

Troubleshooting

Note of caution about a dynamic memory on Hyper-V

Symptoms

Running a backup with deduplication compression enabled on a virtual machine using the dynamic memory function on Hyper-V may fail with an error due to insufficient memory, or the performance may be extremely slow.

1) Case of Exit -311.

```
VssStart()  
com exception caught(0x8007000e) in VssStart  
:  
{IDS_STRING3018}Exit Code: -311
```

2) Case of Exit -601.

```
OCB::Cache Name: \\?\GLOBALROOT\Device\HarddiskVolumeShadowCopyx\AIPMAP  
OCB::ReadFile Bitmap Cache 3276800 Level=ERROR [1453]  
CD2::Open cache file error: \\?\GLOBALROOT\Device\HarddiskVolumeShadowCopyx  
Level=ERROR [1453]  
:  
{IDS_STRING3018}Exit Code: -601
```

Cause

ActiveImage Protector does not support memory expansion at the time of execution backup by the dynamic memory.

ActiveImage Protector recognizes the free memory allocated to the virtual machine at the start of service and attempts to operate within that memory.

Therefore, in environments where large amounts of data and extremely high deduplication rate exist, executing backup with deduplication compression enabled consumes the physical memory allocated to the virtual machine decreases.

As a result, backup failure due to memory insufficiency, or performance may be extremely slow.

Workaround

Change to static memory and set the free space of physical memory to 8 GB or more.

Command to check free memory space.

```
> typeperf "\Memory\Available MBytes"
```

Target Product

Troubleshooting

- ActiveImage Protector 2016R2 / 2018 Windows Edition
- ActiveImage Protector 4 / 5

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