

Reference #: AN141101AB

Title: Anti-Virus

Date: August 1, 2019

Description:

The deployment of CompleteView and Salient server hardware at the customer's premises requires the system be able to work according to IT best practices and conform to the IT policies of the end-user. One such policy is the use of anti-virus software on CompleteView systems. The hardware provided by Salient offers a full operating system and is not restricted from installation of additional software such as anti-virus programs.

Salient does not recommend or certify specific anti-virus products. There are however, requirements on how the anti-virus programs are configured to run on the server platform. In general, when installing and configuring the anti-virus programs, there are specific volumes which should be excluded in the anti-virus scan. On the server, these volumes are the CompleteView installation directory, video directory where the video is stored, and the program data directory. On client workstations the installation directory may be scanned.

For specific locations of the installation and program data files, see below:

CompleteView 3.X-4.X

Windows 7 - 32bit

Installation Directory - C:\Program Files\CompleteView

Program Data Directory – C:\ProgramData\Salient\CompleteView

Storage Volume – System specific

Windows 7 / Windows 8.1 - 64bit

Installation Directory for CompleteView 64bit - C:\Program Files\CompleteView

Installation Directory for CompleteView 32bit - C:\Program Files (x86)\CompleteView

Program Data Directory – C:\ProgramData\Salient\CompleteView

Storage Volume – System specific

Server 2008 - 32bit

Installation Directory - C:\Program Files\CompleteView

Program Data Directory – C:\ProgramData\Salient\CompleteView

Storage Volume – System specific

Server 2008 / Server 2012- 64bit

Installation Directory for CompleteView 64bit - C:\Program Files\CompleteView

Installation Directory for CompleteView 32bit - C:\Program Files (x86)\CompleteView

Program Data Directory – C:\ProgramData\Salient\CompleteView

Storage Volume – System specific

Server 2003 – 32bit

Installation Directory - C:\Program Files\CompleteView

Program Data Directory – C:\Documents and Settings\All Users\Application Data\Salient\CompleteView

Storage Volume – System specific

Server 2003- 64bit

Installation Directory for CompleteView 64bit - C:\Program Files\CompleteView

Installation Directory for CompleteView 32bit - C:\Program Files (x86)\CompleteView

Program Data Directory – C:\Documents and Settings\All Users\Application Data\Salient\CompleteView

Storage Volume – System specific

CompleteView 20/20

Windows 7 - 64bit

Installation Directory for CompleteView 20/20 – C:\Program Files\Salient Security Platform

Program Data Directory – C:\ProgramData\Salient Security Platform\CompleteView 2020

Storage Volume – System specific

Windows 10

Installation Directory for CompleteView 20/20 – C:\Program Files\Salient Security Platform

Program Data Directory – C:\ProgramData\Salient Security Platform\CompleteView 2020

Storage Volume – System specific

Server 2012 R2

Installation Directory for CompleteView 20/20 - C:\Program Files\Salient Security Platform

Program Data Directory – C:\ProgramData\Salient Security Platform\CompleteView 2020

Storage Volume – System specific

Server 2016

Installation Directory for CompleteView 20/20 - C:\Program Files\Salient Security Platform

Program Data Directory – C:\ProgramData\Salient Security Platform\CompleteView 2020

Storage Volume – System specific

Additionally, large file HTTP scanning should be disabled, or exceptions made for the camera specific IP addresses. If this is not done, large temp files can be created by the AV system that build over time, since it is attempting to scan and quarantine a stream, rather than a fixed file.