

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
- [Ahsay Software Compatibility List \(SCL\)](#) for Granular and OpenDirect Restore
- [How to create a file backup set with AhsayOBM or AhsayACB?](#)
- [Transfer rate of backup is very inconsistent \(e.g. randomly paused at 0 bit/s\)?](#)
- [How to find AhsayOBM / AhsayACB logs?](#)
- [How to effectively communicate your technical support issue](#)
- [Differences between Ahsay Software version 6 & 7](#)

Issues

- [Error java.lang.NullPointerException displayed when deleting a backup account](#)
- [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](#)
- [Unable to do Offsite backup \(Error initializing bptree\)](#)
- [Incorrect client usage and add-on module usage displayed for sub admin account](#)
- [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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