

[V7] ISSUE: Cannot start shadow copy, reason = Failed to get VM State. Error = Invalid namespace (Hyper-V VM backup)

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Product Version:
AhsayOBM: 7.15.0.8 - 7.15.0.20
OS: Windows

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

Problem Description

When performing a Hyper-V VM backup, the following error message is displayed on the backup client interface, or in the backup report:

No.	Type	Timestamp	Log
*
*	info	...	Downloading server file list... Completed
*	erro	YYYY/MM/DD hh:mm:ss	Cannot start shadow copy, reason =Failed to get VM State. Error = Invalid namespace
*

Cause

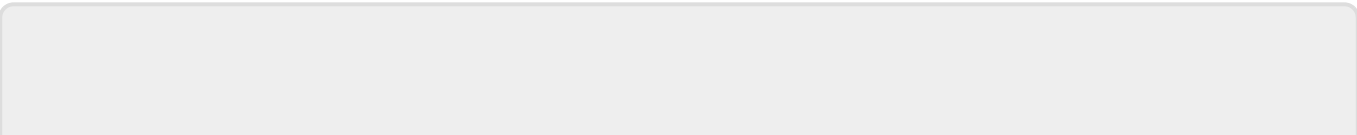
This is a known issue with AhsayOBM version 7.15.0.8 - 7.15.0.20.

Resolution

To resolve the issue, patch the AhsayOBM client application to version 7.15.2.2 or above. Instruction can be found by [Clicking Here](#)

Keywords

hyperv, name, space, namespace, vss, ioexception, state, vm, virtualmachine, virtual, machine, hyper, vmversion



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