
Test Connection Fails in Upload Phase

<https://campus.barracuda.com/doc/93197213/>

When running a test connection, the process fails at the "Upload" phase. This problem may be reproducible and may persist after restarting the Backup Agent service or reinstalling the software.

Explanation

During this phase of the test connection, a test file is created and uploaded to Intronis's servers. If there are problems doing either of those actions the "Upload" phase will fail.

Resolution

The easiest things to check first are the following:

1. Does the computer have internet access?
2. Does the temporary folder have at least a few GBs of free space (default is C:\Windows\Temp\BackupAgent)?"

If the answer to both of those questions is yes, continue to the next troubleshooting steps.

Add the Backup Software to the Allow list

It is possible an antivirus program or firewall is blocking the upload action. Add the backup software services and Intronis web addresses to the Allow list to guarantee this is not an issue using the [instructions here](#). You should be able to ping any of the addresses from the linked resource above.

Password Mismatch

Password problems generally cause the test connection to fail before the Upload phase is reached, however, it has been seen to sometimes occur. Check that the password stored in the backup software is correct. That [password](#) should be the one for the specific computer account linked to the installation.

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