



# 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.

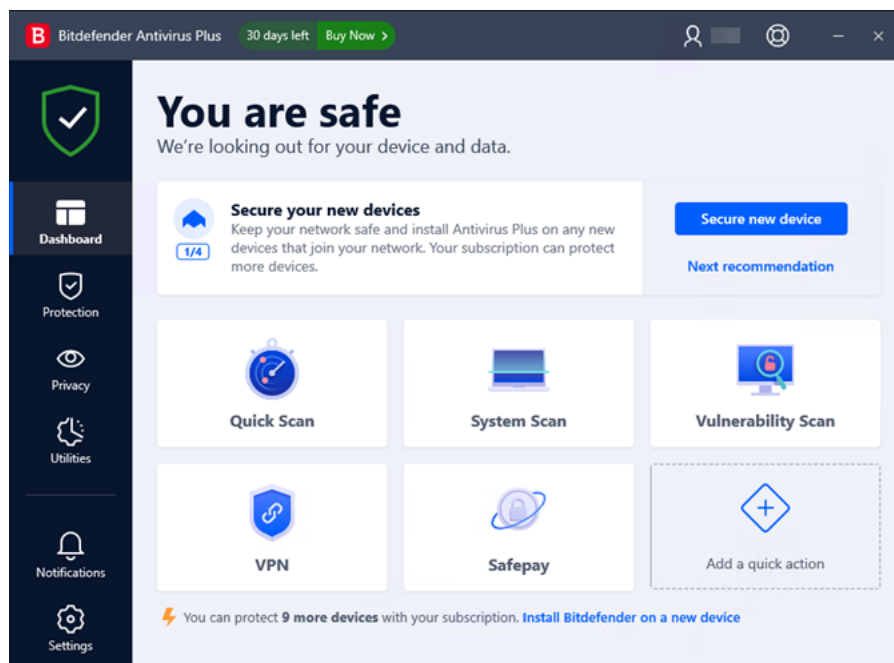


Fig 1: Bitdefender Antivirus Plus Application GUI



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

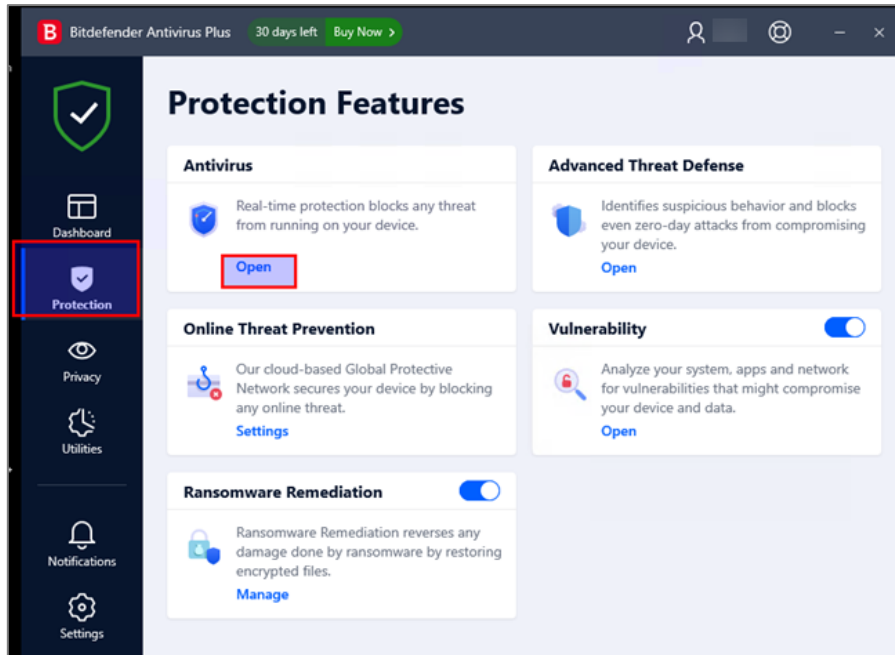


Fig 2: Open Antivirus

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

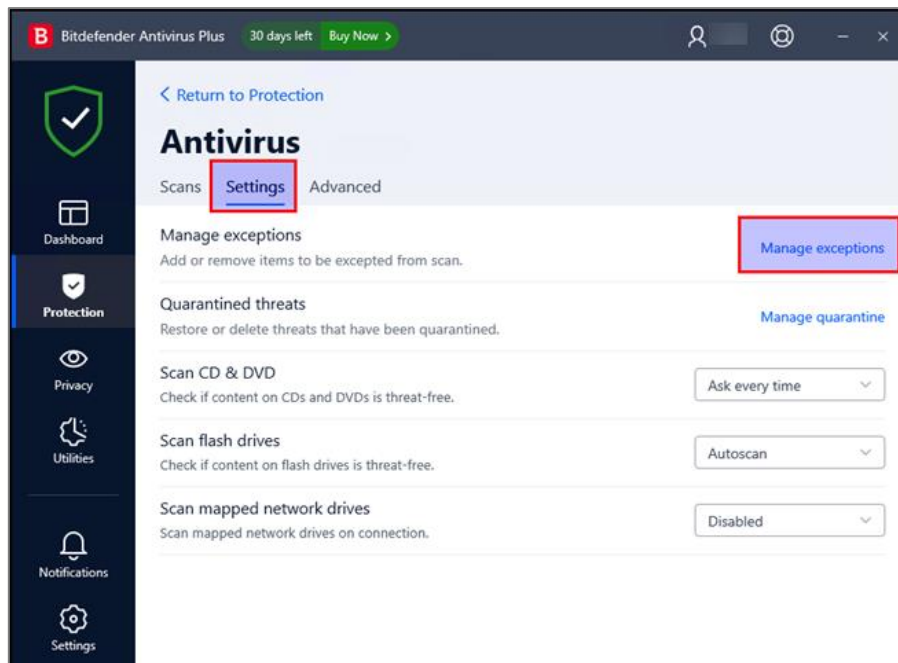


Fig 3: Settings tab



Step 4: Click the + Add an Exception button.

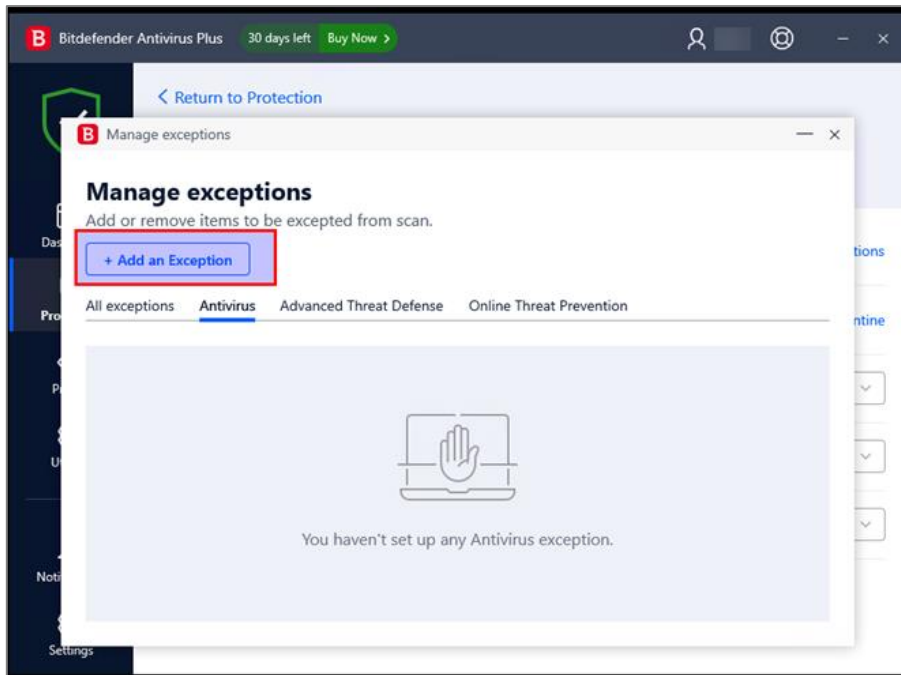


Fig 4: Add an Exception

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.

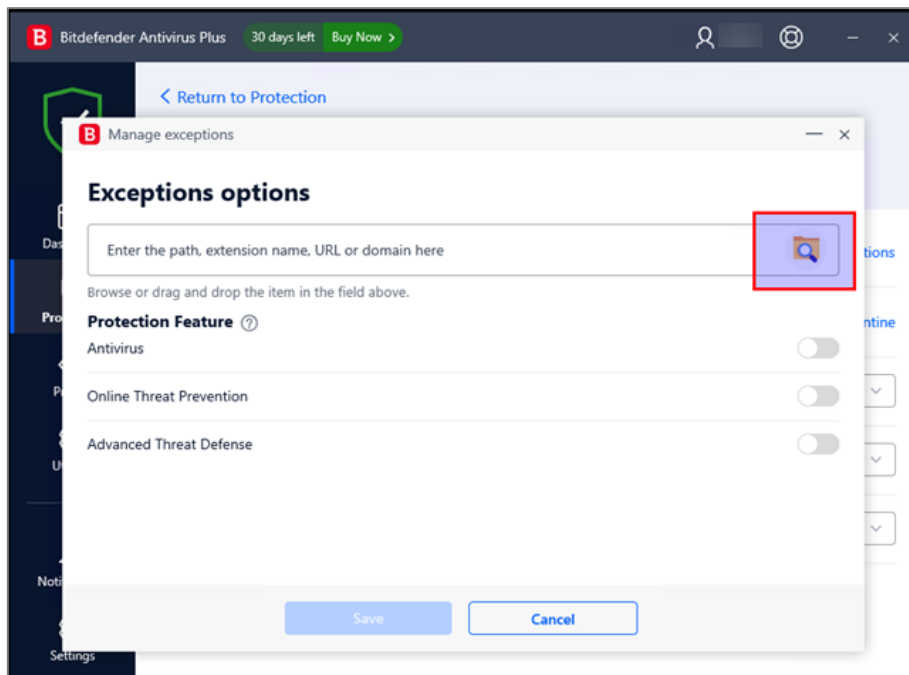


Fig 5: Enter the path to exclude



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

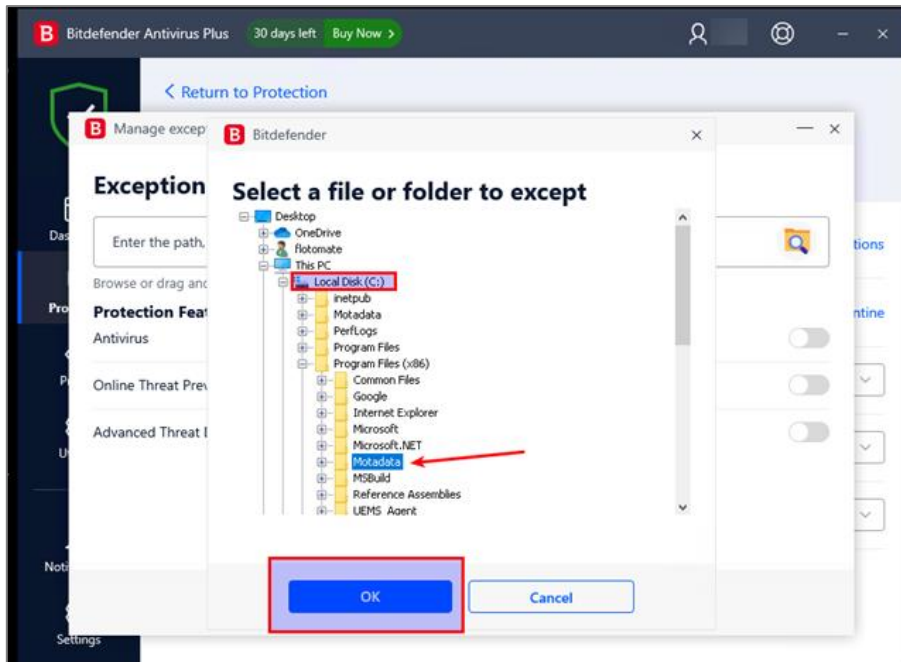


Fig 6: Select Motadata

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

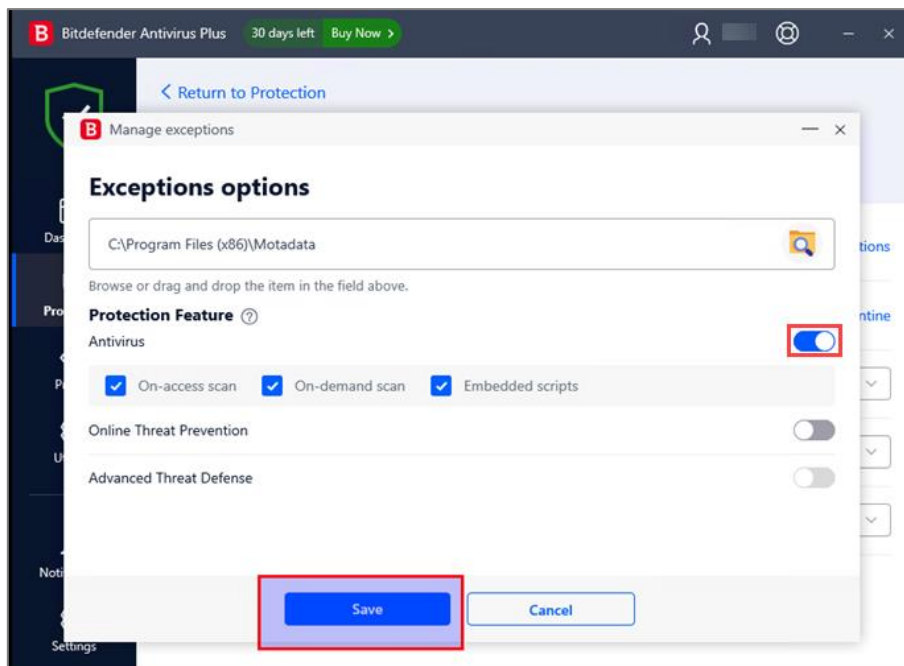


Fig 7: Enable the Antivirus option

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



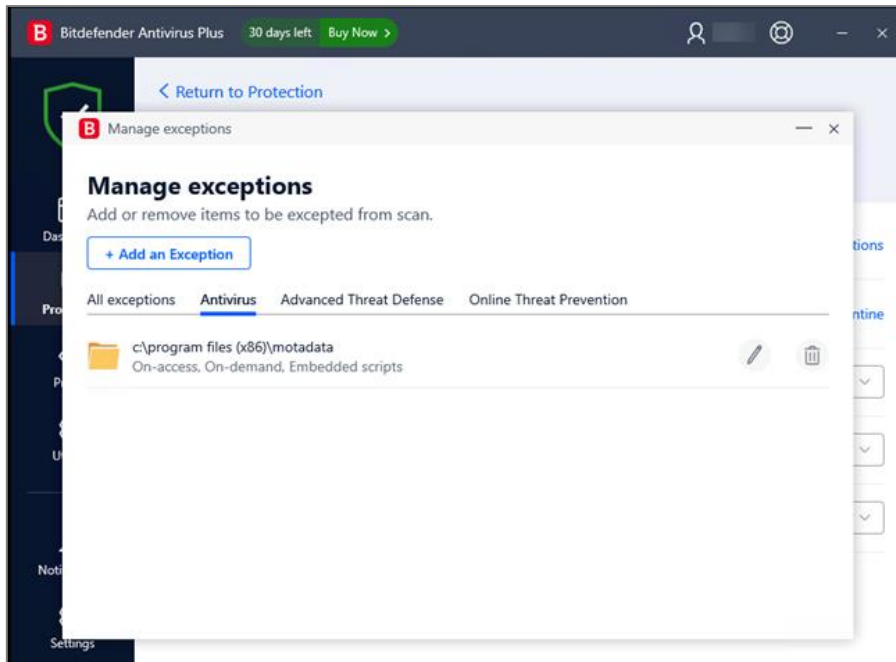


Fig 8: Created Exception Rule

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.

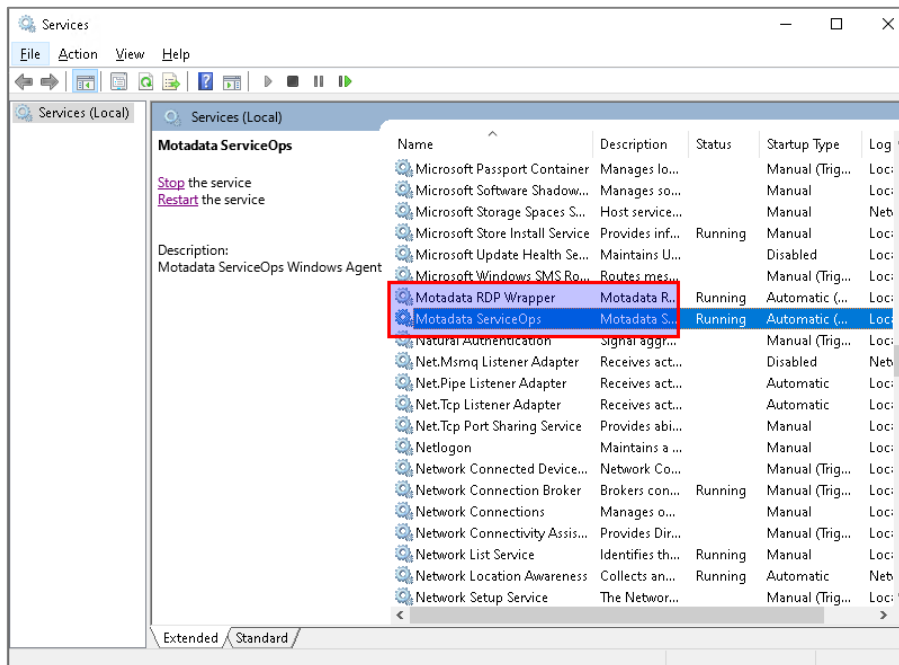


Fig 9: Stop and Start the ServiceOps Agent service



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[support@motadata.com](mailto:support@motadata.com)

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