

ISSUE: Backup, installation and un-installation of AhsayACB / AhsayOBM stuck on Windows 10, version 1903 computer with anti-virus application installed

This article only applies to Ahsay software version 7

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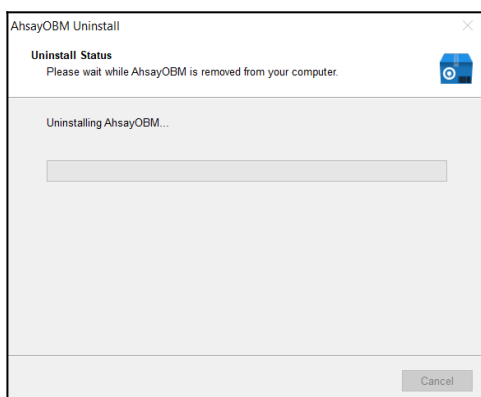
Product Version:

AhsayACB / AhsayOBM: 7.3 or above

OS: Windows 10, version 1903

Problem Description

When installing / un-installing the AhsayOBM / ACB application on a Windows 10, version 1903 computer with anti-virus application installed, the installation / un-installation process is stuck:



The same issue can will also occur when performing a Exchange 2016 Mail Level backup, Office 365 backup or Cloud File backup. The backup process is stuck / stopped at the beginning of the backup job.

Cause

This is a known issue with the AhsayOBM / ACB on a Windows 10, version 1903 computer with anti-virus application installed.

Resolution

For backup or installation issue with AhsayOBM / ACB, you can workaround the issue by performing one of the following two options:

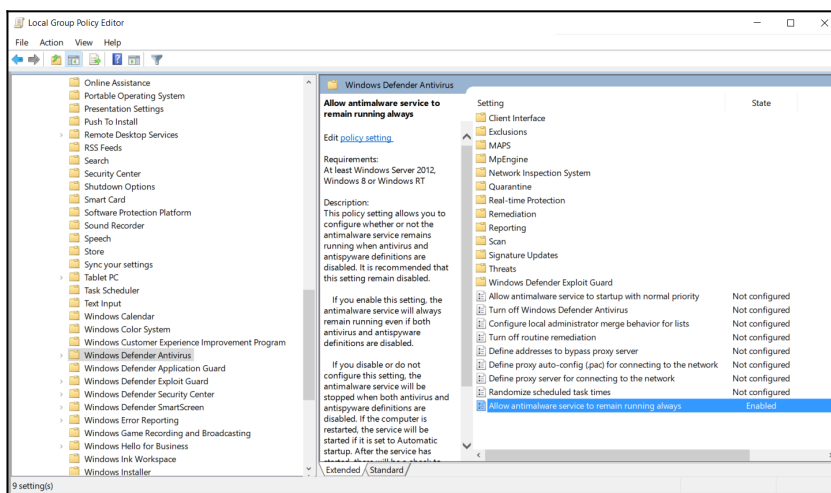
- Option 1 - Temporarily enable the Periodic Scanning option of Windows Defender

From the **Start Menu**, select **Settings > Updates & Security > Windows Security > Virus & threat protection > Windows Defender Antivirus options**, enable **Periodic scanning**



- Option 2 - Enable the Allow antimalware service to remain running always group policy

From the **Start Menu**, run **gpedit.msc > Computer Configuration > Administrative Templates > Windows Components > Windows Defender Antivirus**, enable the policy **Allow antimalware service to remain running always**



For un-installation issue with AhsayOBM / ACB, patch the client application with the following hotfix:

1. Download the hotfix file at:

- For Windows x86 - <http://download.ahsay.com/dev/hot-fixes/717/717236/obc-win32-hotfix-task24070.zip>
- For Windows x64 - <http://download.ahsay.com/dev/hot-fixes/717/717236/obc-win64-hotfix-task24070.zip>

2. Stop the AhsayOBM / ACB services.

3. Extract the hotfix into the AhsayOBM / ACB installation bin folder (e.g. C:\Program Files\AhsayOBM\bin) and overwrite the existing content.

4. Restart AhsayOBM / ACB service afterward.

Keywords

install, uninstall, uninstillation, uninstalling, installing, backup, stuck, halt, stop

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