

[V7] ISSUE: Run Direct is only supported for VDDK backup mode. (Server license is not support to use VDDK) (incorrect license detection for ESXi server with paid license)

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Product Version:
AhsayOBM : Pre-7.15.6.55
OS: All platforms

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

Problem Description

For ESXi server with a valid paid license (VMware vSphere 5 Foundation), when performing a VMware backup job with Run Direct enabled, the following error message is received in the backup report and client user interface:

No.	Type	Timestamp	Log
*
*	info	...	Finished running pre-commands
*	info
*	erro	YYYY/MM/DD hh:mm:ss	Skip backing up Virtual Machine "vm_name". Reason = "Run Direct is only supported for supported for VDDK backup mode. (Server license is not support to use VDDK)"
*

Cause

The paid license (VMware vSphere 5 Foundation) is incorrectly detected as a free license, which does not support CBT (e.g requirement for VDDK backup mode). This is a known issue with AhsayOBM version pre-7.15.6.55.

Resolution

To resolve the issue, patch the affected AhsayOBM application to version 7.15.6.55 or above.

The instructions can be found by [Clicking Here](#).

Keywords

vmware, direct, back, up, vddk, foundation

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