

[V7] ISSUE: After upgrading AhsayOBM / ACB from version 6.27.0.0 to 7.9.0.0 on Windows, all backup jobs show [UnsatisfiedLinkError] error

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Product Version:

AhsayOBM / AhsayACB: 7.5.0.0 to 7.x

OS: Windows

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

Problem Description

After upgrading AhsayOBM / ACB from version 6.27.0.0 to 7.9.0.0 on Windows, the following error message is received in the backup reports of all subsequent manual and scheduled backup:

No.	Type	Timestamp	Log
*
*	info	...	Start creating Shadow Copy Set...
*	erro	YYYY/MM/DD hh:mm:ss	[UnsatisfiedLinkError] com.ahsay.obx.core.backup.file.ShadowCopy.getVolumeShadowNameByOtherProvider (Ljava/util/ArrayList;ILcom/ahsay/afc/event/BackupSetEvent;Ljava/lang/String;Z)
*

Cause

This error can be caused by a customization / branding issue related to some of the .ico and or .icns files used for AhsayOBM / ACB (e.g. incorrect pixel dimensions).

As a result, the client application build process was not complete properly, and the following DLL files shwcpy2k332.dll, shwcpy2k364.dll, shwcpyxp32.dll and shwcpyxp64.dll for the client agents' installer were not properly updated.

Resolution

To resolve the issue, re-upload the correct AhsayOBM / ACB .ico and .icns files (example: desktop.ico, installer.ico, uninstall.ico, desktop.icns, installer.icns etc) with the correct pixel dimensions.

For details of the pixel dimensions, please refer to the following pages on the AhsayCBS web console:

- Select **System Settings, Basic**, then select **Administrative Access, system, Rebrand Clients**, and **Custom Files - OBM**
- Select **System Settings, Basic**, then select **Administrative Access, system, Rebrand**

Clients, and Custom Files - OBC

- Select **System Settings, Basic**, then select **Administrative Access, system, Rebrand Clients, and Custom Files - ACB**

Rebuild the AhsayOBM / ACB clients after correcting the customization / branding issue.

Keywords

shwcpy2k332.dll, shwcpy2k364.dll, shwcpyxp32.dll, shwcpyxp64.dll, customization, ico, icns, pixel dimension, branding, images, UnsatisfiedLinkError

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