

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

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**Reviewed:** 03/09/2019

**Product Version:**

AhsayACB / AhsayOBM: 8.1.0.0 - 8.1.0.50

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\bcmil-jdk15on-1.51.jar to system classloader  
Error adding ..\bin\bcprov-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 8.1.0.0 - 8.1.0.50 on Windows 10.

## Resolution

The issue has been resolved since version 8.1.1.50, to resolve the issue:

1. Patch the AhsayCBS server application to version 8.1.1.50 or above ([Click Here](#) for instruction)

2. Download the new AhsayOBM / ACB client application installer from the AhsayCBS web console.

**Note:**

You may have to rebuild the client installers via the AhsayCBS web management console before user can download the latest version of the client installers. Refer to the [AhsayCBS Administrator's Guide](#) for more details.

3. Uninstall the existing AhsayOBM / ACB application on the affected Windows 10 computer.

4. Install the client again with the newly downloaded installer.

5. Start the client application again afterward to confirm if the problem is resolved.

## Keywords

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

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