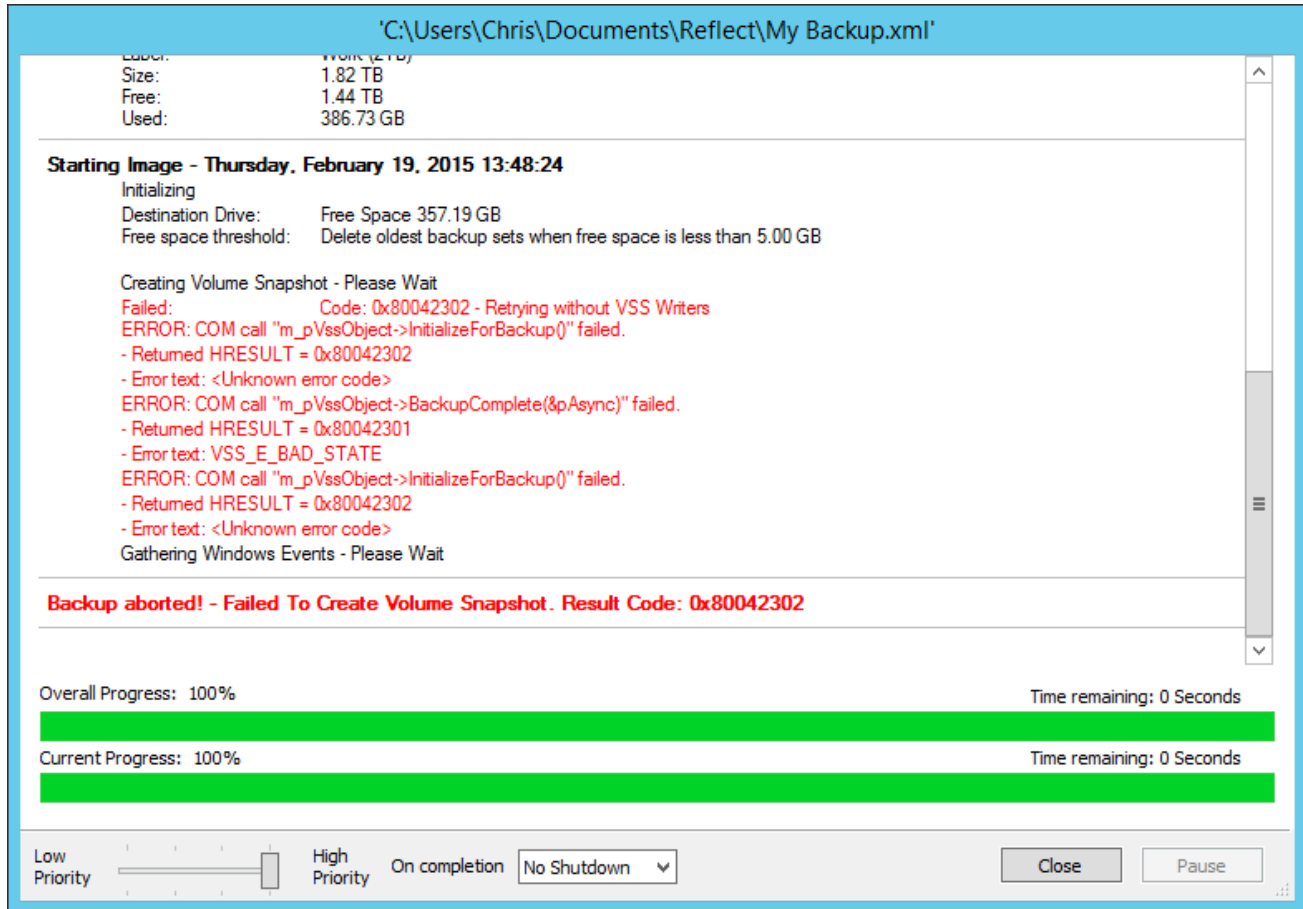# Identifying, diagnosing and reporting VSS errors

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.
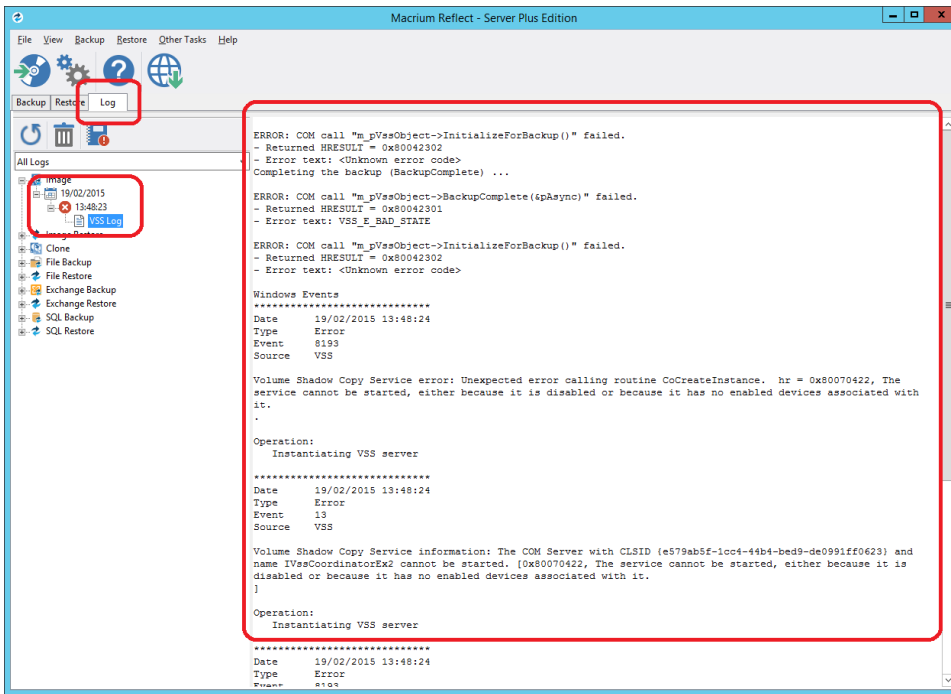
For more information on how VSS works please see here:

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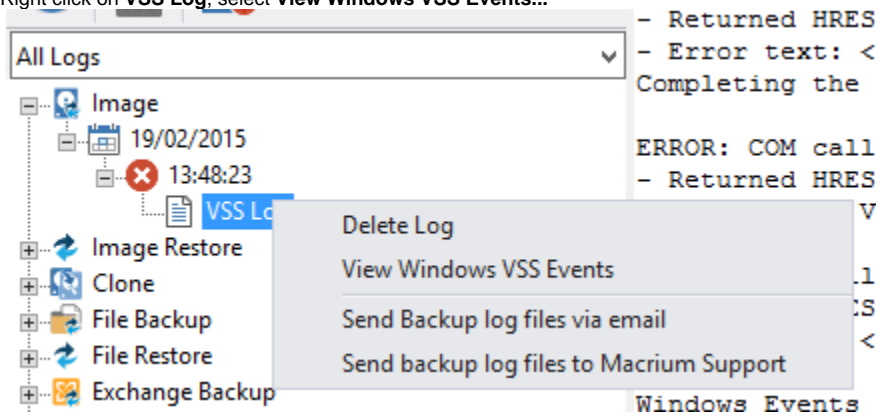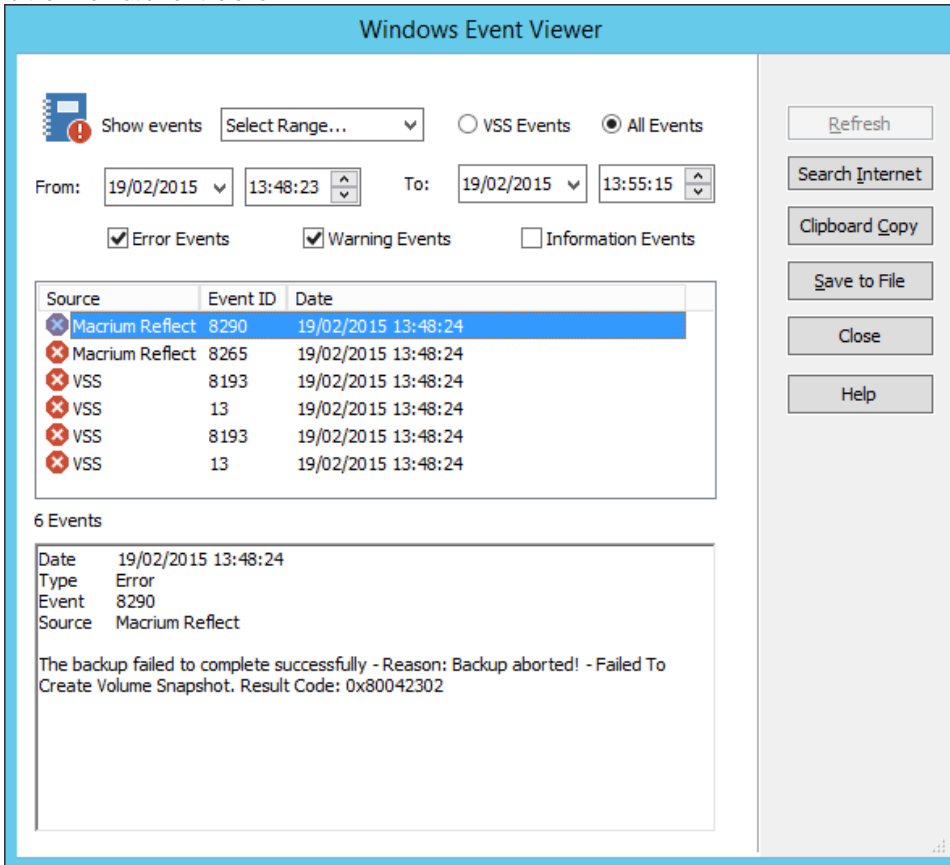

Viewing VSS backup errors

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.

```
ERROR: COM call "m_pVssObject->InitializeForBackup()" failed.
- Returned HRESULT = 0x80042302
- Error text: <Unknown error code>
Completing the backup (BackupComplete) ...

ERROR: COM call "m_pVssObject->BackupComplete(&pAsync)" failed.
- Returned HRESULT = 0x80042301
- Error text: VSS_E_BAD_STATE

ERROR: COM call "m_pVssObject->InitializeForBackup()" failed.
- Returned HRESULT = 0x80042302
- Error text: <Unknown error code>

Windows Events
*****************************
Date      19/02/2015 13:48:24
Type      Error
Event     8193
Source    VSS

Volume Shadow Copy Service error: Unexpected error calling routine CoCreateInstance.  hr = 0x80070422, The
service cannot be started, either because it is disabled or because it has no enabled devices associated with
it.
.

Operation:
   Instantiating VSS server

*****************************
Date      19/02/2015 13:48:24
Type      Error
Event     13
Source    VSS

Volume Shadow Copy Service information: The COM Server with CLSID {e579ab5f-1cc4-44b4-bed9-de0991ff0623} and
name IVssCoordinatorEx2 cannot be started. [0x80070422, The service cannot be started, either because it is
disabled or because it has no enabled devices associated with it.
]

Operation:
   Instantiating VSS server

*****************************
Date      19/02/2015 13:48:24
Type      Error
Event     8193
```

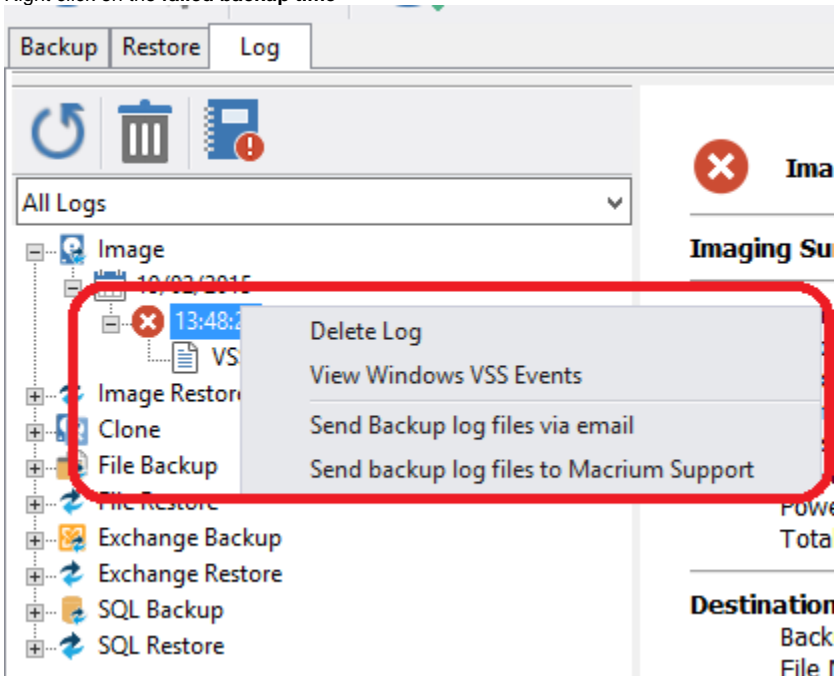3. Right click on **VSS Log**, select **View Windows VSS Events...**

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.

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:

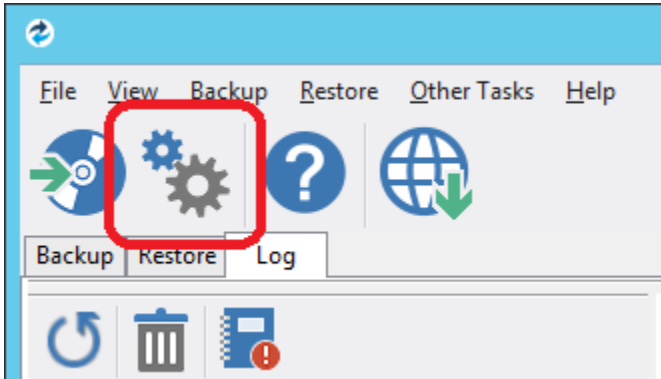1. Right click on the **failed backup time**

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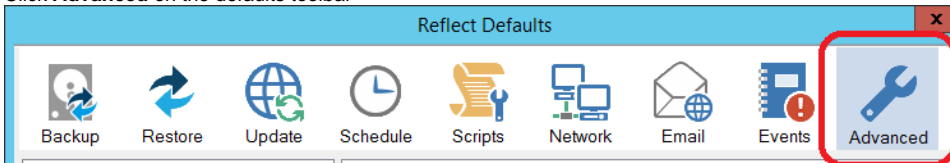
Extended logging

Additional VSS logging may be requested by Macrium Support staff. Do this by modifying the default behavior of backups.
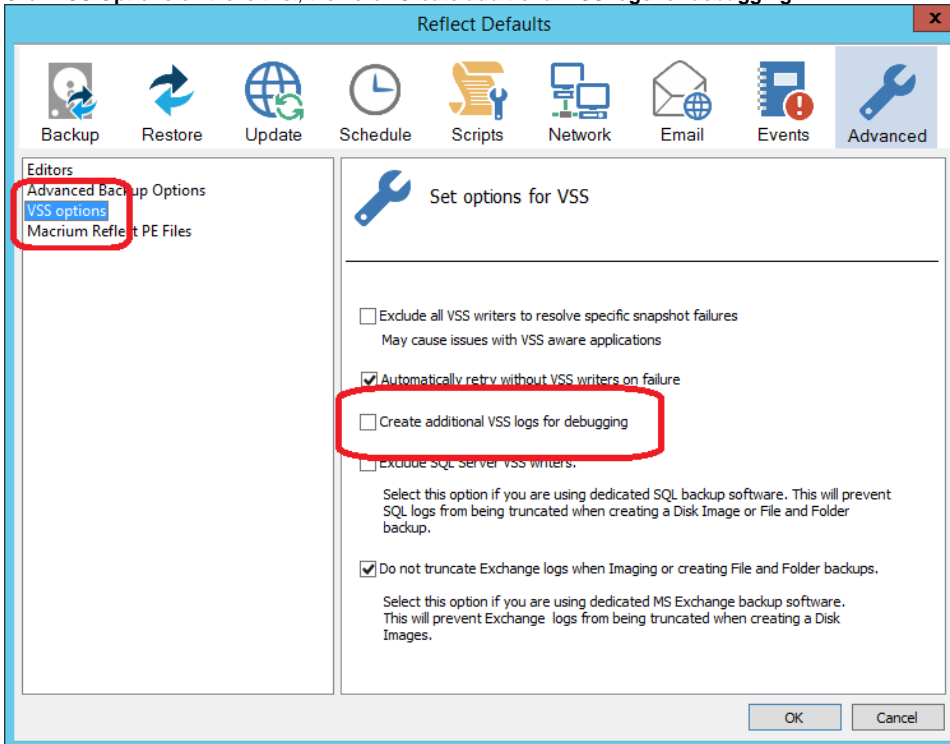
1. Click **Edit Defaults** on the main toolbar

2. Click **Advanced** on the defaults toolbar

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

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