

Using Two Policies per Agent

Symptom

I have two policies per Agent. One Policy is used to backup 'system' volumes, and the other one is used to backup 'data' volumes. If the Server tries to execute both policies at the same time, instead of queuing the second policy, it displays an error stating:

Request was rejected by the agent. It is busy with another operation.

Cause

CDP 3.0 does not support running more than one backup at a time. There is an embedded queue mechanism that is activated when two policies attempt to save Recovery Points to the same Disk Safe (called the "Disk Safe Write Lock"). The problem here is that the Agent has two different policies with two different Disk Safes, and thus the lock is not triggered.

Resolution

You need to spread out your backup operations. Create a separate Policy for each Disk Safe.

Or:

Try scheduling the Policies so they do not run simultaneously or overlap.

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