
File: Akribis – Unblocking PCSuite for BitDefender Anti-Virus
Date: July 6th, 2022
Version: 1.0
By: CJ

Background

On the 5th of July, many engineers reported that they could not connect to the controllers via Agito PCSuite all of a sudden.

The root cause was found to be that the anti-virus software, BitDefender was blocking Agito PCSuite after an update. Bit defender is the anti-virus that Akribis uses, as such, most of the engineers should be affected by this.

The solution is to add the Agito application to the exclusion list of the Anti-virus.

Objective

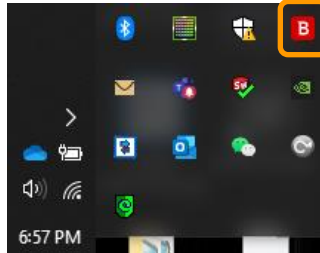
The objective of this document is to explain how to configure BitDefender to trust the Agito PCSuite application and not block its messages.

For other Anti-virus, similar steps can be taken to 'unblock' the Agito application if there are similar connection issues.


Instructions

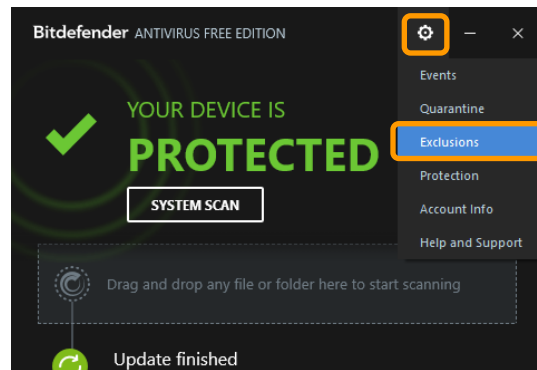
Step 1:

Navigate to the tool tray and open up the BitDefender Anti-virus by double clicking on the .



Step 2:

Click on the  icon and select **Exclusions**.

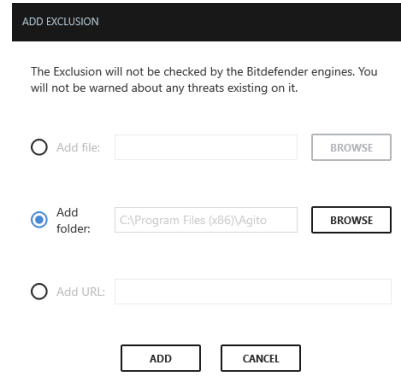


Step 3:


Click on **ADD EXCLUSION** and then select  Add folder: , and then click on **BROWSE**.

Step 4:

Select the file path which PCSuite was installed. The default path is "C:\Program Files (x86)\Agito".



Step 5:

Lastly, click on  to add the folder to the exclusion list. Now programs under this folder will not be blocked by the Anti-virus.

Step 6:

Try to run PCSuite again to see if a connection can be established.