

# CAREpoint EMS Workstation

## Application Note: 183V026A

**Title:** Anti-Virus Settings

**Overview:** This procedure describes how to configure your Anti-Virus settings to work optimally with the CAREpoint EMS Workstation

**Info:**

During a normal scan of your CAREpoint EMS Workstation, these folders should **NOT** be included in scanning:

- C:\CAREpoint and all subfolders;
- D:\CarepointCache and all subfolders;
- D:\CarepointLog and all subfolders.

Additionally, the following file types should not be scanned:

- .log
- .dat
- .gdb
- .gbk
- .fdb

These settings should be for any scheduled scans as well as the “on-access” type file access scan. McAfee calls it “On Access Scanner” and Symantec calls it “Real Time Protector”. Scheduled scans are **NOT** recommended because of the system resources required when they are running. They may cause the CAREpoint to respond extremely slow and in some cases become unusable. CAREpoint has been tested with multiple versions of Symantec Anti-Virus, McAfee Anti-Virus, Trend Micro Anti-Virus and F-Protect Anti-Virus software. If you wish

**Execution:**

The following are the steps needed to exclude files and folders from McAfee VirusScan Enterprise 8.0. Other versions or types of Anti-Virus software will vary.

1. Open the VirusScan Console and right click Scan All Fixed Disks and choose Properties and go to Detection.
2. Click the Exclusion button and then left click Add
3. From this screen, these are the files that need to be excluded from McAfee:
  - a. For “by Name/Location” (be sure to check ‘Also exclude subfolders’ for each entry)
    - i. C:\CAREpoint
    - ii. D:\CarepointCache
    - iii. D:\CarepointLog
  - b. For “by File Type”
    - i. \*.log
    - ii. \*.dat

- iii. \*.gdb
- iv. \*.gbk
- v. \*.fdb