

ISSUE: All backup jobs have suddenly stopped running and cannot to login to AhsayOBM/AhsayACB clients

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Product Version:

AhsayCBS: 8.1.0.0 or above

OS: All Platform

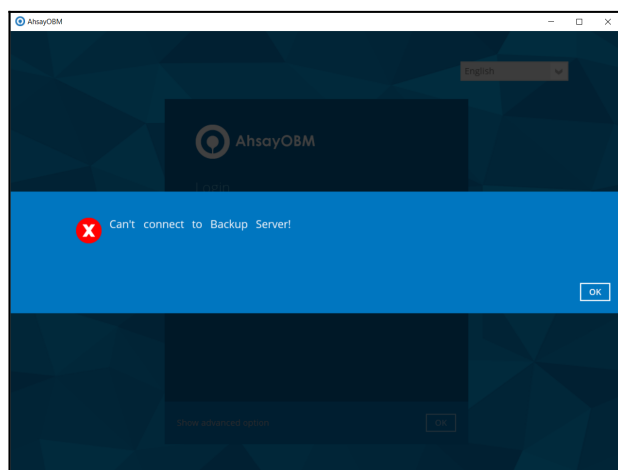
Problem Description

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

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



2. Login to AhsayOBM/AhsayACB clients using **https** getting "**Can't connect to Backup Server!**" error.



3. The **debug.log** file on the AhsayOBM/AhsayACB client machine shows the following errors.

Example:

```
[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 is due to the expiry of the web SSL certificate on the AhsayCBS server.

Access the AhsayCBS web console on a web browser and check the expiry date of the SSL certificate.



Resolution

To resolve this issue, either:

1. Renew your expired SSL certificate. [Please refer to the instructions in Chapter 5 "Renew a trusted SSL certificate" of the AhsayCBS v8 Administrator's Guide for details](#) **or** [You can engage our AhsayCBS SSL Certificate Installation service if you encounter issues with SSL Cert renewal or installation.](#)
2. Install the Ahsay self-signed SSL certificate. Please refer to the following KB article: [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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