FAQ: Suggestion on antivirus exclusions to improve performance of OBM/ACB software on Windows

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Product Version:
Software: 8.1 or above

Description

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

Contents

To optimize performance of the 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.

<u>ACB / OBM</u>
The following processes should be white-listed:

- Backup Process
  For ACB / OBM on Windows - bJW.exe

- Online Backup Manager Services

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

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

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

The following directory path should be white-listed:

- ACB / OBM installation folder

  C:\Program Files\ACB
  C:\Program Files\OBM

- OBM NFS service installation folder

  C:\Program Files\OBM NFS

- ACB / OBM log folder

  %SystemDrive%\ProgramData\ACB
  %SystemDrive%\ProgramData\OBM

- ACB / 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 ACB / 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 ACB / OBM user interface, select: **Backup Sets** > **backup set** > **Show advanced settings** > **Others**