

# How to fix a stuck Windows Restore error.

While backing up on Windows can sometimes freeze, you might see numbers like 12%, 58%, or 97% taking longer than usual. If you've ever encountered this situation, you can refer to the article below.

The backup and restore function in Windows allows users to back up everything from files and folders to entire disk images. During the process, it can sometimes freeze, and you might see numbers like 12%, 58%, or 97% taking longer than usual. If you've ever experienced a backup getting stuck, you can refer to the article below.

## Restart the Backup Service

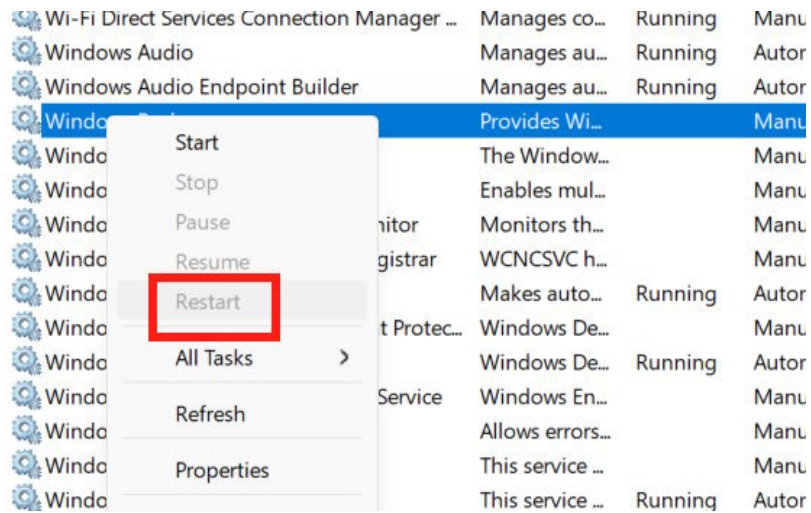
### Step 1:

Type **services.msc** into the search bar to open the Windows service management page. Then, find **the Windows Backup service** .

Description.	Name	Description	Status	Startup Type
	WebClient	Enables Win...		Manual (Trigg...
	webthreatdefusersvc_318fb	Web Threat ...	Running	Automatic
	Wi-Fi Direct Services Connection Manager ...	Manages co...	Running	Manual (Trigg...
	Windows Audio	Manages au...	Running	Automatic
	Windows Audio Endpoint Builder	Manages au...	Running	Automatic
	<b>Windows Backup</b>	Provides Wi...		Manual
	Windows Biometric Service	The Window...		Manual (Trigg...
	Windows Camera Frame Server	Enables mul...		Manual (Trigg...
	Windows Camera Frame Server Monitor	Monitors th...		Manual (Trigg...
	Windows Connect Now - Config Registrar	WCNCSVC h...		Manual
	Windows Connection Manager	Makes auto...	Running	Automatic (Tri...
	Windows Defender Advanced Threat Protec...	Windows De...		Manual
	Windows Defender Firewall	Windows De...	Running	Automatic
	Windows Encryption Provider Host Service	Windows En...		Manual (Trigg...
	Windows Error Reporting Service	Allows errors...		Manual (Trigg...

### Step 2:

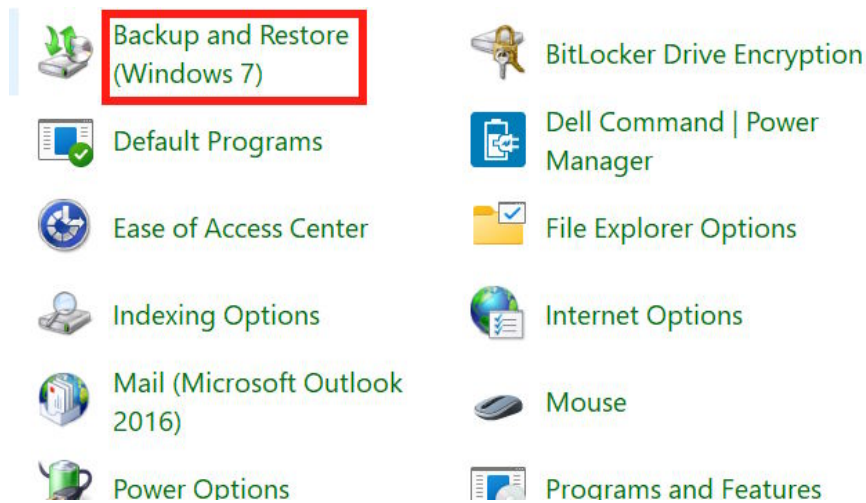
Right -click on this service and select **Restart** to restart the Windows Backup.



## Delete previous backups.

Faulty or outdated backups from previous backups can cause the backup process to get stuck.

Open the **Control Panel** and then click on **Back up and Restore** to access it. Then click on **Manage Space** to manage previously backed-up data and delete it.

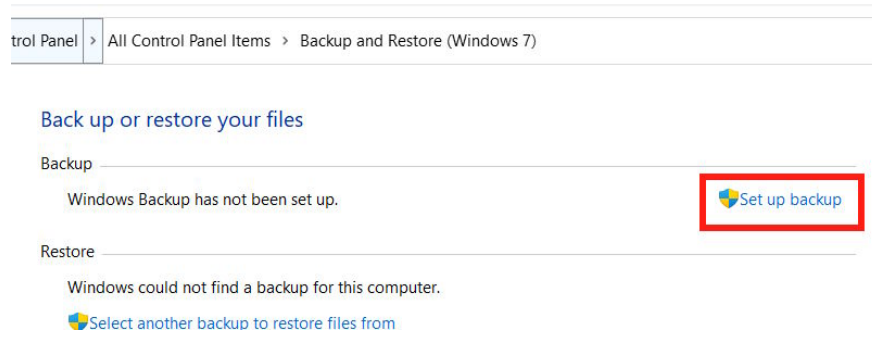


## Exclude problematic folders.

One major cause of Windows backup crashes is problematic files or folders.

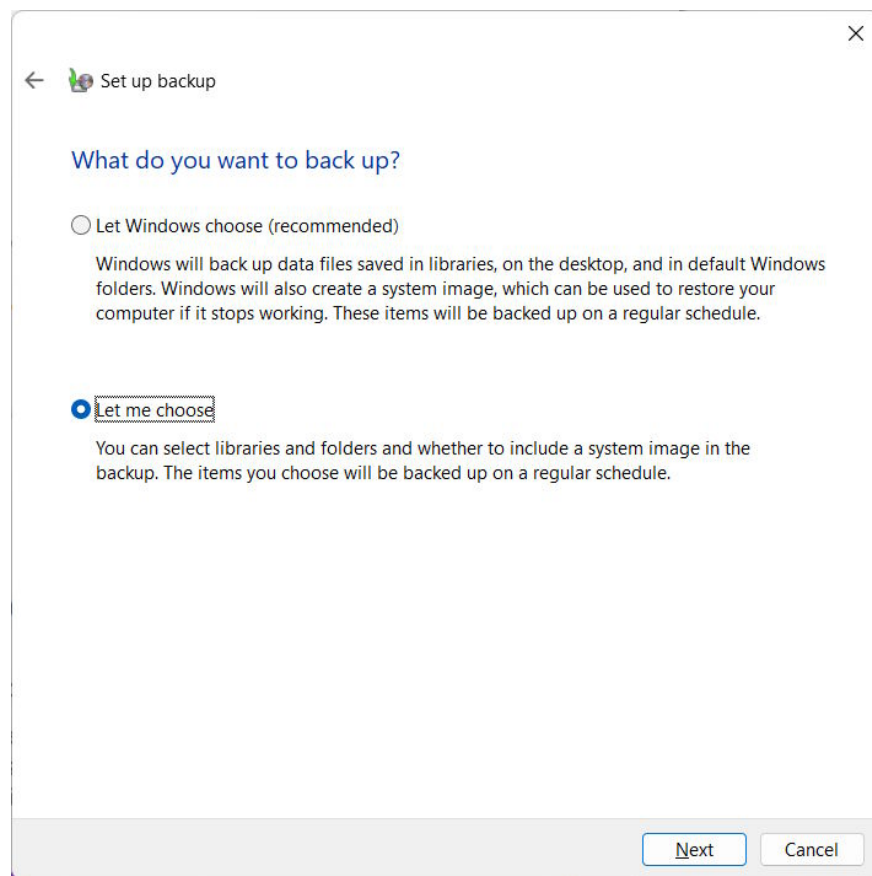
### Step 1:

We also click on **Backup and Restore in the Control Panel** interface , then click on **Set up backup** as shown in the image.

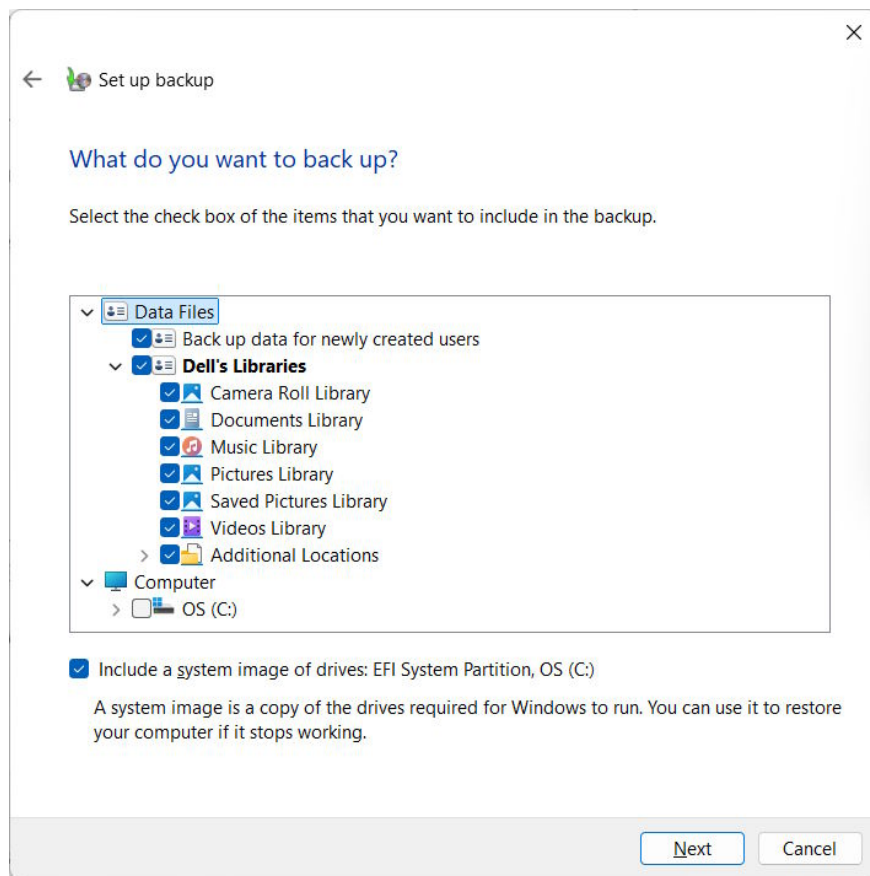


**Step 2:**

**Select the drive you want to back up to , then select Let me choose and press Next below.**



Select and exclude the folders you want to back up, then tap Next to continue. The problematic folders are located in Additional Locations under your username, specifically AppData, Searches, and Contacts. Tap Next and follow the instructions.



## Use SFC, Disk Check

It's important to ensure that the backed-up files are not corrupted. You can do this by using both SFC and Disk Check simultaneously.

Type `cmd` into the Run dialog box, then **type `cmd` and press `Ctrl + Shift + Enter`** to run it as administrator. Next, **enter the command `sfc /scannow` to run SFC** . After the process is complete, restart your computer.

**Reopen the Command Prompt window with administrator privileges** . Then **type `chkdsk /f`** and press Enter. Once this process is complete, restart your computer.

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