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

Article ID: 5060 **Reviewed:** 2015-12-16

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	Owne	r 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.

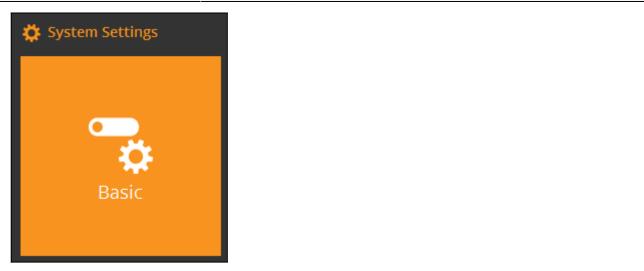
Resolution

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 rebrand the console via the AhsayCBS web console after upgrading.

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

public:5060



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

C AhsayCBS					
General Email Prede	efined Destinations	Administrative Access	Languages		
Manage all system user accounts that are able to access the web console of this server.					
Manage System User					
	Name		Туре		
	system		Admin		

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

Profile	Rebrand Web Console
Backup User Settings	
Rebrand Web Console	Title
Rebrand Clients	
	User Interface logo (ico_40_cbs_logo.png - 200 x 72 px)
	G (Default image)
	Browse No file selected.

Keywords

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

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