

# Ahsay Upgrade Advisory (#30963) - AhsayCBS v8 High CPU Usage due to Tomcat v8 bug

We have recently confirmed a bug with the Tomcat version (v8.5.63) bundled with AhsayCBS, which can cause the AhsayCBS service to experience high CPU usage and therefore affect backup/restore functionality and server stability.

## What are the affected CBS versions?

- AhsayCBS v8.5.2.33 to v8.5.2.61

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

- Partners are strongly advised to immediately to upgrade all affected AhsayCBS servers to **v8.5.2.62 or above** that contains a replacement **Tomcat version v8.5.66**, which resolves the issue. Please refer to the following KB articles for upgrade instructions:
  - [Windows/Linux/FreeBSD](#)
  - [AhsayUBS](#)

### IMPORTANT :

Please make sure all Run on Server Office 365 and Cloud File backup jobs have finished running before upgrading to AhsayCBS v8.5.2.62 or above. Refer to the following document for details on how to check for and if required terminate active Run on Server Office 365 and Cloud File backups:

[http://download.ahsay.com/support/document/v8/datasheet\\_run\\_on\\_server.pdf](http://download.ahsay.com/support/document/v8/datasheet_run_on_server.pdf)

## 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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