

[V7] FAQ: How to recover my users.xml file from a previous backup on AhsayCBS?

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Product Version:

AhsayCBS: 7.3.2.0 to 7.7.2.x

OS: All platforms

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

Description

How can I recover a previous version of my users.xml file from a backup:

- If the current copy of my AhsayCBS users.xml file is corrupted
- If I accidentally deleted a backup user account from my AhsayCBS server
- If some of my backup user accounts are missing

Steps

A copy of the user profile "users.xml" is compressed and backed up at the
\${CBS_INSTALL}/conf/Backup folder automatically by AhsayCBS at 12:00 AM daily.

To recover your users.xml, extract the users.xml from a previous backup and copy it to the
\${CBS_INSTALL}/conf folder.

- For AhsayCBS installation on Windows platform, you can use [7-Zip utility](#) to extract the users.xml from the backup file
- For AhsayCBS installation on Linux / Unix platform, you can use the [gunzip utility](#) to extract the users.xml from the backup file

1. Stop the AhsayCBS service.
2. Browse to the AhsayCBS configuration backup folder at

 \${CBS_INSTALL}/conf/Backup

 Extract the users.xml file from the backup file "users.xml.YYYY-MM-DD.gz"

3. Rename

 users.xml.YYYY-MM-DD

 to

users.xml

4. Copy the users.xml file back to the AhsayCBS configuration folder at
`${CBS_INSTALL}/conf`
5. Restart the AhsayCBS service afterward.

Keywords

Users, profile, recover, users, xml

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