



Troubleshoot SnapManager for Hyper-V

SnapManager for Hyper-V

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Troubleshoot SnapManager for Hyper-V

If you encounter unexpected behavior during the installation or configuration of SnapManager for Hyper-V, you can follow specific troubleshooting procedures to identify and resolve the cause of such issues.

Backup Failed for the following VM(s) since it cannot be backed up online or No VM to be found for backup

- **Message**

Backup Failed for the following VM(s) since it cannot be backed up online or NO VM to be found for backup

- **Description**

This message occurs when backing up a Windows 2012 VM in a Windows 2008 R2 SP1 Hyper-V parent without the Allow saved state VM backup option enabled fails.

- **Corrective action**

For Windows 2012 backups, run the backup with the Allow saved state VM backup option enabled.

Unexpected error querying for the IVssWriterCallback interface. hr = 0x80070005, Access is denied.

- **Message**

Unexpected error querying for the IVssWriterCallback interface. hr = 0x80070005, Access is denied.

- **Description**

If a CSV is owned by the cluster group owner and the VM is owned by the partner node, backup of the VM completes successfully with the VSS error in the application event log. This is often caused by incorrect security settings in either the writer or requestor process.

- **Corrective action**

None: this error message can be ignored.

Backup reports use management console time zone information in report name

- **Issue**

When you generate a backup report using a client host that resides in a different time zone than the parent host, the report name uses the client host time zone information and the report contents use the parent host time zone.

- **Cause**

The timestamp in the backup report name appears with the client host time zone information.

- **Corrective action**

No corrective action is necessary.

Backup and restore notifications not sent in IPv6-only environments

- **Issue**

When you run an IPv6-only host, you do not receive any backup or restore operation notifications.

- **Cause**

Your SMTP server does not support IPv6, or it does not have IPv6 enabled on it.

- **Corrective action**

Enable IPv6 on your SMTP server.

Failover clustering event ID 5121

- **Message**

Failover clustering event ID 5121 from the application event logs, or the host message `NO_DIRECT_IO_DUE_TO_FAILURE`.

- **Description**

This error message occurs when the cluster shared volume (CSV) is no longer directly accessible from the cluster node, and I/O access redirects to the storage device that owns the volume. This occurs because only the coordination node can perform actions using VSS backups. During backup operations, the coordination node locks the CSV and requires all non-coordination nodes to redirect I/O.

- **Corrective action**

After the operation has been completed, the coordination node releases the lock on the CSV and I/O is no longer be redirected. If the error message occurs only during VSS backups, there is no failure and this is expected behavior.

Virtual machine backups made while a restore operation is in progress might be invalid

- **Issue**

An application-consistent backup created while a restore operation is in progress might be invalid. Restoring a virtual machine from this incomplete backup results in data loss and the virtual machine is deleted.

- **Cause**

The SnapManager for Hyper-V configuration information is missing in the backup copy. The backup operation is successful, but the backup copy is invalid because the virtual machine configuration information is not included. The SnapManager for Hyper-V restore operations delete the virtual machine configuration information from the Hyper-V host before performing a restore operation. This behavior is by design in the Microsoft Hyper-V Writer.

- **Corrective action**

Ensure that the backup schedule does not coincide with the restore operation, or that the on-demand backup you want to perform does not overlap with a restore operation on the same data.

Virtual machine managing itself

- **Issue**

If a virtual machine (VM) belongs to a host that has SnapManager for Hyper-V installed, and you install SnapManager for Hyper-V on that VM to use as a management console, you should not use SnapManager for Hyper-V to manage the host to which the VM belongs.

- **Cause**

SnapManager for Hyper-V on a virtual machine cannot manage itself.

- **Corrective action**

No corrective action necessary.

- **Example**

If VM1 belongs to Host1 (with SnapManager for Hyper-V installed), and you install SnapManager for Hyper-V on VM1, you should not use SnapManager for Hyper-V to manage Host1 from VM1.

If you do this, and try to restore the VM from itself, the VM will be deleted or restarted from Hyper-V Manager.

Connection time is longer with IPv6-only host

- **Issue**

If you are working in a mixed IPv4 and IPv6 environment and you add an IPv6-only host to SnapManager for Hyper-V, the connection might take longer than normal.

- **Cause**

This delay occurs because SnapManager for Hyper-V tries IPv4 protocol first.

- **Corrective action**

To work around this delay, add the host in the `\windows\system32\drivers\etc\hosts` file.

Volume Shadow Copy Service error: An internal inconsistency was detected

- **Message**

Volume Shadow Copy Service error: An internal inconsistency was detected in trying to contact shadow copy service writers. Please check to see that the Event Service and Volume Shadow Copy Service are operating properly.

- **Description**

When you perform a backup of a virtual machine that uses Windows Server 2003, it repeatedly fails due to a retry error.

- **Corrective action**

Check the Windows Application event log inside the virtual machine for any VSS errors.

Related information

[Microsoft Support Article 940184: Error message when you run the "vssadmin list writers" command on a Windows Server 2003-based computer: "Error: 0x8000FFFF"](#)

Web Service Client channel was unable to connect to the ConfigurationManagementService instance on machine smhv51_81clus

- **Message**

Web Service Client channel was unable to connect to the ConfigurationManagementService instance on machine smhv51_81clus.

There was no endpoint listening at net.tcp://smhv51_81clus/SnapManager/HyperV/ConfigMgmtService/v_10 that could accept the message. This is often caused by an incorrect address or SOAP action. See InnerException, if present, for more details.

- **Description**

If you export configuration information, the local Web service port settings of the managed hosts are stored in the exported configuration file. If you later have to reinstall SnapManager for Hyper-V using a different Web service port, and import the former configuration information, you experience connection issues.

- **Corrective action**

To prevent this issue, use the same Web service port settings contained in the exported configuration file when reinstalling SnapManager for Hyper-V.

MSI custom property used in silent installation

- **Issue**

Systems running Windows Server 2008 or Vista with Windows Installer version 4.5 do not recognize the built-in properties of SnapManager for Hyper-V installation.

- **Corrective action**

Use the `MSIRESTARTMANAGERCONTROL=Disable` command switch parameter with installation.

Related information

[Microsoft Developer Network \(MSDN\) Library](#)

SnapManager for Hyper-V is not licensed on the host or in the Storage System

- **Message**

```
SnapManager for Hyper-V is not licensed on the host or in the Storage System,
backup is aborted
```

- **Description**

This message occurs either when your system is not licensed or when there are issues with enumeration, virtual machine caching, or master boot record (MBR) disk use.

- **Corrective action**

- Ensure that your system is licensed.
- Migrate any MBR disks, which SnapManager for Hyper-V does not support, to GUID Partition Table (GPT) disks.
- Restart SnapManager for Hyper-V. If this does not resolve the issue, you most likely have an enumeration problem and should contact technical support.

Delete backups after failover

- **Message**

```
The specified backup does not exist for some of the objects in the dataset.
```

- **Description**

After failover to a secondary site (site B), you may be unable to delete backups created at the primary site (site A). If you are at a disaster recovery site (site B), and attempt to delete backups made at the primary site (site A), you will be deleting backups from the primary (site A) rather than the disaster recovery site (site B).

- **Corrective action**

After performing disaster recovery operations, only delete backups that were made at your current site of

operation.

Storage performance degrades after failed backup

- **Issue**

Storage performance may degrade following a failed backup job.

- **Cause**

If the Microsoft Hyper-V VSS components experience an exception during a backup, the cluster shared volumes (CSVs) might remain in redirected I/O mode, causing I/O overhead and potential bottlenecks within the Windows Failover Cluster. This can lead to overall performance degradation, with the greatest impact to VMs residing on the CSV in redirected I/O mode.

- **Corrective action**

Contact Microsoft Support for assistance with this issue.

Deleted SnapInfo Snapshot copies

- **Issue**

SnapManager for Hyper-V is not maintaining or deleting SnapInfo Snapshot copies.

- **Cause**

After creating a dataset backup, SnapManager for Hyper-V creates a Snapshot copy of the SnapInfo LUN. SnapInfo Snapshot copies are not deleted if the backup is deleted. By default, SnapManager for Hyper-V retains 30 SnapInfo LUN Snapshot copies, replacing the oldest copy with the newest copy each time the newest copy exceeds the 30-copy threshold.

- **Corrective action**

You can configure the number of SnapInfo Snapshot copies you want to retain for each Hyper-V host by using one of the following registry keys:

For stand-alone Hyper-V hosts: key:

```
HKLM\SOFTWARE\NetApp\SnapManager for Hyper-V\Server\ DWORD value:  
snapinfo_snaps_count (number of SnapInfo Snapshot copies to be retained)
```

For clustered Hyper-V hosts (to be configured on each node in the cluster): key:

```
HKLM\Cluster\SOFTWARE\NetApp\SnapManager for Hyper-V\Server\  
DWORD value: snapinfo_snaps_count (number of SnapInfo Snapshot copies to be  
retained)
```

High memory consumption caused by antivirus solution

- **Issue**

File-level antivirus solutions can cause high memory consumption, which might appear to be a memory leak.

- **Cause**

Under certain conditions, SnapManager for Hyper-V might consume large and steadily increasing amounts of memory due to an incorrectly configured antivirus solution that scans the VM configuration files. When an antivirus solution scans the VM configuration files, an `_InstanceModificationEvent` event displays, which describes the changes. When SnapManager for Hyper-V receives this notification, it triggers an enumeration of storage and VMs with SnapDrive for Windows. In some cases, these events might occur with such rapidity that SnapDrive for Windows is unable to process them, causing SnapManager for Hyper-V to queue them.

- **Corrective action**

Exclude the SnapManager for Hyper-V VM files from being scanned by the antivirus solution.

Space consumption when making two Snapshot copies for each backup

- **Issue**

For every backup containing Hyper-V objects, two Snapshot copies are created, which can lead to concerns over space consumption.



This only applies to application-consistent backups.

- **Cause**

Microsoft Hyper-V VSS Writer creates both VM and application-consistent backup copies within the VMs, with the applications residing on VHDs. To create both software-consistent and VM-consistent backup copies, VSS employs the native autorecovery process, which sets the VM to a state consistent with the software Snapshot copy. Hyper-V VSS writer contacts each VM in the backup, and creates a software-consistent Snapshot copy.

After the Snapshot copies are created, the parent partition creates a VSS Snapshot copy of the entire disk (LUN) that houses these VMs. After the parent partition Snapshot copy is created, VSS requires mounting of the previously created parent partition, to roll each of the VMs back to the software-consistent state and to remove any changes that were made to the VMs after the software Snapshot copy was created. These modifications to the VHDs must be made persistent. Because these Snapshot copies are read-only by default, a new Snapshot copy must be made to retain the updated copies of the VHDs. For this reason, a second Snapshot copy of the volume is created. This Snapshot copy is labeled with the suffix **_backup** and is the backup copy used in restore operations.

- **Corrective action**

The two Snapshot copies are considered a pair. When the retention period ends for the backup, both of the Snapshot copies are deleted. You should not manually delete the first Snapshot copy, because it is necessary for restore operations.

Microsoft VSS supports backing up VMs only on the host that owns the Cluster Shared Volume (CSV), so CSV ownership moves between the nodes to create backups of the VMs on each host in the cluster.

When backing up a CSV, SnapManager for Hyper-V creates two Snapshot copies per host in the cluster that runs a VM from that CSV. This means that if you back up 15 VMs on a single CSV, and those VMs are evenly split across three Hyper-V Servers, there is a total of six Snapshot copies per backup.

SnapDrive SDDiscoveryFileSystemListInfo response is null while backing up

- **Issue**

You receive the error `SnapDrive SDDiscoveryFileSystemListInfo response is null while backing up`.

- **Cause**

This message occurs when the SnapInfo location to which you are backing up is not available.

- **Corrective action**

Verify that the SnapInfo location exists and is available. If it has changed, re-run the configuration manager to specify the new location. Attempt the backup again.

Related information

[Set up a SnapInfo LUN](#)

Error: Vss Requestor - Backup components failed

- **Message**

The following error message is displayed in the SnapManager for Hyper-V report and the Windows Event log: `Error: Vss Requestor - Backup Components failed. Writer Microsoft Hyper-V VSS Writer involved in backup or restore encountered a retryable error. Writer returned failure code 0x800423f3. Writer state is XXX. For more information, see the Hyper-V-VMMS event log in the Windows Event Viewer.`

- **Description**

If you receive a VSS retry error that causes your application-consistent backup to fail, SnapManager for Hyper-V retries the backup three times with a wait of one minute between each attempt.

- **Corrective action**

You can configure the number of retries (retry count) and the duration of wait time between the retries (retry interval) using the following registry keys:

```
Key: HKLM\System\CurrentControlSet\Services\OnCommandHyperV\Parameters  
value in seconds: vss_retry_sleep (The time duration to wait between retries)  
DWORD value: vss_retry (Number of retries)
```

These settings are at the Hyper-V host level and the keys and values should be set on the Hyper-V host for each virtual machine. If the virtual machine is clustered, the keys should be set on each node in the cluster.

You must restart SnapManager for Hyper-V after making changes to or adding these registry keys.

Vss Requestor - Backup Components failed. An expected disk did not arrive in the system

- **Cause**

This message occurs when you back up a dataset using SnapManager for Hyper-V and the following error appears in the Windows Application event log on the Hyper-V host.

```
A Shadow Copy LUN was not detected in the system and did not arrive.
```

```
LUN ID      guid

Version      0x0000000000000001
Device Type   0x0000000000000000
Device TypeModifier  0x0000000000000000
Command Queueing 0x0000000000000001
Bus Type     0x0000000000000006
Vendor Id    vendor
Product Id   LUN
Product Revision  number
Serial Number  serial_number
```

```
Storage Identifiers
Version      0
Identifier Count 0
```

Operation:

```
  Exposing Disks
  Locating shadow-copy LUNs
  PostSnapshot Event
  Executing Asynchronous Operation
```

Context:

```
  Execution Context: Provider
  Provider Name: Data ONTAP VSS Hardware Provider
  Provider Version: 6. 1. 0. 4289
  Provider ID: {ddd3d232-a96f-4ac5-8f7b-250fd91fd102}
Current State: DoSnapshotSet
```

- **Corrective action**

Retry the dataset backup.

Vss Requestor - Backup Components failed with partial writer error

- **Message**

```
Error: Vss Requestor - Backup Components failed with partial
writer error.
Writer Microsoft Hyper-V VSS Writer involved in backup or restore
operation reported partial failure. Writer returned failure code
0x80042336. Writer state is 5.
Application specific error information:
Application error code: 0x1
Application error message: -
Failed component information:
Failed component: VM GUID XXX
    Writer error code: 0x800423f3
    Application error code: 0x8004230f
    Application error message: Failed to revert to VSS snapshot on the
    virtual hard disk 'volume_guid' of the virtual machine 'vm_name'.
    (Virtual machine ID XXX)
```

The following errors appear in the Windows Application event log on the Hyper-V host:

```
Volume Shadow Copy Service error: Unexpected error calling routine
GetOverlappedResult. hr = 0x80070057, The parameter is incorrect.
```

```
Operation:
```

```
Revert a Shadow Copy
```

```
Context:
```

```
Execution Context: System Provider
```

```
Volume Shadow Copy Service error: Error calling a routine on a Shadow
Copy Provider
```

```
{b5946137-7b9f-4925-af80-51abd60b20d5}. Routine details
```

```
RevertToSnapshot
```

```
[hr = 0x80042302, A Volume Shadow Copy Service component encountered
an unexpected
error.
```

```
Check the Application event log for more information.].
```

```
Operation:
```

```
Revert a Shadow Copy
```

```
Context:
```

```
Execution Context: Coordinator
```

• Description

This message appears when performing an application-consistent backup of a dataset. This error causes the backup to fail for some of the virtual machines in the dataset.

• Corrective action

- Retry the dataset backup.
- If the retry attempt fails again, split the dataset into two datasets so that all the VMs whose backup failed will be placed into a single dataset and all other VMs will be put into another dataset. Then run the backup again.

VSS returns errors against Microsoft iSCSI Target VSS Hardware Provider during NAS backup

• Issue

While performing a NAS backup, the following errors might occur:

```
Vss Requestor - Backup Components failed. Failed to add volume [example] to
snapshot set. The shadow copy provider had an unexpected error while trying to
process the specified operation.`
```

```
Volume Shadow Copy Service error: Error creating the Shadow Copy Provider COM
```

class with CLSID [example]. Access is denied.

- **Cause**

These errors occur during a NAS application-consistent backup. NAS backup does not fail, but VSS logs some errors related to Microsoft iSCSI Target VSS Hardware Provider.

- **Corrective action**

The backup has not failed; you can safely ignore these errors.

Vss Requestor - Backup Components failed. Failed to call keep snapshot set.

- **Error**

Vss Requestor - Backup Components failed. Failed to call keep snapshot set. Reason Index and count must refer to a location within the string.

- **Description**

This error occurs when VMs in a backup job reside on a Storage Virtual Machine and CIFS server with the same name.

- **Corrective action**

None available for this release.

- **Failure example**

1. Create a Storage Virtual Machine and CIFS server with the same name: for example, "test1".
2. Add the test1 name to the DNS with both IP addresses.
3. On a Windows Server 2012 host, install SnapManager for Hyper-V and create some VMs using the CIFS shares from test1.
4. Create a backup copy that includes those VMs.
5. Note that the backup job fails with the error: Backup Components failed. Failed to call keep snapshot set. Reason Index and count must refer to a location within the string.

MBR LUNs unsupported in SnapManager for Hyper-V

- **Issue**

SnapManager for Hyper-V does not support MBR LUNs for virtual machines running on shared volumes or cluster shared volumes.

- **Cause**

A Microsoft API issue returns different volume GUIDs when the cluster shared volume disk ownership changes. The volume GUID is not the same as the GUID in the cluster disk resource property. This issue also applies to virtual machines made highly available using Microsoft Failover clustering.

- **Corrective action**

See the Microsoft Knowledge Base.

Backup fails after you remove a virtual machine from Hyper-V Manager

- **Issue**

After you remove a Hyper-V virtual machine (VM) from Hyper-V Manager, backup operations fail if you do not update the dataset associated with the VM.

- **Cause**

This issue occurs when you remove a Hyper-V VM from Hyper-V Manager and attempt a backup without modifying the dataset. Additionally, if you re-created a VM, you must modify the dataset. SnapManager for Hyper-V creates datasets based on the VM ID (GUID). The backup fails when a VM is deleted, removed, or re-created, which creates a new GUID. Although this does not trigger the failure of the entire backup process, if a VM is deleted, and then re-created with the same name, it is not automatically protected by SnapManager for Hyper-V.

- **Corrective action**

Remove the VM from the dataset list of VMs, and add any re-created VMs to the dataset.

Related information

[Configure datasets](#)

[Modify a dataset](#)

Some types of backup failures do not result in partial backup failure

- **Issue**

If one virtual machine in a dataset has an error, SnapManager for Hyper-V does not successfully complete the dataset backup, and in some scenarios, does not generate a partial failure. In these situations, the entire dataset backup fails.

- **Example**

In a scenario where one storage system volume exceeds the 255 Snapshot copy limit, SnapManager for Hyper-V generates a partial failure even though the problem is associated with a subset of virtual machines in the dataset.

- **Corrective action**

To successfully complete the backup operation, you need to fix the virtual machine that has the issue. If that is not possible, you can temporarily move the virtual machine out of the dataset, or create a dataset that only contains virtual machines known not to have a problem.

Restore failure after storage system volume renaming

- **Message**

Some of the storage system snapshots required to restore the VM are missing or inconsistent.

- **Description**

If storage system volumes are renamed, you cannot restore a virtual machine (VM) from its backup that was created prior to renaming volumes.

- **Corrective Action**

If storage system volumes are renamed and you need to restore a VM from a backup created prior to renaming volumes, then complete the following:

- While restoring a VM from MMC, make sure that "Enable Snapshot Verification" option is unchecked in the **Restore Options** page of the Restore wizard.
- While restoring a VM by using PowerShell, make sure that `-DisableVerifySnapshot` parameter is specified.

Restore from a backup after failback

- **Issue**

If you perform a failover and failback, you may not be able to restore VMs on your primary site from a backup created on the same primary site, before the failover.

- **Cause**

Snapshot copy verification uses volume GUIDs. GUIDs changes after disaster recovery.

- **Corrective Action**

You can disable the Verify Snapshots option through the PowerShell or the Restore wizard:

- Uncheck the "Enable Snapshot Verification" option in the **Restore Options** page of the Restore wizard.
- Using PowerShell, make sure that `-DisableVerifySnapshot` parameter is specified.

Related information

[Restore a virtual machine from a backup copy](#)

Web Service Client channel unable to connect while updating the dataset to the new node

- **Issue**

If a Web Services Client is not explicitly started, it will fail to connect to SnapManager for Hyper-V.

- **Cause**

SnapManager for Hyper-V no longer automatically starts a Web Services Client channel. If the Web Service Client channel is unable to connect while updating a dataset to a new node, it may be for one of the following reasons:

- Web Services has not been started.
- SnapManager for Hyper-V is not installed.
- The Web Services host is down.

- **Corrective action**

To correct this behavior, be sure you have performed the following tasks:

- Start Web Services.
- Install SnapManager for Hyper-V.
- Restart the Web Services host.

Datasets are not automatically replicated to new nodes in a Windows Failover Cluster

- **Issue**

After adding new nodes to a Windows Failover Cluster, datasets are not automatically transferred to the new node.

- **Cause**

When adding new nodes to a Windows Failover Cluster, SnapManager for Hyper-V does not automatically replicate the existing datasets to the new nodes in the cluster.

- **Corrective action**

Run the Modify Dataset wizard and click **Update Schedule Policies to all the Dataset member nodes** on the Basic Details page.

This wizard must be run for each dataset that has virtual machines.

Related information

[Modify a dataset](#)

Error 1935. An error occurred during the installation of assembly component

- **Message**

Error 1935. An error occurred during the installation of assembly component {2A030FEB-29B5-314B-97B5-ED38673CC885}. HRESULT: 0x80070BC9.

- **Description**

This message occurs when the SnapManager for Hyper-V installer fails as a result of the Hyper-V system

not being restarted after you install or uninstall Microsoft hotfixes.

- **Corrective action**

Restart your computer and run the SnapManager for Hyper-V installer again.

Backup jobs that involve more than 15 CSVs from the same storage system might fail

- **Issue**

SnapManager for Hyper-V backup jobs that involve more than 15 Cluster Shared Volumes (CSVs) from the same storage system fail with the following error:

```
Failed to rename the Snapshot copy of the LUN to the new Snapshot copy name.
Error code: The attempt to get the named attribute for the LUN on the storage system failed.
Error code: 13057.
Error description: An error occurred in the reception and processing of the API reply from the appliance.
```

- **Cause**

This is a limitation caused by Data ONTAP to prevent a hold of system resources. The limitation of 15 LUNs is applicable only when all of the LUNs belong to the same storage system. If a backup dataset is created so that no more than 15 CSVs are involved from one storage system, then this issue does not occur.

- **Corrective action**

If you want to make a backup that includes more than 15 LUNs from the same storage system, create multiple datasets to avoid this failure.

Either the specified VM(s) are not present or they cannot be backed up online

- **Message**

```
Either the specified VM(s) are not present or they cannot be backed up online
```

- **Description**

One reason this message occurs is when application-consistent backups fail if the pass-through disk size on the VM is less than 300 MB. Your error log will resemble the following example:

```
Log Name:      Application
Source:       SnapMgrServiceHost
Date:        11/12/2012 12:24:28 PM
Event ID:     106
Task Category: Backup Event
Level:       Error
Keywords:    Classic
User:       N/A
Computer:    defiant16.wak-qa.com
Description:
SnapManager for Hyper-V backup failed to complete
```

```
Backup Failed for the following VM(s) since it cannot be backedup online
or No VM to be found for backup
VM Name: demovm-0
```

There are no other application or system error messages to indicate the failure.

- **Corrective action**

You can either resize the pass-through disk to be larger than 300 MB or run the backup with the Allow saved state VM backup option enabled.



This corrective action is applicable in both SAN and NAS environments.

- **Message**

Either the specified VM(s) are not present or they cannot be backed up online

- **Description**

A second reason this message occurs is because Windows cannot perform an online backup of this system because the scoped snapshots option for Hyper-V VMs is enabled. Scoped snapshots are mainly used by Windows critical updates.

- **Corrective action**

You must disable the `scoped snapshots` option by creating a `DWORD ScopeSnapshots` parameter with value 0 in:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\SystemRestore\
```



This corrective action is applicable in both SAN and NAS environments.

Required hotfix KB2263829 cannot be installed on some platforms

- **Issue**

While installing SnapManager for Hyper-V, attempting to install hotfix KB2263829 might fail for Windows Server 2008 R2 SP1. The installer states that the hotfix is not applicable for this server.

- **Cause**

The hotfix is not supported for your platform.

- **Corrective action**

Open a support case with Microsoft and resolve the issue with Microsoft.

Backup failure with the error “Shadow copy creation is already in progress”

- **Message**

```
SnapManager for Hyper-V backup failed to complete
Backup of the Dataset Name: example
Backup id: c1bb4b28-c76c-4001-85fd-ffdfdb5737c9 failed to execute
Error: Vss Requestor - Backup Components failed. Failed to add volume
\\CIFS_USER_SER\USER_SHARE2\ to snapshot set. Another shadow copy
creation is already in progress. Wait a few moments and try again.
```

- **Description**

This issue occurs because a previous backup is not aborted and is still active. Use the following command to check for any entries listed: `cifs share show -shadowcopy`

- **Corrective action**

Abort the previous backup job and retry the operation.

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