

[V7] ISSUE: AhsayOBM crashes when creating a MS SQL database backup set on a Windows 2008 32 bit machine

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Product Version:

AhsayOBM: 7.7.0.0 - 7.7.2.x

OS: Windows (32 bit)

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Problem Description

AhsayOBM crash when creating a MS SQL database backup set on a x86 Windows 2008 Server. The following errors are found in the Java crash log (hs_err_pidxxx.log) found in the AhsayOBM installation bin folder:

```
# A fatal error has been detected by the Java Runtime Environment:
#
# EXCEPTION_ACCESS_VIOLATION (0xc0000005) at pc=0x486094aa, pid=6728, tid=6748
#
# JRE version: Java(TM) SE Runtime Environment (7.0_76-b13) (build 1.7.0_76-b13)
# Java VM: Java HotSpot(TM) Client VM (24.76-b04 mixed mode windows-x86 )
# Problematic frame:
# C [VSSDatabaseBackup32.dll+0x294aa]
#
# Core dump written. Default location: C:\Program Files\AhsayOBM\bin\hs_err_pid6728.mdump
#
# If you would like to submit a bug report, please visit:
# http://bugreport.java.com/bugreport/crash.jsp
# The crash happened outside the Java Virtual Machine in native code.
# See problematic frame for where to report the bug.
```

The following error is also displayed in the Windows Event Viewer:

```
Activation context generation failed for "C:\Program Files\AhsayOBM\bin\RunAsCmd64.exe".Error in manifest or policy file
"C:\Program Files\AhsayOBM\bin\Microsoft.VC80.CRT.MANIFEST" on line 11. Component identity found in manifest does not match
the identity of the component requested. Reference is
Microsoft.VC80.CRT,processorArchitecture="amd64",publicKeyToken="1fc8b3b9a1e18e3b", type="win32",
version="8.0.50727.762". Definition is Microsoft.VC80.CRT,processorArchitecture="x86", publicKeyToken="1fc8b3b9a1e18e3b",
type="win32", version="8.0.50608.0". Please use sxstrace.exe for detailed diagnosis.
```

Cause

This is a known issue with AhsayOBM version 7.7.0.0 - 7.7.2.0 on x86 Windows 2008 Server with MS SQL database installed.

Resolution

To resolve the issue, patch the AhsayOBM application to version 7.9.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

MSSQL Server, Java crash, Windows 2008 32bit

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