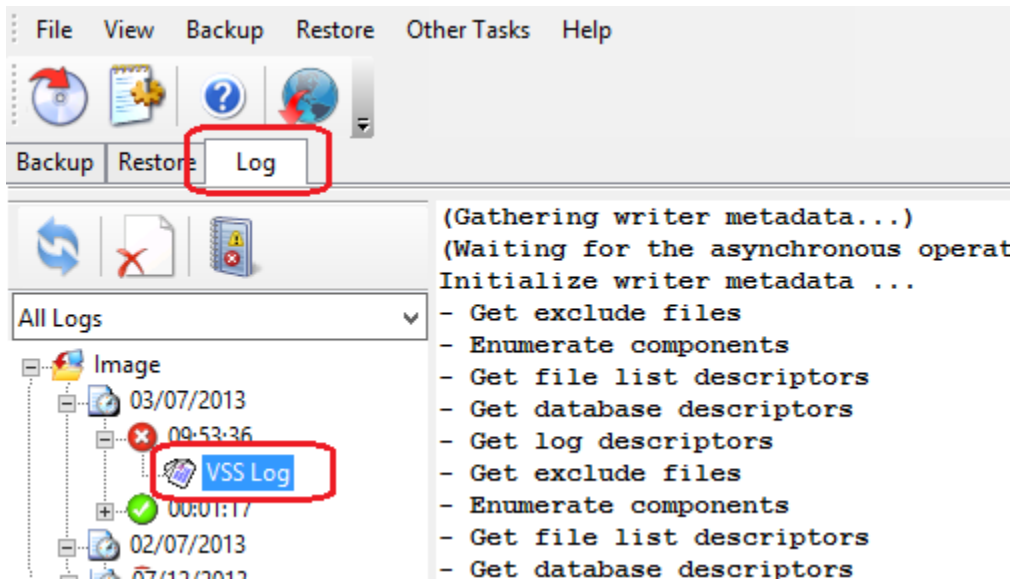


# VSS Error - ERROR: Selected writer 'NTDS' is in failed state!

This article explains the possible cause for the failure: **ERROR: "Selected writer 'NTDS' is in failed state!"** shown in the VSS log when creating a disk image with Macrium Reflect.

To view the VSS log for a backup, **click the 'Log' tab**, **expand the date and time nodes** for the backup and **click the 'VSS Log' node**.



If you see the following text in the log:

**ERROR: Selected writer 'NTDS' is in failed state!**

- Status: 11 (VSS\_WS\_FAILED\_AT\_POST\_SNAPSHOT)
- Writer Failure code: 0x800423f4 (<Unknown error code>)
- Writer ID: {b2014c9e-8711-4c5c-a5a9-3cf384484757}

Followed by:

**Type Error**

**Event 412**

**Source ESENT**

**lsass (800) Unable to read the header of logfile**

**\\?\GLOBALROOT\Device\HarddiskVolumeShadowCopy9\Windows\ntds\edb.log. Error -546.**

Then you likely have a failure caused by disk sector size incompatibility with Windows. To resolve this issue install the following MS HotFix updates:

[MS Hotfix for advanced format disks](#)

[MS Hotfix for ESENT and advanced format disks](#)