[V7] ISSUE:"No backup set can start Run Direct" message shown when initiating a VMware ESXi/vCenter Run Direct restore on AhsayCBS user web console

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Product Version: AhsayCBS: 7.9.0.0 to 7.x OS: ALL

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

Problem Description

when initiating a VMware ESXi/vCenter Run Direct restore on AhsayCBS user web console the following message is shown on the web browser "**No backup set can start Run Direct**".

Running	Backup Set	Host	Name	Progress	Start time	Message	Statu
No	VMware vCenter v5.5	10.16.8.20			2017-08-09 17:38:03		
No	VMware vCenter v5.5	10.16.8.20			2017-08-09 17:38:03		
No	VMware vCenter v5.5	10.120.8.25	Datacenter/New Virtual Machine		2017-08-09 17:34:17		ОК
No	VMware vCenter v5.5	10.120.8.25	Datacenter/New Virtual Machine	100%	2017-08-09 17:26:20		ОК
No	VMware vCenter v5.5	10.120.8.25	Datacenter/New Virtual Machine		2017-08-09 17:20:46		ОК
No	VMware vCenter v5.5	10.16.8.25		No backup set can start Run Direct	2017-08-09 17:11:11		Error
				OK			

Cause:

This is caused by a issue with the NFS service on the AhsayCBS server.

Resolution

To resolve this issue restart the NFS service on the AhsayCBS server.

- For AhsayCBS install on Windows Platform: Go to [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite NFS Service] and click on the [Restart] button
- For AhsayCBS install on Linux/Unix Platform: Login to AhsayCBS as root using a ssh client, i.e. Putty
 - # cd /usr/local/cbs/nfs/bin

```
# sh shutdown.sh
Stopping NFS Service (Ahsay Systems Corporation)
# ps -ef|grep nfs
root 973 2 0 Aug01 ? 00:00:00 [nfsiod]
root 4854 4817 0 18:30 pts/0 00:00:00 grep --color=auto nfs
# sh startup.sh
Starting NFS Service (Ahsay Systems Corporation)
#
```

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Keyword

Run Direct, AhsayCBS, VMware ESXi/vCenter, restore, web console, NFS service, agentless

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