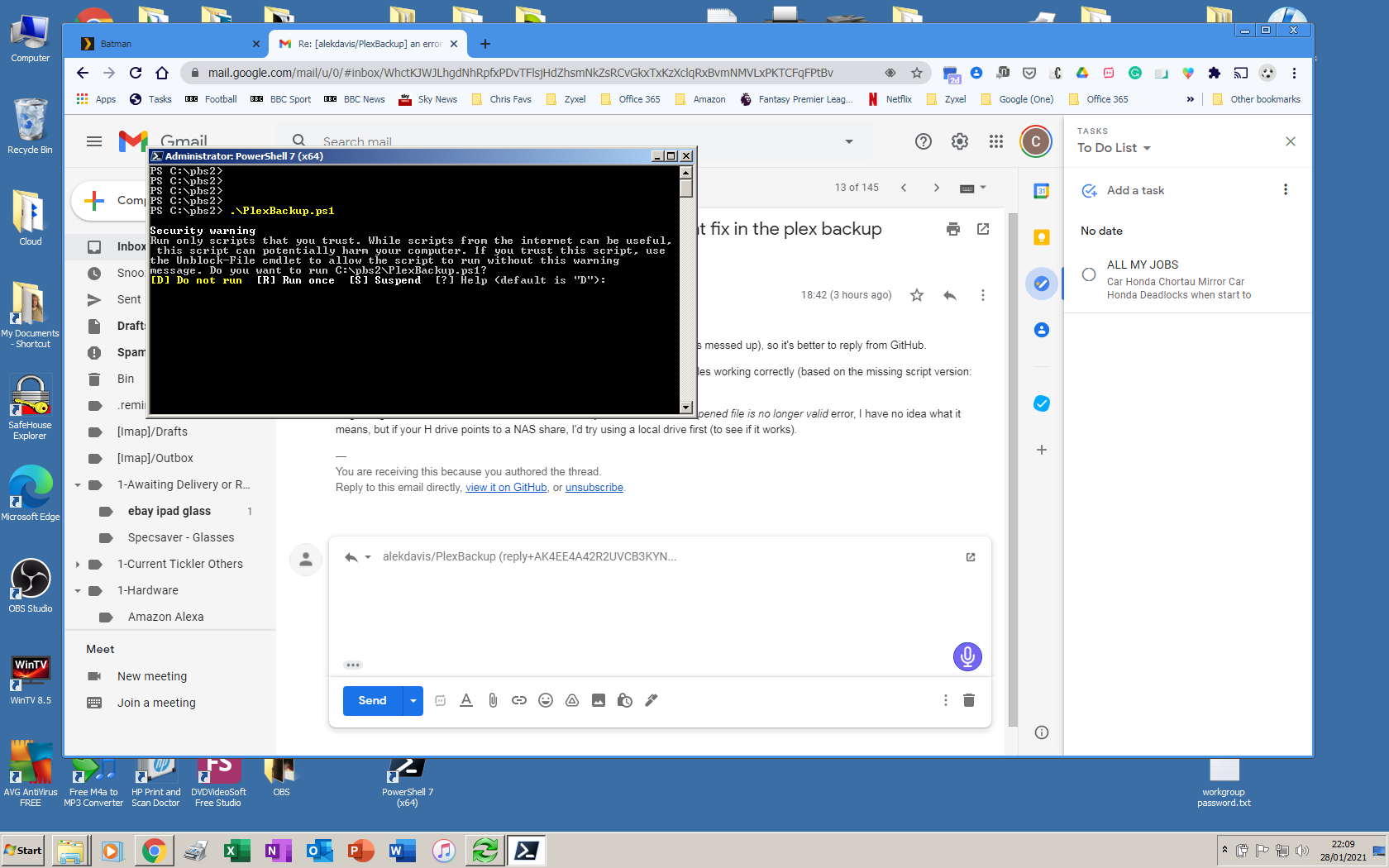
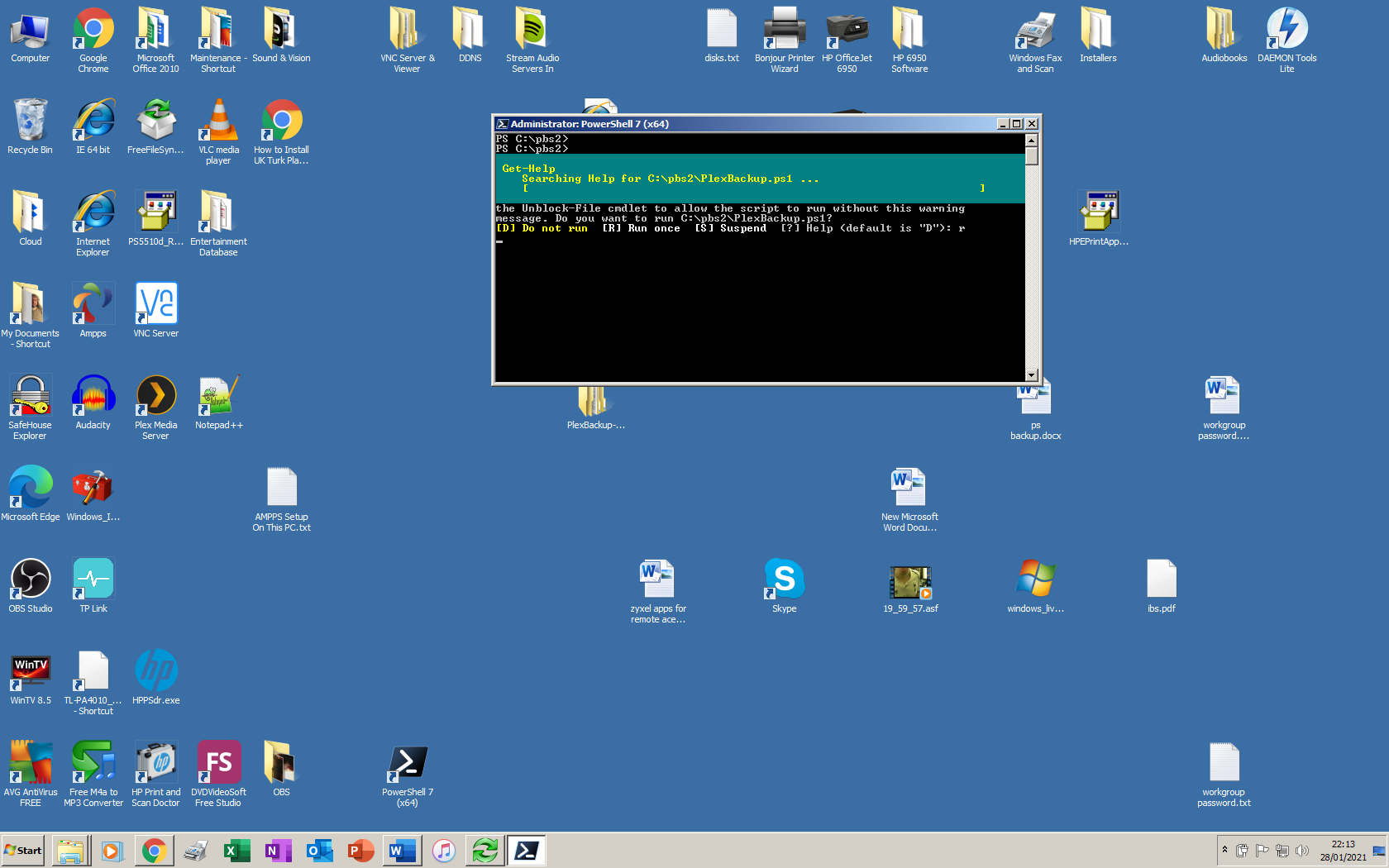
As you have figured out, I am not a technical person, so I have tried to document what happens with screen shots

I start powershell in admin mode



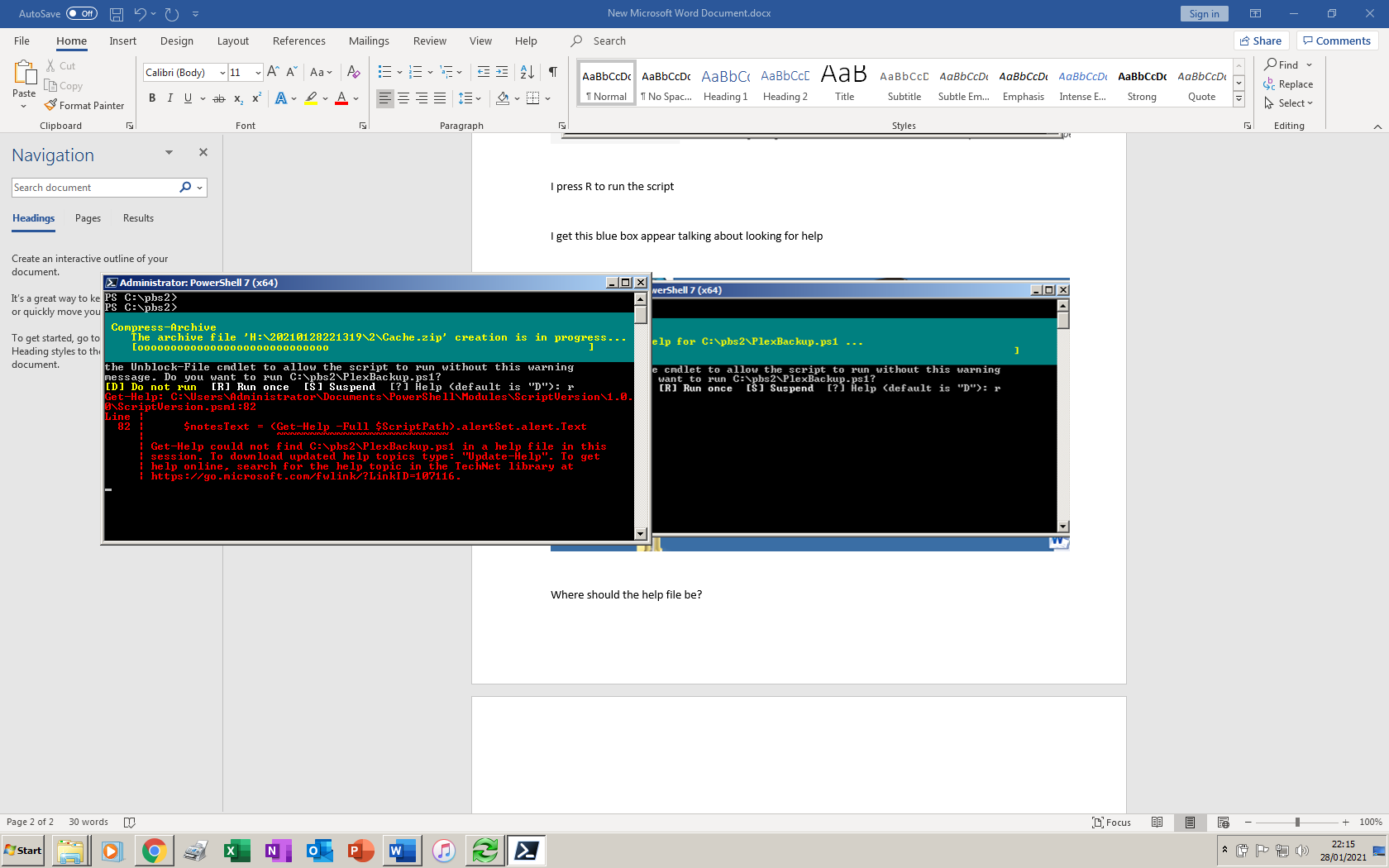
I press R to run the script

I get this blue box appear talking about looking for help



I tried going to the url it mentioned for online help. It seems to be all about powershell with loads of other places to go. I don’t know what to look for.

Anyway, the script carried on running



The script finishes but has not backed anything up

Here is the backup log

PlexBackup v

Script started at:

01/28/2021 22:13:19

Operation mode:

BACKUP

Backup type:

DEFAULT

Plex version:

1.21.1.3830

Log file:

H:\20210128221319\Backup.log

Stopping Plex Media Server process:

Plex Media Server.exe

Backup will be saved in:

H:\20210128221319

Creating task-specific subfolders in:

H:\20210128221319

1

2

3

4

Saving version:

1.21.1.3830

to:

H:\20210128221319\Version.txt

Backing up special folders.

Moving:

C:\Users\Administrator\AppData\Local\Plex Media Server\Plug-in Support\Data\com.plexapp.system\DataItems\Deactivated

to:

H:\20210128221319\4\Plug-in Support\Data\com.plexapp.system\DataItems\Deactivated

at:

2021/01/28 22:13:34.033

Completed at:

2021/01/28 22:13:34.553

Backing up Plex app data folders.

Archiving:

C:\Users\Administrator\AppData\Local\Plex Media Server\Cache

to:

H:\20210128221319\2\Cache.zip

at:

2021/01/28 22:13:34.674

Restoring special folders.

Copying:

H:\20210128221319\4\Plug-in Support\Data\com.plexapp.system\DataItems\Deactivated

to:

C:\Users\Administrator\AppData\Local\Plex Media Server\Plug-in Support\Data\com.plexapp.system\DataItems\Deactivated

at:

2021/01/28 22:48:12.537

Completed at:

2021/01/28 22:48:21.072

Error compressing Plex app data files. Error compressing folder 'C:\Users\Administrator\AppData\Local\Plex Media Server\Cache'. Exception calling "Dispose" with "0" argument(s): "The volume for a file has been externally altered so that the opened file is no longer valid. : 'H:\20210128221319\2\Cache.zip'" The volume for a file has been externally altered so that the opened file is no longer valid. : 'H:\20210128221319\2\Cache.zip'

Starting Plex Media Server:

C:\Program Files (x86)\Plex\Plex Media Server\Plex Media Server.exe

Script ended at:

01/28/2021 22:48:21

Script ran for (hr:min:sec.msec):

00:35:02.294

Script execution result:

ERROR

Done.

The Volume I am backing up to a a USB memory stick that has nothing else on it. It is in the local machine.

The “update-help command tries to get a file. I have no idea what the error means. Is it trying to download something from your githud repository? Do I have to be logged into GitHub to get it?

