

[V7] ISSUE: The shared restore point operation failed with error (0x81000101) (MS Windows System / System State backup)

Article ID: 5314
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Product Version:
AhsayACB / AhsayOBM: 7.3.0.0 to 7.x
OS: Windows

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

Problem Description

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

No.	Type	Timestamp	Log
*
*	info	...	[...] "The operation ended before completion."
*	info	...	[...] "The shared restore point operation failed with error (0x81000101). The creation of a shadow copy has timed out. Try this operation again"
*	erro	YYYY/MM/DD hh:mm:ss[...]	"[Error]"
*

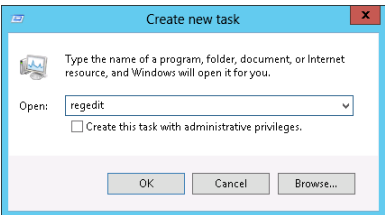
Cause

The error message suggests that the operation to create a shadow copy of the volumes being backed up has timeout.

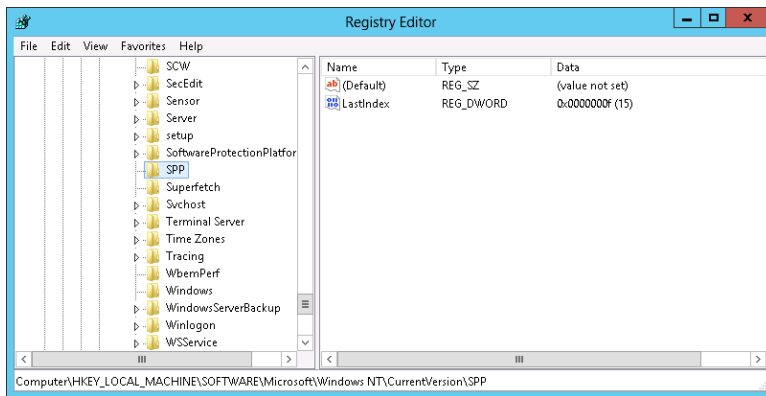
Resolution

By default, the shadow copy creation timeout limit is set to 10 minutes. Try increasing the timeout limit on the affected computer to resolve the issue:

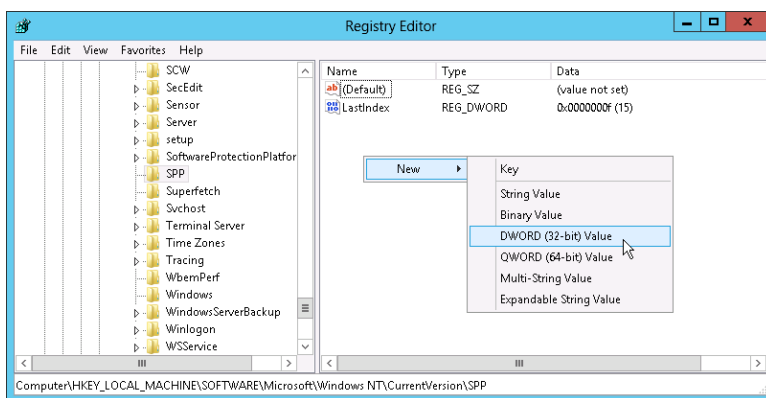
1. From **Task Manager**, run regedit



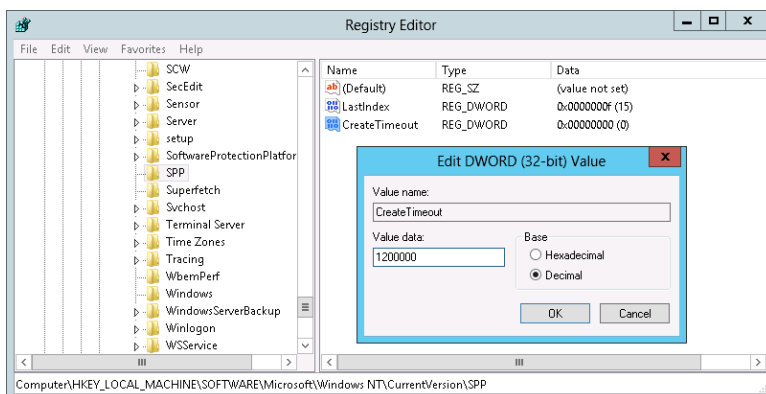
2. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\SPP



3. Right-click on an empty space, click **New**, then **DWORD (32-bit) Value** with name **CreateTimeout**



4. Double-click on **CreateTimeout**, change the value to 1200000 (e.g. $2 * 10 * 60 * 1000 = 20$ minutes) **Decimal** based



Keywords

vss, system, state, ad, image, 0x81000101, bare, metal, bare-metal, baremetal

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