[V7] ISSUE: The installer / restorer is outdated. Please contact the System Administrator to obtain the latest version

Article ID: 5322
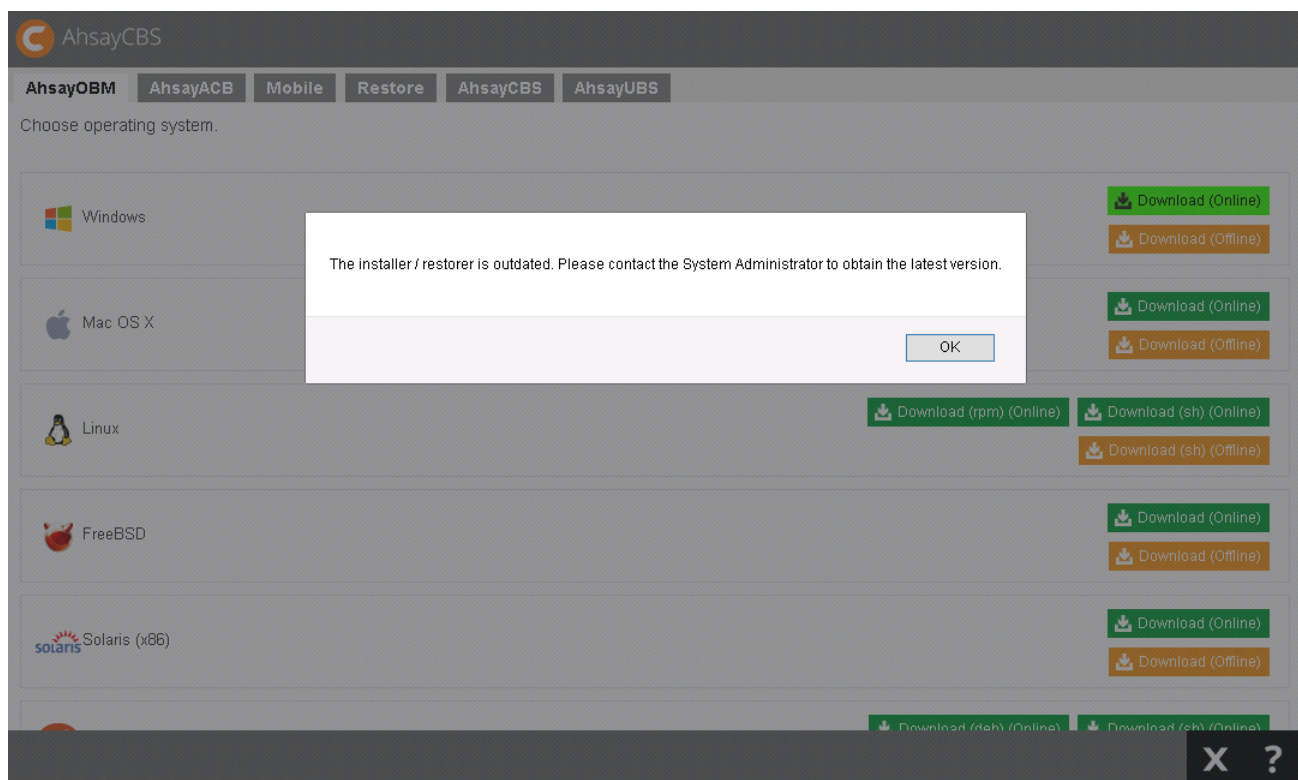**Reviewed:** 2018-03-21

Product Version:
AhsayCBS: All
OS: All platforms

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

Problem Description

When downloading the AhsayOBM / AhsayACB / Restorer installation files from the AhsayCBS console, the following informative message is received:

The installer / restorer is outdated. Please contact the System Administrator to obtain the latest version.
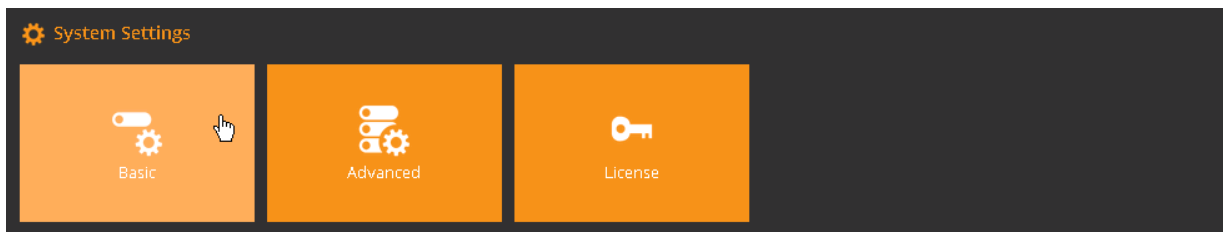

Cause

The message suggests that the AhsayOBM / ACB / Restorer installation files are not up-to-date after a

recent upgrade of your AhsayCBS server. This issue will often occur for AhsayCBS server with customized branding.
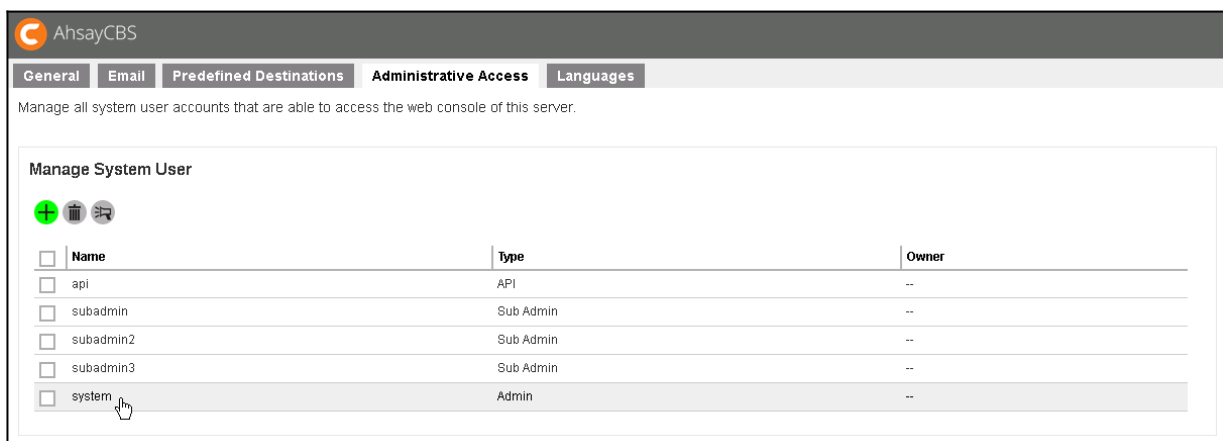
Resolution

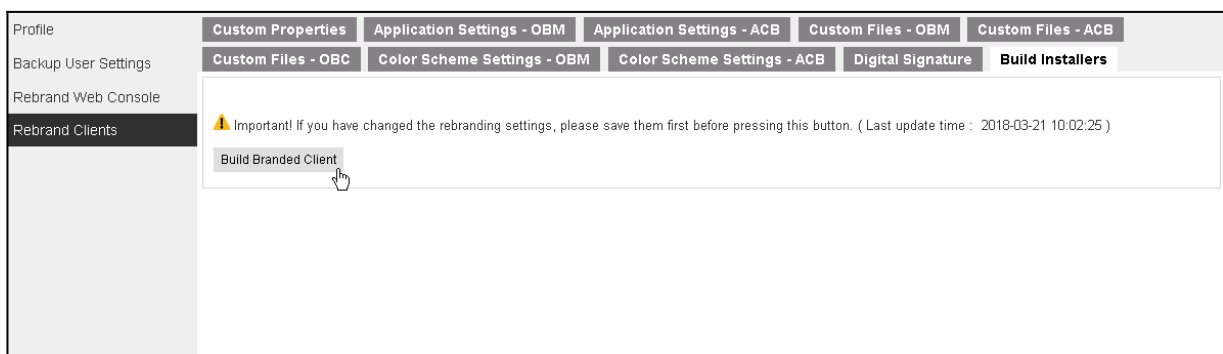To resolve the issue, perform the following steps:

1. Login to the AhsayCBS web console.

2. Under **System Settings**, select **Basic**.

3. Select **Administrative Access**, then the corresponding system account.

4. Select **Rebrand Clients**, then **Build Installers**.

5. Click on the **Build Branded Client** button, then wait for the build process to complete.

6. Download the AhsayOBM / ACB / Restorer installation files again afterward.

Keywords

installation, script, installer, restorer, obc, obr

From:
https://wiki.ahsay.com/ - **Ahsay Wiki**

Permanent link:
https://wiki.ahsay.com/doku.php?id=public:5322_installer_restorer_is_outdated

Last update: **2021/12/16 06:45**