How to apply hotfix to AhsayCBS

Requirements

You can only apply this hotfix to machines running AhsayCBS version that the hotfix is based on. Inappropriately installing hotfix not for your base CBS version may have unexpected results.

This information can be found on the Hotfix Release History page:

- Hotfix for v7
- Hotfix for v8
- Hotfix for v9

The instructions provided are for default Ahsay branding and default paths. If your software is branded or uses custom paths, substitute with your customized name or path.
NOTE: For branded CBS, installing CBS hotfix does not require Rebuild Client as branding is not affected unless you upgraded to new Base version just before applying CBS hotfix and had not yet performed Rebuild Client for the Base release.

Hotfix installation instructions for AhsayCBS (Windows/Linux)

Windows video demo Linux video demo

1. Download the required hotfix directly provided to you or from the Hotfix Release History page: (v7 | v8 | v9)

- Example: cbs-win-hotfix-task12345.zip
- Example: cbs-win-v830999.zip
- Example: cbs-nix-v830999.zip

2. Unzip the downloaded ZIP package into a temporary directory. The contents will only include relevant files necessary for the hotfix, it will not contain files that are expected to already be on your server.

- Example, Unzipped contains directories: *build*, *download*, *java*, *lib*, *webapps*

- Note: The contents of hotfix ZIP are subject to change and directories may differ than listed in this article.

3. Create a rollback copy of those directories before applying the hotfix.

- Based on the directories you unzipped in step-2, create a duplicate of those current directories found in your CBS installation home (ie "C:\Program Files\AhsayCBS", or "/usr/local/cbs/"). For identification, We recommend you append suffix of ".*{version#}*" for your current CBS version, to the copied directory name.

- Example, your CBS is currently v8.3.0.30, you will create a copy of those directories the hotfix will overwrite:
    - Copy *"C:\Program Files\AhsayCBS\build"* to *"C:\Program Files\AhsayCBS\build.83030"*
    - Copy *"C:\Program Files\AhsayCBS\download"* to *"C:\Program Files\AhsayCBS\download.83030"*
    - Copy *"C:\Program Files\AhsayCBS\java"* to *"C:\Program Files\AhsayCBS\java.83030"*
    - Copy *"C:\Program Files\AhsayCBS\lib"* to *"C:\Program Files\AhsayCBS\lib.83030"*
    - Copy *"C:\Program Files\AhsayCBS\webapps"* to *"C:\Program Files\AhsayCBS\webapps.83030"*

- For custom installations; substitute the above with your correct Drive, Path, or directory name.

4. Before shutting down AhsayCBS and installing the hotfix, Verify no active jobs.

- Login to AhsayCBS Web Console > Click [Live Activities]

5. (optional) It is good practice to disable AUA (via CBS UI) for each user before updating AhsayCBS.

6. Shutdown the AhsayCBS service by:

- Windows
    1. [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite] > [Stop]
    2. [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite NFS Service] > [Stop]

- Linux/FreeBSD
    1. Run the script file at [CBS_Install_Home]/bin/shutdown.sh to shutdown CBS service (e.g. /usr/local/cbs/bin/shutdown.sh)
    2. Run the script file at [CBS_Install_Home]/nfs/bin/shutdown.sh to shutdown CBS NFS service (e.g. /usr/local/cbs/nfs/bin/shutdown.sh)

- For Branded products, substitute with your customized name for AhsayCBS

7. Install the hotfix files:

- Windows
    - Copy those unzipped directories from Step-2, to your CBS Installation Home path (e.g. C:\Program Files\AhsayCBS)

- Linux/FreeBSD
    - Copy those unzipped directories from Step-2, to your CBS Installation Home path (e.g. /usr/local/cbs)

- Extract all files within the zip archive to their path locations as in the zip archive (DO NOT remove any file from the AhsayCBS installation directory, only overwrite existing files when

necessary). For example, copy the file "lib\cbs.jar" (extracted from the ZIP download) to "C:\Program Files\AhsayCBS\lib\cbs.jar".

- You should not install a hotfix if the hotfix version is **lower** than your **current** CBS version.

8. Startup the AhsayCBS service by:

- Windows
  1. [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite] > [Start]
  2. [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite NFS Service] > [Start]

- Linux/FreeBSD
  1. Run the script file at [CBS_Install_Home]/bin/startup.sh to startup CBS service (e.g. /usr/local/cbs/bin/startup.sh)
  2. Run the script file at [CBS_Install_Home]/nfs/bin/startup.sh to startup CBS NFS service (e.g. /usr/local/cbs/nfs/bin/startup.sh)

- For Branded products, refer to your customized name for AhsayCBS

9. Installation is now complete

10. Login to your AhsayCBS web management console and go to [System Settings] > [License] > [Update License] to verify the Product Version

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Hotfix installation instructions for AhsayCBS on AhsayUBS

Before proceeding, you should be comfortable with Command-Line Interface and have familiarity with *nix shell. Otherwise, you may want to consult with your IT before proceeding.

1. Enable SSH (if not already enabled)

1. Login to UBS admin web console
   - Username: admin

2. Enable SSH by:
   - Click on the "Start" button on [System] > [Settings] > [SSHD] page

2. Connect to your AhsayUBS via SSH terminal, using your AhsayUBS admin credentials. (Note: The credential is not your AhsayCBS web console login)

3. Create a temporary directory on your AhsayUBS volume for the hotfix download

- Example, create a directory on the */ubs/mnt/eslsfw* volume

```
mkdir /ubs/mnt/eslsfw/obsr/HOTFIX
```

4. For the hotfix version you will download, create a sub-directory within the temporary directory.

- Example, if you are downloading hotfix v8.3.0.999:

```
mkdir "/ubs/mnt/eslsfw/obsr/HOTFIX/HF830999"
```

5. Change directory to the temporary sub-directory.

```
cd "/ubs/mnt/eslsfw/obsr/HOTFIX"
```

6. Download the hotfix using the Unix command, "fetch".

- Recall the URL of the required hotfix directly provided to you or from the Hotfix Release History page: (v7 | v8 | v9)

- Replace below syntax with the URL of the hotfix download.

- Syntax:

```
fetch   http://host.domain.com/path/path2/file.zip
```

7. After successful download, unzip the downloaded ZIP file using the Unix command, "unzip". Destination will be the hotfix sub-directory. You should List the contents afterwards.

```
unzip -n *.zip  -d /ubs/mnt/eslsfw/obsr/HOTFIX/HF830999
```

- Example, Unzipped contains directories: *build*, *lib*, *webapps*

- Note: The contents of hotfix ZIP are subject to change and directories may differ than listed in this article.

8. Before shutting down AhsayCBS and installing the hotfix, Verify no active jobs.

- Login to AhsayCBS Web Console > Click [Live Activities]

9. (optional) It is good practice to disable AUA (via CBS UI) for each user before updating AhsayCBS.

10. Login to UBS admin web console

11. Shutdown the AhsayCBS service by:

1. Click on the "Stop" button on [Backup Server] > [Server Status] page
2. Click on the "Stop" button on [Backup Server] > [Server Status] page in the "NFS Service" section

12. Grant write permission for the related AhsayCBS server files:

```
mount -uw /ubs/mnt/esfmfw
```

13. For each unzipped hotfix directory, create a rollback copy of your current CBS directories before applying the hotfix. (Note: You may need to check if you have adequate space, otherwise use alternative storage to store the rollback copy.)

- Based on the directories unzipped from step-7, create a duplicate of those current directories found in your CBS installation home (ie " */ubs/mnt/esfmfw/obsr/system/obsr/* "). For identification, We recommend you append suffix of "*.{version#}*" for your current CBS version, to the copied directory name.

- Example, your CBS is currently v8.3.0.30, you will create a complete copy of those directories the hotfix will overwrite. In the below example, we are writing to */ubs/mnt/eslsfw*

```
  cp -R /ubs/mnt/esfmfw/obsr/system/obsr/build
"/ubs/mnt/eslsfw/obsr/HOTFIX/build.83030"
  cp -R /ubs/mnt/esfmfw/obsr/system/obsr/lib
"/ubs/mnt/eslsfw/obsr/HOTFIX/lib.83030"
  cp -R /ubs/mnt/esfmfw/obsr/system/obsr/webapps
"/ubs/mnt/eslsfw/obsr/HOTFIX/webapps.83030"
```

- Note: The contents of hotfix ZIP are subject to change and directories may differ than listed in this article.

14. To Install the hotfix; Copy the hotfix files to the correct location. Example:

```
cp -Rfvp /ubs/mnt/eslsfw/obsr/HOTFIX/HF811170/
/ubs/mnt/esfmfw/obsr/system/obsr
```

- Note: You should not install a hotfix if the hotfix version is **lower** than your **current** CBS version.

15. Reboot the AhsayUBS machine afterward via the AhsayUBS admin web console (System > Reboot)

16. Once AhsayUBS has booted, reutrn to the AhsayUBS admin web console and Disable SSH.

17. Check CBS Service has started. If not running, click on Start.

- Check the Status on [Backup Server] > [Server Status] page

18. Login to your AhsayCBS web management console and go to [System Settings] > [License] > [Update License] to verify the Product Version

19. If you need to reclaim space and have no further need to for the rollback copies, you can Remove the temporary directory afterward:

```
  rm -rf /ubs/mnt/eslsfw/obsr/HOTFIX/
```

- Note: Before you deploy newer AhsayUBS image, you should remove this temporary directory.

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