

[V7] ISSUE: AhsayOBM / ACB crash when performing backup or restore on a VMware virtual machine with VMware Tools pre-10.0.5 installed

Article ID: 5288

Reviewed: 2018-01-23

Product Version:

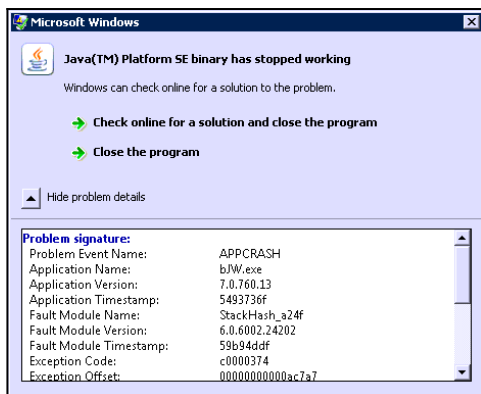
AhsayOBM: 7.15.0.8 to 7.x

OS: Windows

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

Problem Description

For AhsayOBM / ACB installation on a VMware virtual machine (on Windows), the client agent will crash when selecting data to backup or restore via the client interface:



Cause

This is a known issue with VMware virtual machine with VMware Tools pre-10.0.5 installed.

Resolution

To resolve the issue, upgrade the corresponding virtual machine's VMware Tools to version 10.0.5 or above. <https://docs.vmware.com/en/VMware-Tools/10.0/rn/vmware-tools-1005-release-notes.html>

VMware Tools can be downloaded from the [Product Download](#) page.

Keywords

crash, restore, vmware, tools, vm, vmtools, vmtool, ntdll, 19664

From:
<https://wiki.ahsay.com/> - **Ahsay Wiki**

Permanent link:
https://wiki.ahsay.com/doku.php?id=public:5288_ahsayobc_crash_on_vm_with_vmware_tools_pre-10.0.5 

Last update: **2021/12/16 06:05**