

# HP Protect service mount issue

## Problem

When mounting an Macrium Reflect image in Windows 7 while using HP Protect service you may receive the following message when trying to access the mounted drive:

***<drive> is not accessible | incorrect function***

The problem is caused by HP Protect service which causes access to the image file which is mounted by Macrium Reflect's thoroughly tested mounted service to fail.

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## Solution

You need to disable HP Protect service before trying to mount any Macrium Reflect image backup. To complete this task follow the below steps:

1. **Right click My computer and select 'Manage '** expand Services and Application, then **select 'Services'** then navigate to the service entitled 'FLCDLOCK' **Double click the service** and select **'Stop'** see below:
  2. After disabling HP Protect service **mount your backup** using Macrium Reflect or by right clicking the file and selecting 'Explore Image'
  3. To enable HP Protect service restart your computer.
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