

[V7] ISSUE: The specified backup storage location has the shadow copy storage on another volume (0x80780038) (MS Windows System backup)

Article ID: 5312
Reviewed: 2018-03-02

Product Version:
AhsayACB / AhsayOBM: 7.3.0.0 to 7.x
OS: Windows Vista, 7, 8, 8.1, 10

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

Problem Description

When performing a MS Windows System backup, the following error message is displayed on the backup client interface, or in the backup report:

No.	Type	Timestamp	Log
*
*	info	...	[MS Windows System Backup] "The operation ended before completion."
*	info	...	[MS Windows System Backup] "The specified backup storage location has the shadow copy storage on another volume. (0x80780038)"
*	erro	YYYY/MM/DD hh:mm:ss[...]	"[Error]"
*

Cause

The error message suggests that Windows fails to write a system image file to the temporary location of the system backup.

Resolution

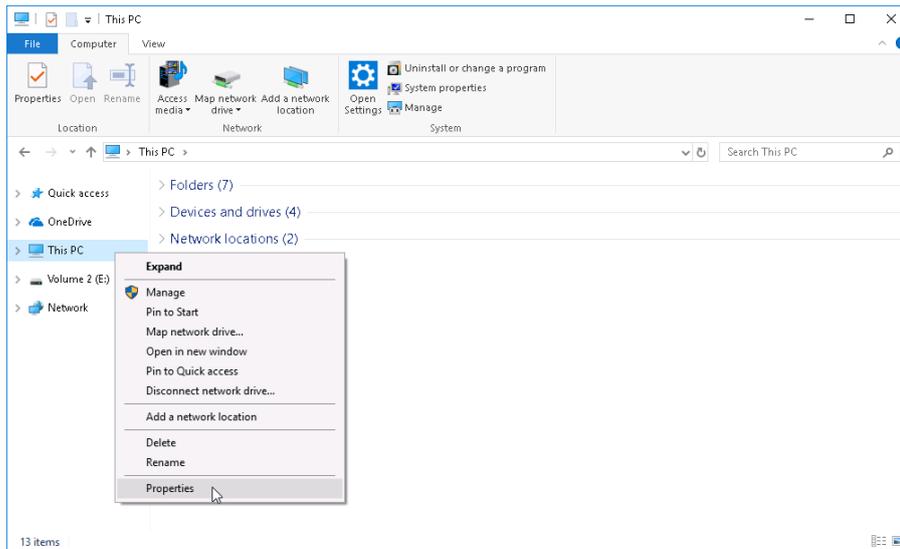
To resolve the issue, perform the following steps:

- First, close all other applications that might be using the target volume (temporary location of the system backup) at the time of the backup.
- Next, use the System File Checker (SFC) tool to repair missing or corrupted system files.

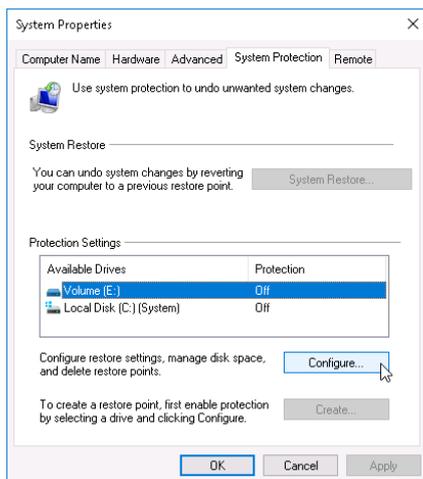
Refer to the following Microsoft support article for instruction:
<https://support.microsoft.com/en-us/help/929833/...system>

- Finally, configure System Protection for the temporary volume of the system backup.

1. In **File Explorer**, right-click on **This PC** and click on **Properties**.

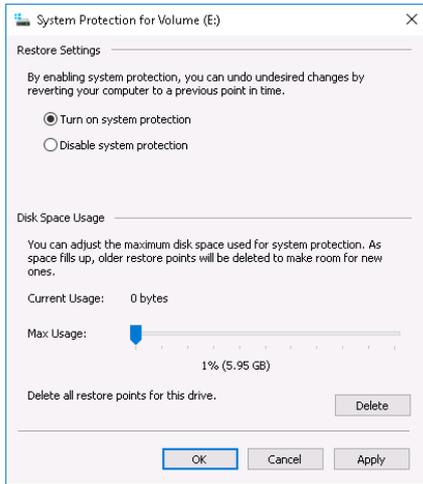


2. Select **System protection**, under **Protection Settings**, select the target volume (temporary location of the system backup) and click on **Configure...**



3. Under **Restore Settings**, select **Turn on the system protection**.

4. Under **Disk Space Usage**, set the **Max Usage slider** to a value lower than what it is already set at.



5. Next, click on **Delete** to remove all restore points for the drive.
6. Click on **Apply** and then **OK** afterward.

Keywords

vss, system, state, ad, image, 0x80780038, bare, metal, bare-metal, baremetal

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