

ISSUE: No backup jobs can be run after upgrade AhsayCBS version 7.5.0.0 or 7.7.0.0 with a branded AhsayCBS 7.7.2.0 Windows installer

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Product Version:

AhsayCBS: 7.5.0.0 - 7.7.0.0

OS: Windows

Problem Description

After upgrading a non-branded AhsayCBS from version 7.5.0.0 or 7.7.0.0 with a branded AhsayCBS 7.7.2.0 Windows installer (e.g. cbs-win.exe). The original server configuration settings such as; user home, SMTP, system home, group policy, and users are all missing.

All existing AhsayOBM / AhsayACB clients will not be able to login or perform any backup / restore jobs.

Cause

This is a known issue with the branded AhsayCBS 7.7.2.0 installer (e.g. cbs-win.exe), failing to migrate the existing AhsayCBS configuration settings to the new installation.

Resolution

To resolve this issue, recover the configuration files from the previous AhsayCBS installation directory:

Note:

For example purposes, we will say that the original and new installation paths are:

Original path - C:\Program Files\AhsayCBS

New path - C:\Program Files\Branded_CBS

1. Shutdown the AhsayCBS service:
[Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite] > [Stop]

2. Copy the conf folder in the original server installation path to the new installation path (overwriting the existing one).

For example:

Copy

C:\Program Files\AhsayCBS\conf

To

C:\Program Files\Branded_CBS\conf

3. Startup the AhsayCBS service:
[Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite] > [Start]
4. Login to the AhsayCBS web console and verify if the settings are now correct.

Keywords

Upgrade, customized, branded, AhsayCBS, migration, settings, cbs

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