I'm InTouch with NOD32

When trying to install the I'm InTouch host client on a system using the NOD32 Antivirus, the user will get a false "Threat Detection" (see image below) from the AMON- File System monitor at about 33% of the install process. Once the user clicks close, there will be another error box telling the user that the rdesktop.exe file could not be opened. This is because the NOD32 is preventing our file from being installed. Press ok on the error box and the user will be prompted to restart Windows. You can click cancel or ok at that point, either way the program will not be fully installed.

	NOD32 antivirus system warning: AMON - File system monitor	
	Threat detected	
Alert details		
File: C:\Program Files\01 Com\I'm InTou: Threat:	h\Bin\~GLH04e0.TMP	
probably unknown NewHeur_PE vin	JS	
Comment: Event occurred on a new file created by the ap The file was moved to quarantine. You may clos	Dication: C:\DOCUME~1\rmontoya\LOCALS~1\Temp\IMINTO~1.EXE. e this window. Please submit the file to Eset for analysis.	
Submit for analysis		
Clean Clean infected file Rename Rename infected file	Delete Infected file	

Above image occurs at about 33% install process.



In order to get around this, the user must open the NOD32 control panel and select the AMON

function. The user must then uncheck the box called "File system monitor (AMON) enabled" (see image below). The user will be asked to verify this choice, they must select Yes. This will turn off the File System Monitor.

NOD32 2.5 Control Center 📮 🗖 😽	AMON - File system monitor	۲
Control Center	АМО	N
Threat Protection Modules	Status	
AMON	Number of files	
DMON	Scanned: 2408	}
EMON	Infected: 2	2
IMON	Cleaned: 2	2
NOD32	File: index.dat	
Update Logs NOD22 Switzer Table	File system monitor (AMON) enabled	-
NOD 32 System Foois	Setup Adjust AMON settings	
	Start Launch file system moni	
? > × Help Hide Quit	Help Hide	2

Once the AMON is disabled the user must re-run the installation process of the I'm InTouch host client software. The install should complete and then once registered the user needs to add the following folders to the AMON exclusion list.

C:\Program Files\01 Com\I'm InTouch\BIN C:\Program Files\01 Com\Webserver

To add these folders to the exclusion list in the AMON, the user must do the following:

Select the AMON option from the NOD32 control panel.

NOD 32 2.5 Control Center	AMON - File system monitor
😨 Threat Protection Modules	Status
AMON	Number of files
DMON	Scanned: 5273
EMON	Infected: 1
IMON	Cleaned: 1
NOD32	File: IH284.tmp
Opuale Opuale Opuale Opuale Logs NOD32 System Tools	 File system monitor (AMON) enabled Setup
2 🐱 🗙 Help Hide Quit	Adjust AMON settings Start Linch file system monus Mon Settings NOD32 Hide

The user must click Setup and then the Exclusions tab. From there the user will click the Add button (see image below) in order to add the folders mentioned above (the I'm InTouch Bin and Webserver). User will click

-older name: C:\Program Files\01 Com\\	Vebserver.
Add to list Permanently Temporarily	Excluded object Folder File
Exclude subfolders No Yes	

The user must now add the following files to the IMON – Internet monitor settings.

Rdesktop.exe (can be found in C:\Program Files\01 Com\I'm InTouch\BIN) Agent.exe (can be found in C:\Program Files\01 Com\Webserver) Apache.exe (can be found in C:\Program Files\01 Com\Webserver) DiagTool.exe (can be found in C:\Program Files\01 Com\I'm InTouch\BIN) OutIk01.exe (can be found in C:\Program Files\01 Com\I'm InTouch\BIN) OEREMOTE.EXE (can be found in C:\Program Files\01 Com\I'm InTouch\BIN) IIT.EXE (can be found in C:\Program Files\01 Com\I'm InTouch\BIN) 01updt.exe (can be found in C:\Program Files\01 Com\I'm InTouch\BIN)



To do this the user must select IMON from the NOD32 control panel (see image below)

Then click the Setup button and the user will then be able to select the Miscellaneous tab. The user will click Edit in the Exclusions section which will then give them the Exclude Applications

box (see images below).

Internet filter	
Log intrusion attempts to the virus log	
Network configuration changes	
Automatically detect changes in network configuration and repair necessary settings	Repair now
Exclusion	
This option allows you to control what applications will be excluded from scanning by Internet monitor (IMON).	Edit
Display	
Automatically display the download progress of larger	files
Progress window transparency	
<u></u>	
Transparent	Upaque
Scanner	
Click Setup to adjust the virus scanner settings used for scanning files incoming from the Internet.	Setup
Website access blocking	
	us files,

Click Add in the Exclude Applications box to add the files mentioned above. The user can now add all the above mentioned I'm InTouch executable files to the Exclusions list. (see image below).

Exclude applications	X
WABNING	
Any network communication of the applications listed below is not checked by IMON. Use this option only if a problem cannot be resolved another way!	
Add Remove OK Cancel	
Exclude applications	×
WARNING	
Any network communication of the applications listed below is not checked by IMON. Use this option only if a problem cannot be resolved another way!	
C:\Program Files\01 Com\I'm InTouch\01Updt.exe C:\Program Files\01 Com\I'm InTouch\BIN\IIT.exe C:\Program Files\01 Com\I'm InTouch\BIN\0ERemote.exe C:\Program Files\01 Com\I'm InTouch\BIN\outlk01.exe C:\Program Files\01 Com\I'm InTouch\BIN\rdesktop.exe C:\Program Files\01 Com\Webserver\agent.exe C:\Program Files\01 Com\Webserver\Apache.exe	
Add Bemove OK Cancel]

Once all settings have been completed, the user can then re-enable the $\ensuremath{\mathsf{AMON}}\xspace - \ensuremath{\mathsf{File}}\xspace$ monitor.