

# VSS Warning EventID: 8230

## Summary

Error Code	Error Text	Description	Common causes
8230	Volume Shadow Copy Service error: Failed resolving account Administrator with status 1376. Check connection to domain controller and VssAccessControl registry key.	VSS requires to be authenticated with an <b>Administrative</b> account in order to preform its duties.	This warning is caused by an invalid account specified in the VssAccessControl registry key.

### Windows Events

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Date 24/06/2016 20:14:02  
 Type Warning  
 Event 8230  
 Source VSS

Volume Shadow Copy Service error: Failed resolving account Users with status 1376. Check connection to domain controller and VssAccessControl registry key.

#### Operation:

Gather writers' status  
 Executing Asynchronous Operation

#### Context:

Current State: GatherWriterStatus

#### Error-specific details:

Error: NetLocalGroupGetMemebers(Users), 0x80070560, The specified local group does not exist.

## Solution

To ensure success, a valid account must be specified for the VSSAccessControl registry key.

1. Open the **registry editor**.
2. In the **Registry Editor** navigate to **HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\VssAccessControl**
3. Delete the **DWORD** value that corresponds to the account name in the events.
4. Reboot the machine