

[V8] ISSUE: AhsayCBS unable to generate backup report with error "Malformed input or input contains unmappable characters"

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Product Version:

AhsayCBS : 8.1.0.0 to 8.x

OS: All platforms

Problem Description

The following error message is shown in the AhsayCBS **obs_context_YYYY-MM-DD.log** when a backup report cannot be generated, when AhsayOBM/AhsayACB client is running on a Windows machine.

```
dd-mon-yyyy hh:mm:ss.SEVERE [tomcatThreadPool-https-0.0.0.0-443-3]
org.apache.catalina.core.ApplicationContext.log Target path: "null". com.ahsay.c:
[FileService.preList] Access is denied for path "db/ClientLogs/F4-8E-6A-8B-FC-3C-
Atal?a/log". Error: Malformed input or input contains unmappable characters:
/%user_home_path%/username%/db/ClientLogs/F4-8E-6A-8B-FC-3C-Atal?a/log.
```

Cause

The issue is caused by a Windows login name which contains non-ascii character(s) from a machine where AhsayOBM/AhsayACB client is installed on.

Resolution

AhsayCBS default installation path: **%CBS_INSTALL_PATH%**

Windows: C:\Program Files\AhsayCBS

Linux/Unix: /usr/local/cbs

AhsayUBS: /ubs/mnt/eslsfw/obsr

To resolve this issue:

1. Stop the AhsayCBS service.
2. Stop the AhsayCBS NFS service.
3. Use a text editor to open the **%CBS_INSTALL_PATH%\conf\cbssvc.ini** file.
4. Add the following entries to the file.

- **-Dfile.encoding=UTF-8**
 - **-Dsun.jnu.encoding=UTF-8**
5. Save the new settings.
 6. Start the AhsayCBS service.
 7. Start the AhsayCBS NFS service.

Keywords

Malformed, unmappable characters, Access is denied, ClientLogs, non-ascii character, username, login name, backup report

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