

# [V7] ISSUE: [MigrateV6Index.migrateMultiHostIndices] Failed to deserialize v6 index (MS Exchange DAG mail level backup set upgraded from version 6 to 7)

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**Product Version:**

AhsayOBM: 7.3.2.0 - 7.5.0.2

OS: Windows

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

## Problem Description

For MS Exchange DAG mail level backup set created by AhsayOBM version 6, after upgrading the client application to version 7.3.2.0 - 7.5.0.2, when performing a MS Exchange DAG mail level backup, the following error message is received in the [Backup Job Logs](#) :

```
[YYYY/MM/DD hh:mm:ss] [info] Migrating index entry Job="Current" Path="Microsoft Exchange"
Type="T" from v6 to v7
[YYYY/MM/DD hh:mm:ss] [erro] Unable to do backup, Error=
[MigrateV6Index.migrateMultiHostIndices] Failed to deserialize v6 index
...
[YYYY/MM/DD hh:mm:ss] [info] Start running post-commands
[YYYY/MM/DD hh:mm:ss] [info] Finished running post-commands
[YYYY/MM/DD hh:mm:ss] [info] Deleting temporary file C:\Users\org-
man\.temp\1449821630967\OBS@100
[YYYY/MM/DD hh:mm:ss] [erro] null
[YYYY/MM/DD hh:mm:ss] [erro] Backup completed with error(s)
```

**Note:**

This issue will not affect MS Exchange DAG mail level backup set created by AhsayOBM version 7.

## Cause

This is a known issue with AhsayOBM 7.3.2.0 - 7.5.0.2.

## 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, server, mail, level, maillevel, mail-lv, dag, migrate, index, indexing, upgrade

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