

ISSUE: Backup data on Single Storage Destination is not restorable after converting destination into part of a Destination Pool

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Product Version:

AhsayCBS: Pre-7.7.0.0

OS: All platforms

Problem Description

Data became unrestorable, if the single storage destination (containing the backup data), was converted into part of a Destination Pool via the AhsayCBS console:



The screenshot shows a web form with the following elements:

- Name:** A text input field containing the word "Dropbox".
- Destination Storage:** A dropdown menu with "Dropbox" selected.
- Access The Internet through Proxy:** A checkbox that is currently unchecked.
- Convert to a new destination pool:** A button with a mouse cursor hovering over it.

When performing a restore, the following error message is received in the [Restore Job Log](#):

```
[YYYY/MM/DD hh:mm:ss] [info] error processing stream: com.ahsay.cloudbacko.bs: last block incomplete in decryption
```

```
[YYYY/MM/DD hh:mm:ss] [info] [CloudFileSystem.getInputStream] Failed to obtain inputstream for '[BackupFile][ClientPath=directory\path...]
```

Note:

This issue will not affect single storage destination that was converted via the AhsayOBM / ACB client interface. This issue will also not affect Predefined Destination.

Cause

This is a known issue with AhsayCBS version pre-7.7.0.0.

Resolution

Data on the converted destination (converted with AhsayCBS version pre-7.7.0.0) are no longer


recoverable.

To prevent this issue from occurring again in the future, patch the AhsayCBS server application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

restore, fail, unrestoreable, un-restorable, pool, destination, convert, conversion

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