

[V8] ISSUE: Scheduled OneDrive or OneDrive for Business Cloud File backup job is not running

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Product Version:

AhsayOBM / AhsayACB: 8.1.0.0 to 8.x

OS: Windows

Problem Description

Scheduled One Drive or OneDrive for Business Cloud File backup jobs are not running, no missed backup report is sent to the user. Upon further checking on the AhsayCBS server, the following error message is received in the obs context log (e.g. obs_context_yyyy-mm-dd.log):

```
MMM DD, YYYY h:mm:ss org.apache.catalina.core.ApplicationContext log
SEVERE: [Job][DailyJob] Failed to update refresh token of Cloud File Backup Source [User: username,
BackupSet: backupset_name (backupset_id)].
Failed to access destination "". Reason="null"
com.ahsay.afc.cloud.d: Failed to access destination "". Reason="null"
    at com.ahsay.cbs.jy.a(Unknown Source)
    at com.ahsay.cbs.jy.a(Unknown Source)
    at com.ahsay.obs.core.job.T.a(Unknown Source)
    at com.ahsay.obs.core.job.T.a(Unknown Source)
...
```

```
MMM DD, YYYY h:mm:ss org.apache.catalina.core.ApplicationContext log
SEVERE: Unable to run backup
com.ahsay.afc.cloud.i: [CloudException.ConnectFailedExpt] [d.A] Failed to login OneDrive for
Business, (NullPointerException: null) ...
```

Cause

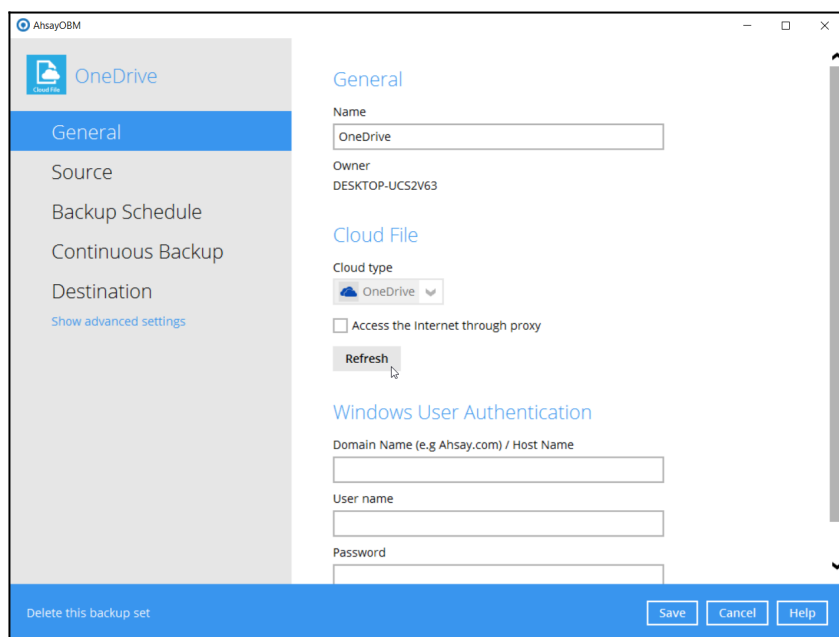
This issue can occur if the access token of the OneDrive / OneDrive for Business Cloud File backup set (e.g. authorization token for AhsayOBM / ACB to access the cloud backup source) had expired.

Resolution

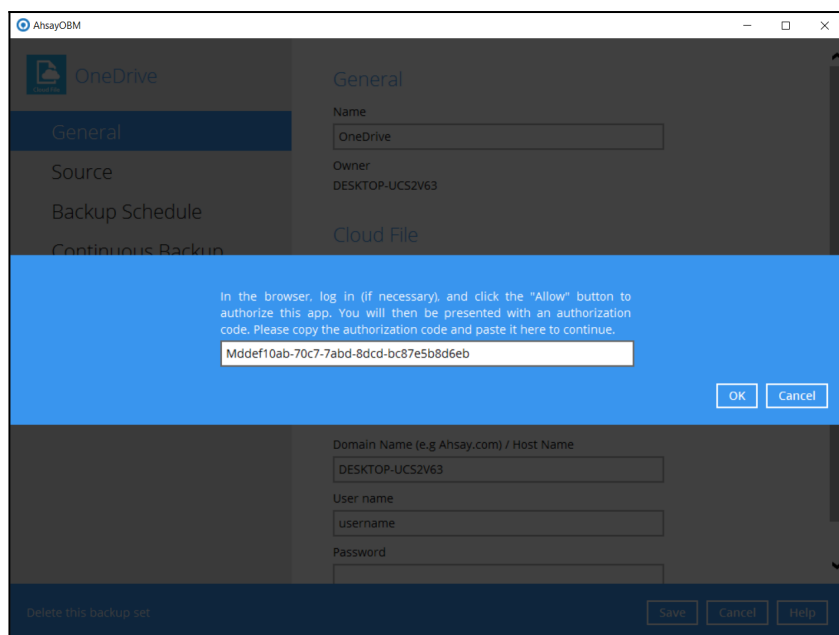
To resolve the issue, refresh the access token of the affected backup set:

1. Login to the AhsayOBM / ACB user interface, select Backup Sets, then the corresponding backup set.

2. Under General, Cloud File, click on the Refresh button:



3. Copy and paste the authorization code from the opened browser to the AhsayOBM / ACB user interface, then click OK:



4. This will refresh the access token of the backup set and allow backup to be performed properly.

To prevent the issue from reoccurring again in the future, patch the AhsayCBS server application to 8.1.0.50 (Instruction can be found by [Clicking Here](#)), then apply a hotfix to the server application afterward. You can apply the hotfix by referring to the following steps:

Download the hotfix files at:

<http://download.ahsay.com/dev/hot-fixes/81/81086/cbs-hotfix-task23210+23280.zip>

Apply the hotfix by:

1. Stop the AhsayCBS service.
2. Make a copy of the "lib" folder in the AhsayCBS Installation Home (e.g. C:\Program Files\AhsayCBS\lib) for backup purpose.
3. Extract the contents of the hotfix file to the AhsayCBS Installation Home, overwriting the existing "lib" folder.
4. Restart the AhsayCBS service afterward.

Important:

Note that the resolution provided above will only prevent the access token of OneDrive / OneDrive for Business from expiring. However, if the password of the OneDrive / OneDrive for the Business account had changed, or if the access token was revoked (e.g. account policy change), a manual refresh (refer to the above steps) must be performed in order for the backup to be performed again.

Keywords

cloud, missed, missing, schedule, scheduled, running, miss

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