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 or above
OS: Windows

Problem Description

When performing a VMware guest VM backup in VDDK mode on VMware vCenter/ESXi v5.0.x, v5.1.x, and v5.5.x. 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

The VMware VDDK 7 API used in AhsayOBM v8.3.4.0 or above no longer supports backup in VDDK mode for VMware vCenter/ESXi v5.0.x, v5.1.x, and v5.5.x

Resolution

To workaround this issue replace the current VDDK 7 API with VDDK 6 API. Download the VDDK v6 API files from here

1. Stop the AhsayOBM services.

2. Stop the AhsayOBM NFS service.

3. Make a copy of the current folder **%OBM_INSTALL%\bin\x64**.

4. Using Windows Explorer open folder **%OBM_INSTALL%\bin\x64**.

5. Delete the following 13 **.dll** files from the **%OBM_INSTALL%\bin\x64** folder.
   - diskLibPlugin.dll
   - libexpat.dll
   - lookup-types.dll
   - msvcp120.dll
   - msvcr120.dll
   - pcre.dll

- sqlite3.dll
- ssoclient.dll
- vddkVimAccess.dll
- vim-types.dll
- vmacore.dll
- vmomi.dll
- zlib1.dll

6. Unzip the downloaded vddk.zip file and copy the contents **%OBM_INSTALL%\bin\x64** folder.

7. Start the AhsayOBM services.

8. Start the AhsayOBM NFS service.

> After the VDDK 7 API files are replaced with VDDK 6 API files. AhsayOBM v8.3.4.0 or above installation will no longer support backup of VMware vCenter/ESXi v7 backup sets.

List of VDDK 6 API files:

```
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, v5.0,v5.1,v5.5 VDDK backup mode, VDDK 7 API, fail to connect, unknown

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