

# Ahsay Upgrade Advisory (#32606) - Critical issue with Agentless' Retention Policy configured by Preempted Policy

We have recently confirmed a critical bug found in release **AhsayCBS v8.5.4.86** (Release Date: 2021-10-11) that affects any *Run on Server* (Agentless) backup sets where its Retention Policy is configured by Preempted Policy.

If the backup set's Retention Policy is configured by Preempted Policy, the value is ignored and the Retention settings will have an effective retention of "7 days" (equivalent to default Simple setting) regardless of what is displayed.

Examples,

- Preempted Value Policy - Retention Policy = *1 year* ; effective setting is *7 days*
- Preempted Value Policy - Retention Policy = *3 days* ; effective setting is *7 days*
- Preempted Value Policy - Retention Policy = *21 days* ; effective setting is *7 days*
- Preempted Value Policy - Retention Policy = *3 jobs* ; effective setting is *7 days*

## What does this mean?

- Regardless of the Preempted Retention Policy, the Retention Policy of the *Run on Server* backup set is "7 days". If enabled with "Run Retention Policy after backup", the cleanup would action on retention data older than "7 days".

## Does this issue affect my customers?

- Review your policy settings, and those of Sub Admin, if Preempted Retention Policy is used.
- Yes, if their *Run on Server* backup set employs a Retention Policy set by Preempted Policy.

## What are the affected CBS versions?

- AhsayCBS v8.5.4.86 to 8.5.4.110

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

- **Take immediate action** to download and install **AhsayCBS hotfix v8.5.4.112 (or later)** via Ahsay Partner Portal ([www.ahsay.com/partners](https://www.ahsay.com/partners))

## 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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