

## Preventing Symantec AntiVirus Corporate Edition from scanning the temporary folder for Symantec products for Domino on a Notes Server

**Situation:** Two Symantec products—one for the Lotus Domino environment and one for the file system—are installed on a server. The Symantec corporate edition product frequently detects viruses in the file system Temp folder. The Symantec product for Domino is either not detecting the viruses, or detecting them as scan errors.

**Solution:** The Symantec corporate edition product is detecting the temporary files used by the Symantec product for Domino as if they were actual copies of viruses/malware. This prevents the Symantec product for Domino from completing scans successfully. Additionally, the Domino SMTP task may create temporary files that contain the bodies and encoded attachments of infected emails. These temporary files may also be detected by the Symantec corporate edition product.

To resolve this issue, prevent the Symantec corporate edition product from scanning the temporary files used by Domino and the temporary files used by the Symantec product for Domino.

First, create a new temporary folder for the Symantec Domino product. Then go to the next section and exclude the new folder in the Symantec corporate edition product.

### Creating the new temporary directory

1. Create a new temporary directory, such as in the following example:



C:\SAVTEMP

2. Perform the steps in one of the following two sections, depending on which program you have.

#### To set the path in Symantec Mail Security 4.x for Domino

1. Open the Symantec Mail Security 4.x for Domino settings database.
2. In the right pane, double-click your server group
3. Click **AntiVirus > Basics**.
4. In the "Directory for temporary files (leave blank for SMSDOM default)" box, type in the path to the new temporary directory.  
For example, C:\SAVTEMP

### Creating the exclusions

The procedure for creating the exclusions depends on whether your Domino servers are configured as unmanaged clients, managed clients, or servers. Click the icon to either expand (  ) or collapse (  ) the appropriate section:

### Unmanaged clients

If the Domino server is configured as an unmanaged client, you must configure all exclusions from within Symantec AntiVirus.

#### To configure exclusions for real-time protection from within Symantec AntiVirus

1. Start Symantec AntiVirus.
2. Click Configure, and then click **File System Realtime Protection**.
3. Click **Exclude selected files and folders**.
4. Click **Exclusions**.
5. Check **Check file for exclusion before scanning**
6. Click **Files/Folders** to create the exclusions.
7. Exclude the temporary directory you created in the section "Creating the new temporary directory".

8. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8

#### To configure exclusions for a scheduled scan from within Symantec AntiVirus

1. Start Symantec AntiVirus.
2. Click **Scheduled Scans**.
3. Create a new scan, or select the scan you wish to configure, and click **Next** twice.
4. Click the **Options** button in the lower-right corner.
5. Click **Exclude selected files and folders**.
6. Click **Exclusions**.
7. Check **Check file for exclusion before scanning**
8. Click Files/Folders to create the exclusions.
9. Exclude the temporary directory you created in the section "Creating the new temporary directory".  
When Symantec Mail Security 4.1.x for Domino is installed, additionally exclude the following directory:  
<Drive>:/inetpub/mailroot
10. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8

#### To start a manual scan with the appropriate exclusions from within Symantec AntiVirus

1. Start Symantec AntiVirus.
2. Click **Scan**, and then click **Scan Computer**.
3. Click the **Options** button in the lower-right corner.
4. Click **Exclude selected files and folders**.
5. Click **Exclusions**.
6. Check **Check file for exclusion before scanning**
7. Click **Files/Folders** to create the exclusions.
8. Exclude the temporary directory you created in the section "Creating the new temporary directory".  
When Symantec Mail Security 4.1.x for Domino is installed, additionally exclude the following directory:  
<Drive>:/inetpub/mailroot
9. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8



## Managed clients

If the Domino server is configured as a managed client in a client group that you have created specifically for Domino servers, configure the exclusions through the Symantec System Center. Manual scans should be run from within Symantec AntiVirus, and should be configured there.

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**Note:** The Domino server should not be configured as a managed client unless it is in a client group specifically for Domino servers.

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#### To configure exclusions for Realtime Protection from the Symantec System Center

1. Start the Symantec System Center, and unlock the server group.

2. Under Groups, right-click the client group, and then click **All Tasks > Symantec AntiVirus > Client Realtime Protection Options**.
3. Click **Exclusions**.
4. Check **Check file for exclusion before scanning**
5. Click **Files/Folders** to create the exclusions.
6. Exclude the temporary directory you created in the section "Creating the new temporary directory".
7. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8

#### To configure exclusions for a scheduled scan from the Symantec System Center

1. Start the Symantec System Center, and unlock the server group.
2. Under Groups, right-click the client group, and click **All Tasks > Symantec AntiVirus > Scheduled Scans**.
3. Create a scheduled scan, or edit an existing one.
4. Click **Scan Settings**.
5. Click **Options**.
6. Check **Exclude files and folders** then click **Exclusions**.
7. Check **"Check file for exclusion before scanning"**
8. Click **Files/Folders** to create the exclusions.
9. Exclude the temporary directory you created in the section "Creating the new temporary directory".
10. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8

#### To start a manual scan with the appropriate exclusions from within Symantec AntiVirus

1. Start Symantec AntiVirus.
2. Click **Scan**, and then click **Scan Computer**.
3. Click the **Options** button in the lower-right corner.
4. Check **Exclude selected files and folders**.
5. Click **Exclusions**.
6. Check **Check file for exclusion before scanning**
7. Click **Files/Folders** to create the exclusions.
8. Exclude the temporary directory you created in the section "Creating the new temporary directory".  
When Symantec Mail Security 4.1.x for Domino is installed, additionally exclude the following directory:  
<Drive>:/inetpub/mailroot
9. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8



## Servers

If the Domino server is configured as a Symantec AntiVirus server, configure the exclusions through the Symantec System Center. Manual scans should still be run from within Symantec AntiVirus.

#### To configure exclusions for Realtime Protection from the Symantec System Center

1. Start the Symantec System Center, and unlock the server group.
2. Right-click the Domino server, then click **All Tasks > Symantec AntiVirus > Server Realtime Protection Options**.
3. Click **Exclusions**.

4. Click the "Check file for exclusion before scanning" box.
5. Click Files/Folders to create the exclusions.
6. Exclude the temporary directory you created in the section "Creating the new temporary directory".
7. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8

#### To configure exclusions for a scheduled scan from the Symantec System Center

1. Start the Symantec System Center, and unlock the server group.
2. Right-click the server group, and click **All Tasks > Symantec AntiVirus > Scheduled Scans**.
3. Create a scheduled scan, or edit an existing one.
4. Click **Scan Settings**.
5. Click **Options**.
6. Check **Exclude files and folders**, and then click **Exclusions**.
7. Check **Check file for exclusion before scanning**
8. Click **Files/Folders** to create the exclusions.
9. Exclude the temporary directory you created in the section "Creating the new temporary directory".
10. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8

#### To start a manual scan with the appropriate exclusions from within Symantec AntiVirus

1. Start Symantec AntiVirus.
2. Click **Scan**, and then click **Scan Computer**.
3. Click the **Options** button in the lower-right corner.
4. Check **Exclude selected files and folders**.
5. Click **Exclusions**.
6. Check **Check file for exclusion before scanning**
7. Click **Files/Folders** to create the exclusions.
8. Exclude the temporary directory you created in the section "Creating the new temporary directory".
9. Exclude the temporary directory used by Domino.  
This will vary from server to server, with the following format:  
<drive>:\<TEMP DIRECTORY>\notesxxxxx

For example, C:\Windows\Temp\notes6030C8

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#### Notes:

- In addition to the directory exclusions above, Symantec recommends creating an exclusion for the .nsf extension for real-time protection, manual and scheduled scans.
  - To ensure that exclusions set at the server group and client group levels are distributed correctly to managed clients, use build 8.01.440 (MR4), 8.1.1.314a (MR1), or a later release.
  - Symantec recommends configuring Domino servers as managed clients, and adding those clients to a unique client group, as described in the "Managed Clients" section.
  - On partitioned Domino servers, separate exclusions are needed for each partition. Create subdirectories for each partition under the SAVTEMP directory.
  - In certain diagnostic situations, Notes will create a temporary folder in C:\Windows\Temp labelled Notes<random characters> this folder should be excluded.
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**Technical Information:** Symantec corporate edition detects viruses in the system Temp folder at a file level. This causes a problem with email programs like Lotus Notes mail. The resolution is to separate the folders used for processing by the two Symantec products installed. For additional information go to the Symantec document [Email deleted from the savquar.nsf or savlog.nsf by is quarantined by a Symantec AntiVirus Corporate Edition client](#)

**Product(s):** Symantec Mail Security 4.0 for Domino , Symantec Mail Security 4.1 for Domino  
**Operating Systems(s):** Windows 2000, Windows 2000 Server SP3 and SP4, Windows 2000 Advanced Server SP3 and SP4, Windows 2003 Server, Windows 2003 Enterprise Edition (32-bit only), Windows NT

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