[V7] ISSUE: Cannot open the client user interface with error javax.crypto.BadPaddingException: pad block corrupted

This article only applies to Ahsay software version 7

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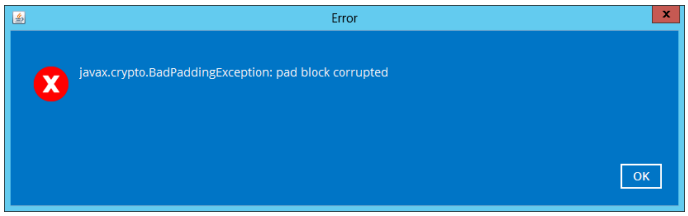
Product Version:
AhsayACB / AhsayOBM: 7.3.0.0 to 7.x
OS: Windows

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

Problem Description

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

javax.crypto.BadPaddingException: pad block corrupted



Cause

This issue can occurs 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.

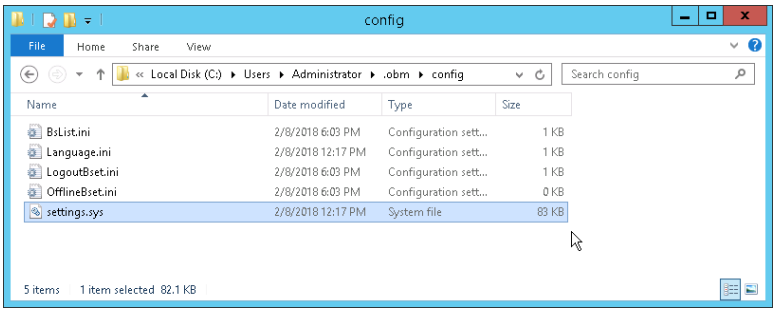
For more details and best practice for managing encryption key, refer to the following KB article: FAQ: Best practices for managing encryption key on AhsayOBM or AhsayACB version 7

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



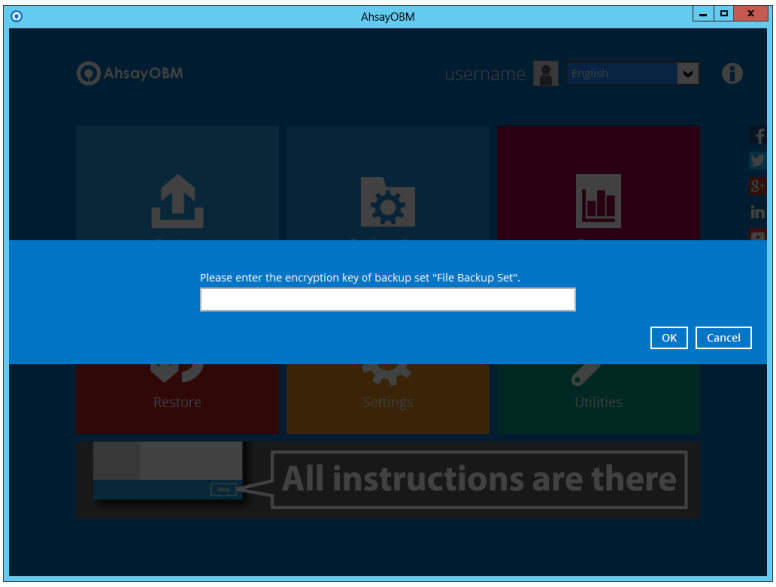
   Note: Exact path to the .obm / .acb folder is saved in the home.txt file found at:

   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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