[V7] ISSUE: AhsayCBS web console [Monitoring] > [Redirection Logs] > [Activities Log] page shows "Error Status 500" and no backup reports are generated

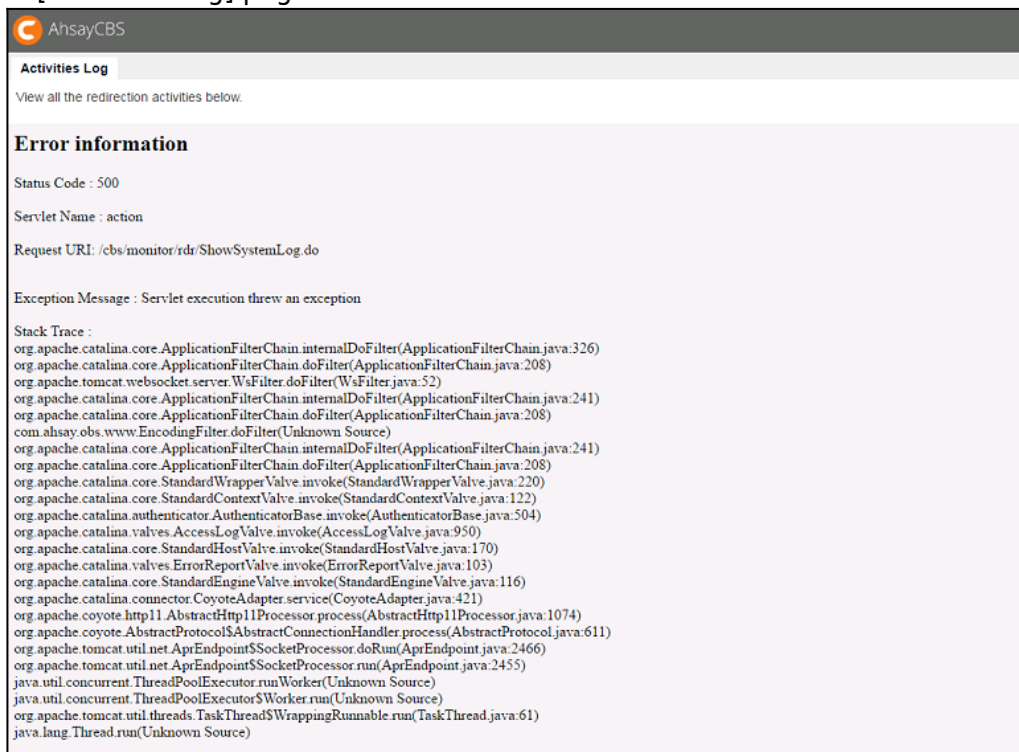**Article ID:** 5224
Reviewed: 2016-12-12

Product Version:
AhsayCBS: 7.5.0.0 to 7.x
OS: All platforms

ATTENTION 1st January, 2022: v7 officially End-of-Life [details]

Problem Description

No backup reports are generated by AhsayCBS and clicking on the [Monitoring] > [Redirection Logs] > [Activities Log] page shows **"Status Code : 500"** error.

Cause:
The **%CBS_INSTALL%/conf/rdr-lic.json** file on AhsayCBS contains NULL characters or is corrupted. Which will cause AhsayCBS is thrown exception messages when the file is read, this will cause the internal jobs responsible for generating backup reports to not startup properly.

Resolution

To resolve this issue:

1. Stop the AhsayCBS Service.
2. Go to **%CBS_INSTALL%/conf** folder.
3. Rename the **rdr-lic.json** file as **rdr-lic.json.bak** .
4. Start the AhsayCBS Service.

Once the AhsayCBS service has successfully restarted a new **rdr-lic.json** file will be automatically re-created.

Keywords

Status Code, backup report, Servlet Name, rdr-lic.json, AhsayCBS, Redirection Logs