[V7] ISSUE: Continuous backup for backup set with "ProgramData" folder selected as backup source is randomly hanging

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Product Version:
AhsayACB / AhsayOBM: 7.3.2.0 to 7.x
OS: Windows

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

Problem Description

Continuous backup job for backup set with "ProgramData" folder selected as backup source is randomly hanging.

Further checking on the Continuous Backup Log (e.g. cdp.log) on the affected client computer, the following error message is displayed for the backup job that hang:

[YYYY/MM/DD hh:mm:ss] [erro] [CB.ErrorStream] com.ahsay.afc.bfs.cloud.d:
[BackupSetIndex.updateBackupFile] sBackupJob=Current
bf=[BackupFile][ClientPath=C:\ProgramData\Application
Data\AhsayOBM\log\cdp.log.10][Type=F][BackupByJob=YYYY-MM-DD-hh-mm-
ss][FileSystemObjectType=2]
...
[YYYY/MM/DD hh:mm:ss] [erro] [CB.ErrorStream] Caused by: com.ahsay.afc.db.bdb.f:
[BlockDB.update] Cannot find key to update
(Temp\backupset_id\OBS@backupset_id\index\index.b2b).

Note:
This issue may also affect manual or scheduled backup job for the same backup set.

Cause

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

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

CDP, CB, continuous, protection, hang, hung, hanging, freeze

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