

# ISSUE: The process cannot access the file because it is being used by another process (UsrClass.dat)

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**Product Version:**  
AhsayOBM / AhsayACB: 7.3.0.0 or above  
OS: Windows XP / 2003

## Problem Description

When performing a backup on the 'UsrClass.dat' file, the following error message is received in the backup report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	...
*	erro	YYYY/MM/DD hh:mm:ss	[New File] File="C:\Documents and Settings\username\Local Settings\Application Data\Microsoft\Windows\UsrClass.dat" Error="[IOException] The process cannot access the file because it is being used by another process. "
*	...	...	...

## Cause

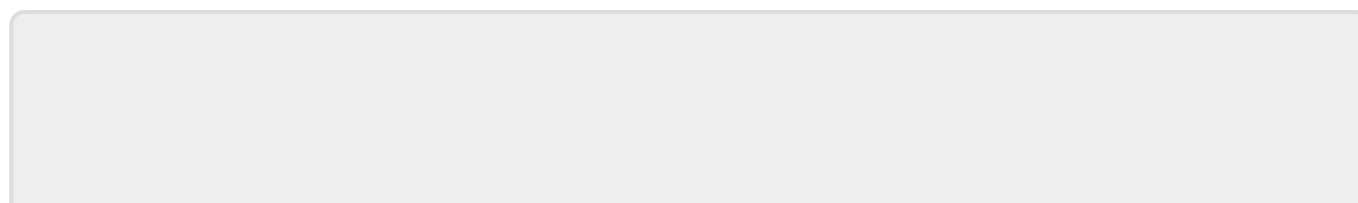
The message suggests that the corresponding file is currently locked by Windows during the backup operation. Even with Volume Shadow Copy enabled, the **UsrClass.dat** file cannot be backed up if the corresponding operating system account is logged in while the backup job is still running.

## Resolution

To resolve the issue, ensure that the corresponding operating system account is logged off when the backup job is in progress.

## Keywords

access, usr, usr.dat, dat



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