

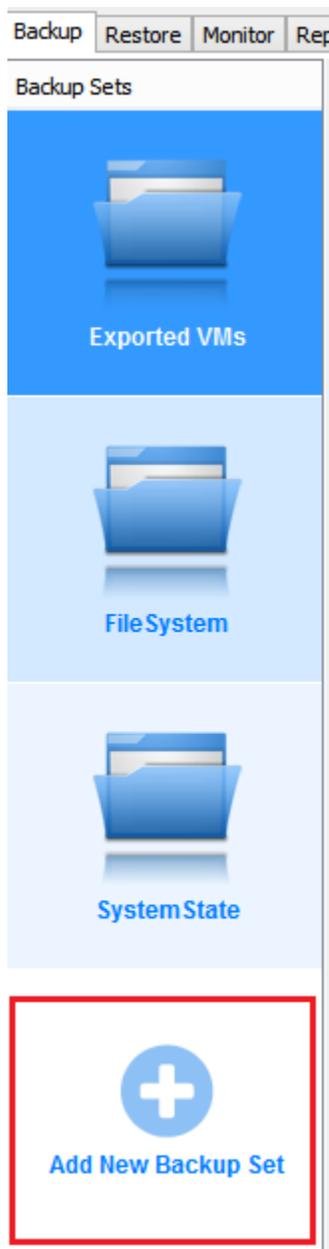
ZCB 4.11 hangs while opening

Symptoms

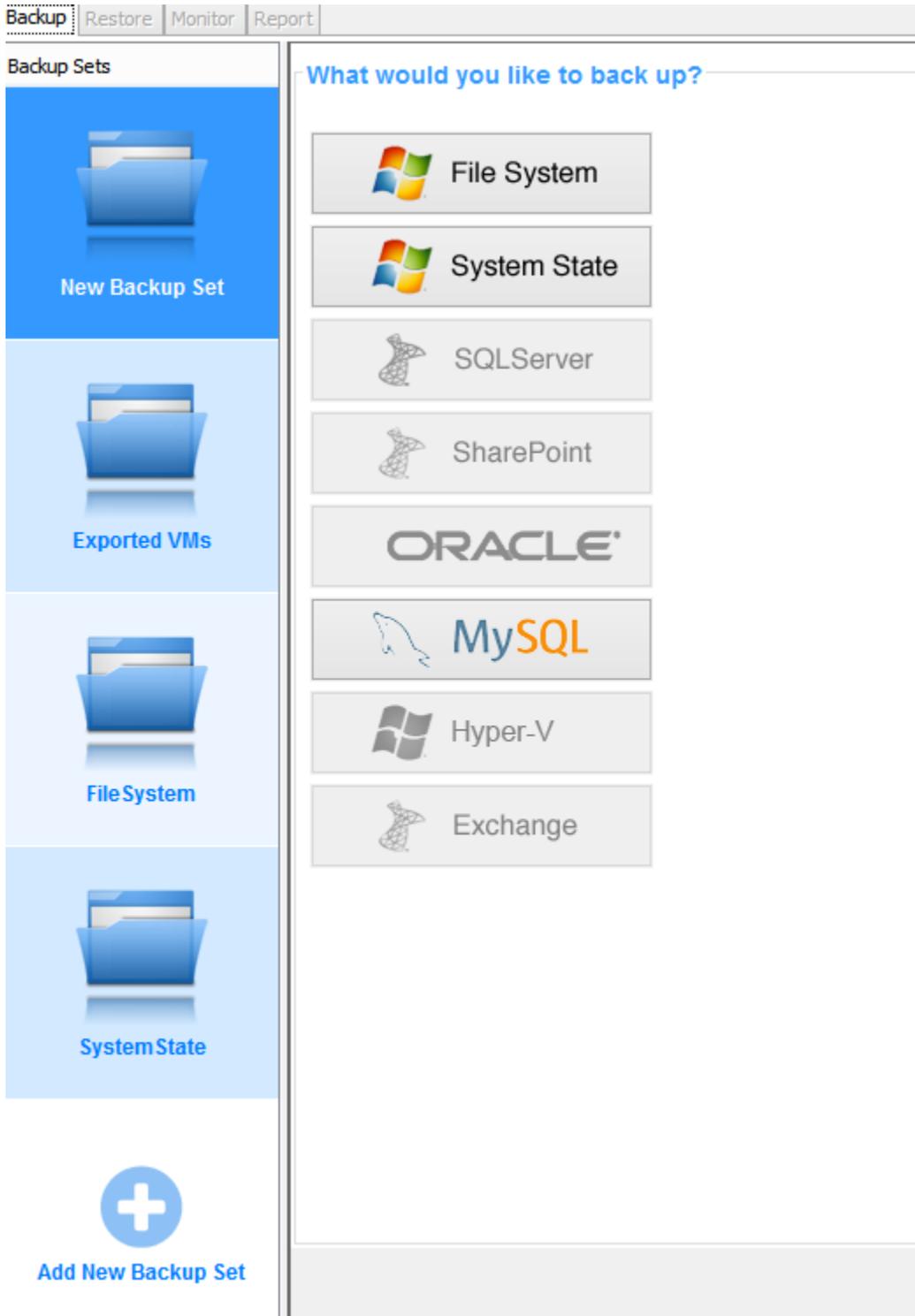
- You are using ZCB version 4.11.
- When the user interface is launched, it hangs and never fully opens.
 - You may see a screen that says "Zmanda Cloud Backup is loading. This can take a few moments. Please wait." The background is a picture of clouds.

What's going on?

ZCB 4.11 introduced a new workflow for creating new backup sets, including a button that is labeled "Add New Backup Set."



When clicked, the new backup set creation workflow should appear with a list of available backup types.



However, sometimes the new workflow does not appear when the button is clicked.

When this happens, an "invisible" backup set is created on top of the currently-visible backup set. This invisible backup set becomes active when changes to the visible backup set are made *and* saved. The invisible backup set receives the name "Add New Backup Set".

The name "Add New Backup Set" is reserved by ZCB for the new backup set creation workflow. If a backup set with that name exists, the program will hang the next time it is opened.

Prevention

If the new backup set creation workflow does not appear when the Add New Backup Set button is clicked, do the following:

1. Do not save any changes made to your backup set.
2. Close ZCB.
3. A prompt may appear that warns of unsaved changes to a backup set.
 - a. Click "OK" to discard the changes.
4. Reopen ZCB and create a new backup set again.

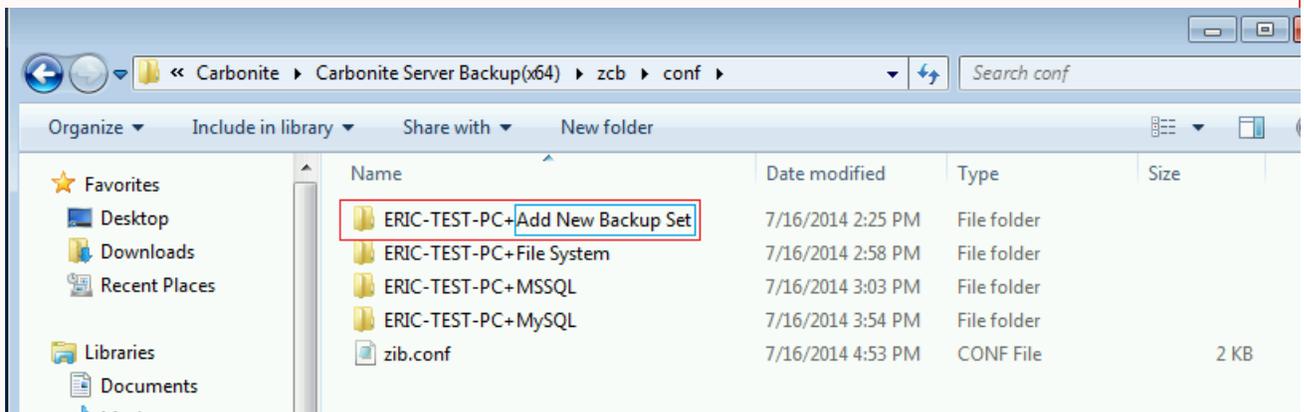
Resolution

If "Add New Backup Set" exists, it must be removed before ZCB can be opened. Please follow these steps.

1. Open Task Manager and kill the **javaw.exe** process if it exists.
2. Open Windows Explorer.
3. Locate the following folder. The exact folder will depend on which version of Windows you have installed.
 - a. For 64-bit Windows Vista, Server 2008, or higher: C:\ProgramData\Zmanda\Zmanda Cloud Backup(x64)\zcb\conf\
 - i. Please note this path is in C:\ProgramData\ and not in C:\Program Files\
 - b. For 32-bit Windows Vista, Server 2008, or higher: C:\ProgramData\Zmanda\Zmanda Cloud Backup\zcb\conf\
 - i. Please note this path is in C:\ProgramData\ and not in C:\Program Files\
 - c. For Windows XP and Server 2003: <folder where ZCB is installed>\zcb\conf\
 - i. The default location will be in C:\Program Files\Zmanda\Zmanda Cloud Backup\zcb\conf\
4. A folder for each backup set that currently exists will be shown.
5. Find the folder that contains the words "Add New Backup Set".
6. Delete the folder that contains the words "Add New Backup Set".

⚠ Only delete the folder that contains the phrase "Add New Backup Set". The other folders correspond to other backup sets.

The correct folder is highlighted in this screenshot:



Once the folder is deleted, open ZCB. If necessary, delete any backups taken by the "Add New Backup Set" backup set.

Delete backups taken by the "Add New Backup" backup set

"Add New Backup Set" is an active backup set and will back up whatever data was selected, according to the schedules that were set.

Use your dashboard at <http://zgd.zmanda.com> to verify if data was uploaded from this backup set. The **Delete All Backups Finished Before...** option, found in the File Menu, is the easiest way to delete this data, if it exists. Please see [How to use the Delete All Backups Finished Before function](#) for more information.