[V7] ISSUE: MS Exchange mail level backup job cannot run to completion (for backup set with backup schedule disabled)

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Product Version:
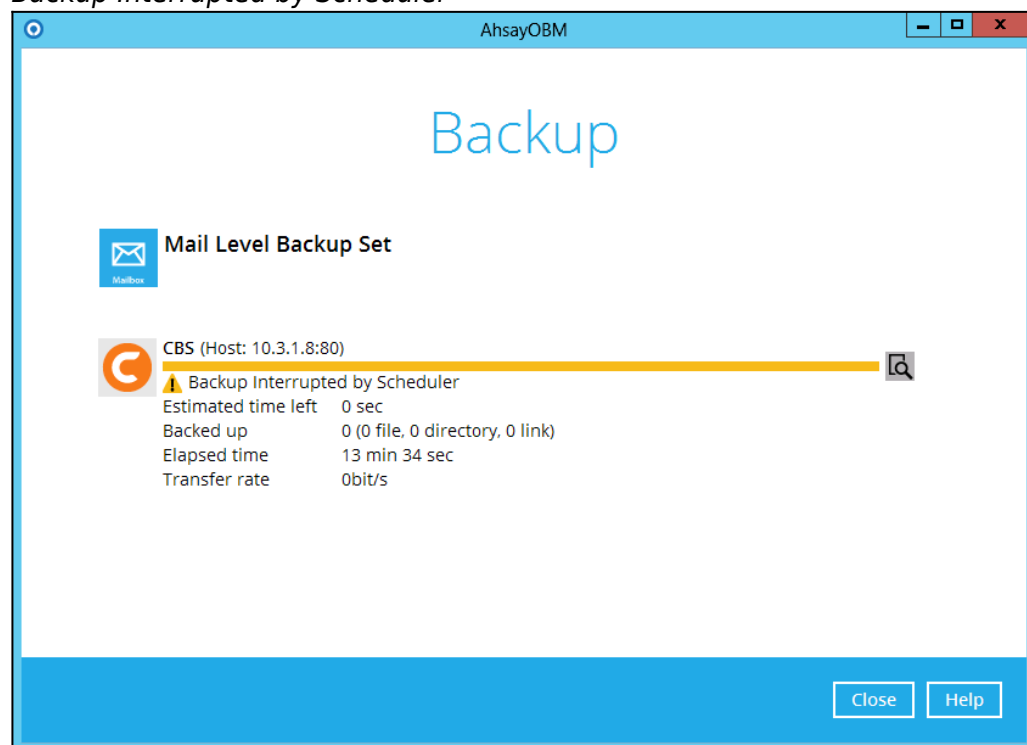AhsayOBM: 7.3.2.0 to 7.x
OS: Windows

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

Problem Description

For MS Exchange mail level backup jobs that run longer than 5 minutes, if the backup set has no backup schedule, the backup job cannot run to completion.

The following error message is displayed on the backup client interface, or in the backup report:

Backup Interrupted by Scheduler

Note:
This issue will only affect backup set with backup schedule disabled.

Cause

This is a known issue with AhsayOBM 7.3.2.0 - 7.5.0.0.

Resolution

To resolve the issue, patch the AhsayOBM application to version 7.7.0.0 or above. The instructions can be found by Clicking Here.

Keywords

exchange, mail, maillevel, maillv, can't, cannot, complete, finish

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