

# Backup Failed When Updating MachPanel Remote Server

## Summary

This article provides information about how to successfully update MachPanel Remote Server if "Backup Failed" error occurs during the update from configuration studio.

## Applies To

MachPanel all versions.

Remote Configuration Studio.

## Solution

To successfully update the remote server, please follow the steps mentioned below:

### **Step 1: Rename the Backup folder.**

- Go to **My Computer**.
- Navigate to the folder where MachPanel Remote Server is installed. For example:  
**C:\ProgramFiles\MachSol, Inc\**
- Then rename the **Backup** folder at the location **C:\ProgramFiles\MachSol, Inc\Backup**.
- Run the update again.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50197/Backup-Failed-When-Updating-Mach...>