



Anleitung AOMEI Backupper-Fehlercode

1. Informationscode 4098: Ungültiger Parameter.

Lösung : Bitte versuchen Sie, AOMEI Backupper erneut auszuführen, und führen Sie den Vorgang erneut aus.

Und Sie können versuchen, alle AOMEI Backupper-bezogenen Ereignisse und Aufgaben im Windows-Taskplaner zu finden und dann zu entfernen: Klicken Sie mit der rechten Maustaste auf " **Dieser PC** " --> **Verwalten** --> **Systemprogramme** --> **Taskplaner** --> **Taskplaner-Bibliothek** . Nachdem Sie Aufgaben entfernt haben, führen Sie den Backupper erneut aus und wiederholen Sie den Vorgang.

Suchen Sie auch die entsprechende Sicherungsaufgabe, klicken Sie auf die dreizeilige Schaltfläche und wählen Sie "Eigenschaften" und überprüfen Sie die Quelle der Sicherung.

Bitte wenden Sie sich an unser [AOMEI Support Team](#) , hängen Sie einen Screenshot der Backup-Quelle unter "Eigenschaften" an und hängen Sie den Log-Ordner unter dem Installationsverzeichnis der Software an, damit wir das Problem weiter analysieren und Ihnen bei der Lösungsfindung helfen.

2. Informationscode 4099: Nicht initialisierte Komponente oder Funktionszelle.

Lösung : Bitte versuchen Sie, AOMEI Backupper erneut auszuführen, und führen Sie den Vorgang erneut aus.

3. Informationscode 4101: Datei konnte nicht erstellt werden.

Lösung :

1)Bitte überprüfen Sie zuerst, ob ABCore.exe von Ihrer Antivirensoftware verhindert wird. Sie können ABCore.exe (unter dem Installationsverzeichnis von AOMEI Backupper) als Administrator ausführen, um zu überprüfen, ob es erfolgreich ausgeführt werden kann. Oder eine Antivirensoftware (wie Windows Defender) fordert Sie auf, das Programm zu verhindern (bitte zulassen).

2)Und überprüfen Sie bitte, ob das externe Laufwerk getrennt ist oder der Laufwerksbuchstabe geändert wurde, wenn Sie auf ein externes Laufwerk sichern. Bitte schließen Sie das externe Laufwerk mit demselben Laufwerksbuchstaben wie der Zielpfad erneut an.

3) If you back up to NAS, you can try to map the network drive as a local drive in windows and then please set the mapped drive as the destination location.

Or, the NAS is disconnected because the unstable network or user account is changed when you back up to NAS. Please delete the NAS.xml file under C:\ProgramData\AomeiBR, and then reconnect the NAS via typing into IP address.

Click [here](#) to learn more details.

4. Information code 4102: Failed to read file.



Solution:

1) If you get this error when performing a backup with “Check Image” option selected, please do not worry. Because the error is not related to backup so backup is completed. The error is shown during the checking image process, so you can separately check the image file through the steps [here](#).

2) If the backup image is stored on NAS or removable devices, the connection has might be broken before reading the image file. To fix this, you can copy the image file to the local disk.

3) If the backup image is stored on a local disk, it indicates that some programs may have prevented Backupper from reading the image file. In this case, you can close these programs and try again. If you cannot find the programs, you can make a bootable media to do the backup again.

Click [here](#) to learn more details.

5. Information code 4103: Failed to write file.

Solution:

Please check the items below:

- 1) Check if your destination location has enough space to perform a backup.
- 2) Check if you have enough permission to read/write the destination location.
- 3) Check if your destination disks have bad sectors.
- 4) When you are doing the backup operation, you may shut down other threads that are accessing the directory of this destination.
- 5) Please make sure that you hook your external disks up or your network is in good condition when you fail to do the back up to external disks or NAS/Share.

Or, the NAS is disconnected because the unstable network or user account is changed when you back up to NAS. Please delete NAS.xml file under C:\ProgramData\AomeiBR, and then reconnect the NAS via typing into IP address.

6) Please also check if the drive letter of the destination partition or disk has been changed. You'd make sure the drive letter of the destination path keeps consistent with the one configured in the backup task.

6. Information code 4104: Invalid image file.

Solution:

1) If you get this error when performing a backup with the “Check Image” option selected, please do not worry, because the backup task is completed. The error is shown during the checking image process, so you can separately check the image file through the steps [here](#).

If the error still exists, you'd better recreate the backup.

2) If you get the error when you restore an incremental backup file, please try to restore previous incremental or original backup files.

3) In addition, if you restore backup under windows, maybe you can try to do the restore in WinPE mode.



7. Information code 4105/21: Not enough memory to process this command.

Solution:

- 1) Please check if there is enough memory to run the backup.
- 2) If the memory is enough big and the backup task is an incremental backup, please perform one full backup manually.
- 3) If you are performing a file backup with big data, we suggest you divide several backup tasks to run or use partition backup way.

Click [here](#) to learn more details.

8. Information code 4107: Failed to complete the operation/element not found or the image file not found.

Solution: If you get the error message during the backup process, please reinstall the software and then rerun the backup. If you get the error message during the restore process, please select the image manually to restore it.

Also, if the error occurs when the program runs a restore under reboot mode (WinPE), we advise you to [create a WinPE bootable media](#) and boot your PC into WinPE to restore it.

You can also click [here](#) to learn more details.

9. Information code 4110: Failed to decode the backup data.

Solution: The error generally appears when the software runs a checking image. Please try to explore the image. If you can explore it, so the image should be useful and you can restore it. Maybe you can try to restore it to another location to see if it is restorable.

And, please try to add the backup destination location to the allowed path/folder of the anti-virus program and retry.

10. Information code 4118: Find no unused space to store temporary files.

Solution: Generally, the error occurs when you run a partition/disk backup or clone with the sector by sector way.

For backup, this error occurs when you run a sector-by-sector backup and select the same drive (the source drive you want to backup) as the backup destination location.

1) Please check if you select “Make an Exact Backup” (sector-by-sector backup) under Backup Mode. If yes, AOMEI Backupper will backup all sectors whether used or not, so there is no space to save temporary cache files. Please change the backup mode to "Intelligent Mode".

2) Please check if your partition/drive is BitLocker encrypted. If yes, AOMEI Backupper will use sector by sector way by default. You can first decrypt the BitLocker encryption and retry the backup.



3) Or, you can select another drive as the backup destination location.

4) Or, you can try to temporarily add an external disk so the program will save temporary cache files to another drive so that the backup will be finished successfully.

5) Or, you can [create a WinPE bootable media](#) with AOMEI Backupper and then boot from WinPE to run the backup/clone.

For clone, this error usually occurs when you clone a partition/drive to a same-sized partition/drive with the sector by sector mode.

1) Please check if you tick "Sector-by sector clone". If yes, AOMEI Backupper will clone all sectors whether used or not, so there is no space to save temporary cache files. Please do not tick the "Sector by sector clone" option when cloning.

2) Please check if your partition/drive is BitLocker encrypted. If yes, AOMEI Backupper will use sector by sector way by default. You can first decrypt the BitLocker encryption and retry clone.

3) Or, you can try to temporarily add an external disk to save temporary cache files to another drive so that the clone will be finished successfully.

4) Or, you can [create WinPE bootable media](#) of AOMEI Backupper and then boot from WinPE to run the clone.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

11. Information code 4119: The source partition or volume can not be backed up sector by sector.

Solution: Please check if you are backing up Bitlocker encrypted partitions. If yes, AOMEI Backupper will back up the encrypted partitions with the sector by sector way. So, the image file can't be saved to the source drive you are backing up. Please select another location as the destination, or disable Bitlocker to back up.

12. Information code 4120: Failed to adjust partition size.

Solution:

1) Please check if you tick the "SSD alignment" option in Operation Summary before starting restore/clone. If yes, please do not tick the option.

2) You can choose the "Edit partitions" option in Operation Summary before starting restore/clone, then select "Manually adjust partition size" to adjust the partition size and location manually.



If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

13. Information code 4121: unknown system.

Solution:

1) It might be caused by the file systems read error during backup. Please restart the program and then retry the backup.

2) It could also be caused by partition errors. We advise you to first run `chkdsk /r` to check and fix the partitions you want to back up. And then please retry the backup.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

14. Information code 4122: Failed to get bitmap.

Solution: Please reinstall the software and then retry to do the operation.

And, please use `chkdsk` to check and fix the partition or drive you would like to back up and retry the backup.

If it still does not work, please try to run a full backup (not incremental or differential backup) with the sector by sector mode configured in the Backup Options. (make an exact backup)

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

15. Information code 4123: All partitions that need to be backed up have not been found.

Solution: When the source partitions have changed, for example, the starting sector, partition's size or/and some other physical configuration has been changed, the program can't detect the same source with the record of the backup task, then you will get the error. Please try to recreate the backup task.

16. Informationscode 4125: Das Bild konnte nicht untersucht oder in der Vorschau angezeigt werden.

Lösung : Dies könnte das Problem bei der Suche nach Treibern sein. Bitte installieren Sie die Software neu.

17. Informationscode 4130: Fehlende Bilddateien.

Lösung : Der Fehler tritt im Allgemeinen auf, wenn das Image nach Abschluss der Sicherung überprüft oder direkt auf die Sicherungsaufgabe zum Wiederherstellen geklickt wird. Bitte wählen Sie die Sicherungsdateien manuell aus, um sie zu überprüfen oder wiederherzustellen.



18. Informationscode 4138: Auf der Festplatte ist nicht genügend Speicherplatz vorhanden.

Lösung :

- 1) Bitte prüfen Sie, ob an Ihrem Zielort genügend Speicherplatz vorhanden ist. Wenn nicht genügend Speicherplatz vorhanden ist, empfehlen wir Ihnen, einige Dateien zu löschen oder zu entfernen, um mehr Speicherplatz freizugeben.
- 2) Sie können auch zu einem großen Zielspeicherort wechseln, indem Sie auf die dreizeilige Schaltfläche bei der entsprechenden Sicherungsaufgabe auf der Registerkarte Start klicken und dann auf "Backup bearbeiten" klicken, um zu einem anderen Zielspeicherort zu wechseln.

19. Informationscode 4140: Der Backup-Treiber funktioniert nicht ordnungsgemäß, Sie können den Computer neu starten, um das Problem zu beheben.

Lösung :

- 1) Bitte starten Sie den Computer neu und versuchen Sie den Vorgang erneut. Wenn der Fehler weiterhin auftritt, deinstallieren Sie das Programm bitte manuell und starten Sie dann den Computer neu, um die Software neu zu installieren.
- 2) Öffnen Sie die Eingabeaufforderung mit erhöhten Rechten (führen Sie die Eingabeaufforderung als Administrator aus), geben Sie den Befehl **net start starten ambakdrv ein Sie** und den Computer neu. Bitte versuchen Sie auch, den Befehl `C:\Program Files (x86)\AOMEI Backupper>LoadDrv.exe` einzugeben und neu zu starten.
- 3) Bitte öffnen Sie Ihre Windows-Sicherheit und Ihren Viren- und Virenschutz und fügen Sie "AOMEI Backupper" als erlaubte App hinzu, um Änderungen an geschützten Ordnern vorzunehmen. Schließen Sie den Ransomware-Schutz in Windows Defender und versuchen Sie es erneut.

Wenn die obigen Lösungen nicht funktionieren, geben Sie bitte Win+R ein, geben Sie "regedit" ein, um die Registrierung zu öffnen, navigieren Sie zum Pfad

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{71A27CDD-812A-11D0-BEC7-08002BE2092F}`

Wählen Sie und klicken Sie mit der rechten Maustaste auf "UpperFilters"-->Modify, dann prüfen Sie, ob der Wert "volsnap" unter "ambakdrv" vorhanden ist.

Wenn nicht, fügen Sie bitte "volsnap" hinzu. Überprüfen Sie danach, ob Sie immer noch den Fehlercode 4140 erhalten.

Klicken Sie [hier](#), um mehr Details zu erfahren.

20. Informationscode 4141: Fehler beim Hinzufügen der Boot-Konfiguration, kann nicht in den Neustartmodus wechseln

Lösung : Der Vorgang muss im Neustartmodus (WinPE) ausgeführt werden. Das Programm konnte jedoch keine Bootkonfiguration für den Neustartmodus hinzufügen, sodass der Neustart fehlgeschlagen ist. Sie können eine bootfähige WinPE-USB/CD direkt erstellen, indem Sie auf "Extras" -->



"Bootfähiges Medium erstellen" klicken und dann den Computer von einem WinPE-Medium starten, um den Vorgang auszuführen.

Informationen zum Erstellen von bootfähigen WinPE-Medien finden Sie in den Anweisungen [hier](#).

21. Informationscode 4143: Das bootfähige ISO-Image von Windows PE konnte nicht erstellt werden, der Vorgang kann nicht fortgesetzt werden.....

Solution: The restore process needs to be performed under reboot mode(WinPE). However, the program can't create WinPE automatically based on your environment. You can create WinPE iso (ampe.iso) via Tools-->Create Bootable Media, and then put the iso to the installation directory of AOMEI Backupper. After that, please try to restore again. Or, you can directly create a WinPE bootable USB/CD, and then boot the computer from WinPE media to do restore.

22. Information code 4160: Failed to open the file.

Solution: This error occurs mainly in File backup or File sync. This error is usually caused by file access permissions and nonexistent files.

In this case, please make sure the source files/folders do exist. And please check if you have enough permissions to access and edit permissions to the source files/folders.

If items above are checked without any problem, please attach the log/mmf folder under the installation directory of AOMEI Backupper to [AOMEI Support Team](#) to check.

23. Information code 4161: The destination path is not writable, please select a new path.

Solution: Generally, the error appears in the file sync process. If you are syncing files to NAS, please reconnect NAS and sync again. If you are syncing files to an external disk, please check if the external disk is hooked up. In addition, please note that the account you login must have access permission for the destination location.

24. Information code 4162: Single file is too big. The target file system does not support, please change other location and try again. (Because FAT12 supports single file up to 32MB, FAT16 and FAT32 support up to 4GB, maybe this cause error. So we suggest you restore to NTFS, EXFAT or other file system that support much bigger single file.)

Solution:

1) Please check if the destination partition is a FAT32 partition. If yes, FAT32 partition does not support saving a single file larger than 4GB. It is recommended to change the target location to NTFS or exFAT partition. Or please convert the FAT32 partition to NTFS.

2) Please check if the destination location is encrypted by Bitlocker. If yes, please disable BitLocker and restore/sync again.

25. Information code 4163: There's no need to backup the file or directory.



Solution: Generally, the error appears in file sync or file backup process. If you run the backup or sync for the first time, please check if the account you login has enough permission to access the source you want to back up/sync. If the account has access permission, please send our [AOMEI Support Team](#) the log files under the installation directory of the software. If the error appears in the scheduled backup, please run the backup once manually.

26. Information code 4164: The destination path is too long, please restore to the original location or change a shorter path and try again.

Solution: Generally, the error appears when you do the file sync or file restore. Please check if the destination is greater than 256 bytes. If yes, please restore the original location or change a shorter path. Please note that the program counts the path bytes which include the bytes of the source path you backup/sync and the destination path.

27. Information code 4169: Unknown Error

Solution: Please attach the log folder to [AOMEI Support Team](#) to further analyze the problem.

28. Information code 4177: The destination path is too long, please change a shorter path and try again.

Solution: Generally, the error appears when you do the file sync or file restore. Please check if the destination is greater than 256 bytes. If yes, please change a shorter path. Please note that the program counts the path bytes which include the bytes of the source path you backup/sync and the destination path.

29. Information code 4189 : Command execution failed before backup.

Solution: This error occurs after you configure a pre-command in a task. The task may fail if the command is executed unsuccessfully.

Please first manually run the command or script to check if it can be executed successfully.

If the command runs without any problem, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

30. Information code 4196: Failed to get free space on the target location or the target path does not exist/Unknown Error.

Solution:

1) If you sync files to an external disk, please check if the drive letter has been changed. If changed, please manually change it back to the original then restart the AOMEI Backupper to sync again. Or you can also recreate a new task and then re-select the external disk. And please ensure the external disk won't disconnect when syncing files.

2) If you sync files to NAS, please make sure the network is smooth. If you use the computer name as the NAS address, please change the computer name to its IP address and sync again.



31. Information Code 4197: Command execution failed after backup.

Solution: This error occurs after you configure a command in a task. The task may fail if the command is executed unsuccessfully.

Please first manually run the command or script to check if it can be executed successfully.

If the command runs without any problem, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

32. Information Code 4198: File backup failed to read file content.

Solution: If the backup image is stored on NAS or removable devices, the connection has might be broken before reading the image file. To fix this, you can copy the image file to the local disk.

If the backup image is stored on a local disk, it indicates that some programs may have prevented Backupper from reading the image file. In this case, you can close these programs and try again. If you cannot find the programs, you can make a bootable media to do the backup again.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

33. Information Code 4199: The source sync path does not exist.

Solution: This error occurs when sync is running. In most cases, it is mainly caused when you choose a NAS, USB, or removable drive as the sync source.

Please make sure the internet is well-connected during sync and the source path is valid and accessible. Also, the source path should keep unchanged once you configure the sync. You can also try to choose a local folder as the source of sync.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

34. Information Code 4200: The source backup path does not exist.

Solution: In most cases, it is mainly caused when you choose a NAS, USB, or removable drive as the source location.

Please make sure the internet is well-connected during backup and the source path is valid and accessible.

Also, the source path should keep unchanged once you configure the backup. You can also try to choose a local folder as the source backup location.



If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

35. Information Code 4201: Exceeds the maximum 2TB partition size of the MBR disk.

Solution: This error usually occurs if the disk types of the source and destination drive are different (One is MBR and the other is GPT). It may occur when you run disk clone/restore to a MBR disk with over 2TB space or to a FAT32 partition that exceeds the 2TB limitation of a FAT32 partition. You might also select the option "Add unused space to all partitions" before disk clone or disk restore.

In this case, you can just select the "Copy without resizing partitions" option before disk clone/restore operation runs if the original disk is over 2TB and the destination location is a MBR disk or a FAT32 partition.

Or, you can simply convert the destination drive from MBR to GPT and then retry.

36. Information Code 4209: Abnormal exit during backup/synchronization.

Solution: This error usually occurs when a backup/sync is running. Please restart Backupper and recreate a new task and check again.

If the problem remains, please check if your computer crashed. If yes, please contact our support team and attach the Minidump file under the path Windows\System32\Minidump and the log folder under the installation directory of AOMEI Backupper so we will further analyze the problem and help you find solutions.

37. Information Code 4210:

The target path does not exist! Please check its validity and try again.

Solution: This error occurs when sync is running. In most cases, it is mainly caused when you choose a NAS, USB, or removable drive as the target location.

Please make sure the internet is well-connected during sync and the destination path is valid and accessible. Also, the destination path should keep unchanged once you configure the sync. You can also try to choose a local folder as the destination sync location.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

38. Information Code 4211:

Failed to connect to the network address. It may be caused by network error. Please check your network connection and try again.

Solution: This error usually occurs if a network file fails to connect in a file backup/sync. Please make sure the network is well-connected and there is no network fluctuation during the backup/sync.



If items above are checked without any problem, please attach the log folder under the installation directory of AOMEI Backupper to [AOMEI Support Team](#) to check.

39. Information code 2: Failed to assign the drive letter.

Solution: Generally, the error appears during a disk clone. If the problem occurs when you clone a data drive, you can manually assign drive letters with Windows disk management or AOMEI Partition Assistant after the disk clone is complete. Click [here](#) to learn more details.

If it occurs during a system drive clone, you can try to first manually wipe the destination drive, and then retry to run the disk clone.

If it still does not work, you can also [create a bootable media](#) and boot your PC into WinPE to run a disk clone.

40. Information Code 208: Failed to initialize \$MFT file due to the error in file system. Please amend it by using CHKDSK.EXE in CMD to retry.

Solution: Please run command line chkdsk/r or chkdsk/f to fix the partition you would like to back up and then retry.

Also, we advise you to make an exact backup or run a sector by clone to check if it works.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

41. Information code 209: Failed to initialize NTFS file system bitmap

When you do a Partition Backup or a Disk Backup via the AOMEI Backupper, you may encounter the error code 209. The reason for the problem may be the following situations:

- 1) There are bad sectors on the destination disk so lead to the AOMEI Backupper read Bitmap failed.
- 2) The Bitmap is incorrect.
- 3) There is a problem when the AOMEI Backupper analyzing the Bitmap. Maybe there is a problem with the Bitmap.

Solution: Please run the Command Prompt as the administrator then run the command **chkdsk /r** to fix the partition you would like to back up. And then please retry the operation.

42. Information Code 210: Failed to read the file record, there are some physical bad clusters on the disk

Solution: Please try to create a bootable media with AOMEI Backupper and run the operation under WinPE.

Please check how to create a bootable media [here](#).



If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

43. Information code 214: Not enough reserve space. Please make big enough available space for target partition. If you have checked the "Align partition to optimize for SSD" option, uncheck it please and try again because this option will adjust partition accordingly and may cause this error.

Solution:

- 1) Please check if you choose the “Manually adjust partition size” option under “Edit Partitions” in Operation Summary. If yes, we advise you to select the “Copy without resizing partitions” option.
- 2) Please check if you choose the “SSD Alignment” option in Operation Summary. If yes, please untick the option.
- 3) Please try to choose a larger disk as the destination location.

44. Information Code 215: Too many fragment files on the volume need to be defragmented.

Solution:

- 1) Please first do a defragment on all partitions with a third-party professional program . And please run `chkdsk/r` or `chkdsk/f` command to fix the source partition you would like to back up/clone and then retry.
- 2) We advise you to run a partition or disk backup/clone with the sector by sector mode.
- 3) If you use the clone feature, you can also try to run [disk clone](#) with Partition Assistant.

If the problem still persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

45. Information code 218: The file record is invalid in MFT, please try to use chkdsk.exe in command prompt to fix and retry.

Solution: If the code occurs when you run a backup, you can use the "Check Partition" feature in AOMEI Partition Assistant or try the `chkdsk.exe` command line to fix the underlying file system errors in the source partition and then retry the operation.

You can also try to create a bootable disk and then retry the operation.

For the clone feature, you can also try to run a [disk clone](#) with Partition Assistant.



If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

46. Information code 22: Failed to open disk.

Solution: We advise you to restart the PC and execute the operation again. Or you can create a boot disk with AOMEI Backupper and operate under WinPE mode.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

47. Information Code 220: The feature on the NTFS cannot be supported by the program yet.

Solution: Please first do a defragment on all the partitions. And please run chkdsk/r or chkdsk/f command to fix the source partition you would like to back up and then retry the operation.

Also, we advise you to run a partition or disk backup or clone with the sector by sector mode.

For the clone feature, you can also try to run a [disk clone](#) with Partition Assistant.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

48. Information code 3: Dismount the volume fail, the program cannot process the volume, please reboot and retry.

Solution: Generally, this code occurs when other programs are running on the volume or the volume has been locked by other programs.

You can restart the PC and execute the operation again. Or you can create a boot disk with AOMEI Backupper and operate under WinPE mode.

If the problem still persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

49. Information code 303: Invalid network path.

Solution: Please check if the connecting port for the end-user is used out. If it is, you need to disconnect some ports so that the AOMEI Backupper can connect the NAS to do the backup.

Please first delete the "NAS.xml" files under path C:\ProgramData\AomeiBR. After that, please re-connect your NAS via using another username or typing into the IP address.

50. Information Code 308/312: Unknown Error.



Solution: This error usually occurs when you select a NAS as the source or destination of sync/backup. It should be caused by a network connection error.

Please make sure your network is well-connected and you have enough permissions and access to the NAS.

If it still does not work, you can try to delete the NAS.xml file under C:\ProgramData\AomeiBR, and then reconnect the NAS via using another username or typing into the IP address.

If the problem persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

51. Information Code 31: Please convert to NTFS separately in Windows GUI.

Solution: Generally, the code occurs when you back up to an external device or to NAS.

If you back up to an external drive, please check if you can access the external drive successfully. You can just re-plug the drive or connect it via another slot.

If you run a backup to NAS, please first check if the NAS connection is fine. Also, some antivirus programs may block the NAS. We advise you to temporarily close the antivirus program and reconnect the NAS.

52. Information code 33/34: Failed to read sector (with bad sector)/Failed to write sector (with bad sector).

Solution: If the problem occurs when you run a backup, please click the three-line button on the upper right side of the main window, and then select "Settings"-->"Backup Mode"-->"Backup Service: Use AOMEI Backup Service" to perform the backup.

If you still get the error, please try to restart or close the VSS service under Windows Task Manager and check again.

If the above methods can't solve the error, please try to [create a WinPE bootable media](#) of AOMEI Backupper and boot from WinPE to do backup again.

If the problem remains, please check if the disk has bad sectors with a professional disk tool (such as HDTune or MHDD).

If you detect the bad sectors on the disk, you can try to fix it with a disk tool or change a new disk and then retry.

If the error occurs when you run a disk clone with Backupper, you can also try to run a [disk clone](#) with Partition Assistant.

If the problem still persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.



53. Information code 10: Update registry failed. Allow writing to the registry when antivirus software block.

Solution: This error usually occurs when you restore a backup image. If you encounter such a problem, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

**54. Information code 16:
Inconsistent file system error upon initial reboot to enter the boot restore software.**

Solution: This error usually occurs when you restore a backup image file. In this case, you can try to [create a bootable media](#) and boot your PC into WinPE to restore the backup image.

If the problem still persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

**55. Information code 5:
Failed to unlock the volume, please reboot to access the volume by Explorer.**

Solution: This error usually occurs when you run a sync to NAS. Please restart your PC and check you can access the NAS normally.

And, please try to delete the "NAS.xml" files under path C:\ProgramData\AomeiBR. After that, please re-connect your NAS via using another username or typing into the IP address.

If the problem still persists, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

56. Information code 6: The partition table on the disk failed to update as other programs locked the partition table, please close other programs and retry.

Solution: This error usually occurs when a clone is running. For code 6, please first do defragment and run chkdsk/r or chkdsk/f command to fix the source drive you would like to clone and then retry the operation.

And, we advise you to run a partition clone or clone with the sector by sector mode.

Also, you can also try to run a [disk clone](#) with Partition Assistant.

**57. Information code 8: Partition table overlap & the following operations will stop.
Reboot computer recommended.**

Solution: This error usually occurs when you restore a system image. You can just try the following solutions:

1. You can try to first manually adjust the size of partitions before restoring and then retry to restore.



2. You can try to first delete partitions on the destination drive and then retry to restore.

58. Information code 1208: Unknown Error.

Solution: This error usually occurs in a backup that you configure NAS as the backup destination. Please make sure the network is well-connected and the file sharing support is enabled in Windows.

If the problem remains, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

59. Information code 1909: Unknown Error.

Solution: This error usually occurs in file sync. Please check your internet connection and if you can normally access the network location on your machine.

If you encounter such a problem, please contact our [AOMEI Support Team](#) and attach the log folder under the installation directory of the software so that we can further analyze the problem and help you find solutions.

Quelle: <https://www.ubackup.com/help/error-code.html>