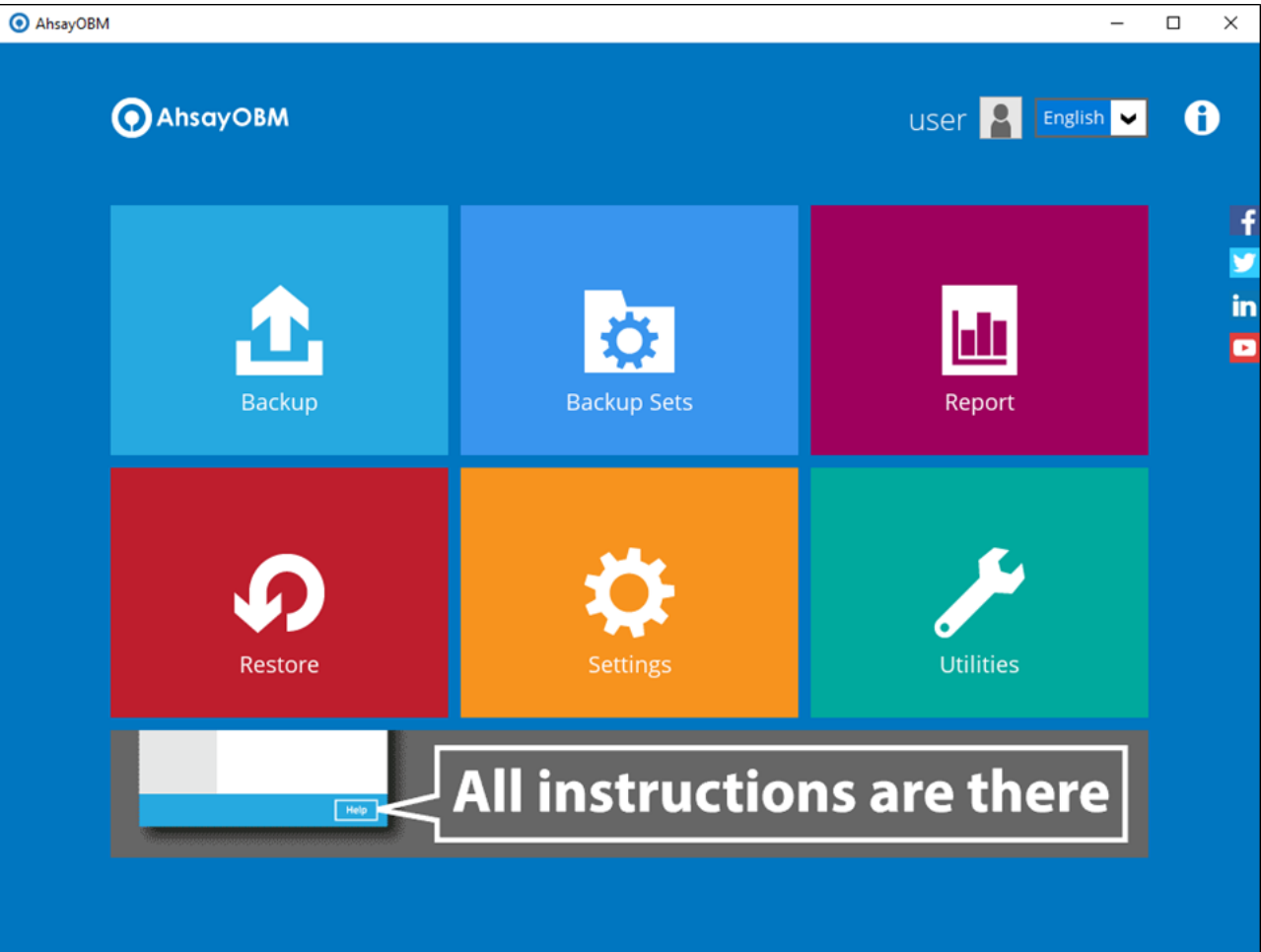


AhsayOBM

AhsayOBM is the client agent for backing up servers, databases, and VMs, cloud files, and Office 365 as admin.



System Architecture

Below is the system architecture diagram illustrating the major elements involved in the backup process among the backup machine, AhsayOBM and AhsayCBS.



Requirements

General

Hardware Requirements

For details of the minimum and recommended requirements for installing AhsayOBM, refer to: [Ahsay Hardware Requirement List \(HRL\)](#)

Software Requirements

For the list of compatible operating systems, refer to: [Ahsay Software Compatibility List \(SCL\)](#)

For the list of compatible operating system for OpenDirect and Granular Restore, refer to: [Ahsay Software Compatibility List \(SCL\) for Granular and OpenDirect Restore](#)

Antivirus Exclusion Requirement

To optimize performance of AhsayOBM on Windows, and to avoid conflict with your antivirus software, refer to this [list of processes and directory paths that should be added to all antivirus software white-list / exclusion list](#).

Windows

The bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10 and 2016, during installation / upgrade via installer or upgrade via AUA.

Mac OS X

These are the limitations to AhsayOBM running on Mac OS X:

Installation on Root Drive

AhsayOBM must be installed on the root drive of a volume (e.g. /Applications/...).

Resource Fork Files

Resource fork files cannot be restored with AhsayOBM installation on Mac OS X 10.8 above.

Case-Insensitive File System

For volume with a case-insensitive file system, target file of a symbolic link will be backed up twice (in both upper case and in lower case), hence, doubling the backup quota storage requirement.

Linux (GUI and CLI)

GUI Desktop Environment

The Linux machine must be installed with a GUI desktop environment, i.e. GNOME, KDE, Cinnamon etc.

Linux Packages

The following packages have to be present on the Linux machine in order for AhsayOBM version 8 to be installed.

curl

<https://curl.haxx.se>

The 'curl' command is used by both the AhsayOBM sh script and rpm installer to download components from AhsayCBS server during the installation process.

tar

<https://www.gnu.org/software/tar>

The 'tar' command is used by both the AhsayOBM sh script, gz, and rpm installer to uncompress and extract installation files or components downloaded from the AhsayCBS backup server onto the Linux machine.

rpm

<http://rpm.org>

The 'rpm' package must be installed to use the AhsayOBM rpm installation method.

dpkg

<https://packages.ubuntu.com/trusty/dpkg>

The 'dpkg' package must be installed to use the AhsayOBM deb installation method on Ubuntu LTS Linux platforms supported from version 7.15.0.0 or above.

psmisc

<http://psmisc.sourceforge.net/>

The 'psmisc' package which contains the 'fuser' components must be installed for AhsayOBM on CentOS / Red Hat Enterprise Linux (RHEL), for the auto update agent (AUA) process to work properly.

OpenJDK Version 1.8

<https://www.freebsd.org/java/>

The installed Java Development Kit version must at least be 8.

GNU LIBC 2.14

<https://www.gnu.org/software/libc/>

The installed 'GNU LIBC' version must at least be 2.14 for OpenJDK 8 to work.

FreeBSD

The following packages have to be present in the FreeBSD machine to enable installation and normal operations of AhsayOBM version 8.

Packages

curl

<https://www.freshports.org/ftp/curl/>

The 'curl' command is used by the AhsayOBM sh script installer to download components from AhsayCBS server during the installation process.

tar

<https://www.gnu.org/software/tar>

The 'tar' command is used by the AhsayOBM gz installer to uncompress and extract installation files or components downloaded from the AhsayCBS backup server onto the FreeBSD machine.

psmisc

<http://psmisc.sourceforge.net/>

The 'psmisc' package which contains the 'fuser' components must be installed for AhsayOBM on FreeBSD, for the auto update agent (AUA) process to work properly.

Openjdk8

<https://www.freebsd.org/java/>

The 'openjdk8' package must be installed for AhsayOBM on FreeBSD since this is the reference implementation of Java SE.

GNU LIBC 2.14

<https://www.gnu.org/software/libc/>

The installed 'GNU LIBC' version must at least be 2.14 for OpenJDK 8 to work.

Documentation

- [AhsayOBM and AhsayACB guides](#)

FAQs

- [How do I modify the Java heap size setting of AhsayOBM or AhsayACB?](#)
- [How to create a MS Windows system backup set with AhsayOBM?](#)
- [Best practices for managing encryption key on AhsayOBM or AhsayACB version 7?](#)
- [Factors affecting backup performance on AhsayOBM / AhsayACB version 7?](#)
- [How to install the latest patch set for AhsayOBM / AhsayACB?](#)
- [How to run a Data Integrity Check on AhsayOBM version 7 on Linux \(CLI\) machine](#)
- [Is there any script for silent installation of AhsayOBM or AhsayACB on Windows platform \(so that the client application is installed without the end user interaction\)?](#)
- [How To Install AhsayOBM On Windows Server Core](#)

Issues

- The specified BACKUP TYPE is invalid (Cannot start backup job via the AhsayOBM / AhsayACB system tray icon)
- Strange characters displayed when installing AhsayOBM / ACB with branded client installer on a Windows computer with Chinese locale
- Cannot access backup set in AhsayOBM for backup set created using the AddBackupSet.do API (with DEFAULT encryption setting)
- Network drives are not displayed by AhsayOBM as a selectable destination for the image spool path when creating a Windows System Backup Set
- No appenders could be found for logger (warning in debug log during a scheduled backup / when running AhsayOBM scripts on Linux platforms)
- 'curl: not found File does not exist' error when installing AhsayOBM v7 on Linux or FreeBSD using CLI
- When performing a backup job on AhsayOBM/AhsayACB the following error is shown [ChunkedOutputStream.FlushData.execute Failed to flush buffer to this destination Error=com.ahsay.afc.cloud.d Failed to get OutputStream of file"
- Throwable=Direct buffer memory, caused by [OutOfMemoryError] Direct buffer memory error when running backup on AhsayOBM/AhsayACB

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