

Technical Bulletin

ScanMaster and Anti-Virus Programs

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StoreNext recommends and supports only the use of Solidcore to lock down ScanMaster POS system controllers, workstations and POS terminals.

Customers who are attempting to use other 3rd party anti-virus software cannot get A-V support or issue resolution from StoreNext. However, such users may be able to limit risks of system consequences by excluding the following folders from the virus scan:

- C:\Grocery\Files
- C:\Scan1dos
- The LAN drive (whether it be the "F" drive or another drive letter if using a custom configuration).

Although there have been known issues when using 3rd party A-V software, excluding these folders and directories is likely to help by minimizing the scanning of live data files.

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