

Norton Anti-Virus

We have experienced multiple problems with offices using Norton 360, including network access problems and false positives from the virus scans. In fact, Norton 360 has even taken it upon itself to remove many of our required programs from its host computer.

First we recommend using AVG Internet Security or Microsoft Security Essentials.

If you decide to remove Norton it is complicated. We recommend your Hardware Support technicians remove it for you. Generally, you need a Norton removal tool supplied by Norton from their web site.

Norton 360

- 1) Open Norton, look at Quarantined files
- 2) Click on easymed.exe and all PowerSoftMD programs, including scheduling like project1.exe, project2.exe, project3.exe and Un-Quarantined them.
- 3) Go to Norton Settings:
Selected Exclusions, and set C:\EZW and H:\EZW and H:\EZWCLAIM folders and subfolders to be excluded from both: SCAN and REAL TIME Protection.
(H: is your network shared drive)

Hint:

After you have installed any Anti-Virus software on your computer, you need to tell the new Anti-Virus to exclude the EZW folder from both your main computer and all workstations, also the EZWCLAIM folder on the main computer. This can greatly affect the speed of your computers!