Welcome!

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

Get Started

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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
- Supported Office 365 Services for Ahsay Office 365 Backup
- 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
- How to install the latest patch for 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
- FAQ: How do I renew the Ahsay self-signed SSL certificate on my AhsayCBS backup server?
- 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: MS SQL Server database backup encounters "[Microsoft][ODBC SQL Server Driver][Shared Memory]SSL Security error"
- 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
- Issue: MS Exchange database backup "[VSSDatabaseExpt] ¢SS_E_UNEXPECTED_PROVIDER_ERROR"
- Issue: Warning "Delta disk format of virtual disks is not supported by datastore." when restoring a virtual machine
- Issue: Cannot connect to Office 365 on the backup set, reason = "Failed to login to Office 365, reason = [ServiceException] Message = Forbidden, response code = 403"
- Issue:Failed to get OAuth2Tokens after retrieved from OneDrive
- 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

Can't find the info you need?

- Submit a Support Ticket to us thru our Partner Portal

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