

FINAL ERROR (-1392 INVALID DATA FORMAT.)

SCOPE

This is what the article is about:

Final error (-1392 Invalid data format.)

Recent Error For [REDACTED] - 9/25/12 - 8:04:21 am VSS failure occurred mid transfer. Final error (#1392 Invalid data format.)	Dismiss Error Search KB Show Details
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Example: Final error (-1392 Invalid data format.)

CAUSE

1. The incremental tracker was reset during the process of trying to verify the last backup image on the chain.
2. The incremental tracker was misread when trying to validate the last backup in the chain and needs to be reset.

For instance if a backup is interrupted mid-transfer by system failure, often the incremental tracker used to track the last backup chains will be thrown off.

SOLUTION

1. Update the versions of ShadowSnap and ShadowProtect to the latest version
2. If the agent hasn't done so already, force a [differential merge](#) from the advanced options tab on the device's agent page.

Force a Differential Merge (Next Backup will be an incremental)

Clicking the link below will force a re-association of backup increments. The next backup will traverse all protected volumes and only create a backup consisting of the changes since the last backup. It will take the time of a full backup but will not take the space of a full backup. Learn more about diff merges [here](#).

[Force a diff merge](#)

Typically when this error appears, a differential merge will be automatically triggered by the agent and should backup automatically after the error message is generated.

Only trigger this if the backup doesn't automatically run immediately after the error appears.