

Recovery of database backups after upgrading to 5.4.x

Symptom

After an upgrade to 5.4.x, users may notice grayed-out and unbrowsable database backups that contain recovery points created with versions earlier than 5.4.x.

Available Workarounds

Development has provided a hotfix to address this issue. The issue will be fully resolved in a future release. Please follow these instructions to obtain and apply the hotfix:

For Windows Users:

--Obtaining the hotfix files --

1. Create a new folder: (example)

c:\r1soft-hotfix\

2. Download the following zip file to the new folder:

<http://repo.r1soft.com/supportscripts/mysql-association-hotfix.zip>

3. Unzip this package.

Open an elevated command prompt.

-Click the Start button and search for "cmd".

-You'll see cmd.exe appear under Programs.

-Right-click "cmd.exe" and choose "Run As Administrator"

4. Close all disk safes that will receive the hotfix.

[Wiki Article](#)

5. From the command prompt, change directories to the working folder.

```
cd c:\r1soft-hotfix
```

6. Run the included batch file against all disk safes you intend to update, using the following method:

```
[c:\path\to\.BAT] [C:\path\to\cdp\install] [C:\path\to\disk\safe]
```

Example:

Install directory = c:\Program Files\Idera Server Backup

Disk safe directory = c:\Backups\DiskSafe1

The command would be :

```
c:\r1soft-hotfix\mysql-instance-association-fix.bat c:\Program
Files\Idera Server Backup c:\Backups\DiskSafe1
```

7. Repeat step 6 for each disk safe you intend to update.

8. When the hotfix is successfully applied, you can now re-open the disk safe(s).

Disk safes -> Select all disk safes to be opened -> Click "Open Selected".

9. Verify that "Browse Database" button is enabled.

For Linux Users:

--Obtaining the hotfix files --

1. Create a new folder: (example)

```
# mkdir /root/r1soft-hotfix
```

2. Change directories to the working folder.

```
# cd /root/r1soft-hotfix
```

3. Download the following zip file to the new folder:

<http://repo.r1soft.com/supportscripts/mysql-association-hotfix.tar.gz>

4. Untar this file within the newly created directory.

5. Close all disk safes that will receive the hotfix.

[Wiki Article](#)

6. Run the included script against all disk safes you intend to update, using the following method:

```
[/path/to/.sh] [/path/to/install/directory] [/path/to/disk/safe]
```

Example:

Install directory = /usr/sbin/r1soft

Disk safe directory = /Backups/DiskSafe1

The command would be :

```
# sh ./mysql-instance-association-fix.sh /usr/sbin/r1soft
/Backups/DiskSafe1
```

7. Repeat step 6 for each disk safe you intend to update.

8. When the hotfix is successfully applied, you can now re-open the disk safe(s).

Disk safes -> Select all disk safes to be opened -> Click "Open Selected".

9. Verify that "Browse Database" button is enabled.

Resolution Status

Product Component

Affected O/S

Status

Server Backup / Manager / DCC

All

Fix Scheduled for Future Release