

Error

Backup aborted! - Failed To Create Volume Snapshot. Result Code: 0x8004230f

You may also see the error **VSS_E_UNEXPECTED_PROVIDER_ERROR** in the VSS log.

Description

This error often occurs if a product called ShadowProtect (from StorageCraft) or other similar programs such as Acronis are or have been installed on your PC.

If you receive the following error at the end of your image log then it is likely that Macrium Reflect has a conflict with other imaging software on your PC (or that has been previously removed).

Solution

To fix this problem please take the following steps:

If ShadowProtect is installed on your PC then you must uninstall it if you want to use Macrium Reflect.

1. Remove the following registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\Providers\{246027

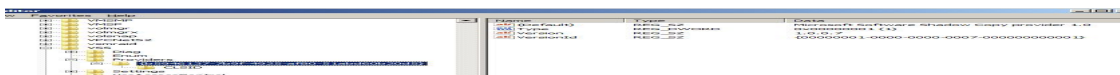
This key can be left behind after uninstalling ShadowProtect and will cause a VSS error when Reflect creates a shadow copy.

2. Restart Windows.

For help on editing the registry please see this Microsoft KB article [here](#)

If you don't have the registry key above then make sure that you **only** have the following entry for VSS software providers in registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\Providers



VSS fails due to modification by 3rd party software

If the key shown above is missing it may need to be recreated using the steps below.

To add the default VSS provider registry entry

1. Copy the following text to Windows notepad:

```
Windows Registry Editor Version 5.00
```

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\Providers\{b5946137-7b9f-4925-af80-51abd6000001}
```

```
@="Microsoft Software Shadow Copy provider 1.0"
```

```
"Type"=dword:00000001
```

```
"Version"="1.0.0.7"
```

```
"VersionId"="{00000001-0000-0000-0007-000000000001}"
```

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\VSS\Providers\{b5946137-7b9f-4925-af80-51abd6000001}
```

```
@="{65EE1DBA-8FF4-4a58-AC1C-3470EE2F376A}"
```

2. Save as 'VSSWriters.reg'
3. Double click 'VSSWriters.reg' in Windows Explorer to import the entries in your system registry

VSSFix

If you have not been able to fix your issue using the solution above please download and run one of the below programs to fix your problem:

VSSfix 32bit - [download](#)

VSSfix 64bit - [download](#)

Search terms

tag:backup

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Macrium KB

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