

Ahsay Cloud Backup Suite Software v8 Upgrade Guide

Ahsay Systems Corporation Limited

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Revision History

Date	Descriptions	Type of modification
2 Jan 2019	New guide for AhsayCBS to AhsayCBS in-place upgrade	New

Table of Contents

1	System Requirements	1
2	License	2
3	Before You Upgrade	3
4	Upgrade Sequence	4
	Upgrade Sequence	4
	Ahsay Redirector (if applicable)	4
	AhsayCBS (Backup Server)	4
	AhsayOBM / AhsayACB	4
	Ahsay Replication Receiver (if applicable)	5
5	Pre-Upgrade Tasks	6
	Preparations.....	7
	Pre-Requisites.....	7
	API Tests.....	7
6	Upgrade from Previous AhsayCBS Version	8
	Windows	8
	Upgrade AhsayCBS by Windows Executable (<i>cbs-win.exe</i>)	8
	Upgrade AhsayCBS by Zip File (<i>cbs-win.zip</i>)	11
	Linux (CentOS, Red Hat Enterprise, Ubuntu)	14
	FreeBSD	17
	Branding on AhsayCBS	20
7	Configure Update for AhsayOBM / AhsayACB	21
	Auto Update AhsayOBM / AhsayACB by AUA	21
	How to Enable AUA	21
	Auto Update Limitation.....	22
	Troubleshooting AUA	23
	Manual Upgrade AhsayOBM / AhsayACB.....	23
8	Hotfix Installation	24
	Hotfix Release Program	24
	Installation of Hotfix for AhsayCBS.....	24
	Installation of Hotfix for AhsayOBM / AhsayACB	24
9	Downgrade AhsayCBS	25
10	Downgrade AhsayOBM / AhsayACB Clients	27

11 Contacting Ahsay	28
Technical Assistance	28
Documentation	28
Appendix	29
Appendix A Supported Language Code.....	29
Appendix B Image Specifications for Branding	30
Appendix C Supported Upgrade Paths	31
Appendix D Help Topics	32

1 System Requirements

Before you install the AhsayCBS, please pay attention to the following system requirements and make sure that the requirements are met before getting started.

The AhsayCBS should be deployed on a machine supporting 64-bit multiple CPU and multiple cores environment. A 64-bit operating system will allow AhsayCBS to run on a 64-bit Java OpenJDK 1.8 platform, as 64-bit Java is capable of supporting sufficient capacity for future business expansion, to meet the need of existing customers and to support new AhsayCBS server features. It should also have the GNU C Library version 2.14 or higher installed to support AhsayCBS NFS service.

Please refer to the following articles for the system requirements of AhsayCBS.

[FAQ: Ahsay Software Compatibility List \(SCL\) for version 7.3 or above \(5001\)](#)

[FAQ: Ahsay Hardware Requirement List \(HRL\) for version 7.3 or above \(5000\)](#)

[FAQ: Ahsay Software Compatibility List \(SCL\) for version 8.1 or above](#)

[FAQ: Ahsay Hardware Requirement List \(HRL\) for version 8.1 or above](#)

It's recommended to install AhsayCBS on server grade O/S and hardware platform.

For evaluation purposes, the installation on Windows 7 or Windows 8 platforms are permitted for non-production use.

2 License

Please check on the following outlines before you upgrade your Ahsay products.

- It is recommended to check on each AhsayCBS server, your license key support and expiry date to make sure it has not expired before performing the upgrade so that the license key is eligible to run on the latest version.
 - You can login to you AhsayCBS, then click on License, then scroll down to verify your Expiry date is not yet passed.
 - If it has passed, you should avoid upgrading, as doing so will cause your server to Stopped, due to expired maintenance license. Without valid maintenance, your server should remain as-is on the day maintenance lapsed. Any changes such as IP, motherboard, or Ahsay version is deemed a violation to the license agreement.
- Here is a summary of the license CAL required for the AhsayCBS:
 - AhsayOBM (Per device to back up)
 - AhsayACB (Per device to back up)
 - AhsayCBS (Per running instance)
 - Replication Module (Per device to replicate) for AhsayOBM/AhsayACB devices
 - Module applied to Backup Server's AhsayCBS license key
 - Redirection Module (Per device to redirect)
 - Module applied to separate Redirector license key
 - Separate modules for Office 365, VM, Exchange, etc
- Before upgrading AhsayCBS Redirector, please ensure that you have
 - i. A valid Redirector license key with Redirector CAL assigned.
 - ii. A separate AhsayCBS Backup Server License with a **AhsayCBS module enabled**. With a standalone AhsayRDR setup, you will not need any Client CAL under AhsayCBS Server License. Only the AhsayCBS module is required.
- Upgrade of Replication Receiver system will require an AhsayCBS Server License with AhsayCBS module enabled. No Client CAL necessary if this server is providing receiver services.
- Upon upgrade, a "12 hours grace period" will be provided to manage deficient quota usage, after which Server Stopped if license not amended.
- Trial users do not count toward CAL quotas. However, once become Paid user, their usage will deduct from your license quota.

If you need to purchase extra modules/license CALs and or CBS modules you can purchase it at the [Ahsay Shopping Centre](#), or you may [contact our Sales Team](#) for more information.

3 Before You Upgrade

This upgrade guide is for CBS Administrators or Service Providers familiar with AhsayCBS and who will perform an in-place upgrade from AhsayCBS v7.17.0.0, to AhsayCBS 8. Even if you had prior upgrade experience with our product, you should thoroughly read through this revised document for any new information or procedures, before attempting the upgrade. If you are new to the product line, refresh your knowledge about installation from the [AhsayCBS Quick Start Guide](#).

You should review the Release Notes, AhsayCBS HRL, and AhsayCBS SCL to ensure compatibility with your environment.

Your server should be in good health. If you are experiencing issues and have not yet consulted with Ahsay Technical Support; it would be advised that you have your issue resolved prior to upgrade. In the event that your issue has been fixed in a newer release, our Support Team will make recommendation for you to continue with the upgrade.

Prior to upgrading, we recommend you temporarily disable any Antivirus, scanning checks, or system updates. This will ensure no conflicts that could cause the upgrade to fail.

If your AhsayCBS server version is not v7.17.0.0 or above, and your users are running pre-v7.17.0.0 client version; we highly recommend you first upgrade your environment (and users) to the latest release of AhsayCBS v7 before upgrading to AhsayCBS v8.

Admin of AhsayUBS?

For AhsayUBS environment, you will find your upgrade procedure in the AhsayUBS Administrator's Guide.

The upgrade of AhsayCBS on AhsayUBS is to be performed as a pair, upgraded by upgrading the AhsayUBS firmware. You should not attempt to upgrade AhsayCBS separately.

Admin of Legacy AhsayCBS Azure Appliance?

For customers running legacy Appliance, please consult with Ahsay Technical Support for further information.

The Azure AhsayCBS Appliance is an appliance package based on FreeBSD, originally published in 2016, and sunset mid-2018 for new installations.

Note: Not to be confused with AhsayCBS installed on an Operating System hosted on Azure virtual machine, which is still supported.

Ahsay Professional Services

Subscribe to our service to enjoy a smooth and effortless upgrade experience. Visit the [Ahsay Services](#) page to learn more about our offered services.

4 Upgrade Sequence

Upgrade Sequence

Before upgrading your Backup Server, Replication Server, and Redirector Server; please consider the upgrade sequence to avoid possible issues. The following details provide the recommended sequences for AhsayCBS upgrade.

We also recommend you have enabled AutoSave feature for each AhsayCBS server, and allow it to run at least one day in advance of your upgrade.

Ahsay Redirector (if applicable)

Upgrade of Redirector Host has a higher precedence than the Backup Server or Replication Receiver. We recommend this server be upgraded first, before proceeding with the AhsayCBS Backup Server upgrade.

AhsayCBS (Backup Server)

The Backup Server must be upgraded to AhsayCBS before your clients are upgraded. As AhsayCBS (Backup Server) is backward compatible with v6.29 and will be able to process both backup clients from v6.29, v7, and v8.

Please disable any replication (if enabled) before upgrading your AhsayCBS server.

If you are branded, you should disable AUA for all users prior to upgrade. This will allow you to verify branding properties after AhsayCBS upgrade, and avoid unintentional branding errors pushed to client devices.

AhsayOBM / AhsayACB

Before enabling the auto update or manual update for your users, it is strongly recommended allow your AhsayCBS system to run for a day or two, in order to resolve any outstanding issues, first before upgrading the clients to the latest version.

With Auto Update, it is recommended to perform the upgrade of the clients in small batches e.g.: 5-10 users, to avoid network congestion.

Supported Clients running on Linux and FreeBSD must have installed GLIBC v2.14 or later.

As some of the platforms have been de-supported, before you enable the auto upgrade or manual upgrade, please refer to the links found under System Requirements section.

Ahsay Replication Receiver (if applicable)

It is recommended that Ahsay Replication Receiver is upgraded last to provide a backup of your AhsayCBS Backup Server's system's configuration and data. The Replication Receiver(s) should be disabled before AhsayCBS upgrade is carried out.

Please consider only upgrading your Replication system after AhsayCBS Backup Server has been running stable for at least a period of time.

Warning

Upgrading out of order can result in failure of the upgrade and may cause service interruption to your customers.

Recommendation

We recommend you maintain identical version and branding, between all your AhsayCBS servers.

5 Pre-Upgrade Tasks

Before you start the upgrade of your current AhsayCBS v7.17.0.0+ server to the latest AhsayCBS release version, please make sure you have the following three items prepared:

1. A set of the latest configuration backed up.
 - ⦿ In v7.17.0.0 or above, you can back up the configuration from [System Settings] -> [Advanced] -> [Auto Save].
 - The [Auto Save] feature allows you to store your CBS server's configuration with Ahsay Cloud. In the event of a disaster of your CBS server, you can reinstall CBS and then download your configuration.
 - Feature should be enable at least one day prior to upgrade. As [Auto Save] is a daily routine, this to ensure function completes.
 - Verify the date of last upload shown on [Auto Save] page.
 - There is a 50MB limit, any configuration package greater than 50MB will not be uploaded. You might exceed 50MB if you have more than one branding JSON for any Admin or Sub-Admin. If so, you should manually backup your configuration settings.
 - ⦿ If you prefer to manually backup your configuration, you may zip the **%AhsayCBS_HOME%/conf** folder, and the **%AhsayCBS_HOME%/system/obs/policies** folder; keep your copy in separate destination.
2. If you operate a branded AhsayCBS, export each of your production Branding JSON.
3. A copy of your existing v7 (space permitting):
 - ⦿ AhsayCBS installer binary matching your existing version.
 - ⦿ AhsayCBS configuration and branding information found in the **%AhsayCBS_HOME%/conf** folder
 - ⦿ System home **%AhsayCBS_HOME%/system** folder.
 - ⦿ AhsayOBM/AhsayACB Offline Client installers, download via CBS Web Console.
 - ⦿ If you have modified your cbs.css, retain a copy from **%AhsayCBS_HOME%/webapps/cbs/include/cbs.css**
 - ⦿ If you have modified any Report templates, retain a copy from **%AhsayCBS_HOME%/webapps/obs/jsp/report/*.***
4. Disable the AhsayOBM/AhsayACB client auto update (AUA).

We recommend you use the CBS Web Management Console to Disable/Enable AUA settings per user. Alternatively, to globally disable the client auto update, rename the "index.xml" file in **%AhsayCBS_HOME%/download/liveUpdate** to "index.xml.disable".

In case of any unexpected issues encountered during the upgrade process, these items will allow you to roll back and get your previous AhsayCBS installation up and running with minimal downtime.

Preparations

Pre-Requisites

New for AhsayCBS 8:

- ◉ OpenJDK 8 for Windows, Linux, FreeBSD
 - OpenJDK is bundled with installation of AhsayCBS for Windows and Linux.
 - For upgrade or installation on FreeBSD, your system administrator must manually install OpenJDK 8 (reference: <https://www.freebsd.org/java/>)

Note: AhsayCBS 8 only supports OpenJDK 8.

- ◉ GNU C Library (GLIBC) requirement for Linux and FreeBSD
 - For upgrade or installation, your system administrator must verify system runs [GLIBC 2.14](#) or greater. Otherwise, manually install GLIBC 2.14 or greater.

API Tests

As new APIs (JSON format) can be introduced in new releases of AhsayCBS, we recommend you review Release Notes and the API guide for any changes. We recommend that after upgrading, you test your application to ensure compatibility.

Please download the [AhsayCBS API guide](#) from our website for reference.

Please note that some API may have a “version 1” and a “version 2” type.

6 Upgrade from Previous AhsayCBS Version

Windows

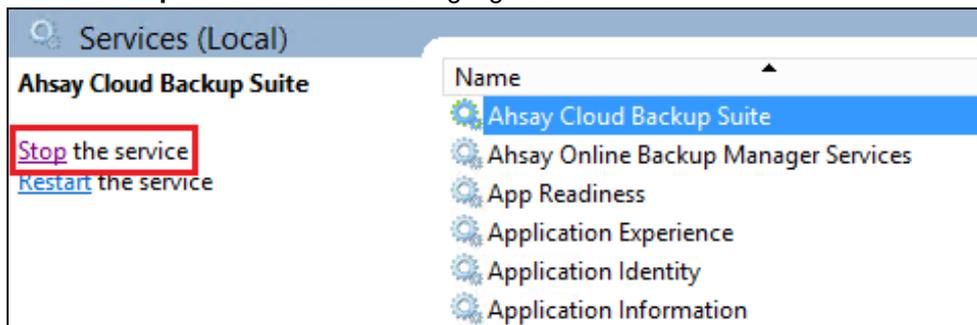
Upgrade AhsayCBS by Windows Executable (*cbs-win.exe*)

The following steps refer to AhsayCBS with Standard installation. Substitute our default path with your installation path.

If you are using OEM version (branded installation), your Service name and/or path name may be unique.

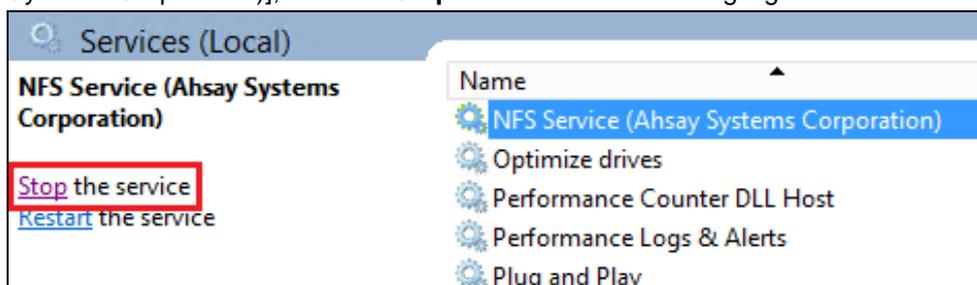
For branded environments, you may use the Ahsay public release download to upgrade your branded AhsayCBS. The *cbs-win.exe* installer will preserve your branding upon upgrade. As a precaution, you should export a copy of each of your Branding JSON for “admin” and any primary “sub-admin” account. After you have upgraded the server, you are required to [Rebuild Client](#) for “admin” and each primary “sub-admin” account, before the new client is available for download or AUA.

1. Download the AhsayCBS executable (*cbs-win.exe*) from our website.
2. Logon with Windows administrator privileges (ie administrator).
3. Stop the AhsayCBS service from the Services management console, this can be reached from [Control Panel] > [Administrative Tools] > [Services] > Ahsay Cloud Backup Suite. Click the **Stop** button on the left as highlighted.

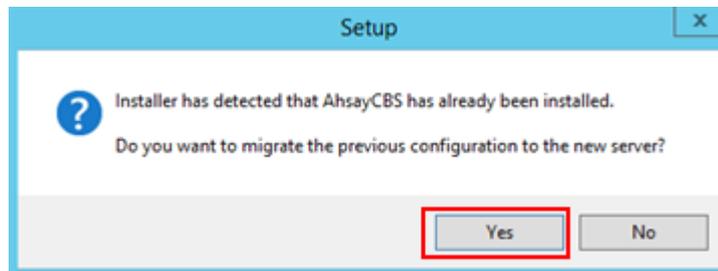


4. For upgrade of AhsayCBS v7.17.0.0 or above, you need to stop the **NFS Service** before proceeding the upgrade.

To do so, go to [Control Panel] > [Administrative Tools] > [Services] > [NFS Service (Ahsay Systems Corporation)], click the **Stop** button on the left as highlighted.



5. Remove the folder `C:\Program Files\AhsayCBS\system\cbs\Installers`
 - This contains Branded installers, which will be out of date upon AhsayCBS upgrade.
6. Double-click the downloaded **`cbs-win.exe`** to start the AhsayCBS setup wizard.
7. Select the language to use during the installation from the dropdown box and click on [OK].
8. The installer will detect there is already a AhsayCBS installed, click on **[Yes] to migrate the settings** from your existing installation to the new installation.



9. A welcome screen will be shown, please click [Next] button to go to the next step.
10. On the next screen, it will prompt the license agreement window. After you have read the terms and conditions, choose [I accept the agreement] and click the [Next] button to start the installation.
11. Select/deselect the options according to your preferences and click the [Next] button.
Note: Please deselect the “Start AhsayCBS Server” option when you do the upgrade.
12. The next screen will provide a summary detail of the options selected. Please verify the installation options. If they are correct, click the [Install] button to begin the installation.
13. Wait until the upgrade process is completed. The installer will expand the installation files to the AhsayCBS installation folder and it should take a few moments. The installation will reuse the same installation folder path.
14. Start up the service from the Services management console, [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite]. Press the [Start] button to start the service.
15. The AhsayCBS service is now starting up. Check that it indeed shows Started.

16. NFS Service is installed upon installation / upgrade of AhsayCBS. Make sure that the service also starts (otherwise manually Start), and following ports are opened:

- 111 - Port mapper
- 1058 - Port required for Run Direct
- 2049 - Port for the NFS service

Note

If the upgrade is performed when an AhsayCBS Run Direct restore session is taking place, the Run Direct session will not be interrupted during the upgrade. When the upgrade is completed, backup user can still migrate the VM to the restore destination they have chosen.

17. You can open the following log files to check if there are any errors during the startup located in the **%AhsayCBS_HOME%\logs** folder:

- catalina_YYYY-mm-dd.log
- console_YYYY-mm-dd.log
- obs_context_YYYY-mm-dd.log

Note: *YYYY-mm-dd* refers to the upgrade date.

18. Logon to the AhsayCBS web management console to check on your upgrade.

19. Here is a list of suggested items to check after you started up your AhsayCBS.

- Check "Host Name" valid represents your Fully Qualified Domain Name (FQDN) of your AhsayCBS server for which this installation was installed onto. You may find it in AhsayCBS web console > [System Settings] > [Basic] > [General] > Host
- Check SMTP settings in AhsayCBS web console > [System Settings] > [Basic] > [Email].
- Check all users' profile, backup and policy group settings in AhsayCBS web console > [Backup/Restore] > [Users, Groups & Policies].
- Recommended for branded servers; Check each user's Auto Update setting is disabled. This will allow you time to verify branding and Rebuild Client, as required.
- Check AhsayCBS License page, there are no negative usages.
- Check HTTPS connection to the AhsayCBS on different browsers (IE, Firefox and Chrome). Verify webpage loads.
- Check each client Download link is not outdated.
- Connect from any AhsayOBM/AhsayACB to AhsayCBS to verify clients can connect.

For OEM (branded) version, please refer to [Branding on AhsayCBS](#) to generate new installers.

When you confirmed the settings are fine, if you had globally disabled AUA (pre-upgrade step-3), you can reenable the client auto update by renaming the "*index.xml.disable*" file in "%CBS_HOME%/download/liveUpdate/" to "*index.xml*"

Upgrade AhsayCBS by Zip File (*cbs-win.zip*)

As part of our continuing efforts to simplify and streamline the deployment of AhsayCBS installations on Microsoft Windows platform, we have introduced enhancements starting from AhsayCBS v7.11.0.0 to the *cbs-win.exe* installer to improve the upgrade experience.

To ensure all customers benefit from this improvement, the *cbs-win.zip* file has been removed from the public download page.

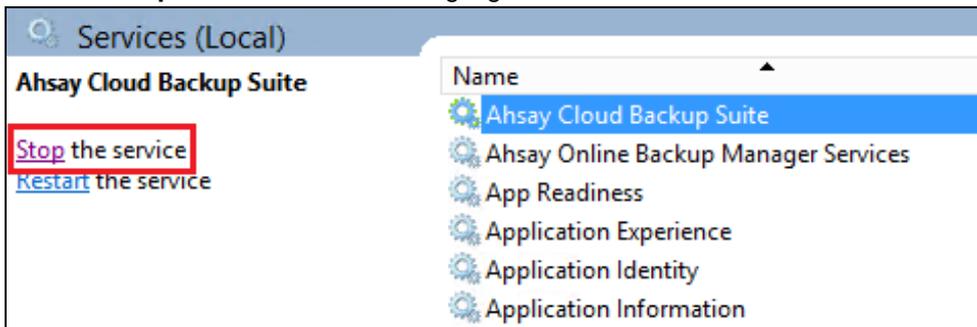
If customers still require *cbs-win.zip* file, for example the installation/upgrade of multiple AhsayCBS instances (via AhsayPRD) on a single Windows server, please contact Technical Support to request. You may open a Support Ticket via [Ahsay Partner Portal](#).

By using this method to perform the upgrade, admins will have full control on the files added to the upgrade software. This method is recommended for users who are using customized version, have multiple instances installed on a single server (via AhsayPRD), or who are advanced admins who have used our past products.

The following steps are the instructions on how to upgrade AhsayCBS with *cbs-win.zip* file on Windows platform.

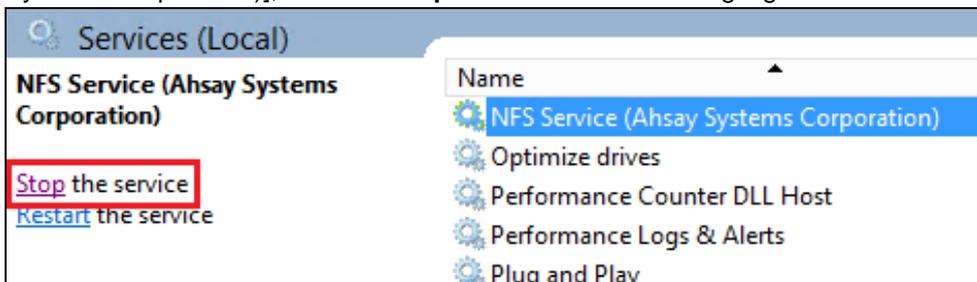
Note: If you are using OEM version (branded installation), your Service name and/or path name may be unique. Substitute our default path with your installation path.

1. Download the AhsayCBS zip file (*cbs-win.zip*) from the link provided by Ahsay Support.
2. Logon with Windows administrator privileges (ie administrator).
3. Stop the AhsayCBS service from the Services management console, this can be reached from [Control Panel] > [Administrative Tools] > [Services] > Ahsay Cloud Backup Suite. Click the **Stop** button on the left as highlighted.



4. For upgrade of AhsayCBS v7.9.0.0 or above, you need to stop the **NFS Service** before proceeding the upgrade.

To do so, go to [Control Panel] > [Administrative Tools] > [Services] > [NFS Service (Ahsay Systems Corporation)], click the **Stop** button on the left as highlighted.



5. Remove the folder *C:\Program Files\AhsayCBS\system\cbs\Installers*
 - This contains Branded installers, which will be out of date upon AhsayCBS upgrade.
6. Rename the folder *C:\Program File\AhsayCBS* to
Example: *AhsayCBS_717050*
 (rename the folder with its current version number appended) so that you have a rollback copy in case of upgrade issue.
7. Create a new CBS folder to replace the folder your renamed in previous step. Folder name must match, otherwise existing AhsayCBS Windows Service will fail to start.
Example: *C:\Program File\AhsayCBS*
 - Substitute our example with your actual installation path.
8. Expand the zip file to the directory created in previous step.
Example: *C:\Program File\AhsayCBS*
9. In this directory, Modify the name of the Java folder in the installation path:
 - for 64-bit machine, change the folder “*java17x64*” to “*java*” .
10. Copy the following folders from the old installation folder and replace to the new *C:\Program File\AhsayCBS*
 - *C:\Program File\AhsayCBS_717050\conf*
 - *C:\Program File\AhsayCBS_717050\system*
 - *C:\Program File\AhsayCBS_717050\logs*
 - *C:\Program File\AhsayCBS_717050\user*
 - *C:\Program File\AhsayCBS_717050*.**

You may omit copying the “*user*” folder, if your User Home path is not a folder inside your CBS installation path.
11. Start up the service from the Services management console, [Control Panel] > [Administrative Tools] > [Services] > [Ahsay Cloud Backup Suite]. Press the [Start] button to start the service.
12. The service is now starting up. Check that it indeed shows Started.
13. NFS Service is installed upon installation / upgrade of AhsayCBS. Make sure that the service also starts (otherwise manually Start), and following ports are opened:
 - **111** - Port mapper
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Note

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14. You can open the following log files to check if there are any errors during the startup located in the **%AhsayCBS_HOME%\logs** folder:
 - catalina_yyyy-mm-dd.log
 - console_yyyy-mm-dd.log
 - obs_context_yyyy-mm-dd.log

Note: *yyyy-mm-dd* refers to the upgrade date.
15. Logon to the AhsayCBS web management console to check on your upgrade.
16. Here is a list of suggested items to check after you started up your AhsayCBS.
 - Check "Host Name" valid represents your Fully Qualified Domain Name (FQDN) of your AhsayCBS server for which this installation was installed onto. You may find it in AhsayCBS web console > [System Settings] > [Basic] > [General] > Host
 - Check SMTP settings in AhsayCBS web console > [System Settings] > [Basic] > [Email].
 - Check all users' profile, backup and policy group settings in AhsayCBS web console > [Backup/Restore] > [Users, Groups & Policies].
 - Recommended for branded servers; Check each user's Auto Update setting is disabled. This will allow you time to verify branding and Rebuild Client, as required.
 - Check AhsayCBS License page, there are no negative usages.
 - Check HTTPS connection to the AhsayCBS on different browsers (IE, Firefox and Chrome). Verify webpage loads.
 - Check each client Download link is not outdated.
 - Connect from any AhsayOBM/AhsayACB to AhsayCBS to verify clients can connect.

For OEM (branded) version, please refer to the [Branding on AhsayCBS](#) section to generate new installers.

When you confirmed the settings are fine, if you had globally disabled AUA (pre-upgrade step-3), you can reenale the client auto update by renaming the "*index.xml.disable*" file in "%CBS_HOME%/download/liveUpdate/" to "*index.xml*"

Linux (CentOS, Red Hat Enterprise, Ubuntu)

To operate the below steps, you need to have superuser privilege (ie root), experience with *nix commands, and you need to have some experience on installing/upgrading our products before.

Assumption: You have installed AhsayCBS in the path `/usr/local/cbs`

Substitute our default path with your true installation path.

Alternatively, you may install into any mount if it is not nested in an existing Ahsay installation (It is illegal to currently have CBS installed in `/home/cbs`, and you upgrade into `/home/cbs/cbs8`).

NEW for v8: OpenJDK and GLIBC Requirement

AhsayCBS uses OpenJDK 8 and GLIBC 2.14+.

OpenJDK 8 is bundled with installation of AhsayCBS for Linux.

In order to support AhsayCBS v8 NFS Service, your system must run GLIBC 2.14 or later.

To check your version, run `ldd --version` from shell.

If you have question, contact [Ahsay Technical Support](#), before proceeding with upgrade.

1. Download the AhsayCBS zipped tar file (`cbs-nix.tar.gz`) from our website. Note the path where it was downloaded.
2. Logon with root privilege on your server.
3. Stop the AhsayCBS service.

```
# cd /usr/local/cbs/bin
# sh shutdown.sh
```

4. Remove the folder `/usr/local/cbs/system/cbs/Installers` ; to cleanup old branded client binaries
5. For upgrade of AhsayCBS v7.9.0.0 or above, it is recommended to stop the NFS service.

```
# cd /usr/local/cbs/nfs/bin
# sh shutdown.sh
```

6. Verify that the service terminated:

```
# ps -ef | grep java
# ps -ef | grep nfs
```

7. Rename the existing installation folder eg: `/usr/local/cbs717050` (rename the folder with its current version number appended) so that you have a rollback copy in case of upgrade issue.

```
# mv /usr/local/cbs /usr/local/cbs717050
```

8. Create a new CBS folder to replace the folder you renamed in previous step. Folder name must match, otherwise existing AhsayCBS service script will fail to start.

```
# mkdir /usr/local/cbs
```

9. Copy the installation file, `cbs-nix.tar.gz` to `/usr/local/cbs` and untar it.

```
# cp cbs-nix.tar.gz /usr/local/cbs
# cd /usr/local/cbs
# gunzip cbs-nix.tar.gz
# tar -xf cbs-nix.tar
```

10. Space permitting, Copy the **configuration** folder, **system settings** folder, **log** folder and **standard user home** folder from the old CBS folder (eg: `cbs717050`) to the installation path. (If lack of space, you can *Move* instead of *Copy*)

You may omit moving the “user” folder, if your User Home path is not a directory inside your CBS installation path.

Example:

```
# cd /usr/local/cbs
# cp -R /usr/local/cbs717050/conf .
# cp -R /usr/local/cbs717050/system .
# cp -R /usr/local/cbs717050/logs .
# cp -R /usr/local/cbs717050/user .
```

11. Startup the AhsayCBS service by running the following commands:

```
# cd /usr/local/cbs/bin
# sh startup.sh
```

12. NFS Service is installed upon installation / upgrade of AhsayCBS. Make sure that the service also starts (otherwise manually Start under `/usr/local/cbs/nfs/bin/startup.sh`), and following ports are opened:
 - **111** - Port mapper
 - **1058** - Port required for Run Direct
 - **2049** - Port for the NFS service
13. You may open the `/usr/local/cbs/logs/obs_context_yyyy-mm-dd.log` to check if there are any errors during the startup.

Note: `yyyy-mm-dd` refers to the upgrade date.
14. Logon to the AhsayCBS web management console to check on your upgrade.
15. Here is a list of suggested items to check after you started up your AhsayCBS.
 - Check "Host Name" valid represents your Fully Qualified Domain Name (FQDN) of your AhsayCBS server for which this installation was installed onto. You may find it in AhsayCBS web console > [System Settings] > [Basic] > [General] > Host
 - Check SMTP settings in AhsayCBS web console > [System Settings] > [Basic] > [Email].
 - Check all users' profile, backup and policy group settings in AhsayCBS web console > [Backup/Restore] > [Users, Groups & Policies].
 - Recommended for branded servers; Check each user's Auto Update setting is disabled. This will allow you time to verify branding and Rebuild Client, as required.
 - Check AhsayCBS License page, there are no negative usages.
 - Check HTTPS connection to the AhsayCBS on different browsers (IE, Firefox and Chrome). Verify webpage loads.
 - Check each client Download link is not outdated.
 - Connect from any AhsayOBM/AhsayACB to AhsayCBS to verify clients can connect.

For OEM (branded) version, please refer to the [Branding on AhsayCBS](#) section to generate new installers.

When you confirmed the settings are fine, if you had globally disabled AUA (pre-upgrade step-3), you can enable the client auto update by rename the "`index.xml.disable`" file in "`%CBS_HOME%/download/liveUpdate/`" to "`index.xml`"

FreeBSD

To operate the below steps, you need to have superuser privilege (ie root), experience with *nix commands, and you need to have some experience on installing/upgrading our products before.

Assumption: You have installed AhsayCBS in the path `/usr/local/cbs`

Substitute our default path with your true installation path.

Alternatively, you may install into any mount if it is not nested in an existing Ahsay installation (It is illegal to currently have CBS installed in `/home/cbs`, and you upgrade into `/home/cbs/cbs8`).

NEW for v8: OpenJDK and GLIBC Requirement

AhsayCBS uses OpenJDK 8 and GLIBC 2.14+.

1. For upgrade or installation on FreeBSD, your system administrator must manually install OpenJDK 8. (Reference: <https://www.freebsd.org/java/>)

Note: AhsayCBS 8 only supports OpenJDK 8.

2. In order to support AhsayCBS v8 NFS Service, your system must run GLIBC 2.14 or later.

To check your version, run “`ldd --version`” from shell.

3. To install the GLIBC port:

```
# cd /usr/ports/misc/compat9x
# make install distclean
```

If you install the port, the source will be downloaded, patched if necessary, compiled and installed. If the port is dependent upon another port, that port will also be installed. After installing, ports are identical to packages.

If you have question, contact [Ahsay Technical Support](#)., before proceeding with upgrade.

1. Download the AhsayCBS zipped tar file (`cbs-nix.tar.gz`) from our website. Note the path where it was downloaded.
2. Logon with root privilege on your server.
3. Stop the AhsayCBS service.

```
# cd /usr/local/cbs/bin
# sh shutdown.sh
```

4. Remove the folder `/usr/local/cbs/system/cbs/Installers` ; to cleanup old branded client binaries

5. For upgrade of AhsayCBS v7.9.0.0 or above, it is recommended to stop the NFS service.

```
# cd /usr/local/cbs/nfs/bin
# sh shutdown.sh
```

6. Verify that the service terminated:

```
# ps -ef | grep java
# ps -ef | grep nfs
```

7. Rename the existing installation folder eg: `/usr/local/cbs717050` (rename the folder with its current version number appended) so that you have a rollback copy in case of upgrade issue.

```
# mv /usr/local/cbs /usr/local/cbs717050
```

8. Create a new CBS folder to replace the folder you renamed in previous step. Folder name must match, otherwise existing AhsayCBS service script will fail to start.

```
# mkdir /usr/local/cbs
```

9. Copy the installation file, `cbs-nix.tar.gz` to `/usr/local/cbs` and untar it.

```
# cp cbs-nix.tar.gz /usr/local/cbs
# cd /usr/local/cbs
# gunzip cbs-nix.tar.gz
# tar -xf cbs-nix.tar
```

10. Space permitting, Copy the **configuration** folder, **system settings** folder, **log** folder and **standard user home** folder from the old CBS folder (eg: `cbs717050`) to the installation path. (If lack of space, you can *Move* instead of *Copy*)

You may omit moving the “user” folder, if your User Home path is not a directory inside your CBS installation path.

Example:

```
# cd /usr/local/cbs
# cp -R /usr/local/cbs717050/conf .
# cp -R /usr/local/cbs717050/system .
# cp -R /usr/local/cbs717050/logs .
# cp -R /usr/local/cbs717050/user .
```

11. **(New for AhsayCBS 8)** Recreate symbolic link to the OpenJDK java home path (example: `/usr/local/openjdk8`)

```
# rm /usr/local/cbs/java
# ln -s /usr/local/openjdk8 /usr/local/cbs/java
```

12. Startup the AhsayCBS service by running the following commands:

```
# cd /usr/local/cbs/bin
# sh startup.sh
```

13. NFS Service is installed upon installation / upgrade of AhsayCBS. Make sure that the service also starts (otherwise manually Start under `/usr/local/cbs/nfs/bin/startup.sh`), and following ports are opened:
 - **111** - Port mapper
 - **1058** - Port required for Run Direct
 - **2049** - Port for the NFS service
14. You may open the `/usr/local/cbs/logs/obs_context_yyyy-mm-dd.log` to check if there are any errors during the startup.

Note: `yyyy-mm-dd` refers to the upgrade date.
15. Logon to the AhsayCBS web management console to check on your upgrade.
16. Here is a list of suggested items to check after you started up your AhsayCBS.
 - Check "Host Name" valid represents your Fully Qualified Domain Name (FQDN) of your AhsayCBS server for which this installation was installed onto. You may find it in AhsayCBS web console > [System Settings] > [Basic] > [General] > Host
 - Check SMTP settings in AhsayCBS web console > [System Settings] > [Basic] > [Email].
 - Check all users' profile, backup and policy group settings in AhsayCBS web console > [Backup/Restore] > [Users, Groups & Policies].
 - Recommended for branded servers; Check each user's Auto Update setting is disabled. This will allow you time to verify branding and Rebuild Client, as required.
 - Check AhsayCBS License page, there are no negative usages.
 - Check HTTPS connection to the AhsayCBS on different browsers (IE, Firefox and Chrome). Verify webpage loads.
 - Check each client Download link is not outdated.
 - Connect from any AhsayOBM/AhsayACB to AhsayCBS to verify clients can connect.

For OEM (branded) version, please refer to the [Branding on AhsayCBS](#) section to generate new installers.

When you confirmed the settings are fine, if you had globally disabled AUA (pre-upgrade step-3), you can enable the client auto update by rename the "`index.xml.disable`" file in "`%CBS_HOME%/download/liveUpdate/`" to "`index.xml`"

Branding on AhsayCBS

If you are already on AhsayCBS version 7.17.0.0 or above, all your existing branding will be carried forward to the latest version in the previous upgrade steps.

However, as with each new release, there may be new branding properties or image requirements. After upgrade, you should review your branding settings, and update accordingly.

In order to build Branded CBS or Branded Clients, you must have had purchased the [Rebrand Option](#) module, which then covers any licenses under your account;. And you must continue to maintain valid Support maintenance.

After upgrading your AhsayCBS, you will need to generate the client installers again by following the instructions below:

1. Logon to the AhsayCBS web management console.
2. Click into [System Settings] > [Basic] > [Administrative Access].
3. Click on any “admin” user. (Example, “system”)
 - **Note:** If you have branded sub-admin, you will need to repeat these steps individually.
4. Click into the [Rebrand Clients] page.
5. Review and verify your branding text properties and all custom images.
 - **Important:** If you made changes, remember to Save all the way through to main menu, then return to continue with next step.
6. Click into the [Build Installers] tab, click on the [Build Branded Client] button to generate branded “OBM” and “ACB” installers.

Please be patient, the installer generation process should take around 15 to 30 minutes. However, the generation time would depend on the traffic condition on the Ahsay customization engine. If there's no progress after 60 minutes, you may want to contact Ahsay.

After the installer is generated. You can download branded “OBM” and “ACB” from the Download page for testing, before reenabling AUA for each user.

For further information on how to brand the AhsayCBS interface, reseller interface or AhsayOBM/AhsayACB installers, please refer to the Rebranding the AhsayCBS section in the [AhsayCBS Administrator's Guide](#) for details.

Build My Branded CBS Installer

Subscribe our service to enjoy a smooth and effortless upgrade experience. Click [here](#) to learn more about our offered service to build the latest release of CBS with your branding for use with your upgrade, or visit the [Ahsay Services](#) to review any of other offered services.

7 Configure Update for AhsayOBM / AhsayACB

Auto Update AhsayOBM / AhsayACB by AUA

Notes:

- AUA is not supported for server OS running ACB, due to AhsayCBS licensing terms.
- It is recommended to perform the auto upgrade of the clients in small batches e.g.: 5-10 users, at a time to avoid network congestion.
- If the AUA feature is enabled per individual user prior to upgrade, the feature will continue to be enabled when upgraded to latest AhsayCBS release.
- For AhsayCBS version 7.15.0.20 or above, AUA supports auto update of AhsayOBM / AhsayACB installation on Windows XP and 2003. However, please note that support for Windows XP and 2003 platforms are on best effort basis. These OS may run incompatible applications not supported in v7+, therefore devices should remain running v6 client.

Example, for AhsayOBM installation on Windows 2003 with MS Exchange 2003 database or mail level backup sets, upgrading from OBM 6 to OBM 7 will stop these backup set from working properly, as Exchange 2003 is not supported by AhsayOBM version 7+.

If you have any mix-compatible devices, you should avoid enabling AUA, as this may cause your user issues.

How to Enable AUA

After you upgraded your AhsayCBS and the upgrade is stable on your environment, you can enable the auto update for your clients.

1. Login to your AhsayCBS management console.
2. Enter the [Backup/Restore] > [Users, Groups & Policies]
3. Click on the check box in front of the users that you want their backup client version to be updated.
4. Click on the  icon.
5. On the next screen, you can mark which user to enable, then press on AutoUpdate button.

For every 15 minutes or whenever the backup client service restarts, AhsayOBM/AhsayACB will check with your AhsayCBS for any updates. If any auto update instructions were found on the AhsayCBS, the update progress will be started.

Auto Update Limitation

Auto Update is supported for AhsayOBM / AhsayACB version 7.17.0.0 or above.

- Auto update can still be attempted for Clients running older client versions.

Auto Update agent does not support a full AhsayOBM installation on the following operating system platforms:

- QNAP
- Synology

For these platforms, you must manually upgrade.

Auto Update agent may not support a full AhsayOBM / AhsayACB installation on the following operating system platforms:

- FreeBSD
- Linux

Since the use of OpenJDK 8, and requirement for GLIBC 2.14 or later. The AUA will not deploy installation or upgrade of GLIBC and OpenJDK during the auto update. Please update them manually on these platforms. You should reference the respective platform [AhsayOBM Quick Start Guide](#) for further details.

The following packages must be present on the machine in order for AhsayOBM version 8 to be installed.

Package	Linux	FreeBSD
curl https://curl.haxx.se The 'curl' command is used by both the AhsayOBM sh script and rpm installer to download components from AhsayCBS server during the installation process.	YES	YES
tar https://www.gnu.org/software/tar The 'tar' command is used by both the AhsayOBM sh script, gz, and rpm installer to uncompress and extract installation files or components downloaded from the AhsayCBS backup server onto the Linux machine.	YES	YES
psmisc http://psmisc.sourceforge.net/ The 'psmisc' package which contains the 'fuser' components must be installed for AhsayOBM, for the auto update agent (AUA) process to work properly.	YES	YES
OpenJDK Version 1.8 https://www.freebsd.org/java/ ; and the installed Java Development Kit version must be 8.	NO	YES

<p>GNU LIBC 2.14 https://www.gnu.org/software/libc/ The installed 'GNU LIBC' version must at least be 2.14.</p>	YES	YES
---	-----	-----

Windows 10 and Windows 2016 or later, may experience difficulties with Auto Update, if Digital Signature is not enabled when building branded client installers. You may elect to manually upgrade client.

Troubleshooting AUA

The Manage Backup User page for Client Version, is not realtime. The version is listed after a backup job runs, so there could be delay in version shown between client and CBS. Furthermore, if a user has more than one device, only the recent job's client version is shown; there is no individual client version list view.

If you need to determine if the process is running or if an update was performed successfully, you may find the AUA logs by reading the applicable section **Auto Update Agent Log (aua.log)**, in the following link:

- [\[v7\] FAQ: Where are the backup client application logs stored at?](#)
- [\[v8\] FAQ: Where are the backup client application logs stored at?](#)

For the issue where AUA did not update the client, please note that AUA cannot process if any of the following:

- Client has the OBM/ACB application window open or minimized (System Tray icon is ok)
- If you recently enabled AUA, the client will poll the server every 15-minutes, then it can take another hour for the upgrade process to complete (time varies depending on bandwidth to download client binaries, and other routines)
- Antivirus or firewall preventing the binaries from completing the download
- Poor network connection between client and CBS server
- Scheduler Windows service is not running
- ACB running on Server OS

Manual Upgrade AhsayOBM / AhsayACB

If you need to manually upgrade your AhsayOBM /AhsayACB, the instruction will be the same as a brand new installation. Please refer to our AhsayOBM / AhsayACB Quick Start Guide in the [User Guide webpage](#) for more information.

8 Hotfix Installation

Hotfix Release Program

Ahsay Hotfix Release Program is part of our continuing efforts to provide our partners with quick resolutions for reported software issues. You may actively review the changelog and download the latest hotfix via [Ahsay Partner Portal](#).

In order to improve the turnaround time, the hotfixes have been thoroughly tested by our developers, but has not yet passed QA acceptance testing cycles.

Although our developers have made every effort to ensure the stability of the hotfix releases, as a best practice we recommend partners:

1. Conduct some basic testing before rolling out hotfixes to any production systems.
2. Retain a rollback copy of installation prior to deploying hotfix.
3. Deploy hotfixes to only the affected production systems.

If you elect not to install hotfixes, then you may wait for the next public release version which will roll-up earlier hotfix into latest release.

Installation of Hotfix for AhsayCBS

- [\[v7\] FAQ: How to install the latest patch set for AhsayCBS?](#)
- [\[v8\] FAQ: How to install the latest patch set for AhsayCBS?](#)

Installation of Hotfix for AhsayOBM / AhsayACB

- [\[v7\] FAQ: How to install the latest patch set for AhsayOBM / AhsayACB?](#)
- [\[v7\] FAQ: How to force another Auto Update on AhsayOBM / ACB version 7 clients](#)
- [\[v8\] FAQ: How to install the latest patch set for AhsayOBM / AhsayACB?](#)

9 Downgrade AhsayCBS

Important

The only acceptable time when you can successfully downgrade to previous installation, is if you just upgraded to latest release but found issues with the upgrade. If several days or longer has passed, we do not advise downgrade as there would have been many changes to both the User Home and configuration, which could corrupt your environment if you downgrade.

Assumption: You made a rollback copy of previous AhsayCBS binaries/system home before upgrading, and is located in:

Windows

C:\Program Files\AhsayCBS717050

Linux/Solaris/FreeBSD

/usr/local/cbs717050

Substitute our example path with your installation path.

Follow the steps below to downgrade:

Windows: - If you **had previously** retained a rollback copy of your previous installation prior to upgrade:

1. Logon with Windows administrator privileges (ie administrator).
2. Stop CBS Service
3. Rename C:\Program Files\AhsayCBS , to C:\Program Files\AhsayCBS.NEW
4. Rename C:\Program Files\AhsayCBS717050, to C:\Program Files\AhsayCBS
5. From C:\Program Files\AhsayCBS.NEW, copy to C:\Program Files\AhsayCBS the following:
 - conf
 - system
 - logs
 - userYou may omit moving the “user” folder, if your User Home path is not a directory inside your CBS installation path.
6. Start CBS Service
7. Login to CBS Web Management Console, verify version and users exist.
8. If you are branded, it may be necessary to Rebuild Clients

Follow the steps below to downgrade:

Windows: - If you **do not have** a previous rollback copy of your AhsayCBS installation folder, but you do have the previous AhsayCBS installer *cbs-win.exe*:

1. Logon with Windows administrator privileges (ie administrator).
2. Stop CBS Service
3. Make a rollback copy of your current C:\Program Files\AhsayCBS , store it outside of "Program Files" path.
4. Run previous release version of *cbs-win.exe*
5. Follow prompts to retain existing configuration
6. Start CBS Service
7. Login to CBS Web Management Console, verify version and users exist.
8. If you are branded, it may be necessary to Rebuild Clients

Linux/Solaris/FreeBSD:

If you previously retained a rollback copy of your previous installation prior to upgrade:

1. Logon as root to the Linux/Solaris/FreeBSD machine.
2. Stop CBS Service
3. Rename ***/usr/local/cbs*** , to ***/usr/local/cbs.NEW***
4. Rename ***/usr/local/cbs717050***, to ***/usr/local/cbs***
5. From ***/usr/local/cbs717050.NEW***, copy to ***/usr/local/cbs*** the following:
 - conf
 - system
 - logs
 - userYou may omit moving the "user" folder, if your User Home path is not a directory inside your CBS installation path.
6. Start CBS Service
7. Login to CBS Web Management Console, verify version and users exist.
8. If you are branded, it may be necessary to Rebuild Clients

Help with downgrade?

If you have a rollback copy, and request Ahsay assistance with the downgrade, then you may contact Ahsay for your Professional Services needs.

10 Downgrade AhsayOBM / AhsayACB Clients

To downgrade clients, you must have a copy of the Offline Client Installer (or have downgraded AhsayCBS to earlier release).

Ahsay Support cannot provide specific Offline Client Installers.

You will need to manually reinstall using the older client version. Unfortunately, it is not compatible to use AUA to push the downgrade.

11 Contacting Ahsay

Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following Ahsay Partner Portal website: <https://www.ahsay.com/partners>

Also use the Ahsay Wikipedia for resources such as Hardware Compatibility List, Software Compatibility List, and other product information [Ahsay Wikipedia](#)

Documentation

Documentations for all Ahsay products are available at:

https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides

You can send us suggestions for improvements or report on issues in the documentation, by contacting us at:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Please specify the specific document title as well as the change required/suggestion when contacting us.

Appendix

Appendix A Supported Language Code

Language Code	Language
ar	Arabic
ca	Catalan
cs	Czech
da	Danish
de	German
el	Greek Modern
en	English
es	Spanish
eu	Euskara/Basque
fr	French
iw	Hebrew
hu	Hungarian
id	Indonesian
it	Italian
ja	Japanese
ko	Korean
lt	Lithuanian
nl	Dutch
no	Norwegian
pl	Polish
pt_BR	Portuguese (Brazil)
pt_PT	Portuguese (Portugal)
ro	Russian
sl	Slovenian
sv	Swedish
th	Thai
tr	Turkish
vi	Vietnamese
zh_CN	Chinese (Simplified)
zh_TW	Chinese (Traditional)

Appendix B Image Specifications for Branding

Please refer to **Appendix F Image Specifications** of our [AhsayCBS Administrator's Guide](#) for details.

In order to build Branded CBS or Branded Clients, you must have had purchased the [Rebrand Option](#) module, which covers any license under your account.

Build Branded Installers

Ahsay Professional Services offers various branding services to assist you with your project.

If you do not have a graphics designer, Ahsay can design all the required images and build your custom installer. [Total Rebranding Service](#)

If you have a graphics designer, but do not have the time to build the branding profile and build the custom installer, our team can assist you with this project. [Build My Branded CBS Installer](#)

Appendix C Supported Upgrade Paths

Here is an outline list of supported upgrade paths.

- In-place Upgrade
 - This is the standard upgrade path outlined earlier in this guide.
- Migrate to new replacement server (new OS, on-premises, non-cloud)
 - New OS should be like-for-like (LFL). Example: Windows 2008 to Windows 2012 is acceptable; but not Linux-to-Windows or AhsayUBS-to-Windows.
 - [FAQ: How to migrate AhsayCBS onto a new server? \(5215\)](#)
 - [FAQ: How to move a backup user to a different AhsayCBS server in the same Redirector setup](#)
 - Verify clients connect, run jobs, and no new issues.
 - Then proceed with in-place upgrade path
- Migrate to cloud server (new OS, cloud VM)
 - You will need storage data disks configured and natively accessible by the Operating System
 - Storage will be used by User Home path
 - Example: `E:\UserHome`
 - Example: `/mnt/diskvol1/userhome`
 - Not recommend to configure User Home under OS disk volume
 - Proceed with “*Migrate to new replacement server*” path

Help to the Cloud?

If you require further answers regarding moving your on-premises Ahsay to the cloud, please contact Ahsay Professional Services to assist you with your project.

Questions related to this type of migration cannot be answered by Ahsay Support, as environments varies between customer to customer, there may be numerous complexities to be handled by experienced Services Team.

Appendix D Help Topics

Version 7

- [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: Frequently Asked Questions about Ahsay Cloud Backup Suite 7](#)
- [FAQ: How to provision a Pool Key for AhsayCBS backup server?](#)
- [FAQ: How to migrate AhsayCBS onto a new server? \(5215\)](#)
- [FAQ: How to start AhsayCBS in debug mode?](#)
- [ISSUE: There is not enough space on the disk \(insufficient free space on AhsayCBS server\)](#)
- [ISSUE: Access denied \(cannot login to the AhsayCBS console via the host name\)](#)
- [FAQ: How to move a backup user to a different AhsayCBS server in the same Redirector setup](#)
- [FAQ: How to install the latest patch set for AhsayCBS?](#)
- [FAQ: How to install the latest patch set for AhsayOBM / AhsayACB?](#)
- [FAQ: How to force another Auto Update on AhsayOBM / ACB version 7 clients](#)
- [FAQ: Is there any script for silent installation of AhsayOBM/AhsayACB on Windows platform \(so that the client application is installed without the end user interaction\)?](#)
- [FAQ: Frequently Asked Questions on Backup Destination](#)
- [FAQ: Where are the backup client application logs stored at?](#)
- [FAQ: How to perform an initial backup to a removable hard drive then import the data onto AhsayCBS?](#)
- [FAQ: When are the default Ahsay dummy / self-sign certificate acceptable for business?](#)
- [FAQ: How to provide a higher level of SSL security for AhsayCBS](#)
- [FAQ: Trusted Certificate Authority \(CA\) Certificates List for version 7.3.0.0 or above](#)

Version 8

- [FAQ: Ahsay Hardware Requirement List \(HRL\) for version 8.1 or above](#)
- [FAQ: Ahsay Software Compatibility List \(SCL\) for version 8.1 or above](#)
- [FAQ: How to modify the Java heap size of AhsayCBS?](#)
- [FAQ: Where are the backup client application logs stored at?](#)
- [FAQ: How to modify the Java heap size of AhsayCBS?](#)
- [FAQ: Frequently Asked Questions on Backup Destination](#)