

ISSUE: Incorrect error message 'Another backup job is still running' is displayed (VMware VM backup)

Article ID: 5072

Reviewed: 23/12/2015

Product Version:

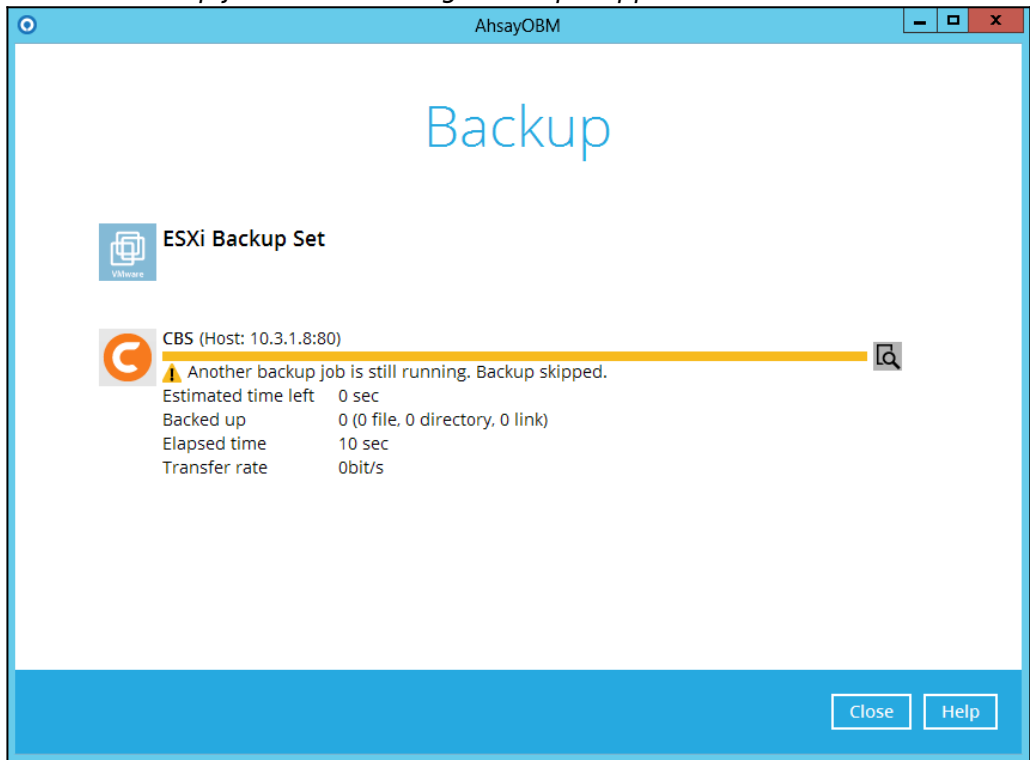
AhsayOBM: 7.3.2.0 - 7.5.0.0

OS: All platforms

Problem Description

When performing a VMware VM backup, the following error message is displayed on the backup client interface, or in the backup report:

Another backup job is still running. Backup skipped.



Note:
There is no backup job of the same backup set running.

Cause

An incorrect error message is displayed.

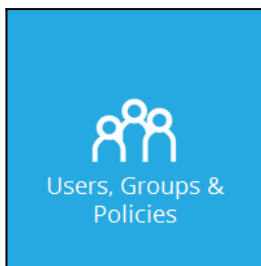
This issue can occur if the VMware VM add-on module is not enabled for the backup account, this is a known issue with AhsayOBM version 7.3.2.0 - 7.5.0.0.

Resolution

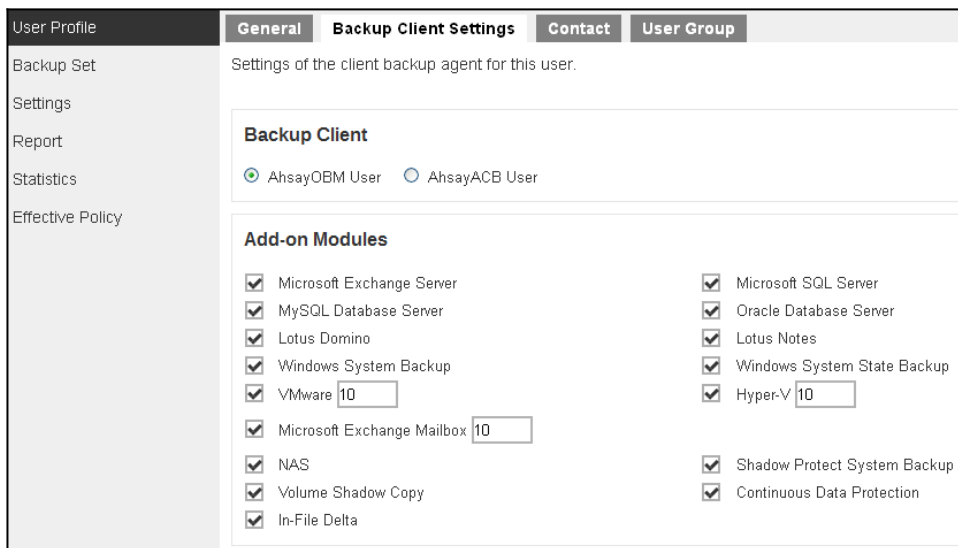
To prevent the incorrect error message from displaying, patch the AhsayOBM application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

To resolve the issue, enable the VMware add-on module for the corresponding backup account:

1. Login to the AhsayCBS console.
2. Under **Backup / Restore**, select **Users, Groups & Policies**:



3. Select the corresponding backup account, under **User Profile, Backup Client Settings**, enable the **VMware** add-on module:



4. Click on the **OK**, then **Save** button to confirm the changes.

Keywords

vm, virtual, machine, vmware, esx, esxi, license, module, addon

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