

TROUBLESHOOTING SHADOWSNAP

When a ShadowSnap backup encounters issues, try these steps to resolve:

CHECK CONNECTIVITY

- Verify that port 25566 is open (if the StorageCraft Raw Agent Service is not running, this port may appear as closed).
- Verify that no Antivirus or Firewalls are blocking ShadowSnap or Port 25566
- Verify that the QBR-S is not on a domain, or that proper domain permissions have been put in place.

CHECK THAT THE ESSENTIAL SERVICES ARE RUNNING

- ShadowProtect Service
- StorageCraft Raw Agent
- StorageCraft Shadow Copy Provider
- Check for service errors by stopping these services, making sure no associated processes are running in Task Management, then starting them again.

CHECK SHADOWPROTECT SOFTWARE

- Make sure the local device is selected in ShadowProtect interface, then check in the lower left that the license appears as active.
- Open up the help menu > about. Verify that you are running the MSP version of ShadowProtect and that it is currently the latest version of the software (At the time of this writing, version 5.0.1.X of the MSP installer of ShadowProtect is the latest installer)
- Make sure that there are no ShadowProtect backups either scheduled or running.

CHECK VSS STATUS

See [VSS Explained](#) for more information

- From a command prompt, type in vssadmin list writers.
This will return the state of the VSS writers.
If a backup is in process, you will see a status of waiting for completion. Otherwise, all writers should return stable and healthy.
- If VSS Writers are in failed or unknown states, they can be cleared using VShadow against the OS volume.
- [Commonly found conflicting VSS services](#) can also cause issues with the VSS backups taken by ShadowSnap.

On the agents tab, you can view the backup log and show agent log for a more detailed view of the errors that could be present.

QBR *Knowledge base*

- Investigate the QBR knowledge base to find information more specific to the root cause of your error. Several troubleshooting steps should be provided per each error that may be encountered.
- Review the [StorageCraft server tuning guide](#) for additional variables that can be modified.

FURTHER STEPS

- You can test ShadowProtect backups by running them to a NAS share on the QBR or any other network storage target to see if you can replicate the error in ShadowProtect.
- StorageCraft's knowledge base directly references a number of errors that can be found within the ShadowProtect software.
- Contact QBR Tech Support if the errors are not able to be resolved.