FAQs and Known Issues for Ahsay Backup Software v7

- FAQ: Ahsay Hardware Requirement List (HRL) for version 7.3 or above
- FAQ: Ahsay Software Compatibility List (SCL) for version 7.3 or above
- FAQ: How to modify the Java heap size of AhsayCBS?
- FAQ: How do I modify the Java heap size setting of AhsayOBM or AhsayACB?
- FAQ: How to perform a data integrity check for backup data stored in the backup destination?
- FAQ: Frequently Asked Questions about Ahsay Cloud Backup Suite 7.3
- FAQ: How to start a retention policy job to clear out of retention data?
- FAQ: How to perform backup to a local destination then import the data to a cloud storage destination?
- FAQ: How to create a file backup set with AhsayOBM or AhsayACB?
- FAQ: How to create a MS Exchange mail level backup set with AhsayOBM (MS Exchange 2007 / 2010)?
- FAQ: How to create a MS Exchange mail level backup set with AhsayOBM (MS Exchange 2013)?
- FAQ: How to create a MS Windows system backup set with AhsayOBM?
- FAQ: How setup a backup routine for your computer with Ahsay Cloud Backup Suite?
- FAQ: How to perform a restore from backup data copied from OBS / mapped drive / removable drive backup storage?
- FAQ: How to synchronize backup data on cloud storage to multiple computers for quicker restore (Fast Data Recovery)?
- FAQ: How to create a backup destination to Microsoft OneDrive for your backup set?
- FAQ: How to create a backup destination to Google Drive for your backup set?
- FAQ: How to create a backup destination to Dropbox for your backup set?
- FAQ: How to create Predefined Destinations for use with backups and or replication to Cloud?
- FAQ: Frequently Asked Questions on Backup Destination
- FAQ: How to delete selective backed up data from a specific backup destination?
- FAQ: Best practices for managing encryption key on AhsayOBM or AhsayACB version 7?
- FAQ: How to monitor the status and progress of a backup job via the AhsayCBS web management console?
- FAQ: How to configure an Oracle database server backup set?
- FAQ: How to restore and recover an Oracle database instance automatically?
- FAQ: Frequently Asked Questions about AhsayOBM installation on Synology NAS devices
- FAQ: How to create a VMware backup set to be used with the Run Direct feature?
- FAQ: How to instantly startup a VMware virtual machine with the Run Direct feature (with migration)?
- FAQ: How to instantly startup a VMware virtual machine with the Run Direct feature (without migration)?
- FAQ: How to install and configure AhsayOBM on a Synology NAS device?
- FAQ: How to restore data with AhsayOBM installation on Synology NAS device?
- FAQ: Differences between Ahsay Software version 6 and 7
- FAQ: How to run a single backup set rebuild for legacy backup set created in version 6 via the AhsayCBS console?
- FAQ: How to run a Cyclic Redundancy Check (CRC) for legacy backup set created in version 6 (or for client without GUI)?
- FAQ: Where are the backup client application logs stored at?
- FAQ: Ahsay Hardware Compatibility List (HRL) for AhsayOBM on Synology NAS

- ISSUE: Error [UpdateProgress]null (FileServiceError) displayed on AhsayCBS console when backup jobs are performed
- ISSUE: Unable to do backup (Failed to download v6 index) when performing backup after upgrading AhsayCBS to 7.5.0.0 or above
- ISSUE: Error java.lang.NullPointerException displayed when deleting a backup account
- FAQ: How to determine the number of client licenses required before upgrading from AhsayOBS version 6 to AhsayCBS version 7?
- ISSUE: Cannot download AhsayOBM install file for Linux / Unix platforms via the AhsayCBS console (AhsayCBS installation on AhsayUBS)
- ISSUE: Cannot write file in temporary directory (when performing a restore with AhsayOBR)
- ISSUE: Cannot start a MS Windows System or System State backup job after a failed backup (Another backup job is still running)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (MS SQL database backup)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (MS Exchange mail level backup)
- ISSUE: The SQL Server VSS Writer service does not exist as an installed service (cannot create MS SQL database backup set on non-English Windows)
- ISSUE: Cannot upload custom icon files to the AhsayCBS web console for rebranding clients
- ISSUE: Cannot restore a Hyper-V virtual machine with Run Direct enabled (Microsoft Security Advisory 3033929 update not installed)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (VMware VM backup)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (Hyper-V VM backup)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (IBM Lotus Domino / Notes backup)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (MS Windows System / System State backup)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (MySQL database backup)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (Oracle database backup)
- ISSUE: Incorrect error message 'Another backup job is still running' is displayed (MS Exchange server backup)
- ISSUE: Scheduled backup jobs are missing after upgrading AhsayOBM / ACB to version 7.3.2.0
- ISSUE: MS Windows System / System State backup job cannot run to completion (for backup set with backup schedule disabled)
- ISSUE: MS SQL database backup job cannot run to completion (for backup set with backup schedule disabled)
- ISSUE: MS Exchange mail level backup job cannot run to completion (for backup set with backup schedule disabled)
- ISSUE: VMware VM backup job cannot run to completion (for backup set with backup schedule disabled)
- ISSUE: Hyper-V VM backup job cannot run to completion (for backup set with backup schedule disabled)
- ISSUE: IBM Lotus Domino / Notes backup job cannot run to completion (for backup set with backup schedule disabled)
- ISSUE: MySQL database backup job cannot run to completion (for backup set with backup schedule disabled)
- ISSUE: Oracle database backup job cannot run to completion (for backup set with backup

schedule disabled)
- ISSUE: MS Exchange server backup job cannot run to completion (for backup set with backup schedule disabled)
- ISSUE: Cannot perform backup on Linux CLI for backup set created via the AhsayCBS console
- ISSUE: xhost command not found error when running the RunConfigurator.sh script file
- ISSUE: Encryption setting default to Custom in New Backup Set Wizard for AhsayOBM / AhsayACB version 6 connected to AhsayCBS version 7
- ISSUE: Error java.lang.NullPointerException displayed when deleting a system account
- ISSUE: In-file Delta default to Differential for new backup set created with AhsayOBM / AhsayACB version 6 connected to AhsayCBS version 7
- ISSUE: Extra options default to disabled for new backup set created with AhsayOBM / AhsayACB version 6 connected to AhsayCBS version 7
- ISSUE: Manual backup job is interrupted by scheduler for backup set with schedule to "stop after x hours" enabled
- ISSUE: Continuous backup for backup set with "ProgramData" folder selected as backup source is randomly hanging
- ISSUE: The specified BACKUP TYPE is invalid (Cannot start backup job via the AhsayOBM / AhsayACB system tray icon)
- ISSUE: Large build up of strange files on OneDrive for Business while replication is running
- ISSUE: Continuous backup job does not clear network share session after job completion (for backup set with temp directory set to network path)
- ISSUE: Product names (AhsayOBM and AhsayACB) on the client download page of the AhsayCBS console cannot be customized
- ISSUE: Unable to do Offsite backup (Error initializing bptree)
- ISSUE: Cannot view the backup / restore report from the AhsayCBS console right after a job is completed
- ISSUE: AhsayCBS console cannot display any supported languages other than English (5103)
- ISSUE: Missing log files when installing / upgrading AhsayCBS on a Linux server
- ISSUE: Strange characters displayed when installing AhsayOBM / ACB with branded client installer on a Windows computer with Chinese locale
- ISSUE: Cannot upload image file with extension in upper case letters (issue when branding the AhsayCBS web console or client installers)
- ISSUE: Option to disable signal handlers (-Xrs) disabled automatically for unknown reason (issue with AhsayCBS)
- ISSUE: Access denied (cannot login to the AhsayCBS console via the host name)
- FAQ: How to provide a higher level of SSL security for AhsayCBS
- ISSUE: Duplicate databases displayed under empty DAG group when creating a MS Exchange mail level backup set
- ISSUE: Incorrect client usage and add-on module usage displayed for sub admin account
- ISSUE: Invalid backup source displayed for Exchange 2007 server backup set upgraded from version 6 to 7
- ISSUE: [MigrateV6Index.migrateIndex] Failed to migrate v6 index (MS Exchange DAG server backup set upgraded from version 6 to 7)
- ISSUE: [MigrateV6Index.migrateMultiHostIndices] Failed to deserialize v6 index (MS Exchange DAG mail level backup set upgraded from version 6 to 7)
- FAQ: How to recover AhsayCBS system account password?
- ISSUE: MS Exchange DAG server scheduled / continuous backup jobs are not running (Run scheduled backup on computers named setting is incorrect)
- ISSUE: Scheduled / continuous backup jobs of Hyper-V Cluster VM backup set are not running (Run scheduled backup on computers named setting is incorrect)
- ISSUE: Trial User Reminders are sent every 15 minutes

- ISSUE: Index migration is performed by every backup jobs (MS Exchange DAG mail level backup set upgraded from version 6 to 7)
- ISSUE: CSR generated in AhsayCBS web console is invalid (order of Locality and Country is incorrect)
- ISSUE: aboutBG image trimmed in the Setup Wizard for client installers build in the AhsayCBS console
- ISSUE: RDR License Error displayed and alert emails are sent for AhsayCBS setup that does not use the Redirector module
- ISSUE: Retry sending block in x second(s) (existing backup set of AhsayOBM / ACB version 6 connecting to AhsayCBS with bandwidth control enabled)
- ISSUE: Product names (AhsayOBM and AhsayACB) on the client download page of the AhsayCBS console cannot be customized for languages with brackets
- ISSUE: Large number of threads created on AhsayCBS (after configuring a SFTP Predefined Destination for backup or replication)
- ISSUE: AhsayCBS service stopped with 'Exceed User Quota' error within 60 days evaluation period
- ISSUE: Replication traffic limit does not work when set to 0 Kb/s (data are still replicated)
- ISSUE: Password complexity requirement missing after upgrading to AhsayCBS (User with password containing less than 6 characters can be created)
- ISSUE: Incorrect BackupJobStatus returned when calling GetBackupJobReport.do and GetBackupJobReportSummary.do API
- ISSUE: Incorrect error message returned when calling UpdateFilter.do API (Filter name is already in use)
- ISSUE: Cannot create a backup account on network shared user home (mapped drive) on AhsayCBS (The system cannot find the path specified)
- ISSUE: Predefined Destinations with the same name can be created on AhsayCBS
- ISSUE: Backup account not suspended automatically after the corresponding user is deleted from the Active Directory (AhsayCBS with Active Directory Integration enabled)
- ISSUE: Custom default encryption settings are not displayed when creating backup set via the AhsayCBS console
- ISSUE: Continuous Backup does not backup any data if [Apply to File Size] setting is set to [Unlimited]
- ISSUE: Backup data on Single Storage Destination is not restorable after converting destination into part of a Destination Pool
- ISSUE: AhsayRDR connector setting is not migrated to AhsayCBS automatically (when upgrading AhsayOBS and AhsayRDR on the same server to AhsayCBS)
- FAQ: How to install the latest patch set for AhsayCBS?
- FAQ: How to install the latest patch set for AhsayOBM / AhsayACB?
- ISSUE: [FileService.init][BackupJobSummaryLog.Record.getFile] dStart is null
- ISSUE: In-file Delta setting default to Differential for new backup set created with AhsayOBM version 6 connected to AhsayCBS version 7
- ISSUE: Follow Link, Volume Shadow Copy and Compression Type default to disable for new backup set created with AhsayOBM version 6 connected to AhsayCBS version 7
- ISSUE: No database file found (MS SQL database backup) for database file name with unicode
- FAQ: How to perform an initial backup to a removeable hard drive then import the data onto AhsayCBS?
- ISSUE: Index file for destination of backup set is found to be corrupted (User prompted to delete all data when performing data integrity check)
- ISSUE: Building customized installers is prohibited by this license (Cannot build custom installer via AhsayCBS)
- ISSUE: No text displayed on AhsayCBS console after upgrading to version 7.7.0.0

- ISSUE: Connector settings are missing after upgrading AhsayOBS / AhsayCBS to version 7.7.0.0 with executable file (cbs-win.exe)
- FAQ: Troubleshooting problem with missing scheduled backup
- ISSUE: AhsayOBM / ACB installation shown as CloudBacko Home (client installer downloaded from newly upgraded AhsayCBS 7.7.0.0)
- ISSUE: Supported languages are not displayed under the Language setting (when creating a backup account via AhsayCBS web console)
- ISSUE: Incorrect destination type Pre-v7 displayed for missed backup job (backup set with version 7 destination)
- ISSUE: No backup jobs can be run after upgrade AhsayCBS version 7.5.0.0 or 7.7.0.0 with a branded AhsayCBS 7.7.2.0 Windows installer
- FAQ: How to run a Data Integrity Check on AhsayOBM version 7 on Linux (CLI) machine
- FAQ: Troubleshooting problem with Volume Shadow Copy
- FAQ: Restriction on the temporary storage location for the Windows System State and System backup
- FAQ: How to effectively communicate your technical support issue
- ISSUE: Cannot access backup set in AhsayOBM for backup set created using the AddBackupSet.do API (with DEFAULT encryption setting)
- ISSUE: Cannot configure timezone setting with GMT+/-xx:30 or GMT+13:00 using the AddUser.do API
- ISSUE: Cannot add a network drive as AhsayCBS User Home on Windows platforms
- FAQ: Description of the error events displayed in the AhsayCBS Daily User Report
- FAQ: How to recover my users.xml file from a previous backup on AhsayCBS?
- ISSUE: [UserCacheManager.login] Error message from Active Directory LDAP: error code 49?
- FAQ: How do I increase the number of scheduled concurrent agentless Cloud File and Office365 Exchange backup jobs on my AhsayCBS server?
- FAQ: How to recover my users.xml file from a previous backup on AhsayCBS v7.9.0.0 or above?
- ISSUE: 'JavaSysPriv role not granted. Please execute Grant JavaSysPriv to System' error when creating an Oracle 12c backup set
- ISSUE: Network drives are not displayed by AhsayOBM as a selectable destination for the image spool path when creating a Windows System Backup Set
- ISSUE: "No database file found for "%DB_Name%" error on MSSQL Server backups
- ISSUE: MSSQL Server databases are not shown in AhsayOBM backup source if the hostname of the database server is longer than 15 characters
- ISSUE: AhsayOBM crashes when creating a MSSQL Server database backup set on a Windows 2008 32bit machine
- ISSUE: MSSQL Server database backup fails with "Cannot start shadow copy, reason =null" error
- ISSUE: Guest virtual machines are not listed in AhsayOBM backup source when creating a VMware Workstation backup set
- ISSUE: "Cannot connect SSH, please check the SSH settings" error when creating a backup set on a VMware ESXi 6.0 Update 2 host
- ISSUE: No appenders could be found for logger (warning in debug log during a scheduled backup / when running AhsayOBM scripts on Linux platforms)
- FAQ: How to start AhsayCBS (in replication mode) as backup server?
- FAQ: How to restrict access to the AhsayCBS web console by IP address?
- FAQ: How to add additional user storage to AhsayCBS?
- FAQ: How to start AhsayCBS in debug mode?
- ISSUE: Another backup job is still running. Backup skipped
- ISSUE: There is not enough space on the disk (insufficient free space on AhsayCBS server)
- FAQ: Do I need to apply a license key for my AhsayCBS server running in replication receiver mode?

- FAQ: How to migrate AhsayCBS onto a new server?
- ISSUE: “Cannot start shadow copy, reason =The writer operation failed because of an error that might recur if another shadow copy is created. (VSS_E_WRITERERROR_NONRETRYABLE)”
- ISSUE: Fail to load CBT, will perform normal in-file delta (Hyper-V VM backup)
- ISSUE: VMware VM cannot start up properly with Operation System not found error (Run Direct restore failing when the backup destination is located on a network drive)
- ISSUE: AhsayCBS web console [Monitoring]>[Redirection Logs]>[Activities Log] page shows “Error Status 500” and no backup reports are generated
- ISSUE: AhsayCBS web console [Replication]>[Accepting Data] page shows “Error Status 500” and no backup reports are generated
- ISSUE: After upgrading AhsayOBM/AhsayACB from v6.27.0.0 to v7.9.0.0 on Windows all backup jobs show [UnsatisfiedLinkError] error
- ISSUE: When attemtping a Hyper-v Run Direct restore with “Failed to open driver: Error = System error 577 has occurred. Windows cannot verify the digital signature for this file." error
- ISSUE: AhsayCBS “Failed to access destination AmazonS3-1. Reason=Access Denied” error returned when creating predefined destination for AmazonS3
- FAQ: Is there any script for silent installation of AhsayOBM or AhsayACB on Windows platform (so that the client application is installed without the end user interaction)?
- ISSUE: ‘curl: not found File does not exist’ error when installing AhsayOBM v7 on Linux or FreeBSD using CLI
- ISSUE: When performing a backup job on AhsayOBM/AhsayACB the following error is shown [ChunkedOutputStream.FlushData.execute Failed to flush buffer to this destination Error=com.ahsay.afc.cloud.d Failed to get OutputStream of file"
- ISSUE: When perform a VMware Run Direct restore on AhsayOBM the following error is shown “The NFS Service on this machine is not started or not functioning properly. This service is required for VM Run Direct.
- ISSUE The warning “CMD.EXE was started with the above path as the current directory. UNC paths are not supported. Defaulting to Windows directory.” when running a Windows batch file as a pre or post backup command from a network drive
- ISSUE: "Cannot connect SSH, please check the SSH settings" error when creating a backup set on a VMware ESXi host
- ISSUE: Throwable=Direct buffer memory, caused by [OutOfMemoryError] Direct buffer memory error when running backup on AhsayOBM/AhsayACB
- ISSUE: After a reboot of a Linux AhsayCBS server the AhsayCBS NFS service is not automatically starting up
- FAQ: How to install the latest patch set for AhsayUBS v7?
- DOC: AhsayACB v7 User Guide - Office365 Exchange Online Backup & Restore for Windows
- DOC: AhsayACB v7 User Guide - Office365 Exchange Online Backup & Restore for Mac
- ISSUE: Unable to find vmrun.exe in "‘C:\Program Files (x86)\VMware\VMware Player’ or ‘C:\Program Files (x86)\VMware\VMware VIX’” when creating a VMware Workstation BackupSet
- FAQ: How do I start or initiate a backup job on my AhsayOBM/AhsayACB clients directly from the AhsayCBS server
- ISSUE: “Invalid license” error is shown when logging into AhsayOBM on a Synology NAS device
- ISSUE:"The specified virtual machine could not be found." warning is shown on VMware Workstation scheduled backup job
- ISSUE:"Reason = "UUID conflict on Virtual Machine." error is shown on VMware ESXi backup job
- ISSUE: VMware ESXi scheduled backup job missed with 'Current license or ESXi version prohibits execution' error
- ISSUE: AhsayOBM/AhsayACB v7 file backup jobs ends with "Snapshot for Shadow Copy Set is missing, backup terminate." error
- FAQ: Tips On How To Setup The Temporary Directory For Your Backup Set

- FAQ: How to force another Auto Update on AhsayOBM / ACB version 7 clients
- FAQ: How do I renew the Ahsay self-signed SSL certificate on my AhsayCBS v7 backup server?
- FAQ: Ahsay Software Compatibility List (SCL) for Granular and OpenDirect Restore
- ISSUE: “VHD Mounter - Operating System (Platform Not Support)” error when performing a granular restore on a Hyper-V guest VM
- ISSUE: VMware ESXi/vCenter VDDK mode backup job ends with "Error=Snapshot not taken since the state of the virtual machine has not changed since the last snapshot operation."
- ISSUE: "VHD Mounter - Administrator Privilege (No)" error when performing a granular restore on a Hyper-V guest VM
- ISSUE: "Failed to mount virtual disk "%virtual_disk_name%.vhd" (No Valid Partition Found)" when performing a granular restore on a Linux or Unix guest VM on Hyper-V
- ISSUE:"Failed to list file (The volume does not contain a recognized file system. Please make sure that all required file system drivers are loaded and that the volume is not corrupted)" when performing a granular restore on Hyper-V guest
- ISSUE:"Volume Shadow Copy Service error: Unexpected error querying for the IVssWriterCallback interface. hr = 0x80070005, Access is denied." error is shown in Windows Event viewer for Hyper-V backup/restore job
- ISSUE: “Hostname cannot be empty” error is shown when starting VMware Run Direct restore from AhsayCBS web console
- FAQ: How To Install AhsayOBM On Windows Server Core
- FAQ: How to fix the OpenSSL Padding Oracle vulnerability (CVE-2016-2107) issue by updating Tomcat to the latest version for AhsayCBS v7 on Windows
- ISSUE: "Access is denied" error when restoring files/folders using Granular Restore
- ISSUE:"[OneDriveManager.getAppName] Invalid sClientid: null" error after selecting OneDrive backup destination to restore files
- ISSUE:"[GDriveManager.getAppName] Invalid sClientid: null" error after selecting Google Drive backup destination to restore files
- ISSUE:"Failed to access destination. Reason="{"Error_summary":invalid_access_token/...,"error": {".tag":"invalid_access_token"}}" error after selecting DropBox destination to restore files
- FAQ: Where do I find the details of the storage quota used for each backup user account on AhsayCBS?
- ISSUE:"Failed to restore "New Virtual Machine". Reason = "Fail to set entity permission. Error=Unknown error from class "com.vmware.vim25.UserNotFound" when restoring a guest VM to another VMware ESXi host
- ISSUE:"ORA-01078: failure in processing system parameters" error when restoring an Oracle 12c database to an Alternate location on a Windows server
- ISSUE:"No backup set can start Run Direct" message shown when initiating a VMware ESXi/vCenter Run Direct restore on AhsayCBS user web console
- ISSUE: "IP address "xxx.xxx.xxx.xxx" of the VirtualCenter server managing this host. Please either connect this host through it or disconnect this host from it." error is shown when creating a VMware ESXi backup set
- ISSUE:"Failed to mkdirs, path: settings, (com.ahsay.afc.cloud.d: [RpsManager.list] Failed to list path: . Reason: Precondition Failed)" error is shown on AhsayCBS when enabling replication to another AhsayCBS server
- ISSUE: "[CloudException.ConnectFailedExpt[SFtpManager.login] Failed to access SFTP" error when create VMware ESXi backup set
- ISSUE: "Failed to mkdirs, path: settings, (com.ahsay.afc.cloud.d: [RpsManager.list] Failed to list path: . Reason: java.net.ConnectException: Connection timed out: connect)" error when enabling replication to another AhsayCBS server
- ISSUE:"Failed to mkdirs, path: settings, (com.ahsay.afc.cloud.d: [RpsManager.list] Failed to list

path: . Reason: java.net.ConnectException: Connection refused: connect)" error when enabling replication to another AhsayCBS
- ISSUE:"[New File] File="/filename01" Error="[IOException] [NixUtil.c][read] Invalid argument" when backing up files on Linux machine
- ISSUE:"Shared object "libstdc++.so.6" not found, required by "NfsFbdX64" error when starting up the AhsayCBS NFS service on FreeBSD 10
- ISSUE:"Falied to list file (the media is write protected" when mounting a VMware ESXi/vCenter Window 10 guest VM virtual disk using Granular Restore
- FAQ: How do I increase the number of replication threads on my AhsayCBS backup server to improve replication speed?
- ISSUE: "cp: /usr/local/obm/jvm/lib/security is not a directory" message is shown when installing AhsayOBM on a FreeBSD machine
- ISSUE: Error displayed when logging into AhsayOBM or AhsayACB (Apache Tomcat/6.0.51 - Error report) Duplicated with 5322|ISSUE: When trying to download AhsayOBM/AhsayACB/AhsayOBR client from the download page the following message is shown "The installer / restore is outdated. Please contact the System Administrator top obtain the latest version."
- ISSUE: When using a AhsayOBM/AhsayACB online installer the following error is shown "Download failed: HTTP error 400: Bad request Check your connection and click [Retry] to try downloading the files again, or click [Cancel] to terminate setup"
- FAQ: How to move an AhsayOBM / AhsayACB installation onto another machine?
- FAQ: How to provision a Pool Key for AhsayCBS backup server?
- ISSUE: Hyper-V VM backup job completes with warning - Virtual Machine version does not support RCT
- FAQ: Do AhsayOBM / ACB support move file for Office 365 Exchange Online backup set?
- ISSUE: Deleted mails on Office 365 Outlook (mails moved to Delete Items folder) are deleted, and backup again
- ISSUE: AhsayOBM / ACB crash when performing backup or restore on a VMware virtual machine with VMware Tools pre-10.0.5 installed
- ISSUE: Failed to save encrypted backup set encryption key to server. Failed to get OutputStream of file
- ISSUE: The process cannot access the file because it is being used by another process (UsrClass.dat)
- ISSUE: Cannot perform MS SQL differential / transaction log backup (ODBC backup mode)
- ISSUE: The statement BACKUP LOG is not allowed while the recovery model is SIMPLE (MS SQL transaction log backup)
- ISSUE: BACKUP LOG cannot be performed because there is no current database backup (MS SQL transaction log backup)
- ISSUE: Operating system error 5 (Access is denied) (MS SQL database backup)
- ISSUE: A nonrecoverable I/O error occurred on file 112 (There is not enough space on the disk) (MS SQL database backup)
- ISSUE: Insufficient disk space available for temporary directory. Required free space at least: 100MB
- ISSUE: Required file for database is missing (MS SQL database backup)
- ISSUE: BACKUP DATABASE permission denied in database (MS SQL database backup)
- ISSUE: Temporary directory must set to remote share or cluster shared volume (Hyper-V Cluster VM backup)
- ISSUE: Blank password is not allowed because of an account restriction
- ISSUE: Cannot open the client user interface with error javax.crypto.BadPaddingException: pad block corrupted
- FAQ: Silent install script for installation / deployment of AhsayOBM / ACB
- FAQ: How to move a backup user to a different AhsayCBS server in the same Redirector setup

- ISSUE: Cannot start shadow copy, reason = Failed to get VM State. Error = Invalid namespace (Hyper-V VM backup)
- ISSUE: Backup location is running low on space (MS Windows System / System State backup)
- ISSUE: Skip backing up database (Database does not exist) (MS SQL database backup)
- ISSUE: Backup cannot be done to a remote shared folder which is not formatted with NTFS (MS Windows System / System State backup)
- ISSUE: One of the volumes specified for backup is invalid (MS Windows System / System State backup)
- ISSUE: MS Windows System State Backup module is not supported (MS Windows System State backup)
- ISSUE: Backup Source cannot include the location for storing the system backup (MS Windows System backup)
- ISSUE: Windows Server Backup is not installed (MS Windows System / System State backup)
- ISSUE: The specified backup storage location has the shadow copy storage on another volume (0x80780038) (MS Windows System Backup)
- ISSUE: Enumeration of the files failed (MS Windows System State backup)
- ISSUE: The shared restore point operation failed with error (0x81000101) (MS Windows System / System State backup)
- ISSUE: Failed to commit journal. Not all data can be written to blocks available
- ISSUE: [Bptree.KeyRangeIterator.hasNext] Error=[ABlock.parse] Cannot parse file
- ISSUE: Skip backing up database (Instance is offline) for database that is actually online (MS SQL database backup)
- ISSUE: No database file found (MS SQL database backup)
- ISSUE: Backup failed to run space free up of destination. Error: Log is corrupted. Error=null, caused by [NullPointerException] null
- ISSUE: Cannot run Data Integrity Check and Space Freeing Up job. Error: Log is corrupted. Error=null, caused by [NullPointerException] null
- ISSUE: java.lang.OutOfMemoryError: Java heap space Message: Java heap space
- ISSUE: The installer / restorer is outdated. Please contact the System Administrator to obtain the latest version
- ISSUE: The length of the device name provided exceeds supported limit (maximum length is:259) (MS SQL database backup)
- FAQ: How to un-delete backup data that were moved to retention unintentionally
- ISSUE: AhsayOBM crashes when performing a ShadowProtect System backup
- ISSUE: The required image files of volume not found (ShadowProtect System restore)
- ISSUE: java.lang.NullPointerException error is returned when calling GetBackupJobReportSummary.do API
- ISSUE: Granular Restore / OpenDirect option is disable after updating backup set with UpdateBackupSet.do XML API call
- ISSUE: Error=[ExchangeStandardFolder.getOrdinal] Invalid ID (Office365 Exchange online backup)
- FAQ: Trusted Certificate Authority (CA) Certificates List for version 7.3.0.0 or above
- ISSUE: Cannot login to AhsayCBS web management console (License Failure)
- ISSUE: Domino Version '900.0' not supported (cannot create IBM Lotus Domino backup set)
- ISSUE: Cannot open the client user interface with error failed to obtain IV from input stream
- ISSUE: [BackupCloudFileCmd.uploadBackupFiles][com.ahsay.afc.cloud.d] Error=[d] DropboxManager.newFolderIterator (Cloud File backup)
- ISSUE: Cannot create Cloud File backup set for Citrix ShareFile FTP
- ISSUE: Cannot remove non-existing backup source (Cloud File backup)
- ISSUE: Failed to take VM recovery checkpoint. Error = Object reference not set to an instance of an object (Hyper-V VM backup job)

- ISSUE: Unable to generate delta using CBT. Reason=CBT log files do not match the number of virtual machine preferred owners (Hyper-V Cluster VM backup)
- ISSUE: Error [BackupSetIndex.init] when performing a restore
- ISSUE: HTTPS connector still uses the default SSL certificate after installing a SSL certificate
- ISSUE: AUA failed with error "Cannot run program fuser" (AUA on CentOS / RHEL)
- ISSUE: LAN manager authentication level must be 3 or higher (cannot create MS Exchange mail level backup)
- ISSUE: Cannot backup network path with pound sign (#) at the start of folder name (Windows 10, version 1803)
- ISSUE: The SQL Server version and the version of Backupset doesn't match (MS SQL 2017)
- ISSUE: Unexpected hash name conversion failure (issue with MS SQL ODBC backup to more than one destination)
- FAQ: When are the default Ahsay dummy / self-sign certificate acceptable for business?
- ISSUE: Run Direct is only supported for VDDK backup mode. (Server license is not support to use VDDK) (incorrect license detection for ESXi server with paid license)
- ISSUE: VSS_E_FLUSH_WRITES_TIMEOUT (MS Exchange server backup)
- ISSUE: Failed to backup virtual machine (cannot backup Hyper-V VM with replication enabled)
- FAQ: Windows System State backup vs. System backup of a domain controller
- FAQ: Ahsay Hardware Compatibility List (HRL) for AhsayOBM on QNAP NAS
- FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows
- FAQ: SQL transaction log file size is not reduced / shrunken after a Transaction Log backup (in ODBC backup mode)?
- FAQ: How to setup IP filter to restrict access to AhsayCBS system and user web console
- ISSUE: Cannot backup files and folders with name containing underscore character on Google Drive
- ISSUE: No suitable Python found for arm-x41 (cannot install AhsayOBM on QNAP NAS)
- ISSUE: License key incorrect. Please try again. 099
- ISSUE: Unable to open index file, caused by [RuntimeException]
- ISSUE: Scheduled OneDrive or OneDrive for Business Cloud File backup job is not running
- ISSUE: Failed to initialize RemoteBDB.Cloud. Unknown default path for creating new journal file config
- ISSUE: ERROR=MAPI_E_CALL_FAILED Detail=Unspecified error (MS Exchange Mail Level restore)
- ISSUE: The network path was not found. (Error code=53)
- FAQ: How to manually change the IP filter for access to the AhsayCBS web console?
- ISSUE: Backup, installation and un-installation of AhsayACB / AhsayOBM stuck on Windows 10, version 1903 computer with anti-virus application installed
- ISSUE: Installation and un-installation of AhsayCBS stuck on Windows 10, version 1903 computer with anti-virus application installed

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