

How to apply hotfix to AhsayOBM/AhsayACB

Requirements

You can only apply this hotfix to machines running AhsayOBM/AhsayACB version that the hotfix is based on. Inappropriately installing hotfix not for your base client 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.

Hotfix installation instructions for AhsayOBM

1. Download the required hotfix from the Hotfix Release History page: ([v7](#) | [v8](#) | [v9](#))

Alternatively, you were provided with a specific hotfix to correct an issue, use that download instead.

2. Make sure no backup or restore job is in progress. Close the OBM GUI window if it is opened.
3. Shutdown the backup client service by:

Windows

```
[ Control Panel ] > [ Administrative Tools ] > [ Services ] > [ Ahsay Online Backup Manager Services ] > [ Stop ]  
[ Control Panel ] > [ Administrative Tools ] > [ Services ] > [ NFS Service (Ahsay Systems Corporation) ] > [ Stop ]  
[ Control Panel ] > [ Administrative Tools ] > [ Services ] > [ CBT Cluster Services (Ahsay Online Backup Manager) ] > [ Stop ] (if applicable)
```

macOS

```
Run the script file at [ / Applications / AhsayOBM / bin / StopScheduler.sh ]
```

Linux/FreeBSD

```
Run the script file at [ /usr/local/obm/bin/StopScheduler.sh ]
```

4. (For Windows only) Close the AhsayOBM system tray icon.

5. Install the hotfix files:

Overview Extract contents of zip download, keeping the same directory structure, overwrite the contents (existing files) in your AhsayOBM installation path.

For example, extract the file “bin\obc.jar” (inside the zip download) to “C:\Program Files\AhsayOBM\bin\obc.jar”.

In case you need to rollback, to undo the hotfix patch, make a full copy of the OBM Installation directory prior to overwriting files.

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

Windows

```
Expand the contents of the downloaded hotfix zip into [ OBM_Install_Home_Path ] (e.g. C:\Program Files\AhsayOBM)
```

macOS

```
Expand the contents of the downloaded hotfix zip into [ OBM_Install_Home_Path ] (e.g. /Applications/AhsayOBM)
```

Linux/FreeBSD

```
Expand the contents of the downloaded hotfix zip into [ OBM_Install_Home_Path ] (e.g. /usr/local/obm)
```

6. Restart the backup client service by:

Windows

```
[ Control Panel ] > [ Administrative Tools ] > [ Services ] > [ Ahsay Online Backup Manager Services ] > [ Start ]  
[ Control Panel ] > [ Administrative Tools ] > [ Services ] > [ NFS Service (Ahsay Systems Corporation) ] > [ Start ]  
[ Control Panel ] > [ Administrative Tools ] > [ Services ] > [ CBT Cluster Services (Ahsay Online Backup Manager) ] > [ Start ] (if applicable)
```

macOS

```
Run the script file at [ / Applications / AhsayOBM / bin / Scheduler.sh ]
```

Linux/FreeBSD

```
Run the script file at [ /usr/local/obm/bin/Scheduler.sh ]
```

7. Confirm version is higher: Open the AhsayOBM GUI application, Login to OBM, then click on icon [i] in the upper-right of window. The version should reflect the hotfix just installed.

8. Installation is now complete.

Hotfix installation instructions for AhsayACB

1. Download the required hotfix from the Hotfix Release History page: ([v7](#) | [v8](#) | [v9](#))

Alternatively, you were provided with a specific hotfix to correct an issue, use that download instead.

2. Make sure no backup or restore job is in progress. Close the ACB GUI window if it is opened.

3. Shutdown the backup client service by:

Windows

```
[ Control Panel ] > [ Administrative Tools ] > [ Services ] > [ Ahsay A-Click Backup Services ] > [ Stop ]
```

macOS

```
Run the script file at [ / Applications / AhsayACB / bin /
StopScheduler.sh ]
```

4. (For Windows only) Close the AhsayACB system tray icon.

5. Install the hotfix files:

Overview Extract contents of zip download, keeping the same directory structure, overwrite the contents (existing files) in your AhsayACB installation path.

For example, extract the file "bin\obc.jar" (inside the zip download) to "C:\Program Files\AhsayACB\bin\obc.jar".

In case you need to rollback, to undo the hotfix patch, make a full copy of the ACB Installation directory prior to overwriting files.

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

Windows

```
Expand the contents of the downloaded hotfix zip into [
ACB_Install_Home_Path ] (e.g. C:\Program Files\AhsayACB)
```

macOS

```
Expand the contents of the downloaded hotfix zip into [
ACB_Install_Home_Path ] (e.g. /Applications/AhsayACB)
```

6. Restart the backup client service by:

Windows

```
[ Control Panel ] > [ Administrative Tools ] > [ Services ] > [ Ahsay
A-Click Backup Services ] > [ Start ]
```

macOS

```
Run the script file at [ / Applications / AhsayACB / bin /
Scheduler.sh ]
```

7. Confirm version is higher: Open the AhsayACB GUI application, Login to ACB, then click on icon [i]

in the upper-right of window. The version should reflect the hotfix just installed.

8. Installation is now complete.

Hotfix installation instructions for AhsayOBM for Synology NAS

1. Download the required hotfix from the Hotfix Release History page: ([v7](#) | [v8](#) | [v9](#))

Alternatively, you were provided with a specific hotfix to correct an issue, use that download instead.

2. Turn off scheduler daemon, if it is enabled, in *AhsayOBM→Settings* .

3. Make sure no backup or restore job is in progress. Close OBM application if it is opened.

4. Enable the SSH service in “Control Panel”→“Terminal & SNMP”.

5. Connect to the Synology NAS via SFTP using your favorite SFTP client. (For DSM5, use “root” as login user. For DSM6 or above, use “admin” as login user)

6. Create a temp directory “**/tmp/obmhotfix**” (or other name), then copy the **<hotfix>.zip** file to **/tmp/obmhotfix**

7. Connect to the Synology NAS console via SSH using your favorite SSH client. (e.g. Putty) (For DSM5, use “root” as login user. For DSM6 or above, use “admin” as login user)

8. For DSM6, change to root user by calling “sudo su”, enter your administrator password.

9. Change directory to **/tmp/obmhotfix**, then Unpack the hofix by calling “**7z x <hotfix>.zip**”.

10. Copy the files to the application home, e.g. **/volume1/@appstore/AhsayOBM/obm/bin** by calling **cp -R bin/* /volume1/@appstore/AhsayOBM/obm/bin**

Overview Extract contents of zip download, keeping the same directory structure, overwrite the contents (existing files) in application home.

Repeat for all files contained in the hotfix, copying it to the application home.

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

11. Remove the temp directory.

12. Set the permissions for the hotfix files, e.g. **chmod 755 -R /volume1/@appstore/AhsayOBM/obm/wui**

Repeat for all files copied.

13. Please reboot the NAS for proper restart of the application.
 14. Reopen the AhsayOBM. Enable scheduler daemon in *AhsayOBM*→*Settings* if necessary.
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Hotfix installation instructions for AhsayOBM for QNAP NAS

1. Download the required hotfix from the Hotfix Release History page: ([v7](#) | [v8](#) | [v9](#))

Alternatively, you were provided with a specific hotfix to correct an issue, use that download instead.

2. Go to QNAP Web Console → [Control Panel] > [Telnet / SSH] to enable “Allow SSH Connection” and “Enable SFTP” option. By default, the port number is “22”
3. Stop AhsayOBM service in App Center by going to [App Center] > [MyApps] > [AhsayOBM] > [Stop]
4. Connect to the QNAP NAS via SFTP using your favorite SFTP client.
5. Create a temp directory “**/share/obmhotfix**” (or other name), then copy the **<hotfix>.zip** to **/share/obmhotfix**
6. Change directory to **/share/obmhotfix**, then Unpack the hotfix by calling “**unzip <hotfix>.zip**”.
7. Copy the patches to the application home.

Overview Extract contents of zip download, keeping the same directory structure, overwrite the contents (existing files) in application home.

Repeat for all files contained in the hotfix, copying it to the application home.

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

Example:

* **Legacy or Home class NAS**, where home is: `/share/MD0_DATA/.qpkg/AhsayOBM/obm/`

```
cp -R bin/* /share/MD0_DATA/.qpkg/AhsayOBM/obm/bin
```

* **SMB class NAS**, where home is: `/share/CACHEDEV1_DATA/.qpkg/AhsayOBM/obm/`

```
cp -R bin/* /share/CACHEDEV1_DATA/.qpkg/AhsayOBM/obm/bin
```

8. Set the permissions for the hotfix files, e.g. `chmod 755 -R /share/CACHEDEV1_DATA/.qpkg/AhsayOBM/obm/wui`, or `chmod 755 -R`

/share/MD0_DATA/.qpkg/AhsayOBM/obm/wui

Repeat for all files copied.

9. Start AhsayOBM service in App Center by go to [App Center] > [MyApps] > [AhsayOBM] > [Start]

10. Remove the temp directory.

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Last update: **2023/05/03 17:12**

