

## Virus scanners block the CCD-Guide installation, what should be done?

All programs are checked for viruses with Microsoft Defender before they are sent. This does not exclude the possibility that some virus scanners occasionally respond to one or more files on the target system and quarantine the suspicious objects.

The development team made a comparison with several virus scanners and was unable to determine any matching results.

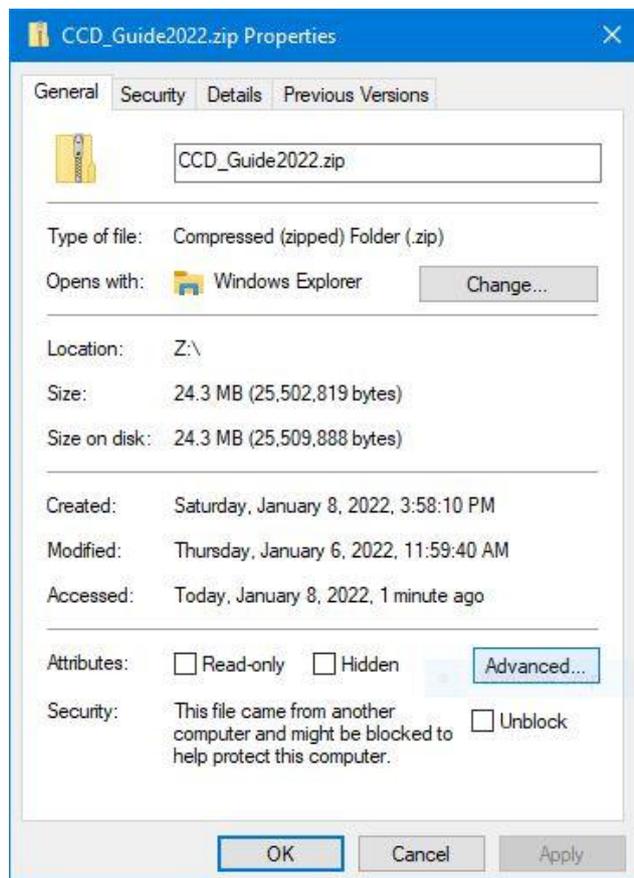
How can you get around this problem?

In addition, the well-known virus scanners enable programs or entire directories to be excluded from the scan. The latter is described below.

CCD-Guide is saved in several target directories. Target directories are first the main directory and a number of subdirectories (\database, \files, \images, ...). For the virus scanner, the main directory (e.g. c:\ccdguide) is primarily important, as this is where all exe files and dll files are located.

## Preparation

Before the package is unpacked in the target directories, the zip file must be approved. To do this, open the properties page and confirm the “Unblock” security option.



## Exclude directories

If the above measure is not sufficient, the CCD-Guide main directory (e.g. c:\ccdguide) can be excluded from the virus check.

How can a directory be permanently excluded from the virus scanner?

In the known scanners (see examples), exclusions can be configured for entire directories.

## Examples

### Windows Defender

- Open the "Windows Defender Security Center".
- Select the "Virus and threat protection" sub-item on the left.
- Click Virus & threat protection settings.
- There you will find the option "Add or Remove Exclusions" below.
- Click on "Add exclusion" and select the desired file or directory.

Add the appropriate directories to the list of exclusions (e.g. c:\ccdguide\)

### Avast Antivirus

- Open Avast Antivirus
- Go to ☰ Menü ▶ Settings.
- Select General ▶ Exception
- Then click Add Exception.

Add the appropriate directories to the list of exclusions (e.g. c:\ccdguide\)

### McAfee

Create an exclusion:

1. Click on **Start, Programs, McAfee, VirusScan Console**.
2. Right click on **On-Access Scanner** and choose **Properties**.
3. Click on **All Processes, Detection, Exclusions**.

Add the appropriate directories to the list of exclusions (e.g. c:\ccdguide\)

### Other virus scanners and general recommendation

It is generally recommended to visit the relevant web pages for the installed virus scanner.

## How does the Update.exe program work?

The CCD-Guide update program loads installation packages from the server and then unpacks them into the target directories. It is practically impossible to manipulate these packages, which are invisible to the user. The content is encrypted.

If the virus scanner still takes undesired measures when creating the modified .exe and .dll files, an entry of exclusions of the target directories as described above will help.