[V7] 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 to 7.x
OS: Windows XP / 2003

ATTENTION 1st January, 2022: v7 officially End-of-Life [details]

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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