

# Ahsay Upgrade Advisory (#29634) - Critical Issue with AhsayCBS v8 web console update of retention policy settings

We have recently confirmed a critical bug related to changing the backup set retention policy settings using the AhsayCBS web console affecting all backup set types, which can cause data to be removed from the retention area after **one day or one job**, instead of retention period specified by the customer.

If a customer enters a value for the retention policy on the AhsayCBS web console which is not listed in the drop-down menu (**1,2,3,4,5,6,7,8,9,10, 14,21,28,100, and 365**) and saves the change, AhsayCBS will set the value of retention policy to **1** instead of the value entered by the customer.



For example, if a value 15 days is entered for the simple retention policy, instead of deleted/updated files remaining in the retention area for 15 days, where they can be still restored if required and only permanently deleted after 15 days. **They will be in fact permanently deleted after 1 day.**

## Does this issue affect my customers?

This issue only affects customers who have changed their retention policy settings using the AhsayCBS web console and used a value not listed in the drop-down menu (**1,2,3,4,5,6,7,8,9,10, 14,21,28,100, and 365**).

## What are the affected Backup Sets?

- All backup set types

## What are the affected Retention Policy Types?

- Simple (days or Jobs)
- Advanced (days)

## What are the affected CBS versions?

- AhsayCBS v8.3.6.0 to 8.5.0.98

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

In the latest AhsayCBS version **v8.5.0.127 or above**, a special one-time batch job is available to identify and change the retention policy value from **1** to a default value of **90**, once the job has completed a log file is created containing the users and backup sets that have been updated. The log saved in the following location **%CBS\_INSTALL\_PATH%/logs/retention-policy-reset.log**

1. Partners are strongly advised to immediately upgrade all affected AhsayCBS to **v8.5.0.127 or above**.
2. When the AhsayCBS service is restarted after the upgrade, the special one-time batch job will automatically identify all backup sets with retention policy set **1** day or job and update the values to **90**.

**If you prefer update the retention of affected backup sets to a default value other than 90.**  
[Click here for details](#)

## 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](mailto: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](mailto:sales-kb@ahsay.com) to obtain a quotation for the AhsayCBS upgrade service.

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Last update: 2021/04/20 11:50

