

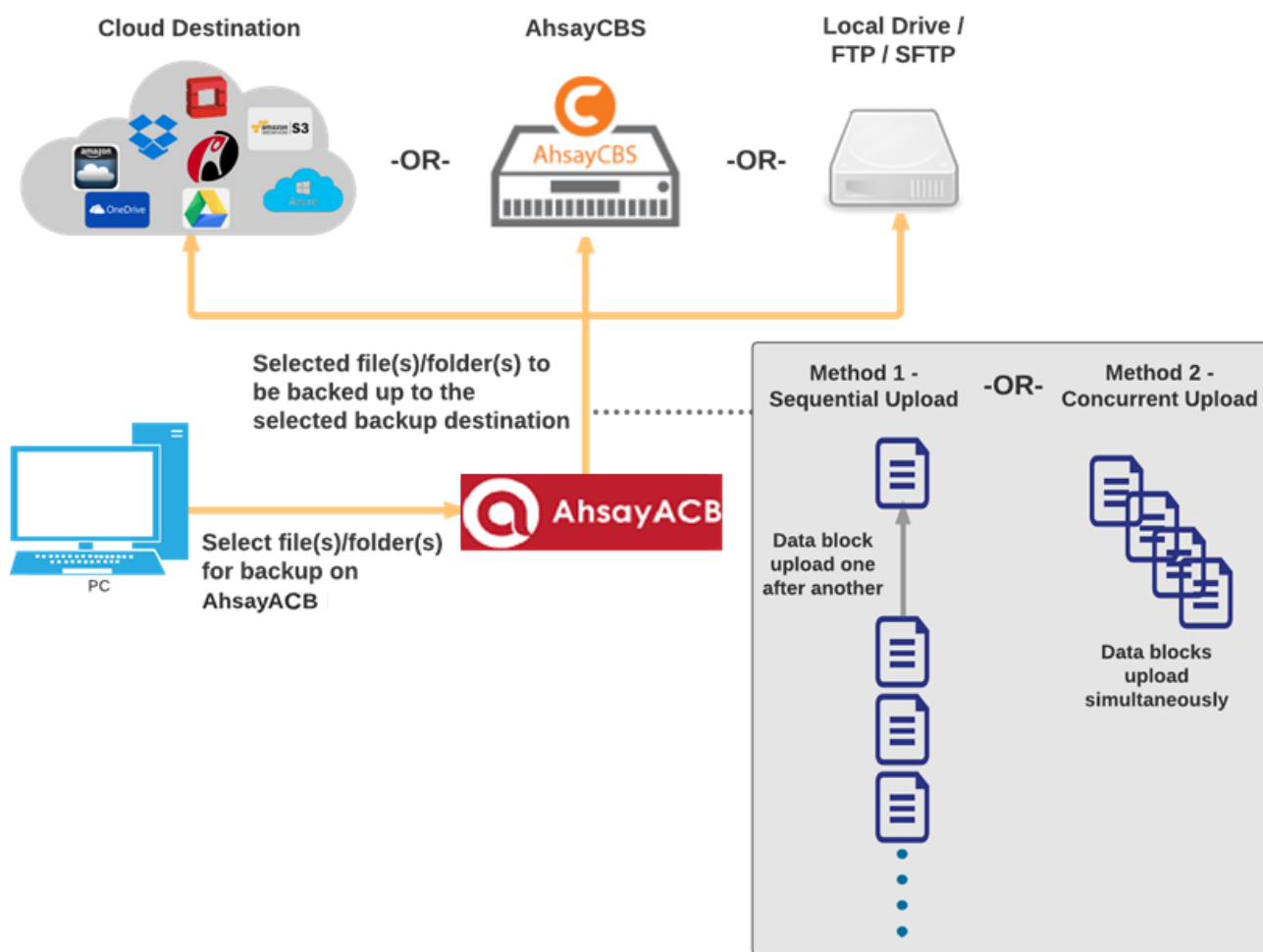
AhsayACB

AhsayACB is the agent for backing up files on desktops and laptops, cloud files, as well as Office 365 as individual user.



System Architecture

Below is the system architecture diagram illustrating the major elements involved in the backup process among the backup machine, AhsayOBM and AhsayCBS.



Requirements

General

Hardware Requirements

For details of the minimum and recommended requirements for installing AhsayACB, refer to: [Ahsay Hardware Requirement List \(HRL\)](#)

Software Requirements

For the list of compatible operating systems, refer to: [Ahsay Software Compatibility List \(SCL\)](#)

For the list of compatible operating system for OpenDirect, refer to: [Ahsay Software Compatibility List \(SCL\) for Granular and OpenDirect Restore](#)

Antivirus Exclusion Requirement

To optimize performance of AhsayACB on Windows, and to avoid conflict with your antivirus software, refer to this [list of processes and directory paths that should be added to all antivirus software white-list / exclusion list](#).

Windows

The bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10, during installation / upgrade via installer or upgrade via AUA.

Mac OS X

These are the limitations to AhsayOBM running on Mac OS X:

Installation on Root Drive

AhsayACB must be installed on the root drive of a volume (e.g. /Applications/...).

Resource Fork Files

Resource fork files cannot be restored with AhsayACB installation on Mac OS X 10.8 above.

Case-Insensitive File System

For volume with a case-insensitive file system, target file of a symbolic link will be backed up twice (in both upper case and in lower case), hence, doubling the backup quota storage requirement.

Documentation

- [AhsayOBM and AhsayACB guides](#)

FAQs

- [How do I modify the Java heap size setting of AhsayOBM or AhsayACB?](#)
- [How to create a MS Windows system backup set with AhsayOBM?](#)
- [Best practices for managing encryption key on AhsayOBM or AhsayACB version 7?](#)
- [Factors affecting backup performance on AhsayOBM / AhsayACB version 7?](#)
- [How to install the latest patch set for AhsayOBM / AhsayACB?](#)
- [How to run a Data Integrity Check on AhsayOBM version 7 on Linux \(CLI\) machine](#)
- [Is there any script for silent installation of AhsayOBM or AhsayACB on Windows platform \(so that the client application is installed without the end user interaction\)?](#)
- [How To Install AhsayOBM On Windows Server Core](#)

Issues

- [The specified BACKUP TYPE is invalid \(Cannot start backup job via the AhsayOBM / AhsayACB system tray icon\)](#)
- [Strange characters displayed when installing AhsayOBM / ACB with branded client installer on a Windows computer with Chinese locale](#)
- [Cannot access backup set in AhsayOBM for backup set created using the AddBackupSet.do API \(with DEFAULT encryption setting\)](#)
- [Network drives are not displayed by AhsayOBM as a selectable destination for the image spool path when creating a Windows System Backup Set](#)
- [No appenders could be found for logger \(warning in debug log during a scheduled backup / when running AhsayOBM scripts on Linux platforms\)](#)
- ['curl: not found File does not exist' error when installing AhsayOBM v7 on Linux or FreeBSD using CLI](#)
- [When performing a backup job on AhsayOBM/AhsayACB the following error is shown \[ChunkedOutputStream.FlushData.execute Failed to flush buffer to this destination Error=com.ahsay.afc.cloud.d Failed to get OutputStream of file"](#)
- [Throwable=Direct buffer memory, caused by \[OutOfMemoryError\] Direct buffer memory error when running backup on AhsayOBM/AhsayACB](#)

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