

OnDemand Customers

If you use OnDemand, [view information on setting exclusions in your anti-virus software.](#)

If you are using anti-virus software, set up an exclusion or an exception within your anti-virus software for the following folders:

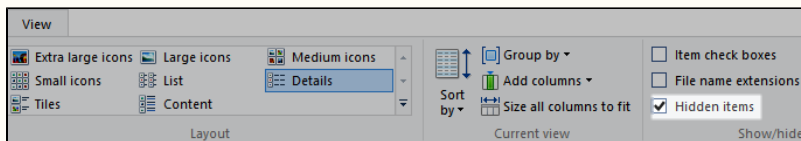
- **ACSNET** - located on your network drive
- **ACS Technologies** - located in C:\ProgramData

Hidden Files

If any of these folders do not display, they may be hidden files.

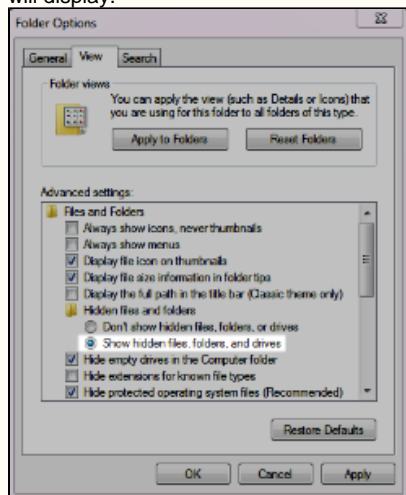
▼ [To show hidden files on Windows® 8](#)

1. In the File Explorer window, click **View**.
2. Select the **Hidden Items** check box. The hidden folders will display.



▼ [To show hidden folders on a Windows® 7](#)

1. In the Windows Explorer window, click **Organize**.
2. Click **Folder and search options**. The Folder Options window displays.
3. Click the **View** tab. Under **Hidden files and folders**, select **Show hidden files, folders, and drives**. The hidden folders will display.



You should also set up an exclusion or an exception for the following programs, all located in C:\WINACS:

- hmclient.exe
- hmutils.exe

Sometimes anti-virus software incorrectly flags a trusted file as a harmful file. Since this may occur with these files and folders, setting up an exclusion or an exception prevents your anti-virus software from taking action against them.