

T E C H N I C A L N O T E

Maple Model(s)	PLC or Controller
EasyBuilder-5000	N/A



Title: Antivirus Protection and EasyBuilder-5000

Summary

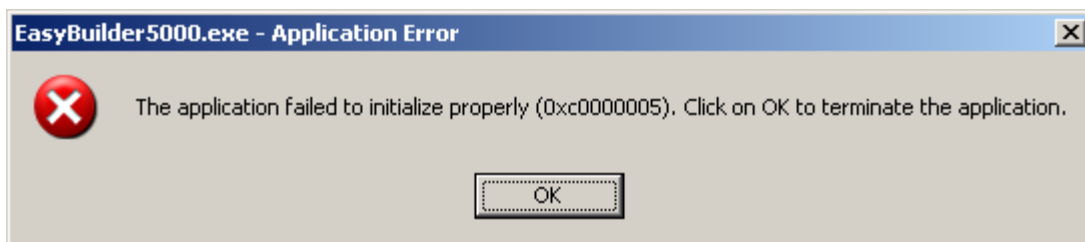
Antivirus protection is increasingly necessary with today's PC operating systems. There are a few antivirus packages that prevent the operation of EasyBuilder-5000. The following list indicates antivirus packages that allow proper operation of EasyBuilder-5000. Also included are some known packages that do not allow EasyBuilder-5000 to operate and resolutions to the issue.

Solution

The following antivirus packages **ALLOW** EasyBuilder-5000 to operate:

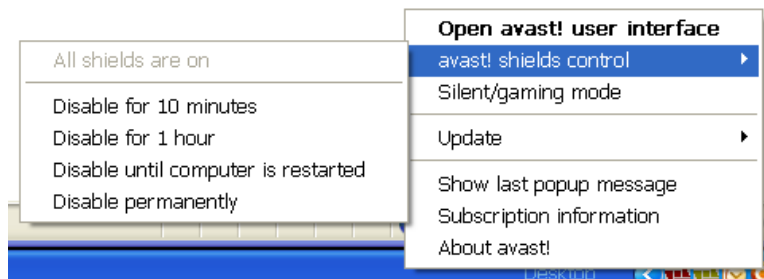
1. Norton Antivirus
2. McAfee Antivirus
3. AVG Antivirus
4. Symantec Antivirus

Avast! Antivirus and BitDefender will cause the following Application Error to appear when EasyBuilder5000.exe is started:



To resolve this issue on BitDefender, add an exclusion for EasyBuilder5000.exe in BitDefender settings which is found in C:\MapleSystems\EZ5000.

Avast! Version 6.0 will allow EasyBuilder-5000 to run if you disable the shields. This can be done by right clicking on Avast! in the System Tray (next to the system clock) and selecting disable shields from the shield control menu.



Avast! Version 5.1 to 5.9 will prevent EasyBuilder-5000 from running. Only uninstalling Avast! will allow EasyBuilder-5000 to run; disabling shields or adding exclusions for EasyBuilder-5000 **will NOT resolve the issue.**

There are no other Antivirus packages that have been reported that prevent EasyBuilder-5000 operation at this time.