University of Edinburgh

Library Systems Department

Adding exclusions to MacAfee Virus Software

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1 Document Control

1.1 Amendment History

Version	Date	Description	Initials
1.0	12.4.00	Current and Initial Version (awaiting testing)	LMc

1.2 Filename Path

Document can be found at the following path:

\\lib-srv4\images\document\training\train0037.doc

2 Introduction

This document explains how to add patches to MacAfee virus software to stop Pcs hanging. The hanging occurs because MacAfee runs constantly in the background. It conflicts with both Windows Explorer and Program plugins because these files have components which are too small for the virus software to check. MacAfee therefore assumes that the files have viruses and hangs the PC while it tries to check. Adding these patches exclude the explorer and plugin files from being checked by MacAfee.

3 Pre-Requisites

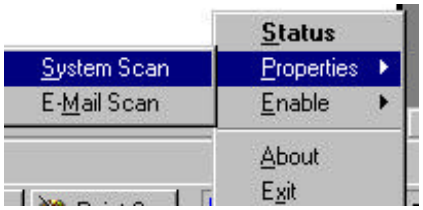
The user should log on to their PC. Do not attempt to open any files before carrying out this procedure.

4 Step by Step Instructions

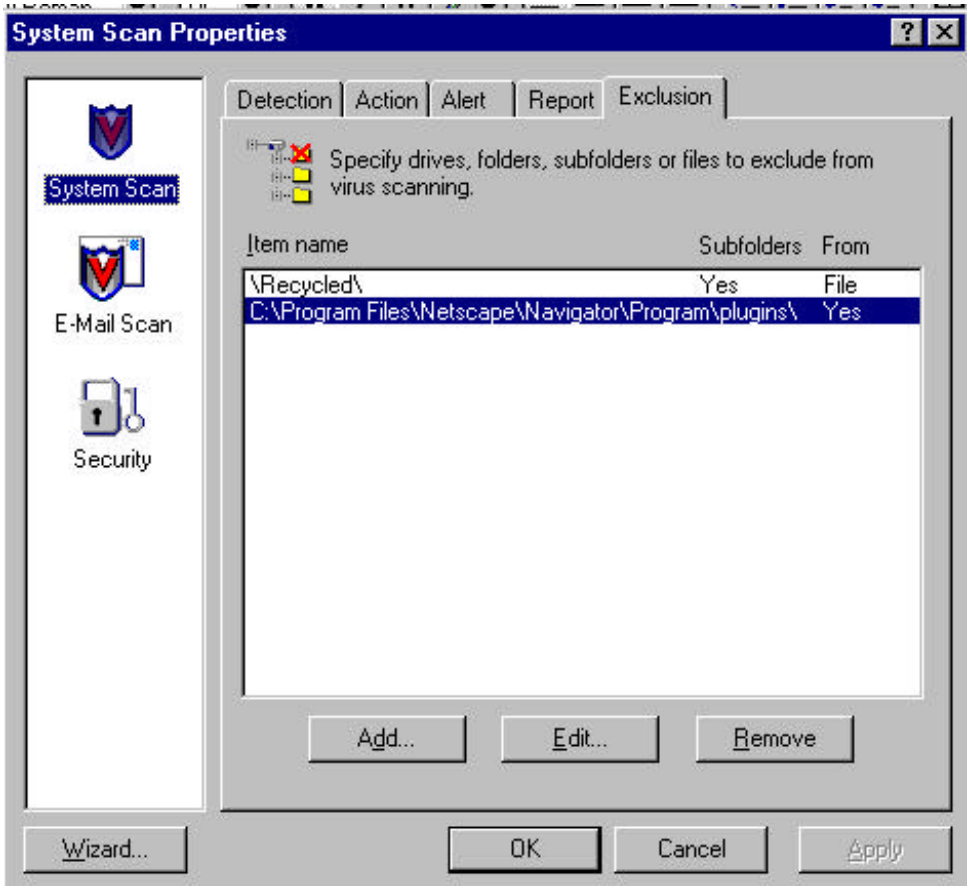
1. Log on to your PC. Do not open any programs. Click on Start\Programs then on the following

Sometimes this will just appear as **Realplay** and not Realplay.bat**.** A black DOS box will open up with 'One file copied' in the text. Click on the at the top right-hand corner to close the box down.

2. At the bottom right of the screen you will see the following icon Click on it using the **right** mouse button. A menu will appear as below



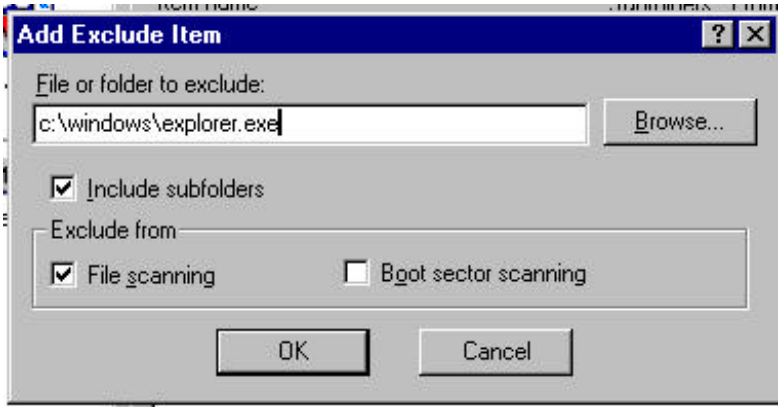
Click on **Properties** then on **System Scan.** The following screen will appear.



Select the **Exclusions** tab by clicking on it. The plugins exclusion (highlighted above) should now be showing.

3. Click on

, the following box will appear:



In the 'File or folder to exclude' box, type **C:\windows\explorer.exe** (as above) click on **Ok,** then **Apply,** then **Okay** again. The exclusions will now be in effect on your PC.

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