

## 14-0055-EN-Anti Virus Programs can slow down ShopFactor...

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**Problem:** Antivirus programs such as NORTONANTIVIRUS 2010 can slow down ShopFactory if you have "real-time scanprotection" enabled. Many Virus Programs use this setting automatically. This is because the virus program analyses every file ShopFactory creates or changes while ShopFactory is running.

**Solution:** Disable real-time scan protection for the ShopFactory project folder on your computer.  
**Example:** NORTON ANTIVIRUS 2010

1. Open Norton Antivirus 2010 Protection Centre.
2. Choose "Settings" next to the "Computer" in the top section.
3. Once the Computer settings window opens, half way down you'll see "Exclusion / Low Risks". Click on the "Configure [+]" next to "Scan Exclusions".
4. Once the configure window opens, under the "Real Time Protection Exclusions", choose the "Add" button in the "Auto-Protect Exclusions" Section.
5. The Add Item dialog opens. Make sure "Include subfolders" is checked and click the "Browse folder" icon.
6. Browse to the location of your ShopFactory projects. This is normally "C:\Users\YOUR-USERNAME\Documents\ShopFactory V8 Websites" where the username is usually the name you use to log into your computer.
7. Repeat steps 3 through 5 for each folder you need to exclude from Norton Antivirus 2010 Real Time scans (IE.: If you have ShopFactory 7 installed, you will need to set-up that folder for exclusion).
8. Choose okay and apply/save - close all Norton Protection windows.  
Open ShopFactory and the lag issue will be resolved, as the source website shop files are no longer being scanned while working in ShopFactory.