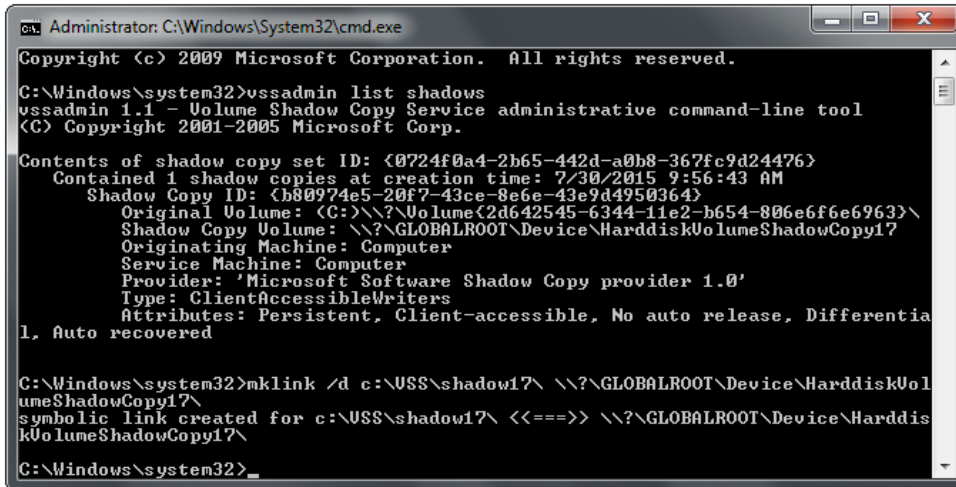

Determining If VSS Can Snapshot a File

<https://campus.barracuda.com/doc/93197527/>

When running a File and Folder backup, you may receive errors saying "the file could not be included in the snapshot..." Some files are prevented from being snapshot by Microsoft's Volume Shadow Copy Service (VSS) by Windows. These files include system files and types of program files. To determine whether or not a file you are receiving errors for is one of those that is ineligible, try the following procedure.

Directions

1. Create [a shadow copy](#) of the drive containing the file you are investigating.
2. Run the following command to find the shadow copy you just made.
`vssadmin list shadows`
The shadow copy will have the name "\\?\GLOBALROOT\Device\HarddiskVolumeShadowCopyX" where "X" is the shadow copy ID.
3. Create the folder you will mount the shadow copy to. For example,
"C:\VSS\mountshadowcopy.png"
4. Run the following command to mount the shadow copy:
`mklink /d c:\VSS\shadowX
\\?\GLOBALROOT\Device\HarddiskVolumeShadowCopyX\`
The lowermost directory, in this case 'shadowX' cannot already exist, as Windows will create this directory as a symbolic link to the shadow copy. Also, ensure the path to the shadow copy itself has a trailing backslash or this process will fail.
5. Navigate to the symbolic link you have created, in the example above "C:\VSS\shadow17\".
6. Determine whether the file you are looking for is inside this shadow copy.



```
Administrator: C:\Windows\System32\cmd.exe
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>vssadmin list shadows
vssadmin 1.1 - Volume Shadow Copy Service administrative command-line tool
(C) Copyright 2001-2005 Microsoft Corp.

Contents of shadow copy set ID: {0724f0a4-2b65-442d-a0b8-367fc9d24476}
  Contained 1 shadow copies at creation time: 7/30/2015 9:56:43 AM
    Shadow Copy ID: {b80974e5-20f7-43ce-8e6e-43e9d4950364}
      Original Volume: {C:}\??\Volume{2d642545-6344-11e2-b654-806e6f6e6963}\
      Shadow Copy Volume: \\?\GLOBALROOT\Device\HarddiskVolumeShadowCopy17\
      Originating Machine: Computer
      Service Machine: Computer
      Provider: 'Microsoft Software Shadow Copy provider 1.0'
      Type: ClientAccessibleWriters
      Attributes: Persistent, Client-accessible, No auto release, Differential
1. Auto recovered

C:\Windows\system32>mklink /d c:\USS\shadow17\ \\?\GLOBALROOT\Device\HarddiskVolumeShadowCopy17\
symbolic link created for c:\USS\shadow17\ <=> \\?\GLOBALROOT\Device\HarddiskVolumeShadowCopy17\

C:\Windows\system32>
```

If the file is not present, Windows cannot snapshot the file using VSS and the Intronis software may not be able to back up the file if snapshot mode is enabled. Snapshot mode is enabled by default on all File and Folder backup sets.

Figures

1. mountshadowcopy.png

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.