

# Whitelist Axcient in Anti-Virus Software

This guide is designed for administrators who are experiencing conflicts with the Axcient Service and their anti-virus software.

Please note that steps might vary depending on which anti-virus software is being used. This guide is intended to provide general steps for whitelisting the Axcient service using common anti-virus software.

To whitelist the Axcient service:

1. Open the preferred anti-virus software running on the device.
2. Navigate to the *Preferences, Options, or Settings* screen. The location will vary depending on the anti-virus software being used.
3. Navigate to the *Folder Exclusion* section of the anti-virus software.
4. Within this section, add a new exclusion rule for the **C:\Axcient** folder. This is the folder that must be excluded to avoid any conflicts with the Axcient Service and the anti-virus software.
5. Additionally, the following files must be explicitly excluded:
  - C:\Axcient\bin\AxReplicatorClient.exe
  - C:\Axcient\bin\vshadow.exe
  - C:\Windows\axexesvc.exe
  - C:\Windows\axexesvc.lock
  - C:\Windows\pypsexecsvc.exe
  - C:\Windows\pypsexecsvc.exe.log
  - C:\Windows\pypsexecsvc.log
  - C:\Windows\pypsexecsvc.exe.lock
  - C:\Windows\pypsexecsvc.exe.debug
  - C:\Windows\pypsexecsvc.lock
  - C:\Windows\system32\cscript.exe
  - C:\Windows\System32\AxNicPersist.exe
  - C:\Windows\System32\AxSvc.exe
  - C:\Windows\System32\devcon.exe
  - C:\Windows\System32\fixdisks.js
  - C:\Windows\System32\cmd.exe (for some AV vendors)
6. Save your changes.

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**Note:** You will need to reapply these exclusions after an AxOS upgrade. An AxOS upgrade causes certificates to change, and the anti-virus software might not recognize these files.

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