

ISSUE: Continuous backup job does not clear network share session after job completion (for backup set with temp directory set to network path)

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Product Version:

AhsayACB / AhsayOBM: 7.3.2.0 - 7.5.0.0

OS: Windows

Problem Description

For backup set with the temporary directory set to a network volume, the network share session is not cleared after a continuous backup job is completed:

```
C:\Users\Administrator>net session
```

Computer	User name	Client Type	Opens	Idle time
\\10.20.7.31	administrator		1	05:45:38
\\10.20.7.31	administrator		1	05:30:57
\\10.20.7.31	administrator		1	05:15:44
\\10.20.7.31	administrator		1	05:00:59
\\10.20.7.31	administrator		1	04:45:56
\\10.20.7.31	administrator		1	04:31:06
\\10.20.7.31	administrator		1	04:15:57
\\10.20.7.31	administrator		1	04:00:47
\\10.20.7.31	administrator		1	03:46:03
\\10.20.7.31	administrator		1	03:31:02
\\10.20.7.31	administrator		1	03:16:02
\\10.20.7.31	administrator		1	03:00:52
\\10.20.7.31	administrator		1	02:45:57
\\10.20.7.31	administrator		1	02:30:56
\\10.20.7.31	administrator		1	02:20:48
\\10.20.7.31	administrator		1	02:15:19
\\10.20.7.31	administrator		1	02:10:56
\\10.20.7.31	administrator		1	02:06:02
\\10.20.7.31	administrator		1	02:00:48
\\10.20.7.31	administrator		1	01:55:56
\\10.20.7.31	administrator		1	01:50:56

This build up of network share session will eventually cause sub-sequence backups to fail with the following error in the [Backup Job Logs \(YYYY-MM-DD-hh-mm-ss.log\)](#) :

[YYYY/MM/DD hh:mm:ss] [info] [backupset_id] NetUse Login:domain\administrator Password:??? Path:\\network\share Error: No more connections can be made to this remote computer at this time because there are already as many connections as the computer can accept.

[YYYY/MM/DD hh:mm:ss] [erro] [backupset_id] Failed to access "\\network\share" in destination "Destination Name".

Note:

This issue will only affect jobs performed with the Continuous Backup option.

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 AhsayCBS application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

network, share, cdp, cb, connection, mapped

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