

## How to Resolve Invalid UTF-16 Errors

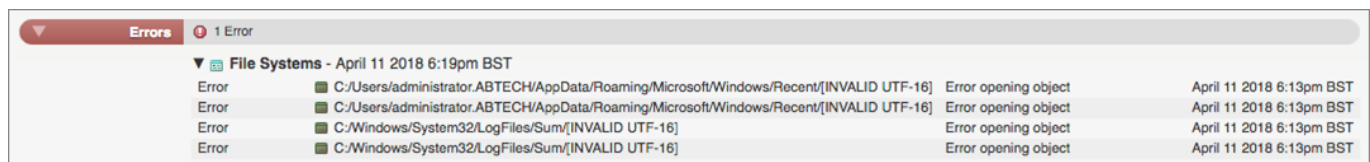
<https://campus.barracuda.com/doc/77401050/>

### Issue

The non-critical backup error message **Error opening object** can sometimes occur on Microsoft Windows system files that are not properly UTF-16 encoded or are corrupted; Barracuda Backup does not support files that are not properly UTF-16 encoded.

### Symptoms

The error message **Error opening object ([INVALID UTF-16])** displays:



Errors 1 Error			
File Systems - April 11 2018 6:19pm BST			
Error	C:/Users/administrator.ABTECH/AppData/Roaming/Microsoft/Windows/Recent/[INVALID UTF-16]	Error opening object	April 11 2018 6:13pm BST
Error	C:/Users/administrator.ABTECH/AppData/Roaming/Microsoft/Windows/Recent/[INVALID UTF-16]	Error opening object	April 11 2018 6:13pm BST
Error	C:/Windows/System32/LogFiles/Sum/[INVALID UTF-16]	Error opening object	April 11 2018 6:13pm BST
Error	C:/Windows/System32/LogFiles/Sum/[INVALID UTF-16]	Error opening object	April 11 2018 6:13pm BST

### Impact/Risks

Microsoft Windows system files that are not properly UTF-16 encoded or are corrupted cannot be backed up by Barracuda Backup.

### Resolution

To resolve this issue, disabling the User Access Logging (UAL) service and deleting the files located in the UAL directory in Microsoft Windows Server 2012 and above may help stop or reduce the number of instances this error occurs. For step-by-step instructions to disable the UAL service, see the Microsoft article [Manage User Access Logging](#).

Alternatively, you can add an exclusion rule in Barracuda Backup to exclude INVALID UTF-16 errors. **Note** that this option will also exclude all files in the directory.

For example, to exclude C:/Windows/System32/LogFiles/Sum/[INVALID UTF-16], go to the

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**Backup > Exclusions** page, and click **Add an Exclusion**. Select the LogFiles folder under **Where to Exclude** and enter Sum in the **What to Exclude > Expressions** field. This will exclude C:/Windows/System32/LogFiles/Sum/ and all of its contents, including the INVALID UTF errors.

For more information on how to set up an exclusion rule, see the [Exclusions Page](#).

## Figures

1. utf\_16.png

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