

How to Resolve Failed Messages for Copy to Barracuda Message Archiver Policies Due to Antivirus

<https://campus.barracuda.com/doc/66683350/>

This article applies to PST Enterprise version 5.0 and higher.

When running a copy to Barracuda Message Archiver policy, the PST Enterprise Client generates temporary data in the user's temporary data directory (**C:\Users\%username%\AppData\Local\Temp**). If the original message in the PST file contains a virus, this can trigger the antivirus software running on the client machine to quarantine the files generated in this directory. As the temporary data has been removed during processing, this causes the copy of that specific message to Barracuda Message Archiver to fail. An error is then reported in the **Last Status** message of the PST file in the PST Enterprise administration website. To confirm the nature of the error, review the PST Enterprise Client trace file which logs the following:

```
05 11:53:32 569018      BMA: 10/05/16 11:53:32 TRACE: Message staged at:
C:\Users\%username%\AppData\Local\Temp\29862f0142d75d469c5e7aa85a059070.eml.gz
05 11:53:34 601959      BMA: 10/05/16 11:53:34 EXCEPTION: Throwing exception at Os.cpp,
Barracuda::Os::GetFileAttributesEx, line 279: The system cannot find the file specified. [2]:
C:\Users\%username%\AppData\Local\Temp\29862f0142d75d469c5e7aa85a059070.eml.gz
05 11:53:34 603224      BMA: 10/05/16 11:53:34 ERROR: Caught exception while archiving
message: The system cannot find the file specified. [2]:
C:\Users\%username%\AppData\Local\Temp\29862f0142d75d469c5e7aa85a059070.eml.gz
05 11:53:34 604494      BMAProcessor::ArchiveMessageToBMA CAUGHT Barracuda::CException:
The system cannot find the file specified. [2]:
C:\Users\%username%\AppData\Local\Temp\29862f0142d75d469c5e7aa85a059070.eml.gz
05 11:53:34 605249      PstIterator::FoundMessage() - ArchivemessageToBMA() failed
```

If you want to process this message regardless, bearing in mind that your antivirus may have correctly detected the presence of malware, you must create an exclusion in your antivirus configuration to prevent scanning of: **C:\Users\%username%\AppData\Local\Temp**.

Take caution with this action as this folder exclusion may leave the system vulnerable to legitimate attacks.

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