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Possible AiM software issues with Norton antivirus

We have some users' feedbacks according to which Norton antivirus generates issues for which our installers cannot complete the installation process for RaceStudio3 and RaceStudio2.

These issues can be fixed adding some exceptions in Norton antivirus scanning settings.

Here below all the steps to be followed, from the support page are below.

How do I exclude disks, folders, and files from risk scans?

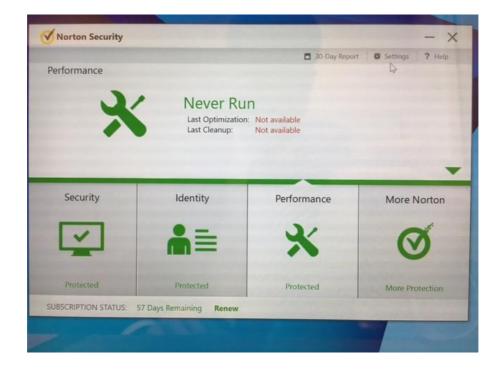
The Items to Exclude from scans option lets you specify disks, folders, and files to exclude from risk scans. You can add items, modify items that are already excluded, or remove items.

To exclude disks, folders, and files from risk scans:

- 1. In the Scans and Risks tab, under Exclusions/Low Risks, in the Items to Exclude from Scans row, click Configure.
- 2. In the Scan Exclusions window:
 - a. Click Add Folders to specify folders you want to exclude from risk scan.
 - b. Click Add Files to specify files you want to exclude from risk scan.

Additionally, you can use Edit and Remove to change or remove the folder or file from the exclusion list.

Here are some guiding screenshots:





Detailed	Sottings					
	a settings			Quick Controls		
	Antivirus Customiz ¹) ow threat	0	Tasks Scheduling Customize your automatic scans.	Silent Mode		
protection and detection is handled.	protection and detection is			Safe Surfing		
	Firewall		Administrative Settings	Identity Safe		
Configure firewall behavior, and access and connection rules.	~	Manage your product behavior.	X Automatic LiveUpdate			
			Smart Firewall			
~	AntiSpam Customize how spam is detected and handled.			Norton Tamper Protection		
	Identity Protection Manage your online identities and transaction data.					

Settings 🔊							- >	
• Antivirus						Us	e Defaults	
Automatic Protection	Scans and Risks	Updates						
Computer Scans	0						?	
Compressed File Scan				On				
Remove Infected Folders				Ask Me				
Rootkits and Stealth Items S	ican		-	On				
Network Drives Scan				On				
Heuristic Protection			-	Auto	matic			
Tracking Cookies Scan				Remo	ove			
Full System Scan						Configure [+]		
Protected Ports						Configure [+]	2	
Email Antivirus Scan				On		Configure [+]	2	
Exclusions / Low Risks							?	
Low Risks				Remo	ove			
Norton					Apply	Back C	lose	
Norton			- I - THE CAN	199	Apply	Back C	lose	

Settings 🖻					-	×	
• Antivirus					Use D	efaults	
Automatic Protectio	n Scans and Risks	Updates					
Network Drives Scan			1.	On			
Heuristic Protection			10 10 10	Automatic			
Tracking Cookies Scan				Remove			
Full System Scan					Configure [+]		
Protected Ports					Configure [+]	?	
Email Antivirus Scan				On	Configure [+]	7	
Exclusions / Low Risks						2	
Low Risks			1 00000	Remove			
Items to Exclude from Scans				Continure [+]			
Items to Exclude from Au Detection	to-Protect, SONAR and	Download Intellig	gence		Configure [+]		
Signatures to Exclude from All Detections				Configure [+]			
Clear file IDs excluded du	rring scans				Clear All		
Norton				Apply	Back Clo	se	

ne following items are ignor	ed when a scheduled or n	nanual scan runs:				
System Volume Information						
C:\AIM_SPORT						
					4	
			The second second second	Discourse		
	Add Folders	Add Files	Edit	Remove		