

Anti-Virus Exclusions

<https://campus.barracuda.com/doc/86545864/>

Some client's machines may stop running backups properly or cannot keep the Backup Agent service started. Or, when running the software installer package, the software hangs up or does not properly install Barracuda Networks services.

Antivirus software installed on the client may prevent backups from running or even the Backup Agent service from running.

When encountering issues installing the ECHOpatform agent software, temporarily disable antivirus or firewall software on the machine. In addition, many antivirus suites have local and administrative interfaces. From time to time, adding exclusions in the local interface is insufficient.

If the antivirus suite comes with an administrative agent, you need to add the suite to exclusions.

Disable the real time protection and/or temporarily disable the associated services, if the ECHOpatform agent software installation has been blocked with the following applications:

- Microsoft Security Essentials
- Sophos
- Symantec Endpoint Protection
- Spyware Doctor
- Trend Micro
- AVG

After the ECHOpatform agent software is installed, add the ECHOpatform agent software's installation folder to exceptions from real-time scans, network filtering, firewall, etc.

Example: C:\Program Files\Barracuda MSP\eSureIT. In addition, add these five executable files to the exclusion list:

- BackupAgent.exe
- BackupCLI.exe
- BackupStatusIcon.exe
- BackupUpdater.exe
- BackupMonitor.exe

You also may need to enable outbound connections on port 443 or 2347, which is the port the ECHOpatform agent uses to communicate to the Backup Monitor (the interface).

Exclude any Local Vault/Temporary directories within antivirus suites. Some antivirus programs (AVG, for example) either block transference of data to these directories or flash notices about

BackupAgent.exe's attempt to work within these directories.

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