

## UNEXPECTED END OF THE IMAGE FILE

### SCOPE

This article details the following error:

*Unexpected End Of The Image File*

<b>Recent Error For [redacted] - 8/27/12 - 6:30:46 pm</b>	<a href="#">Dismiss Error</a>
STC failure occurred mid transfer.	<a href="#">Search KB</a>
Unexpected end of the image file	<a href="#">Show Details</a>

### Example: Unexpected End Of The Image File

### CAUSE

1. The backup agent attempted to backup the target, but when writing to the sparse image file, it reached the end while expecting more data.
2. The partitions of the device were recently increased in size and the agent attempted to write beyond the scope of the sparse image.
3. The disk image was interrupted mid transfer.

### SOLUTION

1. Try setting Shared Compatibility Mode.
2. Destroying the live dataset from the advanced options tab of the agents page will allow a new sparse image to be created and accomodate the additional space of the image set.

#### **Destroy Live Dataset**

Click the button below to destroy the live dataset for this agent. This will stop any backups in progress, and delete the live disk images, but leave the snapshot chain intact. This will result in the agent taking a new full backup, which will take up the space of a new full image on the device. Using this option may require a roundtrip to sync offsite if the upload speed at this site is insufficient. Only use this option if this protected machine's disks have been resized or the protected machine's disk image is irreparably corrupt.

[Destroy Live Dataset](#)

3. Ensure a stable route is between the QBR device and the agent is present on port 25566. Perform networking tests to ensure that a stable route is identified and present.