

# ROSS

## Primestream Antivirus Best Practices

Use this application note as a reference when deploying Antivirus software on any Primestream server system. Ross Video does not recommend any specific Antivirus solutions. The best practices presented in this application note are general procedures that can be applied independently of Antivirus software vendor.

### Overview

Primestream server systems support the use of Antivirus and Antispyware software, but without the use of Real-time/Proactive Thread and Network Scan options. The use of Real-time/Proactive Thread and Network Scan options can negatively affect the databases and media volumes used by Primestream server systems.

### Xchange and Workflow Server Antivirus Settings

Antivirus software that uses real-time scan features will interfere with Xchange and Workflow server database operation; in fact the Antivirus software might lock the databases files. You can install and configure Antivirus software on Xchange and Workflow servers, but you must disable real-time scanning of all database folders. Scheduled file scans must also exclude all database folders. You must not scan the following database folders:

- C:\Program Files (x86)\Primestream
- C:\Primestream
- C:\Program Files\Primestream
- C:\Program Files\RossVideo

### General Guidelines

- Use Antivirus software configuration options to control the data to scan and how to scan the data on a server.
- Antivirus software configuration is a balance of scanning coverage versus server performance. The more you choose to scan, the greater the potential performance overhead. It is the role of the system administrator to determine the optimal configuration requirements are for Antivirus software within your environment. Refer to the Antivirus software user documentation for detailed configuration information.
- Follow the security policies set by your organization to keep Antivirus software and definition files up to date.
- Upgrade to the latest supported version of your Antivirus software. Newer versions improve scanning speed over previous versions, resulting in lower overhead on servers.
- Avoid scanning any files that are accessed from remote drives, such as network mappings or UNC connections.
- Only schedule full system scans by your Antivirus software during scheduled maintenance time periods when the scan cannot interrupt Primestream processes.
- Do not set Antivirus software to run in automatic or background mode which would scan all incoming data or modified files in real-time.
- Heuristics scanning has higher overhead than traditional antivirus scanning. Only use the advanced Heuristics scanning option at key points of data entry from untrusted networks.
- Enable spyware detection and removal if your Antivirus software supports these features. Clean infected files or delete files that cannot be cleaned.

## Exceptions

Files with the following file extensions should be excluded from scans made by your Antivirus software:

.mxf	.mxfwrec	.mov	.movwrec	.m2v	.m2vwrec	.wav
.wavwrec	.mp4	.mp4wrec	.mp2	.mp3wrec	.rtf	.idx
.smt	.tcd	.vol	.mdf	.ldf	.ndf	.bak
.bkp	.trn	.log	.cfg	.cnt	.dfci	.fcrt
.fifo	.ini	.ix	.xsl	.xslt	.xml	.cache

The following processes should be excluded from scans made by your Antivirus software:

- TimeSync.exe
- Java.exe

## Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

### North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 844-652-0645

### EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

## Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

## Online

E-mail: [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)

Website: open a support request using the link <http://www.rossvideo.com/support/tech-support.html> to open a support request.

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