

# [V8] ISSUE: Fail to connect VM disk by VDDK library. Error=Unknown (VMware VDDK backup)

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Product Version:  
AhsayOBM: 8.3.4.0 to 8.x  
OS: Windows

## Problem Description

When performing a VMware guest VM backup in VDDK mode on VMware vCenter / ESXi, the following error message is received in the backup report:

No.	Type	Timestamp	Log
*	info	...	...
*	erro	YYYY/MM/DD hh:mm:ss	Fail to connect VM disk by VDDK library" error: "VDDK Mode Error Virtual Machine = "VM/Hard disk" Reason = "Fail to connect VM disk by VDDK library". Error=Unknown
*	...	...	...

## Cause

This issue occurs because the VMware VDDK 7 API used in AhsayOBM version 8.3.4.0 - 8.3.6.125 are not supported by VMware vCenter / ESXi for backup in VDDK mode.

## Resolution

To resolve the issue, patch the AhsayOBM application to version 8.5 or above. The instructions can be found by [Clicking Here](#).

**Important:** It is highly recommended for user to upgrade the AhsayOBM application to 8.5 or above.

Alternatively, to workaround this issue, replace the current VDDK 7 API with the VDDK 6 API files, [Click Here](#) to download the VDDK v6 API files. Refer to the following steps to replace the files:

1. Stop the AhsayOBM service.
2. Stop the AhsayOBM NFS service.
3. In Windows Explorer, make a copy of the current folder %OBM\_Install\_home%\bin\x64.
4. Open the folder %OBM\_Install\_home\bin\x64.
5. Delete the following .dll files (13 files in total):

- diskLibPlugin.dll
- libexpat.dll
- lookup-types.dll
- msvcp120.dll
- msucr120.dll
- pcre.dll
- sqlite3.dll
- ssoclient.dll
- vddkVmAccess.dll
- vim-types.dll
- vmacore.dll
- vmomi.dll
- zlib1.dll

6. Unzip the downloaded vddk.zip file and copy its contents to the %OBM\_Install\_home%\bin\x64 folder.
7. Restart the AhsayOBM service.
8. Restart the AhsayOBM NFS service.

Here is the list of VDDK 6 API files (17 files in total):

glib-2.0.dll  
gobject-2.0.dll  
gthread-2.0.dll  
gvmomi.dll  
iconv.dll  
intl.dll  
libcurl.dll  
libeay32.dll  
liblber.dll  
libldap.dll  
libldap\_r.dll  
libxml2.dll  
ssleay32.dll  
VddkJNI.dll  
vixDiskLib.dll  
vixDiskLibVim.dll  
vixMntapi.dll

## Keywords

VMware vCenter/ESXi, VDDK, API, fail to connect, unknown

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