[V7] ISSUE: MS Exchange server 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 server 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:

| • | AhsayOBM | _ D X |
|-------|--|--------------|
| | Backup | |
| | MS Exchange Server Backup Set | |
| | CBS (Host: 10.3.1.8:80) Backup Interrupted by Scheduler Estimated time left 0 sec Backed up 0 (0 file, 0 directory, 0 link) Elapsed time 13 min 34 sec Transfer rate 0bit/s | ۵ |
| Note: | | Close Help |

Backup Interrupted by Scheduler

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

Last update 2021/1 17:53

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

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Keywords

exchange, server, database, can't, cannot, complete, finish

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