[V7] ISSUE: Another backup job is still running. Backup skipped

Article ID: 5212
Reviewed: 2016-10-26

Product Version:
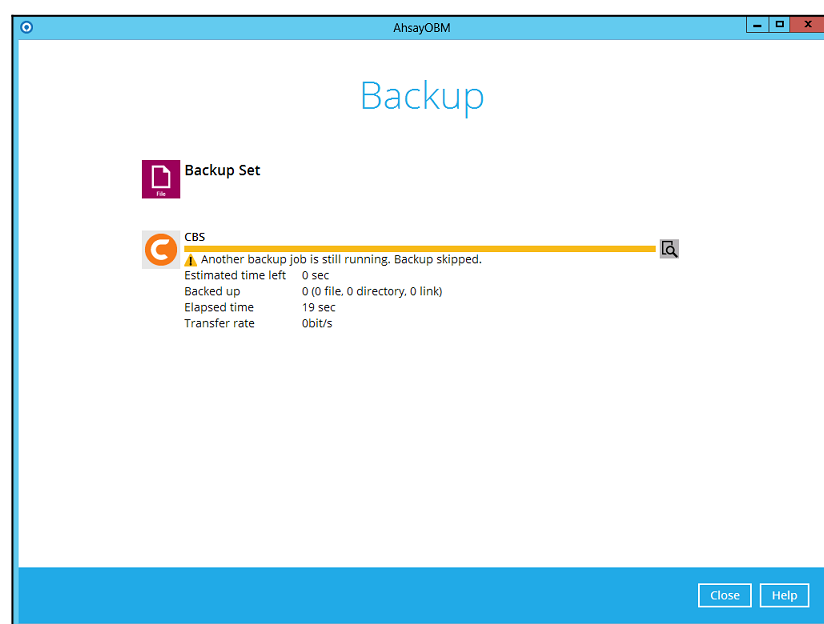AhsayACB / AhsayOBM: 7.3.0.0 to 7.x
OS: All platforms

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

Problem Description

When performing a backup of any type, the following warning message is displayed on the AhsayOBM / ACB user interface:

Another backup job is still running. Backup skipped.

Cause

The message suggests that a previous backup of the same backup set is still running, or the previous backup job had ended abruptly.

Resolution

Allow the in-progress backup job to complete before starting another backup for the same backup set

(scheduled or manually).

If there is no previous backup job running, the previous job started for the backup set may had ended abruptly (e.g. server crash, client application crash). Refer to the following steps to clear all obsoleted file(s):
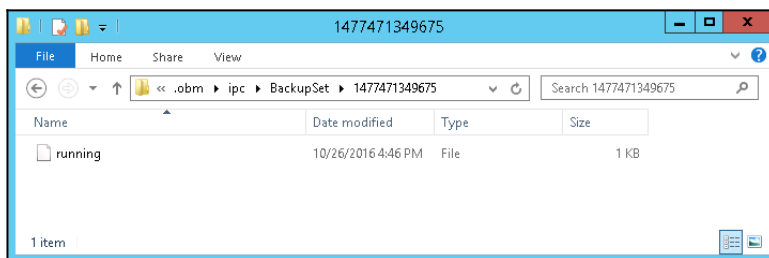
1. Confirm if there is any 'running' within the ipc folder under the .obm folder at:

   ${User_Profile}\.obm\ipc\BackupSet\Backupset_id

   or

   ${User_Profile}\.acb\ipc\BackupSet\Backupset_id

2. Remove all files under the ipc directory:

3. Restart the AhsayOBM / ACB service afterward.

Note: When a backup job is started manually or automatically at the scheduled time, a 'running' file will be created within the ipc directory to indicate that a backup job is in-progress. Under normal circumstance, the file will be removed automatically when the backup job is completed.

However, for cases where the previous backup job was ended abruptly (e.g. server crash, client application crash), the 'running' file may not be properly cleared. When the next backup job is started, the client agent will detect that the 'running' file exist, misinterpreting that a previous backup job is still in progress.

Keywords

skip, job, missed