

Thinware vBackup Bug Advisory 0.2.3-1
Image-VADP Jobs Fail to Remove Temporary Snapshots

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Product/Files Impacted:

vBackup.exe version: 0.2.3.679

Symptoms:

Image-VADP jobs fail to remove temporary virtual machine snapshots created at the beginning of each job execution. This problem is experienced when transfer of virtual machine disk file(s) exceed 30 minutes in total.

Resolution:

This error is caused by a loss of connection to the vCenter or ESX(i) host due to connection timeout while disk files are being transferred. The default connection timeout is 30 minutes.

There is currently no fix available for this version.

However, a pre-release version of 0.2.4 is available for download on our website at: <http://www.thinware.net/Products/ThinwarevBackup/vBackupDownload/tabid/206/Default.aspx>. This version is fully functional and uses a revised connection handling process to avoid such issues. Also built into this version is a new process to check for preexisting temporary snapshots. If preexisting temporary snapshots are found, job execution will not continue. Installation is simple and instructions are included in the download.

Additional Information:

This error has been corrected in the next release (version 0.2.4).