
Delete Fails With Volume Not Available for Operation

<https://campus.barracuda.com/doc/93197518/>

Either a manual or an automatic stray file delete fails and throws an error similar to "Volume not available for operation: ____". This error should be thrown every time a stray file delete is run if nothing is changed.

Explanation

This error happens when the volume the stray files were originally backed up on is not available. For example, if a file was backed up on the "F:" drive but later became stray, it will not be deleted by a stray file delete if the "F:" drive is not found by the Backup Agent. This applies to files backed up on network shares too. If the Backup Agent cannot verify the share where stray files used to be exists, it will not delete those files.

Resolution

If you are seeing this occur and you do not expect the volumes or shares to be missing, this may need to be addressed before any changes are made to the Backup Agent. If a volume is not present, you will need to reattach it; if a network share is gone, you will need to resurrect it.

However, if the volume or share is purposefully missing and you want to delete the files anyway, you will need to change the Stray File Retention rule to allow deletion of stray files belonging to missing storage.

1. Log into the [management portal](#) and navigate to the computer account you want to change.
2. On the **Computer Account** page, click on the **System** tab.
3. In the **Stray File Retention** section, uncheck the option for **Skip file removal if volume or share is not found** and click **Save**.
4. Re-run the delete.

Active Recoveries (0) Activity System Software Notifications Backup Delete Restore

Set computer-specific settings to determine how the software agent on the local computer will behave.

Concurrent Workers

For files, work on file(s) concurrently.

For Hyper-V, work on VM(s) concurrently.

For VMware, work on VM(s) concurrently.

For mailbox backups, work on mailbox(es) concurrently.

Determine how many items the software can back up or restore at the same time. Increasing this value may improve the performance of these operations, but may consume more resources on this computer.

File Retries

Retry each file time(s).

Determine how many times a file should be retried if it fails to back up.

Wildcard Exclusions

Exclude:

Set wildcard exclusions to exclude temporary files and other files. Separate each phrase with commas. Commit each phrase by pressing enter.

Stray File Retention

☒ Automatically remove stray files after days.

☐ Skip file removal if volume or share is not found.

☐ Always keep the most recent copy of each file.

Stray files are any backed-up files that have been removed from the local machine, the backup set or excluded above.

Cancel Save

Figures

1. `uncheckskipremovalstrayfiles.png`

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