FAQ: How to un-delete backup data (revert indexes to a healthy state (e.g. previous indexes from a successful backup))

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Product Version:
AhsayCBS: 8.1 or above
OS: All platforms

Description

For backup data that were moved to retention un-intentionally, for example, when a removable backup source (e.g. faulty hard drive / USB external drive) was disconnected before a backup, the following warning message will be displayed:

No.	Type	Timestamp	Log
*	...	...	...
*	warn	YYYY/MM/DD hh:mm:ss	Backup source "%backup_source%" does not exist !
*	...	...	...

Since the backup client cannot detect the backup source, all backup data are interpreted as deleted by the backup client, therefore, all backup data are moved to retention.

Refer to the following steps to revert the index files (e.g. un-delete the data), so that the backup data will not be re-uploaded again when the backup source drive is reconnected.

Note:
The same steps can also be performed to revert the set of indexes to a healthy state (e.g. reverting to previous indexes from a successful backup when there's an index issue with the current set of indexes).
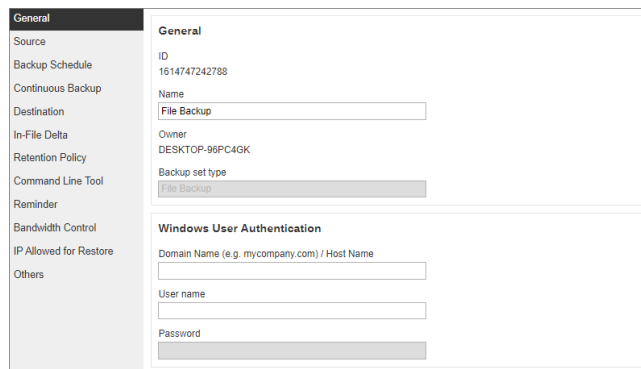
Steps

Important:
It is strongly recommended to temporarily suspend the backup user to ensure that no backup / restore is performed during the following steps.

Refer to the following steps to un-delete the data / revert to a previous set of indexes:

1. On the AhsayCBS web console, obtain the backup set ID of the affected backup set:

    ○ Under **Backup / Restore**, select **Users, Groups & Policies**.

    ○ Select **Backup User**, and the corresponding backup user, then **Backup Set**.

    ○ Select the affected backup set under **Manage Backup Set**, the backup set ID is listed
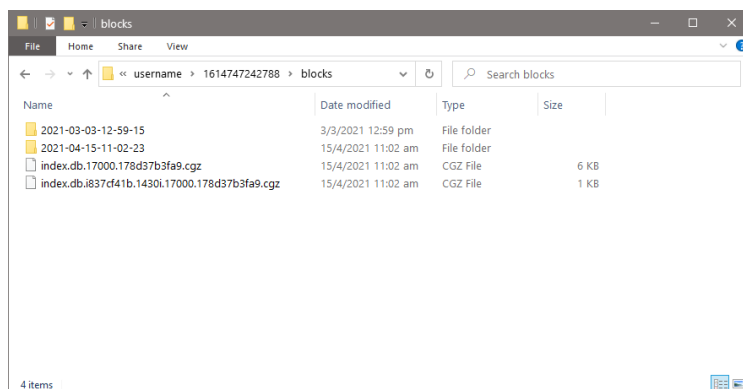
under **General**.

2. From the backup destination (e.g. AhsayCBS), browse to the **blocks** folder where the backup data are stored at:

   %backup_destination%\%backupset_id%\blocks

   <u>For example</u>
   For backup destination set to AhsayCBS

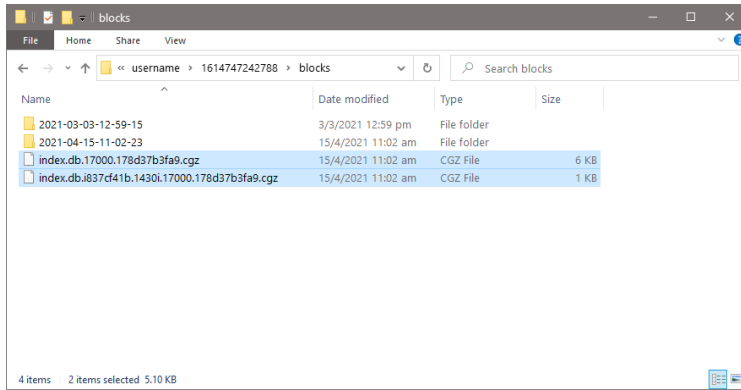   C:\Program Files\AhsayCBS\user\username\1614747242788\blocks

Note:
A separate folder is created for each backup job according to its start time (YYYY-MM-DD-hh-mm-ss), under the **blocks** folder. All files backed up by that job are stored in that particular folder.

3. Remove all index files in the **blocks** folder:

   ○ %backup_destination%\%backupset_id%\blocks\index.db.*.cgz
   ○ %backup_destination%\%backupset_id%\blocks\index.db.*.cgz

4. Copy the index files from a previous backup job folder (the backup snapshot (YYYY-MM-DD-hh-mm-ss) which you would like to revert to), back to the **blocks** folder.

For example
To revert the backup snapshot to the backup on April 15, 2021 11:02:23, browse to

C:\Program Files\AhsayCBS\user\username\1614747242788\blocks\2021-04-15-11-02-23

copy

C:\Program Files\AhsayCBS\user\username\1614747242788\blocks\2021-04-15-11-02-23\index.db.*.cgz
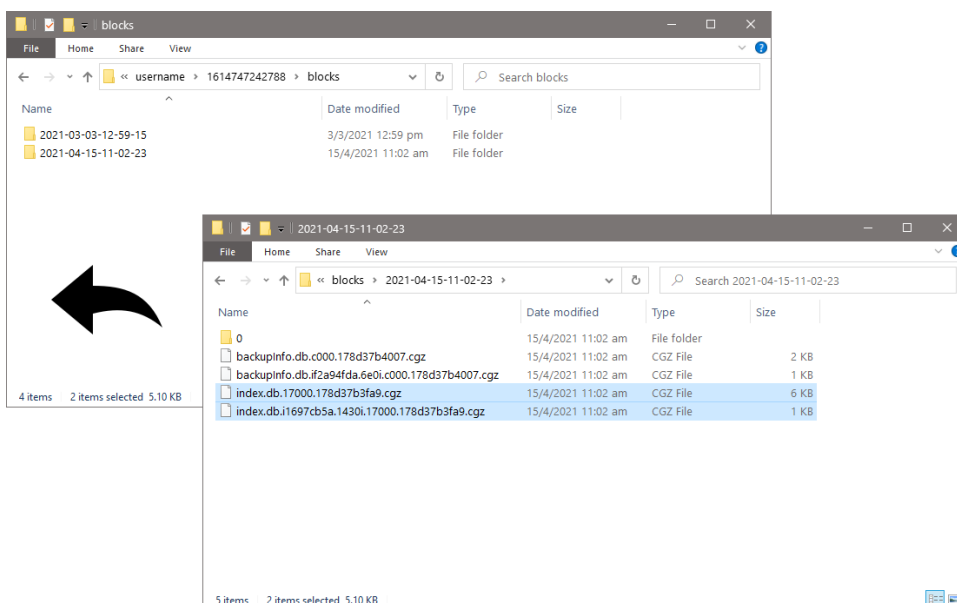C:\Program Files\AhsayCBS\user\username\1614747242788\blocks\2021-04-15-11-02-23\index.db.*.cgz

to

C:\Program Files\AhsayCBS\user\username\1614747242788\blocks\index.db.*.cgz
C:\Program Files\AhsayCBS\user\username\1614747242788\blocks\index.db.*.cgz

Important:
Once the backup snapshot is reverted, data backup by the latest backup (or sub-sequence backup after the snapshot which you have reverted to) will not be displayed in the restore

menu.

5. Ensure that the issue to the backup source drive is resolved, then perform another backup job afterward.

Keywords

snapshot, undelete, undeleting, revert, disconnect

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