FAQs and Known Issues for Ahsay Backup Software v8

- FAQ: Ahsay Hardware Requirement List (HRL) for version 8.1 or above
- FAQ: Ahsay Software Compatibility List (SCL) for version 8.1 or above
- FAQ: Frequently Asked Questions on Backup Destination
- FAQ: How to modify the Java heap size of AhsayCBS?
- FAQ: How to run a Data Integrity Check for backup data stored in backup destination?
- FAQ: Troubleshooting problem with Volume Shadow Copy
- FAQ: Where are the backup client application logs stored at?
- FAQ: Troubleshooting problem with missing scheduled backup
- FAQ: How to run a Data Integrity Check on Linux (CLI) machine?
- FAQ: How to install the latest patch set for AhsayCBS?
- FAQ: How to install the latest patch set for AhsayOBM / AhsayACB?
- FAQ: How to modify the Java heap size of AhsayOBM / AhsayACB?
- ISSUE: Another backup job is still running. Backup skipped
- ISSUE: Accepting Data menu on the AhsayCBS web console shows error status 500
- FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows
- FAQ: Best practices for managing encryption key for AhsayOBM or AhsayACB
- ISSUE: License key incorrect. Please try again. 099
- FAQ: Ahsay Hardware Compatibility List (HRL) for AhsayOBM on Synology NAS
- FAQ: Ahsay Hardware Compatibility List (HRL) for AhsayOBM on QNAP NAS
- FAQ: Frequently Asked Questions about AhsayOBM installation on Synology NAS devices
- FAQ: Frequently Asked Questions about Ahsay Cloud Backup Suite 8
- FAQ: How to perform backup to a local destination then import the data to a cloud storage destination?
- FAQ: How to run a Cyclic Redundancy Check (CRC) for legacy backup set created in version 6?
- FAQ: How to migrate AhsayCBS onto a new server?
- FAQ: How to move a backup user to a different AhsayCBS server in the same Redirector setup?
- ISSUE: Access denied (cannot login to AhsayCBS console with its host name)
- FAQ: How to install the latest patch set for AhsayUBS?

- ISSUE: java.lang.OutOfMemoryError: Java heap space error when performing an Office 365 backup
- FAQ: Trusted Certificate Authority (CA) Certificates List for version 8.x
- FAQ: How to provision a Pool Key for AhsayCBS backup server?
- FAQ: How to start AhsayCBS in debug mode?
- FAQ: How to add additional user storage to AhsayCBS?
- ISSUE: There is not enough space on the disk (insufficient free space on AhsayCBS server)
- ISSUE: Unable to open index file, caused by [RuntimeException]
- ISSUE: GC (Allocation Failure) in catalina log after upgrading AhsayCBS to version 8
- FAQ: How to force another Auto Update on AhsayOBM / ACB version 8 clients?
- FAQ: Is there any silent installation script for the AhsayOBM and AhsayACB client application?
- FAQ: Should you use the default Ahsay dummy / self-sign certificate for your business?
- FAQ: How to determine the number of client licenses required before upgrading from AhsayOBS version 6 to AhsayCBS version 8?
- FAQ: How to recover AhsayCBS system account password?
- ISSUE: Scheduled OneDrive or OneDrive for Business Cloud File backup job is not running
- ISSUE: Failed to initialize RemoteBDB.Cloud. Unknown default path for creating new journal file config
- ISSUE: Cannot open the client user interface with error Invalid byte 1 of 1-byte UTF-8 sequence
- ISSUE: ERROR=MAPI_E_CALL_FAILED Detail=Unspecified error (MS Exchange Mail Level restore)
- ISSUE: The network path was not found. (Error code=53)
- FAQ: How to start a retention policy job to clear out of retention data?
- FAQ: How to create a file backup set with AhsayOBM or AhsayACB?
- FAQ: How to synchronize backup data on cloud storage to multiple locations for quicker restore (Fast Data Recovery)?
- FAQ: How to manually change the IP filter for access to the AhsayCBS web console?
- FAQ: Transfer rate of backup is very inconsistent (e.g. randomly paused at 0 bit/s)?
- FAQ: Factors affecting backup performance on AhsayOBM or AhsayACB?
- "FAQ: How to force another Auto Update on AhsayOBM / ACB clients FAQ: How to force another Auto Update on AhsayOBM / ACB clients "
- FAQ: How to perform an initial backup to a removable hard drive then import the data onto AhsayCBS?
- FAQ: How to perform a restore from backup data copied from CBS / mapped drive / removable drive backup storage?

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- FAQ: How to delete selective backed up data from a specific backup destination?
- FAQ: Factors affecting backup performance of AhsayOBM / ACB
- FAQ: How to run a single backup set rebuild for legacy backup set created in version 6?
- FAQ: How to run a Cyclic Redundancy Check (CRC) for legacy backup set created in version 6 (or for client without GUI)?
- ISSUE: Unable to do backup (Failed to download v6 index) when performing backup after upgrading AhsayCBS to 8.1 or above
- FAQ: How to manually change the IP filter for access to the AhsayCBS web console?
- ISSUE: Backup, installation and un-installation of AhsayACB / AhsayOBM stuck on Windows 10, version 1903 computer with anti-virus application installed
- ISSUE: Installation and un-installation of AhsayCBS stuck on Windows 10, version 1903 computer with anti-virus application installed
- FAQ: Ahsay Software Compatibility List (SCL) for Granular and OpenDirect Restore on version 8.1 or above

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