

vBackup Bug Advisory 0.2.1-1 (version 0.2.1 on 64-bit systems)

KB Article: 1104001

Updated: 4/1/2011

Symptoms:

After clean installation, vBackup Client (vBackup_GUI.exe) crashes immediately upon open. Windows will report that "Thinware vBackup - GUI has stopped working".

vBackup_GUI.exe version: 0.1.0.913

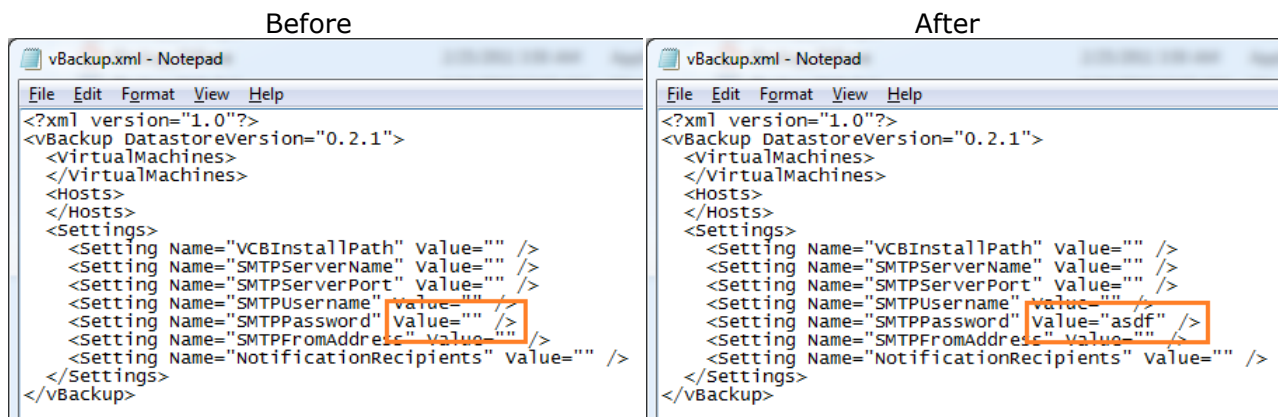
Resolution:

This error is caused by the application not properly handling a blank value for the "SMTPPassword" setting. The datastore that is provided with the install is completely empty and all settings are blank thus causing the application to error on open.

This issue can be resolved by simply modifying the datastore file to add a value to the "SMTPPassword" setting.

Follow these steps to modify the datastore file:

- 1) Using Windows Explorer, browse to the vBackup application folder (typically "C:\Program Files (x86)\Thinware\vBackup")
- 2) Right-click vBackup.xml and choose Edit
- 3) Add any text to the value property of the "SMTPPassword" setting as displayed in the before and after screenshots below
- 4) Close and save vBackup.xml



Additional Information:

This error is scheduled to be corrected in the next release (version 0.2.2).