

[V7] ISSUE: Cannot backup files and folders on Google Drive with name containing underscore character

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Product Version:

AhsayOBM: Pre-7.17.0.30

OS: Windows

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

Problem Description

When performing a Cloud File backup for data on Google Drive, the following error message is displayed on the backup client interface, or in the backup report:

Note: This issue will only affect files and folders on Google Drive with name containing underscore (_) (also called underline) character.

No.	Type	Timestamp	Log
*	info	...	Start [Windows platforms (computer), AhsayOBM pre-7.17.0.30]
*
*	info	...	Finished running pre-commands
*	erro	YYYY/MM/DD hh:mm:ss	[New File] File="backup_source/path_with_slash_character" Error="com.ahsay.afc.bfs.cloud.o: [CloudFileSystem.createFile] Parent directory 'backup_source/path_with_slash_character' does not existrn at com.ahsay.afc.bfs.cloud.y.a (Unknown Source)rn at com.ahsay.afc.bfs.cloud.v.a(Unknown Source)rn at com.ahsay.cloudbacko.pc.a(Unknown Source)rn at com.ahsay.cloudbacko.pc.a(Unknown Source)rn at com.ahsay.afc.bfs.cloud.v.a(Unknown Source)rn at com.ahsay.obx.core.backup.file.d.a(Unknown Source)rn at com.ahsay.obx.core.backup.file.L.run(Unknown Source)rn at com.ahsay.afc.util.h\$1.run(Unknown Source)rn at java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)rn at java.util.concurrent.ThreadPoolExecutor\$Worker.run(Unknown Source)rn at java.lang.Thread.run(Unknown Source)rn"
*

Cause

This is a known issue with AhsayCBS / AhsayOBM version pre-7.17.0.30.

For files and folders on Google Drive with name containing any underscore (_) (also called underline) character, for example:

name_with_underscore

The underscore (_) characters are returned as slash (/) characters (which are incorrectly interpret as path separator):

name/with/underscore

Resolution

To resolve the issue, patch the AhsayCBS / AhsayOBM application to version 7.17.0.30 or above. The instructions can be found by


[Upgrade Instruction for AhsayCBS](#)

[Upgrade Instruction for AhsayOBM / ACB](#)

Keywords

cloud, file, google, drive, underscore, _, underline, cbs, obm

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