[Shadow Copy] The service cannot be started (Oracle database server backup)

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Product Version:
AhsayOBM: 8.3.2.143 - 8.3.4.x
OS: Windows

Problem Description

When performing a Oracle database server backup on a Windows computer, the following backup error is received in the backup report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	Backup Database "name"
*	erro	YYYY/MM/DD hh:mm:ss	[Shadow Copy] The service cannot be started, either because it is disabled or because it has no enabled devices associated with it.
*	...	...	...

Note: The issue will only affect Oracle database server backup on a Windows computer.

Cause

This issue can occur if the follow-link option of the Oracle database backup set is set to false (e.g. the backup set was created with AhsayOBM version 6, there may also be other reason why the follow-link option is incorrectly set to false).

Together with a change that was made in AhsayOBM version 8.3.2.143 on the Volume Shadow Copy (VSS) generation process, a shadow copy cannot be created.

Resolution

To resolve the issue, patch the AhsayOBM application to version 8.3.6.30 or above. The instructions can be found by Clicking Here.
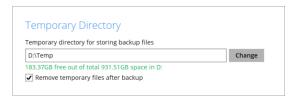
Important:
Starting from AhsayOBM version 8.3.6.30, tablespace of the database(s) selected for backup will be spooled to the temporary folder configured. Please ensure that the temporary folder has sufficient storage space for the temp data (e.g. around size of 140% of the database(s) selected for backup).

User can change the temp folder of a backup set in the AhsayOBM user interface at:

Backup Sets > Select the backup set > Show advanced settings > Others > Temporary Directory

Temporary Directory

Temporary directory for storing backup files

D:\Temp   [Change]

183.37GB free out of total 931.51GB space in D:

☑ Remove temporary files after backup

Keywords

oracle, vss, volume, shadow, copy, service

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