**Backup - KB00132**

Impacted App/Service: Backup

Title: An error message appears after trying to perform a backup or access a shared drive for the backup process

Short Description: In the event the backup process has an error message, presents access issues or is hung for an extended amount of time on a certain point, follow these recommendations. It is recommended to notify the user that there may be an outage during this process.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **192.189.1.65** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. In the remote computer screen, launch the **Cleanup** icon from the desktop. This will free up some disk space (i.e., cache, temp files, legacy installers, etc.).
6. As soon the Cleanup tool completes, a popup dialog will ask if a reboot is needed, select **Yes**.
7. Wait about 5 minutes for the remote computer to reboot.
8. Perform the actions once more to confirm functionality.