

# MS<sup>3</sup> SYSTEMS (PTY) LTD SOFTWARE

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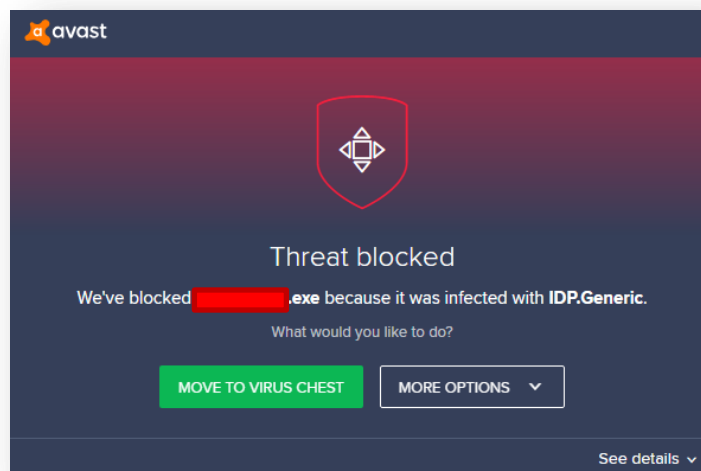
## PROBLEMS WITH ANTI-VIRUS SOFTWARE

Your anti-virus should by default scan the program. All MS<sup>3</sup> System Software are tested by AVAST™, Malware-Bytes™ software and the CPANEL anti-virus software. **Some software, especially AVAST™ and AVG™, will possibly indicate the IDP.GENERIC virus alert.**

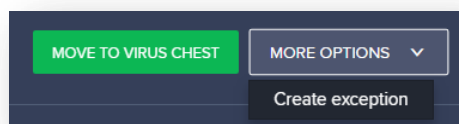
The ID-Generic virus is not an actual virus, it is when a file “acts” as a virus. The following actions are part of that “acts” description:

- Software with build-in e-mail program (to automatically send an e-mail).
- Software capable of manipulating folders (creating) and creating/altering databases.
- Software of network communications via FTP.

All MS<sup>3</sup> System Software does ALL of the above, therefore it is possible that your anti-virus will indicate the **IDP.GENERIC** virus alert.



- Select **MORE OPTIONS**.

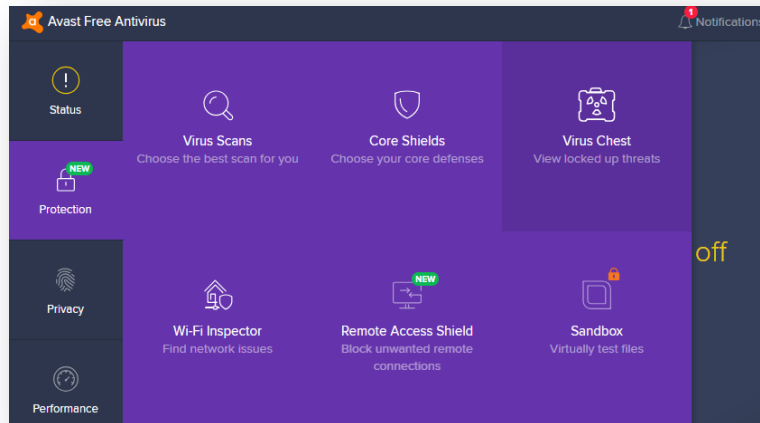


- Select **CREATE EXCEPTION**. The software will now work.

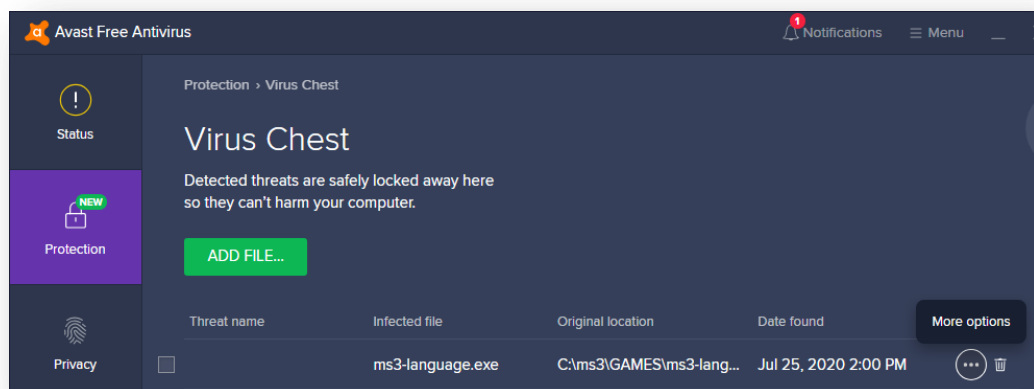
If your copy of the program "disappeared" (the EXE file), you will find it in the VIRUS FAULT of your anti-virus software.

You need to create an EXCEPTION to return it and be able to work with it.

- Open your ANTI-VIRUS VIRUS CHEST:



- Find the program and click the MORE icon [...]



- You may now either:

- RESTORE AND ADD EXCEPTION (use immediately).
- **SEND FOR ANALYSIS** (take about 6-8 hours to receive a clean state certificate to verify that no virus or malware is present – only then will you be able to use the software). **This is the safe option!**

