[V7] ISSUE: Incorrect error message 'Another backup job is still running' is displayed (IBM Lotus Domino / Notes backup)

Article ID: 5074
Reviewed: 2015-12-23

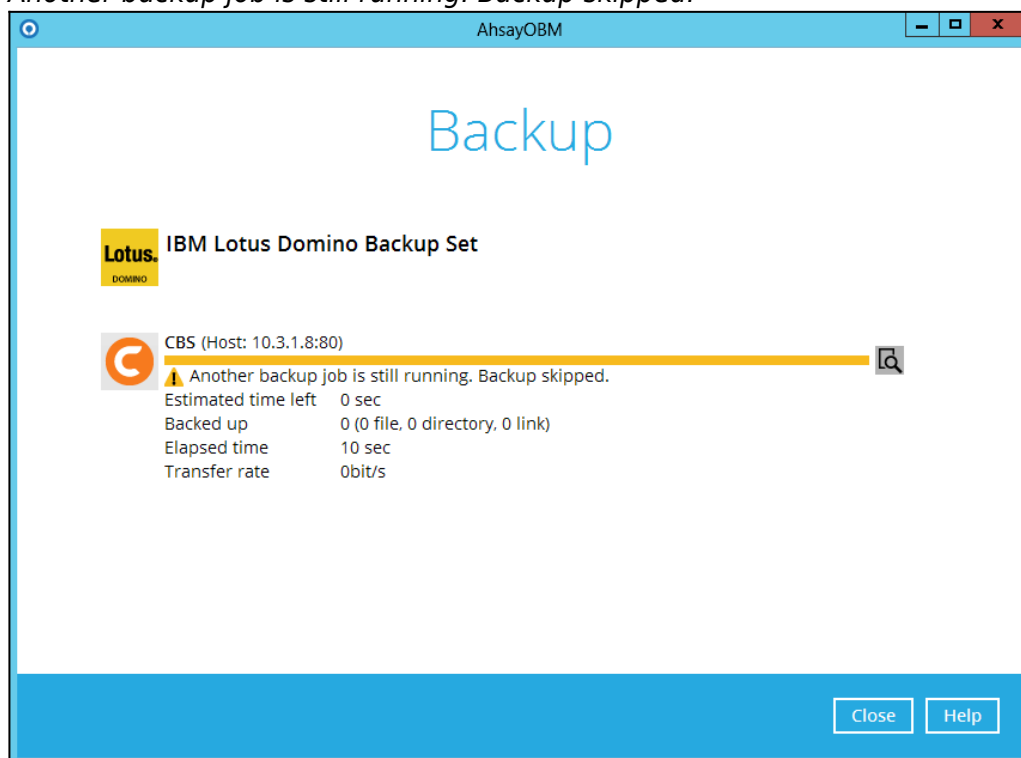**Product Version:**
AhsayOBM: 7.3.2.0 to 7.x
OS: All platforms

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

Problem Description

When performing a IBM Lotus Domino / Notes 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.

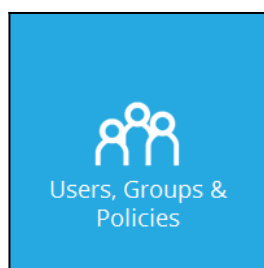# Cause

An incorrect error message is displayed.

This issue can occur if the IBM Lotus Domino / Notes 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.
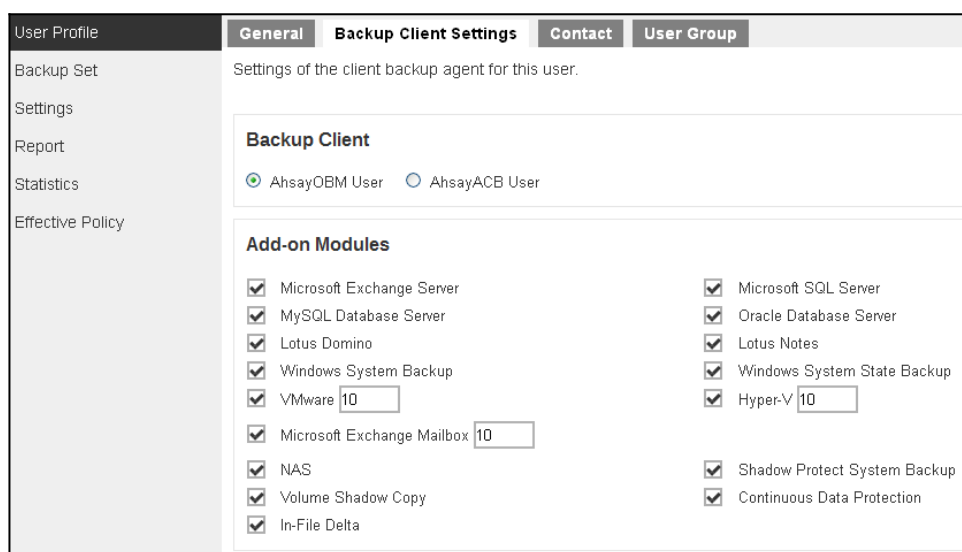
Resolution

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 Lotus Domino / Notes 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 **Lotus Domino / Notes** add-on module:

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

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Keywords

lotus, domino, notes, license, module, addon