

Troubleshooting

If use a USB HDD of 4k sector, Backup will fail

Environment

OS: Windows Server 2008 R2 SP1
External USB3.0 HDD (4k sector)

USB HDD Verified models:

- BUFFALOHD-LXVU3

Symptoms

When USB3.0HDD (4K sector) has been connected, backup task will fail.

When perform a backup task, error is outputted.

- 06/25/2013 15:58:00.858 [06/25/2013 15:57:58.629] OUTPUT: - Returned
HRESULT = 0x8004230f

- 06/25/2013 15:58:00.858 [06/25/2013 15:57:58.630] OUTPUT: - Error text:
VSS_E_UNEXPECTED_PROVIDER_ERROR

- 06/25/2013 15:58:00.858 [06/25/2013 15:57:58.630] OUTPUT: - Please re-run
VSHADOW.EXE with the /tracing option to get more details

- 06/25/2013 15:58:00.858 Could not start VSS Level=ERROR [0]

Solution

1) Open the properties of the C drive.

2) Open the "shadow copy" tab.

3) Select the backup target volume, and then click Settings.

4) The maximum size of the configuration screen: Select the "no limit", and then click [OK].

5) Set in the same way for the other backup target volume.

* If you want to include the "system reserved" to backup, please also set this volume.

* Setting in the image destination of USB HDD volume is not required.

Unique solution ID: #1004

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