

QBR-S SNAPSHOT RETURNED ERROR CODE -121

Like everything in this world, technology issues arise. Knowing how to deal with issues when they do occur with your QBR-S is crucial to the success of your backups and data recovery. Below is an example of an error and troubleshooting solutions.

Backups fail with either error messages:

STC failure occurred mid transfer.

stcx.SnapshotError (rc=500, err=1): Snapshot returned error code – 121 for VSNAP Direct; None.

Recent Error For EXAMPLE - 7/10/12 - 6:02:56 pm	Dismiss Error
STC failure occurred mid transfer.	Search KB
stcx.SnapshotError (rc=500, err=1): Snapshot returned error code -121 for VSNAP Direct; None.	Show Details

CAUSE

The error code -121 is an official Microsoft System Error Code for *"The semaphore timeout has expired."* Semaphore Timeout Errors are caused by a very wide scope of specific issues. Generally these issues relate to latency, or lag in the responsiveness of the network that occurs when the ShadowSnap Agent Service is transferring a backup job to the QBR-S Device.

1. The agent is experiencing networking issues when trying to write the backup image to the QBR-S device.
2. The agent is experiencing a timeout when attempting to write data.

Something is preventing large data transmission across the network. Some AntiVirus programs will lock access to files if data is being constantly manipulated.

SOLUTION

1. To minimize any number of transient errors that may appear, update the ShadowProtect and ShadowSnap agents to the latest version found at www.quick-backup-recovery.com and perform a reboot of the target machine.

QBR *Knowledge base*

2. Basic network troubleshooting:

- Check networking settings
- Can the QBR-S be accessed from the machine
- Are the shares browsable
- Can shares be written to?
- Replacing the Ethernet Cable which is plugged in to the QBR-S may help resolve any packet loss experienced as the result of a faulty Ethernet Cable.
- Ensure that there is no firewall, proxy, or filter of any type that is interrupting communication between the QBR-S Device. and the ShadowSnap Agent on TCP port 25566.
- If protecting machines across multiple subnets please ensure that a static route is configured on the network or use an auxiliary NIC provided on the QBR-S to communicate with this subnet.

3. Review the StorageCraft server tuning guide to attempt to improve the server reliability.

<http://www.storagecraft.com/support/kb/article/241>

4. Add exceptions to any Antivirus or FireWall for the ShadowSnap application on ports 25566 and port 139, and the C:\Program Files\StorageCraft folder within the anti-virus program present on the server.

5. If all above steps fail, perform a chkdsk /r and a disk defragmentation on the target machine. Ensure that there is at least 10% of available free space on the operating system drive.