Welcome!

Find answers to your technical and license questions regarding Ahsay Cloud Backup Suite here!

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Must Read

- Software Compatibility List for CBS, OBM, ACB, OBR, and MOB
- Software Compatibility List for Granular Restore in VMware/Hyper-V backup sets and Open Direct in File backup sets
- Hardware Requirement List for CBS, PRD, OBM, ACB, and OBR
- Hardware Compatibility List for QNAP NAS OBM Agent
- Hardware Compatibility List for Synology NAS OBM Agent
- Release Notes

Hot Topics

License

- How to determine OBM/ACB license required before upgrade from v6 to v8

CBS / UBS

- FAQ Frequently Asked Questions about Ahsay Cloud Backup Suite 8
- How to modify Java Heap Size for CBS
- How to install the latest patch for CBS and UBS
- How to un-delete backup data that were moved to retention unintentionally
- How to start CBS Receiver as a backup server
- How to recover CBS system account password
- How to recover user.xml
- How to migrate CBS to a new server
- How to increase replication thread to improve replication speed

- How to harden SSL security in CBS
- FAQ Trusted Certificate Authority (CA) Certificates List for version 8.x
- How to increase no. of scheduled concurrent agentless Cloud File and Office 365 backup jobs in CBS
- How to configure Anti-Virus software exclusion to improve CBS performance
- Issue: Failed to mkdir / Failed to list path (error when enabling replication to another AhsayCBS server)
- Issue: Cannot login to AhsayCBS web management console (License Failure)
- Issue: Cannot add a network drive as an AhsayCBS user home on Windows
- Issue: Installation and un-installation of AhsayCBS stuck on Windows 10, version 1903 computer with anti-virus application installed

OBM / ACB

- Java heap space error when performing an Office 365 backup
- Where to find AhsayOBM / AhsayACB Logs
- How to modify Java Heap Size for OBM/ACB
- FAQ How to perform an initial backup to a removable hard drive then import the data onto AhsayCBS?
- Why my scheduled backup was missed
- How to install the latest patch for OBM/ACB clients
- How to configure Temporary Directory in OBM / ACB
- How to configure Anti-Virus software exclusion to improve OBM/ACB performance
- How to move OBM/ACB to another machine
- How to troubleshoot Windows Open File Backup (VSS) problems
- Issue Operating system error 5 (Access is denied) (MS SQL database backup)
- Issue A nonrecoverable I/O error occurred on file 112 (There is not enough space on the disk) (MS SQL database backup)
- Issue Backup, installation and un-installation of AhsayACB / AhsayOBM stuck on Windows 10, version 1903 computer with anti-virus application installed
- Issue Cannot start the AhsayOBM / ACB client on Windows 10 after the installation
- The Do's and Don'ts - VMware ESXi / vCenter Backups
- Ahsay Data Encryption v7 and v8

NAS

- Issue: “Invalid license” error is shown when logging into AhsayOBM on a Synology NAS device

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Can't find the info you need?

- Submit a Support Ticket to us thru our Partner Portal
- Discuss with other experienced partners thru our Forum

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