[V7] ISSUE: Incorrect error message 'Another backup job is still running' is displayed (Hyper-V VM backup)

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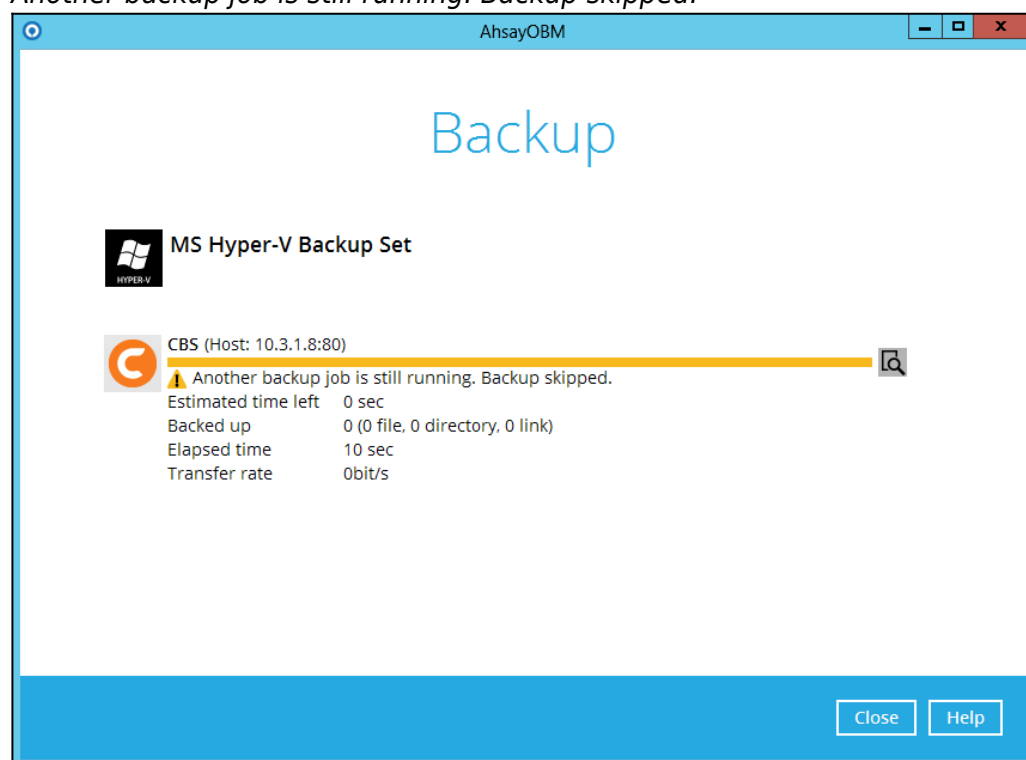
Product Version:
AhsayOBM: 7.3.2.0 to 7.x
OS: All platforms

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

Problem Description

When performing a Hyper-V VM 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.
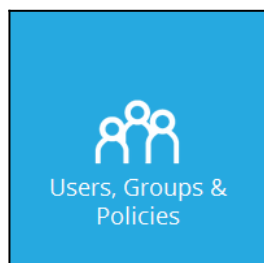
Cause

An incorrect error message is displayed.

This issue can occur if the Hyper-V VM 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 Hyper-V 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 **Hyper-V** add-on module:

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

Keywords

vm, virtual, machine, hyper-v, esx, esxi, license, module, addon