

[V7] ISSUE: Error=[ExchangeStandardFolder.GetOrdinal] Invalid ID (Office365 Exchange online backup)

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Product Version:
AhsayOBM: 7.9.0.0 - 7.15.2.2
OS: Windows, Mac OS X

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

Problem Description

When performing a Office365 Exchange online backup for mailbox of large number of mail items, the following error message is received in the backup report:

No.	Type	Timestamp	Log
*
*	info	...	Start running post-commands
*
*	[List] 100% (xxxx/xxxx) Listing items from: ...
*	erro	YYYY/MM/DD hh:mm:ss	[Bptree.KeyRangeIterator.hasNext] Error=[ExchangeStandardFolder.GetOrdinal] Invalid ID: 14tknLeaf=[TreeNode.toString]@xxxx lBlockStart='xxxx' lNextBlockOffset='xxxx' lFirstBlockOffset='xxxx' lLastBlockOffset='xxxx' blsLeaf='true' lRightSiblingOffset='xxxx' sslKeys=',[TreeNode.KeyMap@xxxx] sKey='[IBptree.SimpleKey] Key='xxxx' lLeftRefBlockNo='xxxx',[TreeNode.KeyMap@xxxx] sKey='[IBptree.SimpleKey] Key='xxxx' lLeftRefBlockNo='xxxx',[TreeNode.KeyMap@xxxx] ... (truncated)
*

Note:
The error message above has been truncated, confirm if your backup has similar issue by searching for keywords "ExchangeStandardFolder.GetOrdinal" in the backup report.

Cause

This is a known issue with AhsayOBM version 7.9.0.0 - 7.15.2.2.

Resolution

To resolve the issue, patch the AhsayOBM application to version 7.15.4.10 or above. The instructions can be found by [Clicking Here](#).

Keywords

exchange, exch, mail, level, mailbox, office, office365, 365

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