

<b>T.I. no.:</b> 2024-13 <b>Updated:</b> -	<b>Topic:</b> The cups.gz file is not included in the backup.
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<b>Date:</b> 28 August 2023	<b>Priority and need for action</b> <input type="checkbox"/> High: as soon as possible <input type="checkbox"/> Medium: on next visit to the machine <input checked="" type="checkbox"/> Low: FYI only
<b>Affected machines:</b> SC Club	
<b>From serial number:</b> -	
<b>Start date:</b> immediately	

This technical information is intended to provide trained service technicians with machine-specific information.

## Description of errors/faults

The following problem may occur in the case of machines running with current released software versions:

If a backup is stored on a USB drive, the **cups.gz** file is missing.

## Effect of the fault

Customer-specific images such as beverage symbols are stored in the **cups.gz** file.

If data backups without a **cups.gz** file are uploaded to other machines, all customer-specific images will then be missing. These must then be loaded separately.

## Cause of the fault

Internal analyses have shown that the **cups.gz** file will not be backed up if the machine name has been added to the machine master data and this name contains **spaces**.

Machine name on delivery ✓ The <b>cups.gz</b> file is backed up.	<b>0319-28221_K031950-28221</b> <input type="checkbox"/> 0319-28221_K031950-28221_20240911-104028_1950App.dbc <input type="checkbox"/> 0319-28221_K031950-28221_20240911-104028_1950App_ cups.gz <input type="checkbox"/> 0319-28221_K031950-28221_20240911-104028_1950KD.dbc <input type="checkbox"/> 0319-28221_K031950-28221_20240911-104028_1950Werk.dbc <input type="checkbox"/> 0319-28221_K031950-28221_20240911-104028_logg.dbc	<p>Maschinenstammdaten Name (*) K031950-28221 (* Dieser Name wird bei der Datensicherung auf USB verwendet)</p>
Modified machine name <b>with-out</b> spaces ✓ The <b>cups.gz</b> file is backed up.	<b>0319-28221_K031950-28221-Gebäude-80-EG</b> <b>0319-28221_K031950-28221Gebäude80EG</b> <input type="checkbox"/> 0319-28221_K031950-28221-Gebäude-80-EG_20240911-112156_1950App.dbc <input type="checkbox"/> 0319-28221_K031950-28221-Gebäude-80-EG_20240911-112156_1950App_ cups.gz <input type="checkbox"/> 0319-28221_K031950-28221-Gebäude-80-EG_20240911-112156_1950KD.dbc <input type="checkbox"/> 0319-28221_K031950-28221-Gebäude-80-EG_20240911-112156_1950Werk.dbc <input type="checkbox"/> 0319-28221_K031950-28221-Gebäude-80-EG_20240911-112156_logg.dbc	<p>Maschinenstammdaten Name (*) 28221-Gebäude-80-EG (* Dieser Name wird bei der Datensicherung auf USB verwendet)</p> <p>Maschinenstammdaten Name (*) -28221Gebäude80EG (* Dieser Name wird bei der Datensicherung auf USB verwendet)</p>
Modified machine name <b>with</b> spaces ✓ The <b>cups.gz</b> file is <b>not</b> backed up.	<b>0319-28221_K031950-28221 Gebäude 80 EG</b> <input type="checkbox"/> 0319-28221_K031950-28221_Gebäude_80_EG_20240911-105411_1950App.dbc <input type="checkbox"/> 0319-28221_K031950-28221_Gebäude_80_EG_20240911-105411_1950KD.dbc <input type="checkbox"/> 0319-28221_K031950-28221_Gebäude_80_EG_20240911-105411_1950Werk.dbc <input type="checkbox"/> 0319-28221_K031950-28221_Gebäude_80_EG_20240911-105411_logg.dbc	<p>Maschinenstammdaten Name (*) 28221 Gebäude 80 EG (* Dieser Name wird bei der Datensicherung auf USB verwendet)</p>

## Recommendation for machines in customers' hands

This technical information is given in order to provide them with a straightforward solution if the problem occurs: change the machine name.

In future software versions, the **cups.gz** file will also be backed up for all machines, even if there are spaces in the machine name.

In order to obtain a complete data backup including the **cups.gz** file, do not use spaces in the machine name until further notice.