



# When backup prompt error message 'it is being used by another process'

## Scenario:

When click for backup and after compressing files prompt error message

Database Backup

### Ready to backup

All connections will be disconnected during the backup process. Please make sure you have saved all of your changes.

**Backup Destination**

Backup Folder: C:\QnEBackup

Filename:

**Protection**

Password:

Confirm Password:

Compressing Files...

To backup the database, click Backup

< Back Backup Close

There was an unexpected error during backup  
Error deleting file

System.IO.IOException: The process cannot access the file 'c:\Program Files\Microsoft SQL Server\MSSQL10\_50.QNEBSS\MSSQL\DATA\...bak' because it is being used by another process.  
at System.IO.\_\_Error.WinIOError(Int32 errorCode, String maybeFullPath)  
at System.IO.File.InternalDelete(String path, Boolean checkHost)  
at System.IO.File.Delete(String path)  
at QNE.ERP.DatabaseUtils.Helpers.BackupRestoreHelper.DeleteFile(String fileName, Boolean showErrorMessage)

OK

## Solution

- 1) Check the PC have any antivirus. If have advice to disable or add QNE in the exception list
- 2) After disable or add QNE in exception list but still unable backup, go to SQL server folder (normally will store at c drive, can refer to below sample) and check have any bak file. If have bak file can delete it and do backup again

