[V7] FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows

This article only applies to Ahsay software version 7

Article ID: 5352 Reviewed: 2018-08-28

Product Version: Ahsay Software: 7.3.0.0 to 7.x

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

Description

This article contain a list of Ahsay software processes and directory paths that should be white-list / excluded for all antivirus software.

Contents

To optimize performance of the Ahsay software and to avoid any conflict with your antivirus software, the following processes and directory paths should be added to all antivirus software white-list / exclusion list.

• AhsayCBS

The following processes should be white-listed:

• Ahsay Cloud Backup Suite

For AhsayCBS on x64 Windows - cbssvcX64.exe For AhsayCBS on x86 Windows - cbssvcX86.exe

Note: For AhsayCBS version 7.17 or above, the cbssvcX64.exe or cbssvcX86.exe processes are automatically added to Windows Defender exclusion list for Windows 10 and 2016, during installation / upgrade via installer.

 $\circ\,$ Ahsay Cloud Backup Suite NFS Service (for AhsayCBS version 7.9 or above)

For AhsayCBS on x64 Windows - nfsX64.exe For AhsayCBS on x86 Windows - nfsX86.exe

The following directory path should be white-listed:

- $\circ\,$ AhsayCBS installation folder (e.g. C:\Program Files\AhsayCBS)
- System Home (e.g. C:\Program Files\AhsayCBS\system)

You can confirm on the System Home location by logging into the AhsayCBS web console at: **System Settings > Basic > General > System Home**

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General E	nail Pr	edefined Dest	inations Administr	rative Access Languages			
onfigure the ba	isic setting	s for this server	below.				-
Host 🕜							
Host Name							
localhost							
System Hon	ne 🕜						
System home o		201					
C:\Program File	ISVANSAYCE	5S\system					
Connectors	ด						
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0.0.0.0	80	HTTP	2000	20000	1000	-	
0.0.0.0	443	HTTPS	2000	20000	1000		
SSL Certific	ate 🕜						
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• User Home (e.g. C:\Program Files\AhsayCBS\user)

You can confirm on the User Home location by logging into the AhsayCBS web console at: Backup / Restore > Basic > User Home

G AhsayCBS									
User Home	Free Trial Options	Backup Data Migration	Run Direct	Windows Active Directory Integra	ition				
Configure the	Configure the user home directory(ies) for storing all user data.								
User Hom	ie 🕜								
+				1					
	ectory			Current QPS Ratio		ximum QPS Ratio		-	
C:\P	rogram Files\AhsayOBS and A	hsayRPS\user		806.0% (400.24G / 49.66G)	Uni	limited			
						E	х	?	

 Predefined destination on Local / Mapped Drive / Removable Drive (on the client computer's antivirus software)

You can confirm on the predefined destinations location by logging into the AhsayCBS web console at: **System Settings** > **Basic** > **Predefined Destinations**

A	hsayCBS			
ener	al Email Predet	ined Destinations Administrative Access	Languages	
onfigu	re the predefined destin	ations that can be used by this server below.		
Pred	efined Destination 🤅			
\oplus	1			
	Name	Destination Storage	Info	Owner
	Predefine 1	Local / Mapped Drive / Removable Drive	E:\Predefine1	
	Predefine 2	Google Drive	Google Account ASCL	

<u>AhsayACB / AhsayOBM</u>

The following processes should be white-listed:

Ahsay Backup Process
 For AhsayACB / OBM on Windows - bJW.exe

Note: For AhsayACB / OBM version 7.17 or above, the bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10 and 2016, during installation / upgrade via installer or upgrade via AUA.

• Ahsay Online Backup Manager Services

For AhsayACB / OBM on x64 Windows - cbpsX64.exe For AhsayACB / OBM on x86 Windows - cbpsX86.exe

CBT Cluster Services (for client with Hyper-V VM backup set)

For AhsayOBM on Windows 2008 / R2 and 2012 / R2 - CBTClusterService.exe

• NFS Service (for client with VMware VM and Hyper-V VM Run Direct backup set)

For AhsayOBM on x64 Windows - nfsX64.exe For AhsayOBM on x86 Windows - nfsX86.exe

The following directory path should be white-listed:

• AhsayACB / OBM installation folder

C:\Program Files\AhsayACB C:\Program Files\AhsayOBM

AhsayOBM NFS service installation folder

C:\Program Files\AhsayOBM NFS

AhsayACB / OBM log folder

%SystemDrive%\ProgramData\AhsayACB %SystemDrive%\ProgramData\AhsayOBM

 $\circ\,$ AhsayACB / OBM configuration and log folder

%UserProfile%\.acb %UserProfile%\.obm

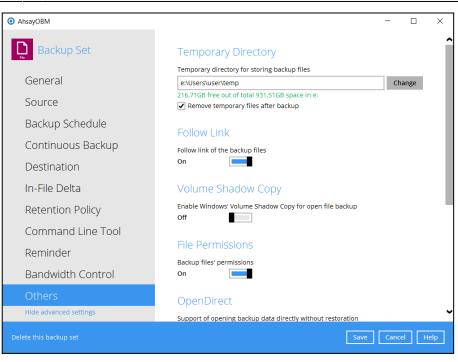
• Backup destination on Local / Mapped Drive / Removable Drive of all backup sets

You can confirm on the backup destinations of each backup set by logging into the AhsayACB / OBM user interface, select: **Backup Sets** > **backup set** > **Destination**

AhsayOBM			-	Х
Backup Set	Destination			
General	Backup mode Sequential			
Source	Existing storage destinations			
Backup Schedule	G AhsayCBS Host: localhost:80			
Continuous Backup	Local Destination e:\Users\user\Desktop\Local Dest			
Destination	Add			
Show advanced settings	~ ~			
Delete this backup set		Save	Cance	lelp

• Temporary directory of all backup sets

You can confirm on the temporary directory location of each backup set by logging into the AhsayACB / OBM user interface, select: **Backup Sets** > **backup set** > **Show advanced settings** > **Others**



Keywords

antivirus, anti, virus, anti-virus, obm, acb, cbs, ahsay, av

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Last update: 2021/12/16 07:53	