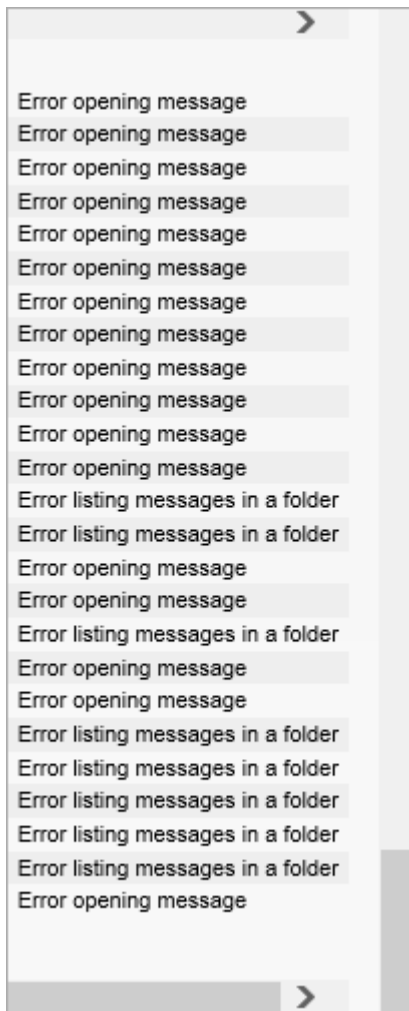


## How to Resolve Message-Level Backup Errors in Microsoft Exchange 2010

<https://campus.barracuda.com/doc/44437072/>

This article refers to the [Barracuda Backup Legacy Release](#) firmware or newer, and [Microsoft Exchange Server 2010](#).

If you encounter the error message "Error listing messages in a folder" or the message "Error opening message" when running message-level backups:



This error is due to backup threads established to your Exchange Server that are timing out. To resolve this issue, apply Service Pack 3 (SP3) to Exchange Server 2010, available from the Microsoft download center: <http://www.microsoft.com/en-us/download/details.aspx?id=36768>

If you continue to encounter these errors after applying SP3, contact [Barracuda Networks](#)

[Technical Support.](#)

## Figures

### 1. error\_msg.png

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