

## Possible AiM software issues with Norton antivirus

We have some users' feedbacks according to which Norton antivirus generates issues for which our installers cannot complete the installation process for RaceStudio3 and RaceStudio2.

These issues can be fixed adding some exceptions in Norton antivirus scanning settings.

Here below all the steps to be followed, from the support page are below.

### **How do I exclude disks, folders, and files from risk scans?**

The Items to Exclude from scans option lets you specify disks, folders, and files to exclude from risk scans. You can add items, modify items that are already excluded, or remove items.

#### **To exclude disks, folders, and files from risk scans:**

1. In the Scans and Risks tab, under Exclusions/Low Risks, in the Items to Exclude from Scans row, click Configure.
2. In the Scan Exclusions window:
  - a. Click Add Folders to specify folders you want to exclude from risk scan.
  - b. Click Add Files to specify files you want to exclude from risk scan.

Additionally, you can use Edit and Remove to change or remove the folder or file from the exclusion list.

Here are some guiding screenshots:





