

# [V7] ISSUE: Incorrect error message 'Another backup job is still running' is displayed (MS Exchange server backup)

**Article ID:** 5078

**Reviewed:** 2015-12-23

**Product Version:**

AhsayOBM: 7.3.2.0 to 7.x

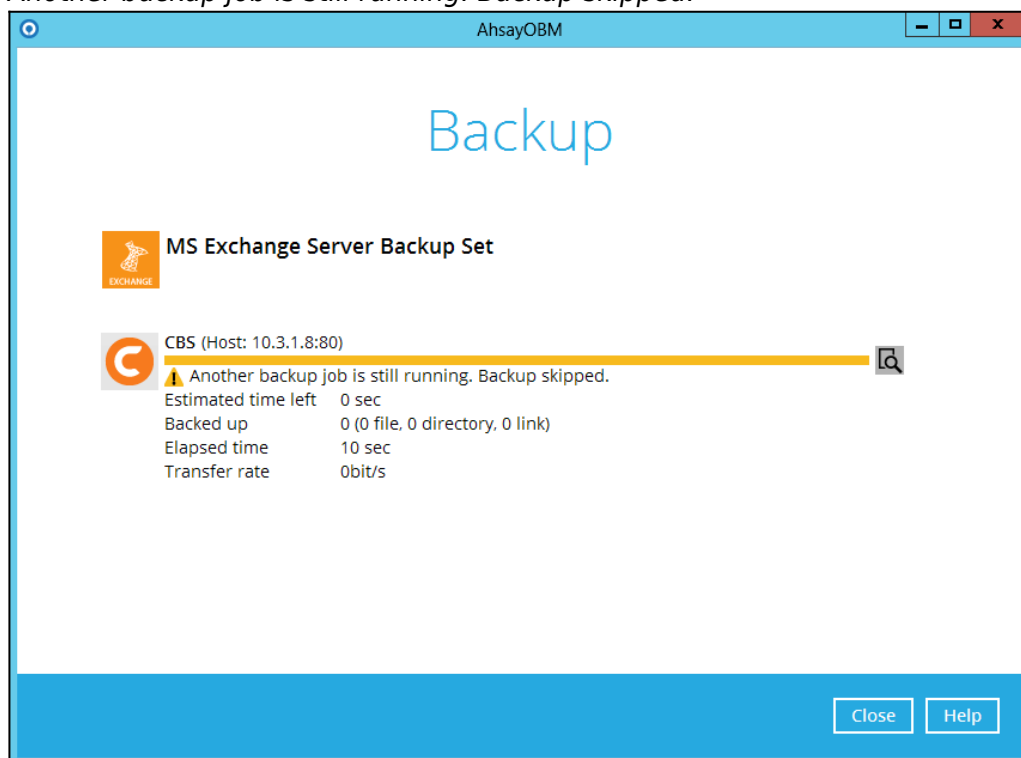
OS: Windows

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

## Problem Description

When performing a MS Exchange server 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.

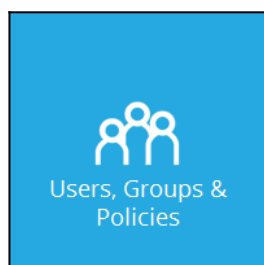
This issue can occur if the MS Exchange server add-on module is not enabled for the backup account, this is a known issue with AhsayOBM version 7.3.2.0 - 7.5.0.0.

## 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 Microsoft Exchange Server 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 **Microsoft Exchange Server** add-on module:

User Profile	General	Backup Client Settings	Contact	User Group
Backup Set	Settings of the client backup agent for this user.			
Settings				
Report				
Statistics				
Effective Policy				
	<b>Backup Client</b>			
	<input checked="" type="radio"/> AhsayOBM User <input type="radio"/> AhsayACB User			
	<b>Add-on Modules</b>			
	<input checked="" type="checkbox"/> Microsoft Exchange Server			
	<input checked="" type="checkbox"/> MySQL Database Server			
	<input checked="" type="checkbox"/> Lotus Domino			
	<input checked="" type="checkbox"/> Windows System Backup			
	<input checked="" type="checkbox"/> VMware <input type="text" value="10"/>			
	<input checked="" type="checkbox"/> Microsoft Exchange Mailbox <input type="text" value="10"/>			
	<input checked="" type="checkbox"/> NAS			
	<input checked="" type="checkbox"/> Volume Shadow Copy			
	<input checked="" type="checkbox"/> In-File Delta			
	<input checked="" type="checkbox"/> Microsoft SQL Server			
	<input checked="" type="checkbox"/> Oracle Database Server			
	<input checked="" type="checkbox"/> Lotus Notes			
	<input checked="" type="checkbox"/> Windows System State Backup			
	<input checked="" type="checkbox"/> Hyper-V <input type="text" value="10"/>			
	<input checked="" type="checkbox"/> Shadow Protect System Backup			
	<input checked="" type="checkbox"/> Continuous Data Protection			

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

## Keywords

another, job, exchange, exch, server, license, module, addon

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