

[V7.3.2] ISSUE: Error [UpdateProgress]null (FileServiceError) displayed on AhsayCBS console when backup jobs are performed

Article ID	Reviewed Date	AhsayCBS	Operating System
5060	16/12/2015	7.3.2.0	All platforms

Problem Description:

The following error message is displayed on the AhsayCBS console at [Backup / Restore] > [Activities Log], when a backup job of any type is performed:

Timestamp	Login Name	Owner	Type	Message
...	...	...	...	...
YYYY-MM-DD hh:mm:ss	username	...	FileServiceError	[UpdateProgress]null
YYYY-MM-DD hh:mm:ss	username	...	FileServiceError	[UpdateProgress]null
YYYY-MM-DD hh:mm:ss	username	...	FileServiceError	[UpdateProgress]null
YYYY-MM-DD hh:mm:ss	username	...	FileServiceError	[UpdateProgress]null
...	...	...	...	...

Note:

The above null error messages will only be displayed on the AhsayCBS console, the backup / restore operation is not affected by the error messages (e.g. data backed up are still restorable).

Cause:

This is a known issue with AhsayCBS version 7.3.2.0.

Resolution:

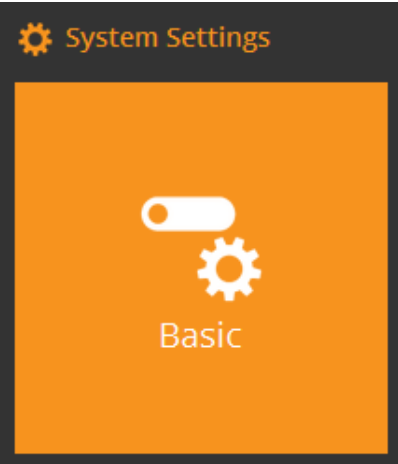
To resolve the issue, upgrade the AhsayCBS application to version 7.5.0.0 or above.

Perform the upgrade by executing the latest over your existing installation.

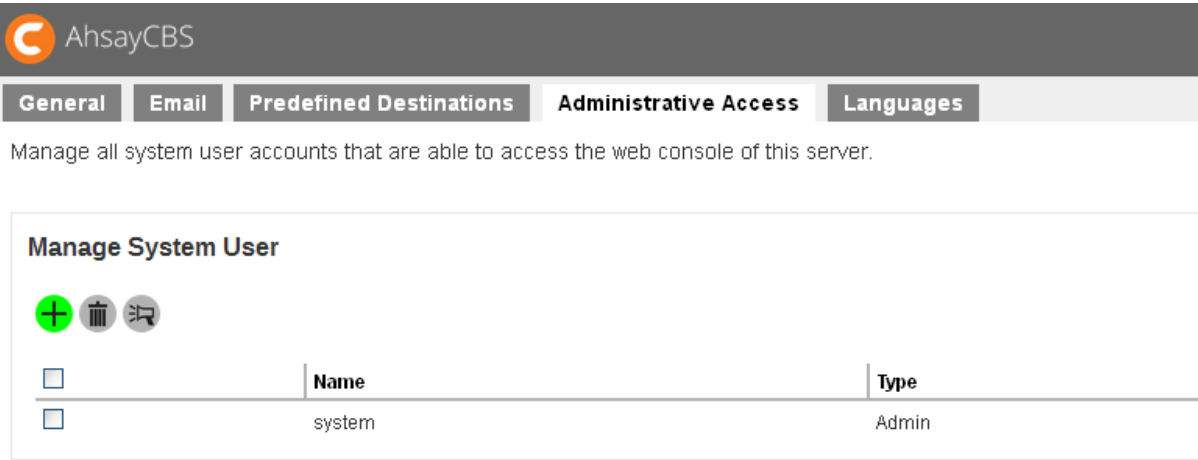
Important Note:

For AhsayCBS server version 7.3.2.0 that was manually branded, you will need to re-brand the console via the AhsayCBS web console after upgrading.

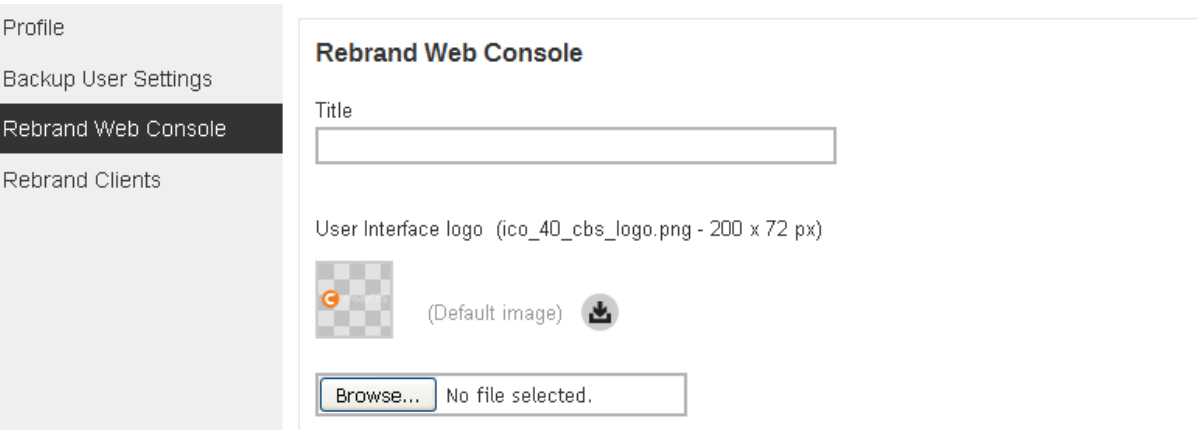
- 1.Login to the AhsayCBS console, under [System Settings], select [Basic]:



2.Select [Administrative Access], then the corresponding system account (e.g. system):



3.Select Rebrand Web console or Rebrand Clients to customize the AhsayCBS console or AhsayOBM / ACB client application respectively:



Keywords:

null, backup, restore, UpdateProgress, [UpdateProgress], [UpdateProgress]null, FileServiceError

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