

ISSUE: Error displayed when logging into AhsayOBM or AhsayACB (Apache Tomcat/6.0.51 - Error report)

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Product Version:

AhsayACB / AhsayOBM: 7.3.0.0 or above

OS: All platforms

Problem Description

When logging into the AhsayOBM / ACB client interface, the following error message is received:



Cause

This error can occur if the version 7 AhsayOBM / ACB client was configured to connect to a version 6 AhsayOBS backup server.

Note:

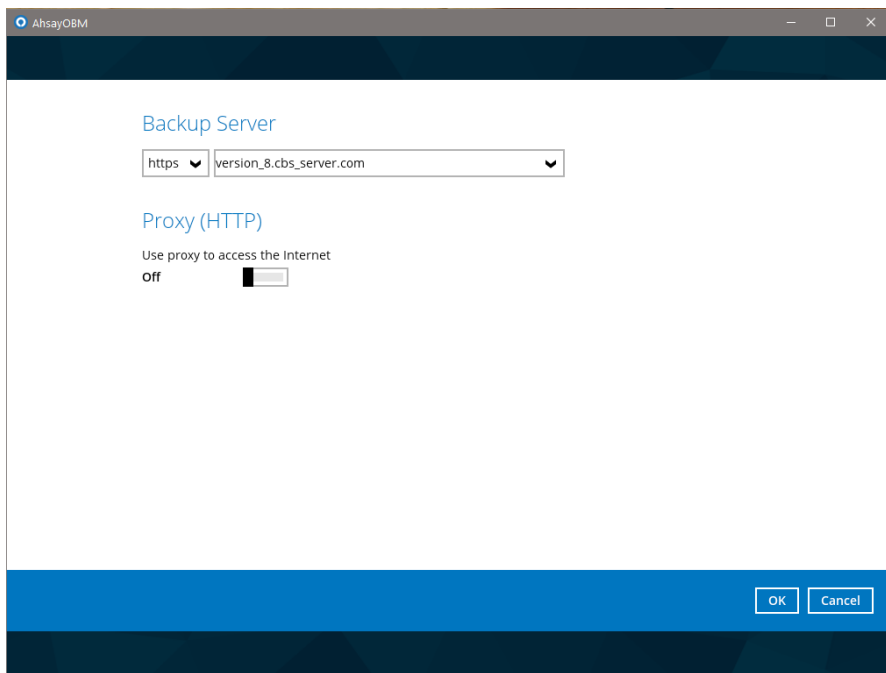
AhsayOBS does not support login from AhsayOBM / ACB version 7 clients.

Resolution

To resolve the issue, re-configure the AhsayOBM / ACB client to connect to a version 7 AhsayCBS server.

Click on the **Show advanced option** button in the login menu, then enter the hostname / IP address of a version 7 AhsayCBS server under **Backup Server**.

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Keywords

obc, login, tomcat, cbs, obm, acb, log

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