

Recommended Exclusions from Virus Scanning

EO / EE / EP 5

Date
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EO / EE / EP5

Server Folders to exclude:

- The installation folder and subfolders containing EO, EE, EP5
 - Equitrac Office/Express on Windows 2003, 2008 and 2012 Server
 - C:\Program Files\Equitrac
 - Equitrac Professional 5 on Windows 2008 64-bit
 - C:\Program Files (x86)\Equitrac
 - Equitrac Professional 5 on Windows 2003
 - C:\Program Files\Equitrac

- The SPOOL folder that Microsoft's spooler service is configured to use
 - C:\windows\system32\spool
- The cache file folders used by Equitrac Express, Equitrac Office and Equitrac Professional 5
 - Windows 2003
 - C:\Documents and Settings*1\Local Settings\Application Data\Equitrac
 - C:\Documents and Settings*1\Local Settings\Temp
 - Windows 2008, 2012
 - C:\users*1\AppData\local\Equitrac
 - C:\users*1\AppData\local\temp

Cluster considerations:

In addition to the above, be sure to exclude any folders that were created by the Equitrac install on the Shared disk resource. Also

- C:\Program Files\Equitrac*2\ClusterService\EQClusterservice.exe

File extensions to exclude:

- **Exclude database files (mdf, ldf) and trace log files (log).**



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Server Services to exclude:

- All EO, EE, EP5 services (CAS, DCE, DRE, Scheduler)
 - Equitrac Office/Express
 - C:\Program Files\Equitrac*2\Device Control Engine\EQDCService.exe
 - C:\Program Files\Equitrac*2\Document Routing Engine\EQDREService.exe
 - C:\Program Files\Equitrac*2\Device Monitoring Engine\EQDMEService.exe
 - C:\Program Files\Equitrac*2\Scheduler\EQScheduler.exe
 - C:\Program Files\Equitrac*2\Accounting Server\EQCASService.exe
 - C:\Program Files\Equitrac*2\ClusterService\EQClusterService.exe
 - Equitrac Professional 5
 - C:\Program Files(x86)\ for EP5 on Windows 2008 64-bit \Equitrac\Professional\Device Control Engine\EQDCService.exe
 - \Equitrac\Professional\Document Routing Engine\EQDREService.exe
 - \Equitrac\Professional\Device Monitoring Engine\EQDMEService.exe
 - \Equitrac\Professional\Scheduler\EQScheduler.exe
 - \Equitrac\Professional\Accounting Server\EQCASService.exe
 - \Equitrac\Professional\ClusterService\EQClusterService.exe
 - C:\Program Files\ for EP5 on Windows 2003
 - \Equitrac\Professional\Device Control Engine\EQDCService.exe
 - \Equitrac\Professional\Document Routing Engine\EQDREService.exe
 - \Equitrac\Professional\Device Monitoring Engine\EQDMEService.exe
 - \Equitrac\Professional\Scheduler\EQScheduler.exe
 - \Equitrac\Professional\Accounting Server\EQCASService.exe
 - \Equitrac\Professional\ClusterService\EQClusterService.exe



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NetWare folders to exclude:

- The cache folder's default location is directory EQSpool under the DRE installation directory. The -c parameter can be used with EQDRESRV to specify a different cache folder.
- The EQDRESRV install folder (i.e. load path of DRE)
- SYS:/tmp if it exists
- SYS:/temp if it exists

Virtual Server(s):

- Anti Virus software on host machine should exclude all the Virtual Machines files from the Anti-Virus real time scans. Excluded file types are: .vhd .vud .vsv .vfd and .vmc

Workstations Services and paths to exclude:

- C:\Program Files\Equitrac*2\Client\EQSharedEngine.exe
- C:\Program Files\Equitrac\
- Make sure no popup Blockers are blocking the Equitrac application

Notes:

1. *1 Means User running the Equitrac services
Some of the file paths assume that the Equitrac software is installed to drive C:\.
2. *2 Means a product specific value:
Equitrac Office = "Office"

Equitrac Express = "Express"

Equitrac Professional = "Professional"