

Unable to restore backup: "Too many backup files were found. Please remove all but one..."

PROBLEM

When trying to restore a backup, you receive an error and the restore does not complete.

SYMPTOMS

In the BackupRestore logfile you will see an error like the following:

```
Error 29/09/2014 15:36:16 BackupRestorer.Program Restore failed System.Exception: Too many backup files were found. Please remove all but one of:
C:\ProgramData\RestoreTemp\DataBaseBackup\BACKUP_20140926.2.xml
C:\ProgramData\RestoreTemp\DataBaseBackup\Workflow\Compiled\160ecf35-8707-4618-b5dc-ca62cb2b23bd\Main IVR Backup_21-08-2014_19-33-52.612.xml
at BackupRestorer.Program.ExtractBackupFile(String aFilePath)
at BackupRestorer.Program.GetRestoreData(RestoreRequest aRequest)
at BackupRestorer.Program.TransformDataSet(RestoreRequest aRequest)
at BackupRestorer.Program.PerformRestore(RestoreRequest aRequest)
```

CAUSE

The restore service found multiple files with "Backup" in the name, and does not know which one to restore the configuration from.

RESOLUTION

When naming workflows, or subroutines do not use the word *Backup* in the name.

To fix an existing backup you must do the following:

1. Unzip the backup file.
2. Search the **IVR\compiled** folder for the word "Backup".
3. Rename any of the resulting matches to "Back_up".
4. Open the **backup_<date>.xml** file in notepad.
5. Search for the word "backup".
6. Rename any matches where "backup" is part of a callflow or subroutine name to "back_up" and save the file.
7. Re-zip the backup folder.
8. Proceed with a restore from the edited backup.

APPLIES TO

7.0 and newer

Keywords: backup restore too many files

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