

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

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Product Version:
AhsayCBS: 7.3.2.0
OS: All platforms

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

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

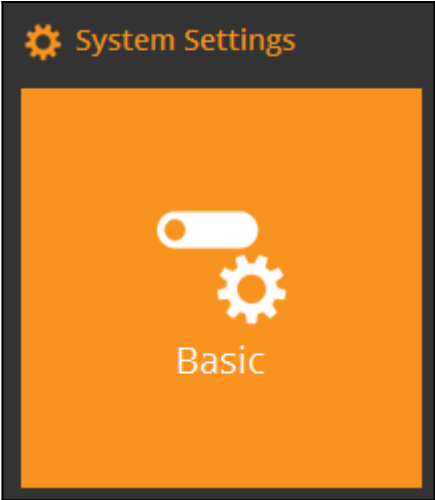
This is a known issue with AhsayCBS version 7.3.2.0.

Resolution

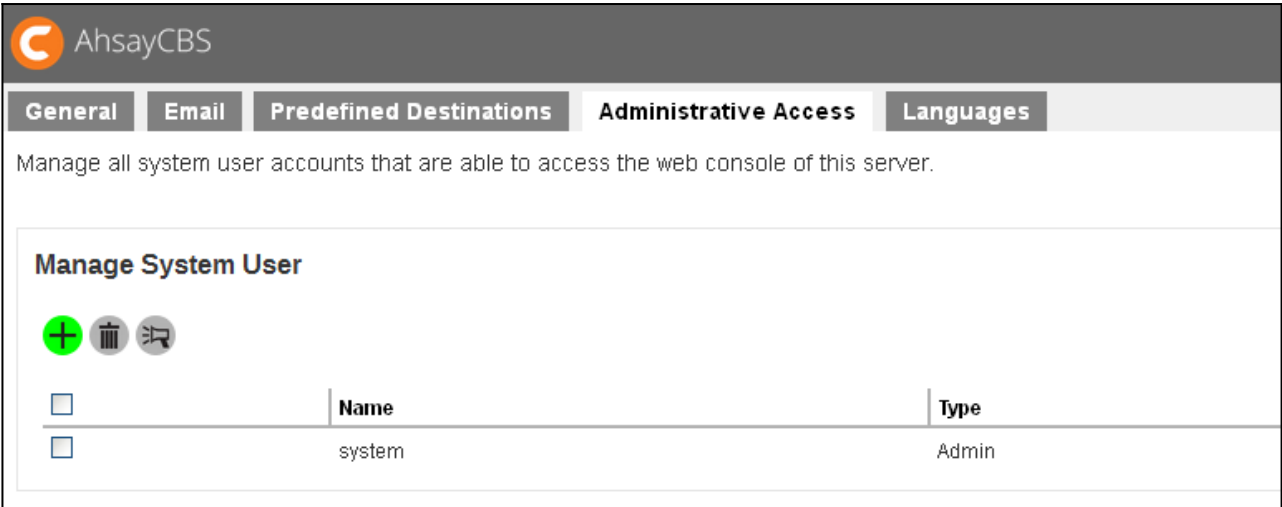
To resolve the issue, upgrade the AhsayCBS application to version 7.5.0.0 or above. Perform the upgrade by executing the latest [AhsayCBS Installer / Tarball](#) over your existing installation.

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.

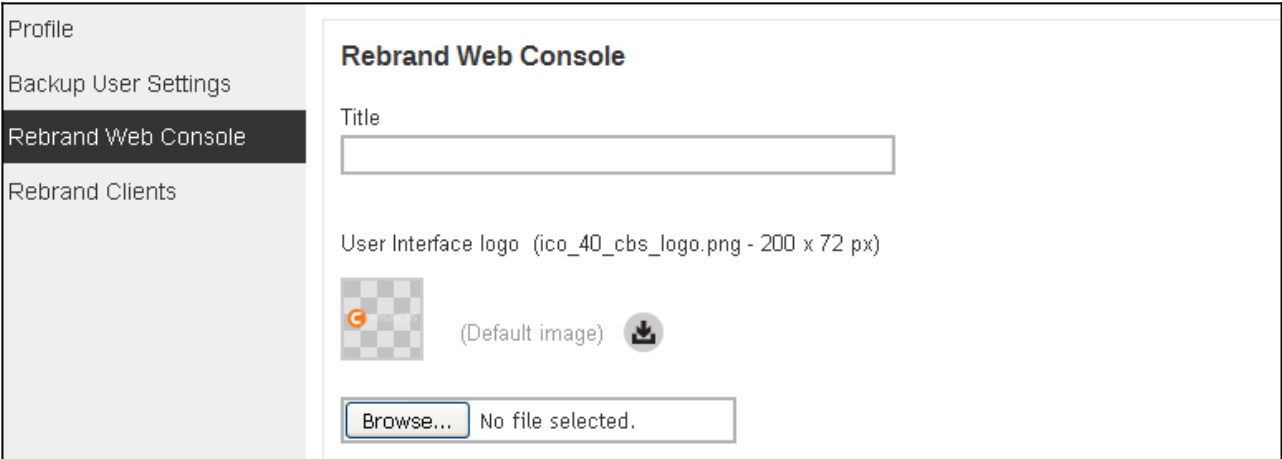
1. Login to the AhsayCBS console, under **System Settings**, select **Basic**:



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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