

# [V7] ISSUE: [Bptree.KeyRangelterator.hasNext] Error=[ABlock.parse] Cannot parse file

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Product Version:  
AhsayACB / AhsayOBM: 7.3.0.0 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 error message is received in the backup report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	Start running post-commands
*	...	...	...
*	erro	YYYY/MM/DD hh:mm:ss	[BackupSetCmd.uploadBackupFiles][java.lang.RuntimeException] Error=[RuntimeException][BackupFileIteIerator.Combined.hasNext] Throwable=[BackupFileIteIerator.hasNext]Throwable=[Bptree.KeyRangelterator.hasNext] Error=[ABlock.parse] Cannot parse file, temp_path\backupset_id\index\index.b2b, at id ...
*	...	...	...

Note:  
The error message above has been abbreviated, confirm if your backup has similar issue by searching for keywords "Cannot parse file" in the backup report.

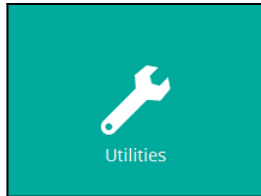
## Cause

The message suggests that there is an issue with the index file.

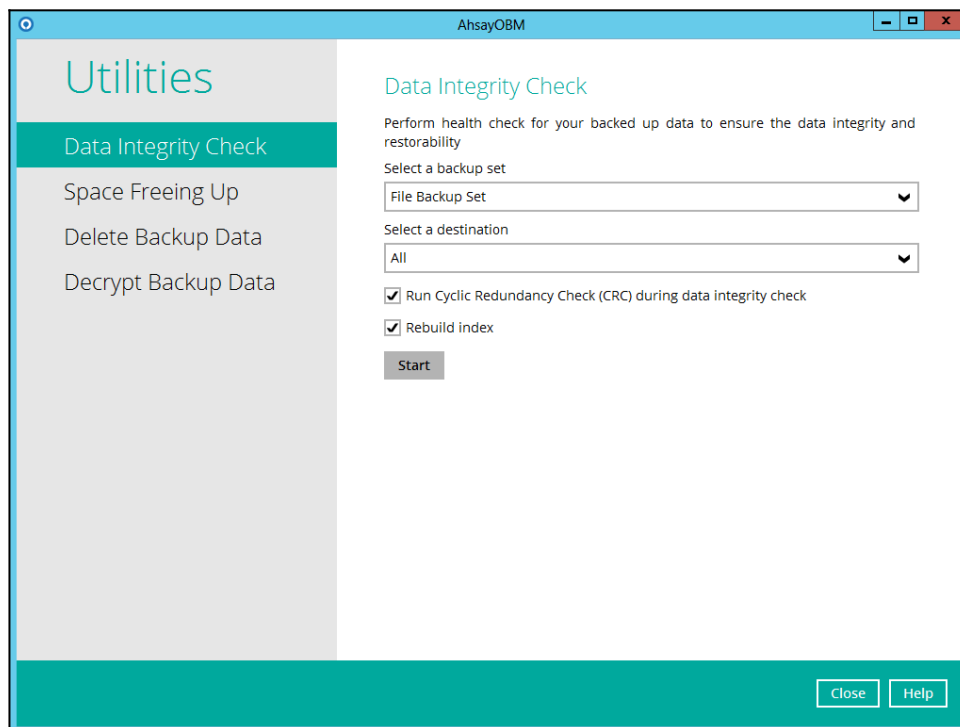
## Resolution

To resolve the issue, rebuild the index files of the affected backup set:

1. Patch the AhsayOBM / ACB application to version 7.15.6.38 or above. The instructions can be found by [Clicking Here](#).
2. Login to the AhsayOBM / ACB user interface.
3. Select **Utilities**, then **Data Integrity Check**



4. Select the affected backup set and the corresponding backup destination from the drop down menus.
5. Ensure that the **Rebuild index** option is enabled



Note: Also enable the **Run Cyclic Redundancy Check (CRC)** option if you want to also check on the integrity of the backup data.

6. Click **Start** to start the index rebuild process.
7. Perform another backup after the rebuild is completed to confirm if the problem is resolved.

## Keywords

Bptree, KeyRangelterator, hasNext, ABlock, parse

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