[V7] ISSUE: Cannot create a backup account on network shared user home (mapped drive) on AhsayCBS (The system cannot find the path specified)

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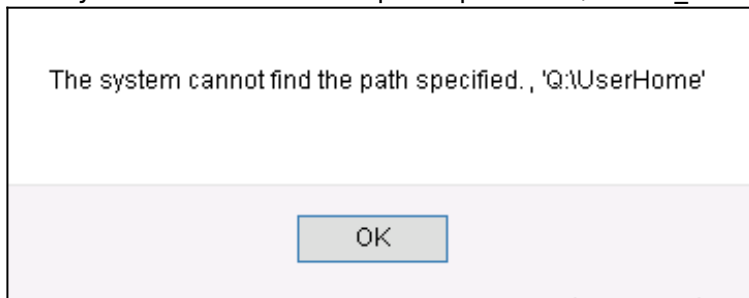
Product Version:
AhsayCBS: Pre-7.7.0.0
OS: Windows

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

Problem Description:
When creating a backup account on a mapped drive via the AhsayCBS console, the following error message is displayed:

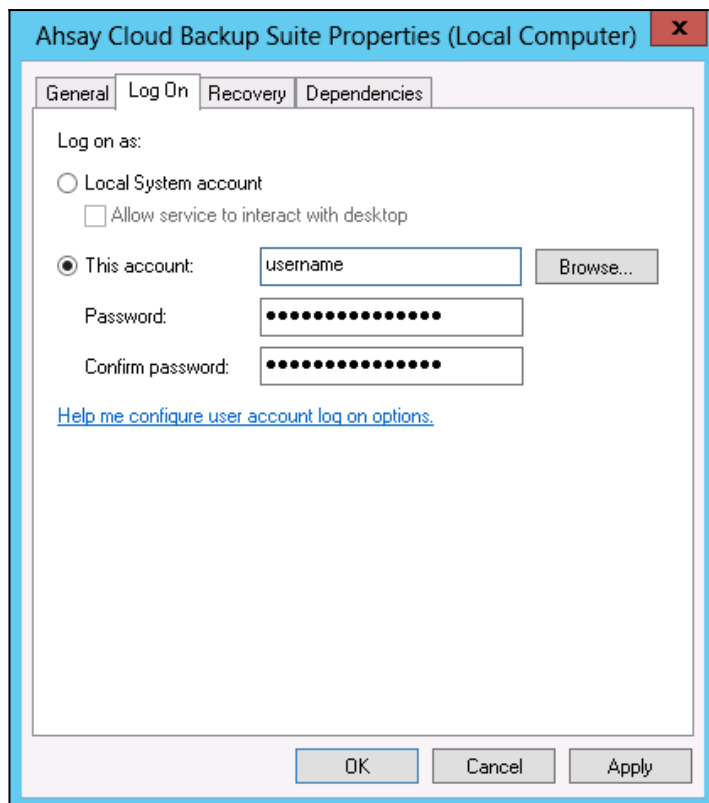The system cannot find the path specified. , 'Drive_letter\path'

Cause:
This is a known issue with AhsayCBS version 7.3.2.0 - 7.5.0.6.

Resolution:
To resolve the issue, re-create the network shared User Home with UNC path instead of a mapped drive. Refer to the following steps:
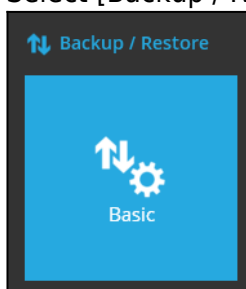
1. Configure the AhsayCBS service in services.msc:

    ○ [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite]

2. Under the [Log On] tab, select [Log on as] then enter the login credentials of an operating system account with permission to access the network path (to be configured as user home):

3. Restart the AhsayCBS service afterward.

4. Configure the network user home via the AhsayCBS console:

   - Login to the AhsayCBS console.

   - Select [Backup / Restore] and [Basic]:

   - Click on the [Create] button, enter the UNC path to the network user home:

     Important:
     Use an UNC path (e.g. \\hostname\user_home) instead of a mapped drive letter.

- Click [Add], then [Save] afterward to create the user home.

5. Create the backup account on the network user home again afterward.

Keywords:

add, create, user, account, mapped, userhome, network, shared