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

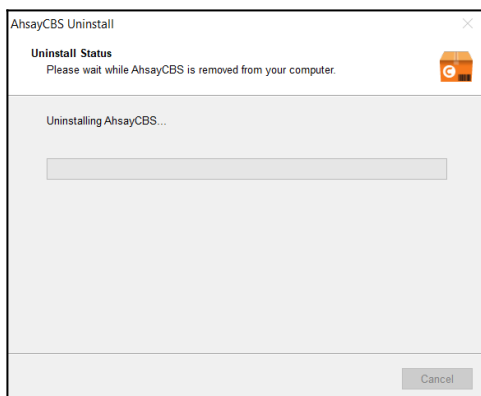**Article ID:** 8061
Reviewed: 2019-07-30

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:

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
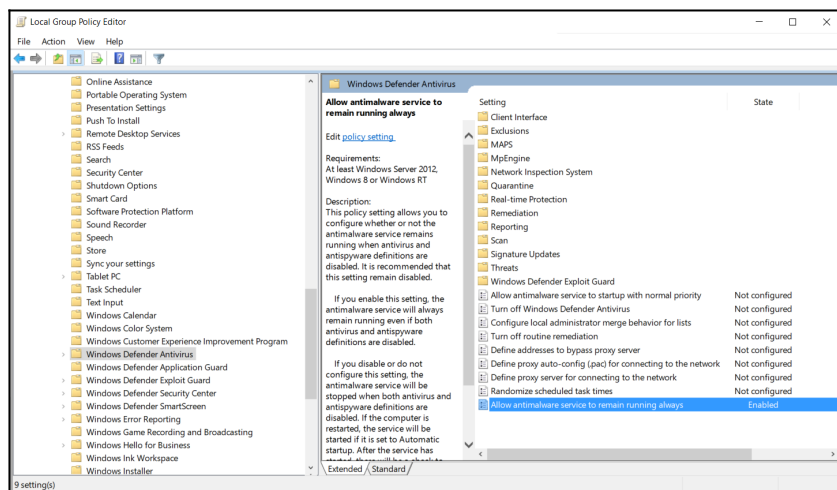
   From the **Start Menu**, select **Settings** > **Updates & Security** > **Windows Security** > **Virus**

& threat protection > **Windows Defender Antivirus options**, enable **Periodic scanning**

- 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 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, uninstall, uninstallation, uninstalling, installing, backup, stuck, halt, stop

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