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backing up and instead issues a cryptic message:"The backup was not successful. The error is: Windows Backup failed while trying to read from the shadow copy on one of the volumes being backed up. Please check in the event logs for any relevant errors. (0x81000037)."If you track this back through scads of Microsoft gobble-tech-ease, you learn that the problem occurs when the backup hits a snag in a reparse point.Microsoft helpfully provides an explanation:"If the reparse point points to a location that contains any compressed file format (multimedia files, .zip files, and so on), you receive an error message that resembles the following: To work around this problem, remove this reparse point from the library, and then run the backup wizard again. To back up content for this reparse point, select the absolute path of this location from the Windows Backup configuration user interface."But Microsoft adds a further bit of assistance:"This error may also occur if Microsoft Forefront Client Security reports a file as malware, and this file will be included in backups by Windows Backup. In this case, use Forefront Client Security to remove malware from your computer."Shadow copy? Reparse Point? Forefront Client Security? Is this any way to treat your users?You can go online to look for a solution, wherein you will find that: 1) Thousands of other users have exactly the same problem; and 2) Microsoft has responded to these questions a hundred times without ever actually providing a solution.Allow me to give a simple solution that may work, which also does not involved editing the register, getting a doctorate in Obscure Microsoft Terminology, or drinking chicken blood under a full moon:Check your version of Java.When you installed the Microsoft's newest operating system, or bought a computer with it installed, chances are that you installed the hot new 64-bit version. Not knowing that in order to provide compatibility with previous browser add-ins, comes with both a 32-bit and 64-bit version of Internet Explorer. The newest IE version 9 likewise offers you a choice.At the same time, chances are good that you installed the Java add-in to get functionality for the web sites that use Java technology.Don't go to sleep now; stay with me.So when Java updates to the newest version, and you are running the 32-bit version, then upgrade to IE9 and install and

use the 64-bit version, you are using a 32-bit add-in to a 64-bit application. Which

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