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Enterprise Wide Information Systems

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Sage

Exclude Sage 100 from Antivirus Scans

SAGE Knowledge Base



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SAGE DISCLAIMER

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How to exclude Sage 100 from antivirus scans; how to set antivirus exclusions

Products

Sage 100

Description

- How to exclude Sage 100 from anti-virus scans
- Antivirus exclusions
- What file extensions to exclude from Anti-virus Live Scan

Disclaimer

Network Warning

This solution requires advanced knowledge of your network. Contact your system administrator for assistance. Modifying Windows security incorrectly can severely affect system operations. Sage is not responsible for operation issues caused by incorrectly modifying your Windows security. Always create a backup of your data before proceeding with advanced solutions.

Support

Sage Customer Support does not provide assistance for issues related to third party products or enhancements, hardware, report customizations, state or federal tax-related questions, or specific accounting questions. Please contact your Sage business partner, network administrator, or accountant for assistance. Please review this document for additional information on the scope of Sage Customer Support Services.

Cause

Antivirus software is targeting or interfering with the functionality of program, system, or data files for Sage 100 ERP

Resolution

Consider testing by temporarily disabling the **antivirus** product to see if this improves performance: speed, file locking problems encountered, error messages, etc.

If performance improves, exclude the Sage 100 programs, folders, and file extensions from your Antivirus program:

In your Antivirus product:

- Disable any aggressive or continuous (also known as **on-access**, **constant**, or **real-time**, or "**network scanning**") monitoring or scanning of Sage 100 (formerly Sage MAS 90 or 200) programs:
 - "..\MAS90\Home\Pvxwin32.exe"
 - "..\MAS90\Launcher\Launch32.exe"
- Exclude the "..\MAS90" directory and sub-directories and contents on the server where Sage 100 is installed.
 - **Note:** Do the same for the workstations, if using Sage 100 Advanced or Premium editions (formerly Sage MAS 200 and Sage MAS 200 SQL editions)
- Exclude the following file extensions:
 - **DCL, DD, DDE, DDF, LIB, M4D, M4L, M4P, M4T, PRM, PVC, PVX, RPT, SOA, XEQ** **Note:**

It is okay to run nightly scans when users are out.