

ISSUE: MS Exchange mail level backup job cannot run to completion (for backup set with backup schedule disabled)

Article ID: 5082

Reviewed: 28/12/2015

Product Version:

AhsayOBM: 7.3.2.0 - 7.5.0.0

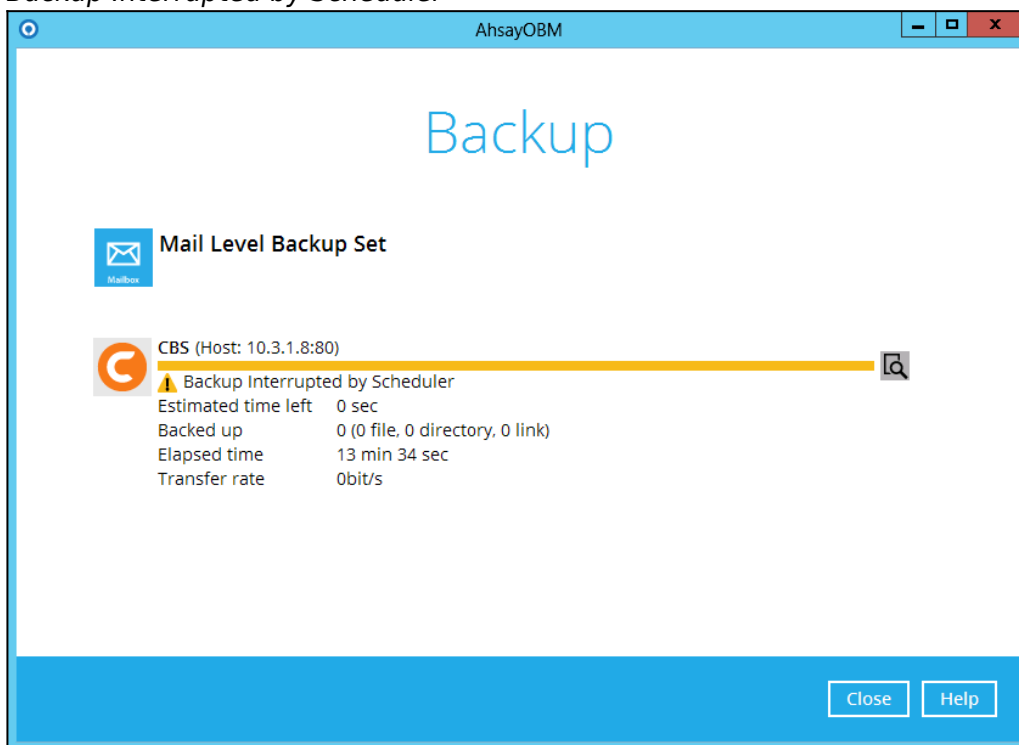
OS: Windows

Problem Description

For MS Exchange mail level backup jobs that run longer than 5 minutes, if the backup set has no backup schedule, the backup job cannot run to completion.

The following error message is displayed on the backup client interface, or in the backup report:

Backup Interrupted by Scheduler



Note:

This issue will only affect backup set with backup schedule disabled.

Cause

This is a known issue with AhsayOBM 7.3.2.0 - 7.5.0.0.


Resolution

To resolve the issue, patch the AhsayOBM application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

exchange, mail, maillevel, maillv, can't, cannot, complete, finish

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Last update: **2018/06/25 13:47**