POWERSEARCH Basic Tech Support

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General Errors:

Cannot print listings but other apps can print (Windows Vista or 7)

Right click on PowerSearch shortcut icon. Under "compatibility", make sure check for "Run as Administrator" is unchecked.

Record out of range Fatal Error CX00005... when trying to search/download Internal inconsistency error End of file encountered

Run Powersearch then click "System Maintenance" then click "Reindex Public Listings".

Table is in use

Reason: Temporary files cannot be deleted.

Solution: Double-click "My Computer", in address bar type "%temp%" and delete all the files there. **Make sure** you are in the temp folder! This is a temporary solution so he has to do it regularly when the problem reappears. Somehow his account don't have permission to delete those files.

Note: If you cannot see Address bar, click view, toolbars then **tick** Address Bar. If still cannot see, click view, toolbars then **untick** Lock The Toolbars.

Download Error: PS3 xxxxx.zip or CVX xxxxx.zip

Click on "Download Listings" then Click "Configure Proxy Server", then Click "Retrieve proxy settings from Internet Explorer settings", Click "ok" then "Save" and "Exit".

Not a Table/DBF or Index does not match table

Run Powersearch then click "System Maintenance" then click "Repair DBF"

Dyna zip/unzip error

Check and update to latest PowerSearch program version if need be. Try again.

File already exists error when download listings

May be caused because PowerSearch is installed in Program Files folder. Solution: cut and paste 'hiwire' folder into root directory (i.e. C:\)

Could not determine serial number

Could not determine subscription date

Use our account to check if the serial number is valid.

If serial number not entered into account, enter and upload serial number

Go to "Configure Proxy Server" -> "Retrieve proxy information from Internet Explorer settings"-> it will say no proxy is required for this PC -> click ok, save then exit. Then Download Listings again. Else could be problem with firewall

Disable firewall or Configure firewall to grant c:\hiwire\powersearch3\powsrch.exe full access. Common firewalls: Norton Internet Security Trend Security

Zone Alarm or Zone Lab Windows Security Alert

Unable to update cursor (Windows Vista or 7)

Cause: After installing, running Powersearch caused this error.

Solution: Right-click on Powersearch3 icon and click on "Run as Administrator". This needs to be done once only. Then run Powersearch as usual.

If using **Windows XP**, go to C:\Hiwire, right click on it and select "properties", then unselect "read only" and apply to subfolders and files. If still cannot, could be because no administrator rights. Right click "run as administrator" then key in password.

In **Windows XP Pro**, the Administrator account is not listed on the login screen, unless it's the only account on the machine. You can still log into it, though ... by rebooting into 'Safe Mode'. Press **F8** when Windows begins to boot, and you'll be given a list of boot options, one of which is 'Safe Mode'. Select that, and the 'Administrator' account will appear on the login screen.

From here it's easy. Once you've signed in as 'Administrator':

• Right-click on My Computer

- Click on Manage
- Expand Local Users and Groups
- Click on Groups
- Double click on Administrators
- Click on Add
- Enter the account name on this machine that you want to assign administrative privileges to.
- **OK** your way back out.

Now reboot your machine normally, and the account you selected should now have administrative access.

Foxpro support library not found

Cause: They probably copied from CDROM but some system dll files are not copied. Solution: Ask him to install from CDROM instead of copying.

403 Forbidden

Cause: During download, Windows Vista denies access to Internet by other applications. Solution: Right click on Powersearch3 icon and click "Run as administrator".

Socket Error #11004

Cause: DNS problem/ internet connection problem

Solution: Make sure the address you are trying to connect to is typed correctly.

- Click on "change internet access to dyna" under Configure Proxy Server in Download Listings window.

- If you are trying to connect with a domain name try with its IP number instead. (ping the domain name from command prompt to get its IP address.)

- Make sure your firewall, anti-virus or any other security program is not blocking the connection or port the program is using.

404 File Not Found

Cause: No internet access. Eg. Starhub cable modem did not pay subscription or terminated.

Starhub cable modem don't pay also can go to yahoo.com and gov.sg sites.

Solution: Try access www.google.com

If no access- need to get internet working first.

For Windows Vista and using starhub connection, double click on Network Connections icon on bottom right screen. Then click on View Status. Next, click on Internet Protocol Ver 4. Click Properties. Change DNS server 203.116.1.78 (preferred) and 203.116.254.150 (alternate).

If this c	Alternate Configuration computer is used on more to s below.	han one netw	ork,	enter	the alt	ernate IP
	utomatic private IP addres	s				
00	iser configured					
IP a	ddress:	192 .	168	, 1	. 25	
Sub	net mask:	255	255	. 255	. 0	
Def	ault gateway:	192 .	168	. 1	. 1	1
Pref	ferred DNS server:	203 .	68	. 66	. 5	1
Alte	mate DNS server:	1, 3		2	20	1
Pret	ferred WINS server:				8	1
Alte	rnate WINS server:			ě,	•	
						_

Download Fail Error 10060

Cause: Due to Internet connection or Firewall.

Solution: Change internet access to Dyna. If still cannot, need to add program to Firewall settings to allow access.

(Norton 2009) Run Command Fail

Instructions for configuring Norton 2009

- Start Norton Internet Security (2009 Version)
- Click on Computer -> Settings



- Under Exclusions/Low Risks
- Click on Scan exclusions -> Configure

Settings		? Help & Su	upport
Computer Settings		Use Section Defaults	Ŧ
Antispyware	Con On	Configure [+]	?
Computer Scans			?
Manage Scans		Configure [+]	
Compressed Files Scan	On On		
Remove Infected Compressed Files	Off Off		
Limit Data Extraction	On On		
Rootkits and Stealth Items Scan	On On		
Tracking Cookies Scan	Remove		
Microsoft Office Automatic Scan	Off Off		
Idle Time Scan	Weekly		
Advanced Heuristic Protection	Automatic		
Exclusions / Low Risks			(?)
Scan Exclusions Signature Exclusions Scan Performance Profiles	Standard Trust	Configure [+] Configure [+]	0
	Standard Hust		
Real Time Protection			0
Auto-Protect	On Off		C
Auto-Protect Early Load	C Off		U
Auto-Protect Early Load Removable Media Scan	Off On		Ø
Auto-Protect Early Load Removable Media Scan Caching	Off On On		C
Auto-Protect Early Load Removable Media Scan Caching SONAR Advanced Protection	Off On		0
Auto-Protect Early Load Removable Media Scan Caching SONAR Advanced Protection Updates	Off On On On		0
Auto-Protect Early Load Removable Media Scan Caching SONAR Advanced Protection	Off On On		0
Auto-Protect Early Load Removable Media Scan Caching SONAR Advanced Protection Updates Automatic LiveUpdate	On On On On		0
Auto-Protect Early Load Removable Media Scan Caching SONAR Advanced Protection Updates Automatic LiveUpdate	On On On On		0
Auto-Protect Early Load Removable Media Scan Caching SONRA Advanced Protection Updates Automatic LiveUpdate Enternet Settings	On On On On		0
Auto-Protect Early Load Removable Media Scan Caching SONAR Advanced Protection Updates Automatic LiveUpdate Extension Ledeton Internet Settings	On On On On		0

- Click Add button under Scan Exclusions
- Enter "c:\hiwire" then click "OK"
- Place checkmark in checkbox for "Include subfolders" if not already checked off
- Click Apply, OK
- Click Add button under Real-time / Auto-protect exclusions
- Enter "c:\hiwire" then click "OK"
- Place checkmark in checkbox for "Include subfolders" if not already checked off
- Click Apply, OK

Norton Internet Security 2011



Settin	Ê2			
Set	tings		Help & S	upport 🕨
	Computer Settings		Use Section Defaults	•
	Number of Threads for Manual Scan	Auto		
	AntiVirus and SONAR Exclusions			?
	Items to Exclude from Scans		Configure [+]	
	Items to Exclude from Auto-Protect and SONAR Detection		Configure [+]	
	Signatures to Exclude from All Detections		Configure [+]	
	Insight Protection	on 💻		?
	Scan Performance Profiles	sta	indard Trust	?
	Enable Boot Time Protection	No	rmal	?
	Real Time Protection			?
	Antispyware	💶 On	Configure [+]	?
	Auto-Protect	💶 On		?
	Caching	💶 On		
	Removable Media Scan	on 💴		
	SONAR Protection	on 💴		?
	SONAR Advanced Mode	Aut	omatic	
Ŷ	Network Settings			•
	Web Settings			•
8	Miscellaneous Settings			•
1	Parental Controls			•
No		Арріу	OK Can	el



\System Volu	ume Informat	ion\				
			0. 10			
-	>	Add	Edit	Remove		
Norto	n	Default All	Apply	OK	Cancel	
771						

ne following items are	ignored when a so	heduled or manua	l scan runs:		
System Volume Inform					
Ac	ld Item		ļ	Help	
l Ø	Include subfolder	5	₽ ←		
N	rton	ØК	Cancel		
	Add	Ealt	Remove	-	

😃 Scan Exclusions	
Scan Exclusions	Help
The following items are langred when a scheduled or manual scan runs: C:\hiwire \System Volu Select a Directory Image: C:) Image: C:) </th <th></th>	
Norton Default All Apply OK Cancel	

**ALSO REPEAT similar steps for "AUTO_PROTECT and SONAR Exclusions"

Auto-Protect and	SONAR Exclusions			
Auto-Prote	ct and SONAR	Exclusion	าร	<u>Help</u>
The following items	are ignored by both Auto	Protect and SON	AD.	
C:\hiwire	are ignored by bour Adio			
	Add	Edit	Remove	77
_		Con	Nemove	
Norton	Default All	Apply	OK	Cancel

** If certain files, such as powsrch3.exe, is missing, locate and open c:\hiwire\PowerSearch3\renewapp.exe then key in "3PS" for code. Then click "Update Program Now".

Norton Internet Security 2013 and Norton 360





Browse for Folder

Files

? X

Select a Directory



Files

Go back to main page and click on "Real Time Protection"



Go back to the main page of Norton Internet Security and click on "Advanced"

Norton Internet Security				— ×	Norton In	ternet Security					×
	Settings	Performance 🤝 Feedbac	Account	Support		Settings	Performance 🤝	Feedback	Account 5	Support	
								Insight Pr	otection	0	-
					×	Computer Protectio	n	Antivirus		0	-
						Scan Now History Quarantine		Antispywi	are	0	-
Secure	Scan Now	LiveUpdate	Advanc	ed		Norton Insight Kun LiveOpdate		SONAR P	rotection	0	-
CPU USAGE:								Smart Fire	rwall	0	
System 13% Norton 0%					(←)	Network Protection		Intrusion	Prevention	0	-
	Last Scan: 10-Jun-14	Last Update: 9 minutes ago				Network Security Map		Email Pro	tection	0	-
								Identity S	afe	0	
						Web Protection		Browser F	Protection	0	-
and the second second						Norton Family Identity Safe		Safe Surfi	ng	0	
								Download	d Intelligence	0	-
SUBSCRIPTION STATUS: Active		- ~		_			_	~		—	
Norton by Symantee		Zone Studio	Manage	Mobile	Norton		Zone	Studio	Manage	Mobile	

Go back to the main page of Norton 360 and click on "Tasks"



For both follow these steps: (Make sure the "Show" field is "Quarantine")

Security History Security History				History			
Security History			Show Quara	ntine	•	Refresh List	Quick Search 🛞 Gr
			Severity	Activity	Status	Date & Time▼	Details
how Recent History		2	• High	powsrch3.exe (SONAR.Heuristic.120) detected by SONAR	Quarantined	11-Jun-14 12:03:57 PM	Recommended Action Resolved - No Action Required
Recent History	Status Detected	Date & T Wednes	• High	powsrch3.exe (SONAR.Heuristic.120) detected by SONAR	Quarantined	31-May-14 10:09:29 AM	Restore Options
Full History Computer Protection	Detected	July 04, 9:37 AM Wednes	• High	powsrch3.exe (SONAR.Heuristic.120) detected by SONAR	Quarantined	31-May-14 9:57:14 AM	Suspicious behavior dete POWSRCH3.EXE Users Eew Users
Resolved Security Risks		July 04, 9:33 AM					Risk
In Unresolved Security Risks Quarantine	Detected	Wednes July 04, 9:33 AM					High Origin Not Available
In SOMAR ACTIVITY	Detected	Wednes July 04, 9:33 AM	Go to Page:	Go	Import Export	Page 1 of 1	More Detail
Info LiveUndate Session	Completed	Wednes	by Symantec			rua to Quarant	close close



**Additional Steps If Still Face Problems (e.g. no internet access):

Norton Internet Security:

Norton Inter		nce 🗢 Feedback Acco	^{Sign in} — 🗙 unt Support	Settings	Computer Network	- C 🗙 Web General Help
Secure CPU USAGE System 5% Norton 0% Trust level 9	Scan Now Q Lati Scar.		anced	Intrusion Prevention Customize Intrusion settings. Message Protection Customize and protect email. Network Security Settings Secured Network system. Secured Network system. Firewall Protection Setup.	Smart Firewall Advanced Settings Program Rules Trust Control Block All Network Traffic	On 2 Configure (-) Configure (-) Configure (-) Configure (-) Unblocked 2
		□ Ø ‡		Norton	Default All OK	Use Section Defaults Cancel Apply
(Ti U E Fi S S C A	vanced Settings art Firewall Taffic Rules Incommon Protocols Tirewall Reset teaths Blocked Ports tateful Protocol Filter Lutomatic File/Printer Sharing Control Lutomatic Program Control	Zeee Studio Maar On On On Automatic	Configure [+] Configure [+] Reset [+]	2 2 2 2 2 2		
<u>ര</u>	Norton Default	AII OK	Cancel Apply			

Norton 360:

Settings	×	Settings		×
Tasks Settings	Account Feedback Help >	Jennigs	Tasks Settings Account	Feedback Help +
Detailed Settings	Quick Controls	Firewall		Use Defaults
Aufdrius Aufdrius Configure factorization data. Configure factorization data.	Sinent Mode Safe Surfing Safe Surfing Safe Surfing Backup Backup Backup Status Overlays Gaturo Status Overlays Saturo Status LiveUpdate Saturo Status CiveUpdate Saturo Tarruper Protection	General Settings Program Rules Transc Rul Smart Frewall Uncommon Protocols Frewall Reset Steath Biocked Ports Stateful Protocol Filter Automate FilterPrinter Sharing Control Block All Network Traffic	es birusion and Browser Protection	Advanced Settings 7 Santipuse (=) 7 Rest(=) 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Norton	Close	Norton	Apply Back	Close

** If certain files, such as powsrch3.exe, is missing, locate and open c:\hiwire\PowerSearch3\renewapp.exe then key in "3PS" for code. Then click "Update Program Now".



Norton 360

1. Open the Norton 360 Control Panel. Select "Settings".



2. Select "Antivirus".



3. In the Antivirus Settings window, select the "Scans and Risks" tab. There are two options under **Exclusions / Low Risks.** You will configure both of these. Next to **Scan Exclusions**, click the "Configure [+]".

O Norton 360		1995			×
Norton 360 Settings	Tasks Settings	My Account	Product Feedback	Help & Su	pport
🖉 Antivirus				Use Def	aults
Automatic Protection Scans and Risks Intispyware and Computer scans	d Updates				
Compressed Files Scan	c	n On			2 _
Data Extraction Limit					
Remove Infected Compressed Files	-				
Microsoft Office Automatic Scan	-	Off			
Rootkits and Stealth Items Scan	-	On On			
Heuristic Protection	C		tic		
Tracking Cookies Scan	-	Ask Me		/	
Number of threads for manual scan	7	Auto 💌			-
Scan Performance Profiles	c	Standar	rd Trust		2
Email Antivirus Scan	-	On On	Configu	ure [+]	2
Instant Messenger Scan	-	On	Configu	ure (+	2
Exclusions / Low Risks				1	?
Low Risks	As	k Me			
Scan Exclusions			Configure	[+]	
Signature Exclusions			Configure	[+]	
Norton from symantec	A	pply	Back	Close	

**Can be labeled as "Items to exclude from scan". Also need to "ADD" to "Items to exclude from auto-protection and sonar detection"

Norton 360		×
Norton 360 Scan Exclusions	Help	
		_
Scan Exclusions		
\System Volume Information\		
Add Edit Remove		
Auto-Protect Exclusions		i.
		-



Auto-Protect Exclusions	
Add Ed	lit Remove
Default All Appl	OK Cancel

Norton Endpoint



Centralized Exceptions × User-defined Exceptions Administrator-defined Exceptions .IIX Exception Type Action Exception Item Help and Support rigure Settings Scan for th Change set View quara rigure Settings LiveU figure Settings rigure Settings Close Справка Folder Exter Configure Settings **Client Management** Symantec.

Click ADD then choose FOLDER under security Risk Exceptions Then, Browse and select HIWIRE folder to ADD

Errors include Fatal exception code, file access denied, etc.

Norton Sonar Problem / Run Command Fail

This sonar issue was reported as a big problem as seen here <u>http://community.norton.com/norton/board/message?</u> board.id=nis_feedback&thread.id=80654

Anyway I found a suggestion by another software vendor "pc pandora" (<u>http://www.pcpandora.com/help/av/norton/#nortonInternetSecuritySonar</u>)

- Open Norton Internet Security
- Click Settings in the Computer section
- Scroll down to Exclusions
- Click Configure for Signature Exclusions
- Click Add
- Select Spyware, Download_PowerSearch and click Add
- Click OK to save your changes
- Click OK again to close the Settings screen
- Close Norton

If Norton had quarantine/deleted our "download_powersearch" file:

- Open Norton Internet Security
- Click Quarantine
- Select the "Download_PowerSearch file detected by Norton Sonar. Click More Details at the bottom right
- Click Options at the bottom
- Click Restore This File
- IMPORTANT! First un-check "Exclude this risk from future scans" and then re-check it. This is to overcome an apparent bug in Sonar settings based on our testing. If you do not specifically un-check then re-check the option the file will not be excluded properly and will simply be detected again.
- Click Yes
- · Wait for the process to complete
- Close all Norton screens

Instructions for configuring Norton 360

- 1. Start Norton 360.
- 2. Click Settings.
- 3. Click Virus and Spyware Protection.
- 4. Click File Exclusions tab.
- 5. Under Which disks, folders, or files to exclude from risk scanning, click New.
- 6. Select the **hiwire** folder (default is **c:\hiwire**) and click OK.
- 7. Under Which disks, folders, or files to exclude from Auto-Protect scanning, click New.
- 8. Select the same folder that you excluded in line 6 and click OK.
- 9. Click Close.

If Norton Sonar had quarantine/deleted our "download_powersearch" file:

- Open Norton Internet Security
- Click Quarantine
- · Select the "Download_PowerSearch file detected by Norton Sonar. Click More Details at the bottom right
- Click Options at the bottom
- Click Restore This File
- IMPORTANT! First un-check "Exclude this risk from future scans" and then re-check it. This is to overcome an apparent bug in Sonar settings based on our testing. If you do not specifically un-check then re-check the option the file will not be excluded properly and will simply be detected again.
- Click Yes
- Wait for the process to complete
- Close all Norton screens

** After excluded from Norton scans, locate and open

c:\hiwire\PowerSearch3\renewapp.exe then key in "3PS" for code. Then click "Update Program Now".

Kaspersky Internet Security (2010 or 2011) (File access denied)

on main page of Kaspersky, click on settings on top right corner



Open the tab Trusted applications and add these files: (except svchost.exe)

🔀 Trusted zone	
Exclusion rules Trusted applications	
Path Path SystemRoot%\system3	
Help OK <u>C</u> lose	
K Exclusions for application	🔀 Trusted zone 📃 🗖 💌
download_powersearch.exe	Exclusion rules Trusted applications
☑ Do not scan opened files	🕂 Add 🖉 Edit 💥 Delete
Do not monitor application activity	Application Path
Do not inherit restrictions of the parent process (application)	SystemRoot%\system3
Do not monitor child application activity	Image: Second State Image: Second State
Do not scan network traffic	Image: Second
Do not scan <u>all</u> network traffic any remote IP addresses	✓ ✓ Powsichstexe C:\hiwire\PowerSearch3\r
any remote ports	Renewexe.exe C:\hiwire\PowerSearch3\R
Help OK Cancel	
	Help OK Cancel

🌠 Settings		_ X
1	Detected Threats and Exclusion Rules	
Advanced Settings	You can choose the categories of threats you want detected and enter exclusions into the sof that you do not want scanned.	ftware
Threats and Exclusions	Detection of the following threat types is enabled:	
I Self-Defense	- viruses, worms, Trojans and malicious tools;	
🔋 Battery Saving	- adware, and autodialer tools;	
Compatibility	- suspicious compressed files, and multi-packed objects;	
😨 Network	Settings	
Notifications		
Reports and Storages	– Exclusions	
🖘 Feedback	Rules: 0 (total 0)	
🎮 Gaming Profile	Trusted applications: 6 (total 6)	
Appearance	Settings	
🧟 Parental Control		
🗎 Manage Settings		
		\
Help Restore	OK Cancel	Apply

Kaspersky Anti-Virus (Run Command Fail)

Open *Kaspersky Anti-Virus* and click **Settings**. Select the section **Protection** and click the button **Trusted zone**.

K Settings	
Kaspersky Anti-Virus 6.0	Protection
Protection File Anti-Virus Mail Anti-Virus Web Anti-Virus Proactive Defense Anti-Spy Anti-Hacker Anti-Spam Access Control Scan Full Scan Quick Scan Update Update Update WKS MP4 Options Reports and Storages Network	 General Genable protection Launch Kaspersky Anti-Virus at startup Enable Advanced Disinfection technology Exclusions Trusted zone Threats Detection of the following threat types is enabled: viruses, worms, trojan programs, spyware and other malware, adware, auto-dialer, suspicious compressed files, multi-packed objects Application settings management Load Save Reset
Help	<u>OK</u> <u>Q</u> lose <u>Apply</u>

Open the tab **Trusted applications** and add these files: (except svchost.exe)



OR try this method:

Open the tab **Exclusion rules** and click **Add** to add a new exclusion:

• in the window **Exclusion mask** check the box **Object** and check the box **Threat type** (to exclude the threat regardless of file location).

K Exclusion mas	k 🔀
Properties:	Object Threat type
Comment:	
	t threat name
<u>Help</u>	OK Cancel

click the link input threat type (or object if the box Object is checked)

- then select C:\hiwire and add
- also select all threat types to exclude

NORMAN SECURITY

Procedure

1. Right click the N icon to open a list of actions



2. Choose Norman Security Suite:



3. Click the **Personal firewall** button, you can find this button at the left hand side of the Security Suite window

4. Click on the big gray **Configure** button at the bottom of the window (with the: **View and modify firewall rules and settings** description)

	Personal Firewall	
Home		
firus & Spyware Protection	Personal Firewall	
Personal Firewall		
Parental Control	Select a Task	
Install and Update	Personal Firewall is enabled	Disable
	Open and secure ports	6
Support Center	Open ports	1
	Blocked incoming connections	0
	Blocked outgoing connections	0
	Blocked port scans	0
	Lock Lock access to the network. Clear session rules Delete temporary firewall rules created sin Expert Tools Real-time Log Utility and Advanced Ports V	iewer.
	Configure View and modify firewall rules and settings	

5. Click the Rule editor button.



After clicking the button a wizard will appear

- 6. Select I want to modify or delete an existing rule radio button
- 7. Click Next button



- 8. Select the application that seems to cause the problem
- 9. Click Next button

NORMAN		-		1	
	Sele	ct the n Rule 1 Rule 2 Rule 3 Rule 4	ule you want to modify or delete Rule description Autom, genoald: Interdet Explorer Autom, genoald: Windows Madi Autom, genoald: Windows Media Player Autom, genoald: Windows Media Player Network Sharing-service	Action Deny Deny Allow	State Active Active Active Active
	•	0	Back Next	(Frist

10. Select the Change rule to allow radio button, after that click the Finish button.

The selected application is now free to access the Internet.

AVAST INTERNET SECURITY

- Open Avast (Double Click on the Avast icon in the system tray)
- Select the Real-Time Shields tab
- In the right pane click on the "Expert Settings" button

	avast! INTERNET SECURITY		SETTINGS
SUMMARY	FILE SYSTEM SHIELD The File System Shield is the main component of the avast! real-time scanner. It monitors al your computer. PROTECTION STATUS: RUNNING	I files and programs	
REAL-TIME RiHields	SETTINGS		
ile System Shield	Control of the second s	Expert	Settings
Aail Shield	Station files when writing	(2)	
Veb Shield			
2P Shield	SHIELD TRAFFIC		0
M Shield	10		
Vetwork Shield	5		
cript Shield	0	- 4	
ehavior Shield	1. Scanned files 🔥 Infected files		
vocess Virtualization			
	Files scanned / infected: 1008 / 0 O Show traffic Last file scanned: CI/ProgramData/Microsoft/Windows/Start Menu/Programs/Access_les/Paint.Ini Last file infected:		report file

In the dialog that opens up select the "Exclusions" tab.

iavast! File	SYSTEM	SHIEL	.D SE	ETTINGS
ican when executing ican when opening ican when writing ican when attaching	or click	on "e	n mod	NS dify the list of locations that will not be scanned. Click on any line to modify i path" to add a new location. cify when the exclusion applies (R = Read, W = Write, X = Execute)
Exclusions			7	
Advanced	R	W	X	path
Actions	9	V		?:\PageFile.sys
ackers	₽	V		*\System.da?
Sensitivity	S.	V		*\User.da?
Report file	S.	1		*.fon
	1	V		*.bit
	1	V		*.log
	1	1		*.ini
		1		*\firefox\profiles*sessionstore*.js
	1	1	V	delete browse
	ď	•	•	
	A	dd		O ^{CK} C ^{Cancel}

In the right pane, (on an empty line) click on the Browse button and select the folder of your choice.

Select the areas	
Recycle Bin Figure Diverse Figure Diverse Figure Diverse Figure Diverse F	
	=
	-
<u>S</u> elected paths: "C:∖hiwire	
	<u>QK</u> <u>C</u> ancel

There are several other options that can be activated: that is, in what circumstances the exclusions shall be applied (Read, Write, Execute...etc)

Finally click on the "Add" button. (Note that a new line shall then be available for you to add another exclusion)

Scan when opening Scan when writing Scan when attaching	Here yo or click	on "e	enter	ify the list of locations that will not be scanned. Click path" to add a new location. ify when the exclusion applies (R = Read, W = Write,)		o modify i
Exclusions	6	lue :	l.	in the second se	1	
Advanced	R	W	X	path	and the second	
Actions	R.	Ø	0	?\PageFile.sys		
Packers	S.	V		*\System.da?		
Sensitivity	S.	V	-	*\User.da?		
Report file	S.	S.	0	*.fon		
	×.	S.		".bit		
	₽	S.	0	*.log		
	S.	S.	0	*.ini		
	0	V	0	"\firefox\profiles\"sessionstore".js		
	S.	V	ď	C/\hiwire	delete	browse
	8	8	S.			

AVG Internet Security

- 1. Open your AVG program.
- 2. From the **Options** menu, select **Advanced settings**.
- 3. In the left pane, select **Exceptions**.
- 4. In the right pane, click **Add exception**.
- 5. In the drop-down menu, select exception type File or Folder.
- 6. Browse to the file or folder that you want to exclude.
- 7. Select whether you want to apply the exception also for other AVG components.
- 8. Click **OK** to save details of the exception.
- 9. Click **OK** again to save the settings.

McAfee Internet Security



		Home
Firewall: On X	0	Navigation
Firewall protects your PC against intruders who can hijack your PC or steal personal information, and polices the information your PC sends and receives.	0	I Help
Learn more Turn Off Restore Defaults		
Traffic Controller	<u> </u>	
Smart Advice and Advanced Settings		
Firewall History Click on up-down arrows next to "Internet Connections for Programs"		ite of your next heduled scan:
nternet Connections for Programs	3	/6/2013
My Network Connections	4	:00 AM
	Information your PC sends and receives. Learn more Turn Off Restore Defaults raffic Controller Traffic	Firewall protects your PC against intruders who can hijack your PC or steal personal information, and polices the reformation your PC sends and receives. Turn Off Restore Defaults raffic Controller raffic Controller raffic Controller raffic Advice and Advanced Settings raffic Controller r

	McAfee Total Protection				_ ×
~					🎢 Home
Eu	Firewall: On			×	Navigation
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	Learn more	Г	Furn Off Restore Defa	ults	
5	Internet Connections for Programs			\$	
	> 🚨 Windows Remote Assistance	Full	On		
	> 🔯 McAfee 32-bit Helper	Full	Off		Date of your next scheduled scan:
	> 🔗 Internet Download Manager (IDM)	Block	Click on "Add" button On		3/6/2013 4:00 AM
	Learn more		Edit Add De	lete	Security Report
Copyrig	ht © 2012 McAfee, hc.			Threat M:	ap About W AcAfee

Add these files and set 'ACCESS' to '<u>FULL</u>' and Net Guard to '<u>OFF</u>':



After this, go back to main page, then click on "Web and Email Protection", select "Firewall", select "Smart Advice and Advance Settings". Change "Decide automatically" to "Ask me to decide".

	et Security	合 Home 母 Navigatio 똏 About ? Help
Your computer is	s secure (no action required)	
	t intruders who can hijack your PC or ste mation your PC sends and receives. Le	
	Turn off Rest	ore Defaults
Traffic Controller		~
Smart Advice and Advanced Se	ettings	^
Use Smart Advice from McAfee to can connect to the Internet. Learn	make it easy to decide which programs <u>n more</u>	s on your PC
 Enable Smart Advice Decide automatically Ask me to decide 	 Block Internet access at startup Allow ICMP ping requests Enable UDP tracking 	
/		Apply
Firewall History		\sim
Internet Connections for Progra	ams	~ ,

Then transfer whatever files that are missing. (eg. rawlist.dbf).via Teamviewer.

ADDITIONAL STEPS NEEDED TO RESOLVE ERROR:

1. Click on "Virus and Spyware Protection".



2. Click on "Scheduled Scans".

	And the second se
Virus and Spyware Protection	× Navigation
✓ Real-Time Scanning: On	Last scan: 09/02/14 02:34 Alv Next scan: 14/02/14 04:00 Alv
Scan Your PC Run a quick, full, or custom scan to eliminate viruses, spywar	re, and other threats on your PC.
Real-Time Scanning: On Real-Time Scanning protects your PC continuously against vir checking files any time you or your PC uses them.	ruses, spyware, and other threats by instantly Virus es detected lasts can:
Real-Time Scanning protects your PC continuously against vi	Virus es detected las ts can: O

3. Click on "Excluded Files and Folders".

	🏫 Home
Scheduled Scan: On ×	Navigation
Scheduled Scan lets you automatically check your PC for viruses, spyware, and other threats at a time and frequency you choose.	🕜 Help
Next scheduled scan: Friday, 14 February, 2014 4:00 AM	
Leam more Turn Off	
Schedule Your Scan	
Excluded Files and Folders	
	Virus es detected in y lasts can:
	0
	Security Report

4. Click on "Add folder" and browse to C:\hiwire and add folder to the list.

** Also need to click "Add file", browse to C:\hiwire\PowerSearch3\data\ and add

rawlist.cdx, rawlist.dbf and rawlist.fpt.

	🖌 Home
Scheduled Scan: On ×	Navigation
Scheduled Scan lets you automatically check your PC for viruses, spyware, and other threats at a time and frequency you choose.	🕜 Help
Next scheduled scan: Friday, 14 February, 2014 4:00 AM	
Turn Off	
Leam more	
Excluded Files and Folders	
Exclude an item if you don't want McAfee to scan it for threats. Remember though, an excluded item might contain	
threats that can harm your PC.	
For both Films and Folder	
Excluded Files and Folders	Virus es detected in
Excluded Files and Folders	Viruses detected in lastscan:
	lastscan:
	lastscan:

After this is done, <u>MUST</u> restart computer.

If you are still facing problems after the above steps (i.e. "File access denied" error), do this:



- Click on "Virus and Spyware Protection".
- Click on "Real Time Scanning".
- Make sure both boxes under "Boost my protection" are unchecked and click "Apply".
- Restart your computer.