

[V7] ISSUE: Incorrect error message 'Another backup job is still running' is displayed (Hyper-V VM backup)

Article ID: 5073

Reviewed: 2015-12-23

Product Version:

AhsayOBM: 7.3.2.0 to 7.x

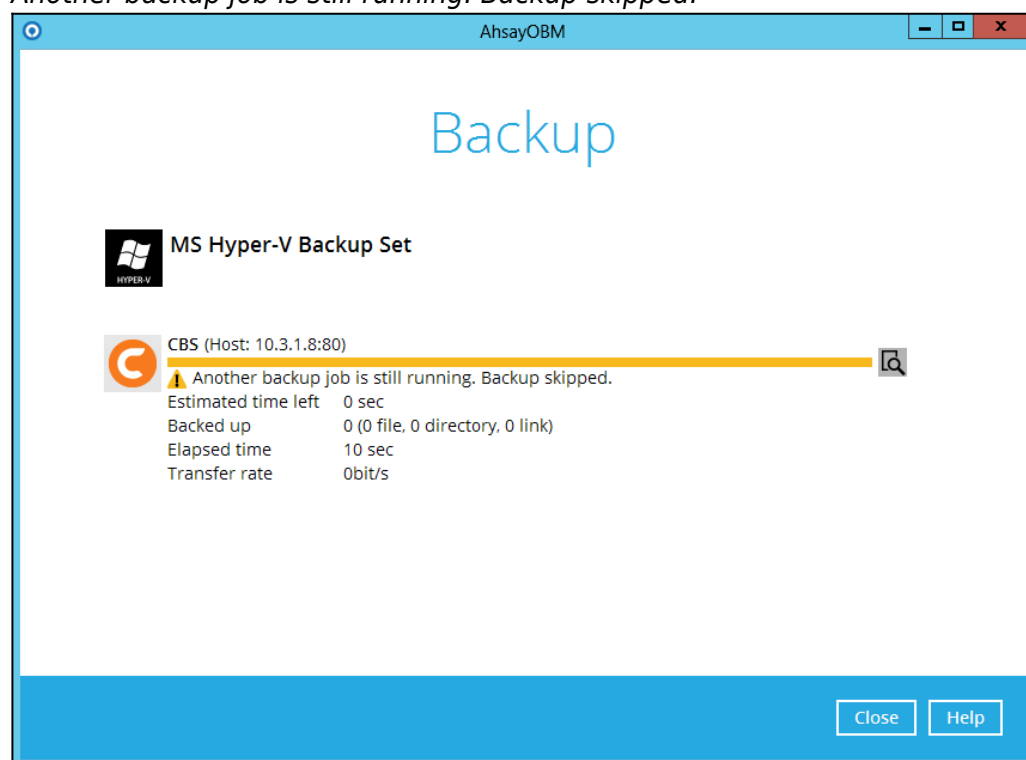
OS: All platforms

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Problem Description

When performing a Hyper-V 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.

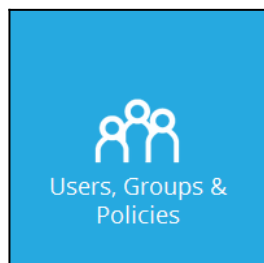
This issue can occur if the Hyper-V VM add-on module is not enabled for the backup account, this is a known issue with AhsayOBM version 7.3.2.0 - 7.5.0.0.

Resolution

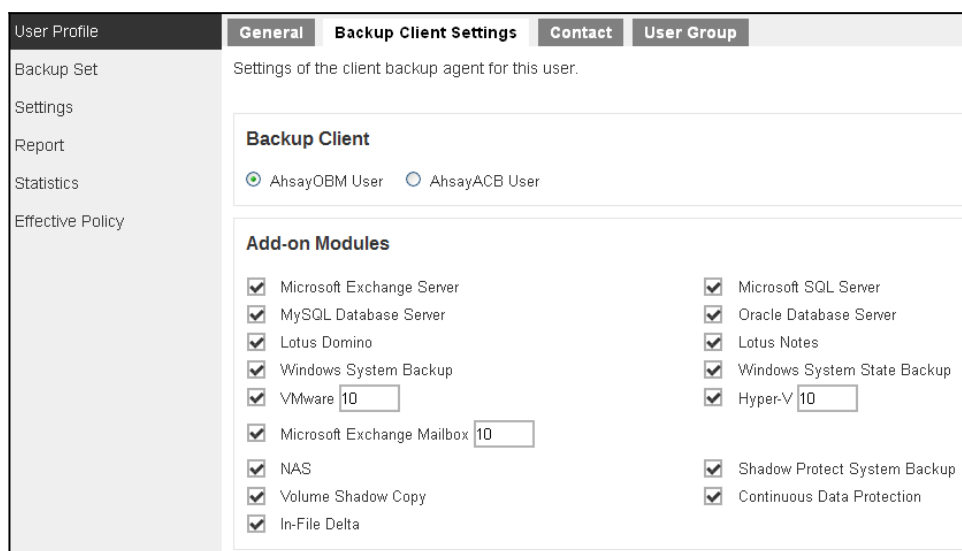
To prevent the incorrect error message from displaying, patch the AhsayOBM application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

To resolve the issue, enable the Hyper-V 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 **Hyper-V** add-on module:

A screenshot of the AhsayOBM console interface. The left sidebar shows a menu with 'User Profile' selected. The main area has tabs for 'General', 'Backup Client Settings', 'Contact', and 'User Group'. The 'Backup Client Settings' tab is active, showing 'Settings of the client backup agent for this user.' Below this, there's a 'Backup Client' section with two radio buttons: 'AhsayOBM User' (selected) and 'AhsayACB User'. Underneath is the 'Add-on Modules' section, which contains two columns of checkboxes. The first column includes: Microsoft Exchange Server, MySQL Database Server, Lotus Domino, Windows System Backup, VMware (with a value of 10), Microsoft Exchange Mailbox (with a value of 10), NAS, Volume Shadow Copy, and In-File Delta. The second column includes: Microsoft SQL Server, Oracle Database Server, Lotus Notes, Windows System State Backup, Hyper-V (with a value of 10), Shadow Protect System Backup, and Continuous Data Protection. All checkboxes are checked.

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

Keywords

vm, virtual, machine, hyper-v, esx, esxi, license, module, addon

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