

Known Issues

Processing of file restoration does not complete with 99%

Summary

It may happen that file restoration process is very slow or does not complete at 99%.

Cause

AIP2018 use robocopy to restore NTFS permissions etc. in the file restore process. Since the robocopy option is the default, if an error occurs during copying, it will retry 1 million times every 30 seconds, resulting in an infinite loop. Therefore the file restore does not complete.

Next release will fix the options of robocopy.

Resolution

Mount the image and run robocopy manually.

Target Product

- ActiveImage Protector 2018SP3 or earlier

Unique solution ID: #1280

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