

HerdMASTER 4 Tip Sheet

TROUBLESHOOTING ANTIVIRUS PROBLEMS

WHY IT HAPPENS

Antivirus programs will sometimes accidentally flag a HerdMASTER file as a virus or unwanted program, this is what is known as a false positive. Our software has been white-listed by all the major anti-virus companies, unfortunately they often do not include it in updates, so when the antivirus software updates it wipes out the whitelist. This flagging is also a symptom of incorrect usage of heuristic detection.

You will have to know how to access the quarantine file or virus vault and the exceptions list of your antivirus program.

HOW TO TELL IF IT HAS HAPPENED

If HerdMASTER has been running fine and after an update or for seemingly no reason it stops updating or cannot find a component to run then a file has probably been detected by your anti-virus as being suspicious.

Other indicators are if you get a pop-up message saying your anti-virus has quarantined a file and you see HerdMASTER anywhere in the filename or folders then it has probably just happened.

Go into your Anti-virus program and have a look in the virus-vault, quarantine or other repository of suspicious files, you will have to read your anti-virus manual for these instructions as each program will be different.

Once in the quarantine area look for anything in the quarantine from the HerdMASTER folder, if there is anything there then that is the likely cause.

WHAT TO DO

If you verify there is a problem then there are several steps to fix the situation and make sure it never happens in future.

CORRECT THE FALSE POSITIVE

In the quarantine area there should be an option to restore the file and add to the exception list. Do this for any program that it has quarantined from .../saltbush software/herdmaster suite/...

If it is a file titled herdmastersqltools.exe or herdmastersqltools.exe.tmp (this is used for updating HerdMASTER) then add an exception in your exceptions area like `"*\herdmastersqltools.exe.tmp"` the asterix (*) means anything, as this is a temporary file, it is created in different locations depending on where windows tells it to go.

STOPPING IT FROM HAPPENING AGAIN

Within your exceptions area you will have to add the HerdMASTER directory to the exceptions list this is usually

`"C:\Program Files (x86)\Saltbush Software\HerdMASTER Suite"` on 64bit systems,

Or `"C:\Program Files\Saltbush Software\HerdMASTER Suite"` on 32 bit systems

This will stop the antivirus program from detecting false positives within the herdmaster folders.