[V7] ISSUE: Cannot run Data Integrity Check and Space Freeing Up job. Error: Log is corrupted. Error=null, caused by [NullPointerException] null

Article ID: 5320
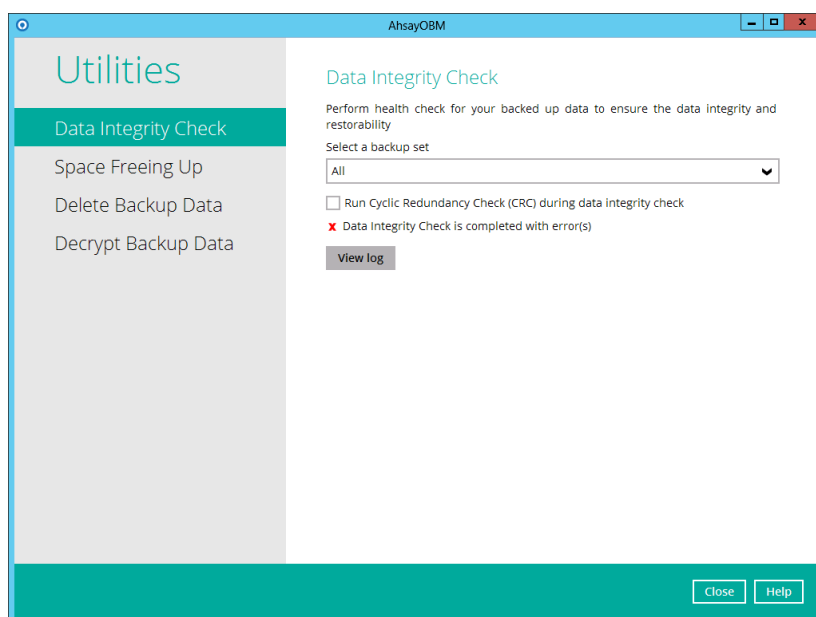**Reviewed:** 2018-05-04

Product Version:
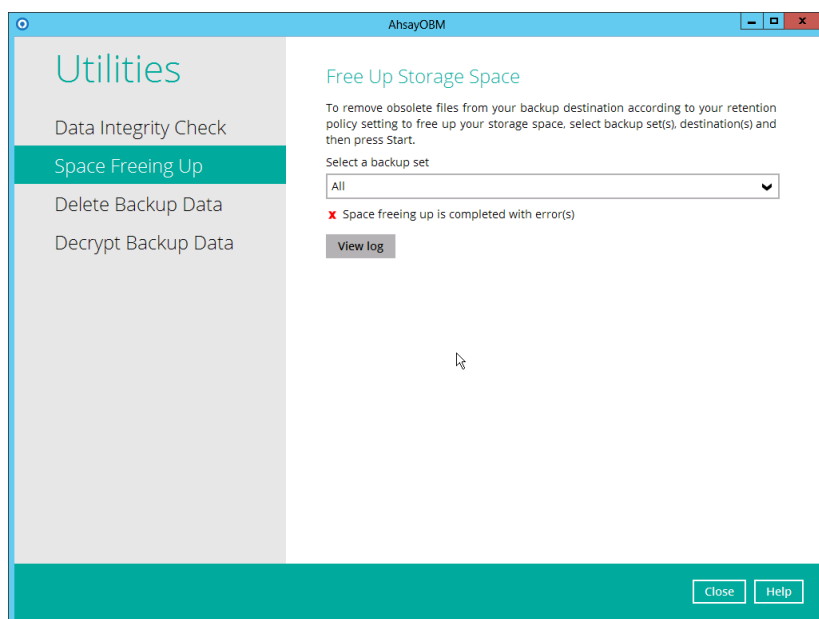AhsayACB / AhsayOBM: Pre-7.15.4.10
OS: All platforms

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

Problem Description

When performing a Data Integrity Check or a Space Freeing Up job on the backup client interface, the job completed with error:

Clicking on View log will show the following error messages:

For a data integrity check

"*Please run integrity check later for destination \"destination_id\". Error: \"[d] Failed to initialize RemoteBDB.Cloud. Error=null, caused by [NullPointerException] null\""*

or

For a space freeing up job

"*Failed to run space free up of destination \"destination (destination_id)\". Error: \"[bW] [AbstractLogFile.ParseExpt] [AbstractLogFile.read] Line x of 'directory_path\\.obm\\statistics\\Usage\\YYYY-MM-DD.log' is corrupted. Error=null, caused by [NullPointerException] null\""*

Cause

The error message suggests that one of the backup client statistic log is corrupted.

Resolution

To resolve the issue, patch the AhsayOBM / ACB application to version 7.15.4.10 or above. The instructions can be found by Clicking Here.

Keywords

space, free, free-up, nullpointerexcrption, null, corrupted, corrupt

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