

[V7] ISSUE: AhsayCBS web console [Replication] > [Accepting Data] 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

When attempting to access the [Replication] > [Accepting Data] menu on the AhsayCBS web console, the following error is displayed:

Status Code : 500

Servlet Name : action

Request URI: /cbs/rps/config/Index.do

Exception Message : `javax.servlet.ServletException: [Index.execute] Failed to execute servlet`

```

Error information
Status Code : 500
Servlet Name : action
Request URI: /cbs/rps/config/Index.do
Exception Message : javax.servlet.ServletException: [Index.execute] Failed to execute servlet
Stack Trace :
org.apache.struts.chain.ComposableRequestProcessor.process(ComposableRequestProcessor.java:286)
org.apache.struts.action.ActionServlet.process(ActionServlet.java:1913)
org.apache.struts.action.ActionServlet.doGet(ActionServlet.java:449)
javax.servlet.http.HttpServlet.service(HttpServlet.java:624)
javax.servlet.http.HttpServlet.service(HttpServlet.java:731)
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:303)
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.cbs.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:219)
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:110)
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:506)
org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:962)
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:169)
org.apache.catalina.valves.StandardEngineValve.invoke(StandardEngineValve.java:116)
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:445)
org.apache.coyote.http11.AbstractHttp11Processor.process(AbstractHttp11Processor.java:1115)
org.apache.coyote.AbstractProtocolAbstractConnectionHandler.process(AbstractProtocol.java:637)
org.apache.tomcat.util.net.AprEndpoint$SocketProcessor.doRun(AprEndpoint.java:2549)
org.apache.tomcat.util.net.AprEndpoint$SocketProcessor.run(AprEndpoint.java:2538)
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)
Caused by:
Exception Message : [Index.execute] Failed to execute servlet
Stack Trace :
com.ahsay.cbs.rps.config.Index.execute(Unknown Source)
org.apache.struts.chain.commands.servlet.ExecuteAction.execute(ExecuteAction.java:58)
org.apache.struts.chain.commands.AbstractExecuteAction.execute(AbstractExecuteAction.java:57)
org.apache.struts.chain.commands.ActionCommandBase.execute(ActionCommandBase.java:51)
org.apache.commons.chain.impl.ChainBase.execute(ChainBase.java:121)
org.apache.commons.chain.generic.LookupCommand.execute(LookupCommand.java:305)
org.apache.commons.chain.impl.ChainBase.execute(ChainBase.java:191)
org.apache.struts.chain.ComposableRequestProcessor.process(ComposableRequestProcessor.java:283)
org.apache.struts.action.ActionServlet.process(ActionServlet.java:1913)

```

Cause

This issue can occur if the replication config file is not found / corrupted in the AhsayCBS installation conf folder:

%CBS_Installation_Home%/conf/rps.xml

Resolution

To resolve this issue:

1. Stop the AhsayCBS Service.
2. Copy the rps.xml file from a backup to %CBS_Installation_Home%/conf

Note:

If you do not have a backup copy of the rps.xml file, you can temporarily install AhsayCBS (of the same version as your current AhsayCBS server) on another computer, and retrieve the rps.xml file from there.

3. Restart the AhsayCBS Service.

Once the AhsayCBS service is restarted a new rps-recv.json and rpsRecv.xml file(s) will be automatically re-created if they are not present.

Keywords

status, code, backup report, servlet, Name, rps.xml, replication, accepting, data

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