[V7] ISSUE: Virtual Machine version does not support RCT (Hyper-V VM backup)

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Product Version:
AhsayOBM: 7.15.0.8 to 7.x
OS: Windows Server 2016

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

Problem Description

When performing a Hyper-V VM backup (Windows Server 2016 or later versions), the following warning message is displayed on the backup client interface, or in the backup report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	Downloading server file list... Completed
*	...	...	...
*	warn	YYYY/MM/DD hh:mm:ss	Virtual Machine version does not support RCT. To support RCT, please upgrade the VM by using PowerShell Cmdlet Update-VMVersion.
*	...	...	...

Cause

For Microsoft Windows Server 2016 or later versions with AhsayOBM version 7.15.0.8 or above, the Resilient Change Tracking (RCT) feature is used to back up virtual machines.

Backup operations with the RCT require the virtual machine's configuration version to be 8.0 or above.

Resolution

To resolve the issue, upgrade the corresponding virtual machine's configuration version in the Hyper-V Manager or the Update-VMVersion cmdlet.

Refer to the following article from Microsoft for instruction:

https://docs.microsoft.com/en-us/windows-server/virtualization/hyper-v/deploy/Upgrade-virtual-machine-version-in-Hyper-V-on-Windows-or-Windows-Server

Note:
When you upgrade your Hyper-V environment to Windows Server 2016, the VM version of the virtual machines are not updated automatically. The Hyper-V administrator must update the VMs to the new

version after the environment is upgraded to Windows Server 2016. Ensure that the guest VM is offline before you update the VM version.

Keywords

hyperv, rct, vm, virtualmachine, virtual, machine, hyper, vmversion

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