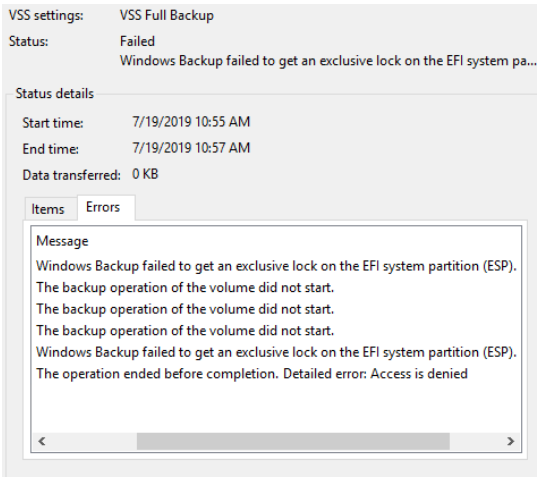
Error message Windows Back-up with File Security 7.1 / ESET Mail Security 7.1

Steef | ESET Nederland - 2019-08-15 - Reacties (0) - ESS for Windows Server

Issue :

When making Windows Back-ups in combination with ESET File Security 7.1 or ESET Mail Security 7.1 you get the following error :

Backup of volume \\?\GLOBALROOT\Device\HarddiskVolume2\ has failed. Windows Backup failed to get an exclusive lock on the EFI system partition (ESP). This may happen if another application is using files on the ESP. Please retry the operation.



Solution:

This is a known issue and will be resolved in ESET File Security 7.2.

To workaround this issue, you can configure one of the following exclusions:

File and folder exlusions:

\Device\HarddiskVolume2\EFI\Microsoft\Boot\BCD
\Device\HarddiskVolume2\EFI\Microsoft\Boot\BCD.LOG

or

Process exclusions:

C:\Windows\System32\wbengine.exe
C:\Windows\System32\vssvc.exe