# **ESET Tech Center**

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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:

- <u>Use Policy Manager</u> (recommended method) to define exclusions for all client workstations assigned to a given policy
- <u>Define exclusions in a Configuration task</u> 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**

- Open the ESET Remote Administrator Console (ERAC) by clicking Start→ All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console.
- Click Tools → Policy Manager. Select your default policy and click Edit Policy.

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#### 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.

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# 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

- 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**.

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### Figure 2-1

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

#### Figure 2-2

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

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# 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.

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### 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.

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Exclude specific applications or folders from the Realtime scanner on an individual client workstation

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

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# Figure 3-1

### Click image to view larger in new window

 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.

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