



InStream Note
June 26, 2006

Topic: Anti-Virus Software

FAST recommends not running anti-virus software on the servers running FAST InStream. Frequent file read/write activity occurs within FAST database files, such as the index, crawler, and post process databases. Anti-virus software will usually lock files and folders while scanning. If a FAST processes tries to open, write to, or close a file that is locked by another process (i.e. antivirus), it may fail. FAST processes failing to open/close database files, due to file locking, is a common symptom of an antivirus conflict. If this was to occur during a critical phase (e.g. re-indexing) it could cause database corruption.

If antivirus software must be installed as a business requirement within your environment, FAST recommends that you configure exclude rules within the antivirus software to avoid scanning the entire %FASTSEARCH% installation directory. However; this does not always solve the problem.

Regards,

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