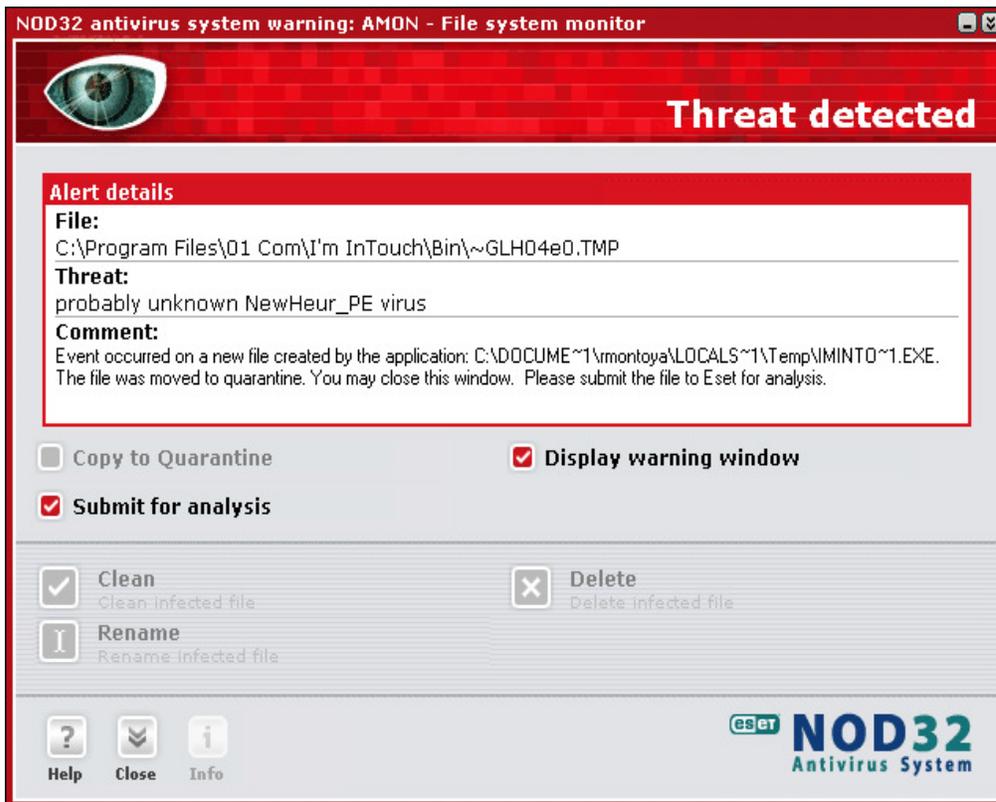
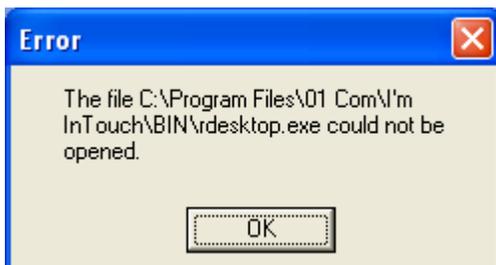


I'm InTouch with NOD32

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.

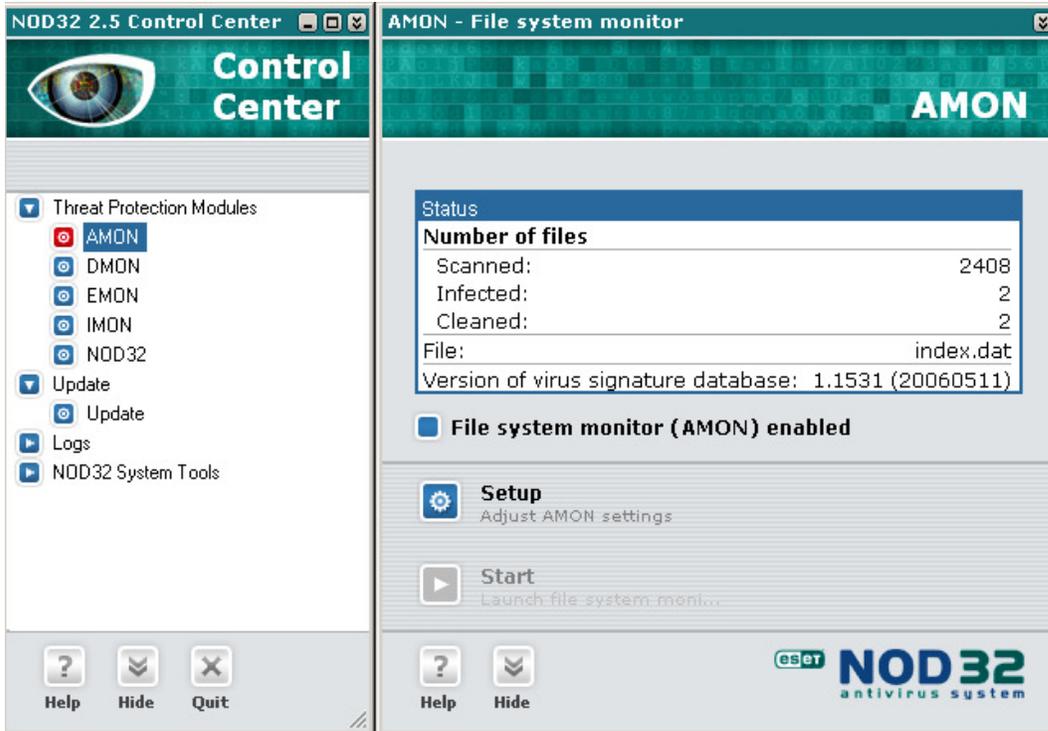


Above image occurs at about 33% install process.



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.

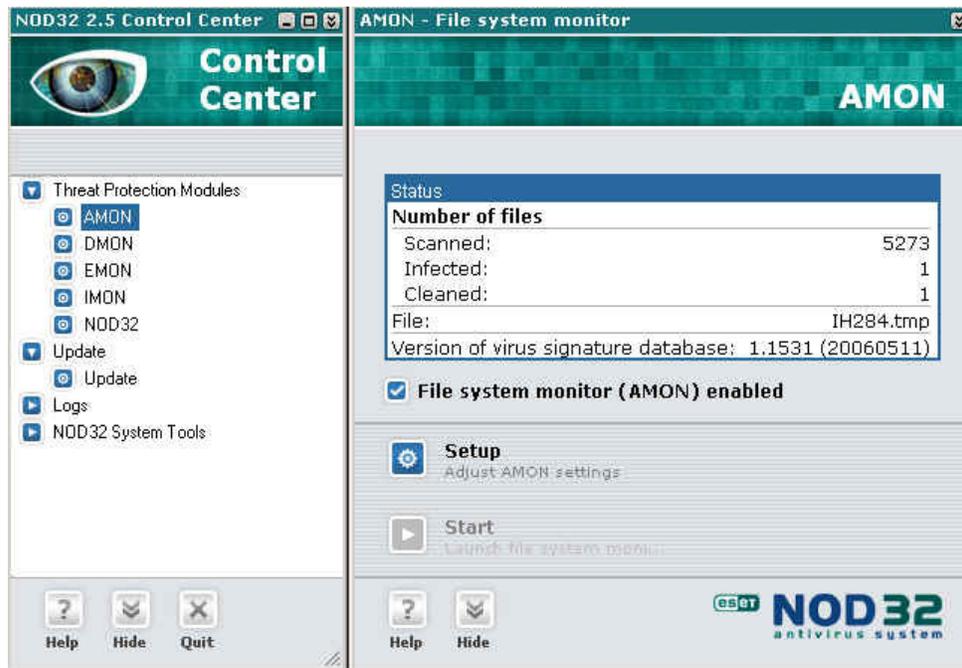


Once the AMON is disabled the user must re-run the installation process of the I'm InTouch host client software. The install should complete and then once registered the user needs to add the following folders to the AMON exclusion list.

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.



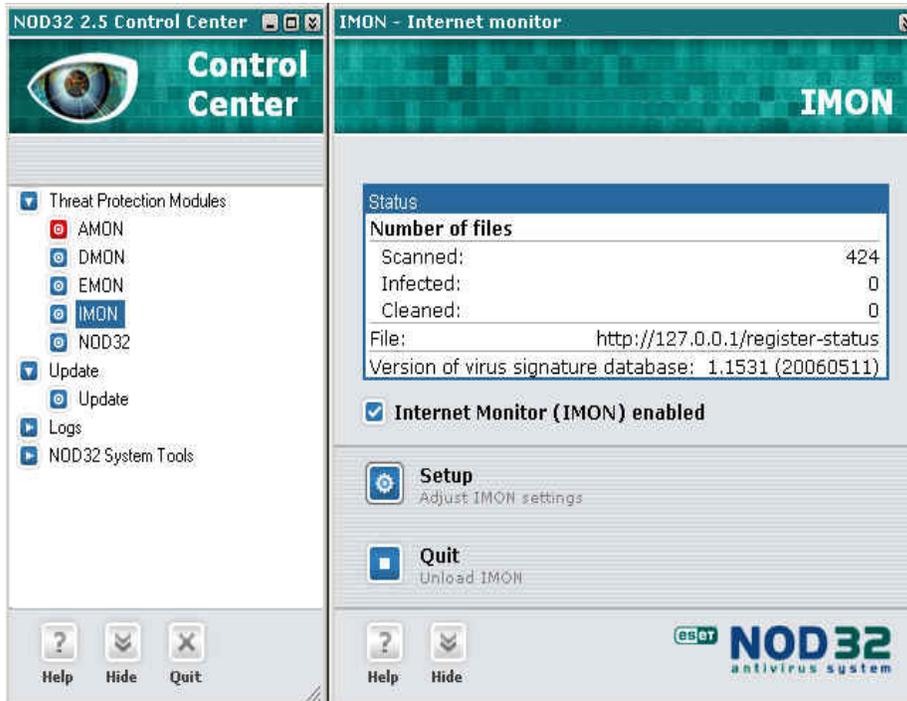
The user must click Setup and then the Exclusions tab. From there the user will click the Add button (see image below) in order to add the folders mentioned above (the I'm InTouch Bin and Webserver). User will click



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

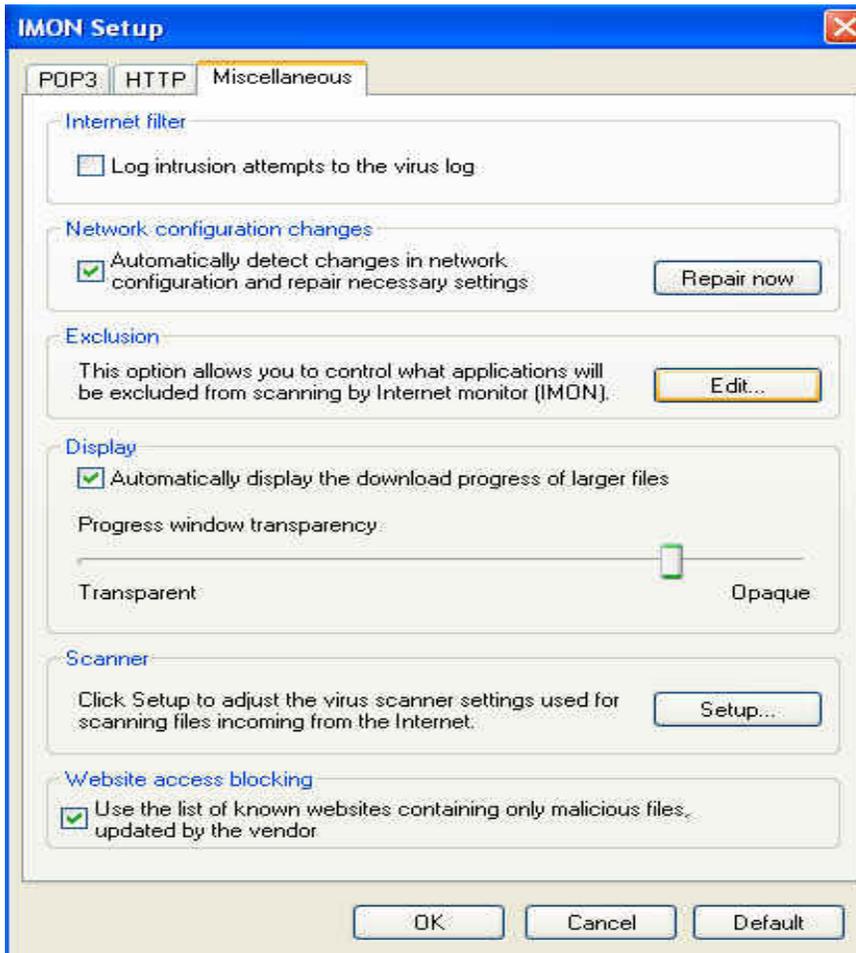
Rdesktop.exe (can be found in C:\Program Files\01 Com\I'm InTouch\BIN)
Agent.exe (can be found in C:\Program Files\01 Com\Webserver)
Apache.exe (can be found in C:\Program Files\01 Com\Webserver)
DiagTool.exe (can be found in C:\Program Files\01 Com\I'm InTouch\BIN)
Outlk01.exe (can be found in C:\Program 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)

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

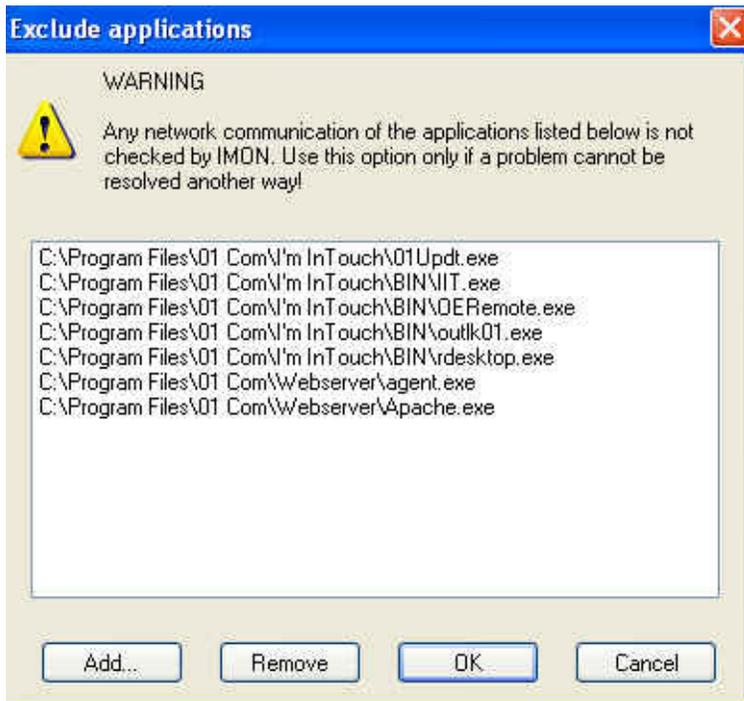
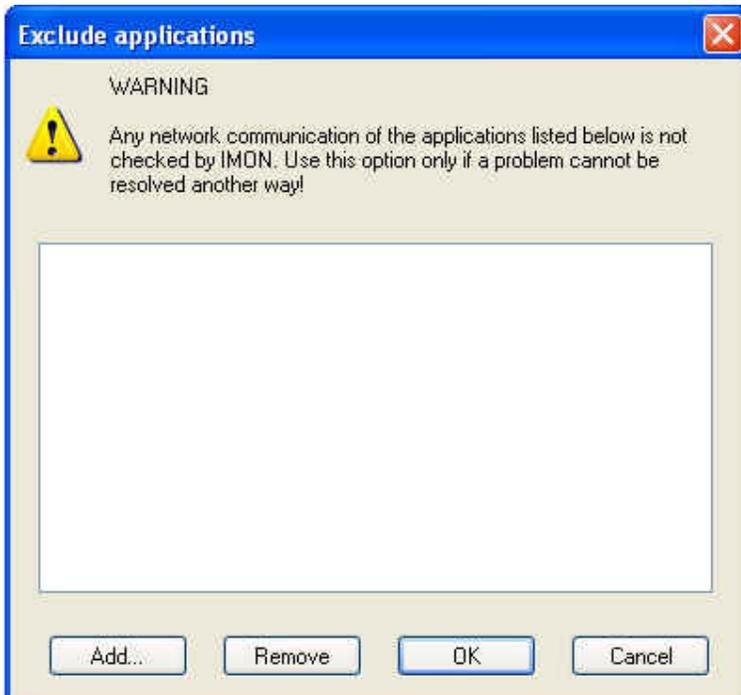


Then click the Setup button and the user will then be able to select the Miscellaneous tab. The user will click Edit in the Exclusions section which will then give them the Exclude Applications

box (see images below).



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).



Once all settings have been completed, the user can then re-enable the AMON – File system monitor.