[V7] ISSUE: Failed to open driver: Error = System error 577 has occurred. Windows cannot verify the digital signature for this file (issue when performing a Hyper-V Run Direct restore)

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Product Version:
AhsayOBM: 7.9.0.0 to 7.x
OS: Windows Only

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

Problem Description

When performing a Hyper-V VM Run Direct restore, the following error is displayed on AhsayOBM client interface:

Failed to open driver: Error = System error 577 has occurred. Windows cannot verify the digital signature for this file. A recent hardware or software change might have installed a file that is signed incorrectly or damaged, or that might be malicious software from an unknown source."

Note:
This issue will not occur when performing non-Run Direct restore for the affected Hyper-V backup set.

Cause

This issue can occur if the driver file FSRedirector.sys (found in the AhsayOBM installation folder) for Run Direct restoration was not sign with a digital signature during the Ahsay customization and branding process.

Resolution

To resolve the issue, digitally sign the AhsayOBM installer.

1. Login to AhsayCBS web console.

2. Select **System Settings**, **Basic**, **Administrative Access**, **system**, **Rebranded Clients**, then **Digital Signature**. Enable the **Digital Signature** feature

3. Under **Digital certificate used to sign all EXE/JAR files**, select:

   Use Ahsay Systems Corporation Certificate if you do not have a digital certificate

   or

   Use certificate in mycredentials.spc/mycert.pfx uploaded if you have your own digital certificate

4. Save, and build the client installer again afterward.

5. After the build is completed, download and re-install the digitally signed AhsayOBM installer on the Hyper-V server.

   Note:
   To verify the Digital Signature on the new AhsayOBM installation. On the Hyper-V server:

   - Browse to the AhsayOBM installation bin folder at ${OBM_Install_Home}\bin

   - Right click on the FSRedirector.sys file, then select **Properties**.

   - Select the **Digital Signatures** tab to verify the digital signature is present.

Keywords

hyperv, hyper-v, Run Direct, restore, digital signature, branding, customization, System error 577, Digital Certificate