

ISSUE: Cannot start the AhsayOBM / ACB client on Windows 10 after the installation

This article only applies to Ahsay software version 7

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Product Version:

AhsayACB / AhsayOBM: 7.17.0.50 or above

OS: Windows 10

Problem Description

After a successful installation of the AhsayOBM / ACB client application on a Windows 10 computer, the client user interface cannot be started (e.g. no response after double-clicking on the system tray icon or the desktop icon).

Upon further investigation, when attempting to start the AhsayOBM / ACB client via the RunCB.bat batch file in the installation bin folder via command prompt, the following error messages are displayed:

```
...
Error adding ..\bin\asm-3.1.jar to system classloader
Error adding ..\bin\bcmail-jdk15on-1.51.jar to system classloader
Error adding ..\bin\bcpkix-jdk15on-1.51.jar to system classloader
Error adding ..\bin\bcprov-jdk15on-1.51.jar to system classloader
Error adding ..\bin\commons-codec-1.6.jar to system classloader
Error adding ..\bin\commons-io-2.5.jar to system classloader
Error adding ..\bin\commons-logging-1.1.3.jar to system classloader
Error adding ..\bin\commons-net-3.3.jar to system classloader
Error adding ..\bin\dom4j-1.6.1.jar to system classloader
Error adding ..\bin\dropbox-core-sdk-1.7.5.jar to system classloader
Error adding ..\bin\dropbox-core-sdk-3.0.3.1.jar to system classloader
Error adding ..\bin\dropbox-core-sdk-3.0.3.jar to system classloader
...
```

Cause

This is a known issue with the AhsayOBM / ACB version 7.17.0.50 or above on Windows 10.

Resolution

To resolve the issue, refer to the following steps:

1. Browse to the AhsayOBM / ACB installation folder (e.g. C:\Program Files\AhsayOBM).
2. Confirm under the **jvm** folder, if there is a folder name **server**.
3. Rename the folder name from **server** to **client**.
4. Start the client application again afterward to confirm if the problem is resolved.

Keywords

install, uninstall, uninstalation, uninstalling, installing, backup, stuck, halt, stop, freeze, response, win10

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