

# Common Technical FAQ's

Here is a list of common backup problems that can be resolved or investigated. Please note some errors are windows related not software related.

For further assistance on any errors please email – [support@ukbackups.uk](mailto:support@ukbackups.uk)

- 1) Missed Backups
- 2) Index Error
- 3) VSS
- 4) Access Denied / File doesn't exist
- 5) Find running/stopped files (during a crash)
- 6) How to change the temp location
- 7) Failed to flush buffer error
- 8) Backup Reminder when shutting down PC
- 9) Data Integrity Check
- 10) Javax.crypto.BadPaddingException
- 11) How to End the bJW.exe Process

## 1) Missed Backups

If your backup has completed with errors, missed, or just failed to run at all, then checking the debug log on the machine could provide some answers as to what is the cause of the issues. To find this file, you will first need to locate the .obm (PRO) or .acb (LITE) folder on the machine. Before this however please check the machine is on at the time of the scheduled backups and not shutdown or asleep, this could be another reason for missed backups.

First, here is how you find the .obm/.acb folder:

1. Open up Windows Explorer, and click into the C drive.
2. Next, click in to the users folder
3. Now you will need to know which user profile the software was installed with
4. Once inside the user profile, you will see the .acb or .obm folders
5. You will now need to get to the location of the debug log. Once inside the relevant folder, you will see a folder called log. Open this, and then click a sub-folder called 'Scheduler'
6. The debug log file will be inside of this folder. You can then open it and find what the error could be.

## 2) Index Error

Sometimes there could be an index error with the backups, to resolve carry out the following steps below however please ensure the software is closed first before doing.

1. Browse to Program Files
2. Click on the Program Folder where it says XXX Cloud Backup
3. Right click on cb.opt & select edit
4. Please add true at the end of "com.ahsay.cloudbacko.core.bset.file.RemoteBDB.forceRebuild="

```
# Force to rebuild file database (BDB) on server  
com.ahsay.cloudbacko.core.bset.file.RemoteBDB.forceRebuild=
```

5. Save & close
6. Then run a manual backup
7. Please remember to remove the "true" within cb.opt after the rebuild has finished
8. Save & close
9. Then restart the XXX Cloud Backup service again

## 3) VSS Errors

In any reports if you see VSS errors then these are client side (OS problem), you will need to resolve these before an Exchange backup will work.

From cmd, type vssadmin list writers and it will show the failed writer. Once you fix this, the backups will work.

The backup client uses the MS VSS writers to backup. Same would happen if you try and use Microsoft backup to backup the Exchange, it would fail. A reboot may resolve this, but if the problem comes back, you will need to investigate further.

#### 4) Access Denied / File Doesn't Exist

Some files that are set for backup may not give permissions for the software to back it up, please ensure that this is enabled for the backups to run.

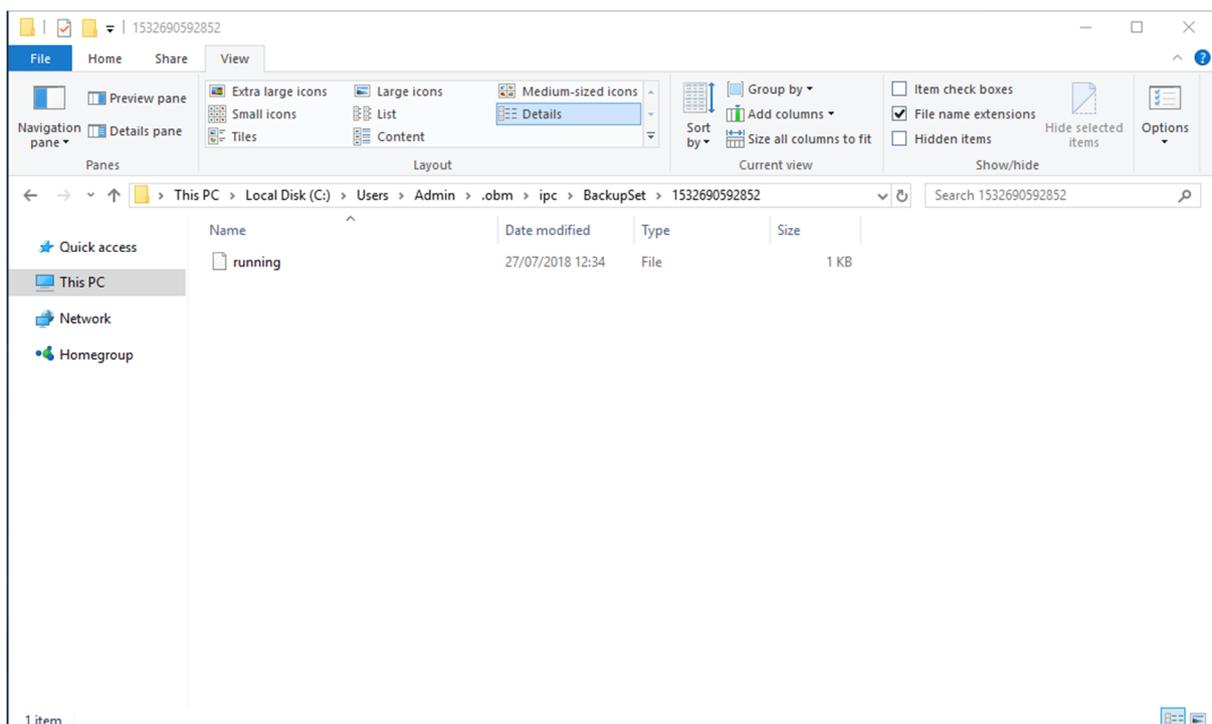
Similarly if a file has changed location and you see "file doesn't exist", this means the file has been moved and the software is still trying to read it from the source, you can either delete this path from the backup set if it is not needed for backup anymore or modify the path.

#### 5) How to Find Running/Stopped Files in the Event of a Crash

If the backup client freezes or crashes, and you are unable to close it, then you may need to delete the running/stopped files created by the backup.

You will need to go to the user folder that the client was installed on. In the picture below, we are using the Admin logon. Once there, you will need to open either the .obm folder or the .acb folder. This all depends on whether you have the PRO (.OBM) or LITE (.ACB) client installed. Once inside this folder, open the ipc folder, then BackupSet folder. In here will be all backup sets currently created. They will not be named, so you will need to find the correct folder. In here will be either the running or stopped files, depending on whether the backup is running or has been forced to stop.

An example of this is below:



## **6) How to change the temp location**

1. Login to your backup account.
2. Click on Backup Sets
3. Select the required backup set
4. Click on Show Advanced Options
5. Click Others and then click Change on the temporary directory and browse to a location that the logged in account has full access to. Alternatively you may want to create a new folder
6. Click Save. The temp location used for backups have now been changed.

## **7) Failed to flush buffer error**

Open file explorer and navigate to the following location - C:\ProgramFiles\XXXBusinessCloudBackup

This location will have a afc.opt file, open this in notepad and add the following to the end of the document:

```
com.ahsay.afc.bfs.cloud.ChunkedOutputStream.retry=20  
com.ahsay.afc.io.ReadAheadInputStream.timeout=300  
com.ahsay.afc.bfs.cloud.ChunkedOutputStream.upperSleepLimit=5
```

Ensure you then save this document.

Once saved please login to the client and run the backup again.

## **8) Backup reminder when shutting down PC**

To enable or disable this, please follow the below instructions.

1. Login to your backup client
2. Click on backup sets
3. Select the backup set to make changes to (you may have more than one).
4. Click on "Show advanced settings"
5. Now click on Reminder
6. Slide the ruler on or off to enable or disable this option.
7. Click save.

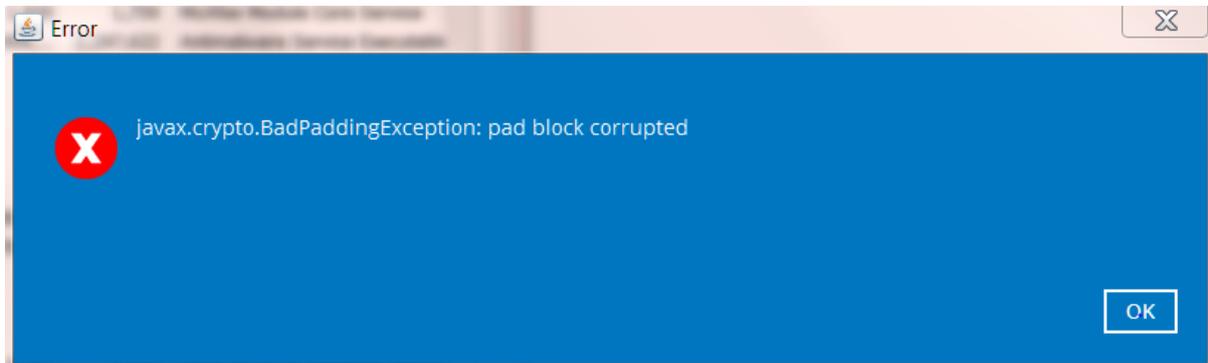
## **9) Data Integrity Check**

Goto the dashboard of the customer account, then Utilities (bottom right box) and run the data integrity check, make sure the CRC box is unticked.

Just click Yes, once done.

## 10) Javax.crypto.BadPaddingException

If when opening the backup client you receive the below message, try deleting the config folder called .obm for the PRO Client or .acb for the LITE Client.



The folder can be found in c:\users\userprofile\

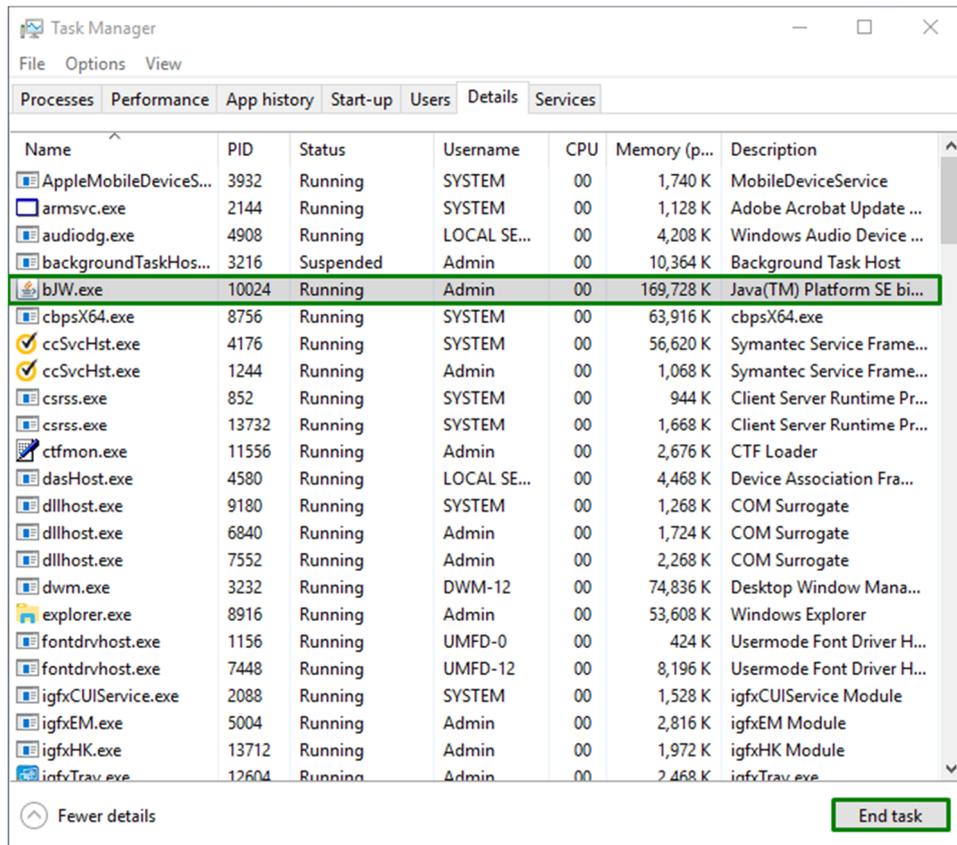
The folder contains user information and the encrypted encryption key. After deleting the folder, when you reopen the backup client, you will be prompted for your username and password then once logged in, you may also be prompted for your encryption key(s).

## 11) How to End the bJW.exe Process

If a backup is stuck running, or even the backup client itself has crashed, you may need to end the executable that will be running in the background so that you can stop both running. This executable is called bJW.exe. By ending this, it will stop the back up/force the client closed, which in turn will allow you to reopen the software and perform the original task.

Here is how to perform this fix:

1. Either right-click the taskbar and press Task Manager, or press Ctrl+Alt+Del and open Task Manager from here.
2. Find the running bJW.exe process, highlight it, and press end task. Below is an idea of what it should look like.



Once it has ended, you should then be able to reopen the client without issue and perform any tasks needed.