



LET YOUR ANTIVIRUS SOFTWARE TRUST LANDLORD 12

Providing Property Management Solutions for Over 25 Years

Modern antivirus (AV) software will sometimes flag applications as viruses based on patterns of use rather than actual virus signatures. Our development systems are protected by Microsoft security software and our website is scanned regularly for viruses and malware. In order to prevent AV software from inadvertently removing our application, we recommend trusting the application through your antivirus software. This course of action was confirmed with an AV software vendor.

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.
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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



PROMAS

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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.
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