

Errors Code Guide for HDM based products

PARAGON SOFTWARE

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Error code 1

Error message: *unable to determine current platform*

RMB2_RESULT_UNKNOWN_PLATFORM = 0x01,

This error appears when RMB can't determine if the platform is x32-bit or x64-bit.

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- Unsupported Windows version.
- Wrong values in configuration file.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall and make sure you have admin permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection. Make sure nothing blocks program.
- Contact Paragon Support team.

Error code 2

Error message: *cannot find environment variable*

RMB2_RESULT_ENVVAR_NOT_EXIST = 0x02,

The error appears for the OS where the recovery media creating if the RMB cannot get total path for system files.

Possible root causes:

- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- Some configuration or .dll files in program directory are corrupted or missing.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall and make sure you have admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection. Make sure nothing blocks program.
- Contact Paragon Support team.

Error code 3

Error message: *cannot get value of environment variable*

RMB2_RESULT_ENVVAR_UNAVAILABLE = 0x03,

The error appears for the OS where the recovery media creating if the RMB cannot get total path for system files.

Possible root causes:

- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- Some configuration or .dll files in program directory are corrupted or missing.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall and make sure you have admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection. Make sure nothing blocks program.
- Contact Paragon Support team.

Error code 4

Error message: *cannot find a current folder*

RMB2_RESULT_WORKDIR_NOT_FOUND = 0x04,

Possible root causes:

- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- Some configuration or .dll files in program directory are corrupted or missing.
- Wrong values in configuration file.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall and make sure you have admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection. Make sure nothing blocks program.
- Contact Paragon Support team.

Error code 5

Error message: *cannot find a temporary folder*

RMB2_RESULT_TEMPDIR_NOT_FOUND = 0x05,

Possible root causes:

- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- Default TEMP folder is wrong for the current OS.
- Some configuration or .dll files in program directory are corrupted or missing.
- Wrong values in configuration file.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall and make sure you have admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection. Make sure nothing blocks program and TEMP folders.
- Check default TEMP folders in advanced settings of system preferences - «Environment Variables» button.
- Contact Paragon Support team.

Error code 6

Error message: *routine is not implemented*

RMB2_RESULT_NOT_IMPLEMENTED = 0x06,

Appears if user installs .NET with WAIKADK – this scenario is not supported.

Possible root causes:

- Unsupported scenario.
- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- The path to the WAIKADK tools is not correct.
- .NET is corrupted.

How to troubleshoot:

- Install .NET without WAIKADK.
- Do not install .NET tools.
- Run RMB with administrator permissions.
- Reinstall and make sure you have admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Contact Paragon Support team.

Error code 7

Error message: *cannot create a pipe*

RMB2_RESULT_CANT_CREATE_PIPE = 0x07,

The RMB can't get response from external process.

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Check if external resources (WIMWAIKADK) are not blocked.

Error code 8

Error message: *cannot set information for specified handle*

RMB2_RESULT_CANT_SET_HANDLE_INFO = 0x08,

The RMB can't get response from external process.

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Check if external resources (WIMWAIKADK) are not blocked.

Error code 9

Error message: *cannot duplication handle*

RMB2_RESULT_CANT_DUP_HANDLE = 0x09,

The RMB can't get response from external process.

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Check if external resources (WIMWAIKADK) are not blocked.

Error code 10

Error message: *cannot find a system folder*

RMB2_RESULT_SYSDIR_NOT_FOUND = 0x0A,

Possible root causes:

- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- Some configuration or .dll files in program directory are corrupted or missing.
- Wrong values in configuration file.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall and make sure you have admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection. Make sure nothing blocks program.
- Contact Paragon Support team.

Error code 11

Error message: *cannot launch external process*

RMB2_RESULT_CANT_LAUNCH_EXT_PROCESS = 0x0B,

The RMB can't get response from external process.

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- External tools are corrupted.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall external tools.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Check if external resources (WIMWAIKADK) are not blocked.

Error code 12

Error message: *cannot get exit code for external process*

RMB2_RESULT_CANT_GET_EXIT_CODE = 0x0C,

The RMB can't get response from external process.

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- External tools are corrupted.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot for:

- Run RMB with administrator permissions.
- Reinstall external tools.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.

- Disable Antivirus and other software protection.
- Check if external resources (WIMWAIKADK) are not blocked.

Error code 13

Error message: *external process failed*

RMB2_RESULT_EXT_PROCESS_FAILED = 0x0D,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- External tools are corrupted.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall external tools.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Check if external resources (WIMWAIKADK) are not blocked.

Error code 14

Error message: *cannot read a specified file*

RMB2_RESULT_CANT_READ_FILE = 0x0E,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection. Make sure nothing blocks program and TEMP folders.

Error code 15

Error message: *cannot find source wim image*

RMB2_RESULT_WIM_IMAGE_NOT_FOUND = 0x0F,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.
- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Wrong path in configuration file.

Error code 16

Error message: *cannot convert string from multibyte to wide char*

RMB2_RESULT_CANT_CONVERT_TO_WCHAR = 0x10,

Legacy error. Does not exist.

Error code 17

Error message: *wait for end external process execution failed*

RMB2_RESULT_EXT_PROCESS_WAIT_FAILED = 0x11,

The RMB can't get response from external process.

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- External tools are corrupted.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall external tools.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Check if external resources (WIMWAIKADK) are not blocked.

Error code 18

Error message: cannot copy file

RMB2_RESULT_CANT_COPY_FILE = 0x12,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.

Error code 19

Error message: *cannot create a folder*

RMB2_RESULT_CANT_CREATE_DIR = 0x13,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.

Error code 20

Error message: *cannot delete a folder*

RMB2_RESULT_CANT_REMOVE_DIR = 0x14,

Possible root causes:

- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admin's permissions.
- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary read/write permissions to access the device.

Error code 21

Error message: *cannot delete a file*

RMB2_RESULT_CANT_REMOVE_FILE = 0x15,

Possible root causes:

- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admin's permissions.
- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.

- Check if you have necessary readwrite permissions to access the device.

Error code 22

Error message: *cannot search child files in folder*

RMB2_RESULT_CANT_SEARCH_FILES = 0x16,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.

Error code 23

Error message: *cannot close a handle*

RMB2_CANT_CLOSE_HANDLE = 0x17,

The RMB can't get response from external process.

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Check if external resources (WIMWAIKADK) are not blocked.

Error code 24

Error message: *cannot open wim image file*

RMB2_CANT_OPEN_WIM_IMAGE = 0x18,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.
- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Wrong path in configuration file.

Error code 25

Error message: *cannot set temporary folder for wim services*

RMB2_CANT_SET_WIM_TEMPDIR = 0x19,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.
- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.
- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- Default TEMP folder is wrong for the current OS.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Check default TEMP folders in advanced settings of system preferences - «Environment Variables» button.
- Contact Paragon Support team.

Error code 26

Error message: *cannot load wim image from file*

RMB2_CANT_LOAD_WIM_IMAGE = 0x1A,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.
- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Wrong path in configuration file.

Error code 27

Error message: cannot mount wim image

RMB2_CANT_MOUNT_WIM_IMAGE = 0x1B,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.
- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Wrong path in configuration file.

Error code 28

Error message: *cannot commit changes for wim image*

RMB2_CANT_COMMIT_WIM_IMAGE_CHANGES = 0x1C,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.
- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Wrong path in configuration file.

Error code 29

Error message: *cannot unmount wim image*

RMB2_CANT_UNMOUNT_WIM_IMAGE = 0x1D,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.
- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.

- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Wrong path in configuration file.

Error code 30

Error message: *cannot register wim process callback*

RMB2_CANT_REGISTER_PROCESS_CALLBACK = 0x1E,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.
- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Wrong path in configuration file.

Error code 30

Error message: *cannot unregister wim process callback*

RMB2_CANT_UNREGISTER_PROCESS_CALLBACK = 0x1F,

Possible root causes:

- Corrupt Windows registry keys associated with WIM.

- Virus or malware infection that has corrupted the WIM file or related Microsoft Windows program files.
- Another program maliciously or mistakenly deleted WIM-related files.
- Another program is in conflict with Microsoft Windows and its shared referenced files.
- Corrupt download or incomplete installation of Microsoft Windows software.

How to troubleshoot:

- The easiest workaround is to use WAIKADK tools.
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity
- Wrong path in configuration file.

Error code 32

Error message: *cannot open a specified log file*

RMB2_CANT_OPEN_LOG_FILE = 0x20,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Wrong path to the RMB log.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.
- Check RMB configuration file values.

Error code 33

Error message: *specified log file already opened*

RMB2_LOG_FILE_ALREADY_OPENED = 0x21,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 34

Error message: *cannot create a unique name for temporary file*

RMB2_CANT_CREATE_TEMP_FILENAME = 0x22,

Possible root causes:

- Program files, folders or system resources are blocked.
- Not enough permissions to access system information.
- Some configuration or .dll files in program directory are corrupted or missing.
- Wrong values in configuration file.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall and make sure you have admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection. Make sure nothing blocks program and TEMP folders.
- Contact Paragon Support team.

Error code 35

Error message: *cannot open a file*

RMB2_CANT_OPEN_FILE = 0x23,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 36

Error message: *cannot get available drive letter*

RMB2_CANT_GET_FREE_DRIVE_LETTER = 0x24,

Possible root causes:

- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.

- Check if you have necessary readwrite permissions to access the device.

Error code 37

Error message: *unable to determine extension of winload*

RMB2_UNKNOWN_WINLOAD_TYPE = 0x25,

Error appears when RMB can't get information about required configuration of winload (.exe or .efi)

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.
- Configuration file corruption.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 38

Error message: *cannot get attributes from a specified file*

RMB2_CANT_GET_FILE_ATTRIBUTES = 0x26,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 39

Error message: *cannot set attributes to a specified file*

RMB2_CANT_SET_FILE_ATTRIBUTES = 0x27,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 40

Error message: *insufficient buffer size*

RMB2_BUFFER_TOO_SMALL = 0x28,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 41

Error message: *cannot convert string from wide char to multibyte*

RMB2_RESULT_CANT_CONVERT_TO_MULTIBYTE = 0x29,

Legacy error. Does not exist.

Error code 42

Error message: *cannot write ISO*

RMB2_CANT_WRITE_ISO = 0x2A,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 43

Error message: *cannot find .NET file list*

RMB2_CANT_FIND_DOTNET_FILELIST = 0x2B,

Possible root causes:

- The version of tools are not appropriate for Windows version.
- The path to the .NET tools is not correct.
- Installation is corrupted.

How to troubleshoot:

- Make sure the .NET version matches the Windows version and suitable for RMB.
- Delete and download appropriate .NET
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity.
- Check configuration file.

Error code 44

Error message: *cannot execute HIVE in regs*

RMB2_CANT_EXEC_HIVE_REGS = 0x2C,

Possible root causes:

- Not enough permissions to modify files and registry.
- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 45

Error message: *cannot find tools for winpe creating*

RMB2_CANT_FIND_WINPE_CREATION_TOOLS = 0x2D,

Possible root causes:

- External tools for WinPE creating are corrupted.
- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Use WAIKADK instead of WIM and conversely.
- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 46

Error message: *unknown localization key*

RMB2_UNKNOWN_LOCALIZATION_KEY = 0x2E,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.

- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 47

Error message: *TimeZone error*

RMB2_TIMEZONE_ERROR = 0x2F,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 48

Error message: *WinPe custom directory not found*

RMB2_WINPECUSTOM_ERROR = 0x30,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.

- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 49

Error message: *Product directory not found*

RMB2_PRODUCT_ERROR = 0x31,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 50

Error message: *Custom config directory not found*

RMB2_CUSTOM_CONFIG_ERROR = 0x32,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 51

Error message: *Cannot find source iso image*

RMB2_RESULT_ISO_IMAGE_NOT_FOUND = 0x33,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 52

Error message: *Current platform do not match with target platform*

RMB2_RESULT_TARGET_PLATFORM_ERROR = 0x34,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 53

Error message: *RMB2_UNKNOWN_ERROR = 0x35*,

The log files must be analyzed.

Possible root causes:

- Any possible reason

How to troubleshoot:

- Contact Paragon Support team and provide log files.

Error code 54

Error message: *RMB2_CANT_OPEN_DEVICE = 0x36*,

These problems usually appear when device is locked or not suitable for operation.

Possible root causes:

- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.

- Run RMB from express mode.

Error code 55

Error message: *Can't lock target volume*

RMB2_CANT_LOCK_VOLUME = 0x37,

Possible root causes:

- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.
- Run RMB from express mode.

Error code 56

Error message: *Can't unlock target volume*

RMB2_CANT_UNLOCK_VOLUME = 0x38,

Possible root causes:

- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Format USB flash to FAT32.

- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.
- Run RMB from express mode.

Error code 57

Error message: *RMB2_DISK_FORMAT_ERROR = 0x39*,

Possible root causes:

- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.
- Run RMB from express mode.

Error code 58

Error message: *RMB2_NO_MEMORY = 0x3A*,

Possible root causes:

- The USB device is not suitable.
- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.
- Run RMB from express mode.

Error code 59

Error message: *RMB2_CANT_UPDATE_DISK_PROPERTIES = 0x3B*,

Possible root causes:

- The USB device is not suitable.
- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.
- Device is not suitable for RMB recovery media.

How to troubleshoot:

- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.
- Run RMB from express mode.

Error code 60

Error message: *RMB2_CANT_CREATE_DIRECTORY = 0x3C*,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.

- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.
- Device can't be mounted - can't assign drive letter or unmounted - locked.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.

Error code 61

Error message: *RMB2_VOLUME_FIND_ERROR = 0x3D,*

Possible root causes:

- The volume has errors or bad blocks.
- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.

Error code 62

Error message: *RMB2_VOLUME_DISMOUNT_ERROR = 0x3E*,

Possible root causes:

- The volume has errors or bad blocks.
- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.

Error code 63

Error message: *RMB2_RESULT_DISK_CHANGE_LAYOUT_ERROR = 0x3F*,

Possible root causes:

- The volume has errors or bad blocks.
- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Format USB flash to FAT32.

- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.

Error code 64

Error message: *RMB2_RESULT_CANT_WRITE_FILE = 0x40*,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Format USB flash to FAT32.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 64

Error message: *RMB2_RESULT_CANCELED = 0x41*,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.
- Aborted by user.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 65

Error message: *RMB2_CANT_FIND_DIRECTORY = 0x42,*

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Format USB flash to FAT32.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 67

Error message: *RMB2_NULL_POINTER_INPUTED = 0x43,*

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 68

Error message: *Can't load dll*

RMB2_CANT_LOAD_LIBRARY = 0x44,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Format USB flash to FAT32.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 69

Error message: *Can't get proc address from dll*

RMB2_CANT_GET_PROC_ADDRESS = 0x45,

Possible root causes:

- Some configuration or .dll files in program directory are corrupted or missing.
- Program files, folders or system resources are blocked.

- Device file system is locked by another process and can't be handled.
- Not enough permissions to modify files and registry.
- Another program is in conflict with RMB and its shared referenced files.

How to troubleshoot:

- Run RMB with administrator permissions.
- Format USB flash to FAT32.
- Reinstall the RMB to the folder with admins permissions.
- Check disk for errors and system files integrity.
- Disable Antivirus and other software protection.

Error code 70

Error message: *RMB2_RESULT_CANT_INSTALL_DOTNET = 0x46,*

Possible root causes:

- The version of tools are not appropriate for Windows version.
- The path to the .NET tools is not correct.
- Installation is corrupted.

How to troubleshoot:

- Make sure the .NET version matches the Windows version and suitable for RMB.
- Delete and download appropriate .NET
- Scan for virus infection.
- Disable Antivirus and other software protection.
- Boot in the safe mode in order to prevent system or software file block.
- Check disk for errors and system files integrity.
- Check configuration file.

Error code 71

Error message: *Target volume is too large to create recovery fs*

RMB2_RESULT_VOLUME_TOO_LARGE = 0x47

Appears when RMB tries to prepare FS on the large disk which is not supported with FS type.
Usually FAT32 conflicts.

Possible root causes:

- The disk is too large for particular FS.
- The volume has errors or bad blocks.
- Program files, folders or system resources are blocked.
- Device file system is locked by another process and can't be handled.

How to troubleshoot:

- Format USB flash to FAT32.
- Mount device volume to another letter.
- Disable Antivirus and other software protection.
- Make sure no software uses the USB flash. Usually problem could be caused by monitoring and scanning software.
- Check if you have necessary readwrite permissions to access the device.