

[V7] ISSUE: Manual backup job is interrupted by scheduler for backup set with schedule to "stop after x hours" enabled

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Product Version:

AhsayACB / AhsayOBM: 7.3.2.0 to 7.x

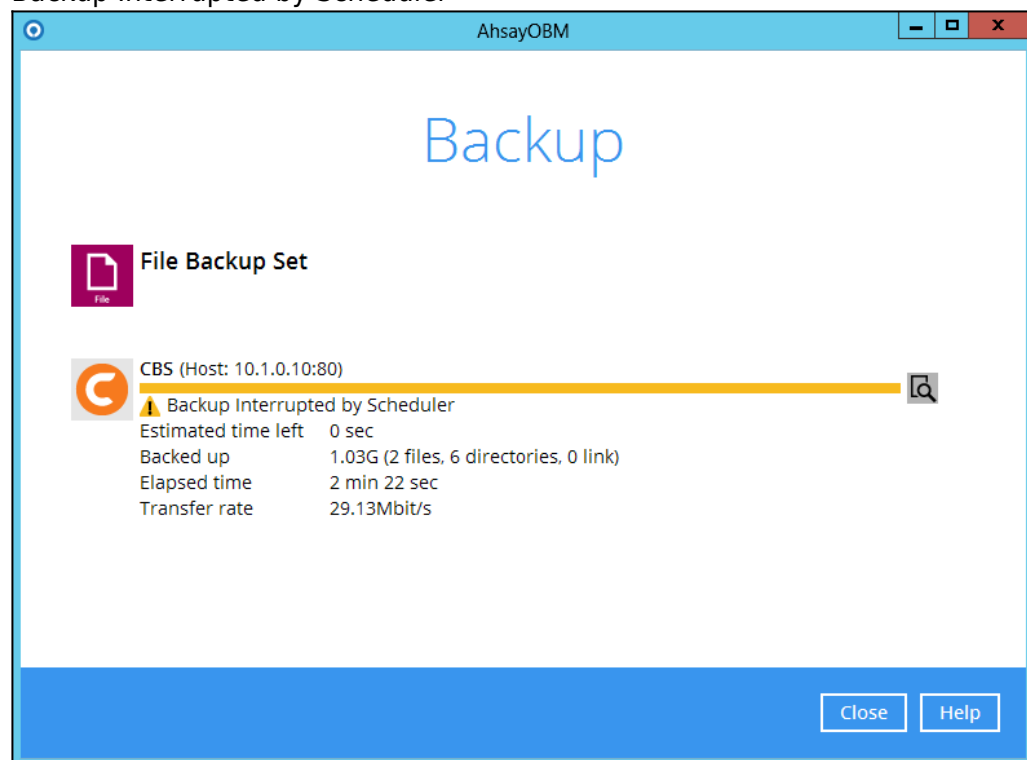
OS: All platforms

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

Problem Description

The manual backup job is interrupted by the scheduler, if the backup set's schedule setting has "stop after x hours" enabled, and the in-progress job overlapped with a scheduled backup time of the same backup set. 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 that has "stop after x hours" enabled:

Backup Schedule

Name

Type

Start backup at
 :

Stop
 hr

☒ Run Retention Policy after backup

Cause

This is a known issue with AhsayOBM / ACB version 7.3.2.0 - 7.5.0.0.

The manual backup job should not be interrupted by scheduler even if the "stop after x hours" option is enabled (e.g. the setting should only applies to scheduled backup job).

Resolution

To resolve the issue, patch the AhsayOBM / ACB application to version 7.7.0.0 or above.

The instructions can be found by [Clicking Here](#).

Keywords

interrupted, stop, can't, cannot, complete, finish

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