

[V7] ISSUE: Incorrect error message 'Another backup job is still running' is displayed (MS Exchange mail level backup)

Article ID: 5068

Reviewed: 2015-12-22

Product Version:

AhsayOBM: 7.3.2.0 to 7.x

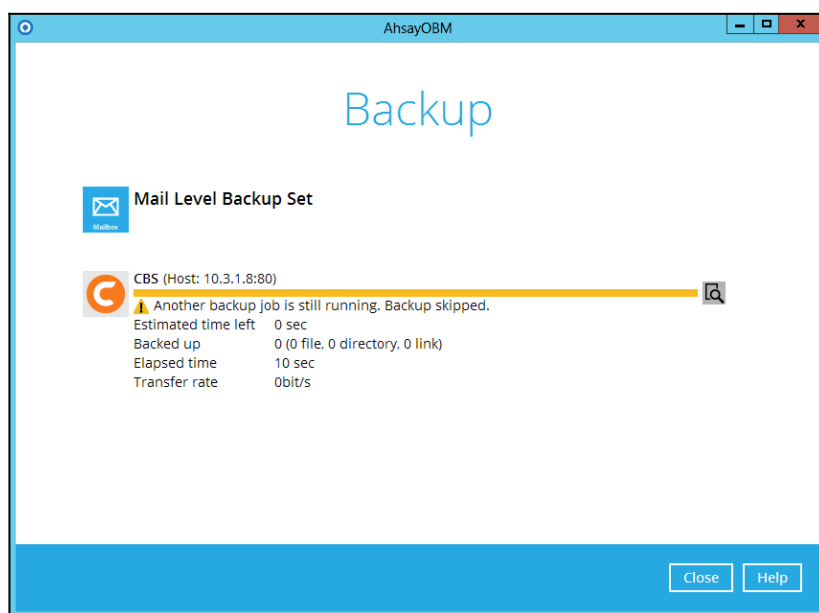
OS: Windows

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

Problem Description

When performing a MS Exchange mail level backup, the following error message is displayed on the backup client interface, or in the backup report:

Another backup job is still running. Backup skipped.



Note:

There is no backup job of the same backup set running.

Cause

An incorrect error message is displayed.

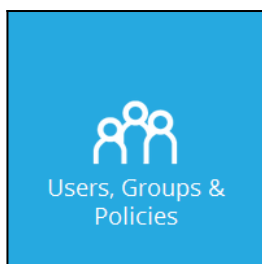
This issue can occur if the Microsoft Exchange Mailbox add-on module is not enabled for the backup account, this is a known issue with AhsayOBM version 7.3.2.0 - 7.5.0.0.

Resolution

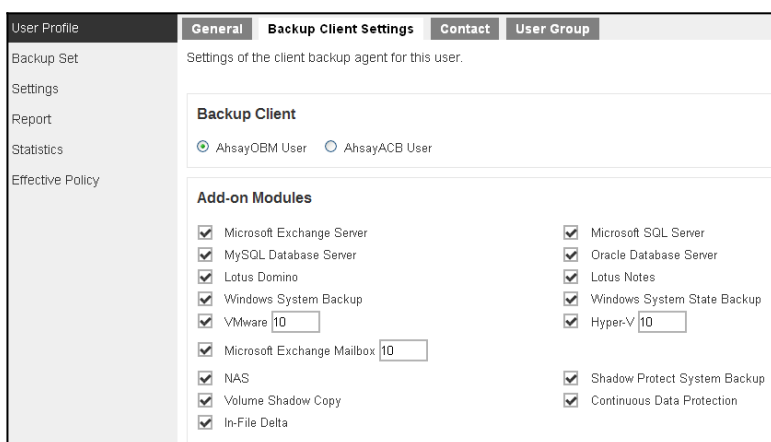
To prevent the incorrect error message from displaying, patch the AhsayOBM application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

To resolve the issue, enable the MS Exchange mail level backup add-on module for the corresponding backup account:

1. Login to the AhsayCBS console.
2. Under **Backup / Restore**, select **Users, Groups & Policies**:



3. Select the corresponding backup account, under **User Profile, Backup Client Settings**, enable the **Microsoft Exchange Mailbox** add-on module:



User Profile	
	General Backup Client Settings Contact User Group
Backup Set	Settings of the client backup agent for this user.
Settings	
Report	
Statistics	
Effective Policy	
	Backup Client
	<input checked="" type="radio"/> AhsayOBM User <input type="radio"/> AhsayACB User
	Add-on Modules
	<input checked="" type="checkbox"/> Microsoft Exchange Server
	<input checked="" type="checkbox"/> MySQL Database Server
	<input checked="" type="checkbox"/> Lotus Domino
	<input checked="" type="checkbox"/> Windows System Backup
	<input checked="" type="checkbox"/> VMware <input type="text" value="10"/>
	<input checked="" type="checkbox"/> Microsoft Exchange Mailbox <input type="text" value="10"/>
	<input checked="" type="checkbox"/> NAS
	<input checked="" type="checkbox"/> Volume Shadow Copy
	<input checked="" type="checkbox"/> In-File Delta
	<input checked="" type="checkbox"/> Microsoft SQL Server
	<input checked="" type="checkbox"/> Oracle Database Server
	<input checked="" type="checkbox"/> Lotus Notes
	<input checked="" type="checkbox"/> Windows System State Backup
	<input checked="" type="checkbox"/> Hyper-V <input type="text" value="10"/>
	<input checked="" type="checkbox"/> Shadow Protect System Backup
	<input checked="" type="checkbox"/> Continuous Data Protection

4. Click on the **OK**, then **Save** button to confirm the changes.

Keywords

another, job, exchange, exch, mail, level, mailbox, maillv, license, module, addon

From:
<https://wiki.ahsay.com/> - **Ahsay Wiki**

Permanent link:
https://wiki.ahsay.com/doku.php?id=public:5068_incorrect_error_displayed_for_ms_exchange_mail_level_backup

Last update: **2021/12/15 17:21**

