[V7] ISSUE: MS Exchange DAG server scheduled / continuous backup jobs are not running (Run scheduled backup on computers named setting is incorrect)

Article ID: 5123
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Product Version:
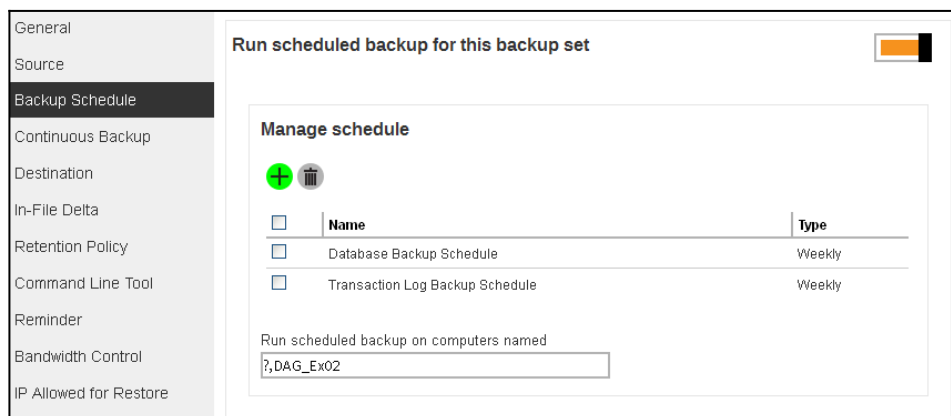AhsayOBM: 7.3.2.0 - 7.5.0.2
OS: Windows

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

Problem Description

Scheduled and continuous backup jobs of MS Exchange DAG server backup set are not running.

Further checking on the "Run scheduled backup on computers named" setting of the corresponding backup set, ? is displayed as host name of the cluster members:

Note: To check on the "Run scheduled backup on computers named" setting, login to the AhsayCBS console

Backup / Restore > **Users, Groups & Policies** > **Backup User** > **Corresponding User** > **Backup Set** > **Corresponding Backup Set** > **Backup Schedule / Continuous Backup**

Cause

Computer name of the DAG members cannot be correctly configured, this is a known issue with AhsayOBM 7.3.2.0 - 7.5.0.2.

Resolution

To resolve the issue, patch the AhsayOBM application on all affected DAG member servers to version 7.7.0.0 or above. The instructions can be found by Clicking Here.

Re-enable the backup schedule on each DAG member servers afterward:

In the AhsayOBM user interface, select **Backup Sets** > **Corresponding Backup Set** > **Backup Schedule \ Continuous Backup**

Schedule
Run scheduled backup for this backup set
On
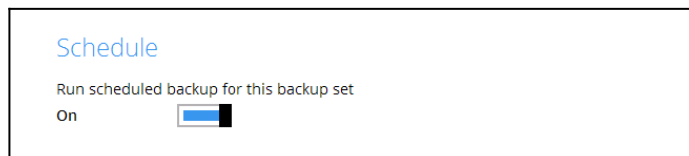
Keywords

exch, exchange, msexchange, dag, cluster, scheduled, schedule, missed, miss

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