[V7] ISSUE: Failed to mkdir / Failed to list path (error when enabling replication to another AhsayCBS server)

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Product Version:
AhsayCBS: 7.13.0.0 to 7.x
OS: All platforms

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

Problem Description

The following error is displayed on the AhsayCBS web console when enabling replication to another AhsayCBS server:

*Failed to mkdirs, path: settings, (com.ahsay.afc.cloud.d: [RpsManager.list] Failed to list path: .
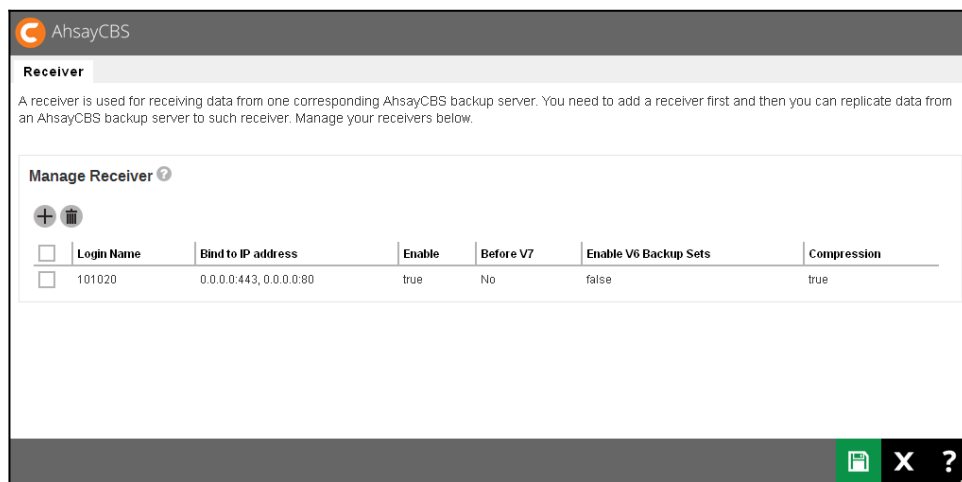Reason: Precondition Failed)*

Cause

This issue can be caused by one of the following reasons:

1. The **Receiver** was not created on the AhsayCBS (receiver) server.
2. The **Receiver** on the AhsayCBS (receiver) server is not enabled.
3. The **Replication User** login credentials entered on the AhsayCBS (sender) server are incorrect.
4. The port number for **Replicate v6 backup sets to v7 server** setting on the AhsayCBS (sender) server is incorrect.
5. The **Enable V6 Backup Sets** setting is not enabled on the AhsayCBS (receiver) server.
6. There is a **license** related issue the AhsayCBS (receiver) server, i.e. License 1012 error, evaluation key expired
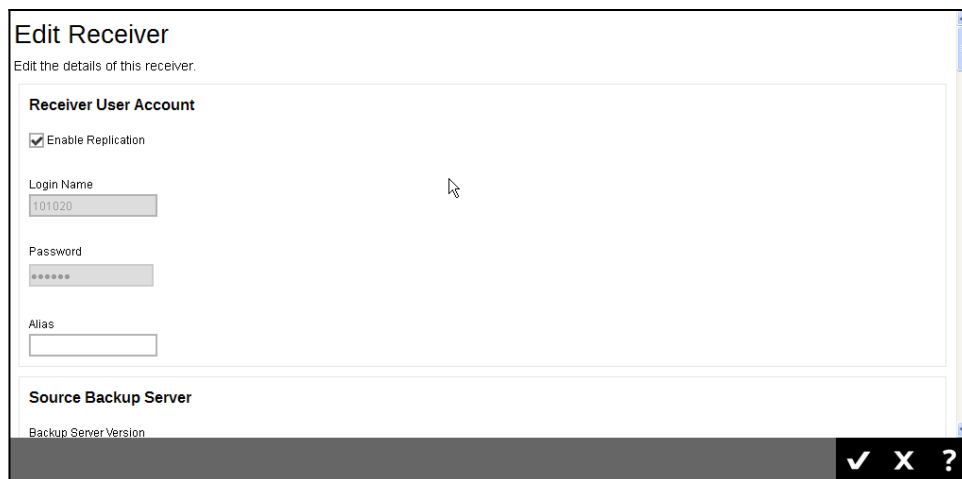
Resolution

To resolve issue 1:

1. Login to the the AhsayCBS (receiver) server web console.
2. Under **Backup / Restore**, select **Accepting Data** > **Receiver** > **Manage Receiver** to create a receiver.

To resolve issue 2:

1. Login to the the AhsayCBS (receiver) server web console.
2. Under **Backup / Restore**, select **Accepting Data** > **Receiver** > **Manage Receiver**, select the corresponding receiver.
3. Enable the **Enable Replication** check-box then save.

To resolve issue 3:

1. Login to the the AhsayCBS (sender) server web console.
2. Under **Backup / Restore**, select **Sending Data**.
3. Disable and then re-enable **Replication backed up data to another server or predefined cloud storage**.
4. Re-enter the correct login credentials under **Replicate User Name** and **Replicate User Password** then save.

To resolve issue 4:

1. Login to the the AhsayCBS (sender) server web console.
2. Under **Backup / Restore**, select **Sending Data**.
3. Disable and then re-enable **Replication backed up data to another server or predefined cloud storage**.
4. Confirm that the **Port (SSL)** setting under **Replicate v6 backup sets to v7 server** is correct, then save.

To resolve issue 5:

1. Login to the the AhsayCBS (receiver) server web console.
2. Under **Backup / Restore**, select **Accepting Data** > **Receiver** > **Manage Receiver**, select the corresponding receiver.
3. Confirm that the **Bind to IP address** setting (e.g. port and IP address) under **Enable V6 Backup Sets Replication** is correct, then save.

Enable V6 Backup Sets Replication

Receiver

Bind to IP address

0.0.0.0   9444

Cyclic Redundancy Check (CRC) Checking

Retention Setting

Restore Point Interval

1   Days

Retention Customization Policy

7   Days

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Keywords

replication, sender, replicating, rps, receiver, login, enable receiver

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