Anti-Virus Software Trust Guide

Property Management Solutions for Over 30 Years

Background

Our local systems are protected by Microsoft security software and the installer files are routinely scanned by our hosting service. When the software is flagged, often after it has been live for months, the reports we have been able to collect have never indicated an infection with any known virus. It appears the antivirus software has detected characteristics of the application that leads it to conclude it could be malware. The recommended course of action is to trust the application through your antivirus software.

Recommendations

The recommended course of action, confirmed with an AV vendor, is to trust the application through your antivirus software. We have compiled information from several AV vendor's websites to help. If these steps do not work or your AV vendor is not listed, you will have to contact your AV vendor for assistance in trusting the application.

The default location of Landlord 12 is C:\Program Files (x86)\Rpromas\Bins.

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Kaspersky Total Security

https://support.kaspersky.com/11444

1. Open the Settings window in Kaspersky Total Security.
2. Go to the Additional section
3. Select Threats and exclusions in the right frame.
4. Click the Specify trusted applications link.
5. Click Add.
6. Specify the executable file of the trusted application using the Browse button or by choosing the application from the list (only currently active applications are displayed).
    i. The default location of Landlord 12 is C:/Program Files (x86)/Rpromas/Bins.
7. At the Exclusions for application step, adjust the settings using the following check boxes:
    a. Do not scan files before opening. Exclude any files opened by the application's process from the scan scope.
    b. Do not monitor application activity. Exclude any activity of the application (even suspicious) from the scan scope of the System watcher component.
    c. Do not inherit restrictions from the parent process (application). The application's activity is controlled according to the rules created by the user. If the check box is cleared, the application inherits the restrictions of the process that started it.
    d. Do not monitor child application activity. Exclude any activity (even suspicious) of the application's child processes from the scan scope of the System watcher component.
    e. Allow interaction with Kaspersky Total Security interface.
    f. Do not scan all network traffic. Exclude the application's network traffic from the scope of virus and spam scan. However, this does not affect the scan performed by the Firewall component that analyzes the network activity of applications.
    g. To exclude only encrypted traffic from the scan scope, click the link Do not scan all traffic and select Do not scan encrypted traffic. With this option, SSL/TSL-encrypted traffic will not be scanned.
8. In the Exclusions for application window, click Add.
9. Close the application windows.

AVG

https://support.avg.com/SupportArticleView?l=en&urlName=Allow-application-in-AVG-Firewall

1. Open AVG.
2. Click the Firewall tile
3. Click the Settings icon in the bottom right corner and select Advanced Settings
4. In the left menu click Applications
5. Click Add
6. Click ... next to the Path text field, browse to the executable file of the application you want to allow, and then click Open.
7. Click Create, review the Application action options, and then click OK.
8. Click OK to close the Firewall settings window.
9. Verify that the application can connect to the Internet now.
    i. The default location of Landlord 12 is C:/Program Files (x86)/Rpromas/Bins.

Norton

https://support.norton.com/sp/en/us/home/current/solutions/v6958602_ns_retail_en_us

1. Open your Norton product
2. On the main window click on Quarantine
3. On the opened list find the file you want to restore
4. Click on More Details (bottom, right side)
5. On the new window click on Options (bottom)
6. Click on Restore file
7. Check the "do not detect it any more option" during the restore
8. Close windows

To add Promas to the list of trusted programs:

1. Open the main Norton window and click on Settings.
2. From the displayed Settings dialog box, select Administrative Settings.
3. In the displayed Administrative Settings, scroll down to Program Exclusions under Performance Monitoring section, and click on Configure [+].
4. Then click on [Add] button to add an exception.

https://support.norton.com/sp/en/us/home/current/solutions/v3672136

Avast

http://www.getavast.net/support/managing-exceptions

1. Open the Avast user interface and go to ‘Settings‘ » ‘Active Protection‘
2. Select the shield (File System, Mail, or Web) for which you want to add the exception, and click on ‘Customize’ link
3. Find the menu item ‘Exclusions‘ and add item you want to exclude from scanning by the specific Avast shield. You can also specify when the exclusion applies (for reading, writing, or executing)
    i. The default location of Landlord 12 is C:/Program Files (x86)/Rpromas/Bins.
4. Please note that global exclusions are always applied although they aren’t listed in the specific shield. Also please note lot of items are listed there by default

Eset

http://support.eset.com/kb2769/?locale=en_US

1. Open your Windows ESET product.
2. Click Setup → Computer protection.
3. Click the gear icon next to Real-time file system protection and select Edit exclusions from the context menu.
4. Click Add → Browse (...).
5. Use the directory tree to browse for the file or folder you want to exclude, select it, and then click OK.
    i. The default location of Landlord 12 is C:/Program Files (x86)/Rpromas/Bins.
6. Click OK → OK to save the exclusion.

McAfee

https://service.mcafee.com/webcenter

1. Open your McAfee Security Center
2. Click Internet and Network
3. Click the Advanced button in the firewall section
4. Click Program Permissions
5. Click Add Allowed Program
6. Add the programs listed at the top of this page
    i. The default location of Landlord 12 is C:/Program Files (x86)/Rpromas/Bins.

Windows Defender Antivirus

https://support.microsoft.com/en-us/help/4028485/windows-10-add-an-exclusion-to-windows-defender-antivirus

1. Open Windows Defender Security Center
2. Select Virus & threat protection
3. Select Virus & threat protection settings
4. Add or remove exclusions.
5. Click the plus sign next to ‘Add an exclusion’, and then select the files, folders, file types, or process. The exclusion will apply to subfolders within a folder as well.
    i. The default location of Landlord 12 is C:/Program Files (x86)/Rpromas/Bins.