

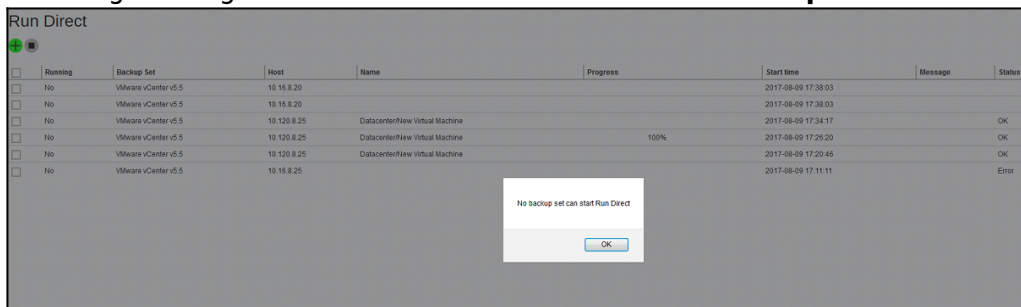
ISSUE:"No backup set can start Run Direct" message shown when initiating a VMware ESXi/vCenter Run Direct restore on AhsayCBS user web console

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Product Version:
AhsayCBS: 7.9.0.0 or above
OS: ALL

Problem Description

when initiating a VMware ESXi/vCenter Run Direct restore on AhsayCBS user web console the following message is shown on the web browser **"No backup set can start Run Direct"** .



Cause:
This is caused by a issue with the NFS service on the AhsayCBS server.

Resolution

To resolve this issue restart the NFS service on the AhsayCBS server.

- **For AhsayCBS install on Windows Platform:**
Go to [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite NFS Service] and click on the [Restart] button
- **For AhsayCBS install on Linux/Unix Platform:**
Login to AhsayCBS as root using a ssh client, i.e. Putty

```
# cd /usr/local/cbs/nfs/bin
# sh shutdown.sh
Stopping NFS Service (Ahsay Systems Corporation)
# ps -ef|grep nfs
```

```
root      973      2   0 Aug01 ?          00:00:00 [nfsiod]
root      4854    4817   0 18:30 pts/0    00:00:00 grep --color=auto nfs
# sh startup.sh
Starting NFS Service (Ahsay Systems Corporation)
#
```

Keyword

Run Direct, AhsayCBS, VMware ESXi/vCenter, restore, web console, NFS service, agentless

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