

# ISSUE: [ReadFile] (381) The cloud operation is not supported on a read-only volume (backup on OneDrive folder with a file backup)

**Article ID:** 8115

**Reviewed:** 28/04/2021

## Product Version:

AhsayACB / AhsayOBM: 8.1 or above

OS: All platforms

## Problem Description

When performing an file backup on a OneDrive folder with [Files On-Demand](#) enabled, 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:\Users\username\folder\file" Error="java.io.IOException: [ReadFile] (381) The cloud operation is not supported on a read-only volume ...
*	...	...	...

or

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	...
*	erro	YYYY/MM/DD hh:mm:ss	[New File] File="C:\Users\username\folder\file" Error="java.io.IOException: [CreateFileW] (395) Access to cloud file is denied ...
*	...	...	...

Note: This issue will only affect file backup on OneDrive folder with [Files On-Demand](#) enabled

## Cause

When the "[Files On-Demand](#)" is enabled for your OneDrive folder, it saves disk space by not saving the file on the computer, instead, new files created online or on another device appear as online-only files in File Explorer.

## Resolution

To resolve the issue, there are a few options:

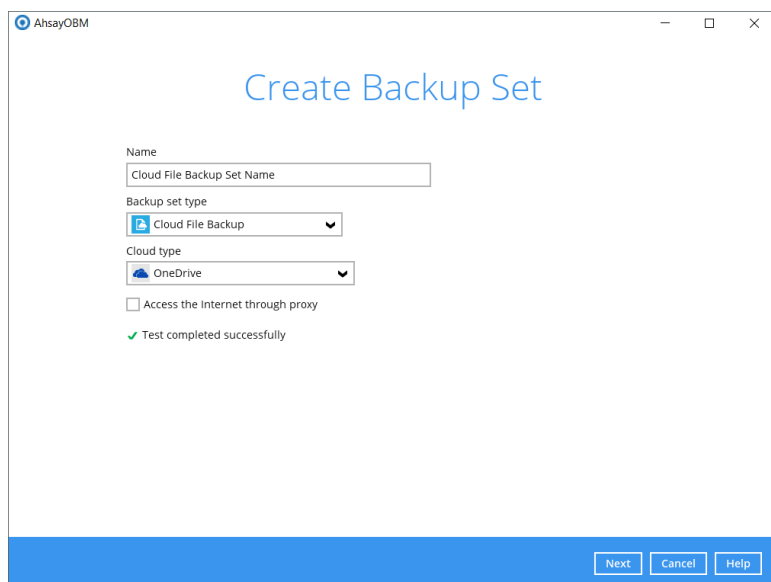
- Option 1  
Disable the File On-Demand option. Note that this will increase the disk space usage on the

affected client computer.

[Click Here](#) for details on how to disable the option.

- Option 2  
Unselect the OneDrive folder from the backup source of the affected backup set.

Create a new Cloud File Backup set to backup the OneDrive data.



- Option 3 (not recommended)  
Patch the AhsayCBS server and AhsayOBM / ACB client software to hotfix version 8.5.0.127 or above.

[Click Here](#) for instruction on how to patch the AhsayCBS.

[Click Here](#) for instruction on how to patch the AhsayOBM / ACB.

After the patch, backup job will skip the backup of the online (on-demand) files in, an informative message will be displayed to suggest that the backup of the corresponding file was skipped.

## Keywords

one, drive, onedrive, cloud, on, demand, ondemand

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