[V7] ISSUE: MS SQL database backup fails with "Cannot start shadow copy, reason=null" error

Article ID: 5204
Reviewed: 2016-10-12

Product Version:
AhsayOBM: 7.5.0.0 - 7.7.2.0
OS: Windows

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

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