Windows CDP Agent Driver install problems - Using the CDPDriverHealth utility

Windows CDP Agent Driver install problems - Using the CDPDriverHealth utility

Symptom

Unable to obtain a backup with a Windows CDP Agent server. CDP logs show a driver problem but does not give details as to what the problem is.

Example Log entry: Unable to open filter control device!: The system cannot find the file specified

Cause

R1Soft CDP Windows Agent installer problems, the CDP Agent drivers do not get installed properly.

Resolution

First use the CDP Agent Health Driver Utility to verify the correct drivers are installed. Program Files -> R1Soft CDP Agent -> CDPDriverHealth

If you find any of the drivers have problems and display a red 'X' you should uninstall and re-install the CDP Agent.

Completely uninstall the Windows CDP Agent using the uninstall utility in the Program Group for R1Soft, then reboot and attempt the install again. It is also a good practice to download a fresh copy of the Agent installer to rule out download issues.

Example of problem driver install:

Registry Value validated for {533} r1vssfltr
Could not validate the required value of {533}
R1VSSFilter verification failure
r1vssfltr Service Located
r1vssfltr.sys exists
Registry Value validated for {71A} r1fltr
R1VolumeFilter verification Success
r1fltr Service Located

r1fltr.sys exists

Related Articles

Page: Windows CDP Agent Driver install problems - Using the CDPDriverHealth utility (Knowledge Base) Labels: windows_agent, windows_driver, windows_health

Page: Windows CDP Agent Driver install problems - Using the CDPDriverHealth utility (Knowledge Base) Labels: windows_agent, windows_driver, windows_health

Page: Windows CDP Agent Driver install problems - Using the CDPDriverHealth utility (Knowledge Base) Labels: windows_agent, windows_driver, windows_health