

## QBR-S STC FAILURE OCCURRED MID TRANSFER

Knowing how to solve issues with your QBR-S when they arise is critical to your backup and recovery strategy. Below is an error that you may encounter, along with a troubleshooting solution for your QBR-S.

Your QBR-S backups may fail with error:

*STC failure occurred mid transfer.*

*No recent error reported from ShadowSnap agent*

<b>Recent Error For ExampleDevice - 6:03pm 28/2/12</b>	<b>Dismiss Error</b>
STC failure occurred mid transfer.	<b>Search KB</b>
No recent error reported from ShadowSnap agent	<b>Show Details</b>

### CAUSE

This error message originally covered a very wide scope. Typically there is a preceding error message which directly identifies the issue. Many of these transient errors were caused by earlier versions of ShadowSnap and ShadowProtect. Updating to the latest version of both is highly recommended. The latest installer package can always be found at [www.quick-backup-recovery.com](http://www.quick-backup-recovery.com). Be advised that a reboot of the target machine may be necessary.

### SOLUTION

1. To Determine the Preceding error message click on the link for the protected machine's section on the local QBR-S Web Console's Agents tab for: **View the backup log**

## Protected Systems

✓ EXAMPLE - Windows 7 6.1.7601 SP1 32 bit

10.0.61.116

- Start a backup
- Access recovery points
- Basic Options
- Advanced Options
- Configure reporting/alerting
- View the backup log**
- Remove Agent

Status: Ready  
Last Image: 1/30/12 - 10:02:21 am  
Interval: 60 Minutes  
Version: 2.2  
CPU / RAM: 4 CPUs / 7934 MB  
Volumes: 4  
Disk Space: 120.75 GB  
Snapshots: 9.01 GB

**Example: View the backup log link**

2. When the backup log is displayed click on the link for **Show Agent Log** to obtain a detailed listing of the Agent's backup log.

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**Show Agent Log**

```
Jan 30th 11:05:07am - Querying VSS Writers
Jan 30th 10:04:07am - Querying VSS Writers
Jan 30th 9:05:35am - Querying VSS Writers
Jan 30th 8:05:59am - Querying VSS Writers
Jan 30th 7:05:39am - Querying VSS Writers
Jan 30th 6:10:36am - Command Complete HTTP code
Jan 30th 6:10:46am - Querying VSS Writers
Jan 30th 6:10:46am - Querying VSS Writers
Jan 30th 6:10:45am - Querying VSS Writers
Jan 30th 6:10:40am - Querying VSS Writers
Jan 30th 6:10:35am - Querying VSS Writers
Jan 30th 6:05:21am - Querying VSS Writers
Jan 30th 6:03:12am - Querying VSS Writers
Jan 30th 6:03:12am - Querying VSS Writers
Jan 30th 6:02:45am - Snap was successful, returning true from takeSnap
Jan 30th 6:02:44am - Screenshot for 1327921364 added to queue
```

**Example: Show Agent Log link**

3. In the agent log, you will see better-defined errors in the agent log.