[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

Article ID: 5267
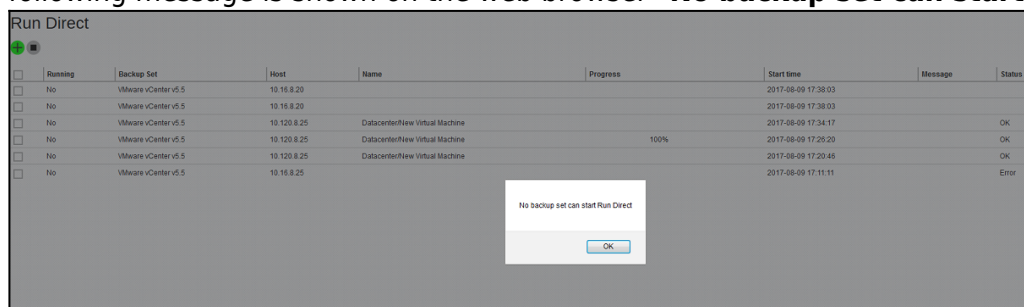**Reviewed:** 2017-08-09

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"** .

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)
#
```

Keyword

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