[V8] ISSUE: Installation and un-installation of AhsayCBS stuck on Windows 10, version 1903 computer with anti-virus application installed

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Product Version: AhsayCBS: Pre-8.3 OS: Windows 10, version 1903

Problem Description

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

AhsayCBS Uninstall	\times
Uninstall Status Please wait while AhsayCBS is removed from your computer.	G
Uninstalling AhsayCBS	
	Cancel
	Cancel

The same issue can will also occur for installation / un-installation of AhsayOBM / ACB. Click Here for more details.

Cause

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

Resolution

For installation issue with AhsayCBS, 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

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• 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

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ile Action View Help				
Online Assistance Portable Operating System Presentation Settings	Windows Defender Antivirus Allow antimalware service to remain running always	Setting	State	
April 10 June Desktop Services SS Feeds Services SS Feeds Services South Centor	Edit policy aetting. Requirement: At least Windows Serve 2012, Windows B or Windows RT Description: This policy setting allows you to configure whether or not the antimalware service remains norming when antivious and disapped. It is recommon and the this setting remain disabled this setting remain disabled antivious and antipyoware distribution antivious and antipyoware disformed by the setting, the antimalware service will be setting and are not not configure which setting, the antimalware service will be starting the area or not configure this setting the setting and are not not configure this setting the starting that service will be started if it is set 0 Automatic between the service has the distribution of the service will be started if it is the to Automatic between the service has the distribution of the distribution of	declasions Advance Advance	Not configured Not configured Not configured Not configured Not configured Not configured Enabled	

For un-installation issue with AhsayCBS, patch the client application with the following hotfix:

- 1. Download the hotfix file at: http://download.ahsay.com/dev/hot-fixes/81/811106/cbs-hotfix-task24070.zip
- 2. Stop the AhsayCBS services.
- 3. Make a copy of the folder "\$CBS_HOME/lib" (e.g. C:\Program Files\AhsayCBS\lib) for safety purpose.
- 4. Extract the hotfix into the AhsayCBS installation folder, overwrite the existing content.
- 5. Restart AhsayCBS service afterward.

Keywords

install, uninstallation, uninstalling, installing, backup, stuck, halt, stop

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