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.
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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