[V7] ISSUE: Failed to mkdirs, path: settings, (com.ahsay.afc.cloud.d: [RpsManager.list] Failed to list path: . Reason: java.net.ConnectException: Connection refused: connect) (cannot enable replication)

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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

When enabling replication to another AhsayCBS server the following error is shown on the AhsayCBS web console when saving the settings
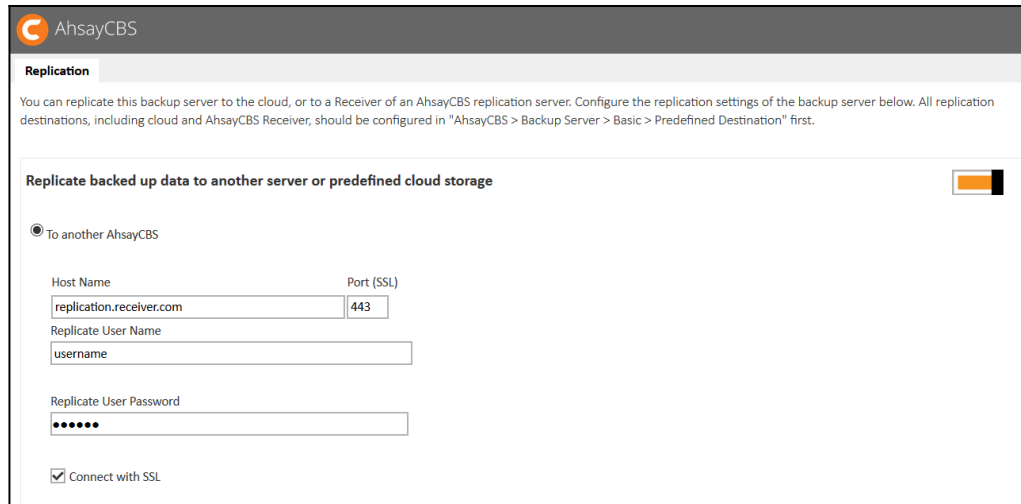
*Failed to mkdirs, path: settings, (com.ahsay.afc.cloud.d: [RpsManager.list] Failed to list path: .
Reason: java.net.ConnectException: Connection refused: connect)*

Cause

This issue can occur if:

1. The port number entered for **Port (SSL)** is incorrect.
2. The network or firewall settings on the AhsayCBS (Accepting Data) server or replication location are not setup to allowing incoming connections for the port and or the IP address.

Last update: 2021/12/16 05:50 public:5272_issue:failed_to_mkdirs_path:settings_com.ahsay.afc.cloud.d:rpsmanager.list_failed_to_list_path:reason:java.net.connectexception:connection_refused:connect_error_when_enabling_replication_to_another_ahsaycbs https://wiki.ahsay.com/doku.php?id=public:5272_issue:failed_to_mkdirs_path:settings_com.ahsay.afc.cloud.d:rpsmanager.list_failed_to_list_path:reason:java.net.connectexception:connection_refused:connect_error_when_enabling_replication_to_another_ahsaycbs

Resolution

To verify the port number and or network settings:

For installation on Windows:

1. Open a web browser on the AhsayCBS backup server.
2. Enter the hostname or IP address and listening port number of the AhsayCBS server (Accepting Data) or replication server.
3. If the hostname or IP address and port are correct, the AhsayCBS web console screen should be displayed.

For installation on Linux / Unix:

1. Login to the AhsayCBS backup server using ssh as root.
2. Use the 'ping' command such as 'ping ${hostname}' or 'ping ${IP_address}' to verify if it resolves correctly
3. Use the 'telnet' command such as 'telnet ${hostname} ${port}' to verify on the connection.

Keywords

replication, sender, receiver, hostname, port number, firewall, incoming connections