

QBR *Knowledge base*

FINAL ERROR -32 THE PROCESS CANNOT ACCESS THE FILE BECAUSE IT IS BEING USED BY ANOTHER PROCESS

SCOPE

This article covers the specified error:

Final error (-32 The process cannot access the file because it is being used by another process.)



Example: Fatal Error -32 The process cannot access the file because it is being used by another process

CAUSE

1. The ShadowSnap installation was interrupted and part of the installer was blocked and prevented from being completely installed
2. There was a previous version of ShadowProtect installed on the target machine and the ShadowSnap installer was attempted to be installed over the incompatible ShadowProtect installation Uninstall of previous ShadowProtect version didn't complete successfully.

SOLUTION

1. Reinstall the agent using psexec:
 - Download PSExec.exe from <http://live.sysinternals.com/psexec.exe>.
 - Open a command prompt and browse to the location psexec was downloaded to.
 - Run the following command. Psexec.exe -hsi cmd.exe.
 - This will open a second Command prompt window that will be running as local system.
 - Browse to the QBR windowsagent installer via the command line and run the installer with the elevated privileges. Reboot the machine afterwards.
 - Try another backup after the reboot has completed.
2. Remove ShadowSnap and all versions of ShadowProtect from the server, reboot the server, reinstall ShadowSnap using the method specified above, reboot the server.