How do I exclude files or folders from real-time scanning on client workstations using ESET Remote Administrator? (5.x)

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https://support.eset.com/kb2996

Issue

- File-level scanning of some email servers, backup software, CRM applications, etc. causes abnormal system behavior

- Using ESET Configuration Editor to create a configuration that excludes specific applications or folders from Real-time scanning

Solution

Important!

The instructions below apply to both version 5.x and 4.x business products.

We recommend only using ESET Remote Administrator 5 with version 5.x endpoint products as there may be limited functionality with earlier versions.

- How do I upgrade to version 5 ESET business products?

There are two methods for excluding specific files or folders from Real-time scanning on client workstations using ESET Remote Administrator:

- Use Policy Manager (recommended method) to define exclusions for all client workstations assigned to a given policy

- Define exclusions in a Configuration task and push the task out to selected client workstations

> If you do not use ESET Remote Administrator to manage your network
>
> Perform these steps on individual client workstations.

Using Policy Manager

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start→ All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.

1. Click **Tools → Policy Manager**. Select your default policy and click **Edit Policy**.

Figure 1-1
Click the image to view larger in new window

3. Expand **Windows desktop v5 → Kernel → Settings → Exclusions**, select **Exclusions** and then click **Edit**.

Figure 1-2
Click the image to view larger in new window

4. Enter the location of the file or folder you want to exclude from Real-time scanning in the **New item** field and click **Add**, or

click **+Folder** or **+File** to browse to the folder or file you wish to exclude and then click **OK**. You can also click **+List** to import a .txt file with multiple locations. Once you are finished, click **OK** to return to the Configuration Editor.



Figure 1-3

5. Click **Console**, and then click **Yes** to save your changes.

5. Click **OK** to exit the Policy Manager.

Client workstations will inherit the new file exclusion rules automatically the next time they check in to the ESET Remote Administrator Server.

Using a Configuration task

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start→ All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.

1. Click **File → New Task**. In the **New Task** window select **Configuration**, and then click **OK**.



Figure 2-1

3. Click **Create** in the **Configuration For Clients** window.



Figure 2-2

4. Expand **Windows desktop v5 → Kernel → Settings → Exclusions**, select **Exclusions** and then click **Edit**.



Figure 2-3
Click the image to view larger in new window

5. Enter the location of the file or folder you wish to exclude from Real-time scanning in the **New item** field and click **Add**, or click **+Folder** or **+File** to browse to the folder or file you wish to exclude and then click **OK**. You can also click **+List** to import a .txt file with multiple locations. Once you are finished, click **OK** to return to the Configuration Editor.



Figure 2-4

6. Click **Console** to save your changes and exit the Configuration Editor.

5. Click **Next** in the **Configuration For Clients** window.

5. Select the clients on which you want to apply these exclusions in the **Select Clients** window. Click **>>** to move them into the **Selected items** window and then click **Next**.



Figure 2-5

6. Click **Finish** in the **Task Report** window to run the task.

Exclude specific applications or folders from the Real-time scanner on an individual client workstation

1. Open the main program window by double-clicking the ESET icon in your Windows notification area or by clicking **Start → All Programs → ESET → ESET Endpoint Security** or **ESET Endpoint Antivirus**.

1. Press **F5** to access the Advanced setup window.

1. From the Advanced setup tree, click **Antivirus and antispyware → Exclusions by path** and then click **Add**.



Figure 3-1
Click image to view larger in new window

4. The **Add exclusion** window will be displayed. Using the directory tree, browse for the folder or file you want to exclude. The directory path will automatically display in the **Exclusion:** field. Click **OK** to save the exclusion.

> ## Wildcards
>
> To exclude the contents of an entire directory, the * symbol can be used as a wildcard. For example, to exclude scanning of the entire C:\ProgramData\ESET directory, you would enter **C:\ProgramData\ESET*** in the **Exclusion:** field. For additional information on the use of wildcards to exclude file/folder scanning, press F1 from the **Add exclusion** window. When excluding a specific file, ensure that you use the full path beginning with the drive letter.



Figure 3-2

5. Click **OK** again and close the main program window. Restart your computer.

- Tags
- EEA
- EES
- ERA 5.x