QBR *Knowledge base*

Error no 13 Permission denied

Scope

This article covers the following error:

[Errno 13] Permission Denied

Example: Error code for [Errno 13] (Permission Denied)

Cause

1. Database locks that occurred with earlier versions of ShadowProtect and ShadowSnap causing the files to become inaccessible
2. Domain permissions that may be conflicting with the agents
3. QBR device is joined to the domain

Solution

1. Update the version of ShadowProtect and ShadowSnap to the latest version and reboot the server afterwards
2. Check if the QBR device is joined to the domain. If it is, unjoin the device from the domain.
3. Enable Share Compatibility from the Advanced Options page.

4. After the update if the error persists, force a differential merge from the advanced options tab on the web page.