

Anti-Virus Programs Interference

ABF Software Issues Caused by Anti-Virus Programs

Downloading Problems:

I) Check your browser settings:

Copy and paste one of the following url addresses for support settings to prevent your browser from blocking file downloads:

Google Chrome:

<https://support.google.com/chrome/answer/2898334?hl=en>

Edge or Internet Explorer:

<http://www.thewindowsclub.com/bypass-smartscreen-filter-ie-edge>

Mozilla Firefox:

<https://support.mozilla.org/en-US/kb/cant-download-or-save-files>

II) Check your anti-virus software:

Having Problems with Downloading the ABF Software after you have installed it?

It may be your Anti-Virus Protection Software - (like Norton, Avast, Defender or another anti-virus software you may have running on your computer).

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II) Check your anti-virus software - Cont'd

Sometimes anti-virus software will detect our software and not recognize it - so to be safe, it treats the software as a threat and deletes it or quarantines it.

PLEASE BE ADVISED THAT ALL ABF SYSTEMS SOFTWARE HAVE BEEN CERTIFIED TO BE VIRUS-FREE.

The reason our software may not be recognized is because we produce custom business applications in small numbers - not enough to be nationally recognized like popular large software publishers.

You can easily change the settings of your anti-virus software to allow our software to run on your computer. (Remember - our software is virus free). The following pages give specific steps to change the settings in Norton 360, Norton Internet Security, Avast and Windows Defender.

If you are using other anti-virus software, look in the Help section or online help on their Web Support page to learn how to exclude files from scanning and/or quarantine.

Here are three common anti-virus support pages:

Avast:

<https://www.avast.com/faq.php?article=AVKB25>

Kaspersky:

<http://support.kaspersky.com/11158>

Norton:

http://www.ctimls.com/Support/KB/How%20To/Configure_Norton_Security.htm

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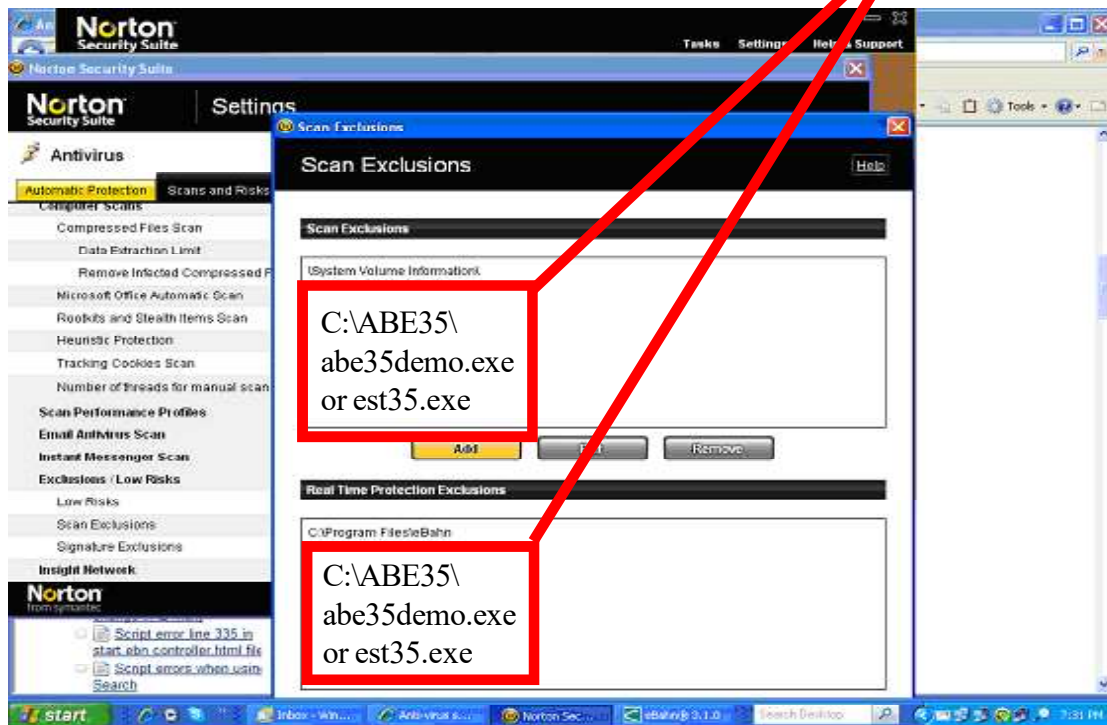
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NORTON 360

Go to **Tasks > View Security History**. Check in quarantine if you have the deleted file, and try to restore it. You can add the file/folder to the Scan Exclusion list, here are the exact steps:

- Start Norton 360.
- Click **Settings**.
- Click **Antivirus**.
- On the Scans and Risks tab, under Exclusion/Low Risks, click **Configure** next to Items to Exclude from Scans.



- In the Scan Exclusions window, click **Add**.
- Browse and select the disk drive or folder or file you would like to exclude and click **OK**.
- If you want to include subfolders within the folder, check **Include Subfolders**.
- Click **OK**.
- In the Scan Exclusions window, click **Apply > OK**.
- On the Scans and Risks tab, under Exclusion/Low Risks, click **Configure** next to Items to Exclude from Auto-Protect and SONAR Detection.
- In the Auto-Protect and SONAR Exclusions window, click **Add**.
- Browse and select the disk drive or folder or file you would like to exclude and click **OK**.
- If you want to include subfolders within the folder, check **Include Subfolders**.
- Click **OK**.
- In the Auto-Protect and SONAR Exclusions window, click **Apply > OK**.
- In the Settings window, click **Apply > Close**.

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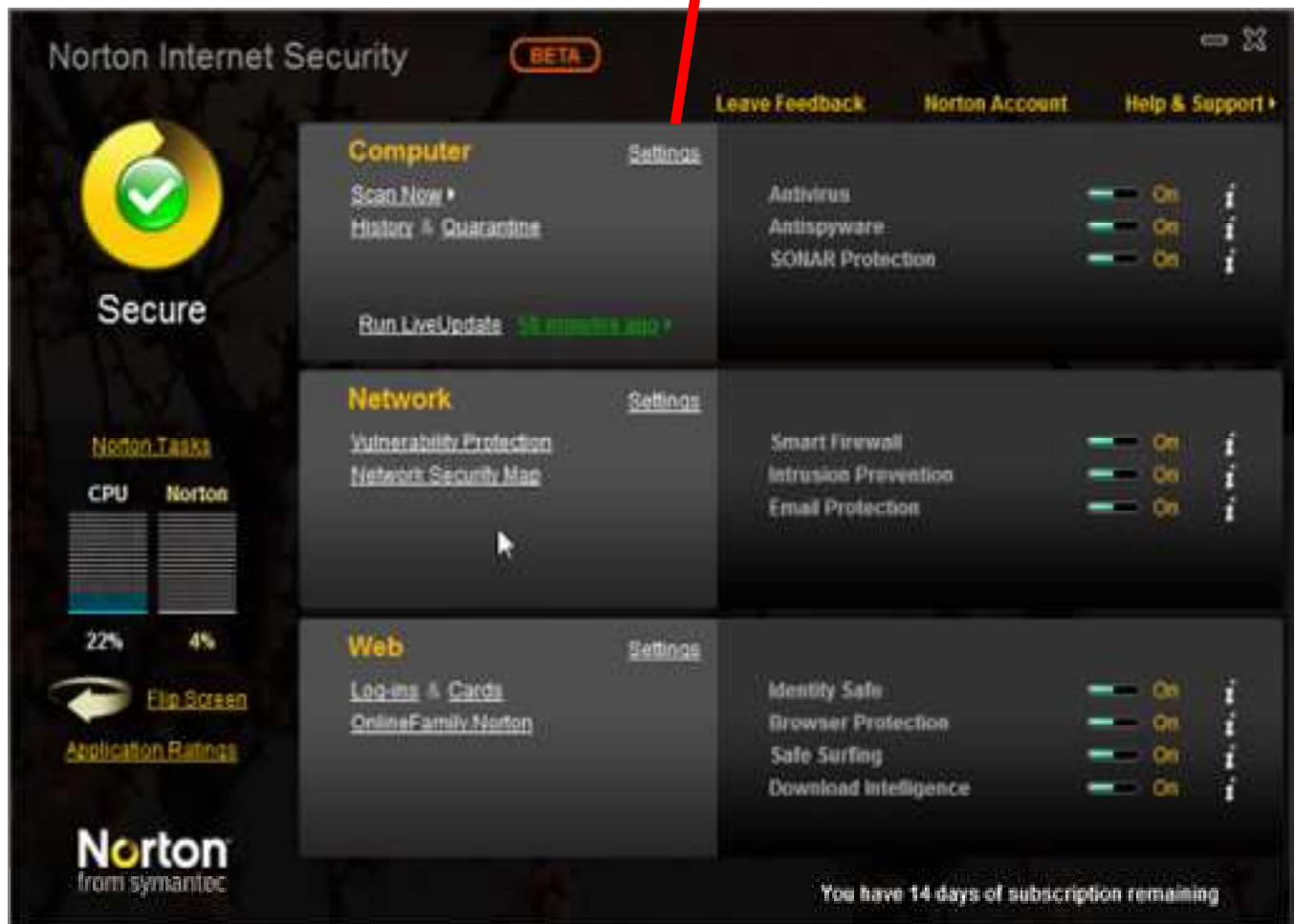
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Norton Internet Security

You can add files and or folders to the Scan Exclusions list in Norton Internet Security. Please follow the instructions below.

1. Open Norton Internet Security and select the “Settings” link next to “Computer”.



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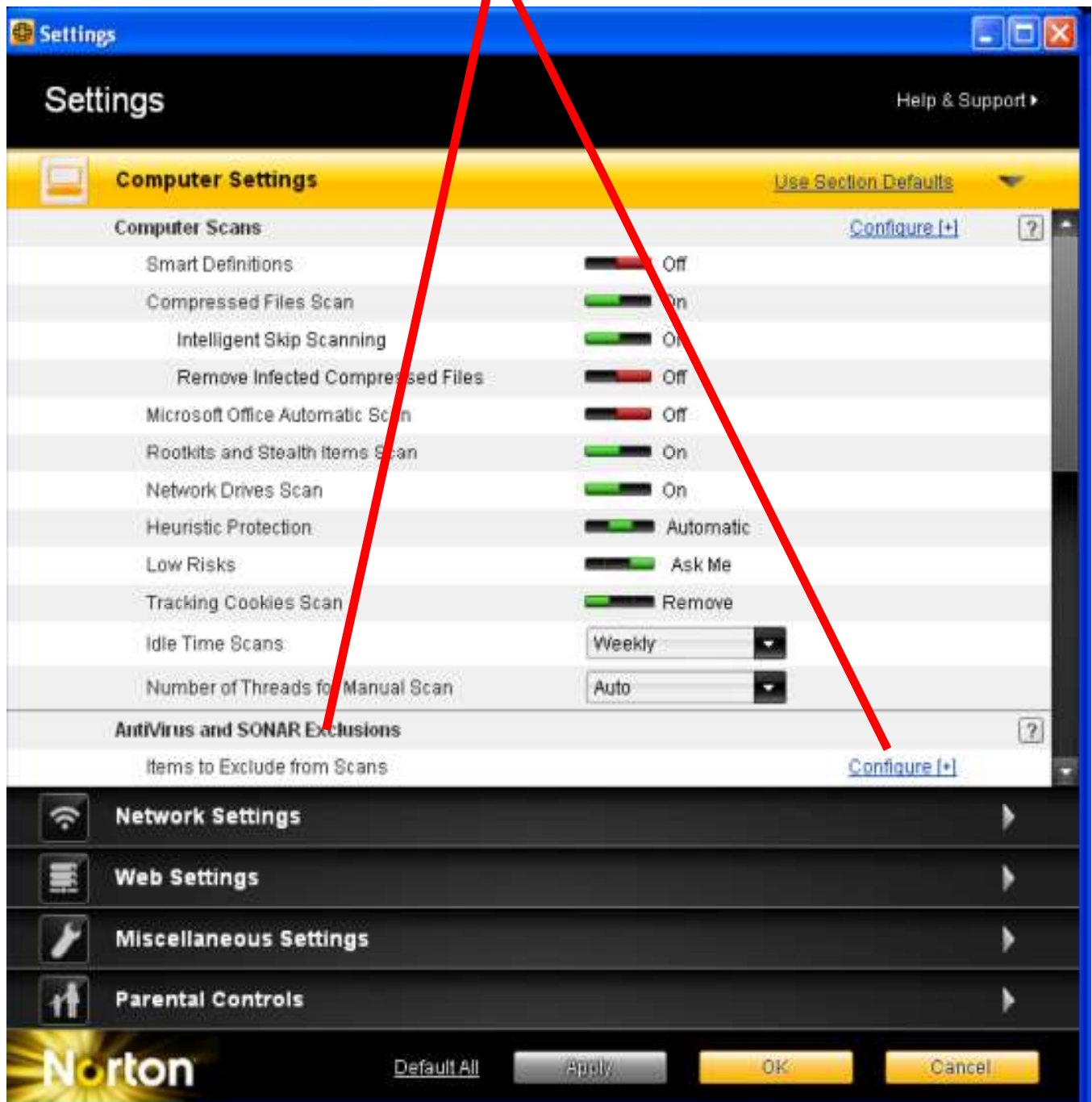
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Norton Internet Security-Cont'd

2. Scroll down the list and locate the “Exclusions” category. Select the “Configure” link next to “Scan Exclusions”.



3. Click on the “Add” button and then navigate to the file that you do not want scanned and then select the “OK” button. For service Add-> “C:\labe33”.

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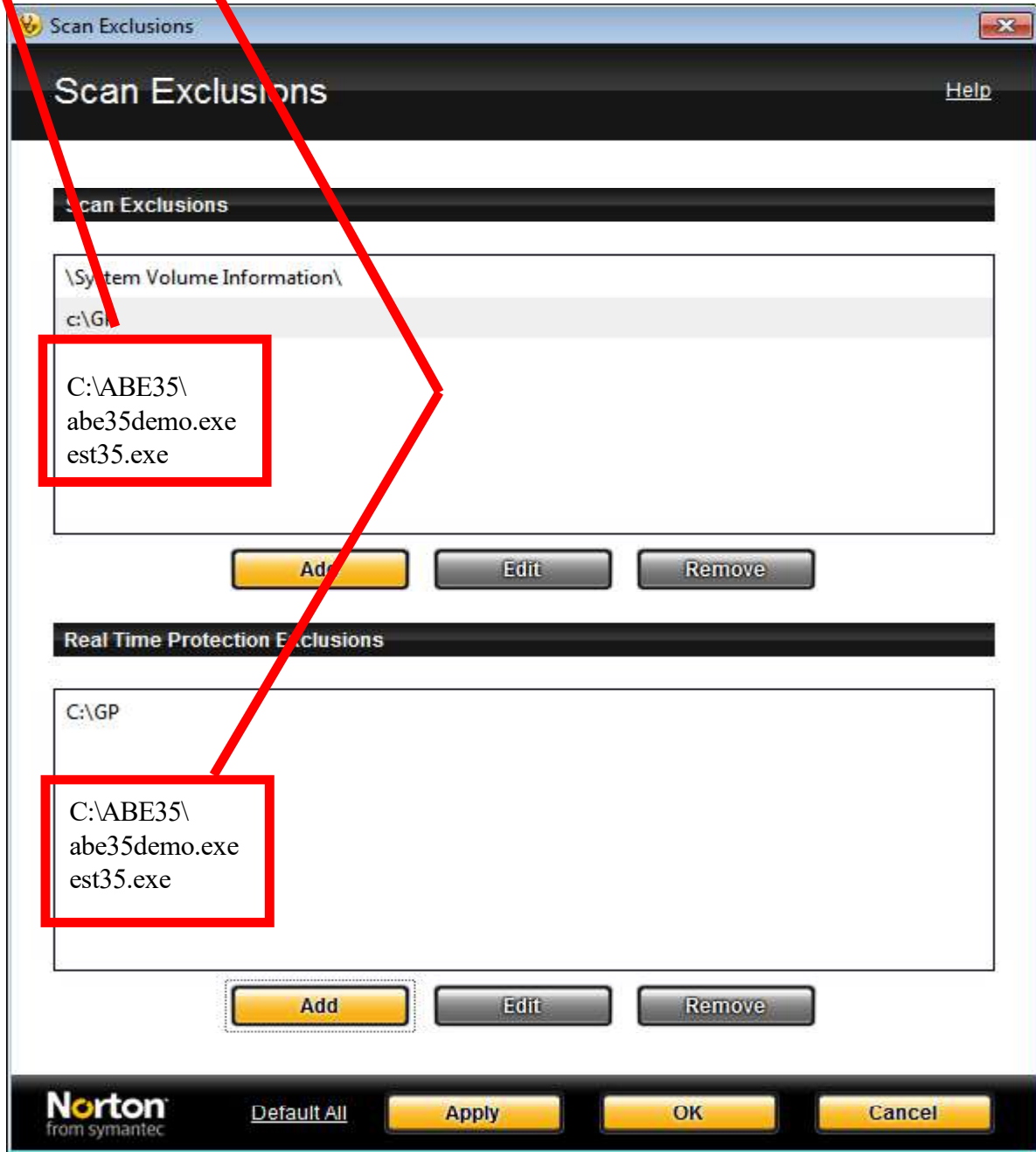
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Norton Internet Security-Cont'd

4. Select the "Apply" and then "OK" button at the bottom of that window when you have finished adding the files you want excluded.

List the following files and folders



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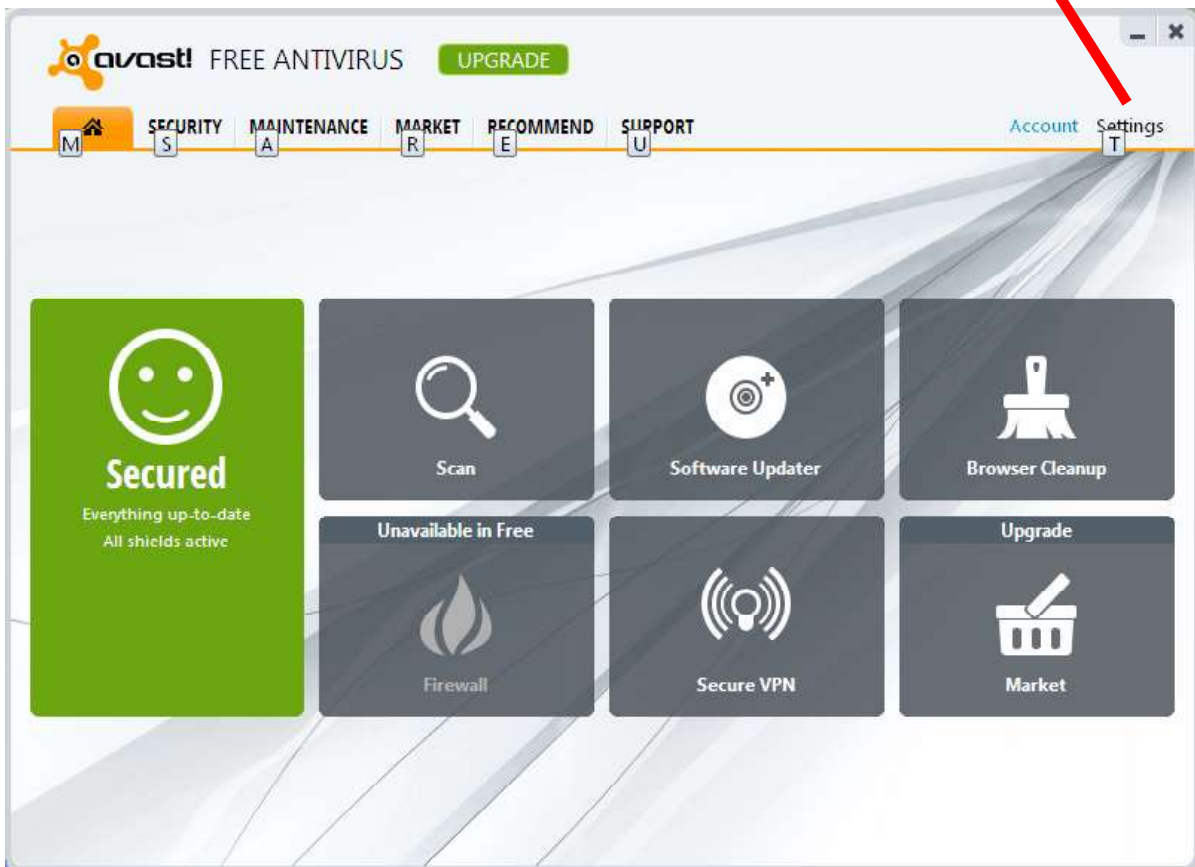
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Avast - Free Antivirus

Double click on the Avast Desktop Link.

Click on Settings



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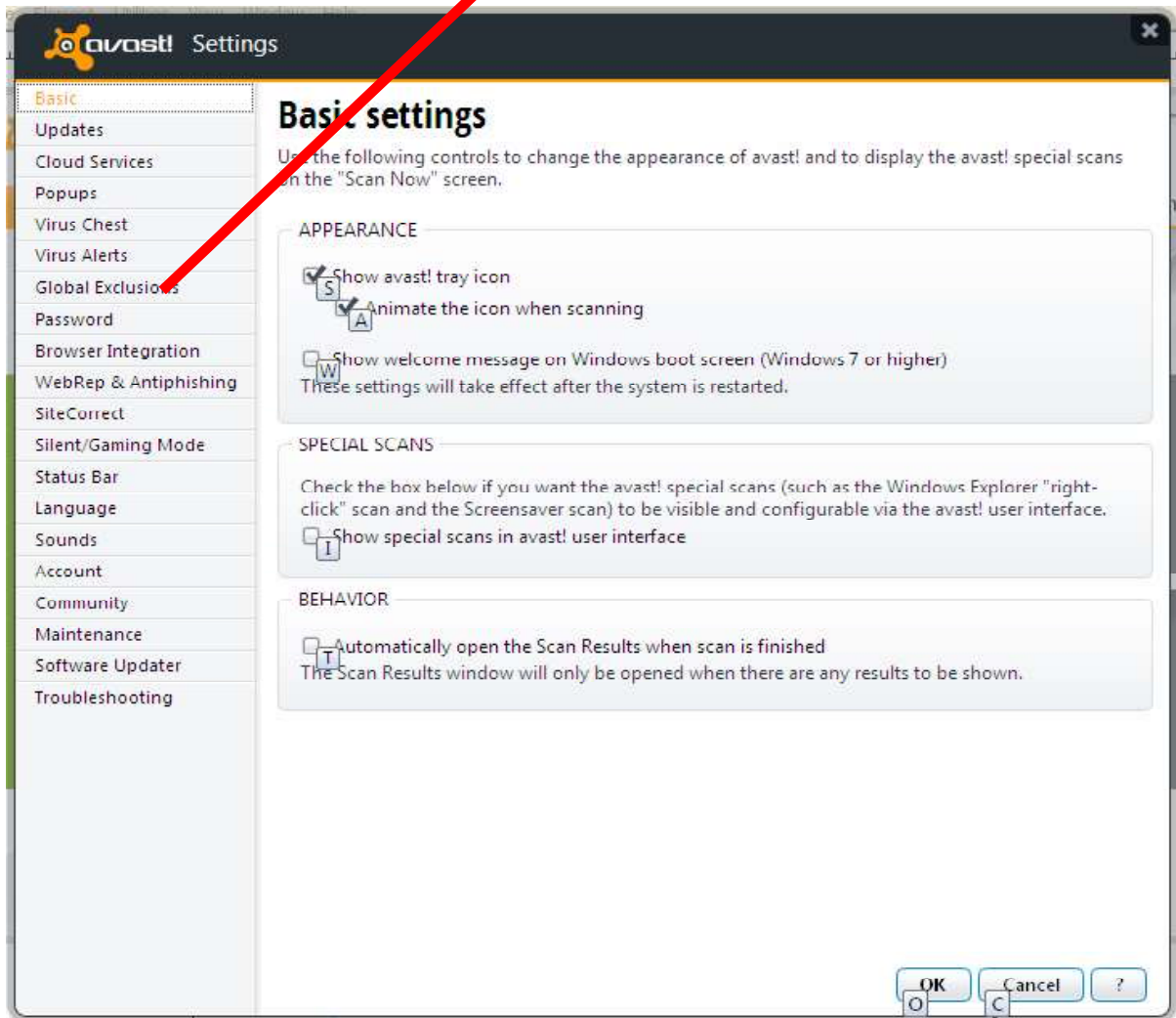
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Avast - Free Antivirus - Cont'd

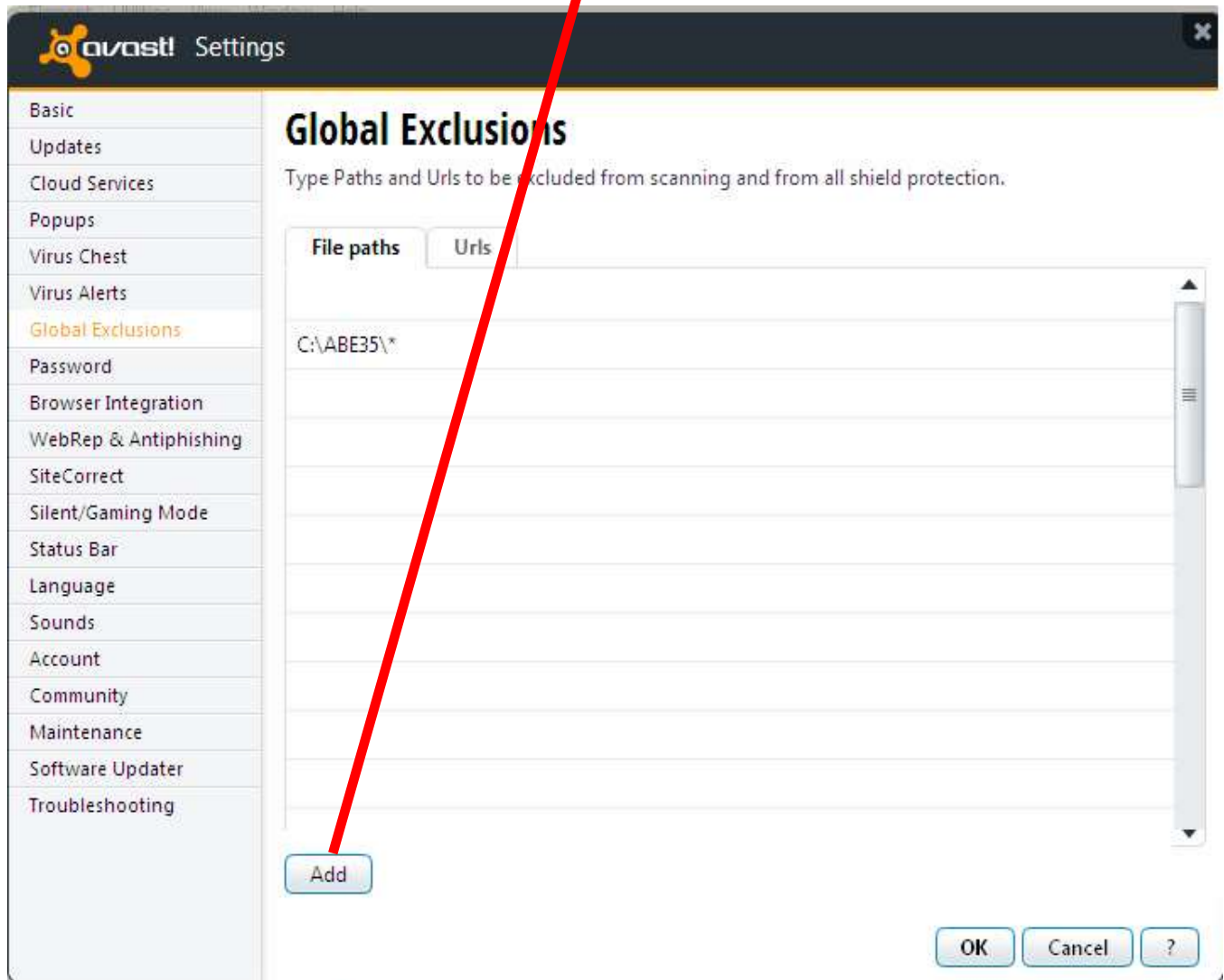
Now you will see the Basic Settings Page. Click on Global Exclusions



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Avast - Free Antivirus - Cont'd

Now you will see the Global Exclusions Page. Click on Add and Browse to find and select the C:\ABE35 Folder to be excluded from scans.



Now the ABE35 Folder will be excluded from scans.

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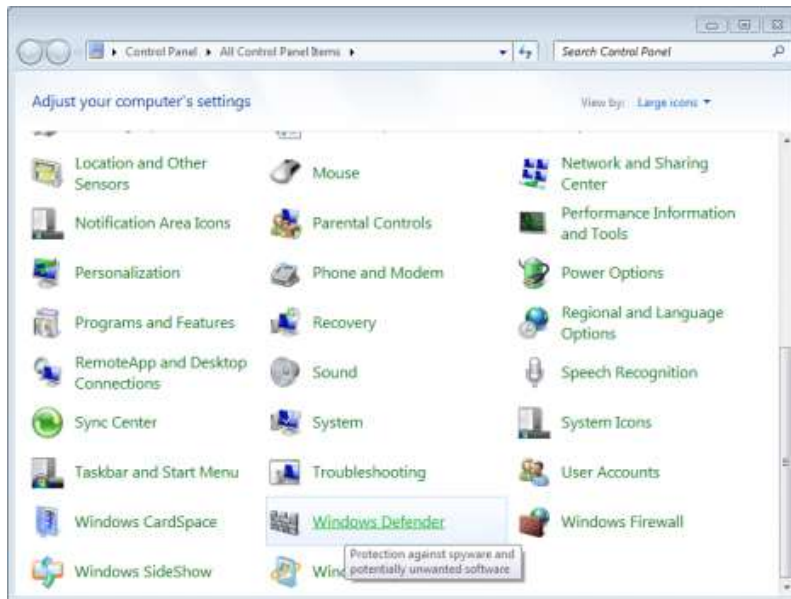
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Windows Defender

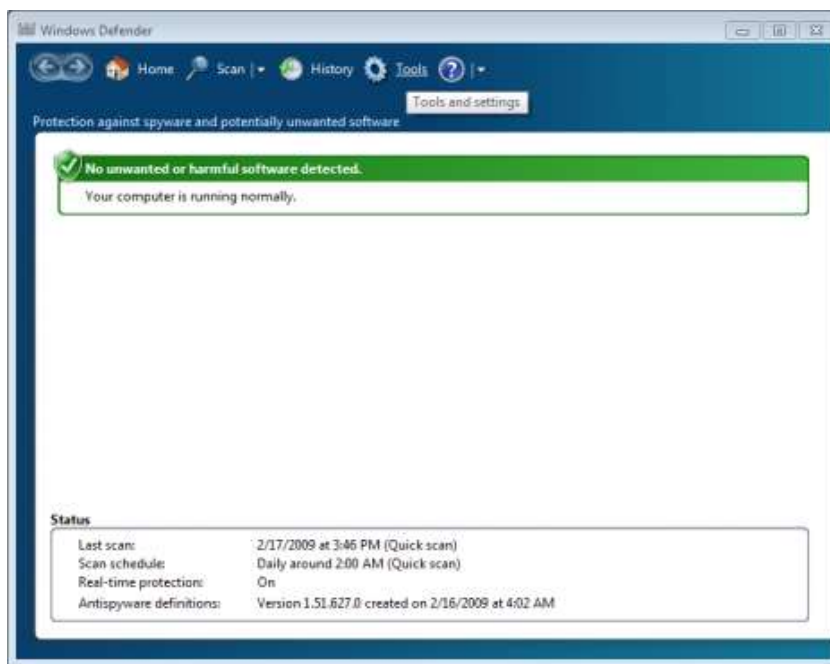
Exclude Files or Folders

Open **Control Panel** from the Start menu. Open **Windows Defender** in the Control Panel.

Note: If Windows Defender is not available, change **View by** to **Large icons** at the top right of the Control Panel.



Select **Tools** at the top of the Windows Defender window.

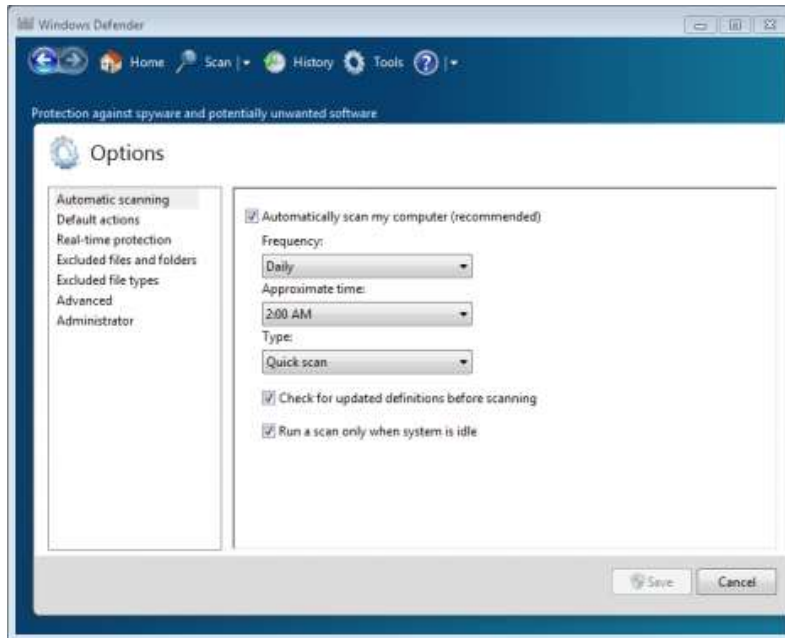


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Windows Defender - Cont'd

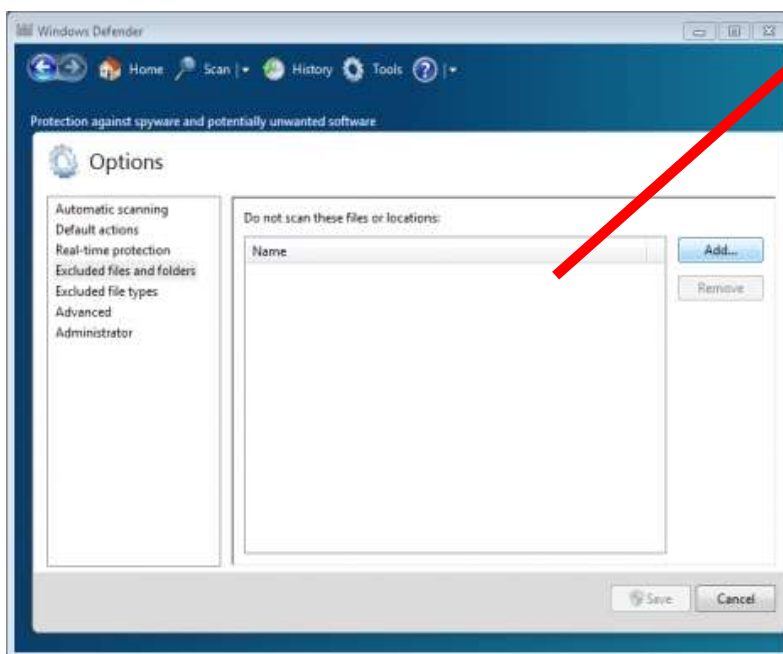
Select **Options** in the settings section of Windows Defender.

Select **Exclude files and folders**.



C:\ABE35\
abe35demo.exe
est35.exe

Click the **Add** button.



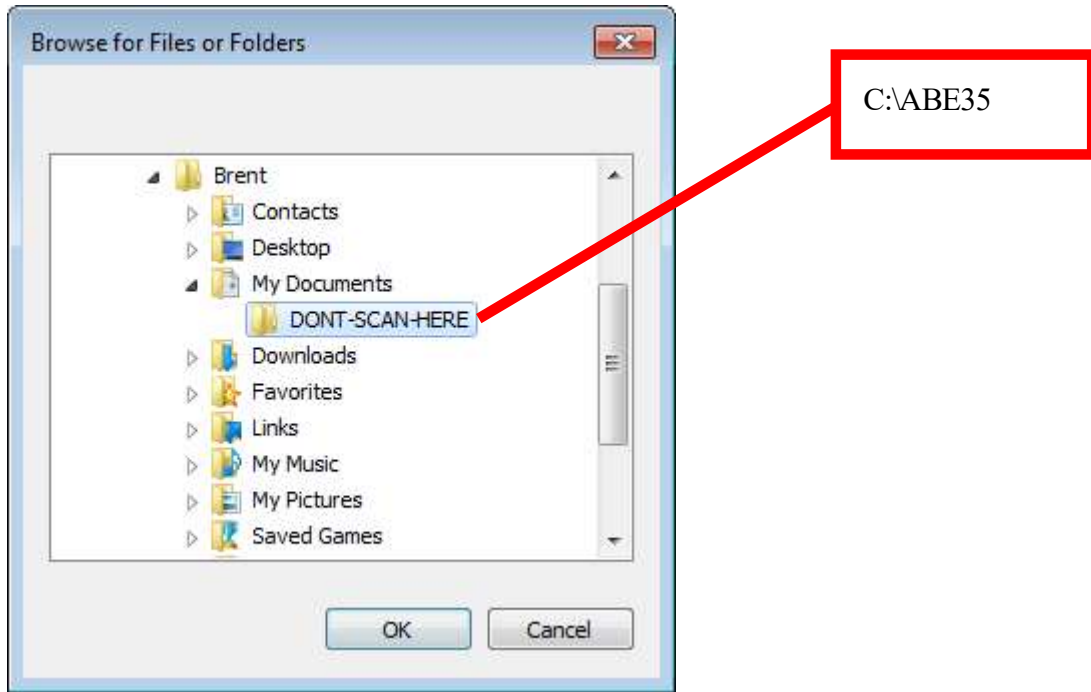
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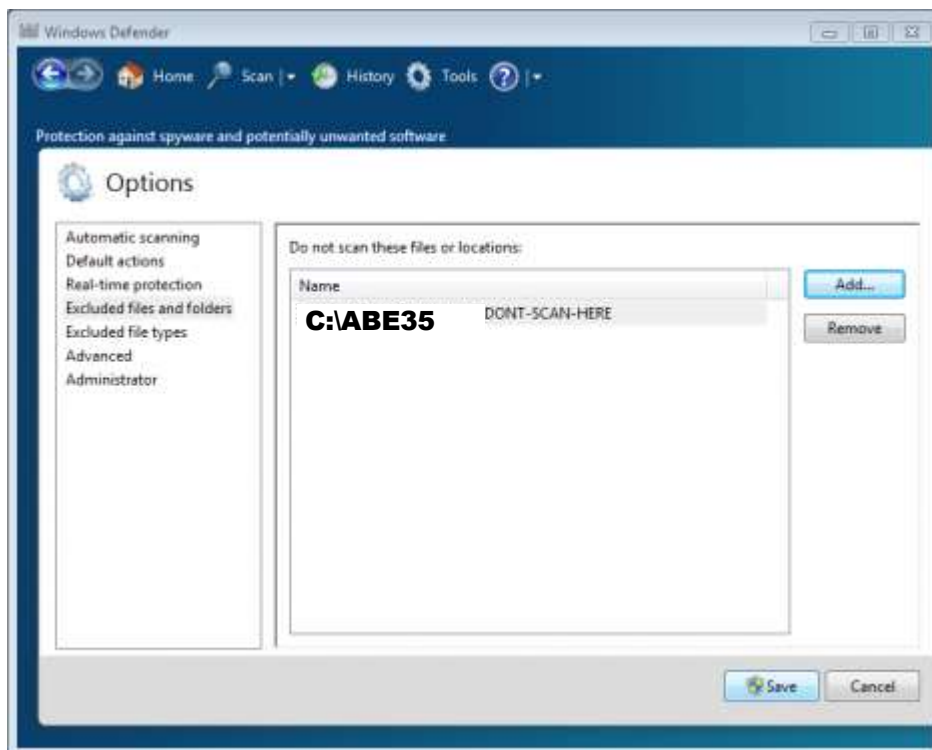
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Windows Defender - Cont'd



Browse to and select the file or folder to exclude Windows Defender from scanning and then click **OK**.



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