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ibrighthouse Troubleshooting - Security Manager AV Defender Technical Guide

Release: v1.0



CORETEX
Driving Intelligence

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There may be overlap with initiatives driven from the marketing department. The Documentation Team will forward relevant queries to them when received.

Guide updates

The *ibrightr Troubleshooting - Security Manager AV Defender Technical Guide* is a living document. The Documentation Team updates and expands this guide whenever updates are required. Review the Revision History section to ensure you are working with the most up to date copy.



This *ibrightr Troubleshooting - Security Manager AV Defender Technical Guide* is part of the **ibrightr Enterprise** suite of documentation and is available on the Help portal (from within *ibrightr Enterprise*) or directly at <http://help.ibrightr.info>

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About This Guide

The *ibright Troubleshooting - Security Manager AV Defender Technical Guide* is for anyone who wants to understand the implications of installing and using **ibright Enterprise** on computers making use of *Security Manager AV Defender*.

Overview

Security Manager AV Defender is anti-virus software. Inadvertently it can interfere with the installation of **ibright Enterprise** and remove one or more required installation files, thinking that it is malware.

The following procedure is recommended to ensure successful operation of **ibright Enterprise** in environments utilising *Security Manager AV Defender*.

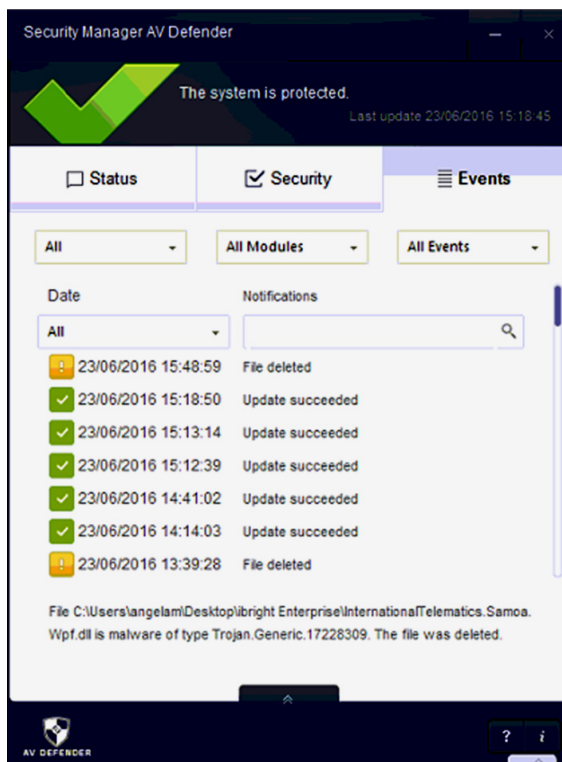
Checking the settings

➤ To check the *Security Manager AV Defender* settings:

1. Start up the *Security Manager AV Defender* screen in Windows and add the **ibright Enterprise** folder (usually `C:\Program Files (x86)\International Telematics\ibright Enterprise`) into the anti-virus exclusion list.
2. Reinstall/repair **ibright Enterprise** by repeating the *Download* procedure from the Coretex Download web page (<http://download.ibright.info/>)

The following screenshot is an example of the audit trail within *Sample Security Manager AV Defender* showing the required **ibright Enterprise** files that can be deleted during installation:

Sample Security Manager AV Defender settings screen:



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