File / General

Below are the FAQs and Issues related to File backup set type.

FAQs

- Ahsay Hardware Requirement List (HRL) for version 7.3 or above
- Ahsay Software Compatibility List (SCL) for version 7.3 or above
- How to perform a data integrity check for backup data stored in the backup destination?
- How to create a file backup set with AhsayOBM or AhsayACB?
- Backup Destinations
- How to delete selective backed up data from a specific backup destination?
- Transfer rate of backup is very inconsistent (e.g. randomly paused at 0 bit/s)?
- Differences between Ahsay Software version 6 & 7
- How to run a Cyclic Redundancy Check (CRC) for legacy backup set created in version 6 (or for client without GUI)?
- Where are the backup client application logs stored at?
- Troubleshooting problem with missing scheduled backup
- How To Setup The Temporary Directory For Your Backup Set
- Troubleshooting problem with Volume Shadow Copy
- How to effectively communicate your technical support issue
- Ahsay Software Compatibility List (SCL) for Granular and OpenDirect Restore

Issues

- Error java.lang.NullPointerException displayed when deleting a backup account
- Incorrect error message 'Another backup job is still running' is displayed (MS Exchange server backup)
- MS Exchange server backup job cannot run to completion (for backup set with backup schedule disabled)
- xhost command not found error when running the RunConfigurator.sh script file
- Error java.lang.NullPointerException displayed when deleting a system account
- Manual backup job is interrupted by scheduler for backup set with schedule to "stop after x hours" enabled
- Continuous backup for backup set with "ProgramData" folder selected as backup source is randomly hanging
- Large build up of strange files on OneDrive for Business while replication is running
- Continuous backup job does not clear network share session after job completion (for backup set with temp directory set to network path)
- Unable to do Offsite backup (Error initializing bptree)
- Incorrect client usage and add-on module usage displayed for sub admin account
- Invalid backup source displayed for Exchange 2007 server backup set upgraded from version 6 to 7
- [MigrateV6Index.migrateIndex] Failed to migrate v6 index (MS Exchange DAG server backup set upgraded from version 6 to 7)
- [MigrateV6Index.migrateMultiHostIndices] Failed to deserialize v6 index (MS Exchange DAG mail level backup set upgraded from version 6 to 7)

- Trial User Reminders are sent every 15 minutes
- Replication traffic limit does not work when set to 0 Kb/s (data are still replicated)
- Incorrect error message returned when calling UpdateFilter.do API (Filter name is already in use)
- Continuous Backup does not backup any data if [Apply to File Size] setting is set to [Unlimited
- Backup data on Single Storage Destination is not restorable after converting destination into part of a Destination Pool
- Index file for destination of backup set is found to be corrupted (User prompted to delete all data when performing data integrity check)
- Incorrect destination type Pre-v7 displayed for missed backup job (backup set with version 7 destination)
- Cannot configure timezone setting with GMT+/-xx:30 or GMT+13:00 using the AddUser.do API
- [UserCacheManager.login] Error message from Active Directory LDAP: error code 49?
- ISSUE: Another backup job is still running. Backup skipped
- “Cannot start shadow copy, reason = The writer operation failed because of an error that might recur if another shadow copy is created. (VSS_E_WRITERERROR_NONRETRYABLE)”
- The warning “CMD.EXE was started with the above path as the current directory. UNC paths are not supported. Defaulting to Windows directory.” when running a Windows batch file as a pre or post backup command from a network drive
- AhsayOBM/AhsayACB v7 file backup jobs ends with "Snapshot for Shadow Copy Set is missing, backup terminate." error
- "Access is denied" error when restoring files/folders using Granular Restore
- "[OneDriveManager.getAppName] Invalid sClientid: null" error after selecting OneDrive backup destination to restore files
- "[GDriveManager.getAppName] Invalid sClientid: null" error after selecting Google Drive backup destination to restore files
- "Failed to access destination. Reason="{"Error_summary":invalid_access_token/...,"error":{".tag":"invalid_access_token"}}" error after selecting DropBox destination to restore files
- "[New File] File="/filename01" Error="[IOException] [NixUtil.c][read] Invalid argument" when backing up files on Linux machine

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