[V7] FAQ: How to manually move backup account between different User Home (on the same server or a different server)?

This article only applies to Ahsay software version 7

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Product Version:
Ahsay Software: 7.3 to 7.x
OS: All platforms

ATTENTION 1st January, 2022: v7 officially End-of-Life [details]

Description

This document contains instructions on how to manually move backup accounts between different User Homes (on the same server or a different server).

Note: For most cases, you can actually use the export and import option on the CBS web management console to move a backup account to a different User Home. For more details, please Click Here.

However, for backup accounts with backup data that are not in the version 7 / 8 index format (e.g. legacy backup set from version 6 for archive purposes), you will have to manually move backup accounts between different User Homes.   Refer to the steps provided in this article.

Steps

The following assumptions are made:

- Backup user username will be moved from User Home A (e.g. C:\userhome) to User Home B (e.g. E:\userhome).
- The new User Home B is already configured on the destination CBS server.
- Backup data are stored on the CBS server. Data on cloud storage or pre-defined destination are not supported by this method.
- The CBS server can be accessed physically (for best result).

Important: For best performance, it is recommended that the migration of the backup user is performed directly on the corresponding AhsayCBS server, or in the same LAN environment.

1. **On the AhsayCBS server, stop the AhsayCBS services:**

   ○ Windows

[Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite] > [Stop]
[Control Panel] > [Administrative Tools] > [Services] > [NFS Service (Ahsay Systems Corporation)] > [Stop]

- Linux/FreeBSD

Run the script file at %CBS_Install_Home%/bin/shutdown.sh to shutdown CBS service (e.g. /usr/local/cbs/bin/shutdown.sh)
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)

2. **Move the user home of the corresponding backup account from User Home A to User Home B.**

   a. Browse to the User Home folder, for example,

   C:\userhome\username

   b. Move the data from User Home A to User Home B, for example,

   C:\userhome\username

   to

   E:\userhome\username

   Important: The AhsayCBS services of both the source and destination CBS server must be stopped during the migration process.

3. **Restart the AhsayCBS services:**

   - Windows

   [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite] > [Start]
   [Control Panel] > [Administrative Tools] > [Services] > [NFS Service (Ahsay Systems Corporation)] > [Start]

   - Linux/FreeBSD

   Run the script file at %CBS_Install_Home%/bin/shutdown.sh to shutdown CBS service (e.g. /usr/local/cbs/bin/startup.sh)
   Run the script file at %CBS_Install_Home%/nfs/bin/shutdown.sh to shutdown CBS NFS service (e.g. /usr/local/cbs/nfs/bin/startup.sh)

4. **Confirm if the backup user is moved properly:**

a. Login to the AhsayCBS web console.

b. Under **Backup / Restore**, select **Users, Groups & Policies**.

c. Confirm if the backup user (e.g. username) is listed under **Backup User**.

d. Click on the username of the account, under **User Profile**, select **General**.

e. Confirm if the new User Home path is listed under **Home Directory**.

Keywords

migrate, user, account, move, transfer, transferring, moving

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