

Improving EPIC/Windows Performance on Systems Running Norton/Symantec AntiVirus and McAfee VirusScan

There are some performance issues when running EPIC/Windows with Norton/Symantec AntiVirus and McAfee VirusScan software when the auto-protection feature is enabled. These packages unnecessarily scan the EPIC/Windows database and other EPIC/Windows files each time they are accessed, resulting in extreme slowness. To improve performance, you need to exclude the EPIC /Windows folder from being scanned during execution.

Below are procedures for Norton/Symantec AntiVirus and McAfee VirusScan that you can use to improve EPIC/Windows performance while still allowing your system to have virus checking enabled.

Norton/Symantec AntiVirus 2003

1. While in Norton/Symantec AntiVirus 2003, click on the *Options* button
2. Click on *Auto-Protect* to expand this selection
3. Click on *Exclusions*
4. Click on the *New* button
5. Click on the button to the right of this dialog to browse to locate the folder where EPIC/Windows is installed (usually c:\epicwin) or you can just type this in this folder name
6. Choose *OK*

Norton/Symantec AntiVirus Client Corporate Edition

1. While in Norton/Symantec Antivirus Client Corporate Edition on your Server, click on the *Configure* button
2. Click on *File System Realtime Protection*
3. Check the option *Exclude Selected File and Folders* so that it is checked
4. Click the *Exclusion* button
5. Click on the Files/Folders button
6. Use the *Browse* button to locate the folder where EPIC/Windows is installed (usually c:\epicwin) and click the checkbox next to this folder name
7. Choose *OK*
8. Click the option *Check File for Exclusion Before Scanning* so that it is checked

McAfee VirusScan

1. While in McAfee VirusScan, click on the *Properties* tab
2. Check on the *Exclusions* tab
3. Click the *Add* button
4. Use the *Browse* button to locate the folder where EPIC/Windows is installed (usually c:\epicwin) and click *OK*
5. Choose *OK* again at the *Exclusions* tab
6. Close McAfee VirusScan

Note: The above procedures will disable virus checking on all of the files in the EPIC/Windows folder when running EPIC/Windows. The files in the EPIC/Windows folder will still be scanned and checked by your Antivirus software for viruses whenever you run a virus scan and whenever you update the database or install an updated version of EPIC/Windows.