

# [V7] ISSUE: Incorrect error message 'Another backup job is still running' is displayed (Oracle database backup)

**Article ID:** 5077

**Reviewed:** 2015-12-23

**Product Version:**

AhsayOBM: 7.3.2.0 to 7.x

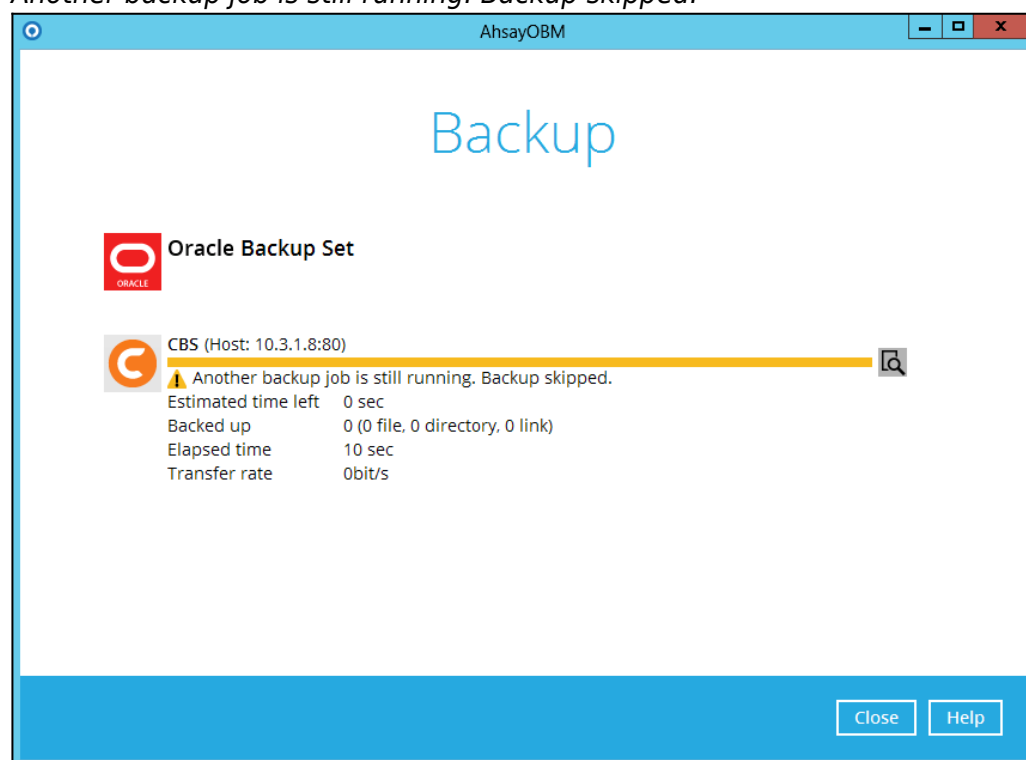
OS: All platforms

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

## Problem Description

When performing a Oracle database 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.

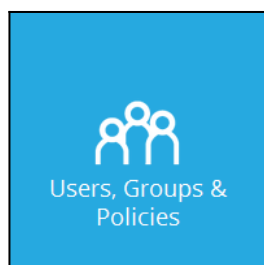
This issue can occur if the Oracle database add-on module is not enabled for the backup account, this is a known issue with AhsayOBM version 7.3.2.0 - 7.5.0.0.

## 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 Oracle Database Server 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 **Oracle Database Server** 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 |   |                        |         |            |
|                  | <b>Backup Client</b>  |                        |         |            |
|                  | <input checked="" type="radio"/> AhsayOBM User <input type="radio"/> AhsayACB User  |                        |         |            |
|                  | <b>Add-on Modules</b>   |                        |         |            |
|                  | <input checked="" type="checkbox"/> Microsoft Exchange Server <input checked="" type="checkbox"/> Microsoft SQL Server    |                        |         |            |
|                  | <input checked="" type="checkbox"/> MySQL Database Server <input checked="" type="checkbox"/> Oracle Database Server      |                        |         |            |
|                  | <input checked="" type="checkbox"/> Lotus Domino <input checked="" type="checkbox"/> Lotus Notes                          |                        |         |            |
|                  | <input checked="" type="checkbox"/> Windows System Backup <input checked="" type="checkbox"/> Windows System State Backup |                        |         |            |
|                  | <input checked="" type="checkbox"/> VMware 10 <input checked="" type="checkbox"/> Hyper-V 10                              |                        |         |            |
|                  | <input checked="" type="checkbox"/> Microsoft Exchange Mailbox 10   |                        |         |            |
|                  | <input checked="" type="checkbox"/> NAS <input checked="" type="checkbox"/> Shadow Protect System Backup                  |                        |         |            |
|                  | <input checked="" type="checkbox"/> Volume Shadow Copy <input checked="" type="checkbox"/> Continuous Data Protection     |                        |         |            |
|                  | <input checked="" type="checkbox"/> In-File Delta   |                        |         |            |

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

# Keywords

sql, mysql, db, database, license, module, addon

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Last update: 2021/12/15 17:43