

# [V8] ISSUE: All backup jobs stopped running and user cannot to login to the AhsayOBM / ACB client application

**Article ID:** 8070

**Reviewed:** 2020-04-08

## Product Version:

AhsayCBS: 8.1.0.0 to 8.x

OS: All Platform

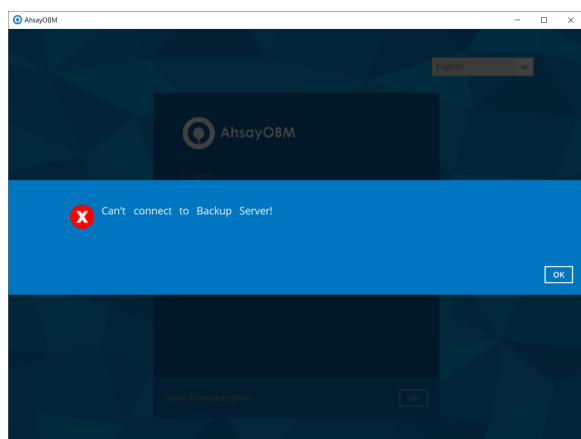
## Problem Description

The AhsayCBS service is running normally and you can log in to the AhsayCBS web management console as normal. However, the following issues are encountered:

1. All scheduled and continuous backup jobs have stopped running, causing a large number of missed backups:



2. Cannot login to the AhsayOBM / ACB clients using the HTTPS protocol:



3. The scheduler debug.log file on the AhsayOBM / ACB client computers show the following errors:

```
[2020/04/03 22:00:00][info] [File backup (1281434823456)] [2020-04-03-22-00-00] Wake
Up ...
[2020/04/03 22:00:00][info] [File backup (1281434823456)] [2020-04-03-22-00-00] This
backup job will run to its completion.
[2020/04/03 22:00:00][info] [File backup (1281434823456)] [2020-04-03-22-00-00]
Start running backup
[2020/04/03 22:00:00][info] [CloudBacko.OutputStream]
[RelaxedX509TrustManagerJVM14.checkServerTrusted] Exception=NotAfter: Wed Apr 01
01:59:59 CEST 2020.
[2020/04/03 22:00:00][error] [CloudBacko.ErrorStream] [IOException] cannot connect
to the backup server!, caused by [ClientHandlerException]
javax.net.ssl.SSLHandshakeException: java.security.cert.CertificateException:
[RelaxedX509TrustManagerJVM14.checkServerTrusted] Exception=NotAfter: Wed Apr 01
01:59:59 CEST 2020. Certificate[0]=...
```

## Cause

This issue can occur if the web SSL certificate of the AhsayCBS web management console has expired.

Check by accessing the AhsayCBS web console on a web browser:



## Resolution

To resolve this issue, either:

1. Renew your expired SSL certificate.

Please refer to the instructions in the Renew a trusted SSL certificate section of the [AhsayCBS v8 Administrator's Guide for detail instruction](#)

or

Engage our [AhsayCBS SSL Certificate Installation service](#) if you encounter issues with SSL Cert renewal or installation.

2. Install the dummy Ahsay self-signed SSL certificate. Refer to the following KB article for instruction:

[How do I renew the Ahsay self-signed SSL certificate on my AhsayCBS backup server?](#)

## Keywords

SSL cert, expiry, missed backup, unable to login, dummy, https,

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Last update: **2021/12/13 22:53**