

Known Issues

Restoration may fail with backup image of AIP2018 Update (5.1.4.5634)

Summary

From the AIP2018 Update (5.1.4.5634), the backup image has been assigned the read attribute to prevent ransomware. Because of this, restoration may fail.

Error contents:

```
07/10/2019 00:02:11.546 open file failed Level=ERROR [5]
07/10/2019 00:02:11.568 \\192.168.0.1\share\test@test_d01_00001.aiv
CreateIndexIOChunkFile failed Level=ERROR [5]
07/10/2019 00:02:11.578 exception caught: error(5) in RestoreVolume(3518)
Level=ERROR [5]
```

Cause

This is a known issue.

Workaround

Please uncheck the read attribute from the image file property in Windows Explorer.

Target Product

- ActiveImage Protector 2018 Update(5.1.4.5634)

Unique solution ID: #1298

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