

QBR *Knowledge base*

FINAL ERROR 31: A DEVICE ATTACHED TO THE SYSTEM IS NOT FUNCTIONING. / SNAPSHOT RETURNED ERROR CODE 31

SCOPE

Note: STC Failure occurred mid transfer is an "end result" error, meaning that no matter what the original cause the last error was, the backup failed during the middle of the transfer. Please check STC failure occurred mid transfer or [Show Agent Log](#), for the "causal" error.

Backups fail with error code:

stcx.SnapshotError (rc=500, err=1): Snapshot returned error code -31 for VSNAP Direct; None.

Recent Error For EXAMPLE - 6/22/12 - 12:00:28 pm	Dismiss Error
STC failure occurred mid transfer.	Search KB
<i>stcx.SnapshotError (rc=500, err=1): Snapshot returned error code -31 for VSNAP Direct; None.</i>	Show Details

OR

Final Error (#31 A device attached to the system is not functioning.)

Recent Error For [REDACTED] - 3/28/13 - 8:09:57 pm	Dismiss Error
STC failure occurred mid transfer.	Search KB
<i>Final error (#31 A device attached to the system is not functioning.)</i>	Show Details

KNOWN CAUSES

1. This error occurs as a result of an unhealthy disk on the production machine.
2. This error can also result from AppAssure's Replay Agent being installed previously on the agent trying to backup with ShadowSnap. AppAssure's Replay Agent uses a driver called aavolflt.sys that needs to be removed to prevent this error from persisting

KNOWN SOLUTIONS

Step 1: To check health of your production machine's disks:

1. Run check disk on a disk by clicking Start>Run and type in: cmd.exe and press enter. Then type: chkdsk
2. If check disk reports any errors then run a chkdsk /f /r so that it can fix any errors on the next reboot.
3. After the reboot confirm that this cleared the error by running chkdsk again.
4. Once it has been confirmed that there are no disk errors on the production machine attempt a backup.

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Step 2:

1. Check event logs on the Production Machine for any Warnings and/or Errors that populate and address them.
2. Pay close attention to items relating to StorageCraft, VSS, Ntfs, and hardware related errors.
3. Find the root cause of the errors and work to resolve them on the source machine.

Step 3: Remove AppAssure's Replay Agent:

1. Open Add/Remove Programs or Programs and Features (depending on what version of Windows the agent runs on).
2. Look in C:\Program Files(x86) or C:\Program Files for "AppAssure Software" folder and remove it.
3. Reboot the machine to complete the uninstallation.
4. Post Reboot confirm the AppAssure Replay Agent driver has been removed by clicking Start>Run and type in: cmd.exe and press enter.
5. From the command prompt type in the command: sc query aavolfit then press <enter>. You should receive the line: "The specified service does not exist as an installed service".
6. Attempt a backup.