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Antivirus

It is required to disable antivirus scans from all BriefCam's folders as specified below.

The BriefCam engine extracts many objects from raw video and keeps them in small video files and image files. (In high activity scenes, there may be thousands of files created in each hour and even more.)

When the antivirus is enabled and every created file is automatically scanned, this leads to poor performance and poor hardware utilization.

To disable the antivirus:

In each one of BriefCam's servers, disable the antivirus scan for these paths (if they exist, which depends on the installed components).

Installation Folder	Default Installation Path
Server	C:\Program Files\BriefCam\BriefCam Server
Web services	C:\inetpub
PostgreSQL	C:\PostgreSQL
Redis	C:\Program Files\Redis
Qlik	C:\Program Files\Qlik
MongoDB	C:\Program Files\MongoDB
RabbitMQ	C:\Program Files\RabbitMQ

It is also recommended to add all of the executable files located in the installation folders (from the table above) to the **Allowed Programs/Apps** .
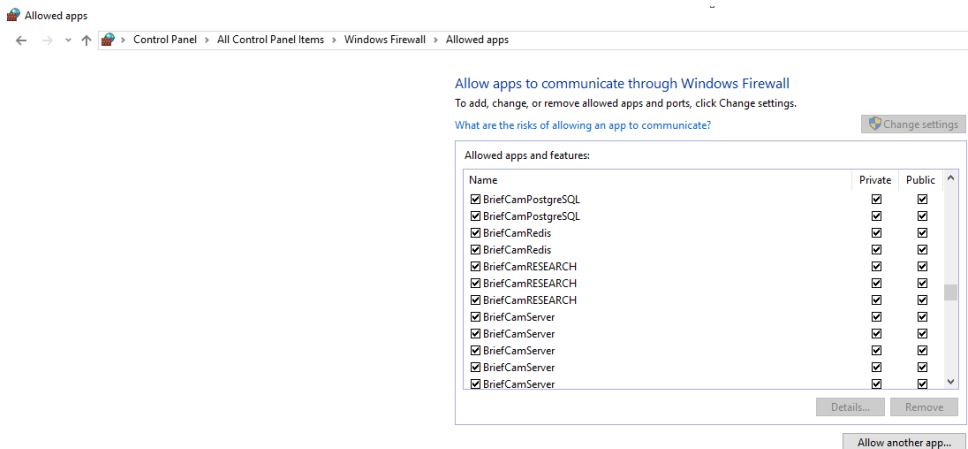
In the storage server, disable the antivirus scan for these paths (if they exist):

Installation Folder	Default Installation Path
ServerData	\\hostname\BriefCam\ServerData
Qlikshare	\\hostname\BriefCam\Qlikshare

Known Issues When the Antivirus Is Active

- Timeouts and errors when writing or reading from the storage occur when the antivirus becomes a bottleneck when trying to access the storage.
- Slow server response time due to heavy use of memory, CPU, and disk utilized by the antivirus processes.
- Files that include low-level operations (such as HASP Dlls and NVIDIA drivers) may be put in quarantine and disrupt the normal functioning of BriefCam.