Ahsay Backup Software Version 7 Best Effort Support

Updated: 2023-May-29

Ahsay Backup Software Version 7 has been End-of-Life (EOL) on 1st January, 2022. To allow our partners to schedule their maintenance windows to upgrade their application, we have decided to initiate this process in 2 phases:

Phase 1 (30th June, 2021): Progressively de-supporting pre-v7.17.2.2

Partners should schedule to update their CBSv7 to v7.17.2.2 (or Version 8). Support issues on pre-v7.17.2.2 will be handled in lower priority.

Phase 2 (1st January, 2022): v7 officially End-of-Life

Starting on 1st January, 2022, Customization of CBS/ACB/OBMv7 will be decommissioned. Partners are reminded to build and save their own branded installer on or before 31st December, 2021.

After the EOL being in effect, limited support will apply to Version 7. Ahsay Support Team will offer "Best Effort Support" to all Version 7 partners who are under valid maintenance. Partners with valid maintenance will continue to have access to the **License Management Portal** so they can allocate their licenses if needed.

Scope of "Best Effort Support"

- Same support hours under standard Support or Premium service

- Providing guidance to upgrade to Version 8 & 9

- Troubleshooting that includes assistance in retrieving and interpreting system logs

- Recovering backup or restore data if resolvable by our engineer

- Identifying whether enhancements are done in Version 8 & 9

The above applies to the software release of v7.17.2.2. Any prior Version 7 release versions are outdated and Ahsay will not offer support any longer after Version 7 EOL.

"Best Effort Support" will NOT include

- Developing hotfix and bug fix

- Offering solution in protection from vulnerability covered in Java 8 and Tomcat 8. This can be fixed by upgrade to Version 9

- Supporting new SSL certificates other than those already made available in the current Version 9 (i.e. v9.5.4.0)

- Handling feature enhancement requests, which include additional support for new versions of Operating Systems and Applications

Please contact us if you have any questions at partners-kb@ahsay.com or by means of a support ticket in our Partners Portal.

Remarks:

#1. If your license is not covered by valid maintenance, please DO NOT attempt to upgrade with a newer release. Running AhsayCBS which is released after your maintenance expiry date will result in server stop running.

#2. As of 29 May 2023, the latest AhsayCBS version is 9.5.4.0. Refer to https://www.ahsay.com/jsp/en/downloads/ahsay-downloads_latest-software_ahsaycbs.jsp for the latest releases.

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