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Framework Deployment Guide

Antivirus Guidelines

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Antivirus Guidelines

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Antivirus software can affect system performance and call response time, but it prevents viruses from hiding in software. Genesys recommends keeping antivirus software enabled on hosts where Management Framework components are running.

Performance of all applications on a particular host should be analyzed. There might be more vulnerable than Management Framework applications. Some of those vulnerable applications can be considered to be moved to a different host. Genesys does not recommend excluding Management Framework from the antivirus scanning, but in case of a significant overhead, you can consider excluding the following from the scan:

- The folder in which Management Framework components are running.
- Any Management Framework applications' logs folders.
- The Management Framework applications running on Windows/Linux.

The antivirus software must not restrict any ports that are used by the Genesys applications.