Backup Failed to complete

[Version 1.0]

Jason

[23/07/2021]

REV. No	Nature of Change	Prepared By	Prepared Date	Reviewed & Approved by
1.0	Creation	Jason	23/07/2021	Weina

Amendment Record

SCENARIO

QNE Delphi Backup database prompted

Backup Failed to complete !

Please perform Database Validation to validate the database

Backup output

Backup Failed to complete !
Please perform Database Validation to validate the database.

There are 2 possibility that causing QNE Delphi to prompted such error:-

1. QNE Delphi program files missing, deleted or quarantine by Anti-Virus Program

*Refer to **Method 1***

2. The logon Windows user do not have Modify and Write permission to backup destination or Windows TEMP folder

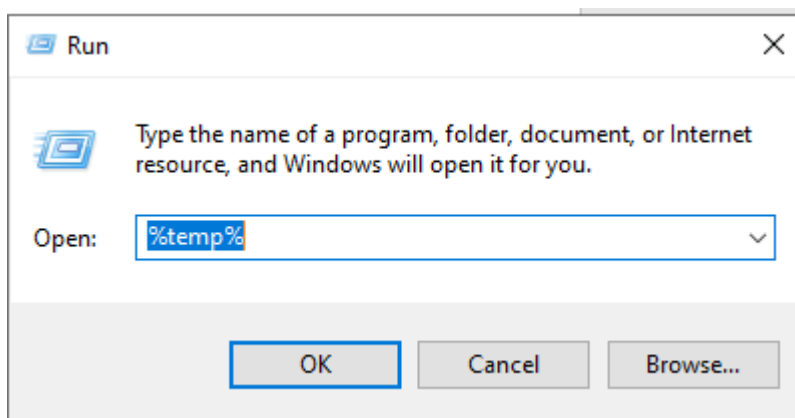*Refer to **Method 2***

SOLUTION

Method 1

1. Double check Anti-Virus program's blocked or quarantine folder

2. Unblock or restore & allow from quarantine folder

3. If there is nothing been blocked or quarantine then reinstall QNE Delphi with setup file

4. If you don't not have your QNE Delphi version setup file, you can submit a ticket requesting your QNE Delphi setup file on https://support.qne.com.my/support/tickets/new

Method 2

1. First, we check on Backup folder permission by

2. Right-click on your backup folder > Select Properties > Go to Security tab

3. Highlight on your logon Windows user and check whether the 'Allow' checkbox is tick for 'Modify' and 'Write'

4. If it is not tick, click on Edit button

5. Tick Allow checkbox for 'Modify' and 'Write'

6. If it is ticked then most likely is Windows TEMP folder permission

7. Click on Windows button and type in '*Run*'

8. Open '*Run*' and type in %Temp% then click OK button

9. Windows will open Windows TEMP folder

10. Press and hold Alt + UP (up is arrow button pointing up)

11. Right-click on the 'Temp' folder > Select Properties > Go to Security tab

12. Highlight on your logon Windows user and check whether the 'Allow' checkbox is tick for 'Modify' and 'Write'

13. If it is not tick, click on Edit button

14. Tick Allow checkbox for 'Modify' and 'Write'

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