

# ISSUE: Cannot open the client user interface with error Invalid byte 1 of 1-byte UTF-8 sequence

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**Reviewed:** 08/02/2018

**Product Version:**

AhsayACB / AhsayOBM: 8.1 or above

OS: Windows

## Problem Description

When opening the AhsayOBM / ACB user interface, the following error message is displayed:

*Invalid byte 1 of 1-byte UTF-8 sequence*



## Cause

This issue can occur if the AhsayOBM / ACB user settings file (e.g. ~\obm\config\settings.sys) saved on the client computer is corrupted.

## Resolution

To resolve the issue, remove, then re-create the user settings file on the affected client computer.

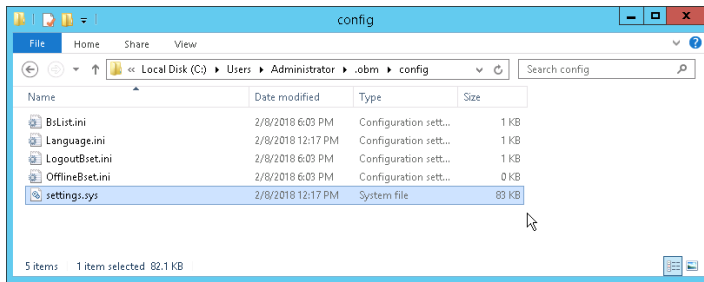
**Important:** Before proceeding to the next step, ensure that you have the encryption key for all backup sets of the affected user. Re-creating the user profile will require you to enter the encryption key for all existing backup sets.

For more details and best practice for managing encryption key, refer to the following KB article: [FAQ: Best practices for managing encryption key on AhsayOBM or AhsayACB](#)

Refer to the following steps to resolve the issue:

1. Stop the AhsayOBM / ACB services
2. Locate the settings.sys file in the .obm / .acb folder at:

%UserProfile%\obm\config\settings.sys or  
%UserProfile%\acb\config\settings.sys

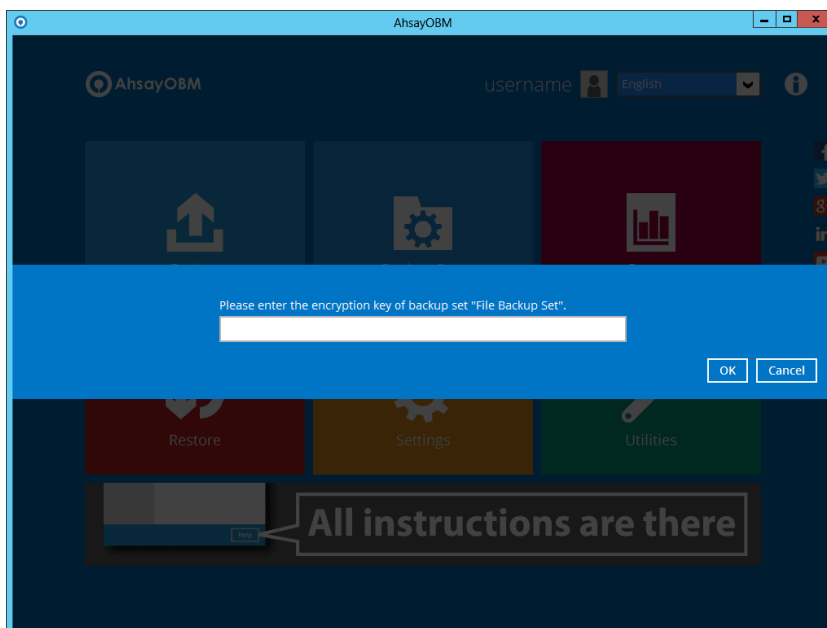


Note: Exact path to the .obm / .acb folder is saved in the home.txt file found at:

C:\ProgramData\AhsayOBM\home.txt or  
C:\ProgramData\AhsayACB\home.txt

3. Rename the settings.sys file to BACKUP\_settings.sys
4. Login to the AhsayOBM / ACB user interface

At this point, the client application will prompt for encryption key of all existing backup sets. You must enter the correct encryption key of each backup set to regain access to them.



## Keywords

pad, block, corrupted, cannot, can't, login, open, GUI, UI

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