

FINAL ERROR: NOT A HEADSTART RESTORE VOLUME

SCOPE

Backups fail with error:

Not a HeadStart Restore Volume

Recent Error For FILESERV - 3:02pm 1/20/12	Dismiss Error
The backup job was unable to complete. One or more volumes may have failed to be backed up	Search KB
raw://\192.168.1.227\XWZ-192.168.1.15\7e6ad497f83c414297293c1958e54ce1.datto.: Not a HeadStart Restore volume	Show Details

Example: Not a HeadStart Restore Volume

CAUSE

1. This is seen when a Shadow Protect backup job was run on a protected machine, thus interrupting ShadowSnap's understanding of where the last ShadowSnap backup was taken.
2. It has also been seen on volumes that are encrypted with Bitlocker or on iSCSI volumes.
3. This error started to appear with version 2.2 of ShadowSnap. This microsoft article details the conflict <http://support.microsoft.com/kb/2510009>. The hard drive is 4K Native and doesn't support 512 bit emulation.

SOLUTION

Download and install the latest version of the ShadowSnap / ShadowProtect software. Perform an overlay install of the agent and reboot the target machine.