

## Backup Exec VSS error 9 – retryable error but backup fails! No help form MS or Symantec support

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*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-03/msg01443.html>

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I have tried to remedy this using Symantec and MS docs to no avail. Where can I get a fix for the following? No event errors logged on the server either, Help!

AOFO: Initialization failure on: "\\Server\C:". Advanced Open File Option used: Microsoft Volume Shadow Copy Service (VSS). Snapshot provider error (0xE000FED1): A failure occurred querying the Writer status.

Check the Windows Event Viewer for details.

Writer Name: Exchange Server, Writer ID: {76FE1AC4-15F7-4BCD-987E-8E1ACB462FB7}, Last error: The VSS Writer failed, but the operation can be retried (0x800423f3), State: Failed during freeze operation (9). Consult your Microsoft documentation for details. Check the Windows Event Viewer for corresponding application or system errors.

AOFO: Initialization failure on: "\\Server\Microsoft Information Store\First Storage Group". Advanced Open File Option used: Microsoft Volume Shadow Copy Service (VSS). Snapshot provider error (0xE000FED1): A failure occurred querying the Writer status.

Any help would be appreciated – Thanks!!!!

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