[V7] ISSUE: Unable to open index file, caused by [RuntimeException]

This article only applies to Ahsay software version 7

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Product Version:
AhsayOBM / AhsayACB: 7.3 to 7.x
OS: Windows

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: