

# [V7] FAQ: How to recover my users.xml file from a previous backup on AhsayCBS?

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**Product Version:**

AhsayCBS: 7.3.2.0 to 7.7.2.x

OS: All platforms

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

## Description

How can I recover a previous version of my users.xml file from a backup:

- If the current copy of my AhsayCBS users.xml file is corrupted
- If I accidentally deleted a backup user account from my AhsayCBS server
- If some of my backup user accounts are missing

## Steps

A copy of the user profile "users.xml" is compressed and backed up at the  
\${CBS\_INSTALL}/conf/Backup folder automatically by AhsayCBS at 12:00 AM daily.

To recover your users.xml, extract the users.xml from a previous backup and copy it to the  
\${CBS\_INSTALL}/conf folder.

- For AhsayCBS installation on Windows platform, you can use [7-Zip utility](#) to extract the users.xml from the backup file
- For AhsayCBS installation on Linux / Unix platform, you can use the [gunzip utility](#) to extract the users.xml from the backup file

1. Stop the AhsayCBS service.

2. Browse to the AhsayCBS configuration backup folder at

    \${CBS\_INSTALL}/conf/Backup

    Extract the users.xml file from the backup file "users.xml.YYYY-MM-DD.gz"

3. Rename

    users.xml.YYYY-MM-DD

    to

users.xml

4. Copy the users.xml file back to the AhsayCBS configuration folder at  
`${CBS_INSTALL}/conf`
5. Restart the AhsayCBS service afterward.

## Keywords

Users, profile, recover, users, xml

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