

## How to Exclude ServiceOps Agent from Bitdefender Antivirus Plus Scan

Motadata ServiceOps

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#### 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

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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.

B Bitdefender	Antivirus Plus 30 days left Buy Now >	А @ - ×
$\bigtriangledown$	Return to Protection           Antivirus           Scans         Settings	
Dashboard	Manage exceptions Add or remove items to be excepted from scan.	Manage exceptions
Protection	Quarantined threats Restore or delete threats that have been quarantined.	Manage quarantine
O Privacy	Scan CD & DVD Check if content on CDs and DVDs is threat-free.	Ask every time
Utilities	Scan flash drives Check if content on flash drives is threat-free.	Autoscan v
Ģ. Notifications	Scan mapped network drives Scan mapped network drives on connection.	Disabled ~
© Settings		

Fig 3: Settings tab



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

B Manage exceptions		- ×
Add or remove items	ptions to be excepted from scan.	
All exceptions Antivin	us Advanced Threat Defense Online Threat Preven	tion
	You haven't set up any Antivirus exception	n.

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.

B Bite	lefender Antivirus Plus 30 days left Buy Now >	ጸ	0	
	< Return to Protection			
	B Manage exceptions		-	×
f	Exceptions options			_
Das	Enter the path, extension name, URL or domain here		٩	tions
Pro	Browse or drag and drop the item in the field above.			
	Antivirus			ntine
P	Online Threat Prevention			~
	Advanced Threat Defense			
0				
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	Save			
Settin	gs			



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

B Manage excep	Bitdefender	×	— ×
Exception	Select a file or folder to excep	ot	
Das Enter the path	Creative     Anotomate     This PC		<b>Q</b> ti
Browse or drag an	E Local Disk (C;)		
Pro Protection Fea	Motadata		nt
Antivirus	Program Files		
P Online Threat Pre	Program Files (x86)		
	Google     Google     Internet Explorer		
Advanced Threat	⊞- Microsoft     ⊞- Microsoft.NET		
	Motadata     MSBuild		
	Reference Assemblies	~	
			-

Fig 6: Select Motadata

Step 7: Enable the Antivirus option and click Save.

B Manage exceptions	
Exceptions options	
C:\Program Files (x86)\Motadata	2
Browse or drag and drop the item in the field above. Protection Feature ⑦ Antivirus	
On-access scan 🔽 On-demand scan 🗹 Embedd	ded scripts
Online Threat Prevention	0
Advanced Threat Defense	a

Fig 7: Enable the Antivirus option

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



B Bitdefender Antivirus Plus 30 days left Buy Now >	ጸ ወ	- ×
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Manage exceptions		
Add or remove items to be excepted from scan.		tions
All exceptions Antivirus Advanced Threat Defense Online Threat Prevention		
C\program files (x86)\motadata On-access. On-demand, Embedded scripts	/ 🗊	ntine
U		~
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- Noti		
Settings		

Fig 8: Created Exception Rule

Similarly, create an Antivirus exception for the C:\Program Files\Remote folder.

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

🔍 Services					- 0	×
<u>File</u> <u>A</u> ction <u>V</u> iew	<u>H</u> elp					
	3 📑 🛛 📷 🕨 🔲 II 🕩					
🔍 Services (Local)	Services (Local)					
	Motadata ServiceOps	Name	Startup Type	Log ^		
		Microsoft Passport Container	Manages Io		Manual (Trig	Loc
	Stop the service	🔅 Microsoft Software Shadow	Manages so		Manual	Loc:
	Restart the service	🞑 Microsoft Storage Spaces S	Host service		Manual	Net
		Alicrosoft Store Install Service	Provides inf	Running	Manual	Loc:
	Description:	🍓 Microsoft Update Health Se	Maintains U		Disabled	Loc:
	Motadata ServiceOps Windows Agent	💁 Microsoft Windows SMS Ro	Routes mes		Manual (Trig	Loc:
		🎑 Motadata RDP Wrapper	Motadata R.,	Running	Automatic (	Loc:
		🍓 Motadata ServiceOps	Motadata S	Running	Automatic (	Loca
		Natural Autnentication		Manual (Trig	Loc:	
		🆏 Net.Msmq Listener Adapter	Receives act		Disabled	Net
		🎑 Net.Pipe Listener Adapter	Receives act		Automatic	Loc
		🎑 Net.Tcp Listener Adapter	Receives act		Automatic	Loci
		🆏 Net.Tcp Port Sharing Service	Provides abi		Manual	Loc
		🎑 Netlogon	Maintains a		Manual	Loc:
		🍓 Network Connected Device	Network Co		Manual (Trig	Loc
		🎑 Network Connection Broker	Brokers con	Running	Manual (Trig	Loc:
		🍓 Network Connections	Manages o		Manual	Loci
		🍓 Network Connectivity Assis	Provides Dir		Manual (Trig	Loc
		🍓 Network List Service	Identifies th	Running	Manual	Loc:
		🔍 Network Location Awareness	Collects an	Running	Automatic	Net
		🎑 Network Setup Service	The Networ		Manual (Trig	Loc: 🗸
	ļ	<				>
	Extended (Standard /					

Fig 9: Stop and Start the ServiceOps Agent service

# CONNECT WITH US



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