[V7] ISSUE: Cannot create Cloud File backup set for Citrix ShareFile FTP

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Product Version:
AhsayCBS / AhsayACB / AhsayOBM: 7.9.0.0 - 7.15.2.2
OS: All platforms

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

Problem Description

When creating a Cloud File backup for data hosted on Citrix ShareFile FTP, no data is displayed on the Backup Source selection menu:

Cause

This is a known issue with AhsayCBS / AhsayACB / AhsayOBM version 7.9.0.0 - 7.15.2.2.

Resolution

To resolve the issue, patch the AhsayCBS / AhsayACB / AhsayOBM application to version 7.15.4.10 or above. The instructions can be found by

Upgrade Instruction for AhsayCBS
Upgrade Instruction for AhsayOBM / ACB

Keywords

cloud, file, citrix, sharefile, ftp

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