

[V7] ISSUE: Skip backing up database (Instance is offline) for database that is actually online (MS SQL database backup)

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Product Version:
AhsayOBM: Post-7.3.0.0
OS: Windows

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

Problem Description

When performing a MS SQL database backup (ODBC backup mode), the following warning message is received in the backup report:

No.	Type	Timestamp	Log
*
*	info	...	Reading backup source from hard disk...
*	warn	YYYY/MM/DD hh:mm:ss	Skip backing up "SQL_hostname\MSDB\db_name (SQL SERVER version)" (Instance is offline)
*

Note:
The affected database instance is actually online in SQL Server Management Studio (SSMS).

Cause

This issue can occur for SQL server with [case-sensitive collation](#).

This issue can also occur if the Windows user configured for the backup set does not have permission to access the corresponding database.

Resolution

To resolve the issue, patch the AhsayOBM application to version 7.15.2.2 or above. The instructions can be found by [Clicking Here](#).

Also, confirm if the Windows user configured for the backup set have sufficient permission to access the corresponding database:

AhsayOBM

Backup Set

General

Source

Backup Schedule

Continuous Backup

Destination

[Show advanced settings](#)

General

Name
Backup Set

Owner
DESKTOP-UCS2V63

Windows User Authentication

Domain Name (e.g Ahsay.com) / Host Name
hostname

User name
administrator

Password
●●●●●●●●

Delete this backup set

Save Cancel Help

If the problem persist, modify the Log-on setting of the AhsayOBM scheduler service:

1. Under **Control Panel**, open **Administrative Tools** then **Services**.
2. Right click on **Ahsay Online Backup Manager Services**, select the **Log on** tab.
3. Select the **This Account** option.
4. Enter the login credentials of an account with sufficient permission.
5. Restart the service afterward.

Keywords

sql, odbc, offline, online, mssql, instance, off-line, off

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