

# Re: Windows XP pro system backup error

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform\\_maintain/2008-05/msg00133.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2008-05/msg00133.htm)

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- *From:* maria <[maria@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:maria@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 6 May 2008 22:05:00 -0700
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Hi Gerry,

I am attaching event log (& learning heaps thanks to you) as you suggested. I have noticed that there is a recurring disc error (bad block on the C drive) as well. As for the backup, I changed the shadow copy checkbox on the advanced options of backup and although I can now backup, I cannot backup system state. Any suggestions given this information? I will follow up on windows help with the event log information & see if I can fix any of these problems myself.

thank you in advance  
Maria

Event Type: Error  
Event Source: VSS  
Event Category: None  
Event ID: 5013  
Date: 2/05/2008  
Time: 9:12:28 PM  
User: N/A  
Computer: DELL5100  
Description:  
Volume Shadow Copy Service error: Shadow Copy writer RemovableStorageManager called routine CleanupTargetPath which failed with status 0x80070017 (converted to 0x800423f4).

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:  
0000: 57 53 48 43 4f 4d 4e 43 WSHCOMNC  
0008: 32 32 39 32 00 00 00 00 2292....  
0010: 57 53 48 57 53 48 4d 43 WSHWSHMC  
0018: 32 33 36 34 00 00 00 00 2364....

"Gerry" wrote:

Re: Windows XP pro system backup error

Maria

If not Windows Server 2003 what about Small Business Server? What version, if any, of Microsoft Office.

Can you please post copies of relevant Error Reports from Event Viewer.

You can access Event Viewer by selecting Start, Control Panel, Administrative Tools, and Event Viewer. When researching the meaning of the error, information regarding Event ID, Source and Description are important.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP  
<http://support.microsoft.com/kb/308427/en-us>

A tip for posting copies of Error Reports! Run Event Viewer and double click on the error you want to copy. In the window, which appears is a button resembling two pages. Click the button and close Event Viewer. Now start your message (email) and do a paste into the body of the message. Make sure this is the first paste after exiting from Event Viewer.

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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maria wrote:

Hi Gerry,

Thank you for taking the time to assist. I have read through much of this kb but I am not running Windows Server – does the fix still apply to me? I tried to list the errors through dos as suggested but no information comes up – perhaps because I am not running WServer??

Maria

"Gerry" wrote:

Maria

Possibility?

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A Volume Shadow Copy Service (VSS) update package is available for  
Windows Server 2003  
<http://support.microsoft.com/kb/833167>

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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maria wrote:

I am trying to do a backup (have been succesful in the past) using system backup to an external drive. All of a sudden I now get the error message "Error returned while creating the volume shadow copy:800423f4. Aborting Backup." What is this and how can I fix it?  
Can anyone help please??