[V7] ISSUE: Enumeration of the files failed (MS Windows System State backup)

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Product Version:
AhsayOBM: 7.3.0.0 to 7.x
OS: Windows

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

Problem Description

When performing a MS Windows System State backup, the following error message is displayed on the backup client interface, or in the backup report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	[System State Backup] "Enumeration of the files failed."
*	info	...	[System State Backup] "The parameter is incorrect."
*	erro	YYYY/MM/DD hh:mm:ss	[...] "[Error]"
*	...	...	...

or

*	info	...	[System State Backup] "Enumeration of the files failed."
*	info	...	[System State Backup] "The process cannot access the file because it is being used by another process."

or

*	info	...	[System State Backup] "Enumeration of the files failed."
*	info	...	[System State Backup] "The file name, directory name, or volume label syntax is incorrect."

Cause

The error message suggests that Windows fails to write a system state file to the temporary location of the system backup.

Several causes can be attributed to this error, usually these causes have a direct correlation to the ImagePath in the registry for services that are installed:

- An invalid path.
- Invalid characters in the path.
- Syntax formatting of the path.
- A valid path on SAN drives of a Failover Cluster.

Note: This is an issue at the operating system level.

Resolution

To resolve the issue, refer to the steps provided in the following Microsoft KB article:
https://blogs.technet.microsoft.com/askcore/2010/06/18/...backup

Note:
If the issue persist after performing the steps suggested in the Microsoft KB article, further assistance should be pursued with Microsoft support.

Keywords

vss, system, state, ad, enumeration, systemstate

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