

ISSUE:

[BackupCloudFileCmd.uploadBackupFiles][com.ahsay.afc.cloud.d] Error=[d] DropboxManager.newFolderIterator (Cloud File backup)

Article ID: 5334

Reviewed: 24/04/2018

Product Version:

AhsayCBS / AhsayACB / AhsayOBM: 7.9.0.0 - 7.15.2.2

OS: All platforms

Problem Description

When performing a Cloud File backup for data on Dropbox, the following error message is received in the backup report:

No.	Type	Timestamp	Log
*
*	info	...	Start running post-commands
*
*	Using Temporary Directory temp_path\backupset_id\...
*	erro	YYYY/MM/DD hh:mm:ss	[BackupCloudFileCmd.uploadBackupFiles][com.ahsay.afc.cloud.d] Error=[d] DropboxManager.newFolderIterator: , caused by [ServerException]
*

or

*	erro	YYYY/MM/DD hh:mm:ss	[BackupCloudFileCmd.uploadBackupFiles][com.ahsay.afc.cloud.d] Error=[d] DropboxManager.newFolderIterator: unexpected HTTP status code: 502: {"error": "Internal Server Error"}n, caused by [BadResponseCodeException] unexpected HTTP status code: 502: {"error": "Internal Server Error"}n
*

Cause

Exceptions returned from Dropbox was not handled properly, this is a known issue with AhsayCBS / AhsayACB / AhsayOBM version 7.9.0.0 - 7.15.2.2.

Resolution

To resolve the issue, patch the AhsayCBS / AhsayACB / AhsayOBM application to version 7.15.4.10 or above. The instructions can be found by

[Upgrade Instruction for AhsayCBS](#)

[Upgrade Instruction for AhsayOBM / ACB](#)

Keywords

cloud, file, dropbox, DropboxManager, newFolderIterator

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