[V9] FAQ: How to recover my users.xml file from a previous backup on AhsayCBS?

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Product Version:
AhsayCBS: 9.1 to 9.x
OS: All platforms

Description

How can I recover a previous version of my users.xml file from a backup on AhsayCBS:

- If the current copy of my AhsayCBS users.xml file is corrupted?
- If I accidentally deleted a backup user account from my AhsayCBS server?
- If some of my backup user accounts are missing?

Note:
A copy of the AhsayCBS user profile, users.xml file is compressed and backed locally to **%CBS_INSTALL%/conf/Backup** folder automatically at 6:00 AM daily (**format: dr-YYYY-MM-DD_Configuration.zip** and **dr-YYYY-MM-DD_Branding**). The **dr-YYYY-MM-DD_*.zip** files are stored locally on AhsayCBS according to the following cycle which keeps up to a maximum of 24 copies;7 daily copies, 5 copies - Monday of each week, 12 copies - 1st Monday of each Month.

If the **Auto Save** feature is enabled on AhsayCBS then the file will be uploaded to the Ahsay license server. For details refer to the Auto Save section in Chapter 5 of the AhsayCBS v9 Administrator's Guide

The **dr-YYYY-MM-DD_Configuration.zip** contains a backup of all system configuration files in the following folders:

1. **%CBS_INSTALL%/conf/**
2. **%CBS_INSTALL%/system/obs/policies**

Steps

To recover the users.xml file, you need to extract the users.xml from a previous backup and copy it back to your **%CBS_INSTALL%/conf folder.**

- For AhsayCBS installation on Windows platform, you can use the 7-Zip utility to extract the users.xml from the backup file **dr-YYYY-MM-DD_Configuration.zip**

- For AhsayCBS installation on Linux / Unix platform, you can use the gunzip utility to extract the users.xml from the backup file **dr-YYYY-MM-DD_Configuration.zip**

1. Stop your AhsayCBS service.
2. Go to the **%CBS_INSTALL%/conf/Backup** folder and extract the users.xml file from the backup file **dr-YYYY-MM-DD_Configuration.zip** .
3. Copy the **users.xml** file back to the **%CBS_INSTALL%/conf** folder.
4. Start your AhsayCBS service.
5. Login to AhsayCBS web management console using system account.
6. Got to [Backup / Restore]>[Users, Groups, & Policies]>[Backup User] to list your backup user accounts.

Keywords

Users, profile, recover, users.xml

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