

FAQ: How to manually move backup account between different User Home (on the same server or a different server)?

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Product Version:

Ahsay Software: 8.1 or above

OS: All platforms

Description

This document contains instruction on how to manually move backup account between different User Homes (on the same server or a different server).

Note: For most cases, you can actually use the export and import option on the CBS web management console to move a backup account to a different User Home. For more details, please [Click Here](#).

However, for backup account with backup data that are not in the version 7 / 8 index format (e.g. legacy backup set from version 6 for archive purposes), you will have to manually move backup account between different User Homes. Refer to the steps provided in this article.

Steps

The following assumptions are made:

- Backup user username will be moved from User Home A (e.g. C:\userhome) to User Home B (e.g. E:\userhome).
- The new User Home B is already configured on the destination CBS server.
- Backup data are stored on the CBS server. Data on cloud storage or pre-defined destination are not supported by this method.
- The CBS server can be accessed physically (for best result).

Important: For best performance, it is recommended that the migration of the backup user is performed directly on the corresponding AhsayCBS server, or in the same LAN environment.

1. On the AhsayCBS server, stop the AhsayCBS services:

- Windows

[Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite]
> [Stop]

[Control Panel] > [Administrative Tools] > [Services] > [NFS Service (Ahsay Systems Corporation)] > [Stop]

- Linux/FreeBSD

Run the script file at %CBS_Install_Home%/bin/shutdown.sh to shutdown CBS service (e.g. /usr/local/cbs/bin/shutdown.sh)

Run the script file at %CBS_Install_Home%/nfs/bin/shutdown.sh to shutdown CBS NFS service (e.g. /usr/local/cbs/nfs/bin/shutdown.sh)

2. **Move the user home of the corresponding backup account from User Home A to User Home B.**

- a. Browse to the User Home folder, for example,

C:\userhome\username

- b. Move the data from User Home A to User Home B, for example,

C:\userhome\username

to

E:\userhome\username

Important: The AhsayCBS services of both the source and destination CBS server must be stopped during the migration process.

3. **Restart the AhsayCBS services:**

- Windows

[Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite] > [Start]

[Control Panel] > [Administrative Tools] > [Services] > [NFS Service (Ahsay Systems Corporation)] > [Start]

- Linux/FreeBSD

Run the script file at %CBS_Install_Home%/bin/shutdown.sh to shutdown CBS service (e.g. /usr/local/cbs/bin/startup.sh)

Run the script file at %CBS_Install_Home%/nfs/bin/shutdown.sh to shutdown CBS NFS service (e.g. /usr/local/cbs/nfs/bin/startup.sh)

4. **Confirm if the backup user is moved properly:**

- a. Login to the AhsayCBS web console.

- b. Under **Backup / Restore**, select **Users, Groups & Policies**.
- c. Confirm if the backup user (e.g. username) is listed under **Backup User**.
- d. Click on the username of the account, under **User Profile**, select **General**.
- e. Confirm if the new User Home path is listed under **Home Directory**.

Keywords

migrate, user, account, move, transfer, transferring, moving

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