

[V7] ISSUE: Index file for destination of backup set is found to be corrupted (User prompted to delete all data when performing data integrity check)

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Product Version:

AhsayOBM / AhsayACB: Pre-7.7.0.0

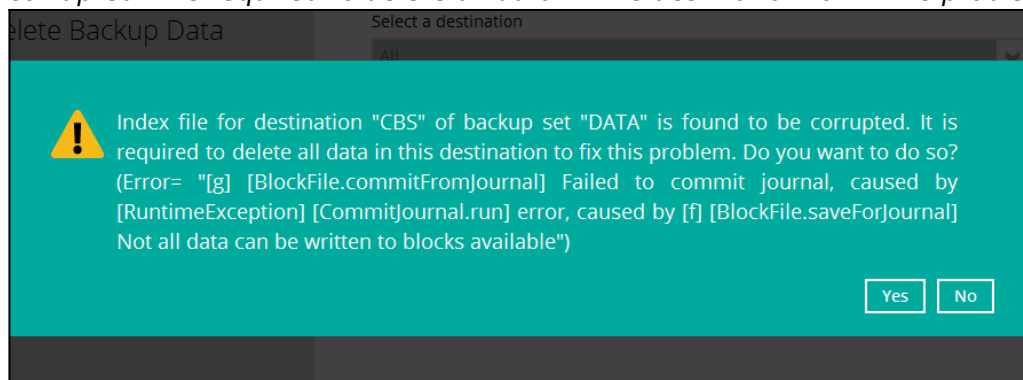
OS: All platforms

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

Problem Description

The following error message is displayed when performing a [Data Integrity Check](#):

Index file for destination "%Destination%" of backup set "%Backup Set Name%" is found to be corrupted. It is required to delete all data in this destination to fix this problem. Do you want to do so?



Index corruption may lead to various error messages:

Failed to commit journal, caused by [RuntimeException] [CommitJournal.run] error

Missing BDB file while journal file exist

Note:

User is prompted to delete all data due to index corruption.

Cause

The message suggests that the index files of the corresponding backup set are corrupted.


Resolution

Handling of corrupted index had been improved since AhsayOBM / ACB version 7.7.0.0. Please patch the AhsayOBM / ACB application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

crc, integrity, rebuild, rebuilt

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