

The purpose of this document is to provide details for using anti-virus scanners with Ocularis 5.

Anti-Virus

PRE-INSTALLATION

In general, we recommend deactivating anti-virus scanners during the installation of any Ocularis component. Various scripts are used during installation and these scripts are sometimes blocked by anti-virus programs. This is particularly true when installing any Ocularis 5 recording component (e.g. Core, DM, etc).

POST-INSTALLATION

After the installation, anti-virus applications can be enabled again. However, exceptions should be made to the anti-virus scanners as detailed below.

Server Components

The directories for the recording component software (Cores and DMs) and their corresponding multimedia database zone(s) should be excluded from an anti-virus' real-time scan due to the high amount of I/O operations. The scan will have a negative impact on system performance. The default location for the recording component software is: `c:\Program Files\OnSSI\Ocularis Recorder` and default zone is `c:\VideoDatabase`. Be sure to include all zones to the exception list.

Ocularis Client

On all Ocularis Client workstations, set the following anti-virus exclusions:

```
C:\Program Files (x86)\OnSSI\*. *           - including Sub-Folders
C:\Program Files\OnSSI\*. *               - including Sub-Folders
C:\Users\All Users\OnSSI\*. *            - including Sub-Folders
Processes: OcularisClient.exe
```

If exporting video, the local video export location also needs to be excluded (e.g. Export Folder).

In addition to the above recommendations, we suggest minimizing the use of network scanning security software as these have significant impact on system performance.

KNOWN ISSUES

1. There is a known issue if you are using 'CA Total Defense' and you uninstall it. During software removal, an important registry key is deleted which is required by Ocularis 5.

Replace the registry with this:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders\CommonAppData
type=REG_SZ ; value=C:\ProgramData
```

2. Symantec products have been known to be problematic with Ocularis 5.
3. For older versions of Ocularis (pre-version 5) contact OnSSI Tech Support for other possible exclusions.