

# 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 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](#)
- [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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