

[V7] ISSUE: Cannot upload custom icon files to the AhsayCBS web console for rebranding clients

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Product Version:

AhsayCBS: 7.5.0.0

OS: All platforms

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

Problem Description

When customizing the backup clients installer via the AhsayCBS web console at [Basic] > [Administrative Access] > [System Account] > [Rebrand Clients], custom .ico icon file cannot be uploaded. The page refresh to the [Administrative Access] page, but the icon file was not uploaded.

Further checking on the CBS context log (e.g. cbs_context_YYYY-MM-SS.log) on the AhsayCBS server, the following error message is displayed:

Date h:mm:ss org.apache.catalina.core.ApplicationContext log

SEVERE:

java.lang.NullPointerException

at com.ahsay.cbs.system.config.accounts.EditSysUser\$5.b(Unknown Source)

at com.ahsay.cbs.system.config.accounts.EditSysUser\$5.a(Unknown Source)

at com.ahsay.cbs.system.config.accounts.EditSysUser\$5.a(Unknown Source)

at com.ahsay.cbs.system.config.accounts.EditSysUser\$5.a(Unknown Source)

at com.ahsay.cbs.system.config.accounts.EditSysUser\$5.a(Unknown Source)

at com.ahsay.cbs.system.config.accounts.EditSysUser\$5.execute(Unknown Source)

Cause

This is a known issue with AhsayCBS version 7.5.0.0.

Resolution

To resolve the issue, patch the AhsayCBS application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#)

Keywords

branding, customize, customization, java.lang.NullPointerException, lang, java, Null, Pointer, Exception, NullPointerException

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