

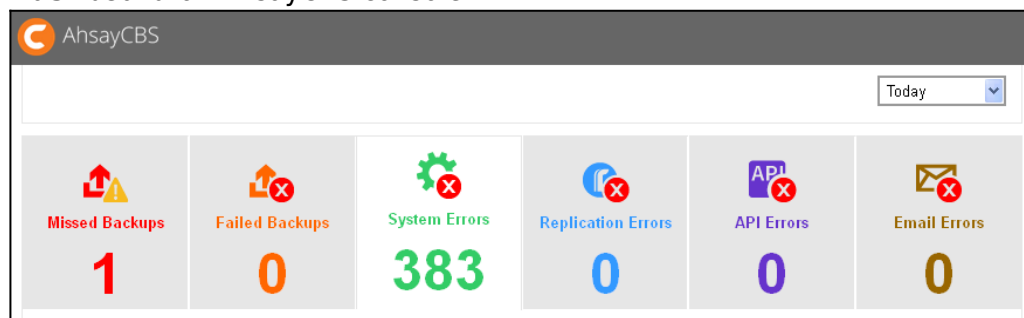
ISSUE: [FileService.init][BackupJobSummaryLog.Record.getFile] dStart is null

Article ID: 5148
Reviewed: 02/24/2016

Product Version:
AhsayCBS: 7.5.0.0 - 7.5.0.6
OS: All platforms

Problem Description

When performing a MS Exchange mail level backup, Hyper-V VM backup or VMware VM backup. Even though the backup job was completed successfully, the following system error is received in the **Dashboard** on AhsayCBS console:



Timestamp	Login Name	Owner	Message
...			
YYYY-MM-DD hh:mm:ss	username	--	[FileService.init][BackupJobSummaryLog.Record.getFile] dStart is null. sLoginName=username sBackupSet=backupset_id sDestination=destination_id sBackupJob= bCdp=false
...			

Note: System Errors can be viewed by logging into the AhsayCBS web console, at **Dashboard > System Errors**.

Cause

This is a known issue with AhsayOBM / ACB version 7.5.0.0 - 7.5.0.6.

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

FileService, init, BackupJobSummaryLog, Record, getFile, dStart

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http://wiki.ahsay.com/doku.php?id=public:5148_issue:fileservice.init_backupjobsummarylog.record.getfile_dstart_is_null 

Last update: **2018/06/27 10:23**