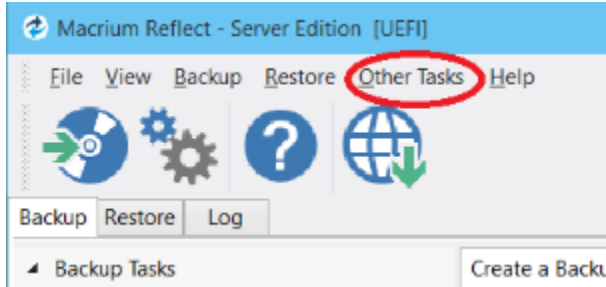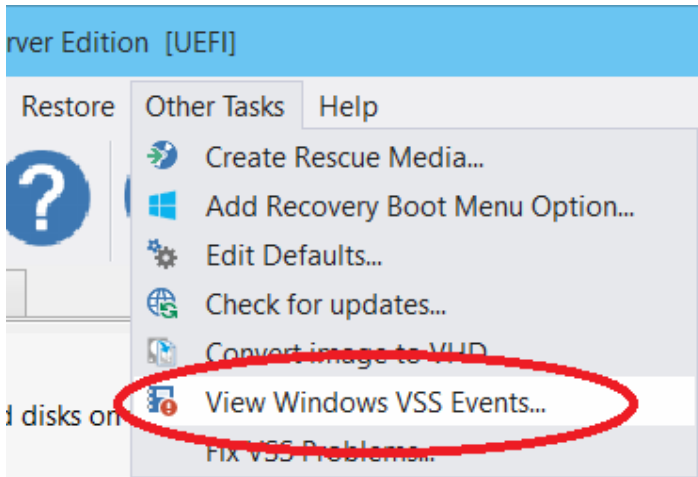# Viewing Windows VSS Events

Macrium uses Volume Shadow Copy Service (VSS) to create its images and backups and windows keeps a log of VSS events. These events can give you information, useful if you are experiencing problems, such as backup failures.

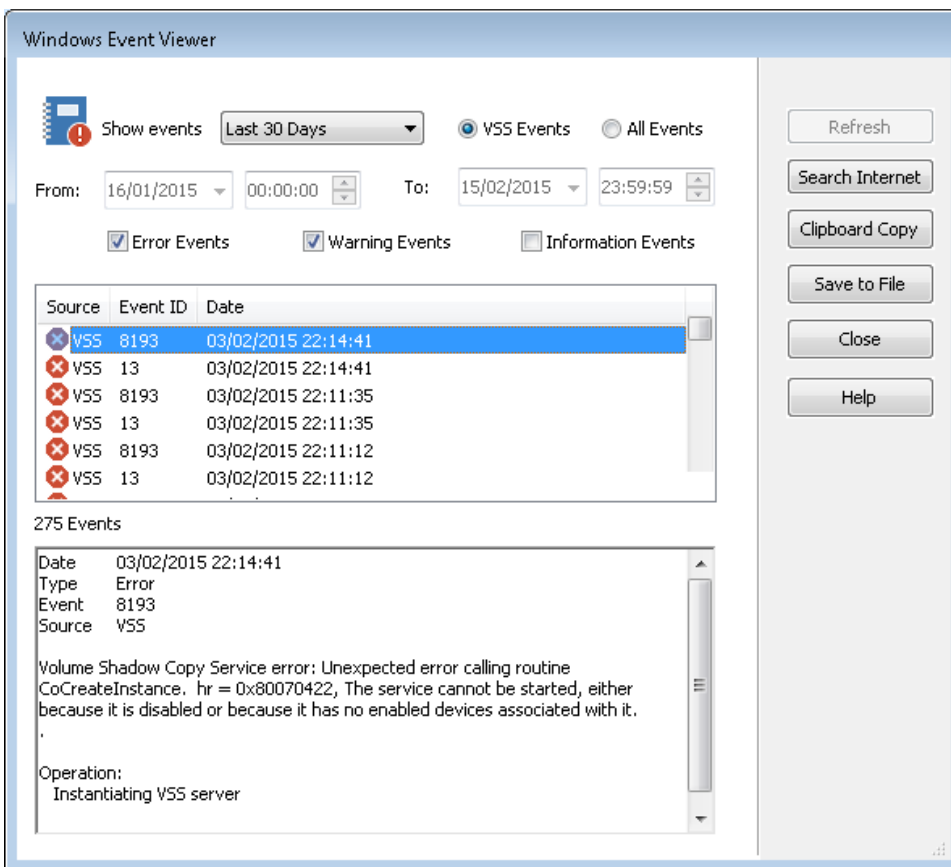View events to check what has occurred as follows.
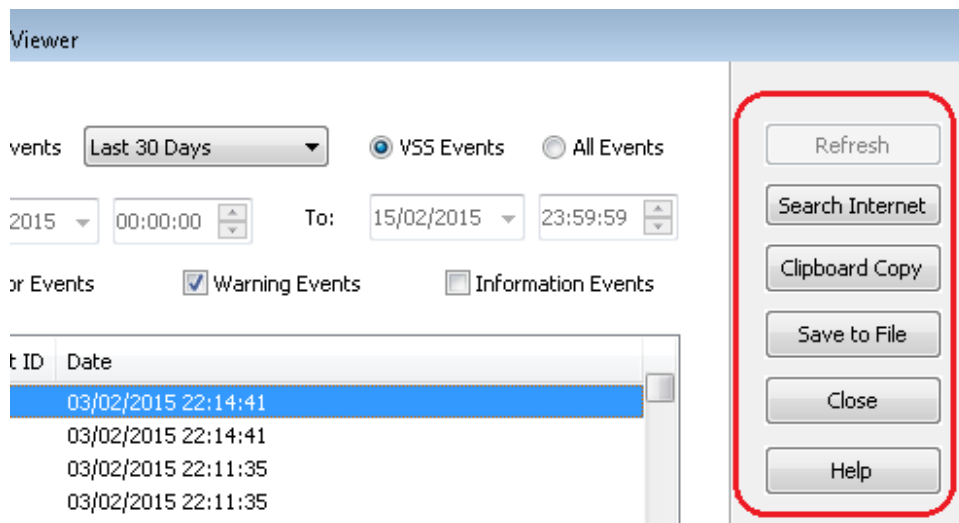
1. From the toolbar click **Other Tasks**.

2. Click **View Windows VSS Events**.

3. Select the parameters for your event search.

4. The viewer updates automatically displaying relevant information.

5. If required, select an event and choose to:
    a. Search Internet. This will open your default browser with search terms setup for the selected Windows error event.
    b. Clipboard Copy. Useful for pasting into an email if you are contacting support.
    c. Save to File.

6. When you have finished reviewing events, click **Close**.