



Field Engineering Department
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Antivirus Exclusions

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Amtelco recommends that several files and components of the Intelligent Series solution be flagged for exclusion by antivirus solutions that customers install on workstations and servers.

The following is a list of the Amtelco software components that should be excluded from antivirus scanning. A number of these files are optional components, and the list will vary from site to site. Files and components are listed by their specific file paths and file names.

Questions about antivirus scanning exclusions for Amtelco's software should be directed to the Field Engineering Department.

Application Server Exclusions (Your drive letter may be different):

- E:\Program Files\Amtelco\Amtelco Intelligent Series Server (Amtelco.IS.Server.Service.exe)
- E:\Program Files\Amtelco\Amtelco Intelligent Reports Server (Amtelco.IS.Reports.Service.exe)
- E:\Program Files\Amtelco\Amtelco Intelligent Series Backup Agent Server Utility (Amtelco.IS.BackupAgentUtility.exe)
- E:\Program Files (x86)\Amtelco\Amtelco Dashboard (Amtelco.Dashboard.Service.exe)
- E:\Program Files (x86)\Amtelco\Amtelco Intelligent Series Fax Station (Amtelco.IS.FaxStation.Service.exe)
- E:\Program Files (x86)\Amtelco\Amtelco OnCall Reminder Service (Amtelco.OnCallReminder.exe)
- E:\Program Files (x86)\Amtelco\Amtelco IS Directory Modifier (DirectoryModifier.exe)
- E:\Program Files (x86)\Amtelco\Web Agent Shell (Amtelco.IS.WebAgent.Shell.exe)
- E:\Program Files (x86)\Amtelco\Intelligent Series Supervisor (ISSupervisor.exe)
- E:\Program Files (x86)\Amtelco\Soft Agent (Amtelco.Agent.App.exe)



- E:\ProgramData\Amtelco

Active Insights Only:

- **Intelligent Series Service running as a service account:**
C:\Users\{ServiceAccountUserName}\AppData\Local\Temp
(Amtelco.IS.Server.Service.exe)
- **Intelligent Series Service running as *Local System*:**
C:\Windows\Temp (Amtelco.IS.Server.Service.exe)

Workstation Exclusions (Your drive letter may be different):

- C:\Program Files (x86)\Amtelco\Web Agent Shell
(Amtelco.IS.WebAgent.Shell.exe)
- C:\Program Files (x86)\Amtelco\Intelligent Series Supervisor
(ISSupervisor.exe)
- C:\Program Files (x86)\Amtelco\Soft Agent
- C:\ProgramData\Amtelco

Genesis SIP Proxy (Ubuntu) Server Exclusions:

- /etc/iss/asterisk
- /var/lib/iss
- /var/log/iss
- /var/spool/iss

Genesis SIP Endpoint (Ubuntu) Server Exclusions:

- /usr/local/etc/kamailio
- /usr/lib/ocf
- /usr/share/pacemaker
- /var/log/kamailio
- /var/log/rtpengine
- /var/log/redis
- /var/log/corosync

- /var/log/pacemaker
- /var/log/uwsgi