[V7] ISSUE: Backup cannot be done to a remote shared folder which is not formatted with NTFS (MS Windows System / System State backup)

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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	...	[...] "A backup cannot be done to a remote shared folder which is not hosted on a volume formatted with NTFS"
*	erro	YYYY/MM/DD hh:mm:ss	[...] "[Error]"
*	...	...	...

Cause

This issue will occurs if the network shared temporary volume configured for the backup set is not NTFS formatted.
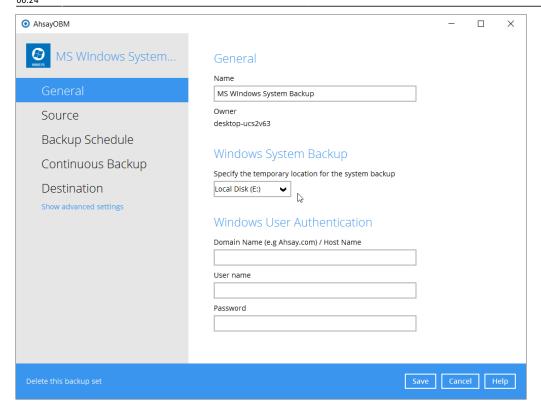
The volume selected for temporary location must be formatted NTFS because Windows Server Backup uses shadow copies to maintain backup versions (https://technet.microsoft.com/en-us/library/cc753528.aspx).

Resolution

To resolve the issue, convert the corresponding hard disk or partition to the NTFS file format (https://technet.microsoft.com/en-us/library/cc730863.aspx).

Alternatively, modify the temporary location for the backup to another volume that is in NTFS file format.

Note: Please note of restrictions on the temporary location for backup
FAQ: Restrictions on the temporary storage location for the Windows System State and System backup image file

Keywords

shared, share, ntfs, fat, systemstate, system, state, ad, image

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