# Identifying, diagnosing and reporting VSS errors

Macrium Reflect uses Microsoft VSS (Volume Shadow Services) to create snapshots. While VSS is generally very reliable and powerful, it can fail and diagnosis of the problem can prove daunting. As a fallback on some 32 bit systems, Macrium Reflect will make use of it's own snapshot driver, allowing the backup to succeed.

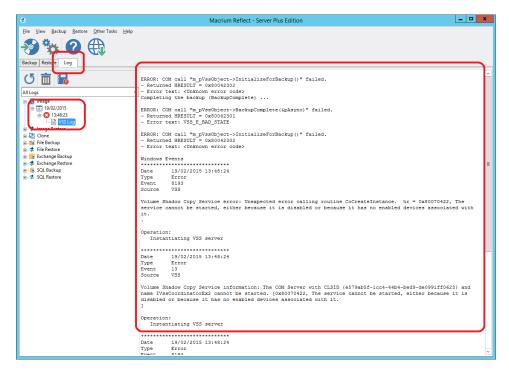
For more information on how VSS works please see here:

A VSS error will always be logged as	Backup aborted!	- Failed to create volu	ume snapshot error.	An example is shown below

	'C:\Users\Chris\Documents\Reflect\My Bac	kup.xml'		
Size: Free: Used:	1.82 TB 1.44 TB 386.73 GB	^		
Starting Image - Thursday, Initializing	February 19, 2015 13:48:24			
Destination Drive: Free space threshold:	Free Space 357.19 GB Delete oldest backup sets when free space is less than 5.00 GB			
- Returned HRESULT	Code: 0x80042302 - Retrying without VSS Writers pVssObject->InitializeForBackup()'' failed. = 0x80042302			
- Returned HRESULT - Error text: VSS_E_BA	pVssObject->BackupComplete(&pAsync)'' failed. = 0x80042301 D_STATE			
- Returned HRESULT	ERROR: COM call "m_pVssObject->InitializeForBackup()" failed. - Returned HRESULT = 0x80042302 - Error text: <unknown code="" error=""></unknown>			
	Gathering Windows Events - Please Wait			
Backup aborted! - Failed To Create Volume Snapshot. Result Code: 0x80042302				
		~		
Overall Progress: 100%		Time remaining: 0 Seconds		
Current Progress: 100%		Time remaining: 0 Seconds		
Low Priority	High On completion No Shutdown 🗸	Close Pause		

### Viewing VSS backup errors

- 1. Click the Log tab to show backup logs. You may need to expand the backup type to show backup logs.
- 2. Expand the date and time of the failed backup, left click on the VSS Log entry. This will show the detailed VSS log file of the backup.



3. Right click on VSS Log, select View Windows VSS Events...

		- Returned HRES		
All Logs	¥	- Error text: <		
🖃 😡 Image		Completing the		
ighter 19/02/2015		ERROR: COM call		
🚊 🔀 13:48:23		- Returned HRES		
🗎 VSS La	Delete Log	V		
🗄 🛷 Image Restore	2			
🗄 🕵 Clone	View Windows VSS Events	.1		
🗉 🙀 File Backup	Send Backup log files via email			
🕀 🖈 File Restore	Send backup log files to Macrium Support			
🗄 📓 Exchange Backup		Windows Events		

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4. The Windows Event Viewer dialog is shown. By default the dialog shows Windows Events around the time of backup, modify time period along with type of events and the list will be updated. Select an item in the list and click Search Internet (including our own KnowledgeBase) to get further information on the error.

ther information on		Windows Event Viewer	
From: 19/02/2015	i v 13:4	Range   VSS Events   All Events     8:23   To:   19/02/2015   13:55:15     Warning Events   Information Events	Refresh Search Internet Clipboard Copy
Source	Event ID	Date	Save to File
Type Error Event 8290 Source Macrium Ro The backup failed to	8265 8193 13 8193 13 5 13:48:24 eflect complete si	19/02/2015 13:48:24 19/02/2015 13:48:24 19/02/2015 13:48:24 19/02/2015 13:48:24 19/02/2015 13:48:24 19/02/2015 13:48:24 uccessfully - Reason: Backup aborted! - Failed To t Code: 0x80042302	Close

## **Reporting VSS Issues**

In the first instance, raise a support ticket via our online form which will create a new case in Macrium Support, you will then be prompted for the backup logs files with your case number by email:

1. Right click on the failed backup time

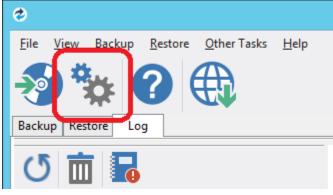
Backup Restore Log		
ଓ 🛅 🖥		🔀 Ima
All Logs	~	
		Imaging Su
	Delete Log View Windows VSS Events Send Backup log files via email Send backup log files to Macric	
Arc Restore Exchange Backup Arc Restore SQL Backup SQL Restore		Powe Tota Destination Back File I

2. Select Send backup log files to Macrium Support, enter your case number and click OK.

## **Extended logging**

Additional VSS logging may be requested by Macrium Support staff. Do this by modifying the default behavior of backups.

1. Click Edit Defaults on the main toolbar



2. Click Advanced on the defaults toolbar



3. Click VSS Options on the left list, then click Create additional VSS logs for debugging

Reflect Defaults							x	
Backup	Restore	Update	C Schedule	Scripts	Network	Email	Events	Advanced
Editors Advanced Back VSS options Macrium Refle			May cau Automa Create a Excuse Select t SQL log backup Do not t Select t	use issues with \ tically retry with additional VSS lo sqc server vss this option if you s from being tru truncate Exchan, this option if you jervent Exchan	o resolve specific ISS aware applica out VSS writers o gs for debugging	tions n failure ted SQL backup s ating a Disk Image ging or creating f	oftware. This w e or File and Fol File and Folder b backup softwar en creating a Dis	der ackups. re. k
							OK	Cancel

4. Click **Ok**, run the backup again to generate additional VSS log information.