[V9] FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows

This article only applies to Ahsay software version 9

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Product Version:
Ahsay Software: 9.1 to 9.x

Description

This article contain a list of Ahsay software processes and directory paths that should be white-list / excluded for all antivirus software.

Contents

To optimize performance of the Ahsay software and to avoid any conflict with your antivirus software, the following processes and directory paths should be added to all antivirus software white-list / exclusion list.

- **AhsayCBS**
  The following processes should be white-listed:
    - Ahsay Cloud Backup Suite

      For AhsayCBS on x64 Windows - cbssvcX64.exe
      For AhsayCBS on x86 Windows - cbssvcX86.exe

      Note: For AhsayCBS version 7.17 or above, the cbssvcX64.exe or cbssvcX86.exe processes are automatically added to Windows Defender exclusion list for Windows 10 and 2016, during installation / upgrade via installer.

    - Ahsay Cloud Backup Suite NFS Service (for AhsayCBS version 7.9 or above)

      For AhsayCBS on x64 Windows - nfsX64.exe
      For AhsayCBS on x86 Windows - nfsX86.exe

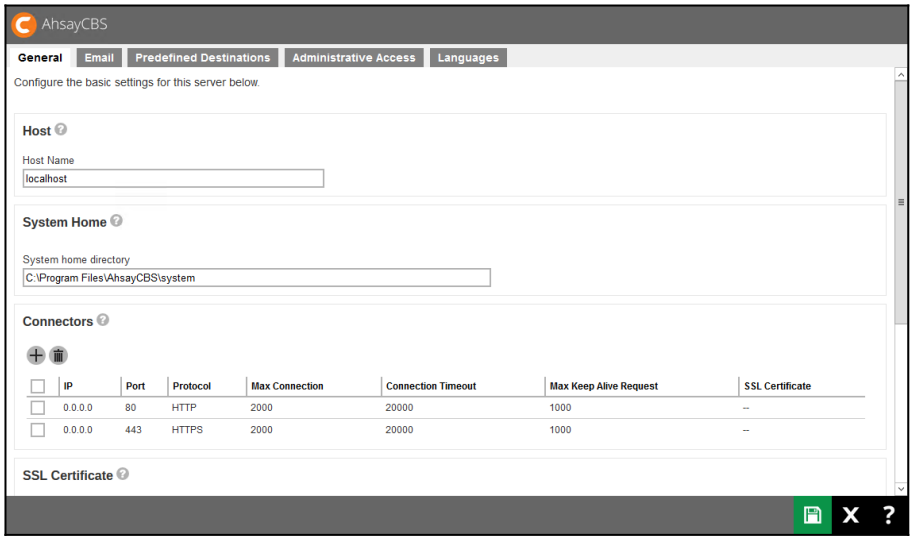
  The following directory path should be white-listed:

    - AhsayCBS installation folder (e.g. C:\Program Files\AhsayCBS)

    - System Home (e.g. C:\Program Files\AhsayCBS\system)

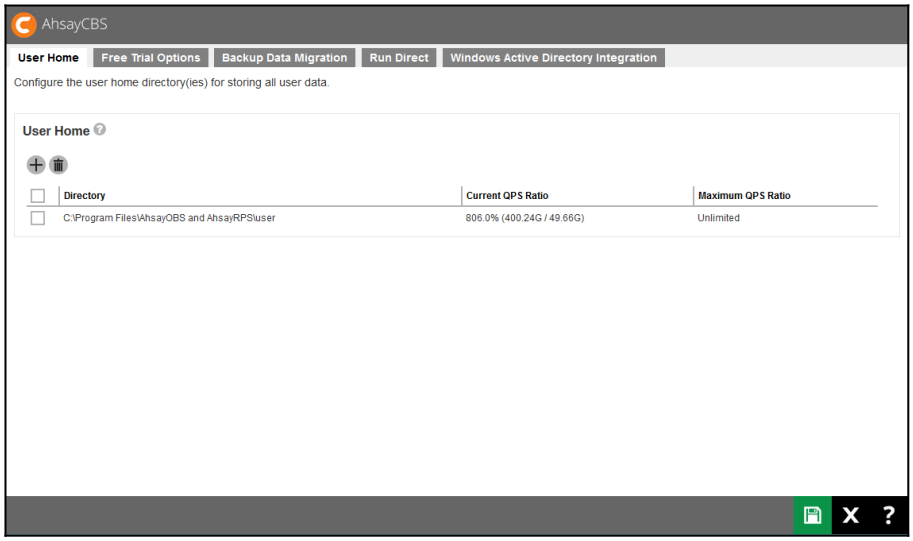
      You can confirm on the System Home location by logging into the AhsayCBS web console

at: **System Settings** > **Basic** > **General** > **System Home**



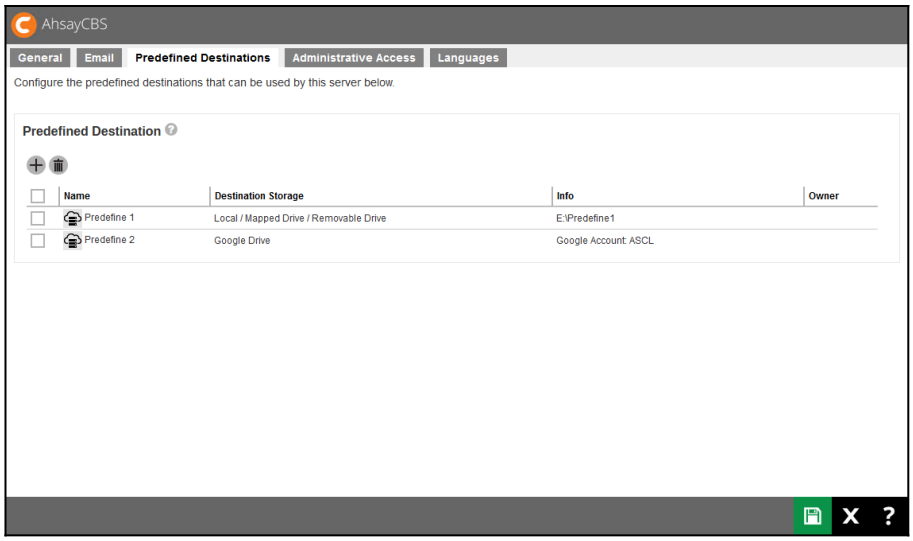
- User Home (e.g. C:\Program Files\AhsayCBS\user)

  You can confirm on the User Home location by logging into the AhsayCBS web console at: **Backup / Restore** > **Basic** > **User Home**



- Predefined destination on Local / Mapped Drive / Removable Drive (on the client computer's antivirus software)

  You can confirm on the predefined destinations location by logging into the AhsayCBS web console at: **System Settings** > **Basic** > **Predefined Destinations**



- **AhsayACB / AhsayOBM**
  The following processes should be white-listed:

  - Ahsay Backup Process
    For AhsayACB / OBM on Windows - bJW.exe

    Note: For AhsayACB / OBM version 7.17 or above, the bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10 and 2016, during installation / upgrade via installer or upgrade via AUA.

  - Ahsay Online Backup Manager Services

    For AhsayACB / OBM on x64 Windows - cbpsX64.exe
    For AhsayACB / OBM on x86 Windows - cbpsX86.exe

  - CBT Cluster Services (for client with Hyper-V VM backup set)

    For AhsayOBM on Windows 2008 / R2 and 2012 / R2 - CBTClusterService.exe

  - NFS Service (for client with VMware VM and Hyper-V VM Run Direct backup set)

    For AhsayOBM on x64 Windows - nfsX64.exe
    For AhsayOBM on x86 Windows - nfsX86.exe

  The following directory path should be white-listed:

  - AhsayACB / OBM installation folder

    C:\Program Files\AhsayACB
    C:\Program Files\AhsayOBM

  - AhsayOBM NFS service installation folder

    C:\Program Files\AhsayOBM NFS

- AhsayACB / OBM log folder

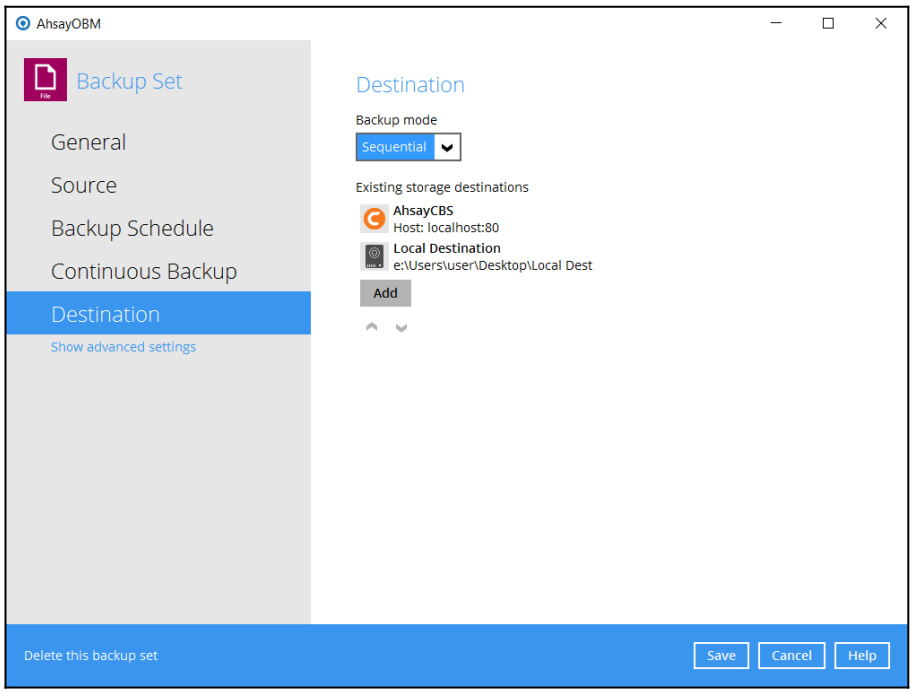
  %SystemDrive%\ProgramData\AhsayACB
  %SystemDrive%\ProgramData\AhsayOBM

- AhsayACB / OBM configuration and log folder

  %UserProfile%\.acb
  %UserProfile%\.obm

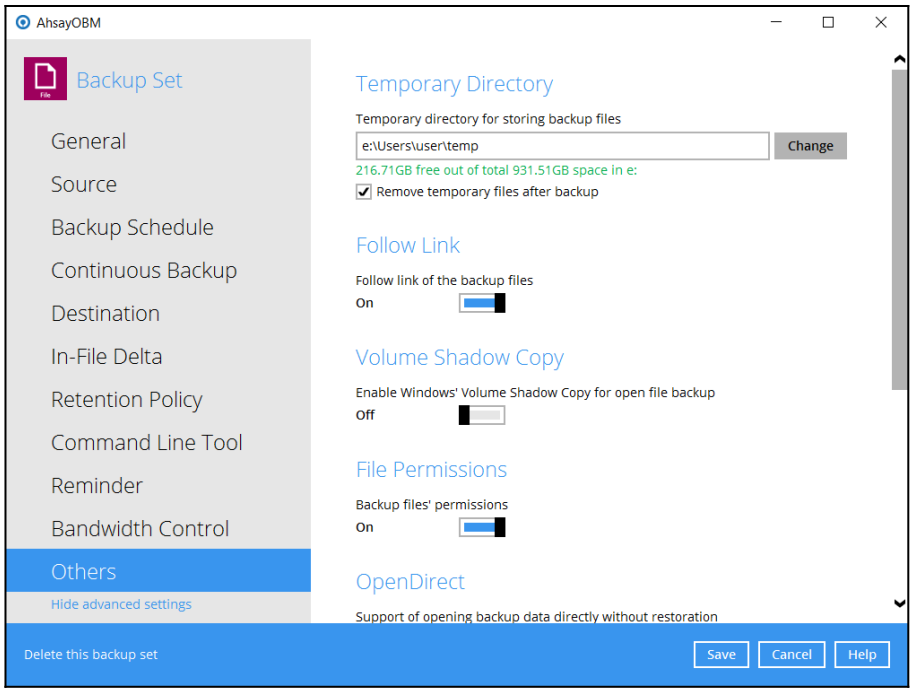
- Backup destination on Local / Mapped Drive / Removable Drive of all backup sets

  You can confirm on the backup destinations of each backup set by logging into the AhsayACB / OBM user interface, select: **Backup Sets** > **backup set** > **Destination**



- Temporary directory of all backup sets

  You can confirm on the temporary directory location of each backup set by logging into the AhsayACB / OBM user interface, select: **Backup Sets** > **backup set** > **Show advanced settings** > **Others**



Keywords

antivirus, anti, virus, anti-virus, obm, acb, cbs, ahsay, av

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