

#### Feb 2024

#### For further assistance, please contact us at <u>support7@esteemsoft.com.my</u>

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## Introduction

Please whitelist Esteem Application on your antivirus software if the following below  $\$  occur





# 1. Avast Antivirus

#### Add to Avast Trusted Applications list

a) Go to Settings in Avast Security. Under General go to Blocked & Allowed apps > List of allow apps

imes Close		Q SEARCH
	Languages	Blocked & Allowed apps
General	Update	Protect yourself from shady apps by choosing which to allow or block with Ransomware Shield, Sensitive Data Shield, and Webcam Shield.
۵	Notifications	List of blocked apps
Protection	Exceptions	+ BLOCK APP
Ø	Blocked & Allowed apps	There are no apps in this list.
Performance	Password	List of allowed apps
	Personal Privacy	+ ALLOW APP
	Troubleshooting	App name Allowed for
		Esteem 10 C:\Program Files\Esteem\Esteem 11.0

b) Then go to the file location where the Esteem application is located at (it should be in C:\Program Files\Esteem\....) – the "...." Represents the Esteem application that must be whitelisted.

App name		Allowed for		
Esteem 10	C:\Program Files\Esteem\Esteem 11.0			



# 2. Kapersky

### Add to Kapersky Trusted Applications list

a) Under Security Settings>Exclusions, select 'Specify trusted applications' then click '+ Add' to add the "Esteem.exe" file at the file location 'C:\Program Files\Esteem\Esteem <version>' where <version> is the Esteem version.

aspersky	🔍 💽 Home 🦩 Actions 🕆 🚽 View 🕆 💱 Communicate 🕆 🕌 Files & Extras	· 🐙 · 🐸
ersonal Computer	< Security settings	
- Home	Exclusions & K Trusted applications	? – 🗆 X
Esteens II moto les	🐸 Pertorni recomment	
Security	Delete malicious Trusted applications	
Performance	Use Advanced Disint	Q. Secret
	Types of detected of	~ Search
2) Privacy	Malicious programs September 2012 Application Vendor File name Comment	Status
	Viruses and worms     Fiteem 11     Esteem Innovation Sch     C\Program Files\Este	Active .
SAN COMP	Trojans (including rans	- AUTO
Ranel 5 MA 0023 S	✓ Malicious tools	
19.5% 00.227 Jr.	Adware and other	
S MK 002718	✓ Adware	
22 5 Mk 00 vv 5	✓ Auto-dialers	
SWR CONVIS	Stalkerware and other a	
S AK CONAS	Detect stalkerware     Apps that can be used t	
Codes and I Documents	Detect legitimate ap     Like apps that can be us	
Pictures	Suspicious packers	
Dindens (e.	✓ Packed objects whose	
. Flurie	S Multi-packed object	
n Slab gn	Exclusions	OK Cancel
	You can add exclusions and trusted applications whose activity will not be controlled.	
naft Miller This PC	Manage exclusions	
MindeltarieC	Exclusions: 4,	
JOBS (1182.1	Active exclusions: 4.	
ndua DR-MINGG.C	Specify trusted applications Tube explosions Active trusted applications: 1	

### b) Tick the following options as shown:

K Trusted applications	?	-		×
< Exclusions Exclusions for application				
Esteem 11 C:\Program Files\Esteem\Esteem 11.0.240.0\Esteem.exe				
Do not scan files before opening				
Do not monitor application activity				
Do not inherit restrictions from the parent process (application)				
Do not monitor child application activity				
Apply exclusion recursively				
Allow interaction with the Kaspersky Small Office Security interface				
Do not block interaction with AMSI Protection component				
🗋 Do not scan encrypted traffic 🗸				
Only for specified IP addresses:				
				I.
For example: 123.123.0.1, 192.168.0.1				
Only for specified ports:				
For example: 80, 100-150				
Comment				
	ок		Cancel	