🔧 Important Content Update Message
We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Backup Never Completes, But Continues Running For Hours

Last Modified on 02/10/2020 3:07 pm EST

📌 **Note**: If your backups are run and stored on the machine's hard drive, the drive may be out of space. If your backups are running to an external hard drive, check that the drive format is NTFS not FAT32. If it is FAT32, there will be a file size limit and the backup will run to that size and then will not finish.

You may notice that the backup job does not stop running, but the file size never gets any bigger.

To correct this issue, these instructions should be carried out by a knowledgeable IT staff member.

- Remove all files from the drive.
- Reformat the drive, making it **NTFS**.
- Place all files back on the drive.
- Re-enable your backup jobs and run a manual job to check that it is working properly.