



# How to Exclude ServiceOps Agent from Bitdefender Antivirus Plus Scan

Motadata ServiceOps



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## Table of Contents

1.	Overview .....	1
1.1.	What is Bitdefender Antivirus Plus? .....	1
2.	Procedure .....	1

## 1. Overview

### 1.1. What is Bitdefender Antivirus Plus?

Bitdefender Antivirus Plus is a software that protects your system from all viruses and ransomware. However, while doing so, some safe files like Motadata ServiceOps Agent, sometimes get detected as viruses. In this case, the software allows adding the required files as an exception. In addition, Bitdefender permits the exclusion of the required files, folders, or file extensions from an antivirus scan. To do so, you can follow the below procedure.

## 2. Procedure

To exclude the ServiceOps Agent from the Bitdefender antivirus scan, follow the below steps:

**Step 1:** Open the **Bitdefender Antivirus Plus** application.

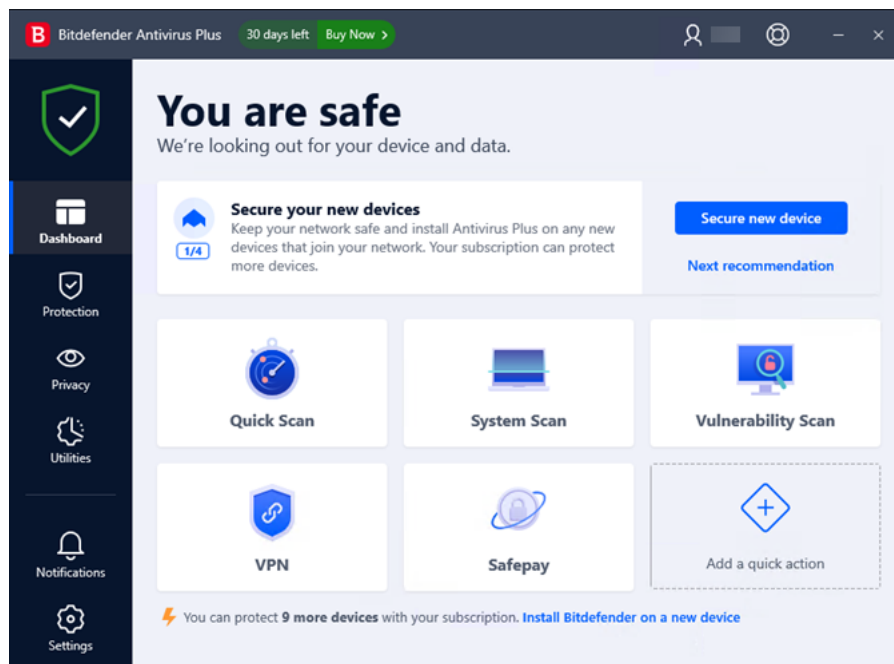


Fig 1: Bitdefender Antivirus Plus Application GUI

**Step 2:** Click the **Protection** menu on the left-hand side, and in the **Antivirus** panel, click **Open**.

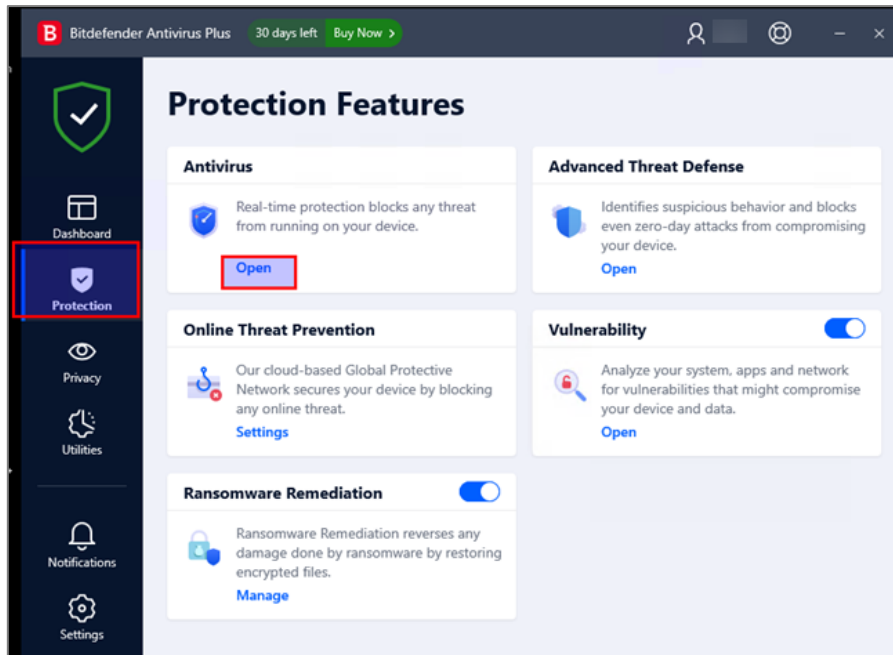


Fig 2: Open Antivirus

**Step 3:** Next, select the **Settings** tab and click **Manage exceptions**.

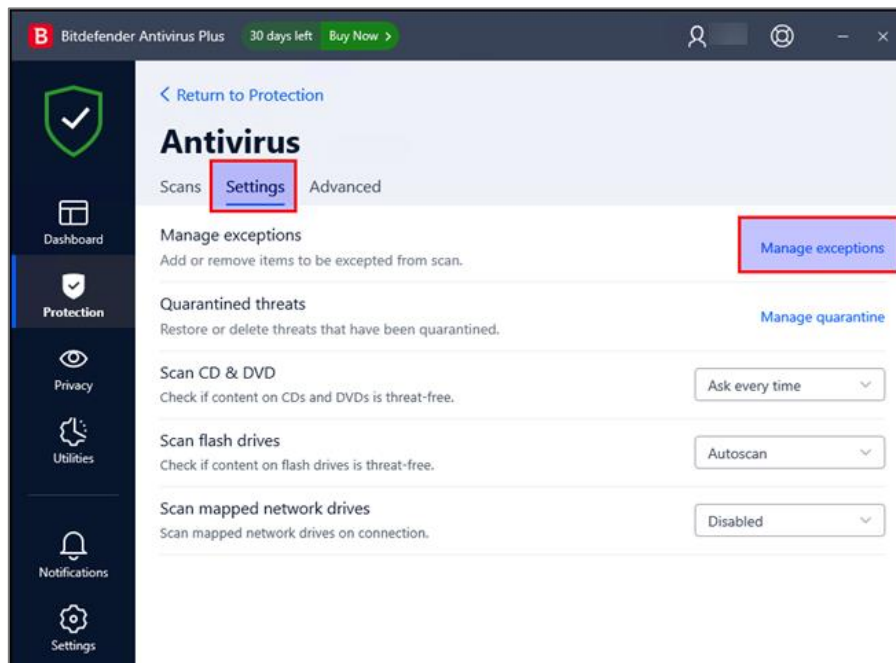


Fig 3: Settings tab



**Step 4:** Click the + Add an Exception button.

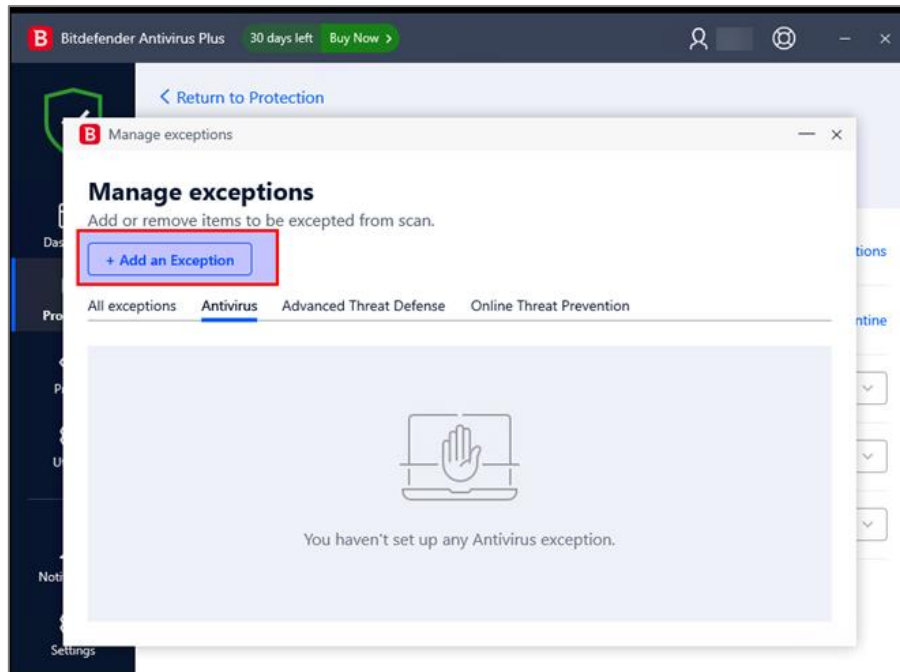


Fig 4: Add an Exception

**Step 5:** Enter the path, extension name, URL, or domain name you want to exclude from scanning. You can also use the **Search** icon to select a file or folder from your system, as shown below.

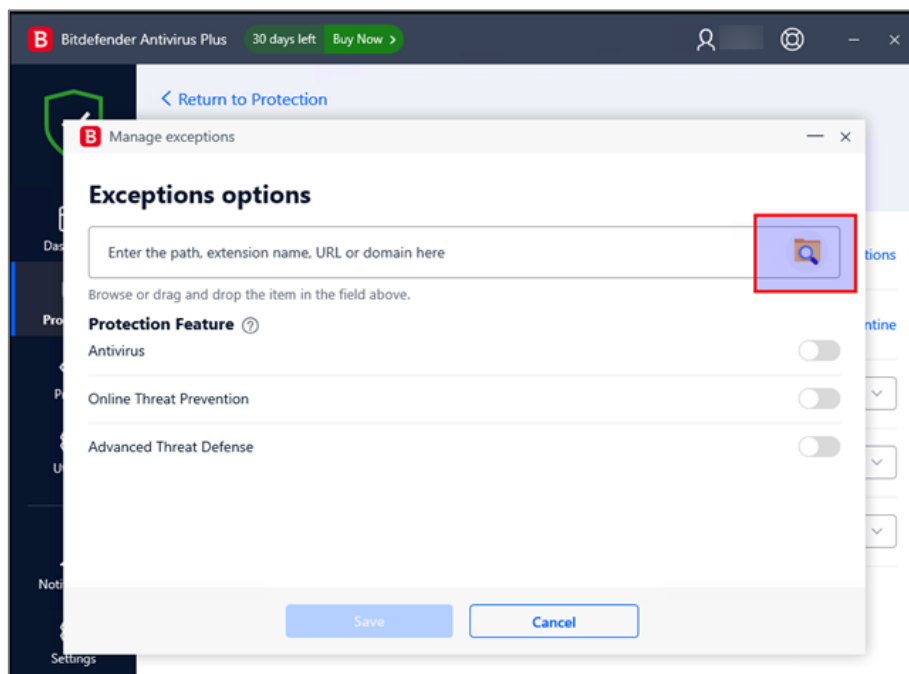


Fig 5: Enter the path to exclude

**Step 6:** Select the **Motadata** folder from the **Program Files** and click **OK**.

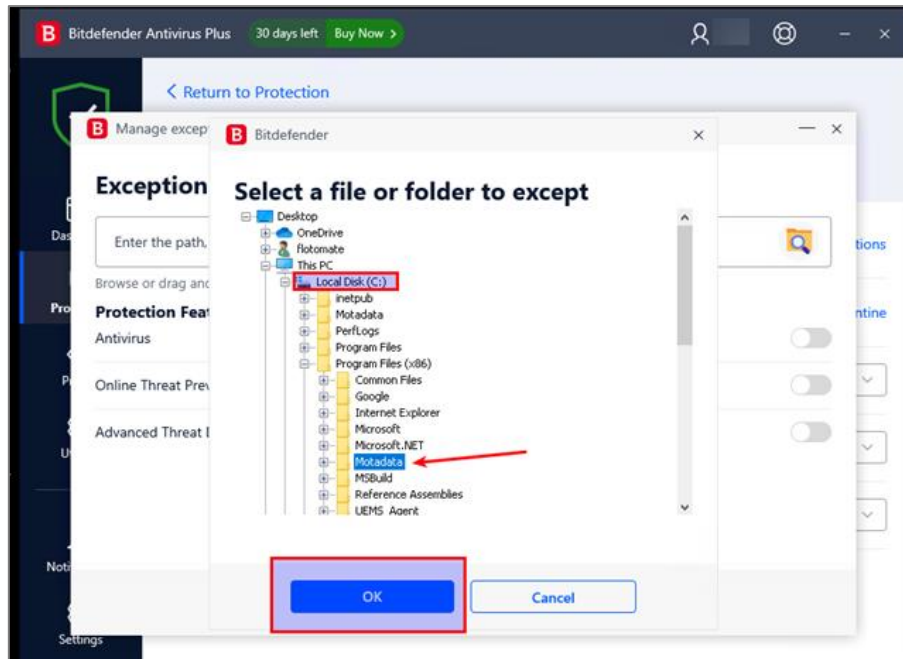


Fig 6: Select Motadata

**Step 7:** Enable the **Antivirus** option and click **Save**.

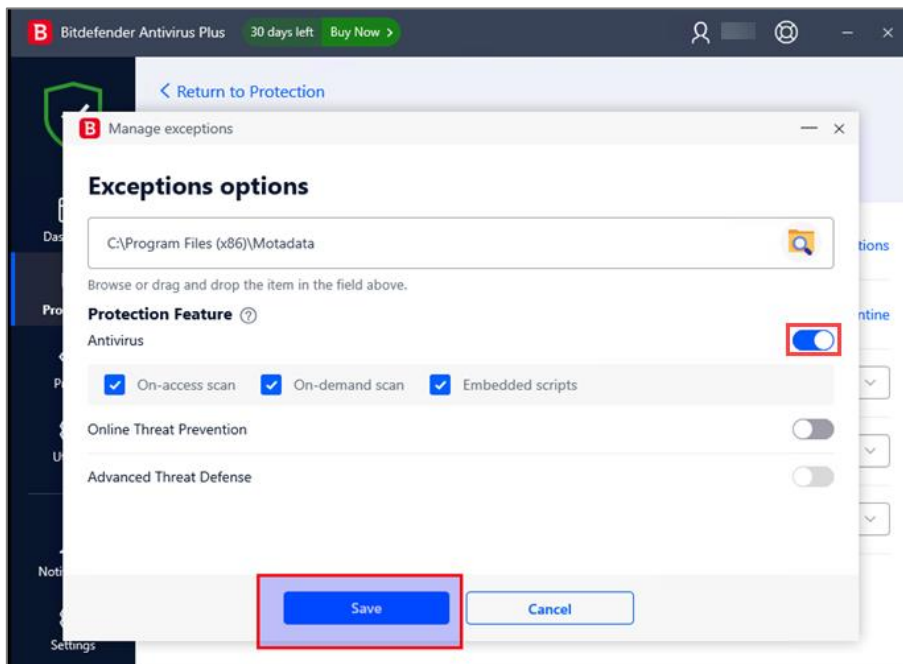


Fig 7: Enable the Antivirus option

The new rule gets added to the list of Antivirus exceptions, as shown below.

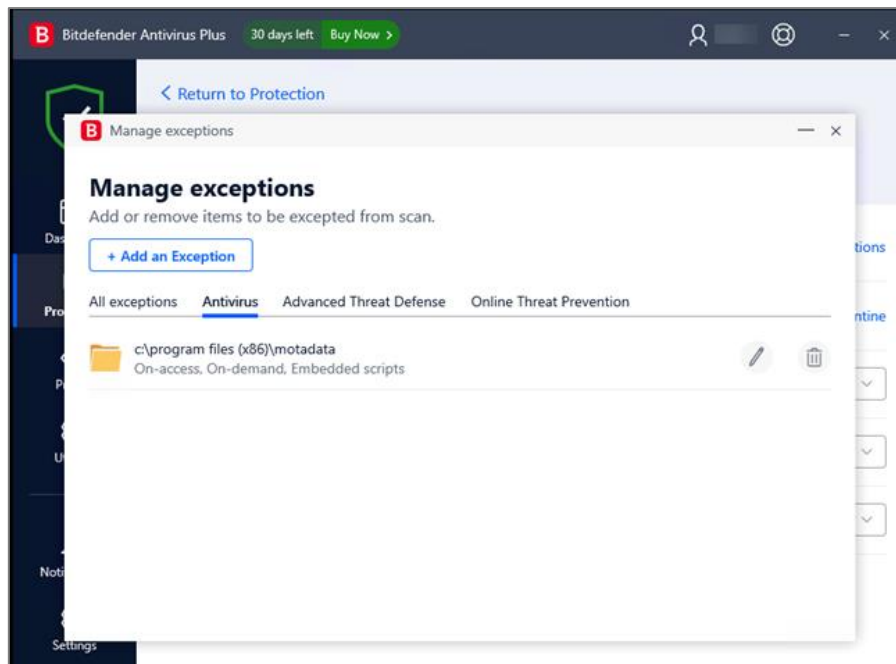


Fig 8: Created Exception Rule

**Step 8:** Open the **Services** application from the menu, stop the ServiceOps RDP and Discovery agents, and start again.

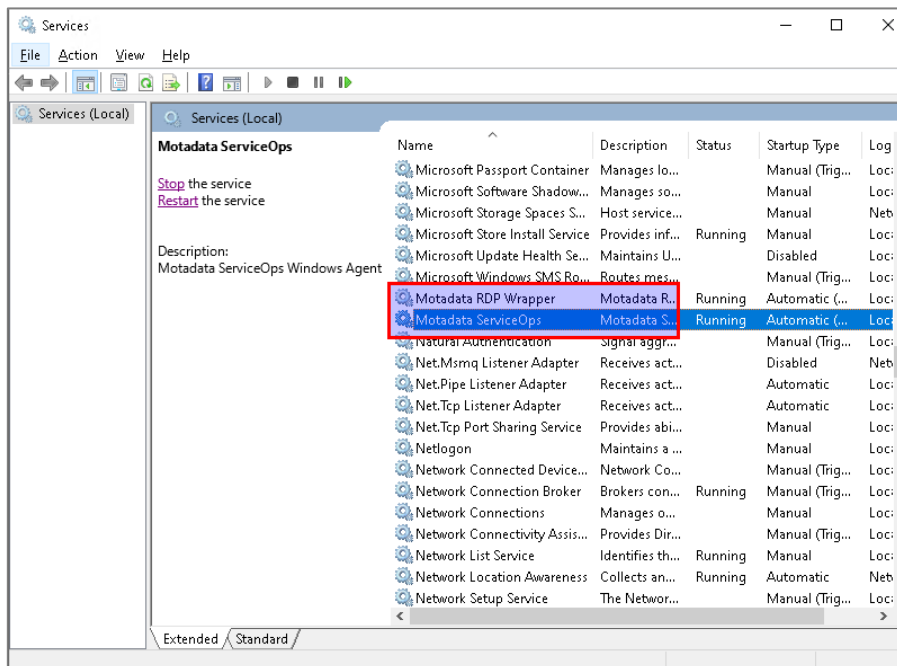


Fig 9: Stop and Start the ServiceOps Agent service

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