

Symptom

What processes and directories should be excluded from anti-virus software scans and monitoring? These scans can affect the performance of the SAP BusinessObjects applications and on the client can lead to other errors like login failures from Webi Rich Client and Crystal Reports.

Is there an antivirus exclusion list?

Environment

- SAP BusinessObjects Enterprise XI 3.x
- SAP BusinessObjects Business Intelligence 4.0
- Windows
- Anti-virus
 - McAfee VirusScan
 - Norton Antivirus (Symantic)
 - Others

Resolution

The following binaries should be excluded from active scanning.

SAP BusinessObjects Enterprise XI 3.1	SAP BusinessObjects Business Intelligence 4.0
AAnalytics.exe AADashboard.exe AADMining.exe AAMetrics.exe AAPProfiler.exe AAQueryMgr.exe AARepoMgt.exe AARules.exe AASPC.exe busobj.exe bwcepub.exe bwcepubsvc.exe ccm.exe CMS.exe ConnectionServer.exe crcache.exe crproc.exe crystalras.exe EventServer.exe fccache.exe fcproc.exe fileserver.exe JobServer.exe JobServerChild.exe JobServerFullClient.exe procdet.exe procLov.exe procWebi.exe ProgramServer.exe sia.exe WIRReportServer.exe xccache.exe xcproc.exe java.exe tomcat5.exe mysql5-nt.exe	AAnalytics.exe AADashboard.exe SvcMgr.exe CMS.exe ConnectionServer.exe ConnectionServer.exe (32bit) crcache.exe crproc.exe crproc.exe (32bit) crystalras.exe (32bit) EventServer.exe fileserver.exe JobServer.exe JobServerChild.exe sia.exe WIRReportServer.exe xccache.exe xcproc.exe java.exe tomcat6.exe sqlservr.exe svnservice.exe (32bit)

The following directories should be excluded from monitoring/scanning.

SAP BusinessObjects Enterprise XI 3.1
<ul style="list-style-type: none"> • %INSTALLDIR%\Business Objects\BusinessObjects Enterprise 12.0\win32_x86 • %INSTALLDIR%\Business Objects\BusinessObjects Enterprise 12.0\Logging • %INSTALLDIR%\Business Objects\BusinessObjects Enterprise 12.0\deployment • %INSTALLDIR%\Business Objects\BusinessObjects Enterprise 12.0\data • %INSTALLDIR%\Business Objects\BusinessObjects Enterprise 12.0\FileStore • %INSTALLDIR%\Business Objects\MySQL5\Data • %INSTALLDIR%\Business Objects\MySQL5\bin

- %INSTALLDIR%\Business Objects\Tomcat55\bin
- %INSTALLDIR%\Business Objects\Tomcat55\webapps
- %INSTALLDIR%\Business Objects\Tomcat55\work

SAP BusinessObjects Business Intelligence 4.0

- %INSTALLDIR%\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\win32_x86
- %INSTALLDIR%\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\win64_x64
- %INSTALLDIR%\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\logging
- %INSTALLDIR%\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\java
- %INSTALLDIR%\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\data
- %INSTALLDIR%\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\FileStore
- %INSTALLDIR%\SAP BusinessObjects\MSSQLSERVER2008
- %INSTALLDIR%\SAP BusinessObjects\Tomcat6\bin
- %INSTALLDIR%\SAP BusinessObjects\Tomcat6\webapps
- %INSTALLDIR%\SAP BusinessObjects\Tomcat6\work

Common to both platforms

- Input and output FRS if these are not in the default directories.
- Webi Shared Document Cache (view properties of Web Intelligence Server for this information if it is set.)

Note that although for performance reasons it's recommended that active scanning of these files and directories be excluded during usual hours of operation and during report schedules, it is still recommended to run a full system scan during off peak hours/maintenance hours.

Keywords

xi31 xi30 xi3.1 xi3.0 bi4 bi4.0 SAP BusinessObjects Business Intelligence Platform BIP AV firewall bi4.1 bi41 security rep wid rpt docx doc xls swf java xlsx ppt pdf txt bat exe

Header Data

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Priority Normal
Category How To

Product

Product	Product Version
SAP BusinessObjects Business Intelligence platform	SAP BusinessObjects Business Intelligence platform 4.0
	SAP BusinessObjects Business Intelligence platform 4.0, feature
	SAP BusinessObjects Business Intelligence platform 4.1
	SAP BusinessObjects Enterprise XI 3.0
	SAP BusinessObjects Enterprise XI 3.1