Orange shield – Failed file

	Open the program the program by clicking on the Online backup logo or click at the logo once with the right mouse button. Choose "Open" from the menu.
	1. Click on the "failed file" link.
	1. In the pop-up windows you can see the systems situation. Choose "Show" to see the failed files.
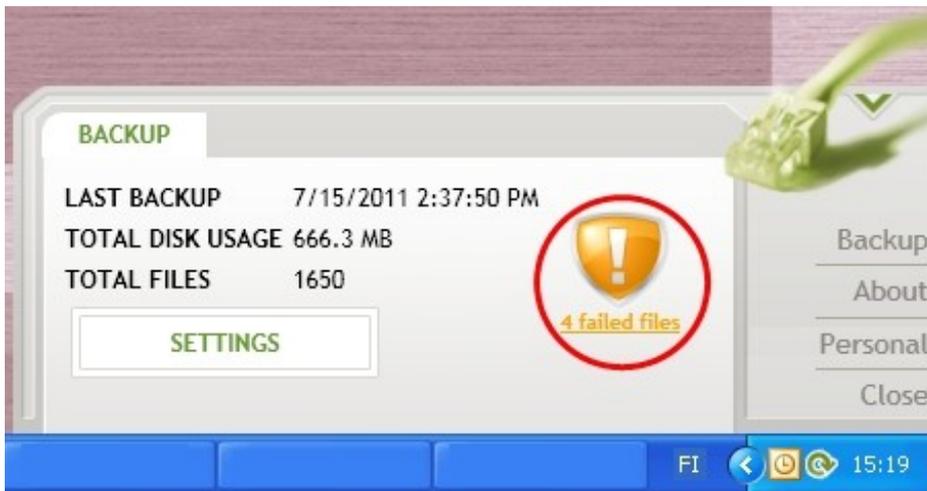
	File name	Full path	Fail time	Error type	Error text	Action:
📄	testing this again.doc	C:\Documents	7/14/2011 4:01:28 PI	Unauthorized	⊙ Tiedostoa C:\Documents and ...	Nothing ▼
📄	test.txt	C:\Documents	7/14/2011 4:01:28 PI	Unauthorized	⊙ Tiedostoa C:\Documents and ...	Nothing ▼
📄	testing testing.doc	C:\Documents	7/14/2011 4:01:29 PI	Unauthorized	⊙ Tiedostoa C:\Documents and ...	Nothing ▼
📄	testS.txt	C:\Documents	7/14/2011 4:01:29 PI	Unauthorized	⊙ Tiedostoa C:\Documents and ...	Nothing ▼

Nothing
Don't alarm from this item
Don't backup this item

☐ Include items that don't alarm

CLOSE

Nothing ▼

Apply for all

1) Nothing
The file will be back upped the same way as before

2) Don't alarm from this item
The file will be back upped, but the program will not alarm for it.

3) Don't backup this item
The file will be removed from the backup

Back upping a file can fail of the following reasons.

1) Unauthorized
The file does not need right from the main user or from another user to be back upped. The file has to have the right defined in the Local System- account.

2) Connection
The Internet- connection has had some problem during the backup.

3) The file could not be read
The file could not be read. It's most likely that the fault is in the Microsoft Shadow Copy – service. Check that services called "Volume Shadow Copy" and "Microsoft Software Shadow Copy Provider" are on.

4) Outlook message specific backup
If the Outlook message specific backup doesn't work it is most likely that the program interface with Outlook-program doesn't work. If this is the case, installing the program again is recommended. At this time the Outlook message specific backup doesn't work in 64-bit operating system.

5) Common error
The error could not be specified.

Exception can be made file specific.
For a non important file, for example for a temporary file "Don't backup this item" can be chosen.
For an important file it is recommended to try to find out why the backup failed.