

Ahsay Upgrade Advisory (#26812) - Critical Issue with AhsayOBM v8 Microsoft Hyper-V backup

We have recently confirmed a critical issue related to virtual machine backups:

- On Hyper-V 2008 R2/2012/2012 R2, due to a bug with the CBT (Change Block Tracking) filter.
- On Hyper-V 2016, due to bug in the handling of RCT (Resilient Change Tracking) data.

Because of these issues, the change tracking data is no longer reliable for incremental backups. All Hyper-V virtual machines backups taken using AhsayOBM v8.3.2.11 are no longer restorable.

What are the affected AhsayOBM versions?

- AhsayOBM v8.3.2.11 to v8.3.2.139

What are the affected Hyper-V versions?

- Hyper-V 2008 R2
- Hyper-V 2012 and 2012 R2
- Hyper-V 2016

What action do I need to take to fix this problem?

Partners are strongly advised to immediately:

1. Upgrade all affected clients to **AhsayOBM v8.3.6.30 or above**.
2. After upgrading to **AhsayOBM v8.3.6.30 or above**, if in-file delta is enabled on the backup set. The first backup job run a mandatory differential backup job.

If your current version is not AhsayCBS v8.3.6.30 or above, then upgrade your AhsayCBS to the latest version first. Please refer to these KB article for upgrade instructions:

- [Windows/Linux/FreeBSD](#)
- [AhsayUBS](#)

What if my maintenance has already expired? How do I upgrade?

Stop! Do not upgrade until you contact a member our Sales team sales-kb@ahsay.com for assistance with your maintenance renewal.

What if I require assistance with my AhsayCBS server upgrade?

Our professional service team is ready to provide immediate assistance to partners with AhsayCBS v8 upgrades.

Please contact a member our Sales team sales-kb@ahsay.com to obtain a quotation for the AhsayCBS upgrade service.

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