

# Welcome!

Find answers to your technical and license questions regarding Ahsay Cloud Backup Suite here!



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## Get Started

- Browse thru the sidebar to find answers in related categories; or
- Make a search:

Search

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## Must Read

- [Software Compatibility List for CBS, OBM, ACB, OBR, and MOB](#)
- [Software Compatibility List for Granular Restore in VMware/Hyper-V backup sets and Open Direct in File backup sets](#)
- [Supported Office 365 Services for Ahsay Office 365 Backup](#)
- [Hardware Requirement List for CBS, PRD, OBM, ACB, and OBR](#)
- [Hardware Compatibility List for QNAP NAS OBM Agent](#)
- [Hardware Compatibility List for Synology NAS OBM Agent](#)
- [Release Notes](#)

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## Hot Topics

### License

- [How to determine OBM/ACB license required before upgrade from v6 to v8](#)

### CBS / UBS

- [FAQ: Frequently Asked Questions about Ahsay Cloud Backup Suite 8](#)
- [How to modify Java Heap Size for CBS](#)
- [How to install the latest patch for CBS](#)
- [How to install the latest patch for UBS](#)
- [How to un-delete backup data that were moved to retention unintentionally](#)
- [How to start CBS Receiver as a backup server](#)

- [How to recover CBS system account password](#)
- [How to recover user.xml](#)
- [How to migrate CBS to a new server](#)
- [How to increase replication thread to improve replication speed](#)
- [How to harden SSL security in CBS](#)
- [FAQ: Trusted Certificate Authority \(CA\) Certificates List for version 8.x](#)
- [FAQ: How do I renew the Ahsay self-signed SSL certificate on my AhsayCBS backup server?](#)
- [How to increase no. of scheduled concurrent agentless Cloud File and Office 365 backup jobs in CBS](#)
- [How to configure Anti-Virus software exclusion to improve CBS performance](#)
- [Issue: Failed to mkdir / Failed to list path \(error when enabling replication to another AhsayCBS server\)](#)
- [Issue: Cannot login to AhsayCBS web management console \(License Failure\)](#)
- [Issue: Cannot add a network drive as an AhsayCBS user home on Windows](#)
- [Issue: Installation and un-installation of AhsayCBS stuck on Windows 10, version 1903 computer with anti-virus application installed](#)
- [ISSUE: Error: AhsayCBS unable to generate backup report "Malformed input or input contains un-mappable characters"](#)

## OBM / ACB

- [Java heap space error when performing an Office 365 backup](#)
- [Where to find AhsayOBM / AhsayACB Logs](#)
- [How to modify Java Heap Size for OBM/ACB](#)
- [FAQ: How to perform an initial backup to a removable hard drive then import the data onto AhsayCBS?](#)
- [Why my scheduled backup was missed](#)
- [How to install the latest patch for OBM/ACB clients](#)
- [How to configure Temporary Directory in OBM / ACB](#)
- [How to configure Anti-Virus software exclusion to improve OBM/ACB performance](#)
- [How to move OBM/ACB to another machine](#)
- [How to troubleshoot Windows Open File Backup \(VSS\) problems](#)
- [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: MS SQL Server database backup encounters "\[Microsoft\]\[ODBC SQL Server Driver\]\[Shared Memory\]SSL Security error"](#)
- [Issue: Backup, installation and un-installation of AhsayACB / AhsayOBM stuck on Windows 10, version 1903 computer with anti-virus application installed](#)
- [Issue: Cannot start the AhsayOBM / ACB client on Windows 10 after the installation](#)
- [Issue: MS Exchange database backup "\[VSSDatabaseExpt\] ϕSS\\_E\\_UNEXPECTED\\_PROVIDER\\_ERROR"](#)
- [Issue: Warning "Delta disk format of virtual disks is not supported by datastore." when restoring a virtual machine](#)
- [Issue: Cannot connect to Office 365 on the backup set, reason = "Failed to login to Office 365, reason = \[ServiceException\] Message = Forbidden, response code = 403"](#)
- [Issue:Warning "Delta disk format of virtual disks is not supported by datastore." when restoring a virtual machine \(VMware ESXi restore\)](#)
- [Issue:VSS\\_E\\_FLUSH\\_WRITES\\_TIMEOUT \(MS SQL server database VSS mode backup\)](#)
- [Issue:Fail to connect VM disk by VDDK library. Error=Unknown \(VMware VDDK backup\)](#)

- [Issue:VMware vCenter/ESXi 7 error "Skipped backing up powered on virtual machine" when in non-VDDK backup mode \(VMware non-VDDK backup\)](#)
- [The Do's and Don'ts - VMware ESXi / vCenter Backups](#)
- [Ahsay Data Encryption v7 and v8](#)

## NAS

- [Issue: "Invalid license" error is shown when logging into AhsayOBM on a Synology NAS device](#)

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## Can't find the info you need?

- [Submit a Support Ticket through our Partner Portal](#)

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