

[V8] ISSUE: Backup, installation and un-installation of AhsayACB / AhsayOBM stuck on Windows 10, version 1903 computer with anti-virus application installed

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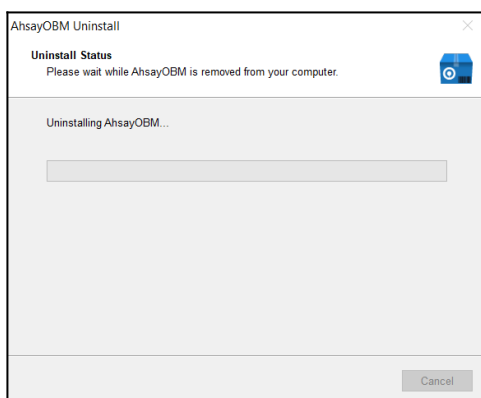
Product Version:

AhsayACB / AhsayOBM: Pre-8.3

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 also occur when performing an Exchange 2016 / 2019 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 an 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:

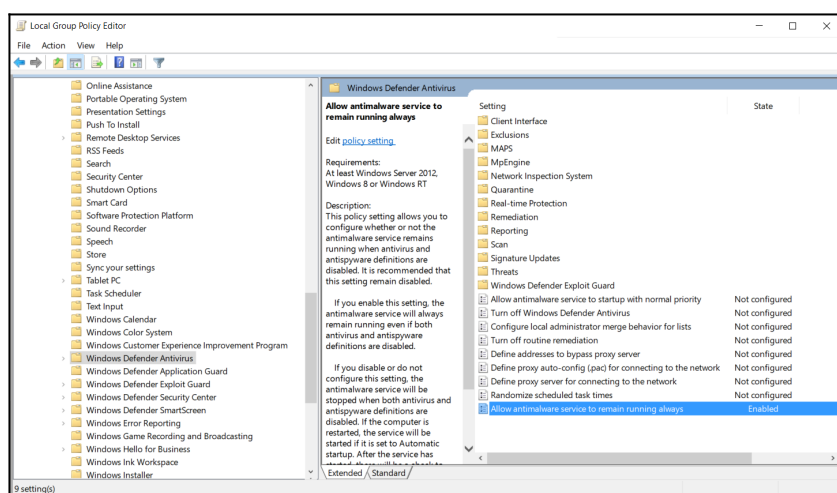
- Option 1 - Temporarily enable the Periodic Scanning option of Windows Defender

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:
<http://download.ahsay.com/dev/hot-fixes/81/811106/obc-win-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, uninstallation, uninstalling, installing, backup, stuck, halt, stop

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