Roland

For customers who are using "Windows Defender": Measure for "Windows Defender" anti-virus scanning

Background

When you upgrade VersaWorks with ver.*** Updater, VersaWorks may be detected as a suspicious application by Windows standard security software: "Windows Defender".
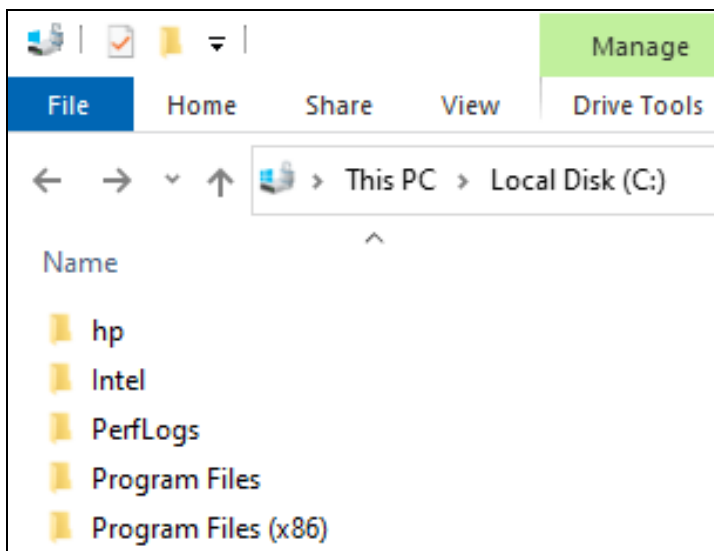
If VersaWorks cannot be installed on your computer, follow the instruction below and change the settings of "Windows Defender" to exclude "Roland DG VersaWorks" folder so that it is not scanned, then upgrade VersaWorks.

If you are using an anti-virus software other than "Windows Defender", this operation is not necessary.
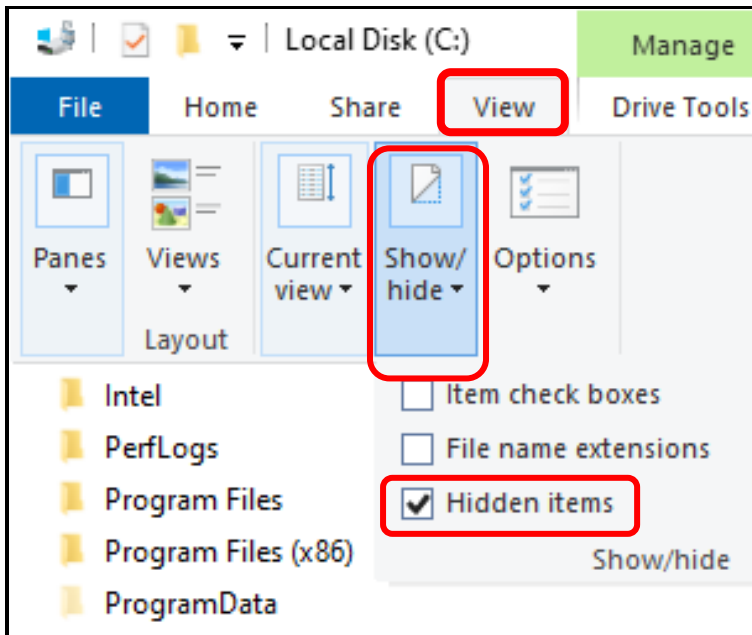
Preparation

Depending on your settings of your computer, "Roland DG VersaWorks" folder may not be shown on your screen. In that case, follow the instruction below and unhide the "hidden folder".
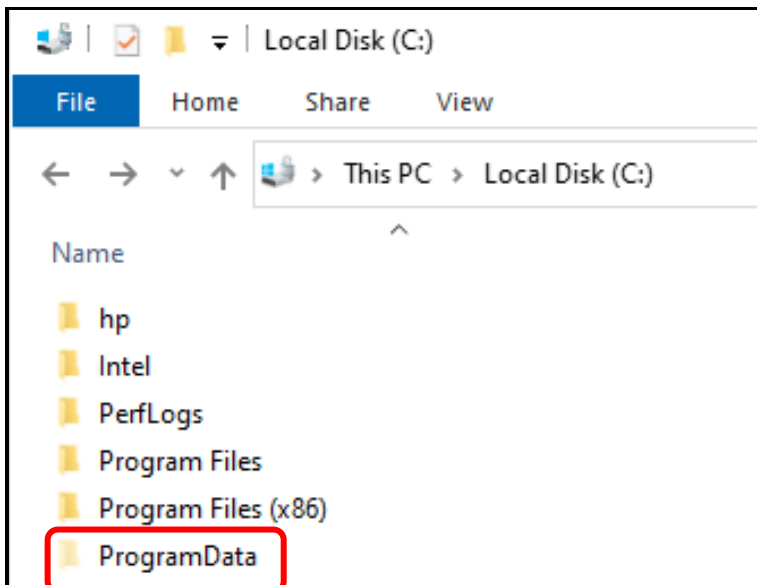
1. Open "Local disk (C:).

   If "ProgramData" folder is shown, you don't need this preparation. Move on to [Excluding "Roland DG VersaWorks" folder from "Windows Defender" anti-virus scanning].

2. If "ProgramData" folder is not shown, follow the below procedure.

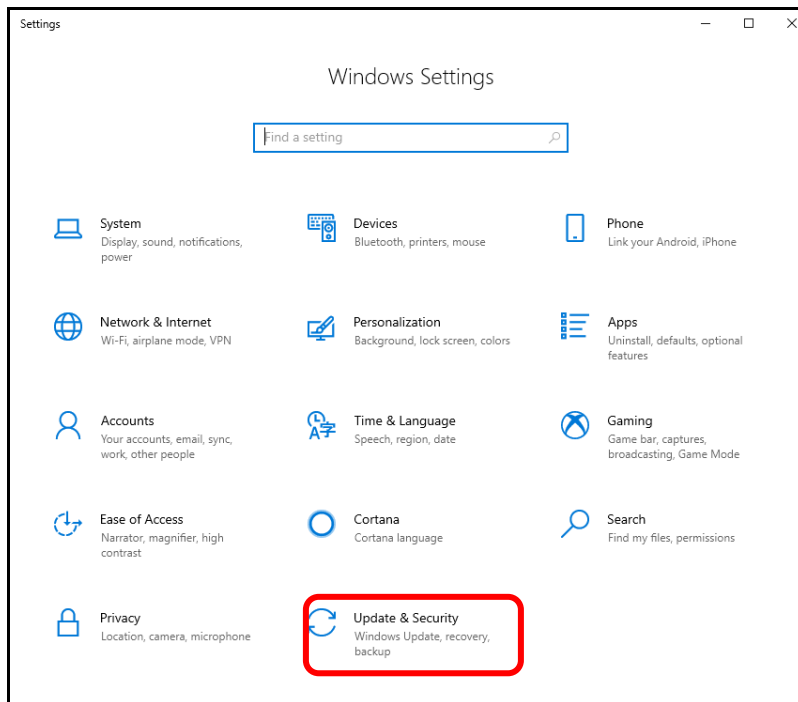3. Click "Show/hide" under "View" tab, and check "Hidden items".

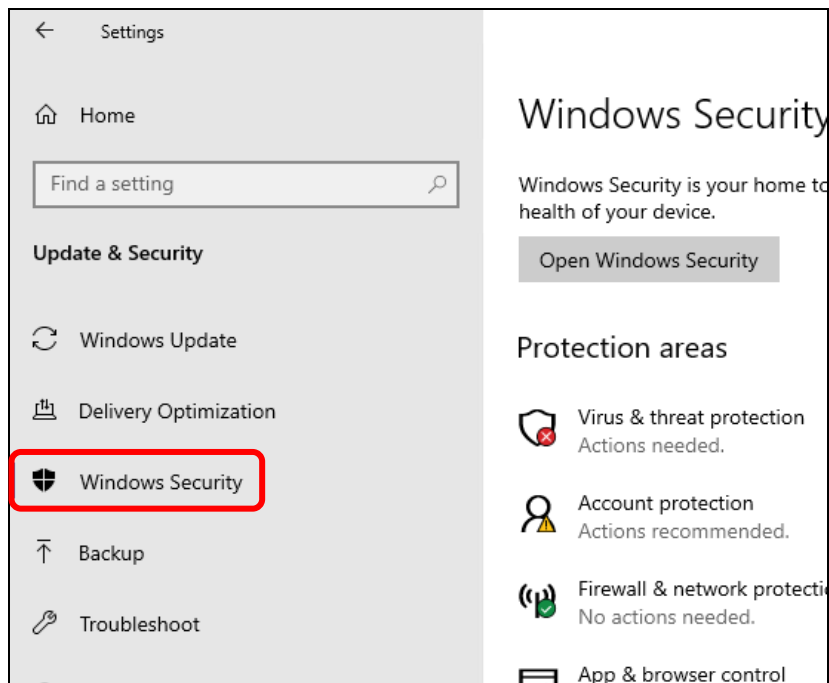4. Confirm that "ProgramData" folder is shown.

5. Preparation is complete.

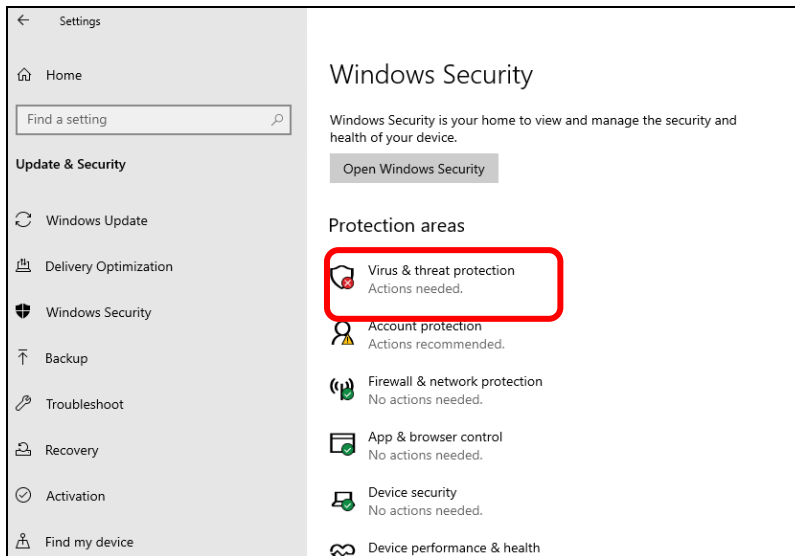**Excluding "Roland DG VersaWorks" folder from "Windows Defender" anti-virus scanning**

1. Open "Windows Settings" window from "Start" menu.
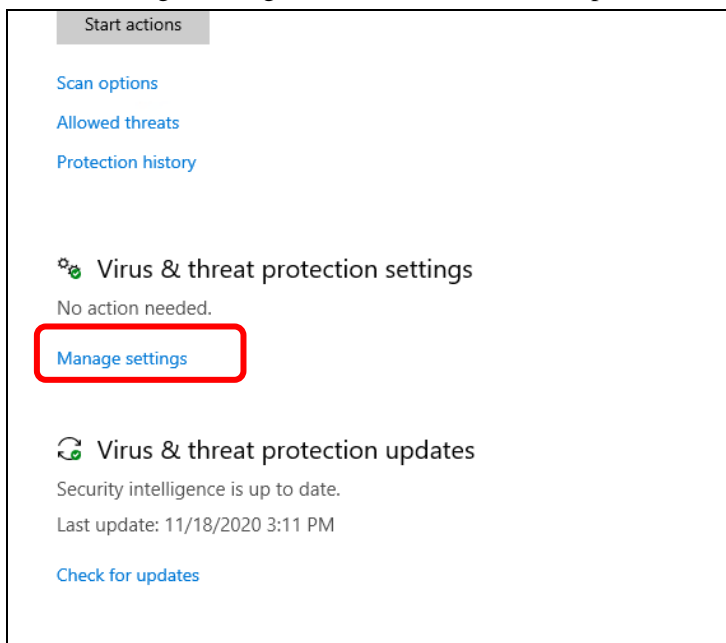2. Click "Update & Security".

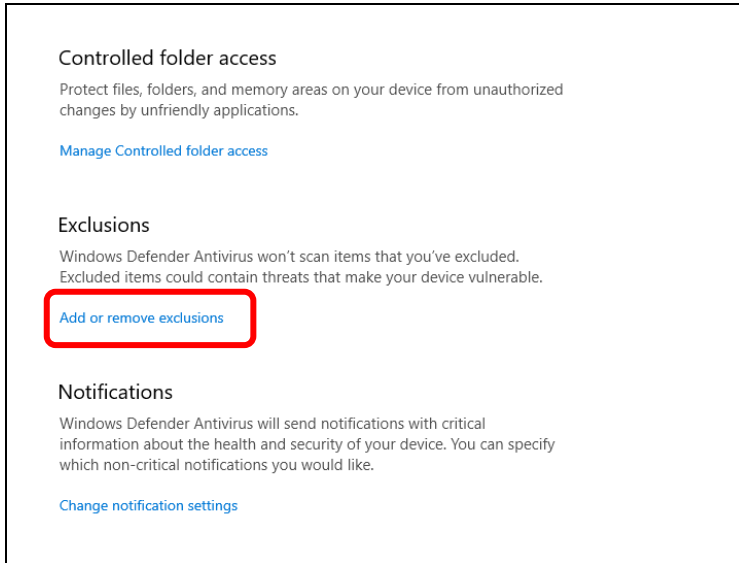3. Click "Windows Security" at the left side bar under "Update & Security".

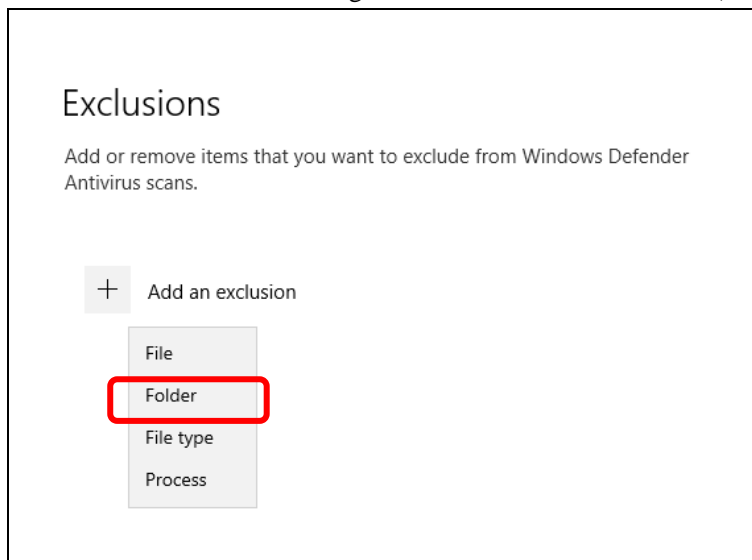4. Click "Virus & threat protection" under "Windows Security".

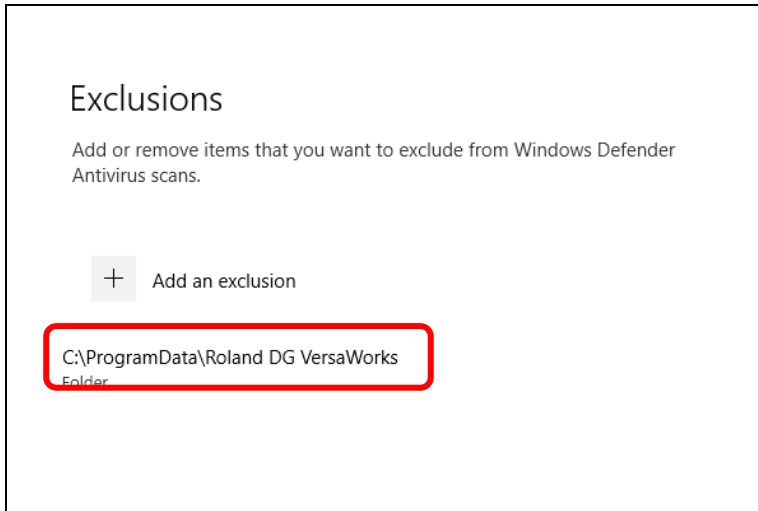5. Click "Manage settings" under "Virus & threat protection settings".

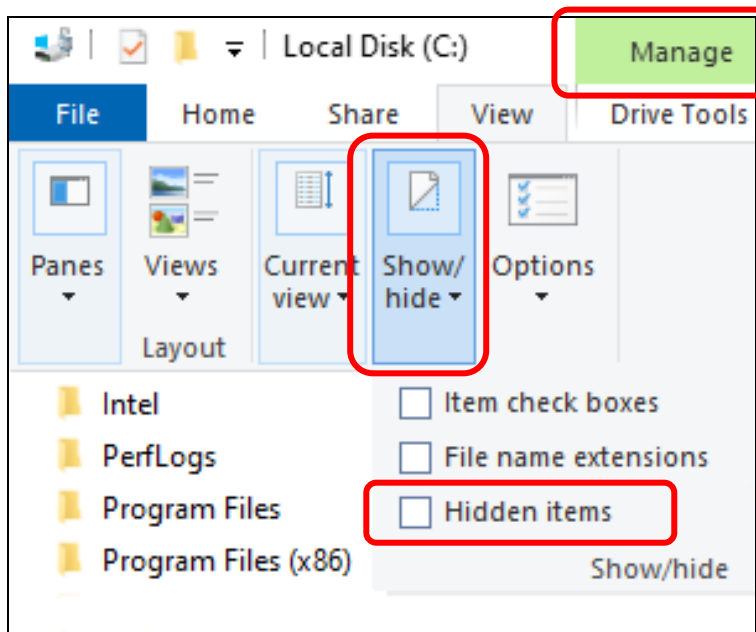6. Click "Add or remove exclusions" under "Exclusions".

Controlled folder access

Protect files, folders, and memory areas on your device from unauthorized changes by unfriendly applications.

Manage Controlled folder access

Exclusions

Windows Defender Antivirus won't scan items that you've excluded. Excluded items could contain threats that make your device vulnerable.

Add or remove exclusions

Notifications

Windows Defender Antivirus will send notifications with critical information about the health and security of your device. You can specify which non-critical notifications you would like.

Change notification settings

7. Click "+" button under "Add an exclusion" and select "Folder". Then select "Roland DG VersaWorks" folder in "ProgramData" inside Local disk (C:).

Exclusions

Add or remove items that you want to exclude from Windows Defender Antivirus scans.

+ Add an exclusion

File
Folder
File type
Process

8. Confirm that [C: \ProgramData\Roland DG VersaWorks] is shown under "Add an exclusion".

9. "VersaWorks" has been excluded from anti-virus scanning.

10. If you change the setting in "Preparation" and "ProgramData" folder is visible, hide it again so that "Roland DG VersaWorks" folder is also hidden. Click "Show/hide" under "View" tab in Local Disk (C:) and uncheck "Hidden items". "ProgramData" folder and "Roland DG VersaWorks" folder become hidden.

11. Upgrade Versaworks with ver. *** Updater.