



Additional information

Exceptions in antivirus software



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Exceptions in antivirus software

Directories and file formats

This section contains information about directories and file formats that you require to define exceptions in your antivirus software.

Directory types

You should define exceptions in the antivirus software for the following directory types:

- Repository directories
 - Incl. ELO iSearch directories
- Intraday directories
- FT data directories
- OCR directories
- XML Importer transfer directories
- Temporary directories
- Installation directories

The following sections give you some information on the affected directories.

Server directories

The placeholder [ELO] in the following table stands for the directory in which you installed the ELOprofessional/ELOenterprise server (*E:\ELOprofessional*, for example). The paths are the suggested default directories. The paths may vary depending on the installation.

Information

Please ensure that the exceptions apply to child directories as well.

Directory type	Sample path	Can be found in:
Repository directory	<i>[ELO]\archive</i>	Repository database, elodmpath table
iSearch directory	<i>[ELO]\data[ELO iSearch node name]</i>	Under <i>[ELO]\config\elastic</i> in the <i>elasticsearch.yaml</i> file
Intraday directory	<i>[ELO]\data\eloam\postbox</i> and <i>[ELO]\data\eloam\checkout</i>	ELOam database, <i>amoptions</i> table
XML Importer transfer directory	<i>[ELO]\data\im-[repository name]\import</i> (can occur multiple times)	config.xml for ELOim
Temporary directory	<i>[ELO]\temp</i>	

Directory type	Sample path	Can be found in:
Installation directory	[ELO]	

Client directories

The following table describes the default paths installed on the client computer. If you installed the clients to another directory, adjust the exception rules accordingly.

Directory type	Default path
Installation directory (Java Client)	%PROGRAMFILES%\ELO Java Client
Intray directory (Java Client)	%APPDATA%\ELO Digital Office
OCR directory (Java Client)	%PROGRAMFILES%\ELO Java Client\Ocr

Exceptions for specific file formats

In addition, you should define an exception for the following file formats:

File extension	File type
.es8	Metadata file
.esw	Metadata file

Information

Depending on the antivirus software used, different problems may arise. If problems with the antivirus software occur, please contact the antivirus software manufacturer.

ELO modules

The following section provides more information about the exceptions for ELO modules.

Exceptions for ELO XC

In the case of ELO XC, the installation directory, log directory, and the temporary directory must be excluded from scanning by the antivirus software.

Exceptions for ELO Replication

The entire directory trees of the *Broker Workdir* and *Branch Workdir* folders must be excluded from scanning by the antivirus software.

The temporary folder in the Windows account that is being used for the replication service must also be excluded from scanning by the antivirus software.