

System locks during backup operation

This article applies to:

- CuteBackup

QUESTION: When trying to run a backup, my computer just hangs and locks and I have to manually restart it. However, when I choose Microsoft VSS as the hot processing option it then works smoothly. The problem occurs with GlobalSCAPE's CuteBackup only.

ANSWER: This problem can be caused by antiviral software that blocks access to partitions and system. Usually antiviral software has an option to allow or disallow definite utility work, but new versions of antiviral software no longer include this option. In this case, any attempt of a driver to read or write the partition can be blocked automatically.

Some antiviral products can block our CuteBackup driver.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10757/System-locks-during-backup-o...>