

[V7] ISSUE: VMware ESXi scheduled backup job missed with 'Current license or ESXi version prohibits execution' error

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Product Version:

AhsayOBM: 7.5.0.0 to 7.x

OS: Windows

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

Problem Description

A VMware ESXi scheduled backup job is reporting as missed and the debug.log (AhsayOBM scheduler log) reports the following error **“Current license or ESXi version prohibits execution of the requested operation”**.

```
[2017/05/09 18:00:02][info] [VMware-1 (1416925893302)] [2017-05-09-18-00-00]
Start running backup (server1)
[2017/05/09 18:00:43][info] [CloudBacko.OutputStream] <?xml version="1.0"
encoding="UTF-8"?>
[2017/05/09 18:00:43][info] [CloudBacko.OutputStream] <soapenv:Envelope
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
[2017/05/09 18:00:43][info] [CloudBacko.OutputStream]
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
[2017/05/09 18:00:43][info] [CloudBacko.OutputStream]
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
[2017/05/09 18:00:43][info] [CloudBacko.OutputStream]
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
[2017/05/09 18:00:43][info] [CloudBacko.OutputStream] <soapenv:Body>
[2017/05/09 18:00:43][info] [CloudBacko.OutputStream]
<soapenv:Fault><faultcode>ServerFaultCode</faultcode><faultstring>[b]Current license or ESXi version prohibits execution of the
requested
operation.[/b]</faultstring><detail><RestrictedVersionFault
xmlns="urn:vim25"
xsi:type="RestrictedVersion"></RestrictedVersionFault></detail>
</soapenv:Fault>
[2017/05/09 18:00:43][info] [CloudBacko.OutputStream] </soapenv:Body>
[2017/05/09 18:26:54][info] Loading profile...
```

Cause

The error message is returned by the VMware ESXi host, indicates a license related issue on the VMware ESXi host machine.

One common cause of this error is when a VMware trial or evaluation key has expired after 60 days. Once this occurs the VMware trial or evaluation key is converted to a VMware Free license key.

If are VMware backup sets configured on AhsayOBM with VDDK or CBT mode it will trigger this error, as VDDK or CBT mode backup is not supported by the VMware Free license key.

Resolution

If you want to:

Resume backup of existing backup set

1. Update VMware license key to paid key, i.e. VMware Essential license key or above

Continue with VMware free license key

1. Disable the backup schedule on affect backup set and or delete backup set
2. Create a new backup set in NON-VDDK mode which is supported by VMware Free license key.

Keyword

VMware ESXi, vCenter, license, VDDK, evaluation key, expired evaluation key, free license key, VMware essentials license

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