

[V7] FAQ: Troubleshooting problem with Volume Shadow Copy

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Product Version:

AhsayACB / AhsayOBM: 7.3.2.0 to 7.x

OS: Windows

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Description

Exclusively opened file on a local hard disk cannot be backed up.

Many underlying components in the operating system may come into play during the backup process, to cause the VSS error. This article offers a guideline to troubleshoot errors related to Volume Shadow Copy.

Steps

Below are the steps that you should follow to troubleshoot errors related to Volume Shadow Copy: (**Important:** The steps may vary depending on the operating system):

- Prerequisites of Volume Shadow Copy
Which version of Windows are you using?

Ensure that you are running AhsayOBM / ACB on a supported Windows platform. Refer to the following KB article for the list of supported operating system platforms:

http://wiki.ahsay.com/doku.php?id=public:5001_faq:ahsay_software_compatibility_list_scl_for_version_7.3_or_above

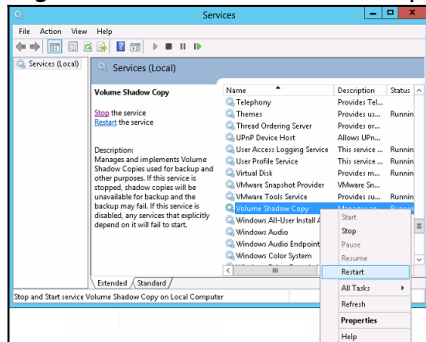
- Reboot the affected machine
Have you restart the affected computer recently?

Try rebooting the affected machine. In some instances, servers that have not been rebooted in a while may cause VSS malfunction. Reboot your server regularly as a preventive and cleanup measure for your system.

- **Volume Shadow Copy Service (VSS)**

Ensure that the VSS service is started or can be started properly. Restart the VSS service with the following procedure:

- Open Services.msc, click Control Panel, double-click Administrative Tools, then double click Services.
- Right click Volume Shadow Copy, then Restart.



Restart the following related Windows Services as well: COM+ Event System, COM+ System Application, MS Software Shadow Copy Provider and Remote Procedure Call (PRC).

- **Re-register VSS files**

Perform the following procedures to ensure that all VSS related components are correctly registered:

In an administrative command prompt, execute the 'RegisterVSS.bat' script file available in the AhsayOBM installation home, reboot the machine afterward.