

## Anti-Virus Software and OnDemand

If you are using anti-virus software on a Windows® operating system, set up an exclusion or an exception within your anti-virus software for the IDS LLC folder. This prevents disconnects when you use OnDemand.

Sometimes anti-virus software incorrectly flags a trusted file as a harmful file. Since this may occur with the IDS folder, which houses the OnDemand client, setting up an exclusion or an exception prevents your anti-virus software from taking action against it.

On a 32-Bit operating system, this folder is located in C:\Program Files. On a 64-Bit operating system, this folder is located in C:\Program Files (x86).