

# Ahsay Upgrade Advisory (#30957) - Critical Issue on AhsayOBM/AhsayACB v8 Windows File Backup Sets with Volume Shadow Copy Enabled

We have recently confirmed a critical issue related to AhsayOBM/AhsayACB File Backup Sets running on Windows with Volume Shadow Copy enabled. If the root of the drive(s) are selected as the backup source, the backup job will always report as completed successfully but in fact no files are actually backed up.

## What are the affected AhsayOBM/AhsayACB versions?

- AhsayOBM v8.5.2.33
- AhsayACB v8.5.2.33

## How do I identify the affected Windows File Backup Sets?

- To verify if the root of the drives are selected check the Advanced Backup Source.



\* To verify if Volume Shadow Copy is enabled on the File backup set, for AhsayOBM go to **Show advanced settings > Others**. For AhsayACB go to **Others**.

### Volume Shadow Copy

Enable Windows' Volume Shadow Copy for open file backup

On



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

Partners are strongly advised to immediately:

- Upgrade all affected **Windows clients with File Backup Sets to AhsayOBM/AhsayACB v8.5.2.62 or above**.
- After upgrading to **AhsayOBM/AhsayACB v8.5.2.62 or above**, the next backup job will automatically upload any files which were missed previously, if they still exist on the drive(s).

1. If your current AhsayCBS version **IS NOT AhsayCBS v8.5.2.62 or above**, then upgrade your

**AhsayCBS to 8.5.2.62 or above first.** Please refer to the following KB articles for upgrade instructions:

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

- After upgrading to AhsayCBS v8.5.2.62 or above, enable Auto Upgrade for the affected user accounts to allow AhsayOBM/AhsayACB to be upgraded to v8.5.2.62 or above.

2. If your current version is already AhsayCBS v8.5.2.62 or above, then simply enable Auto Upgrade for the affected user accounts to allow AhsayOBM/AhsayACB to be upgraded to v8.5.2.62 or above.

## 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: **2021/07/05 09:42**

