[V7] ISSUE: AhsayCBS service stopped with 'Exceed User Quota' error within 60 days evaluation period

Article ID: 5133
Reviewed: 2016-02-02

Product Version:
AhsayCBS: 7.5.0.0 - 7.5.0.2
OS: All platforms

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

Problem Description

Backup service stopped after upgrading AhsayOBS from version 6 to AhsayCBS version 7.5.0.0 - 7.5.0.2. Further checking on the **Activities Log** on the AhsayCBS console, the following error messages are displayed:

Timestamp	Type	Message
YYYY-MM-DD hh:mm:ss	LicenseInfo	Verifying online license, License Name = 'license_name', License Key = 'license_key'
...	LicenseInfo	Product Key Activation Requesting
...	LicenseError	Exceed User Quota. Backup Server Stopped
...	LicenseError	[Thread][Job][LicenseExpiryCheck]Exceed User Quota. Backup Server Stopped
...		

Note: Activities Log can be viewed by logging into the AhsayCBS web console, at **Monitoring** > **Backup / Restore Logs** > **Activities Log**.

Cause

This issue can occur if the number of backup accounts exceeded the user quota available on the license (e.g. increase of account usage due to the new licensing model (per device to backup)), for example:

AhsayOBM	10	12	-2
AhsayACB	10	2	8

Important: Even with the user quota exceeded, the AhsayCBS server <u>should not</u> be stopped until the 60 days evaluation period is reached.

This is a known issue with AhsayCBS version 7.5.0.0 - 7.5.0.2

Resolution

To resolve the issue, patch the AhsayCBS application to version 7.7.0.0 or above. The instructions can be found by Clicking Here.

Keywords

cbs, stop, stoppage, stopped, migrate, upgrade, license, quota, exceeded, eval

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Last update: **2021/12/15 19:06**