

# ISSUE: Cannot backup data on network path if folder name contains pound sign (#) at the start (for client on Windows 10, version 1803)

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## Product Version:

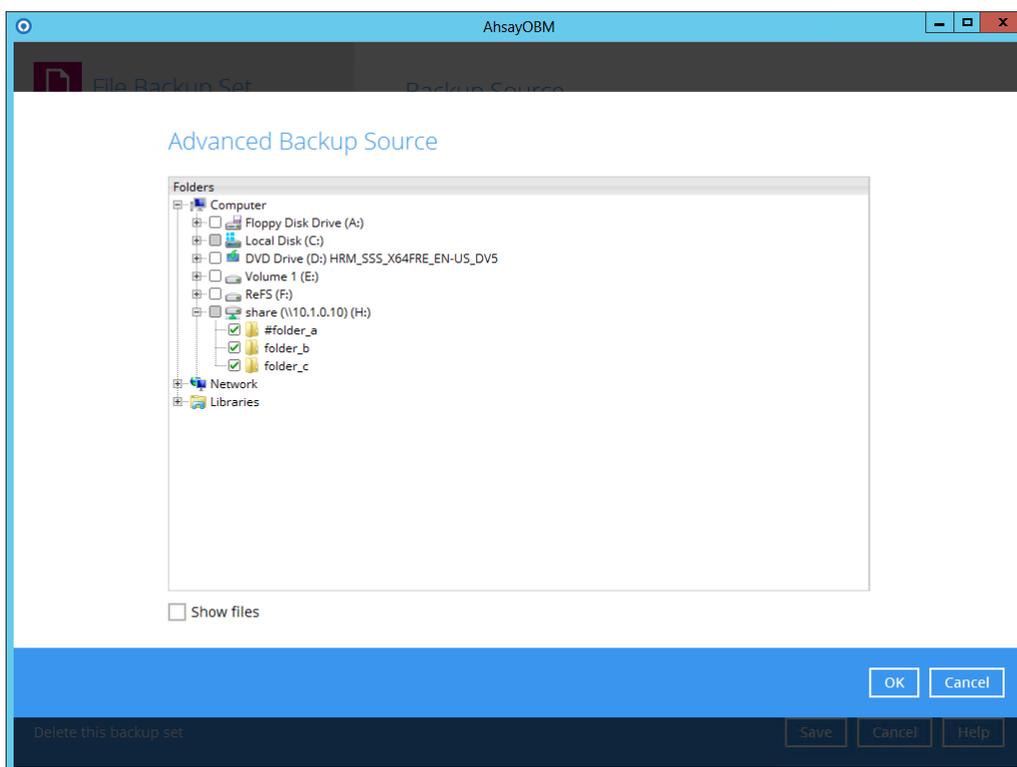
AhsayACB / AhsayOBM: 7.3.0.0 or above

OS: Windows 10, version 1803

## Problem Description

After patching Windows 10 to [version 1803](#), when performing a backup for data on network path with pound sign (#) at the start of a folder name (e.g. #folder), folders that are listed afterward, cannot be detected properly.

For example, if the backup source contains:



Data in folder\_b and folder\_c cannot be backup.

For initial backup job (after patching Windows 10 to [version 1803](#)), the AhsayOBM / ACB client agent will not backup data in folder\_b and folder\_c.

For sub sequence backup job (after patching Windows 10 to [version 1803](#)), the AhsayOBM / ACB client agent will detect the data in folder\_b and folder\_c as deleted data (e.g. moving all data to retention).

**Important:** This issue will only affect Windows 10, [version 1803](#)

## Cause

This is a known issue with AhsayOBM / ACB installation on Windows 10, [version 1803](#).

## Resolution

To resolve the issue, patch the affected AhsayOBM application to version 7.15.6.55 or above. The instructions can be found by [Clicking Here](#).

Note:

To undelete the data that were incorrect detected as deleted file by the client application, please refer to the steps provided in the following articles:

[FAQ: How to un-delete backup data that were moved to retention unintentionally](#)

## Keywords

windows, network, nas, undelete, un-delete, delete, cannot, obm, acb

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