

# **Ahsay Backup Software v7 Upgrade/Migration Guide**

Ahsay Systems Corporation Limited

**31 October 2017**

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## Revision History

Date	Descriptions	Type of modification
13 Jan 2017	Modified sections Pre-Upgrade Tasks, AhsayCBS Compatibility, Upgrade from v6, Upgrade from v6 – For Linux/Solaris x86/FreeBSD, Upgrade from v7	Modification
27 Jan 2017	URL updated in Ch. 4 Branded Version of AhsayOBS	Modification
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7 Jul 2017	Appendix C Image Specification; Updated hyperlink in <i>For Linux/Solaris x86/FreeBSD</i> section.	Modification
31 Oct 2017	Ch. 1, 2, 3, 8, Appendix A, C	Modification

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# 1 System Requirements

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 \(5000\)](#)

**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 would be fine.**

## 2 License

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

- It is recommended to check on the 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.
- Before upgrading the standalone AhsayRDR to AhsayCBS, please ensure that you have
  - i. A valid AhsayRDR license key
  - ii. A separate AhsayCBS Backup Server License with a **AhsayCBS module enabled**.

With a standalone AhsayRDR setup, you will not need any CAL under AhsayCBS Backup Server License. Only the AhsayCBS module is required.

- Upgrade of AhsayRPS system will require an additional AhsayCBS Backup Server License with AhsayCBS module enabled.
- 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
  - Redirection Module (Per device to redirect)

Please check if you have sufficient license CALs before you upgrade to AhsayCBS. In case the quota exceed the limit, your client backup will not be able to run. You can refer to the [FAQ: How to determine the number of client licenses required before upgrading from AhsayOBS version 6 to AhsayCBS version 7?](#) for details.

For further questions, please refer to our [FAQ](#) sections.

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

AhsayCBS v7 has been totally re-designed from the ground upwards to provide the best cloud backup solution with changes to core functions, such as file storage system, indexing, backup set features, replication, group policy, system user and branding.

As upgrading from AhsayOBS v6 to AhsayCBS v7 is a major undertaking, involving migration of settings for AhsayOBS Group Policy, System user, AhsayOBM/AhsayACB, indexes, user profiles, backup set settings, and backup data migration (conversion of v6 data format to v7 block data format). This guide provides an overview of how to upgrade your AhsayOBS v6 installation to AhsayCBS v7 with steps required to ensure a smooth transition and, help you to plan and inform your customers of changes to their backups after a v7 upgrade.

#### Note

The major change in v7 is that AhsayOBS, AhsayRPS and AhsayRDR are now modules within AhsayCBS.

Further information on the differences between v6 and v7 can be found in our [website](#).

If you are already on AhsayCBS v7, please proceed to the [Upgrade from v7](#) section directly.

### Upgrade Sequence

Before upgrading your AhsayOBS/AhsayRPS/AhsayRDR, please consider the upgrade sequence to avoid possible issues. The following details provide the recommended sequences for AhsayCBS upgrade.

#### AhsayRDR (if applicable)

Upgrade of AhsayRDR has a higher precedence than the AhsayOBS and it is recommended to upgrade each AhsayOBS one by one after running AhsayCBS (Redirector Server) for at least a week to ensure the whole production environment is stable.

#### AhsayOBS

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

Please disable any replication (if set) before upgrading your AhsayOBS system to AhsayCBS.

#### 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 week 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.

Clients running the following two types of backup set must run a manual upgrade of AhsayOBM on each nodes rather than upgrading with AUA. Upgrading with AUA may result in some nodes failing to upgrade in time for the next backup and will cause backup failure. It is highly



recommended to manually uninstall the AhsayOBM first and perform a fresh AhsayOBM v7 installation for the Exchange DAG nodes.

- Hyper-V 2008 R2 Cluster Backup Set
- Exchange 2010/2013 DAG Backup Set

As some of the platforms have been de-supported, before you enable the auto upgrade or manual upgrade, please refer to the [De-supported OS](#) list for further information.

## AhsayRPS (if applicable)

It is recommended that AhsayRPS is upgraded last to provide a backup of your v6 system's configuration and data. The AhsayRPS receiver(s) should be disabled before AhsayOBS upgrade is carried out.

Please consider only upgrading your AhsayRPS system after AhsayCBS (previously AhsayOBS) has been running stable for at least a week.

### Warning

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

## Assumptions

**AhsayRDR and AhsayRPS is/are not hosted on the same AhsayOBS machine.**

### Notes:

1. If your AhsayRDR, AhsayOBS and AhsayRPS are still on pre-v6 versions, please upgrade your Ahsay products to the latest v6 version before upgrade to AhsayCBS.
2. If your AhsayOBS and AhsayRDR are hosted on the same machine, both AhsayOBS and AhsayRDR will be upgraded at the same time. You are required to manually add the http and https connector definitions for the redirector in the AhsayCBS\_HOME/conf/server.xml .

### For example:

Your redirector was using 8080 and 8443 as the http and https connection, you need to add the 2 extra connectors by copying the 2 connector definitions (backup server), for example:

```
<Service name="Catalina">

    <Connector port="80" protocol="HTTP/1.1" ..... />

    <Connector port="443" SSLCipherSuite="HIG....." />
```

Make a copy and paste it to the bottom as shown in red and then modify the ports for the redirector connector.

```
<Service name="Catalina">

    <Connector port="80" protocol="HTTP/1.1" ..... />

    <Connector port="443" SSLCipherSuite="HIG....." />
```

```
<Connector port="8080" protocol="HTTP/1.1..... />
```

```
<Connector port="8443" SSLCipherSuite="HI..... />
```

Assuming that you are using wild card certificate for both redirector and backup server. If you are using different SSL certificates, you will need to change the values in SSLCACertificateFile, SSLCertificateKeyFile and SSLCertificateFile in your https connector definition.

## Preparations

### API Tests

As new APIs (now in JSON format) are introduced in the AhsayCBS, if you have written API in previous version using XML format, please test and modify your API calls on AhsayCBS v7.5 or above in your testing environment first, so that it will not affect your current CRM, billing systems, etc. when new AhsayCBS is upgraded. Please download the [AhsayCBS API guide](#) from our website for reference.

### Pre-Upgrade Tasks

The following pre-upgrade tasks **must be performed** to ensure a smooth upgrade/migration:

1. **(If you have your own SSL certificate, skip this step)**

If you are using Ahsay dummy SSL certificates, rename the keystore file to “**keystore.bak**” and then “**keystore.sha256-signed-by-ahsay-ca-2014**” to “**keystore**” in your AhsayOBSR\_HOME\conf folder.

In OBSR v6.27.0.0, by default both “**keystore**” and “**keystore.sha256-signed-by-ahsay-ca-2014**” exist upon installation. The difference between the two keystore files is that, the original “**keystore**” uses signature algorithm sha1RSA, whereas “**keystore.sha256-signed-by-ahsay-ca-2014**” is sha256RSA.

2. The migration script will handle the migration of your customized CA certificate stored in the keystore file in AhsayOBSR\_HOME\conf to v7 format (i.e. ca.crt, ssl.key and ssl.crt). SSL certificate that is not stored in the keystore file will not be handled.
3. Make sure you have turned on the configuration archive on your AhsayOBS and check if there are valid backup copies of v6 configuration settings and user profiles available to download **before you proceed with the upgrade**.

To enable the configuration archive, it can be enabled in AhsayOBS > Manage System > Routine Job > System Job > Configuration Archival.

Manage System   Manage Log   Manage User   Manage Group Policy   Manage System User   Administrator's Guide   Select			
Server Configuration   Routine Job   Software License   Replication Config   Other Options   System Diagnosis			
Error Report	: <input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at	09 : 15 (HH:MM)
Replication Error Report	: <input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at	00 : 00 (HH:MM)
<b>System Job</b>			
Inactive User Removal	: <input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at	09 : 35 (HH:MM)
Detection Policy Job	: <input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at	00 : 00 (HH:MM)
At the 2nd and 4th Saturdays of every month			
<input type="checkbox"/> Force to check all backup files			
Configuration Archival	: <input checked="" type="radio"/> Enable <input type="radio"/> Disable	Daily at	12 : 30 (HH:MM)
<input type="button" value="Update"/> <input type="button" value="Reset"/>			

After the configuration archived on our license server, you can download a set of the latest configuration files from AhsayOBS > Manage System > Server Configuration > Configuration Recovery, and keep it at a safe location.

Manage System | Manage Log | Manage User | Manage Group Policy | Manage System User | Administrator's Guide | Select

Server Configuration | Routine Job | Software License | Replication Config | Other Options | System Diagnosis

☒ Microsoft Windows Virtualization 0

☒ VMware VM Backup 0

☒ Remove User : 150 Days after registration

**Configuration Recovery**

Date : 2015-10-27 (YYYY-MM-DD) Refresh Restore

Path : 2015-11-19 dr

Mode : 2015-11-21 dual

2015-11-22

2015-11-23

2015-11-24

2015-11-25

Update Reset

Key : Login Name

4. Please also double check on the number of users in your user home and make sure all the USER\_HOME/user\_name/db/Profile.xml in each user folder exists. During the migration process, the migration script will transfer the information in the Profile.xml to the AhsayCBS\_HOME/conf/users.xml. If the Profile.xml is missing or corrupted, the user(s) will not be migrated or whole migration process could fail.

5. Please refer to this [forum article](#) to check if there are any corrupted user profiles.

This [FAQ: Frequently Asked Questions about Ahsay Cloud Backup Suite 7](#) provides background on the new user profile structure.

6. Please make a copy of your existing v6 binaries/system home and AhsayOBC installers, in case you need to re-call some of the settings.

If you prefer to have a copy of AhsayOBS installer, please download the installation file from [our website](#).

7. If you have replication running, it is recommended that the replication is disabled before the upgrading your AhsayOBS.
8. If you have customized website/database or other non-Ahsay application related files, you need to backup and relocate to the new installation path if necessary.

## AhsayCBS Compatibility

### AhsayCBS is compatible with:

- ▶ AhsayRDR version 6.21.2.0 or above
- ▶ the replication with AhsayOBS 6.21.2.0 or above\*
- ▶ AhsayOBM / AhsayACB v5.5.8.0 or above\*\*

\*Only AhsayOBS v6.21.2.0 or above supports replication to AhsayCBS v7.

\*\*AhsayOBM / AhsayACB v5.5.8.0 was supported since AhsayCBS v7.7.0.0

\*\*The Auto Upgrade feature is only supported for AhsayOBM / AhsayACB v6.3.0.0 or above

#### Important

AhsayACB v7 is only supported on Windows desktop operating Windows Vista / 7 / 8 / 8.1 / 10 and etc., it **no longer** supports running on server platform and Mac OS X platform below 10.7.3.

Before upgrading AhsayOBM or AhsayACB, it is recommended to check on the supported OS and applications to ensure that no backup sets would be affected by the upgrade.

### Here is a list of officially de-supported OS:

- ▶ Windows server 2003 series,
- ▶ Windows XP,
- ▶ CentOS 5 or below,
- ▶ Red Hat Enterprise Linux 5 or below,
- ▶ FreeBSD 8.3 or below,
- ▶ HP-UX,
- ▶ IBM AIX,
- ▶ Solaris (SPARC),
- ▶ MAC OS X below 10.7.3.

### Here is a list of officially de-supported applications/modules:

- ▶ MS Exchange Server 2003,
- ▶ MSSQL Server 2000,
- ▶ SharePoint Server 2003,
- ▶ Oracle Database 11g Release1 or below,
- ▶ MySQL 5.1.x,
- ▶ Lotus Domino/Notes 8.0.x,
- ▶ VMware Player 5.x or below,
- ▶ VMware Workstation 9.x or below,

- ▶ VMware Fusion 5.x or below,
- ▶ VMware Server 1.x, 2.x,
- ▶ VMware ESX/ESXi Server 4.x,
- ▶ VMware vCenter Server 4.x,
- ▶ ShadowProtect 5.0.1 or below,
- ▶ System State Backup Module for
  - ◉ Windows Server 2003 series
  - ◉ Windows XP

For details of the application that are supported by the latest version, please refer to [FAQ: Ahsay Software Compatibility List \(SCL\) for version 7.3 or above \(5001\)](#)

## 4 Upgrade from v6

### Important

1. The upgrade/migration is a one way process, it cannot be easily reverted back to v6, e.g. by running a v6 installer. If you downgrade your backup server to v6, recover v6 users' profiles and put configurations back to your v6 machine. All the backup changes made by v7 will not be able to use again in v6. All historical backup are lost and you need to start over the backup again in v6. Please communicate with your clients and check if they are comfortable with this.
2. Please be reminded that two installation paths, as mentioned in the table below, remain in the Program File folder after you finish upgrading to v7. **DO NOT** remove them as they are the hard symbolic links to the new installation paths in v7.9. Removal of the original installation paths may cause AhsayCBS fail to operate.

Original paths in v6.x AhsayOBS (DO NOT REMOVE THEM)	Corresponding new paths in v7.9 or above
C:\Program Files\AhsayCBS\system\obs	C:\Program Files\AhsayOBS and AhsayRPS\system
C:\Program File\AhsayCBS\system\rps	C:\Program Files\AhsayOBS and AhsayRPS\rps-system

3. For replication from AhsayCBS v7 to AhsayCBS v7 where the backup server is upgraded from v6, starting from v7.11.0.0 or above the replication of v6 backup sets is supported. If the **"Replicate v6 backup sets to v7 server"** feature is enabled on backup server under [Sending Data] and the **"Enable V6 Backup Sets Replication"** feature is enabled on the replication receiver under [Accepting Data].

Before you do the upgrade, make sure you have the following two items prepared:

1. A set of the latest v6 configuration files.
2. A copy of your existing v6 binaries/system home and client installers (AhsayOBC).

During the upgrade of AhsayCBS, the process will be performing a migration of your current setup. While this process is running, you may see a pause. The delay can vary depending on the files and setup.

As the upgrade runs, the upgrade and migration will process the following items:

- Copy all the required xml files such as obs.xml, rps.xml, license.xml, sysUser.xml etc to the /conf folder in AhsayCBS. The xml data will be converted into the file obs.json and cbs.json .
- Convert the server.xml in v6 to server.xml in v7 format.
- Copy the option file obsr.opt and afc.opt, and convert it into the obs.json and cbs.json file.
- Move the system log to system/obs .
- Extract the keystore file and convert it into 3 certificate files ie, ssl.crt, ssl.key and ca.crt .
- Startup AhsayCBS service.

- Perform user profile migration by reading the %user\_home%/user/db/Profile.xml and convert it in to /conf/users.xml , for unsupported languages in the user profile, reset them to the default language settings.
- Perform user group policy migration.

After the upgrade/migration, you should be able to find the following in the AhsayCBS installation home.

1. Previous settings will be migrated into the file obs.json and cbs.json, such as system home path, hostname, system admin login and SMTP settings etc.
2. The system home path in AhsayCBS should be referring to the **AhsayOBS\_HOME/system/obs** folder.
3. Three certificate files, i.e. **ssl.crt, ssl.key and ca.crt** can be found in the **AhsayCBS\_HOME/conf** folder. You can check the https connection with a browser if the SSL certificate has been migrated successfully.
4. In the AhsayCBS\_HOME/bin/Migrate.log, you will be able to see the entry “Migration is Completed” at the end of the log file.
5. In the AhsayCBS\_HOME/logs/obs\_context\_yyyy-mm-dd.log (yyyy-mm-dd refers to the upgrade/migration date), you will be able to see information such as  
  
“INFO: [UserConverter.migrateProfile] Migrated user 'my\_user' successfully”  
  
**and**  
  
“INFO: [UserConverter.migrateProfile] Write 'C:\Program Files\AhsayCBS\conf\users.xml' successfully after migration”.
6. In AhsayCBS\_HOME/conf/user.xml , you will be able to see the entry such as “Value name=“name” inheritParentAttribute=“Y” type=“string” data=“my\_user” />” , user name “my\_user” was imported into the AhsayCBS during the migration progress.

#### Note

The backup set will not be migrated to the v7 backup set format automatically. Please refer to the data migration instructions in the **Backup Data Migration** section under chapter **6.1 Backup/Restore Basic Configuration** in the [AhsayCBS Administrator's Guide](#).



## Windows

### Upgrade AhsayRDR/AhsayOBS/AhsayRPS by Windows Executable

The following steps refer to Ahsay product with standard installation. If you are using OEM version (branded installation), please also read the instructions in [Branded version of AhsayOBS](#).

1. Download the AhsayCBS executable (cbs-win.exe) from our website.
2. Logon as administrator to Windows.
3. Double-click the downloaded cbs-win.exe to start the AhsayCBS setup wizard.
4. Select the language to use during the installation from the dropdown box and click on [OK].
5. A welcome screen will be shown, please click [Next] button to go to the next step.
6. 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.
7. The installation wizard will ask for the installation path. If you want to change the default installation path, click on the [Browse] button to change the location. Click [Next] to continue.

**Note:** If the upgrade process is done on the same AhsayOBS/AhsayRPS/AhsayRDR path, the upgrade process would fail.

8. Select/deselect the options according to your preferences and click the [Next] button.
9. 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.
10. Wait until the upgrade process is completed. The installer will expand the installation files to the AhsayCBS installation folder and it should take a while when the migration starts to migrate user's profile and user group policies to the AhsayCBS. Since it is required to scan through each user profile to extract these information, more users could result in longer migration process.

**Note:** Since AhsayCBS version 7.9, a new service Ahsay Cloud Backup Suite NFS Service (along with Ahsay Cloud Backup Suite) is installed upon installation / upgrade of AhsayCBS. Make sure that the following ports are opened:

- 111 - Port mapper
  - 1058 - Port required for Run Direct
  - 2049 - Port for the NFS service
11. You may open the AhsayCBS\_HOME/logs/obs\_context\_yyyy-mm-dd.log to check the progress of the migration and if there are any errors during the startup (yyyy-mm-dd refers to the upgrade/migration date).

**Example:**

Nov 18, 2015 4:56:34 PM org.apache.catalina.core.ApplicationContext log

INFO: [UserConverter.migrateProfile] Migrated user 'my\_user' successfully

12. Click [Finish] button and AhsayCBS should be started automatically. You can verify this by checking the AhsayCBS\_HOME/bin/Migrate.log .

Migrate.log example:

```
CBS Application Home='C:\Program Files\AhsayCBS', RDR
Application Home= '', V6 OBS Application Home='C:\Program
Files\AhsayOBS and AhsayRPS', V55 OBSR Application Home ='',
RPS Application Home=''

Starting the migration process

Starting to migrate v6 OBS to v7 CBS

v6 to v7 obs migration is completed

Migration is Completed
```

13. If your AhsayOBS and AhsayRDR are hosted on the same machine, both AhsayOBS and AhsayRDR will be upgraded at the same time. You are required to manually add the http and https connector definitions for the redirector in the AhsayCBS\_HOME/conf/server.xml.

**Example:**

Your redirector was using 8080 and 8443 as the http and https connection, you need to add the 2 extra connectors by copying the 2 connector definitions (backup server), for example:

```
<Service name="Catalina">

    <Connector port="80" protocol="HTTP/1.1" ..... />

    <Connector port="443" SSLCipherSuite="HIG....." />
```

Make a copy and paste it to the bottom as shown in red and then modify the ports for the redirector connector.

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    <Connector port="80" protocol="HTTP/1.1" ..... />

    <Connector port="443" SSLCipherSuite="HIG....." />

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    <Connector port="8443" SSLCipherSuite="HI....." />
```

Assuming that you are using wild card certificate for both redirector and backup server. If you are using different SSL certificates, you will need to change the values in SSLCACertificateFile, SSLCertificateKeyFile and SSLCertificateFile in your https connector definition.

Restart the AhsayCBS service after you made the changes.

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 SMTP settings in AhsayCBS web console > System Settings > Basic > Email.
  - ⦿ Check all users' profiles, backup and policy group settings in AhsayCBS web console > Backup/Restore > Users, Groups & Policies.
  - ⦿ Check https connection to the AhsayCBS on different browsers (IE, Firefox and Chrome).
  - ⦿ Connect AhsayOBM/AhsayACB (v6) to AhsayCBS with both http and https connection.
  - ⦿ You can also check on the differences between v6 and v7 in our [website](#) section, so that you can be more familiar with the new version.

## Upgrade AhsayRDR/AhsayOBS/AhsayRPS by Zip File

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

To ensure all customers benefit from this improvement, the cbs-win.zip file has been removed from the download page, If customers still require cbs-win.zip file, for example the installation/upgrade of multiple AhsayCBS instances on a single backup server, please contact Technical Support for further assistance.

[https://ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay\\_support\\_technical-support\\_notice](https://ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_support_technical-support_notice)

The following steps refer to Ahsay product with standard installation. If you are using OEM version (branded installation), please also read the instructions in [Branded version of AhsayOBS](#).

By using this method to perform the upgrade, users 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, or who are advanced users.

The following steps are the instructions on how to upgrade AhsayRDR/AhsayOBS/AhsayRPS with cbs-win.zip file on Windows platform.

1. Download the AhsayCBS zip file (cbs-win.zip) from our [website](#).
2. Logon as administrator to Windows.
3. Expand the zip file to another directory

**e.g.: C:\Program Files\AhsayCBS**

**Note:** If the upgrade process is done on the same AhsayOBS/AhsayRPS/AhsayRDR path, the upgrade process would fail.

Modify the name of the Java folder in the installation path:

- for 32-bit machine, change the folder “java17x32” to “java”, and
  - for 64-bit machine, change the folder “java17x64” to “java” .
4. Stop the service from the Services management console, this can be reached from [Control Panel] > [Administrative Tools] > [Services]. Press the [Stop] button to stop the related service.

Here are the service names for the Ahsay products:

### **AhsayRDR**

[Ahsay Redirector]

### **AhsayOBS/AhsayRPS**

[Ahsay Offsite Backup Server and Replication Server]

5. Once the service has been stopped, make a backup of your existing %SYSTEM\_HOME% directories and user home directories if possible.

6. Open command prompt to remove the service. Change the working directory to:

**AhsayRDR**

"AhsayRDR\_HOME\util\bin"

**AhsayOBS/AhsayRPS**

"AhsayOBSR\_HOME\util\bin"

7. Run the following command within the command prompt would remove the service.

```
service.exe -r <Service Name>
```

where:

- Parameter "-r" means removing the service and parameter.
- <Service name> is the name of the service.

For example, we should run the following command:

**AhsayRDR**

```
service -r RDRServer
```

**AhsayOBS/AhsayRPS**

```
service -r OBSRServer
```

You will see service stopped and service removed message in the command prompt.

**AhsayRDR**

```
C:\Program Files\AhsayRDR\util\bin>service -r RDRServer

Start to remove RDRServer

Stopping RDRServer.

RDRServer stopped.

RDRServer removed.
```

**AhsayOBS/AhsayRPS**

```
C:\Program Files\AhsayOBS and AhsayRPS\util\bin>service -r
OBSRServer

Start to remove OBSRServer

Stopping OBSRServer.

OBSRServer stopped.

OBSRServer removed.
```

8. Migrate the current Ahsay Product to AhsayCBS by the migrate script, Migratev6.bat in %AhsayCBS%\bin

```
MigrateV6.bat <CBS_HOME> <RDR_HOME> <OBS_HOME> <obsoleted variable>  
<RPS_HOME>
```

where:

- <CBS\_HOME> is the directory of the AhsayCBS.
- <RDR\_HOME> is the directory of the AhsayRDR.
- <OBS\_HOME> is the directory of the AhsayOBS.
- <Obsoleted variable> is obsoleted, please enter a null value "".
- <RPS\_HOME>, is the directory of the AhsayRPS.

For example, we should run the following command for migrating the configuration and the user backup files of AhsayOBS to AhsayCBS, where <RDR\_HOME>, <Obsoleted variable> and <RPS\_HOME> are null.

```
cd C:\Program Files\AhsayCBS\bin  
  
MigrateV6.bat "C:\Program Files\AhsayCBS" "" "C:\Program Files\AhsayOBS and  
AhsayRPS" "" ""
```

If your AhsayOBS and AhsayRDR are hosted on the same machine, both AhsayOBS and AhsayRDR will be upgraded at the same time. You are required to manually add the http and https connector definitions for the redirector in the AhsayCBS\_HOME/conf/server.xml .

#### For example:

Your redirector was using 8080 and 8443 as the http and https connection, you need to add the 2 extra connectors by copying the 2 connector definitions (backup server), for example:

```
<Service name="Catalina">  
  
    <Connector port="80" protocol="HTTP/1.1" ..... />  
  
    <Connector port="443" SSLCipherSuite="HIG..... />
```

Make a copy and paste it to the bottom as shown in red and then modify the ports for the redirector connector.

```
<Service name="Catalina">  
  
    <Connector port="80" protocol="HTTP/1.1" ..... />  
  
    <Connector port="443" SSLCipherSuite="HIG..... />  
  
    <Connector port="8080" protocol="HTTP/1.1..... />  
  
    <Connector port="8443" SSLCipherSuite="HI..... />
```

Assuming that you are using wild card certificate for both redirector and backup server. If you are using different SSL certificates, you will need to change the values in SSLCACertificateFile, SSLCertificateKeyFile and SSLCertificateFile in your https connector definition.

9. Run the following command to install AhsayCBS service with the command prompt:

```
service.exe -i <Service Name> <Service Display Name> <exe path> <Service Description>
```

where:

- Parameter “-i” stand for install service.
- <Service Name> is the name of the service.
- <Service Display Name> is the display name of the service.
- <exe path> is the file path to executable

cbssvcX64.exe (for 64bit OS),

cbssvcX32.exe (for 32bit OS),

It is located at %AhsayCBS\_HOME%\bin .

- <Service Description> is the description of the service.

For example, we should run the following command on a 64 bit platform:

```
cd "C:\Program Files\AhsayCBS\util\bin"

service -i "AhsayCBS" "AhsayCBS" "C:\Program Files\
AhsayCBS\bin\cbssvcX64.exe" "This is a CBS service."
```

for 32 bit platform, change “cbssvcX64.exe” to “cbssvcX32.exe” .

Here is a sample of the output.

```
C:\Program Files\AhsayCBS\util\bin>service -i "AhsayCBS"
"AhsayCBS" "C:\Program Files\AhsayCBS\bin\cbssvcX64.exe"
"This is a CBS service."

Start to Change Config AhsayCBS

Open Service Control Manager

Open Service

Service does not exists, install a new Service

AhsayCBS installed.

C:\Program Files\AhsayCBS\util\bin>
```

10. The service is now starting up, it should take a while when the migration starts to migrate user's profile and user group policies to the AhsayCBS. Since it is required to scan through each user profile to extract these information, more users could result in longer the migration process.

**Note:** Since AhsayCBS version 7.9, a new service Ahsay Cloud Backup Suite NFS Service (along with Ahsay Cloud Backup Suite) will automatically be installed when a Run Direct restore is triggered on the backup server (whereas, upgrading with the executable .exe file will install the AhsayCBS NFS service during the upgrade).

Make sure that the following ports are opened:

- **111** - Port mapper
  - **1058** - Port required for Run Direct
  - **2049** - Port for the NFS service
11. You may open the AhsayCBS\_HOME\logs\obs\_context\_YYYY-MM-DD.log to check if there are any errors during the startup, YYYY-MM-DD refers to the upgrade/migration date.
  12. Logon to the AhsayCBS web management console to check on your upgrade.
  13. Here is a list of suggested items to check after you started up your AhsayCBS.
    - 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.
    - Check https connection to the AhsayCBS on different browsers (IE, Firefox and Chrome).
    - Connect AhsayOBM/AhsayACB (v6) to AhsayCBS with both http and https connection.
    - You can also check on the differences between v6 and v7 in our appendix section, so that you can be more familiar with the new version.



## For Linux/Solaris x86/FreeBSD

The following steps refer to Ahsay product with standard installation. If you are using OEM version (branded installation), please also read the instructions in later chapters.

To operate the below steps, you need to have root access and you need to have some experience on installing/upgrading our products before.

### Assumption:

- You are going to install AhsayCBS in the path /usr/local/cbs
- AhsayOBS is installed in /usr/local/obs
- AhsayRDR is installed in /usr/local/rdr

**Note:** If the upgrade process is done on the same AhsayOBS/AhsayRPS/AhsayRDR path, the upgrade process would fail.

1. Download the AhsayCBS zipped tar file (cbs-nix.tar.gz) from our [website](#).
2. Logon as root user in the command prompt in your machine.
3. Copy the installation file, cbs-nix.tar.gz to /usr/local/cbs and untar it.

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

4. Stop the AhsayOBS service

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

or stop the AhsayRDR service

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

5. **This step only applies to FreeBSD/Solaris installation.** For Linux installation, please go to step 6.

For FreeBSD/Solaris installation, please upgrade your Java to version 1.7 (openjdk7). Please remove the bundled Java with the following commands:

```
# rm -rf /usr/local/cbs/java-linux-x64
# rm -rf /usr/local/cbs/java-linux-x86
```

**If you are installing for FreeBSD**, create a symbolic link from AhsayCBS to the Java home using the following command:

```
# ln -s /usr/local/openjdk7 java
```

**Note:** Assuming the JDK is located in /usr/local/openjdk7

From the command line, run the following command:

```
# setenv JAVA_HOME /usr/local/openjdk7
```

6. Run the install.sh from the following directory /usr/local/cbs/bin/install.sh

**Example:**

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

This command should migrate the configuration (AhsayRDR/AhsayOBS /AhsayRPS) and user profiles (AhsayOBS) to AhsayCBS.

7. The service is now starting up, it should take a while when the migration starts to migrate user's profile and user group policies to the AhsayCBS. Since it is required to scan through each user profile to extract these information, more users could result in longer migration process.

**Note:** Since AhsayCBS version 7.9, a new NFS Service (along with the CBS service) is installed upon installation / upgrade of AhsayCBS. Make sure that the following ports are opened:

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

8. After installation, restart the AhsayCBS service once by running the following commands:

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

9. You may open the /usr/local/cbs/logs/obs\_context\_yyyy-mm-dd.log to check if there are any errors during the startup, yyyy-mm-dd refers to the upgrade/migration date.

10. If your AhsayOBS and AhsayRDR are hosted on the same machine, both AhsayOBS and AhsayRDR will be upgraded at the same time. You are required to manually add the http and https connector definitions for the redirector in the /usr/local/cbs/conf/server.xml.

**Example:**

Your redirector was using 8080 and 8443 as the http and https connection, you need to add the 2 extra connectors by copying the 2 connector definitions (backup server), for example:

```
<Service name="Catalina">
    <Connector port="80" protocol="HTTP/1.1" ..... />
```

```
<Connector port="443" SSLCipherSuite="HIG..... />
```

Make a copy and paste it to the bottom as shown in red and then modify the ports for the redirector connector.

```
<Service name="Catalina">

  <Connector port="80" protocol="HTTP/1.1" ..... />

  <Connector port="443" SSLCipherSuite="HIG..... />

  <Connector port="8080" protocol="HTTP/1.1..... />

  <Connector port="8443" SSLCipherSuite="HI..... />
```

Assuming that you are using wild card certificate for both redirector and backup server. If you are using different SSL certificates, you will need to change the values in SSLCACertificateFile, SSLCertificateKeyFile and SSLCertificateFile in your https connector definition.

Restart the AhsayCBS service by the following 3 commands after you made the changes.

```
cd /usr/local/cbs/bin

sh shutdown.sh

sh startup.sh
```

11. Login to the AhsayCBS web management console to check on your upgrade.
12. Here is a list of suggested items to check after you started up your AhsayCBS.
  - 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.
  - Check https connection to the AhsayCBS on different browsers (IE, Firefox and Chrome).
  - Connect AhsayOBM/AhsayACB (v6) to AhsayCBS with both http and https connections.
  - You can also check on the differences between v6 and v7 in [Appendix B](#), so that you can be more familiar with the new version.

## Branded Version of AhsayOBS

This chapter will describe the steps to perform upgrade on an existing branded version of AhsayOBS.

### AhsayUp Upgrade Service and AhsayUp+ Upgrade Service

Subscribe our premium upgrade service to enjoy a smooth and effortless upgrade experience. Click [here](#) to learn more about the differences between the AhsayUp Upgrade Service and AhsayUp+ Upgrade Service, or visit the [Ahsay Shopping Centre](#) directly to subscribe the service.

There are 2 methods to upgrade your branded AhsayOBS.

#### **Method 1**

- This method is compatible with AhsayCBS version 7.5 or above.
- Upgrade your AhsayOBS to AhsayCBS by standard AhsayCBS installer.
- Upload branding materials using the new AhsayCBS interface.
- Generate new branded AhsayOBM and AhsayACB installers using the AhsayCBS interface.

#### **Pros**

- Straight forward with minimal setup resource.
- Perform the branding on a single machine.

#### **Cons**

- Before the branding applied to the AhsayCBS interface, client may see the "Ahsay" wordings on the AhsayCBS management console and client installer download page.
- The service name and the desktop icons in Windows platform are still using the Ahsay brand.

#### **Method 2**

- This method is compatible with AhsayCBS version 7.7 or above.
- Install AhsayCBS version 7.7 or above on a second machine for branded AhsayCBS installer generation.
- Apply the license to the AhsayCBS, you will notice the license error 1012 on the AhsayCBS. You have 14 days grace period to use this license on this machine.
- Upload branding materials using the new AhsayCBS interface.
- Generate branded AhsayCBS installers from the new AhsayCBS interface.

**Optional:** Test the upgrade scenario with the branded AhsayCBS installer by installing it on a third machine (testing platform) with AhsayOBS installed. The testing platform could be cloned from your existing AhsayOBS machine.

- Run the branded AhsayCBS installer on the AhsayOBS machine (production platform) to perform the upgrade.

## Pros

- Smooth transition, clients will not be able to see Ahsay related materials on the AhsayCBS interface.
- The upgrade scenarios can be tested and approved before deploying the new version to the production.
- Branded installer can be used for your resellers who want to set up their own AhsayCBS machine.

## Cons

- Required to setup extra machines for AhsayCBS installer generation.

### **Steps for Method 1:**

1. Prepare the branding graphics according to the image specification in [Appendix C](#).
2. Upgrade AhsayCBS by the standard AhsayCBS installer.
  - For Windows, refer to the steps in [Upgrade AhsayRDR/AhsayOBS/AhsayRPS by Windows executable](#).
  - For Linux, refer to the steps in [For Linux/Solaris x86/FreeBSD](#).
3. Disable the client auto update. Please rename the "index.xml" file in "%CBS\_HOME%/download/liveUpdate/" to "index.xml.disable"
4. Login AhsayCBS management console.
5. Click into [System Settings] > [Basic] > [Administrative Access].
6. Click the "system" user.
7. Click into the [Rebrand Clients] page.
8. Apply the properties, settings, branding graphics and digital certificate in the interface.
9. Click [OK] and [Save] the setting.
10. Go back to the [Build Installers] page, click on the [Build Branded Client] button to generate new branded AhsayOBM and AhsayACB installers.

Please be patient, the installer generation process should take around 5 to 10 minutes. The generation time would depend on the traffic condition on the customization portal.
11. After the AhsayOBM and AhsayACB installers are generated, click into the [Rebrand Web Console] page.
12. Enter "Title" and "Product Name" field.
13. Upload new branding graphics for the AhsayCBS in the [User Interface] tab.

The branding is now applied to the AhsayCBS interface. You can download branded AhsayOBM and AhsayACB from the download page for testing.

When testing complete, you can enable the client auto update by rename the "index.xml.disable" file in "%CBS\_HOME%/download/liveUpdate/" to "index.xml"

## **Steps for Method 2:**

1. Prepare the branding graphics according to the image specification in Appendix D.
2. Download the standard version of AhsayCBS from our website and setup AhsayCBS on a new machine.
  - For Windows, you may reference the steps 2-10 in [Upgrade AhsayRDR/AhsayOBS/AhsayRPS by Windows executable](#).
  - For Linux, you may reference the steps 2-8 in [Linux/Solaris x86/FreeBSD](#).

**Note:** As you are required to set up a new AhsayCBS on this machine, the migration steps that were shown in the reference are not involved.

3. Login AhsayCBS management console.
4. Apply your license key that you use in AhsayOBS into the AhsayCBS interface in the [System Settings] > [License] page.  
(You should see the license error 1012 message on the AhsayCBS. You have 14 days grace period to use this license on this machine.)
5. Click into [System Settings] > [Basic] > [Administrative Access].
6. Click the “system” user.
7. Click into the [Rebrand Clients] page.
8. Apply the properties, settings, branding graphics and digital certificate in the interface.
9. Click into the [Rebrand Web Console] page.
10. Enter “Title” and “Product Name” field in the “User Interface” tab.
11. Upload new branding graphics in the same page.  
**Option:** Apply the connector settings, SSL, report templates, properties and custom files in the interface.
12. In the [Build Installers] page, select the correct installer type and click on the [Build Branded Client] button to generate new branded AhsayCBS installers.  
  
Please be patient as the generation time would take around 10-15 minutes for each installer. The generation time would depend on the traffic condition on the customization portal.
13. Click [OK] and [Save] the setting.
14. You can download branded AhsayCBS installer from the download page for testing.

Option: You can test the upgrade scenario with the branded AhsayCBS installer by installing it on a third machine (testing platform) with AhsayOBS installed. The testing platform could be cloned from your existing AhsayOBS machine.

15. Run the branded AhsayCBS installer on the AhsayOBS machine (production platform) to perform the upgrade.

- For Windows, refer to the steps in [Upgrade AhsayRDR/AhsayOBS/AhsayRPS by Windows executable](#).
- For Linux, refer to the steps in [For Linux/Solaris x86/FreeBSD](#).

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

## For AhsayOBS with Reseller Settings

If you have dedicated connector for your sub-admin in version 6, after you upgraded to version 7. You need to set the corresponding connector in your sub admin.

### Example:

After the upgrade, you may find the following connectors settings in the AhsayCBS management console > System Settings > Basic > General > Connectors.

AhsayCBS

General | Email | Predefined Destinations | Administrative Access | Languages

Configure the basic settings for this server below.

**Host** ?

Host Name  
mybackup.com

**System Home** ?

System home directory  
C:\Program Files\AhsayCBS\system

**Connectors** ?

+ -

<input type="checkbox"/>	IP	Port	Protocol	Max Connection	Connection Timeout	Max Keep Alive Request	SSL Certificate
<input type="checkbox"/>	0.0.0.0	80	HTTP	2000	12000	1000	--
<input type="checkbox"/>	0.0.0.0	443	HTTPS	2000	12000	1000	--
<input type="checkbox"/>	0.0.0.0	8443	HTTPS	2000	12000	1000	--
<input type="checkbox"/>	0.0.0.0	60443	HTTPS	2000	12000	1000	--

**SSL Certificate** ?

+ -

<input type="checkbox"/>	Name	Common Name	Organization Unit	Organization Name	Location	State	Country	Expiry Date	Status
--------------------------	------	-------------	-------------------	-------------------	----------	-------	---------	-------------	--------

Save X ?

In order to make the connector, for example 8443 (highlighted in red), can be used for the corresponding reseller account. Please edit the reseller profile setting in the AhsayCBS management console > System Settings > Basic > Administrative Access, click on the corresponding reseller account.

In the Profile page, select 8443, for example, from the dropdown list of the connector. Save the changes after the modification.



**Profile**

Name  
sub

Password  
.....

Re-type Password






Type  
Sub Admin

Delegate setting and user management to Sub Admin  
 

☐ Name

Host Name  
mysub\_admin.com

Connector  
0.0.0.0:60443  
0.0.0.0:443  
0.0.0.0:8443  
0.0.0.0:60443



## 5 Upgrade from v7

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

1. A set of the latest configuration backed up on our cloud.
  - ⦿ In v7.3.2.0, you can back up the configuration from [System Panel] -> [Utility] -> [Auto Save].
  - ⦿ In v7.5.0.0 or above, you can back up the configuration from [System Settings] -> [Advanced] -> [Auto Save].
2. A copy of your existing v7:
  - ⦿ AhsayCBS installer.
  - ⦿ AhsayCBS configuration and branding information found in the **%AhsayCBS\_HOME%/conf** folder
  - ⦿ System home **%AhsayCBS\_HOME%/system** folder.
  - ⦿ AhsayOBM/AhsayACB client installers **%AhsayCBS\_HOME%/download** folder
3. Disable the AhsayOBM/AhsayACB client auto update.

To disable the client auto update. Please rename the "index.xml" file in **%AhsayCBS\_HOME%/download/liveUpdate** to "index.xml.disable".

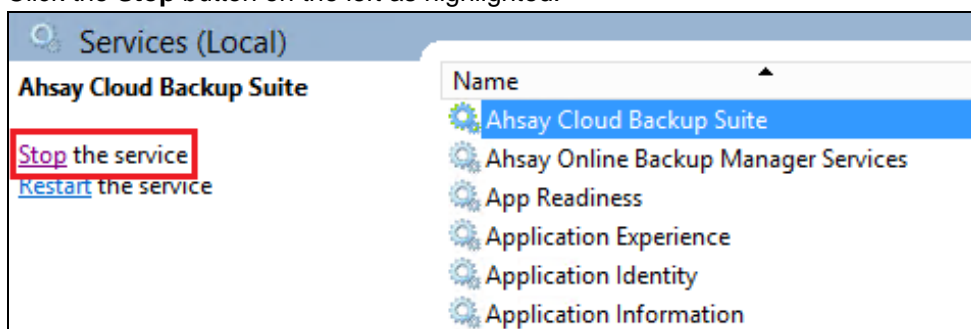
In case of any unexpected issues encountered during the upgrade process, these items will allow you to roll back and get your previous AhsayCBS installation up and running with minimal downtime.

## Windows

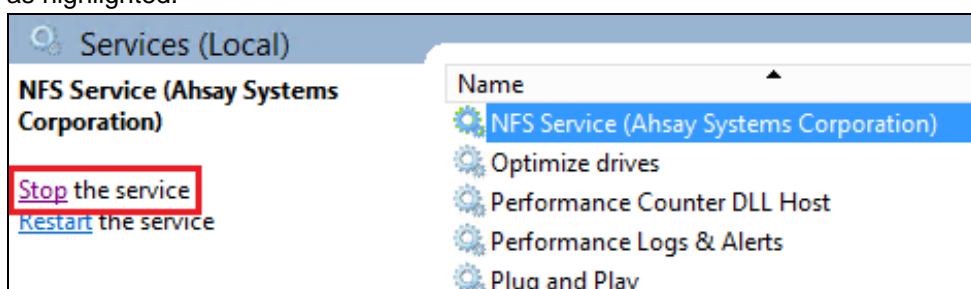
### Upgrade AhsayCBS by Windows Executable

The following steps refer to AhsayCBS with standard installation. If you are using OEM version (branded installation), please perform the upgrade using zip file with the instructions in the next chapter.

1. Download the AhsayCBS executable (cbs-win.exe) from our website.
2. Logon as administrator to Windows.
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
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 be able to 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 while.  
To disable the client auto update. Please rename the "index.xml" file in "%AhsayCBS\_HOME%/download/liveUpdate/" to "index.xml.disable"
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 service is now starting up, from AhsayCBS version 7.9 or above, a new service Ahsay Cloud Backup Suite NFS Service (along with Ahsay Cloud Backup Suite) is installed upon installation / upgrade of AhsayCBS. Make sure that the 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.

16. 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.
17. Logon to the AhsayCBS web management console to check on your upgrade.
18. Here is a list of suggested items to check after you started up your AhsayCBS.
  - 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.
  - Check https connection to the AhsayCBS on different browsers (IE, Firefox and Chrome).

- Connect AhsayOBM/AhsayACB to AhsayCBS with both http and https connection.

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

When you confirmed the settings are fine, you can enable the client auto update by renaming the "index.xml.disable" file in "%CBS\_HOME%/download/liveUpdate/" to "index.xml"

## Upgrade AhsayCBS by Zip File

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

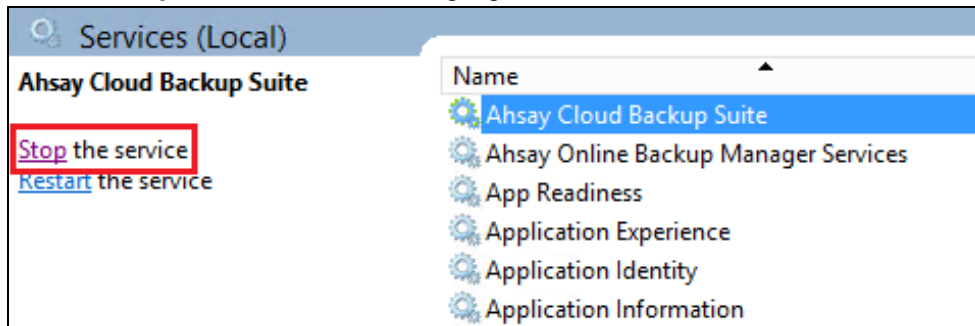
To ensure all customers benefit from this improvement, the cbs-win.zip file has been removed from the download page. If customers still require cbs-win.zip file, for example the installation/upgrade of multiple AhsayCBS instances on a single backup server, please contact Technical Support for further assistance.

[https://ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay\\_support\\_technical-support\\_notice](https://ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_support_technical-support_notice)

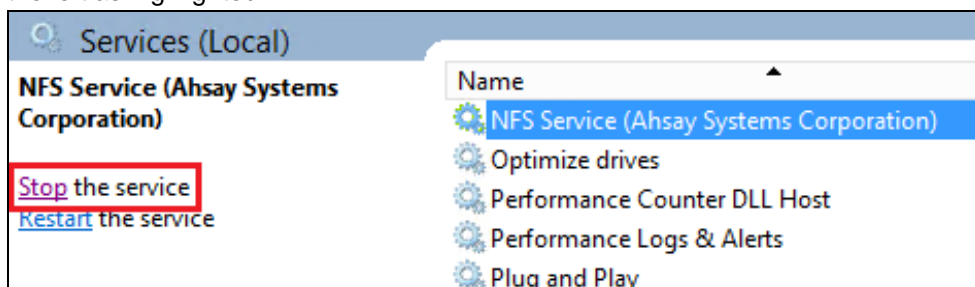
By using this method to perform the upgrade, users will have full control on the files added to the upgrade software. This method is recommended for users who are using customized version, have multiple instances installed on a single server, or who are advanced users.

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

1. Download the AhsayCBS zip file (cbs-win.zip) from our website.
2. Logon as administrator to Windows.
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, it is recommended to also 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
6. Rename the folder C:\Program File\AhsayCBS to  
**Example:** "AhsayCBS\_7320" (renamed the folder with the current version number)

7. Create a new folder C:\Program File\AhsayCBS
8. Expand the zip file to the following directory

Example: **C:\Program Files\AhsayCBS**

Modify the name of the Java folder in the installation path:

- for 32-bit machine, change the folder "java17x32" to "java", and
  - for 64-bit machine, change the folder "java17x64" to "java" .
9. Copy the following folders from the old installation folder and replace the one in C:\Program File\AhsayCBS
    - C:\Program File\AhsayCBS\_7320\conf
    - C:\Program File\AhsayCBS\_7320\system
    - C:\Program File\AhsayCBS\_7320\logs
    - C:\Program File\AhsayCBS\_7320\user
    - C:\Program File\AhsayCBS\_7320\u\*.\*

Disable the client auto update. Please rename the "index.xml" file in "%CBS\_HOME%\download/liveUpdate/" to "index.xml.disable"

10. 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.
11. The service is now starting up. Since AhsayCBS version 7.9, a new service Ahsay Cloud Backup Suite NFS Service (along with Ahsay Cloud Backup Suite) will automatically be installed when a Run Direct restore is triggered on the backup server (whereas, upgrading with the executable .exe file will install the AhsayCBS NFS service during the upgrade).

Make sure that the 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.

12. You may open the AhsayCBS\_HOME\logs\obs\_context\_yyyy-mm-dd.log to check if there are any errors during the startup, yyyy-mm-dd refers to the upgrade date.
13. Logon to the AhsayCBS web management console to check on your upgrade.
14. Here is a list of suggested items to check after you started up your AhsayCBS.

- Check SMTP settings in AhsayCBS web console > System Settings > Basic > Email.
- Check all users' profiles, backup and policy group settings in AhsayCBS web console > Backup/Restore > Users, Groups & Policies.
- Check the https connection to the AhsayCBS on different browsers (IE, Firefox and Chrome).
- Connect AhsayOBM/AhsayACB to AhsayCBS with both http and https connections.

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

When you confirmed the settings are fine, you can enable the client auto update by renaming the "index.xml.disable" file in "%CBS\_HOME%/download/liveUpdate/" to "index.xml"

## Linux/Solaris x86/FreeBSD

To operate the below steps, you need to have root access and you need to have some experience on installing/upgrading our products before.

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

1. Download the AhsayCBS zipped tar file (cbs-nix.tar.gz) from our website.
2. Logon as root user in the command prompt in your machine.
3. Stop the AhsayCBS service.

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

Remove the folder /usr/local/cbs/system/cbs/Installers

4. For upgrade of AhsayCBS v7.9.0.0 or above, it is recommended to stop the NFS service before proceeding to the steps below.
5. Rename the existing installation folder eg: /usr/local/cbs7320 (renamed it with the version number.)

```
# mv /usr/local/cbs /usr/local/cbs7320
```

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

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

7. Copy the configuration folder, system settings folder, log folder and user home folder from the old cbs folder (eg: cbs7320) to the existing installation path.

**Example:**

```
# cd /usr/local/cbs
# cp -R /usr/local/cbs7320/conf .
# cp -R /usr/local/cbs7320/system .
# cp -R /usr/local/cbs7320/logs .
# cp -R /usr/local/cbs7320/user .
```

Disable the client auto update. Please rename the "index.xml" file in "%CBS\_HOME%/download/liveUpdate/" to "index.xml.disable"



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

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

**Note:** Since AhsayCBS version 7.9, a new NFS Service (along with the CBS service) is installed upon installation / upgrade of AhsayCBS. Make sure that the following ports are opened:

- **111** - Port mapper
  - **1058** - Port required for Run Direct
  - **2049** - Port for the NFS service
9. You may open the /usr/local/cbs/logs/obs\_context\_yyyy-mm-dd.log to check if there are any errors during the startup, yyyy-mm-dd refers to the upgrade date.
10. Logon to the AhsayCBS web management console to check on your upgrade.
11. Here is a list of suggested items to check after you started up your AhsayCBS.
- Check SMTP settings in AhsayCBS web console > System Settings > Basic > Email.
  - Check all users' profiles, backup and policy group settings in AhsayCBS web console > Backup/Restore > Users, Groups & Policies.
  - Check https connection to the AhsayCBS on different browsers (IE, Firefox and Chrome).
  - Connect AhsayOBM/AhsayACB to AhsayCBS with both http and https connection.
  - You can also check on the differences between v6 and v7 in our appendix section, so that you can be more familiar with the new version.

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

When you confirmed the settings are fine, 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 version 7.5.0.0 or above, all your existing branding will be carried forward to the latest version in the previous upgrade steps.

**Note:** If you are using the workaround steps to brand your AhsayCBS in version 7.3.2.0, you will need to handle the branding again.

If you are upgrading your AhsayCBS by cbs-win.zip (Windows) or cbs-nix.tar.gz (Linux/Unix), 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 the "system" user.
4. Click into the [Rebrand Clients] page.
5. Click into the [Build Installers] page, click on the [Build Branded Client] button to generate branded AhsayOBM and AhsayACB installers.

Please be patient, the installer generation process should take around 5 to 10 minutes. The generation time would depend on the traffic condition on the customization portal.

After the installer is generated. You can download branded AhsayOBM and AhsayACB from the download page for testing.

When you confirmed the settings are fine, you can enable the client auto update by renaming the "index.xml.disable" file in "%CBS\_HOME%/download/liveUpdate/" to "index.xml"

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.

### AhsayUp Upgrade Service and AhsayUp+ Upgrade Service

Subscribe our premium upgrade service to enjoy a smooth and effortless upgrade experience. Click [here](#) to learn more about the differences between the AhsayUp Upgrade Service and AhsayUp+ Upgrade Service, or visit the [Ahsay Shopping Centre](#) directly to subscribe the service.

## 6 Configure Update for AhsayOBM / AhsayACB

### Auto Update AhsayOBM / AhsayACB by AUA

#### Notes:

1. AhsayOBM with Hyper-V 2008 R2 Cluster or Exchange 2010/2013 DAG backup set must be upgraded manually and not via AUA. AhsayOBM installed on each node must be upgraded manually to ensure all nodes are using the same version before running the next backup. A mismatch in version will cause backup to fail. It is highly recommended to manually uninstall the AhsayOBM first and perform a fresh AhsayOBM v7 installation for the Exchange DAG nodes.
2. It is recommended to perform the upgrade of the clients in small batches e.g.: 5-10 users, at a time to avoid network congestion.
3. If the AUA feature is enabled on AhsayOBS v6, the feature will continue to be enabled when upgraded to v7.

#### Limitation

Auto update is supported for AhsayOBM / AhsayACB version 6.3.0.0 or above.


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

- FreeBSD
- Solaris
- Mac OSX

Since these are propriety Java running on these platforms, the auto update agent will not deploy any Java packages during the auto update. Please update the Java to version 1.7 manually on these platforms.

#### 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.

For every 720 minutes or whenever the backup client service restarts (v7) or the auto update agent service restarts (v6), 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.

## 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.

## 7 Downgrade from v7 to v6

### Important

Since the backup changes made by v7 will not be able to use again in v6. All historical backup are lost and you need to start over the backup again in v6. Please communicate with your clients and check if they are comfortable with this.

If you still have a valid copy of v6 replicated data, you may recover your v6 backup server with the AhsayRPS. Please follow our [forum](#) instruction.

If you don't have a valid copy of v6 replicated data, please check if you still have the following 2 items that was prepared in the [Upgrade from v6](#) section.

1. A set of the latest v6 configuration files.
2. A copy of your existing v6 binaries/system home and client installers (AhsayOBC).

If you don't have a valid copy of v6 replicated data, or don't have the latest v6 configuration, binaries/system files. You won't be able to restore your backup server to v6.

**Assumption:** Your backup copy of v6 binaries/system home is located in

### Windows

C:\Program Files\AhsayOBS and AhsayRPS\_62700

### Linux/Solaris/FreeBSD

/usr/local/obs\_62700

**Follow the steps below to downgrade:**

### Windows:

1. Open command prompt and change the working directory to %AhsayCBS\_HOME%\util\bin

```
cd "c:\Program Files\AhsayCBS\util\bin"
```

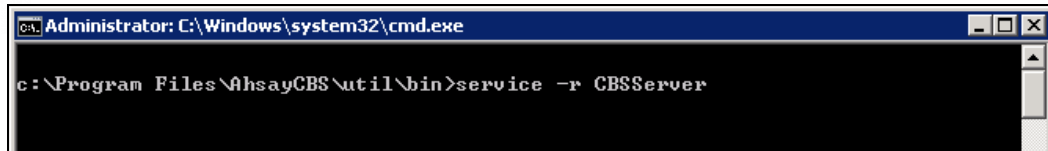
2. Run the following command within the command prompt would remove the service for AhsayCBS:

```
service.exe -r <Service Name>
```

where:

- ⦿ Parameter "-r" means removing the service and parameter.
- ⦿ <Service Name> - is the name of the service.

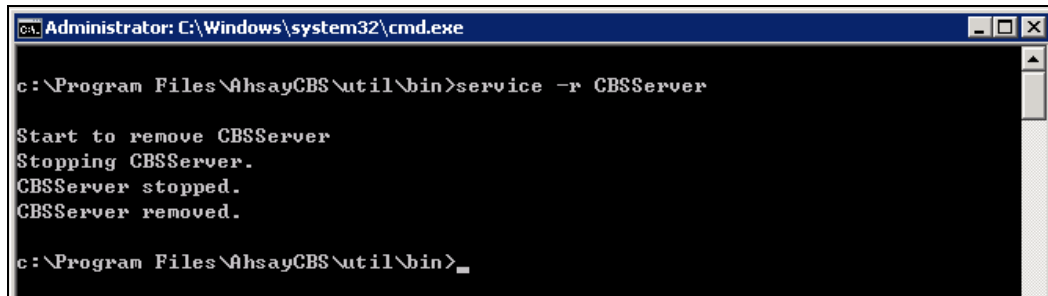
For example, in our case, we should run the following command:



```
Administrator: C:\Windows\system32\cmd.exe

c:\Program Files\AhsayCBS\util\bin>service -r CBSServer
```

A message of “CBSServer removed” as shown below will be displayed on the screen to advise that uninstallation of the service has been successful.



```
Administrator: C:\Windows\system32\cmd.exe

c:\Program Files\AhsayCBS\util\bin>service -r CBSServer

Start to remove CBSServer
Stopping CBSServer.
CBSServer stopped.
CBSServer removed.

c:\Program Files\AhsayCBS\util\bin>
```

Rename the folder of your v6 copy from

**C:\Program Files\AhsayOBS and AhsayRPS\_62700**

to

**C:\Program Files\AhsayOBS and AhsayRPS**

3. Change the working directory to C:\Program Files\AhsayOBS and AhsayRPS\util\bin

```
cd "c:\Program Files\AhsayOBS and AhsayRPS\util\bin"
```

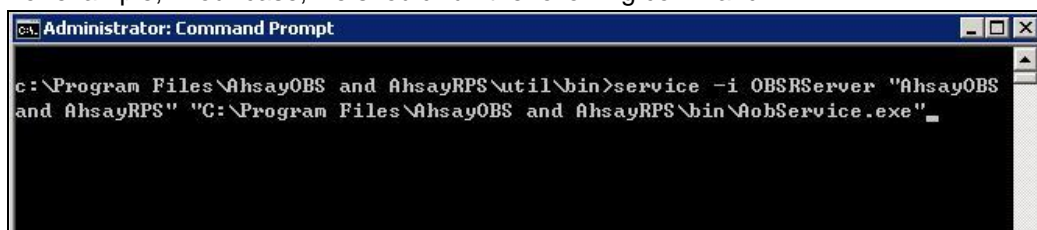
4. Run the following command within the command prompt to install the service:

```
service.exe -i <Service Name> <Service Display Name>
<exe path>
```

where:

- ▶ Parameter “-i” stand for install service and parameter “-r” stands for remove service.
- ▶ <Service Name> - is the name of the service.
- ▶ <Service Display Name> – is the display name of the service.
- ▶ <exe path> - is the path to AobService.exe. By default, it is located at %AhsayOBSR\_HOME%\bin

For example, in our case, we should run the following command:



```
Administrator: Command Prompt

c:\Program Files\AhsayOBS and AhsayRPS\util\bin>service -i OBSRServer "AhsayOBS
and AhsayRPS" "C:\Program Files\AhsayOBS and AhsayRPS\bin\AobService.exe"
```

A message of “OBSRServer installed” as shown below will be displayed on the screen to advise that the service has been installed successfully.

```

Administrator: Command Prompt

Start to Change Config OBSRServer

Open Service Control Manager

Open Service
Service does not exists, install a new Service
OBSRServer installed.

```

5. Please start AhsayOBS service via the Service management console. This can be reached from [Control Panel] -> [Administrative Tools] -> [Services]. Press the [Start] button to start the [AhsayOBS and AhsayRPS] service.

Check the backup server. Please point the web browser to <http://your-backup-server/>.

Please also contact your client to run the v6 AhsayOBM/AhsayACB installer again if they have upgraded the client to v7.

### **Linux/Solaris/FreeBSD:**

1. Logon as root to the Linux/Solaris/FreeBSD machine.
2. Change to the CBS\_HOME directory and run the uninstall script using the command shown below.

```

cd /usr/local/cbs
sh ./bin/uninstall.sh

```

3. The following output would appear after running the script. The script would stop AhsayCBS service and also remove the startup script so that the service will not start at boot up.

```

[root@cos6x cbs]# sh ./bin/uninstall.sh
Log Time: Wed May 13 14:39:48 HKT 2015

Verifying current user privilege ...
Current user has enough privilege to "uninstall".

Using CBS_HOME: /usr/local/cbs
Using JAVA_HOME: /usr/local/cbs/java
Try to shutdown [ Ahsay Cloud Backup Suite ]

-----
You may set SYSTEM_DEBUG=0 to disable the debug message
-----

Current User Name   : root
Using SYSTEM_TYPE   : linux
Using SYSTEM_ARCH    : x86_64

-----
Using CBS_HOME       : /usr/local/cbs
Using JAVA_HOME       : /usr/local/cbs/java
Using CATALINA_HOME   : /usr/local/cbs/tomcat
Using CATALINA_OUT    : /usr/local/cbs/logs/catalina.out
Using JAVA_OPTS       : -Djava.net.preferIPv4Stack=true -Djava.library.path=/usr/local/cbs/lib -Dtc.log.path=/
usr/local/cbs/logs -Dtc.work.path=/usr/local/cbs/work -Dtc.cbs.conf.path=/usr/local/cbs/conf -Dtc.rps.conf.pat
h=/usr/local/cbs/conf -Dtc.rdr.conf.path=/usr/local/cbs/conf -Dcluster.server.name=inst1
Using CATALINA_OPTS   : -Djavax.servlet.context.tempdir=/usr/local/cbs/work
-----

Stopping CBS service
Wait 5 seconds before [ Ahsay Cloud Backup Suite ] is down
Remove [ Ahsay Cloud Backup Suite ] (cbs) from service
Uninstall Service for NIX type OS
Using init script path /etc/init.d
Using run level script path /etc/rc.d
Removing symbolic link from run levels
Removing script file obsr from /etc/init.d
[ Ahsay Cloud Backup Suite ] uninstall service is complete!
It is now safe to remove files from /usr/local/cbs
[root@cos6x cbs]#

```

4. Move the current working directory of the AhsayOBS folder /usr/local/obs to a backup folder. This obs folder should contain outdated information.

**Example:**

```
mv /usr/local/obs /usr/local/obs_7500
```

5. Move the previous backup copy of the v6 AhsayOBS folder back to the original location.

```
mv /usr/local/obs_62700 /usr/local/obs
```

For FreeBSD environment, since you have upgraded the Java to version 1.7 to run the AhsayCBS v7. In order to run the AhsayOBS v6, you need to have the native Java version 1.6 and set the environment variable of Java home pointing to the native Java version 1.6.

6. From the command line, run the following command:

```
# setenv JAVA_HOME /usr/local/diablo-jre1.6.0
```

7. Install and startup the OBS service by the following command:

```
# /usr/local/obs/bin/install.sh
```

After executing the command, you should see the following output.

```
Verifying current user privilege ...
Current user has enough privilege to "install".

Start configuration on BSD distribution Platform (FreeBSD)
Using OBSR_HOME /usr/local/obs
"JAVA_HOME" variable is set.
Current Directory: "/usr/local/obs".
Created symlink "java" to "/usr/local/diablo-jre1.6.0".
Minimum supported JVM version: 1.5
Current JVM version is supported for installation.
Installing [ Ahsay Offsite Backup Server and Replication Server ]
[ Ahsay Offsite Backup Server and Replication Server ] Service Script created at /usr/local/obs/bin/obsr
Install Service for BSD type OS
Copying script obsr to /usr/local/etc/rc.d
You may start this service by:

sh "/usr/local/etc/rc.d/obsr" start &

Remember to add an entry: obsr_enable="YES" to /etc/rc.conf

[ Ahsay Offsite Backup Server and Replication Server ] setup completed!
Startup [ Ahsay Offsite Backup Server and Replication Server ]
Started [ Ahsay Offsite Backup Server and Replication Server ]
FreeBSD# -----
You may set SYSTEM_DEBUG=0 to disable the debug message
-----
Current User Name      : root
Using SYSTEM_TYPE     : bsd
Using SYSTEM_ARCH     : amd64
Using PHYSICAL_MEM    : 1010 (MB)
Using SYSTEM_RESV     : 256 (MB)
-----
Using OBSR_HOME       : /usr/local/obs
Using JAVA_HOME       : /usr/local/obs/java
Using CATALINA_HOME   : /usr/local/obs/tomcat
Using CATALINA_OUT    : /usr/local/obs/logs/catalina.out
Using JAVA_OPTS       : -Xss256k -Xms754m -Xmx754m -Xrs -XX:+UseConcMarkSweepGC -XX:+UseParNewGC -XX:NewRatio=4 -XX:SurvivorRatio=6 -XX:PermSize=128m -Dsun.net.inetaddr.ttl=3600 -Dnetworkaddress.cache.ttl=3600 -Dsun.net.inetaddr.negative.ttl=300 -Dnetworkaddress.cache.negative.ttl=300 -Djava.net.preferIPv4Stack=true -Djava.library.path=/usr/local/obs/tomcat/lib
Using CATALINA_OPTS   : -Dtc.log.path=/usr/local/obs/logs -Dtc.work.path=/usr/local/obs/work -Dtc.obs.conf.path=/usr/local/obs/conf -Dcluster.server.name=inst1 -Djavax.servlet.context.tempdir=/usr/local/obs/work
-----
Starting OBSR service
```

Check the backup server. Please point the web browser to <http://your-backup-server/>.

Please also contact your client to run the v6 AhsayOBM/AhsayACB installer again if they have upgraded the client to v7.



## 8 Contacting Ahsay

### Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following website:

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

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](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
it	Italian
ja	Japanese
ko	Korean
lt	Lithuanian
nl	Dutch
no	Norwegian
pl	Polish
pt_BR	Portuguese (Brazil)
pt_PT	Portuguese (Portugal)
sl	Slovenian
sv	Swedish
tr	Turkish
zh_CN	Chinese (Simplified)
zh_TW	Chinese (Traditional)

## Appendix B Differences between AhsayOBS v6 vs AhsayCBS v7

AhsayCBS has been totally re-designed from the ground upwards to provide the best cloud backup solution with changes to core functions, such as file storage system, indexing, backup set features, replication, group policy, system user and branding.

For a list of key differences between the AhsayOBS v6 and AhsayCBS v7, refer to [Differences Between v6 & v7](#).



## Appendix C Image Specifications

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