REPORT: Critical defect

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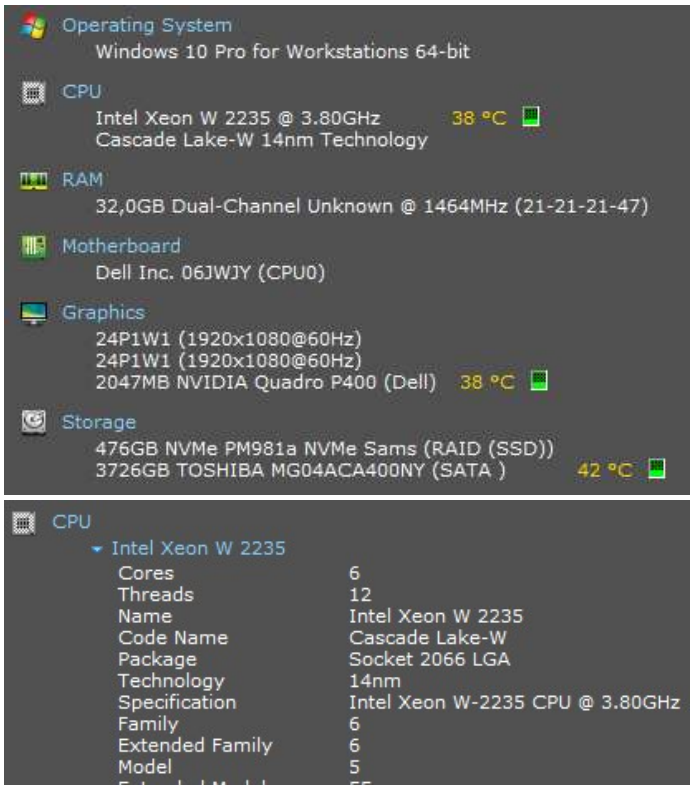
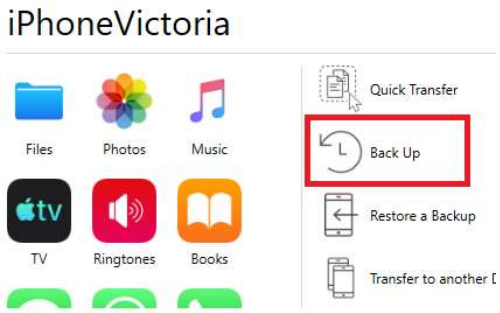
Issue

Author	Wiktoria Sapota
Title	"iMazing could not back up" - back up fault - Windows 10 Pro for Workstations 64-bit
System information	Computer: 
Device	iPhone 12 mini iOS 14.6 [more information at attachment]
Issue type (functional, visual, content, performance, crash)	functional
Frequency	every time
Issue category (critical/major/medium/minor)	critical

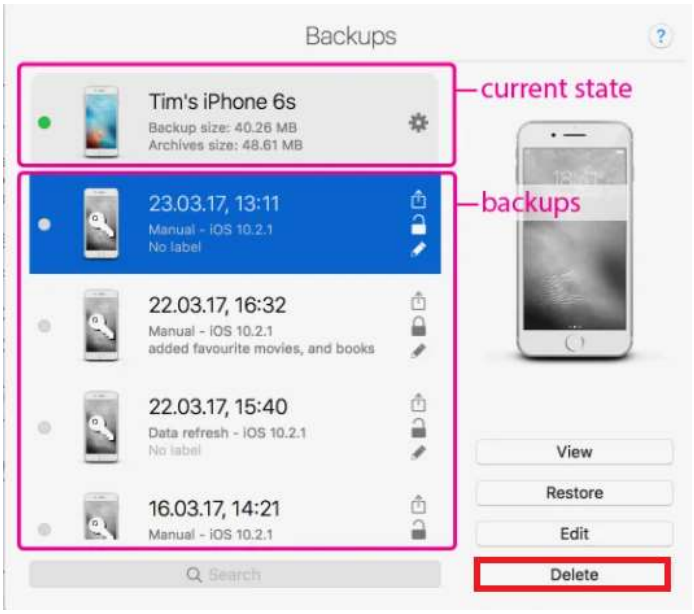
Action performed

1. Start the computer and iMazing software
2. Connecting the iPhone to the computer
3. Select “Back up” option



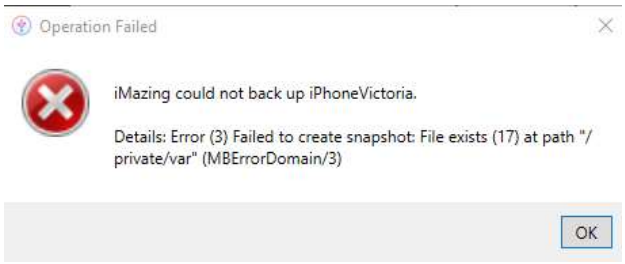
4. Approval action by the button “Back up”
5. Waited to the finished process. Selected “iPhoneVictoria Backups”

6. Selecting the last backup version from the list and deleting (according to the guide: https://imazing.com/guides/manage-your-iphone-or-ipad-backups-with-imazing#delete-backup)



7. Selected "Back up” option at the main window of software and approved action by “Back up” button.
8. Error message was displayed.

Expected result	Create a new backup
Actual result	A new window with an error message
Error message	Details: Error (3) Failed to create a snapshot: File exists (17) at path “/private/var” (MBErrorDomain/3)

Attachments	**Error screen**  **iphoneVictoria.txt (device specification)** Model: iPhone 12 mini iOS Version: 14.6 Phone Number: +48 795 930 877 Status: Connected via Wi-Fi Battery: 99% Device ID: 00008101-000629980C29003A Serial Number: C6KDR4BA0GPW Name: iPhoneVictoria Model: iPhone 12 mini iOS Version: 14.6 Model Details: iPhone13,1 Model Type: MGE33 Carrier: Play PL (46.0) Phone Number: +48 795 930 877 Backup Encryption: No Current Backup Encrypted: No Backup Location: Default Backup Location Backup Path: C:\Users\Victoria\AppData\Roaming\iMazing\Backups\00008101-000629980C29003A Latest iCloud Backup: 17.06.2021, 06:26 Status: Connected via Wi-Fi Passcode Enabled: Yes Passcode Locked: Yes Jailbroken: No Apple ID: victoria.sapota@gmail.com Apple ID Person ID: 20184967852 Accessibility Use Voice Over: No Accessibility Zoom: No Accessibility Invert colors: No Accessibility Speak Auto-text: No Accessibility Use Mono audio: Yes Accessibility Show closed caption when available: No

	MDM is not removable: No Wait until the device is configured: No MDM configuration is mandatory: No Is supervised: No Pairing with other computers is allowed: Yes Shared iPad: No tvOS Setup Assistant is automatic: No Find My iPhone Enabled: Yes iCloud Backup Enabled: Yes Battery Current Charge: 2234 mAh (98.0%) Battery Design Max. Charge: 2214 mAh Battery Effective Max. Charge: 2280 mAh (103.0%) Battery Charge Cycles: 85 Battery Temperature: 33.5 °C / 92.3 °F Battery State: Charging (1.0 Watt) Battery Instant Amperage: 214 mA Battery Instant Voltage: 4443 mV Battery At Warn Level: No Battery At Critical Level: No Battery Serial Number: F8Y0471GS1202JN7X Battery Avg. Temperature: 22.0 °C / 71.6 °F Battery Min. Temperature: 1.9 °C / 35.4 °F Battery Max. Temperature: 47.6 °C / 117.7 °F Battery Max. Charge: 0 mA Battery Max. Discharge: 0 mA Charger: USB host Charger Watts: 3 Charger Voltage: 5000 mV Charger Amperage: 211 mA Device Color: 1 Device Enclosure Color: 1 Language: pl-PL Locale: pl_PL Region: PM/A Activation State: Activated Time Zone: Europe/Warsaw MLB Serial Number: C7H048204WRPV204R ECID: 629980C29003A MEID: 35645025057154 IMEI: 356450250571541 ICCID: 89480610500526038368 IMEI 2: 356450250501928 CPU Architecture: arm64e Hardware Model: D52gAP

	Hardware Platform: t8101 Chip ID: 33025 Unique Chip ID: 1734582876045370 Die ID: 1734582876045370 Board ID: 10 Has SiDP: Yes Production SOC: Yes iOS Build Version: 18F72 Firmware Version: iBoot-6723.120.36 Baseband Version: 1.71.01 Wi-Fi MAC Address: b4:56:e3:a1:fa:6d Bluetooth MAC Address: b4:56:e3:99:ed:ab Ethernet MAC Address: b4:56:e3:9f:d8:d3 Bonjour Unique ID: 30881422-1299699867235526760 USB Device ID: 7 USB Product ID: 7 USB Interface Speed: 480 Mbit/s

Comment:

The fault appeared not only when trying to create a new backup but also when trying to create a backup from the "Contacts" directory - that is, one of the ones displaying the content by extraction from the backup. Due to the significant limitation of the use of the software, the error was considered a critical one. This fault stays reported to support the imazing.com site.

Support reacted in a few hours. They stated that the error message indicated some sort of corruption of one or more backups in that backup location and suggested created a new, clear folder to backup. These steps solved the problem and allowed for the correct creation of a full backup.