

[V7] ISSUE: Retry sending block in x second(s) (existing backup set of AhsayOBM / ACB version 6 connecting to AhsayCBS with bandwidth control enabled)

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Product Version:

AhsayCBS: 7.5.0.0 - 7.5.0.2

OS: All platforms

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

Problem Description

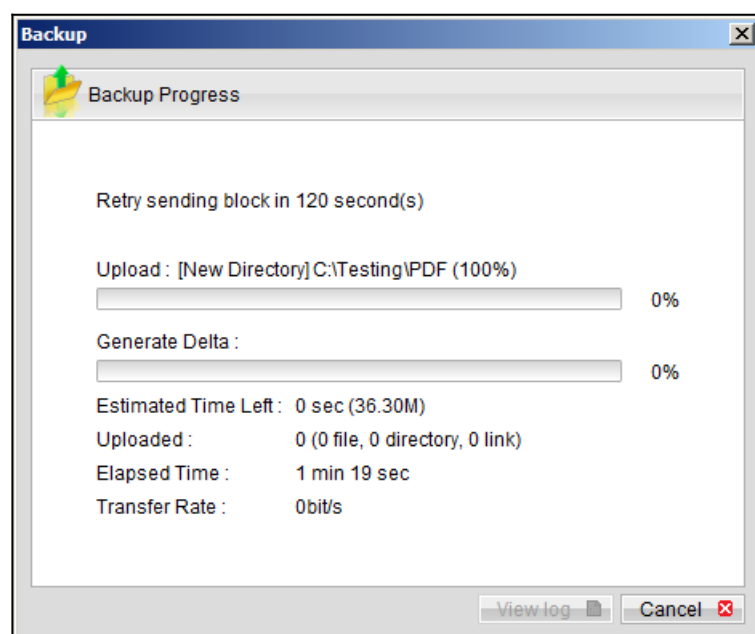
For version 6 AhsayOBM / ACB client connecting to AhsayCBS (version 7.5.0.0 - 7.5.0.2), if the bandwidth control setting was previously enabled for the backup user (e.g. set to 1M Bits / Second):

Manage System | Manage Log | Manage User | Manage Group Policy | Manage System User [username] | Select Language
Add User | List User | Run Backup | Auto Update | User Profile | Backup Set | File Explorer | Report | Statistics | User Log | Logout

User Profile : username
Home Directory : D:\UserHome\username

Alias :
Password : (Hashed)
New (Clear Text)
Quota : 100.0 ☐ kbytes ☐ Mbytes ☒ Gbytes
Bandwidth : 1M Bits/Second
Backup Client : AhsayOBM User

When performing a backup, the backup job cannot complete:



Further checking in the backup client logs, the following informative message is received:

[YYYY/MM/DD hh:mm:ss] [info] Downloading server file list ...

[YYYY/MM/DD hh:mm:ss] [info] Downloading server file list ... Completed
[YYYY/MM/DD hh:mm:ss] [info] Reading backup source from hard disk ...
[YYYY/MM/DD hh:mm:ss] [info] Uploading New Directory ... Directory\File
[YYYY/MM/DD hh:mm:ss] [info] [com.ahsay.obc.core.bset.file.G] ReUploadBlockExpt
[YYYY/MM/DD hh:mm:ss] [info] Retry sending block in 60 second(s) (Directory\File)
[YYYY/MM/DD hh:mm:ss] [info] Reading backup source from hard disk ... Completed
[YYYY/MM/DD hh:mm:ss] [info] [com.ahsay.obc.core.bset.file.G] ReUploadBlockExpt
[YYYY/MM/DD hh:mm:ss] [info] Retry sending block in 120 second(s) (Directory\File)
[YYYY/MM/DD hh:mm:ss] [info] Retry sending block in 180 second(s) (Directory\File)
[YYYY/MM/DD hh:mm:ss] [info] Retry sending block in 240 second(s) (Directory\File)
[YYYY/MM/DD hh:mm:ss] [info] Retry sending block in 300 second(s) (Directory\File)

Note: This issue will only affect existing backup set created by AhsayOBM / ACB version 6 connecting to AhsayOBS version 6 (e.g. before the AhsayOBS server was upgraded to AhsayCBS).

This issue will not affect new backup set created by AhsayOBM / ACB version 6 connecting to AhsayCBS version 7.

Cause

This is a known issue with AhsayCBS version 7.5.0.0 - 7.5.0.2.

Resolution

To resolve the issue, patch the AhsayCBS application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

network, retry, connection, re-try

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