

# [V7] ISSUE: Scheduled backup jobs are missing after upgrading AhsayOBM / ACB to version 7.3.2.0

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**Product Version:**

AhsayACB / AhsayOBM: 7.3.2.0

OS: Windows / Mac OS X

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

## Problem Description

After upgrading the AhsayOBM / ACB client application to version 7.3.2.0, if the user does not login to the client application, all scheduled backup jobs are missing.

Further checking on the [Scheduler Debug Log](#) (e.g. debug.log), the following informative message is received and there is no further update to the debug log file afterward:

```
[YYYY/MM/DD hh:mm:ss][info] Profile is reloaded from server. Reloading scheduler ... Completed  
[YYYY/MM/DD hh:mm:ss][info] [BackupSet Name (backupset_id)] Stop scheduler.  
[YYYY/MM/DD hh:mm:ss][info] UserScheduler stopped.
```

Note:

This issue will affect AhsayOBM / ACB clients that are manually upgraded, or upgraded by the Auto Update Agent (AUA service).

## Cause

This is a known issue with AhsayOBM / ACB version 7.3.2.0.

## Resolution

To resolve the issue, login to the AhsayOBM / ACB application once after the upgrade.

This issue had been resolved since AhsayOBM / ACB version 7.5.0.0. Users do not have to login to the client application after upgrading to a future releases.

# Keywords

migrate, upgrade, scheduled, miss, missing, scheduler, schedule

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