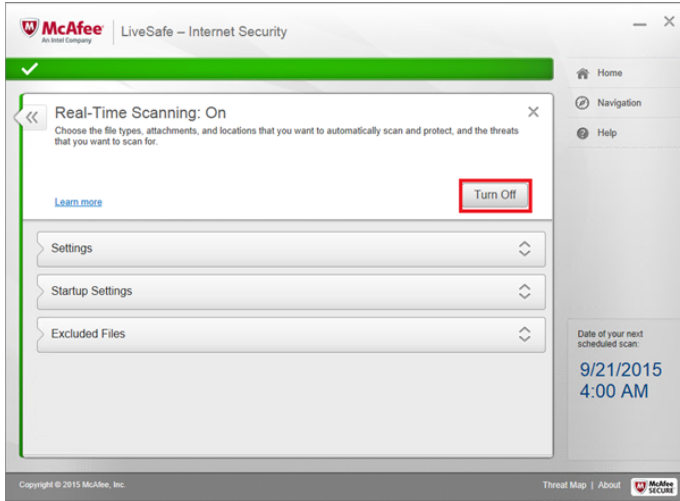


# Very slow File and Folder backups

It has been observed that McAfee Anti-Virus software can cause Macrium Reflect File and Folder backups to run for an excessively long time during the **'Determining files to copy'** phase. It appears that McAfee Anti-Virus is reading every single file during this phase of the backup process.

There is a McAfee KB article on this problem but their solution doesn't appear relevant to all McAfee products. <https://kc.mcafee.com/corporate/index?page=content&id=KB72334>

If the above linked article doesn't resolve the problem then to stop this unwanted behaviour please disable McAfee **'Real-Time Scanning'**.



**Applies to:** McAfee LiveSafe, McAfee Total Protection, McAfee Antivirus Plus, McAfee Internet Security & McAfee Antivirus

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**23rd April 2017** - We have contacted McAfee directly for a solution to this issue but have yet to receive a response.