

## How do I fix a lock file mismatch?

<https://campus.barracuda.com/doc/93197138/>

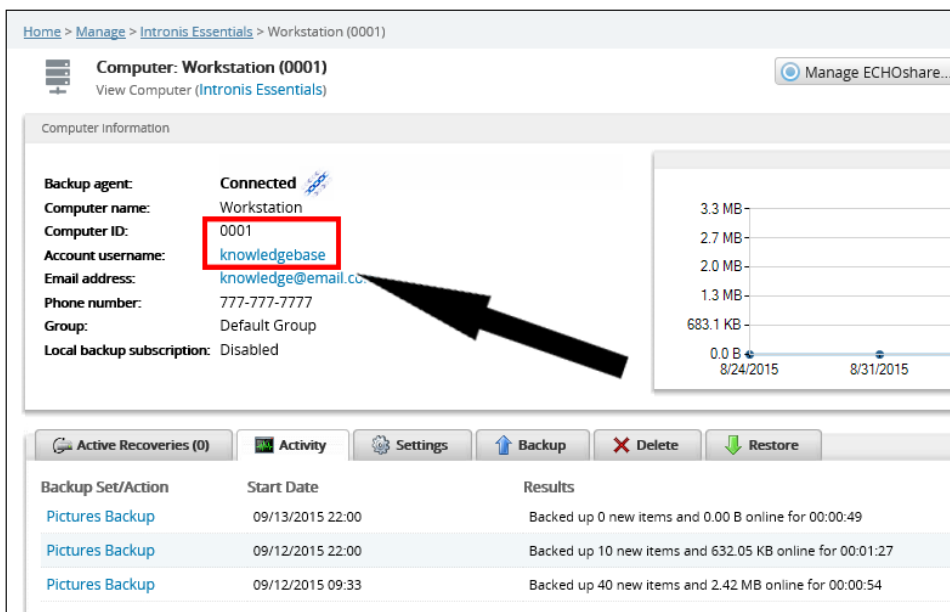
The lock file is an authentication measure the Intronis software uses to ensure backups are being taken of the right machine. It is derived from specific hardware parameters and is set when the software is first installed on a computer. Each time a backup is run, the software creates a lock file to compare against the "true" lock file. If the software attempts to perform a backup from a machine whose lock file does not match the one we have on record, the software will abort the backup.

If you are getting a lock file mismatch error and you are sure there are not any duplicate software installations linked to the same computer account, you can contact Partner Support to get your lock file reset (via chat, 1-800-569-0155 option 1, or [support@intronis.com](mailto:support@intronis.com)). Alternatively, you can [reinstall the software](#) and choose the "Move Account to This Computer" option during setup.

If you do contact Support to reset the lock file, please make sure you have the client account username and subaccount/computer ID ready to expedite this process.

## Finding the Client Account Username and Computer ID in the Management Portal

1. Log into the [management portal](#) and navigate to the computer whose lock file you want to reset.
2. The client account username will be under the Account Username field and the subaccount/computer ID will be under the Computer ID field.



Home > Manage > Intronis Essentials > Workstation (0001)

**Computer: Workstation (0001)**  
View Computer (Intronis Essentials) Manage ECHOshare...

Computer Information

Backup agent:	Connected
Computer name:	Workstation
Computer ID:	0001
Account username:	knowledgebase
Email address:	knowledge@email.co
Phone number:	777-777-7777
Group:	Default Group
Local backup subscription:	Disabled

3.3 MB  
2.7 MB  
2.0 MB  
1.3 MB  
683.1 KB  
0.0 B  
8/24/2015 8/31/2015

Active Recoveries (0) Activity Settings Backup Delete Restore

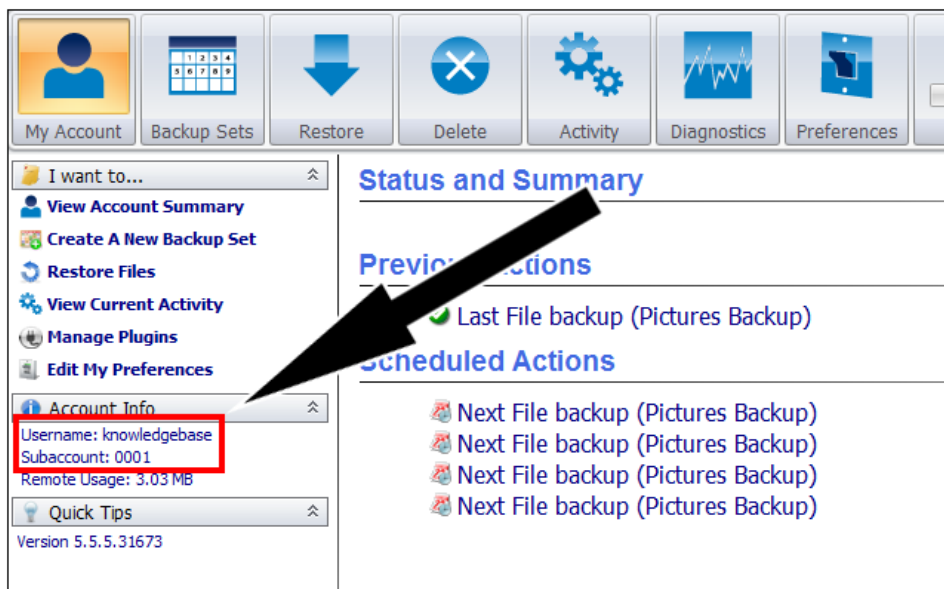
Backup Set/Action	Start Date	Results
Pictures Backup	09/13/2015 22:00	Backed up 0 new items and 0.00 B online for 00:00:49
Pictures Backup	09/12/2015 22:00	Backed up 10 new items and 632.05 KB online for 00:01:27
Pictures Backup	09/12/2015 09:33	Backed up 40 new items and 2.42 MB online for 00:00:54

In the example above, the client account username is "knowledgebase" and the subaccount/computer

ID is "0001".

## Finding the Client Account Username and Computer ID in the Software

1. Open the backup software and click on the **My Account** tab.
2. The client account username will be under the **Username** field and the subaccount/computer ID will be under the **Subaccount** field.



In the example above, the client account username is "knowledgebase" and the subaccount/computer ID is "0001".

## Figures

1. usernameandsubaccount.png
2. usernameandsubaccount2.png

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