

Troubleshooting

Backup implementation screen at the time of shutdown is displayed when Windows starts

Summary

In rare cases, this screen will appear in the Windows startup.

Cause

This is the behavior that AIP of AipCoreUI.exe is involved.
We are investigating the detailed situation currently.

Workaround

If you are not using the "Enable Image On Shutdown".

- 1) Start Windows Task Manager
- 2) Open the Processes tab. Exit the process of AipCoreUI.exe (64-bit environment is a AipCoreUI.exe * 32) from image name.
- 3) Remove the AipCoreUI.exe that is on the AIP installation path.

* AipCoreUI.exe is a program to be used only if you enable the "Enable Image On Shutdown". Therefore there is no effect in schedule backup.

* "for Hyper-V with ReZoom" does not work this feature. However, there is a possibility that the phenomenon occurs because the AIPCoreUI.exe to work on Windows startup.

If you are using the "Enable Image On Shutdown".

- 1) Start Windows Task Manager
- 2) Open the Processes tab. Exit the process of AipCoreUI.exe (64-bit environment is a AipCoreUI.exe * 32) from image name.
- 3) Run the AipCoreUI.exe that is on the AIP installation path.

Function by performing this procedure works fine.

Troubleshooting

Troubleshooting

Unique solution ID: #1039

Author:

Last update: 2018-08-28 07:28