

ONLINE BACKUP MANAGER

**TROUBLESHOOTING
MISSING BACKUP JOBS**

TROUBLESHOOTING MISSING BACKUP JOBS

1. Computer shutdown or hibernated.

Check if the affected computer was switched off, hibernated or in standby mode when the scheduled backup is due to run.

2. Online Backup Scheduler service.

Ensure that the Online Backup Scheduler service is started or can be started properly.

Check if the scheduler service is running by inspecting the client side scheduler debug log. The scheduler debug log is located at:

OBM:

(Windows) C:\Documents and Settings\administrator\.obm\log\Scheduler\debug.log or
C:\Users\administrator\.obm\log\Scheduler\debug.log

(Linux) ~/obm/log/Scheduler/debug.log

(Mac OS X) ~/obm/log/Scheduler/debug.log

ACB:

(Windows) C:\Documents and Settings\administrator\.acb\log\Scheduler\debug.log or
C:\Users\administrator\.acb\log\Scheduler\debug.log

(Mac OS X) ~/acb/log/Scheduler/debug.log

The scheduler debug log contain every details of the scheduler service. If the schedule is running properly, the log will contain entries similar to the following example:

```
[YYYYMMDD hh:mm:ss][info][Thread][Reloader] Loading profile from server ...  
[YYYYMMDD hh:mm:ss][info][LocalProfile.loadFromServer] Loading profile from server ...  
[YYYYMMDD hh:mm:ss][info][LocalProfile.loadFromServer] Loaded profile from server.  
[YYYYMMDD hh:mm:ss][info][BackupSet (Backup_ID)] Next backup will run in x hr x min x sec  
[YYYYMMDD hh:mm:ss][info][BackupSet (Backup_ID)] Next backup will run in x hr x min x sec  
[YYYYMMDD hh:mm:ss][info][Thread][Reloader] Loaded profile from server.
```

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Restart the Online Backup Scheduler service with the following procedure:

(Windows) [Control Panel] > [Administrative Tools] > [Services] > [Online Backup Scheduler (OBM)]

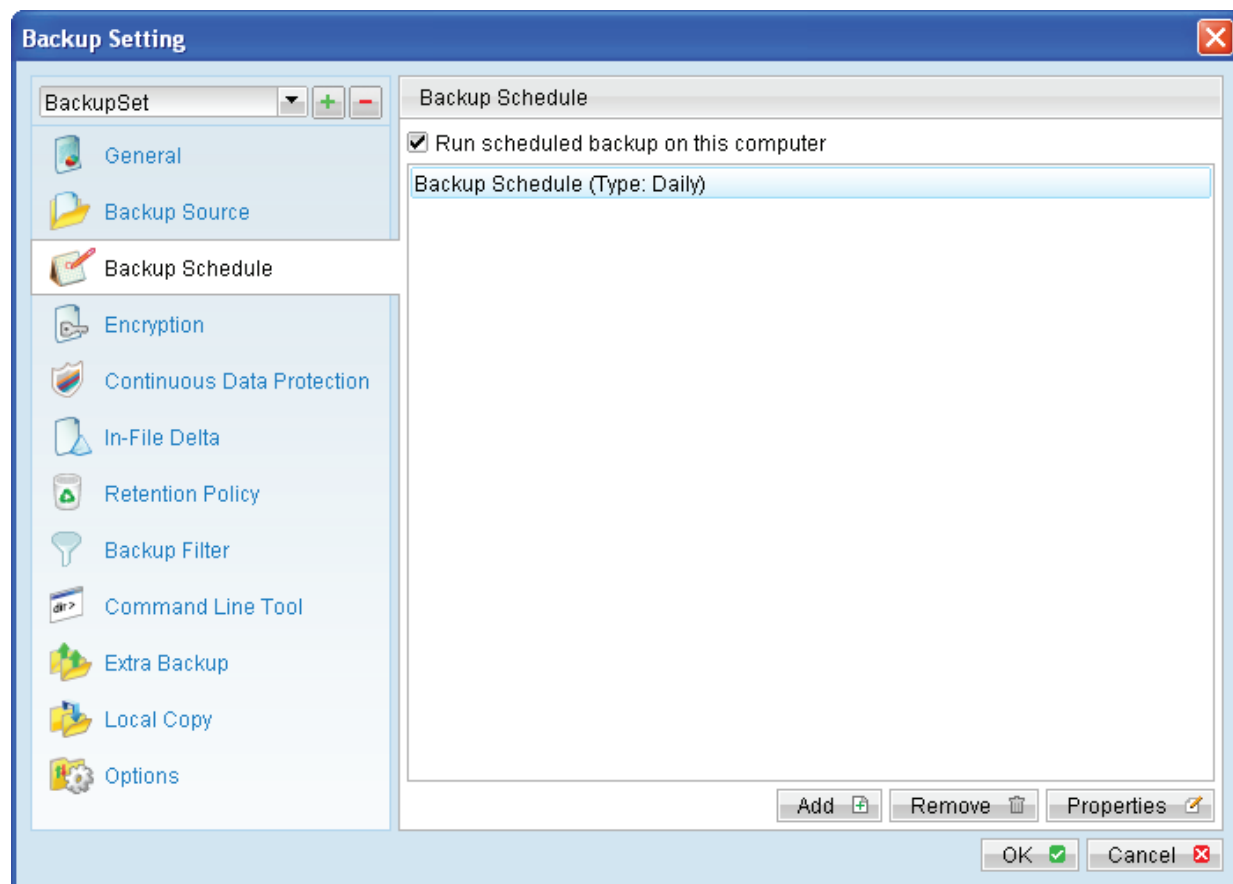
(Linux) Run “\${Install-Home}/bin/Scheduler.sh”

(Mac OS X) Run “SystemStarter start OBM”

3. Run scheduled backup on this computer setting.

Ensure that the ‘Run scheduled backup on this computer’ setting is selected on the corresponding client computer.

Login to the OBM user interface, select Backup Setting, then Backup Schedule to confirm:



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4. Backup scheduled for incorrect computer.

Check on the OBS web management console to determine if the schedule is configured for the correct client computer.

Check if entries similar to the following example can be found on the scheduler debug log:

[YYYY/MMDD hh:mm:ss][info][BackupSet (Backup_ID)] Next backup will run in 0 hr 1 min 0 sec

[YYYY/MMDD hh:mm:ss][info][BackupSet (Backup_ID)] Skipping scheduled backup on this computer. Schedule should run on Machine_A, current computer name:Machine_B


For each backup set, the scheduler service will verify if the computer name (of the machine where the scheduler service is running) is the same as the computer name specified in the backup set setting. If the computer name of the client computer had changed, the scheduled backup job will be skipped by the scheduler service, because of the mis-match.

To resolve the issue, ensure that the scheduled backups on the corresponding machine is configured properly, make sure that the correct machine name has been set in the OBS web management console for the relevant backup set. Under [Manage System] > [Manage User] > [username] > [Backup Set] > [Run scheduled backup on computers named]:

[Manage System](#) | [Manage Log](#) | [Manage User](#) | [Manage Group Policy](#) | [Manage System User](#) **[username]**
[Add User](#) | [List User](#) | [Run Backup](#) | [Auto Update](#) | [User Profile](#) | **Backup Set** | [File Explorer](#) | [Report](#) | [Statistics](#) |

Backup Set : BackupSet

[\[Help\]](#) **Name**

[\[Help\]](#) **Type**
 File

[\[Help\]](#) **Backup Source**
Backup the following files/directories :
1 . [\[Remove\]](#)
2 . [\[Add\]](#)
Exclude the following files/directories :
1 . [\[Add\]](#)

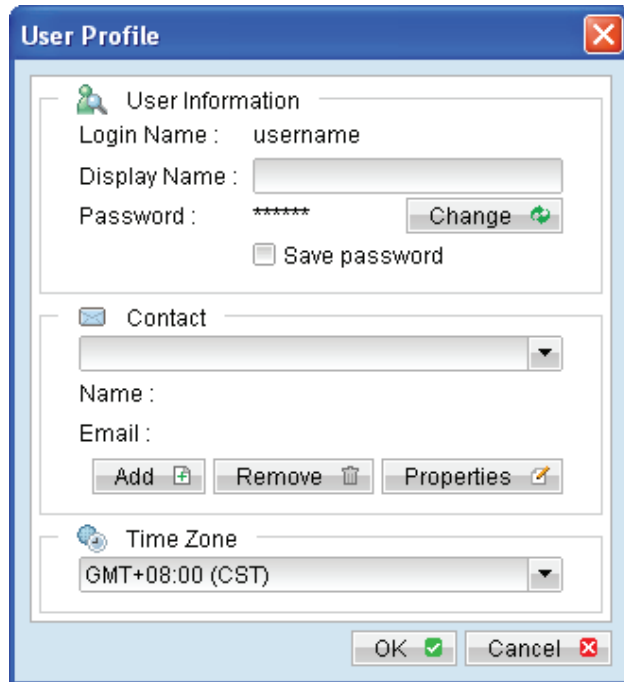
[\[Help\]](#) **Backup Schedule** [\[Add\]](#)
1 . Everyday at 23:00 until backup finished [[Edit](#) | [Remove](#)]
Run scheduled backup on computers named

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5. Timezone setting.

Ensure that the timezone setting of the corresponding backup account is configured correctly.

In some cases, a missed backup report is received for scheduled backup job that was actually performed (but at an incorrect time). For these cases, check if the timezone setting of the corresponding backup account is correctly setup:



6. Operating system profile.

Check if the scheduler service is looking at the correct operating system account profile.

Check if the home.txt has been populated correctly, the home.txt is located in the OBM/ACB installation folder.

Within the file, you should see at least one entry pointing to a .obm (or .acb) directory that is accessible by the local scheduler service, for example "C:\Users\administrator\.obm". Please modify the home.txt file if this is not the case.

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7. OBM installation on Linux.

For OBM installation on Linux, try running the Configurator.sh script to set appropriate backup account and password.

Check under the scheduler debug log to see if the following error messages are displayed:

```
[YYYY/MMDD hh:mm:ss][info][Backup Set (Backup ID)] Start running backup
[YYYY/MMDD hh:mm:ss][error][OBM.ErrorStream][Backup Set] Error: no `server
[YYYY/MMDD hh:mm:ss][info][Backup Set (Backup ID)] Finished running backup
[YYYY/MMDD hh:mm:ss][error][OBM.ErrorStream][Backup Set] ` JVM at `/usr/local/obm/jvm/lib/386/server
[YYYY/MMDD hh:mm:ss][error][OBM.ErrorStream][Backup Set] /libjvm.so`.
```

If there is, the problem is related to the Java package that is bundled with the OBM application. To resolve the issue, patch the OBM client agent to the latest release. Instruction can be found by [Clicking Here](#).

8. OBM/ACB installation on Mac OS X.

For OBM/ACB installation on Mac OS X, if the hostname of the affected client computer is constantly changed due to different DHCP server assignment (e.g. user who travel often with MacBook). Resolve the issue, please follow the instructions as follow:

- Open a terminal.
- Enter the command “sudo vi/etc/hostconfig”
- Add the following entry “HOSTNAME={%YOUR MACHINE NAME%}” into the /etc/hostconfig file.
- Reboot the machine.

After the machine has been restarted:

- Open a terminal.
- Use the “hostname” command to obtain the hostname of the machine, it should now return the machine name you have specified.

Then connect the affected machine to another DHCP network, using the “hostname” command should return your preset hostname

Ensure that scheduled backups on are configured properly, please make sure that the correct hostname has been set in the OBS management console for the relevant backup set. Under [Manage System] > [Manage User] > [Username] > [Backup Set] > [Run scheduled backup on computers named].

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9. Exchange mail level backup.

If the issue will only occur for mail level backup set, check if entries similar to the following example can be found at the scheduler debug log:

```
[YYYYMMDD hh:mm:ss][error][OBM.ErrorStream][Backup Set] 'ObmJW' is not recognized as an internal or external command,
```

```
[YYYYMMDD hh:mm:ss][error][OBM.ErrorStream][Backup Set] operable program or batch file.
```

or

```
[YYYYMMDD hh:mm:ss][error][OBM.ErrorStream][Backup Set] 'bJW' is not recognized as an internal or external command,
```

```
[YYYYMMDD hh:mm:ss][error][OBM.ErrorStream][Backup Set] operable program or batch file.
```

If there is, patch the OBM client agent to the latest release. Instruction can be found by [Clicking Here](#).

10. Exchange mail level backup (Java heap size setting).

Ensure that there are sufficient free memory available on the client computer for the backup to begin.

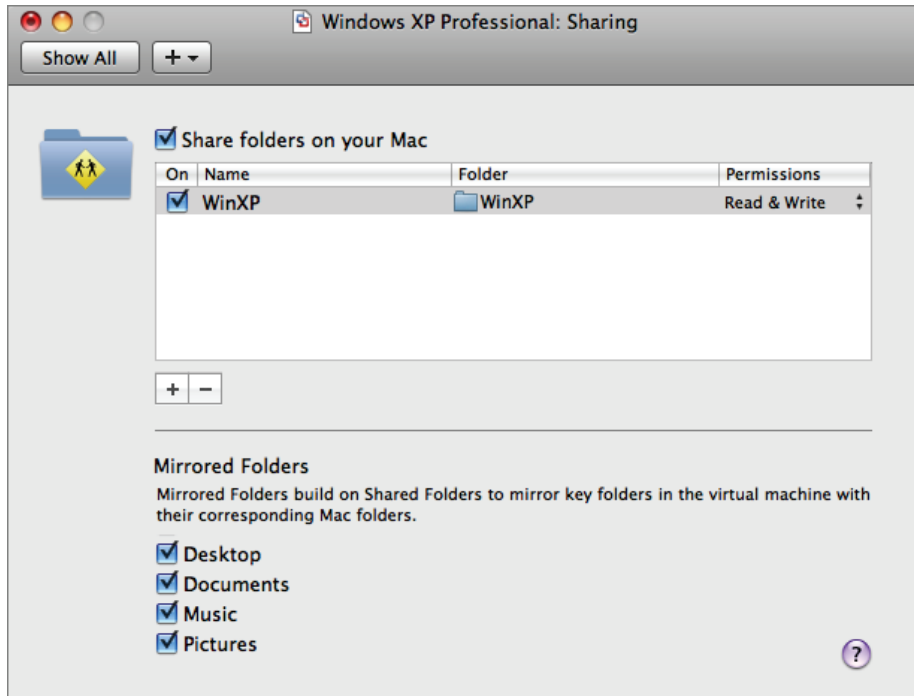
Check if entries similar to the following example can be found at the scheduler debug log:

```
[YYYYMMDD hh:mm:ss][info][OBM.OutputStream][Backup Set] Error occurred during initialization of VM
```

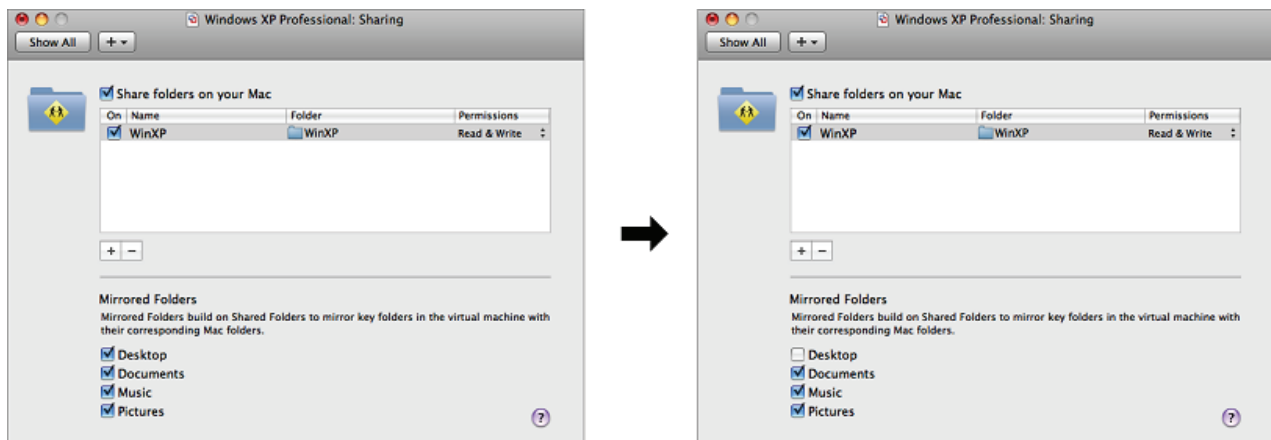
```
[YYYYMMDD hh:mm:ss][info][OBM.OutputStream][Backup Set] Could not reserve enough space for object heap
```

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10. OBM/ACB installation on guest virtual machine hosted by VMware Fusion.
Check if 'Mirrored Folders' is enabled for Desktop:



In some cases, scheduled backup may not run with this option enabled, please disable the option to resolve the issue.



Important:

We would just like to clarify that missed backup may not necessarily be problem. End-users may have their PC/server switched off, hibernated or in standby mode when the schedule is due to run, or network can be unavailable or being cut off during the scheduled backup time. We have also seen cases where the system clocks of the client machine and that of OBS are off.