

ISSUE: [SQLITE_CORRUPT] The database disk image is malformed (database disk image is malformed)

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Product Version:

AhsayOBM/AhsayACB: 8.3.0.30 or above

OS: All

Problem Description

When performing a backup job on AhsayOBM\AhsayACB. The following error message is received in the backup report :

No.	Type	Timestamp	Log
*	info	YYYY/MM/DD hh:mm:ss
*	erro	YYYY/MM/DD hh:mm:ss	[SQLITE_CORRUPT] The database disk image is malformed (database disk image is malformed)
*

Cause

This error is caused by a corrupted index file on the backup set. These are many factors that could trigger a backup set index corruption:

- The machine where the backup job is running was previously shutdown or rebooted when a backup was still in progress.
- There is a disk issue on the machine where the backup is running.
- If the temporary folder is on a network drive, there is an unstable network connection between the backup machine and network drive.
- AhsayOBM/AhsayACB application crashed during a previous backup job.
- AhsayOBM/AhsayACB encountered an out of memory or "Java Heap Size" error during a previous backup job.

Resolution

To workaround this issue it is recommended to: First, try deleting the current index files from the temporary folder on the backup machine.

- Make sure there are no backup and restore jobs are running.
- Go to the folder **%temporary_folder_path%\%BackupSetID%**
- Delete all contents of the folder **%temporary_folder_path%\%BackupSetID%**
- Run the backup job again

If the SQLITE_CORRUPT error continues after the backup job is run again, then it is recommended to use the second workaround: Revert the index files on the affected backup set to a previous healthy version. **The version should be no more than two days from the last occurrence of the**

SQLITE_CORRUPT error. For example: If the destination is on an AhsayCBS backup server and you want to revert to a previous good snapshot on **2020-10-19-15-00-28** on backup set **1595563417075** Copy the following index files from:
%CBS_USER_HOME%\username\1595563417075\blocks\2020-10-19-15-00-28\index.db.8d000.1754aa9d758.cgz
%CBS_USER_HOME%\username\1595563417075\blocks\2020-10-19-15-00-28\index.db.id229637a.115b0i.8d000.1754aa9d758.cgz To the current folder:
%CBS_USER_HOME%\username\1595563417075\blocks\

Keywords

index corrupted, Java Heap Size, disk issue, AhsayOBM/AhsayACB application crash

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