

Troubleshooting

<https://campus.barracuda.com/doc/48661057/>

This section refers to the Barracuda ArchiveOne for Files version 7.2.0 and higher.

Table 1. Antivirus and File Encryption Software Software.

Barracuda ArchiveOne for Files has been tested against most of the popular antivirus software products. However, older versions of these products may cause problems. Always ensure that you are running the latest version of the antivirus engine for your product and using the latest virus definition database. Most modern antivirus products correctly handle standard Microsoft technologies such as Sparse and Offline files. However, some older products may not work correctly with these technologies; obtain updates from your Antivirus vendor.

Antivirus and File Encryption Software	Details
Symantec Antivirus	There are known issues with Symantec EndPoint security 10.X and earlier. Version 11.x and later resolves these issues.
Trend Micro	Refer to the Trend Micro website for details on proper configuration to handle Sparse and Offline files. See the Trend Micro support article Skipping offline/sparse backup files from scanning .
PGP	Barracuda recommends using PGP version 9.12 or later.

Generate Logging for Diagnostic Purposes

If Barracuda Support advises you to collect log files for troubleshooting purposes, see the Barracuda Knowledgebase article [How to generate log files for ArchiveOne for Files](#) for details.

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