

ISSUE: MS SQL database backup fails with "Cannot start shadow copy, reason=null" error

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Product Version:

AhsayOBM: 7.5.0.0 - 7.7.2.0

OS: Windows

Problem Description

When performing a MS SQL database backup, the following error message is received in the backup report:

| No. | Type | Timestamp | Log |
|-----|------|---------------------|--|
| * | info | YYYY/MM/DD hh:mm:ss | ... |
| * | ... | ... | [Start] Backing up database... |
| * | erro | YYYY/MM/DD hh:mm:ss | Cannot start shadow copy, reason =null |
| * | ... | ... | ... |

Cause

This is a known issue with AhsayOBM version 7.7.0.0 - 7.7.2.0.

Resolution

To resolve the issue, patch the AhsayOBM application to version 7.9.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

MSSQL Server, shadow copy, null

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