

NetJapan Activelmage Protector - Errors, Definitions and Solutions

1. This overview is to resolve quickly errors using Activelmage Protector.

Exit Code	Definition	Solution	Additional hints
0	Backup completed	Backup created, no error, but check the section 'Additional hints'.	The line: <i>"No Errors; Operation completed successfully."</i> should be additional in the last line of your backup task log. If you get <i>"... Errors; There were errors during the operation"</i> you need to check the task log for more details. If you need further assistance we need the support file. For Activelmage Protector, click in the graphical menu on Help > About > Support Information and paste the generated ZIP file into your support case, should the email attachment be too large, you can upload the ZIP file to your support case: http://support.netjapan.eu/incident_manage.aspx
-1	Operation cancelled by user	This is not a error, since this error is manually generated by a user, cancelling the task.	
-117	Buffer was too small to hold data	Your system memory ran out of free memory, if you use the image deduplication and compression feature, you may need to decrease the level or change to common compression.	Monitor first your system resources to identify the memory leak issue and check your Windows memory management settings.
-121	Copy Engine failed to start	Verify the engine file 'AipCopy[...].exe' stored in the root path of the installation folder of Activelmage Protector (default: "C:\Program Files (x86)\NetJapan\Activelmage Protector ...") is present. Depending of the OS and the OS architecture the file name is different. For example a Windows Server 2012 64bit would use 'AipCopyWHLH64.exe'.	Try to uninstall and run a new installation of Activelmage Protector, if the error persists, we need the support file. For Activelmage Protector, click in the graphical menu on Help > About > Support Information and paste the generated

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			<p>ZIP file into your support case, should the email attachment be too large, you can upload the ZIP file to your support case: http://support.netjapan.eu/incident_manage.aspx</p>
-131	No such AIP.ini configuration parameter	<p>Verify the configuration file 'aip.ini' stored in the root path of the installation folder of ActiVImage Protector (default: "C:\Program Files (x86)\NetJapan\ActiVImage Protector ...") is valid and does not contain invalid values or parameters. If the 'aip.ini' file is unusable, you can replace it mounting a older image backup, to copy and overwrite this file and restart the 'AipService.exe' under Windows services afterwards.</p>	<p>If the solution is not possible delete the 'aip.ini' file in the root path of the installation folder of ActiVImage Protector and copy the default 'aip.ini' file from a ActiVImage Protector setup file like in the Best Practice guide (URL) on page 4 at section 3 (3.1 to 3.3) described.</p>
-133	Invalid configuration value	Refer Exit Code -131	
-301	Invalid Profile	<p>Verify the profile file(s) with *.xml file extension stored in the subfolder 'profiles' in the root path of the installation folder of ActiVImage Protector (default: "C:\Program Files (x86)\NetJapan\ActiVImage Protector ...") are present and valid. If the profile file(s) unusable, you can replace it mounting a older image backup, to copy and overwrite this file and restart the 'AipService.exe' under Windows services afterwards.</p>	<p>If the solution is not possible: delete only the XML file(s) in this folder, additional go to the other subfolder 'schedules' also in the root path of the installation folder of ActiVImage Protector (default: "C:\Program Files (x86)\NetJapan\ActiVImage Protector ...") and delete the XML file for this task too. Afterwards you can re-create your backup job.</p>
-303	Profile file not found	Refer Exit Code -301	
-311	Could not start VSS	<p>Two main possible root causes:</p> <ul style="list-style-type: none"> - A Microsoft VSS issue, troubleshooting requires mostly individual checks of Windows system and application event logs to gather more information, for general VSS troubleshooting please refer the Best Practice guide (URL) on page 8 at section "Delete old / unused shadow copies" + "How to increase shadow copy space" described. - The ActiVImage Protector Sector-tracking driver 'aiptrack.sys' is not properly installed or the system is not rebooted after an installation or upgrade. 	<p>Open the task log file and search for this line 'writer 'AipWriter' is in failed state' if this line is present, the root cause is the not working ActiVImage Protector Sector-tracking driver, restart the machine first, if the error persists, we need the support file. For ActiVImage Protector, click in the graphical menu on Help > About > Support Information and paste the generated ZIP file into your support case, should the email attachment be too large, you can upload the ZIP file to your support case: http://support.netjapan.eu/incident_manage.aspx</p>
-321	Error running script	You have added a script in your backup task but your script does not work properly. Please verify and test your script and try again.	

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-401	Image file not found	Verify that all image files are present at the backup target. Ensure the file type extensions are still valid, *.AIV for full base image files, *.All for incremental image files and *.AIX for differential image files.	
-403	Path to image file not found	Edit your existing backup job and verify at the target settings that the access to the backup location is still available and valid.	Sometimes the name resolving of the network has issues which could be the root cause.
-405	Access denied to image file	Edit your existing backup job and verify at the target settings that the user credentials are available and valid.	Make sure the user and password for the backup location does not get altered.
-411	Bad magic in image file	Use Activelmage Protector image verify feature to run a test of the image chain. Try to mount the last recent image file of your image chain. If one or both tests fail, the files seem not to be readable, which is caused mainly due to backup location issues (file system, hardware defect, etc.).	If you need further assistance we need the support file. For Activelmage Protector, click in the graphical menu on Help > About > Support Information and paste the generated ZIP file into your support case, should the email attachment be too large, you can upload the ZIP file to your support case: http://support.netjapan.eu/incident_manage.aspx
-413	Image corrupt or truncated	Refer Exit Code -411	
-419	Device not found.	The Activelmage Protector Image-mount driver 'aip2.sys' is not properly installed or the system is not rebooted. Try to uninstall and run a new installation of Activelmage Protector, if the problem persists, please refer to the Best Practice guide (URL) on page 4 at section 2 (2.1 to 2.7) described.	
-438	The image is used	Verify that no other software is using the image chain. For example: ImageCenter, vStandby AIP or another instance of Activelmage Protector. The image chain will be blocked as long as any other application is running a specific task.	Tip: enable in the view settings of Windows file explorer "show all hidden files/folders" and enable "show system files" for any file type like '*.iclock.replicate', '*.aiplock.write' or '*.sbylock.write' if no other application is running a task for the image chain, you can delete these files manually.
-501	Schedule file not found	Verify the schedule file(s) with *.xml file extension stored in the subfolder 'schedules' in the root path of the installation folder of Activelmage Protector (default: "C:\Program Files (x86)\NetJapan\Activelmage Protector ...") are present and valid. If the schedule file(s) are unusable, you can replace it by mounting an older image backup, to copy and overwrite this file and restart the 'AipService.exe' under Windows services afterwards.	If the solution is not possible: delete only the XML file(s) in this folder, additionally go to the other subfolder 'profiles' also in the root path of the installation folder of Activelmage Protector (default: "C:\Program Files (x86)\NetJapan\Activelmage Protector ...") and

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			delete the XML file for this task too. Afterwards you can re-create your backup job.
-505	Schedule corrupt	Refer Exit Code -501	
-521	Dedup error	Check first your image deduplication and compression settings for the backup task. By default level 2 is used and the temporary file folder is at C:\Windows\Temp. If the level has been changed manually by a user, this will make your full base image and image chain invalid. If your temporary file folder is not available or does not have enough free space, this will be the root cause of this issue.	For optimized settings please refer the Best Practice guide (URL) on page 5 at section “Tips for setting up ActivelImage Protector” described.
-553	No open file	Edit your existing backup job and verify at the target settings that the access to the backup location is still available and valid. If you have a network destination, check for related network issues (connection, credentials, shares, etc.). If you use an external disk based storage as destination, check the device state (controller, cable, file system, etc.).	Troubleshooting requires mostly individual checks of Windows system and application event logs to gather more information.
-559	Error writing to file	Refer Exit Code -553	
-571	Socket error	Refer Exit Code -131	If the problem persists after you applied the recommended solutions, open the file 'aip.ini' stored in the root path of the installation folder of ActivelImage Protector (default: "C:\Program Files (x86)\NetJapan\ActivelImage Protector ...") and search for this line: BroadcastPort=48238 Change 48238 to 0 and save the changes and restart the 'AipService.exe' under Windows services afterwards.
-601	Sector Tracking driver not installed	Check first that the driver file 'aiptrack.sys' at this location: C:\Windows\System32\drivers\ exists. Reboot your system afterwards, if the problem persists, please refer the Best Practice guide (URL) on page 4 at section 2 (2.1 to 2.7) described.	
-701	Some error occurred in the processing pipeline	Two main possible root causes on backup: - The Windows reserved VSS storage space is full and during the backup creation Windows cleans up this VSS storage which causes a backup abort. You can solve this issue, please refer the Best Practice	If you get this error on restore, you can try first to skip bad blocks. If you use the BareMetal Restore (WindowsPE based boot recovery environment), please navigate in the file explorer to this location 'X:\Program Files\ActivelImageProtector\' and open the file

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		<p>guide (URL) on page 8 at section “Delete old / unused shadow copies” + “How to increase shadow copy space” described.</p> <p>- You have issues with the source or target disk, in this case it could be a file system issue or a hardware issue (disks, controller, device, etc.).</p> <p>Troubleshooting requires mostly individual checks of Windows system and application event logs to gather more information.</p>	<p>‘aip.ini’. Go to the line with section [aipcopy] and add the following afterwards:</p> <p>IgnoreErrorsDuringRestore=1</p> <p>Save the changes and run the restore task again. You can do the same in normal Windows environment, the location for ‘aip.ini’ are the path of the installation folder of ActivelImage Protector (default: "C:\Program Files (x86)\NetJapan\ActivelImage Protector ...").</p>
-702	Disk full	Your backup target is out of free space. Adjust your backup retention policy settings to a smaller value or get a larger backup target.	Important note if the backup fails due out of free space, the created temp file with *.000 file extension will be deleted by default, so your backup target may look to still enough free space left.
-902	License or evaluation term has expired	Please verify with NetJapan sales team that your license is still valid. A trial license always works only once for 30 days per system. If you use a MSP or Subscription license, please check your internet connection or firewall. If you use a proxy server, verify the proxy settings are added into the software properly.	
-913	Product key not support	If you use a virtual license key, please refer the Best Practice guide (URL) on page 4 at section “Installing and activating ActivelImage Protector on virtual environments” described.	
-914	Invalid license key	Your license key data stored in Windows registry seems to be deleted or broken. If you use ActivelImage Protector older than version 5.0.3.4641 you need to uninstall (you can keep your settings and tasks) and re-install the software. If you have ActivelImage Protector version 5.0.3.4641 or newer, you only need to restart the ‘AipService.exe’ under Windows services one time and the license key data gets restored.	
-915	Error during run online activation	Please check your internet connection or firewall. If you use a proxy server, verify the proxy settings are added into the software properly. Ensure you can resolve this address: activations.netjapan.com	
-999	Some unexpected Windows error	You need to check the task log files for more details. Search mainly for these ‘Level=ERROR’ entries to identify the root cause. A full overview about all Windows error numbers can be found here: https://docs.microsoft.com/de-de/windows/desktop/Debug/system-error-codes	If you need further assistance we need the support file. For ActivelImage Protector, click in the graphical menu on Help > About > Support Information and paste the generated ZIP file into your support case, should the email attachment be too large, you can upload the ZIP file to your

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			<p>support case: http://support.netjapan.eu/incident_manage.aspx</p>
-858993460	Buffer overrun	<p>This is not a regular error, because an application or process has crashed. First, you can increase the size of the Windows Desktop Heap because, depending on how you use the memory resources, the heap value may be too small to crash.</p> <ul style="list-style-type: none"> - As administrator, start regedit.exe - Navigate to the following path: HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\SessionM anager\SubSystems\ - Right click on the entry 'Windows' and select 'Modify' - Only one section of the key is important, everything else must not be changed: SharedSection=XXX,XXX,XXX <p>Example for Windows Server 2012 R2 (may contain different default values depending on the operating system): SharedSection=1024,20480,768</p> <p>Only increase the third value (in the example 768) to increase the desktop heap for services (1024, 2048, 3072, or 4096), start with the lowest value first.</p> <ul style="list-style-type: none"> - A system restart is required to apply the changes. <p>If the problem persists, use the next higher values and check again. Further information on this topic can be found here: https://blogs.msdn.microsoft.com/ntdebugging/2007/01/04/desktop-heap-overview/</p>	<p>If the error persists, we need the support file. For ActiVImage Protector, click in the graphical menu on Help > About > Support Information and paste the generated ZIP file into your support case, should the email attachment be too large, you can upload the ZIP file to your support case: http://support.netjapan.eu/incident_manage.aspx</p>
-901	Too many activations	<p>Your license key has a activation limit, please verify you don't exceed the activation limit.</p>	

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