

[V7] ISSUE: Blank password is not allowed because of an account restriction

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Product Version:

AhsayOBM: Post-7.3

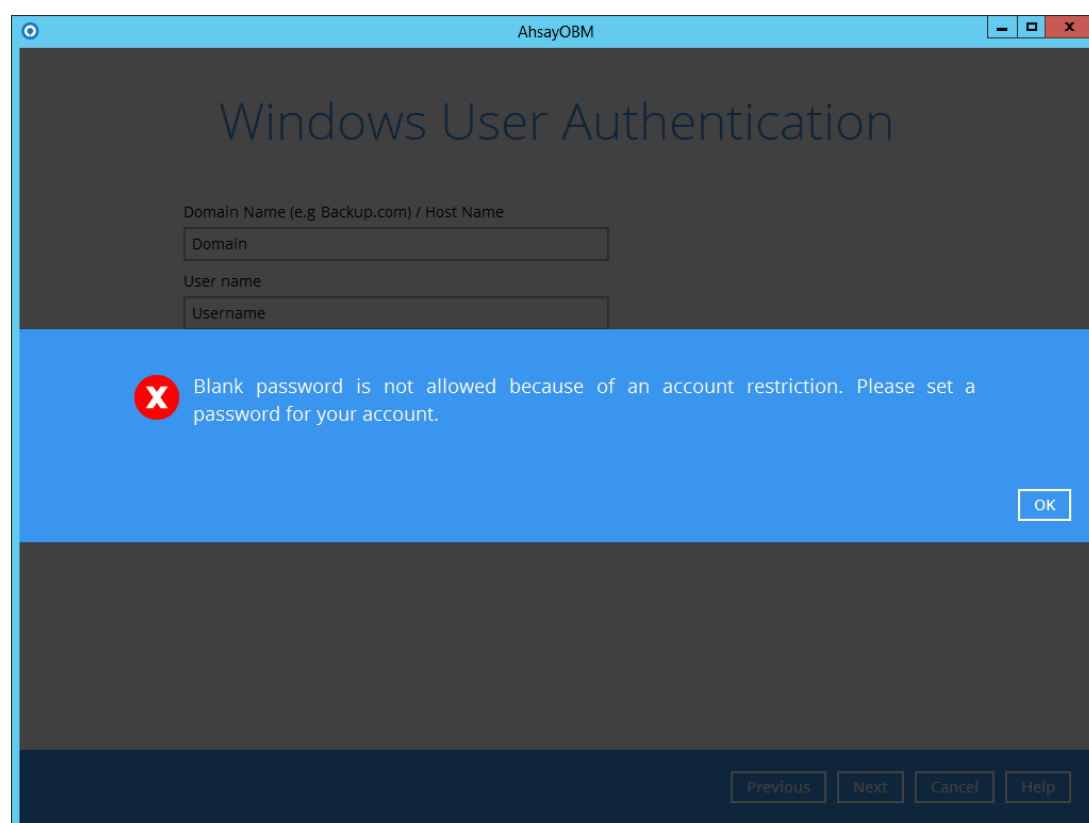
OS: Windows

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

Problem Description

When creating a file backup set for a Windows computer with no password setup, the following error message is displayed:

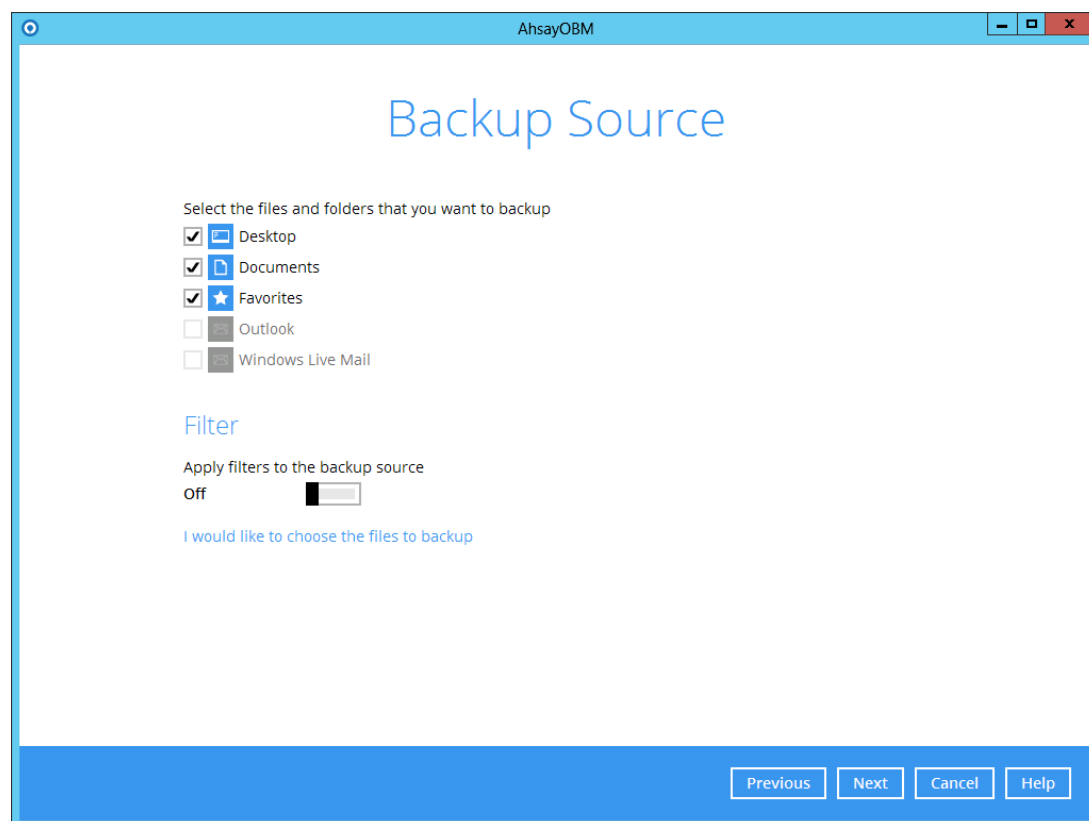
Blank password is not allowed because of an account restriction. Please set a password for your account.



Cause

Even for a Windows computer with no password setup, a password is required if the pre-define

backup sources (e.g. Desktop, Documents, Favorites, Outlook, Windows Live Mail) are selected as backup source.



Resolution

To resolve the issue, un-select all pre-define backup sources.

Manually select the corresponding folder and files afterward, by selecting **I would like to choose the files to backup**, then **Show files**. Select the corresponding directory path (e.g. C:\Users\username\Desktop).

Keywords

windows, pwd, password, blank, empty, no, pass-word

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