PSM/SAK Event Log Error Codes

If you experience a problem using Persistent Storage Manager, the following list of event log messages can be used to troubleshoot. Error codes are logged to the system event log by the file system driver for Persistent Storage Manager, PSMAN5 driver; each entry appears with "psman5" as the source name.

If you are unable to correct the problem with the information obtained from the Error Codes contact Technical Support:

End User Support:	Contact Vendor
OEMs	Contact Technical Support at Microsoft
CDP OEM Support	support@cdp.com

Required information for OEM support

~ PSM Version and environment (OS version, SAK version, etc…)
~ CPU Configuration (Processor, RAM, etc)
~ Storage Configuration (Capacity, Raid (Hardware/Software 0, 1, 5), SCSI, Fiber Channel, IDE, etc)
~ Any other driver level applications installed
~ Problem description
~ Steps to reproduce
~ System Event Log
~ If a BSOD issue, we will need a core dump

Error Code

0x00000001	An invalid IOCTL was sent to the driver. Action: Save the system eventlog and contact your vendor's technical support.
0x00000002	Device name is not recognized by PSM. Action: Save the system eventlog and contact your vendor's technical support.
0x00000003	An invalid path was given for the cache file. Explanation: This error will appear if the cache file cannot be created because the cache file drive is not present. Action: Save the system eventlog, contact vendor's technical support.
0x00000005	An exception occurred. Action: Save the system eventlog, contact vendor's technical support.
0x00000005	You do not have sufficient rights to the cache file directory. Action: Make sure you have full access to the cache file directory
0x00000005	The cache file specified is a directory instead of a file. Action: Give a full path and filename for the cache file
0x00000005	PSM was told to shut down. Action: Save the system eventlog and contact your vendor's technical support.
0x00000006	User performing PSM function without opening PSM. Action: Programmatically, PSM must be opened before a command can be submitted
0x00000015	Access to a virtual volume has been attempted after it has been destroyed. Action: Do not access virtual volumes after they have been destroyed.
0x00000016	Something has gone wrong with PSM. Action: Save the system eventlog and contact your vendor's technical support.
0x00000017	Bad sector was detected in the cache file. Action: Save the system eventlog and contact your vendor's technical support.
0x0000001F	General failure.

Action: Save the system eventlog and contact your vendor's technical support.

0x00000057   An invalid parameter was passed to a function.
              Action: Programmatically, verify the parameters being passed to PSM are correct.

0x00000079   I/O timed out while reading from the cache file.
              Action: Verify the hard drive is operational.

0x0000007A   Buffer size supplied is insufficient to hold requested information.
              Action: Save the system eventlog and contact your vendor's technical support.

0x000000A1   An invalid path was given for the cache file.
              Action: Save the system eventlog and contact your vendor's technical support.

0x000000EA   Buffer size supplied is insufficient to hold requested information.
              Action: Save the system eventlog and contact your vendor's technical support.

0x000003E6   An exception occurred.
              Action: Save the system eventlog and contact your vendor's technical support.

0x00000456   PSM was stopped because the media of a device being PSM'ed was changed.
              Action: You can take a new snapshot now

0x0000045D   An error occurred on the device.
              Action: Save the system eventlog and contact your vendor's technical support.

0x000005AA   There is insufficient memory available.
              Action: Close unnecessary applications or add more memory

0x000006F8   Buffer size supplied is insufficient to hold requested information.
              Action: Save the system eventlog and contact your vendor's technical support.

0x000006F8   Invalid buffer address passed for I/O.
              Action: Save the system eventlog and contact your vendor's technical support.

0x80000005   Specified buffer size is too low.
              Action: Save the system eventlog and contact your vendor's technical support.

0x8000001C   PSM was stopped because the media of a device being PSM'ed was changed.
              Action: Take a new persistent image.

0xA0000004   The cache file is $<x>$% full. The oldest persistent image(s) will automatically be deleted at $<y>$%.
              Explanation: This is a warning that the cache file size is approaching the threshold at which some persistent images will be deleted automatically to free up some
              cache file capacity. $<x>$ is the percentage for which the warning message will be generated, and $<y>$ is the percentage which represents the threshold. (By
              default, these values are 80% and 90%, respectively, and can be modified in Windows 2000 for NAS (Disks/Persistent Storage Manager).)
              Action: In Windows 2000 for NAS (Disks/Persistent Storage Manager)), delete some (non-critical) persistent images before the system does to guarantee that critical
              persistent images do not get deleted accidentally.

0xC0000001   General failure.
              Action: Save the system eventlog and contact your vendor's technical support.

0xC0000002   Function is not yet implemented.
              Action: Save the system eventlog and contact your vendor's technical support.

0xC0000005   An Access Exception occurred.
              Action: Save the system eventlog and contact your vendor's technical support.

0xC0000008   User performing PSM function without opening PSM.
              Action: Save the system eventlog and contact your vendor's technical support.

0xC000000D   An invalid parameter was passed to a function.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC000000E   Device name is not recognized by PSM.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000010   An invalid IOCTL was sent to the driver.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000011   Windows End-Of-File error and PSM does not generate this error directly.

0xC0000013   Access to a virtual volume has been attempted after it has been destroyed.
                  Action: Do not access virtual volumes after they have been destroyed.

0xC000001C   An invalid IOCTL was sent to the driver.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000022   An access exception occurred.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000022   You do not have sufficient rights to the cache file directory.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000023   Specified buffer size is too small.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000034   Cache file name is invalid.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC000003A   An invalid path was given for the cache file.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC000003B   An invalid path was given for the cache file.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC000003E   Bad sector was detected in the cache file.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000043   A file cannot be opened because the share access flags are incompatible.
                  Action: This occurs when the very last persistent image is deleted. PSM initializes its files when the last persistent image is deleted. While it is initializing, a new
                  persistent images can not be created. Try again in a few minutes.

0xC000009A   There is insufficient memory available.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC00000B5   I/O timed out while reading from the cache file.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC00000BA   The cache location must be a file rather than a directory.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC00000E8   Invalid buffer address passed for I/O.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC000010A   PSM was told to shut down.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000184   Something has gone wrong with PSM.
                  Action: Save the system eventlog and contact your vendor's technical support.

0xC0000185   An error occurred on the device.
            Action: Save the system eventlog and contact your vendor's technical support.

0xC0000206   Buffer size supplied is insufficient to hold requested information.
            Action: Save the system eventlog and contact your vendor's technical support.

0xE0001001   PSM could not start due to the server being constantly busy for   minutes.
            Action: Take a persistent image when the system demands are lower.

0xE0001002   PSM detected a deadlock.
            Action: Check what other filter drivers you are running (ie, virus scanners,   etc.) Save the system eventlog and contact your vendor's technical support.

0xE0001003   Specified volume not active or deleted.
            Action: Do not delete volumes with active persistent images.

0xE0001004   PSM was specified for a volume that is currently not being PSM'ed.
            Action: Save the system eventlog and contact your vendor's technical support.

0xE0001005   Cache file overflow caused all existing persistent images to be deleted.
            Action: Increase the cache file size in Windows 2000 for NAS (Disks/Persistent Storage Manager), or take/schedule persistent images when fewer users are online.

0xE0001006   The application tried to enable PSM without first calling Psm_Register.
            Action: Programmatically, a program must register with PSM prior to sending it commands.

0xE0001007   Invalid license code.
            Action: Contact vendor for a valid license

0xE0001008   Another application already has PSMed locked exclusively.
            Action: Save the system eventlog and contact your vendor's technical support.

0xE0001009   PSM needs to be locked exclusive for this function to work.
            Action: Save the system eventlog and contact your vendor's technical support.

0xE000100A   Wrong version of the driver has been loaded on this system.
            Action: Verify the PSM version, save the system eventlog and contact your   vendor's technical support.

0xE000100B   A reboot is required before PSM can operate.
            Action: Reboot the machine, and try taking a persistent image again. If this still fails, save the system eventlog and   contact your vendor's technical support.

0xE000100C   PSM is not installed.
            Action: Save the system eventlog and contact your vendor's technical support.

0xE000100D   An incompatible DLL from another version of PSM is already loaded.
            Action: Verify the PSM version, save the system eventlog and contact your vendor's technical support.

0xE000100E   Out of memory.
            Action: Close unnecessary applications or add more memory.

0xE000100F   Invalid parameter.
            Action: Save the system eventlog and contact your vendor's technical support.

0XE0000103F   PSM_VOLUME_TOO_FRAGMENTED: The volume was severely fragmented when PSM created its cache file during the 1st snapshot creation. Disable scheduled snapshots, delete all snapshots on the volume, and defrag the volume before trying to create the snapshot again. When defrag completes, re-enable scheduled snapshots.

0xE0001010   Invalid handle.
            Action: Save the system eventlog and contact your vendor's technical support.

0xE0001011   Not implemented yet.
            Action: Save the system eventlog and contact your vendor's technical support.

0xE0001012   Object type is not expected object.
                Action: Save the system eventlog and contact your vendor's technical support.

0xE0001013   User buffer is not large enough.
                Action: Save the system eventlog and contact your vendor's technical support.

0xE0001014   Out of available structures.
                Action: In Windows 2000 for NAS (Disks/Persistent Storage Manager), delete some persistent images.

0xE0001015   PSM is shutting down.
                Action: This is not an error but is a status message.

0xE0001016   The device, volume or object does not exist.
                Action: Verify that the device, volume, or object exists

0xE0001017   Unsuccessful.
                Action: Save the system eventlog and contact your vendor's technical support.

0xE0001018   The device does not have any media loaded.
                Action: If the snapshot has been deleted, it cannot be accessed

0xE0001019   Object already exists.
                Action: Save the system eventlog and contact your vendor's technical support.

0xE000101A   Specified path is a directory and not a file.
                Action: Provide a full path and filename

0xE000101B   Invalid path was specified.
                Action: Ensure the CacheFile name is correct

0xE000101C   The static volume was not mounted.
                Action: Look at the system event log for a warning message (from the PSMAN5 service) whose code should appear this list. The action depends on the message.

0xE000101D   The static volume had errors during mount.
                Action: Look at the system event log for a warning message (from the PSMAN5 service) whose code should appear in this list. The action depends on the message.

0xE000101E   The static volume could not be found.
                Action: Save the system eventlog and contact your vendor's technical support.

0xE000101F   The volume the cache file resides on is out of space.
                Action: The cache file for each volume resides on the volume itself. Free some space on the volume.

0xE0001020   The volume the cache file resides on was dismounted.
                Action: The cache file for each volume resides on the volume itself. Do not dismount the volume.

0xE0001021   The server was shutdown.
                Action: Do not shut down the machine while persistent images are in progress.

0xE0001022   Unable to create cache file.
                Action: Save the system eventlog and contact your vendor's support.

0xE0001023   PSM recovery could not find a persistent image entry.
                Explanation: A persistent image was lost during the recovery process. It is unknown which persistent image it was.
                Action: Save the system eventlog and contact your vendor's technical support.

0xE0001024   PSM recovery could not open the index file.
                Explanation: All snapshots are corrupt
                Action: Save the system eventlog and contact your vendor's technical support.

0xE0001025   PSM recovery encountered error <x> inserting key (<y>:<z>) into dictionary.

Explanation: <x> is the error that occurred and can be found in this list of errors.
Action: Look up the error in this list and take the specified action.

0xE0001026   PSM recovery encountered corrupt index sector %2.
Explanation: An index entry was found to be corrupt during the last boot.
Action: Save the system eventlog and contact your vendor's technical support.

0xE0001027   A persistent image could not be created due to error 0x<x>.
Explanation: <x> is the error that occurred.
Action: Look up the error in this list and take the specified action.

0xE0001028   The cache file is <x>% full. Persistent images have been deleted.
Explanation: The oldest persistent images have been deleted.
Action: In Windows 2000 for NAS (Disks/Persistent Storage Manager), delete persistent images to make sure specific (critical) persistent images are not destroyed by mistake.

0xE0001029   The maximum (<x>) allowed persistent images has been reached. A persistent image was not created.
Explanation: PSM cannot create any more persistent images because the configured maximum number of persistent images that PSM can keep concurrently has been reached.
Action: In Windows 2000 for NAS (Disks/Persistent Storage Manager) increase the number of persistent images allowed, or edit the schedules to not make so many persistent images.

0xE000102A   The evaluation period has expired.
Action: Contact your vendor's technical support for a non-evaluation version

0xE000102B   There is not enough free cache space to perform the operation.
Action: Delete some snapshots to free up some cache space of enlarge the cache file

0xE000102D   The maximum number of snapshots has been reached. The oldest snapshot was deleted to allow creation of a new snapshot.
Action: Increase the maximum snapshot number. This is a status message.

0xE0001030   Could not dismount volume before starting persistent image restore. The restore operation was canceled.
Action: Save the system eventlog and contact your vendor's technical support.

0xE0001033   An attempt was made to differentiate volumes of unequal length.
Action: Save the system eventlog and contact your vendor's technical support.

0xE0001034   The volume image backup contains one or more corrupt or missing files.
Action: Save the system eventlog and contact your vendor's technical support.

0xE0001036   An exception has occurred. The data contains the exception record.
Action: Save the system eventlog and contact your vendor's technical support.

0xE0001037   Cannot log on to remote server
Action: Save the system eventlog and contact your vendor's technical support.

0xE0001038   A backup could not be started because a backup was already in progress.
Action: None. This is a status message only.

0xE0001039   Canceled by user
Action: None. This is a status message only.

0xE000103A   The restore of the multiple-volume persistent image was disabled
Action: None. This is a status message only.

0xE000103B   The volume does not have enough free cache to perform the restore
Action: Save the system eventlog and contact your vendor's technical support.

0xE000103C   The restore operation failed
Action: Save the system eventlog and contact your vendor's technical support.

0xE000103D   Cannot find space to extend cache file because free space detection is disabled.

Action: Save the system eventlog and contact your vendor's technical support.

0xE000103E   Cannot find space to extend cache file because volume contains no snapshots.
                    Action: Save the system eventlog and contact your vendor's technical support.

0000000e   ERROR_OUTOFMEMORY   "Not enough storage is available to complete this operation."
                   It means the computer ran out of virtual memory.

e000100f   PSM_ERROR_INVALID_PARAMETER "Invalid parameter."   Happens only if there is some kind of internal error
                   within PSM. A PSM called one of our own functions with data that does not make sense.

e0001016   PSM_ERROR_NO_SUCH_OBJECT   "The device, volume, or object does not exist."
                   Occurs if a source or destination share dies or goes away during a backup operation.

e0001017   PSM_ERROR_UNSUCCESSFUL   "Unsuccessful."
                   Occurs when PSM detects that something is wrong, but cannot figure out what caused it.

e000101b   PSM_ERROR_INVALID_PATH   "Invalid path was specified."
                   The path specified for backup source or backup destination is not valid.

e0001034   PSM_CORRUPT_BACKUP   "The volume image backup contains one or more corrupt or missing files."
                    Backup test operation detected that a previously performed
                    backup has had either one or more files deleted, or that one or more of the
                    files has been corrupted (checksum failure) or truncated.
                    If this happens, DO NOT try to restore from the backup... it is unusable.

e0001038   PSM_BACKUP_ALREADY_IN_PROGRESS
                   "A backup could not be started because a backup was already in progress."
                   PSM does not allow more than one simultaneous DR backup.