

# [V7] ISSUE: Failed to save encrypted backup set encryption key to server. Failed to get OutputStream of file

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**Product Version:**

AhsayACB / AhsayOBM: 7.15.0.8 to 7.x

OS: All platforms

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

## Problem Description

When performing a backup of any type, the following warning message is received in the backup report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	Downloading server file list... Completed
*	...	...	...
*	warn	YYYY/MM/DD hh:mm:ss	Failed to save encrypted backup set encryption keys to server. Failed to get OutputStream of file: backup_id/settings/EncryptionKeys-YYYY-MM-DD.json.rgz, com.ahsay.afc.cloud.d: [ObsManager.newFolderIterator] Failed to list path: backup_id settings.
*	...	...	...

## Cause

The message suggests that the encryption key of the affected backup set cannot be saved to the backup server. A possible cause of this issue may be related to unstable connection between the AhsayOBM / ACB clients and the AhsayCBS server.

## Resolution

To resolve the issue, increase the upload timeout value for all affected client(s).

1. Open the **afc.opt** file under the AhsayOBM / ACB installation folder with a text editor.
2. Add the following line to the end of the file:

```
com.ahsay.afc.cloud.cache.AbstractCachedCloudManager.readTimeout=180
```

```
afc.opt
...
com.ahsay.ani.fsutil.FolderIterator.debug=
com.ahsay.ani.fsutil.FolderIterator.javaOnly=
com.ahsay.afc.cloud.cache.AbstractCachedCloudManager.readTimeout=180
```

Note: The value 180 seconds is for example purposes only, you can adjust the timeout value to another value if required

3. Save and exit from the text editor.
4. Restart the Ahsay Online Backup Manager Services / Ahsay A-Click Backup Services and client user interface.
5. Perform the backup again to see if the problem persists.

Note:

Further increase the timeout value (e.g. to 300 seconds) if the problem persist. Alternatively, contact [Ahsay Support](#) for further assistance.

## Keywords

timeout, encryption, encrypt, ObsManager.newFolderIterator

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