[V7] ISSUE: Unable to generate delta using CBT. Reason=CBT log files do not match the number of virtual machine preferred owners (Hyper-V Cluster VM backup)

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Product Version:
AhsayOBM: Pre-7.15.4.10
OS: Windows

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

Problem Description

When performing a Hyper-V cluster VM backup, the following warning message is displayed on the backup client interface, or in the backup report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	Start to collect CBT logs.
*	warn	YYYY/MM/DD hh:mm:ss	Unable to generate delta using CBT., Reason = "The number of CBT log files do not match the number of virtual machine's preferred owners." (ClusterStorage\Machine_Name\VIRTUAL HARD DISKS\Machine_Name.VHDX)
*	...	...	...

Cause

This is a known issue with AhsayOBM version pre-7.15.4.10.

Resolution

To resolve the issue, patch the AhsayOBM application to version 7.15.4.10 or above. The instructions can be found by Clicking Here.

Keywords

vm, virtual, machine, hyper-v, hyperv, hyper, cbt, cluster, generate, delta, preferred, owners

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