

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

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## Product Version:

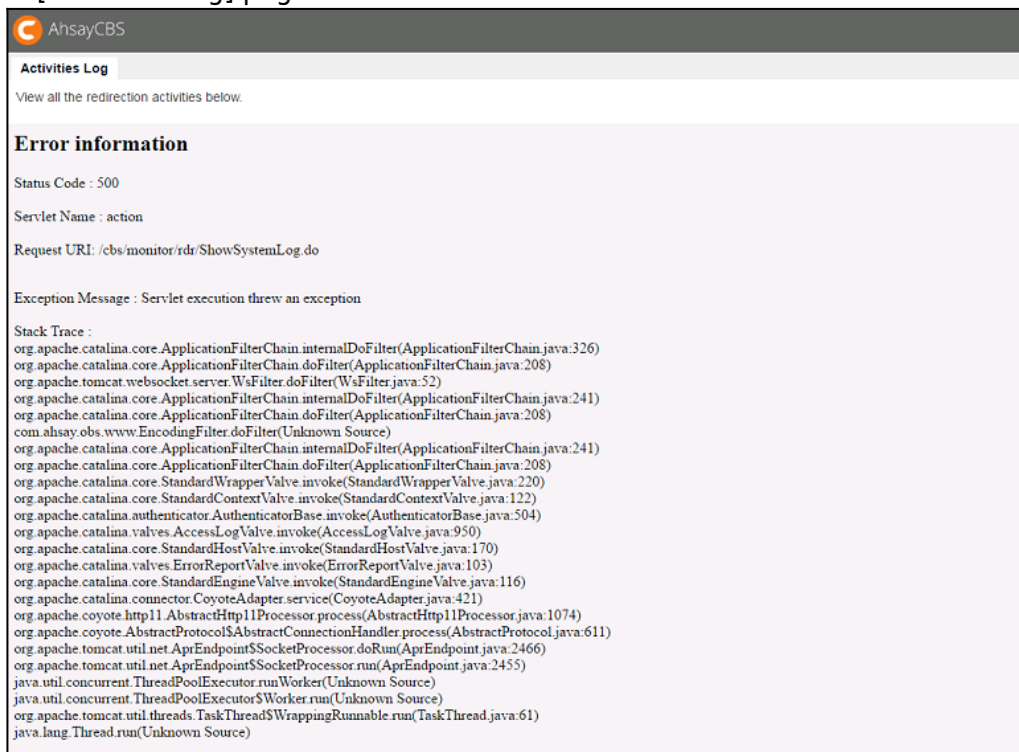
AhsayCBS: 7.5.0.0 to 7.x

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.



The screenshot shows the AhsayCBS web console interface. At the top, there's a header with the AhsayCBS logo. Below it, a tab labeled 'Activities Log' is selected. A message says 'View all the redirection activities below.' The main content area is titled 'Error information' and displays the following details:

- Status Code : 500
- Servlet Name : action
- Request URI : /cbs/monitor/rdr/ShowSystemLog.do
- Exception Message : Servlet execution threw an exception
- Stack Trace :
  - org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:326)
  - org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
  - org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:52)
  - org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
  - org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
  - com.ahsay.obs.www.EncodingFilter.doFilter(Unknown Source)
  - org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:241)
  - org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:208)
  - org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:220)
  - org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:122)
  - org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:504)
  - org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:950)
  - org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:170)
  - org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:103)
  - org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:116)
  - org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:421)
  - org.apache.coyote.http11.AbstractHttp11Processor.process(AbstractHttp11Processor.java:1074)
  - org.apache.coyote.AbstractProtocol\$AbstractConnectionHandler.process(AbstractProtocol.java:611)
  - org.apache.tomcat.util.net.AprEndpoint\$SocketProcessor.doRun(AprEndpoint.java:2466)
  - org.apache.tomcat.util.net.AprEndpoint\$SocketProcessor.run(AprEndpoint.java:2455)
  - java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)
  - java.util.concurrent.ThreadPoolExecutor\$Worker.run(Unknown Source)
  - org.apache.tomcat.util.threads.TaskThread\$WrappingRunnable.run(TaskThread.java:61)
  - java.lang.Thread.run(Unknown Source)

## 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

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