

**SMBsecure™**



# PC Antivirus Exclusions

SMBsecure™ PC Agents Installation

## Whitelisting Security Software for SMBsecure™

# Antivirus/EDR Exclusions

Antivirus (AV) software may attempt to quarantine SMBsecure™ software processes. Therefore, we highly recommended that you exclude, or whitelist, processes used by the SMBsecure™ PC Agents by name to prevent AV/EDR from interfering with the Agents.

**Please note the following exceptions to implement for the SMBsecure™ Agents on all protected PCs:  
(Copy and Paste the below file paths to your Global Exclusions)**

### 64-bit Windows 10/11 Exclusions:

C:\Windows\sysWOW64\Initcrypt.exe  
C:\Windows\sysWOW64\monitorconsole.exe  
C:\Windows\sysWOW64\nativeeventsservice.exe  
C:\Windows\sysWOW64\userconsole.exe  
C:\Windows\sysWOW64\SecureUSB.exe  
C:\Windows\sysWOW64\ReaderSetup.exe  
C:\Windows\sysWOW64\BHDecrypt.exe  
C:\Windows\sysWOW64\BeachheadInstaller.ManagedInstall.exe  
C:\Windows\sysWOW64\BHUninstallHelper.exe  
C:\Windows\sysWOW64\SharedServices.dll  
C:\Windows\sysWOW64\CheckinManager.dll

C:\Program Files (x86)\Telivy\Telivy Agent\Telivy.Agent.Windows.exe  
C:\Program Files (x86)\Telivy\Telivy Agent\Telivy.Scanner.Windows.exe  
C:\Program Files (x86)\Telivy\Telivy Agent\Telivy.Launcher.Windows.exe

C:\Program Files (x86)\SecureUSB\BHSecureStorageService.exe  
C:\Program Files (x86)\SecureUSB\BHServiceSupport.exe  
C:\Program Files (x86)\SecureUSB\SecureStorage.exe  
C:\Program Files (x86)\SecureUSB\SharedServices.dll

### Additionally, Domain Whitelisting:

In addition, please whitelist and set as a bypass the service connection URLs:

<https://boldd-us.beachheadsolutions.net/>  
<https://agent-v1.telivy.com>  
<https://install.telivy.com>  
<https://app.prventi.com/>

**Should you require any assistance please contact your SMBsecure™ service administrator.**

### National Distributor Contact Details:

Cyber Retaliator Solutions (Pty) Ltd.  
[smbsecure@cyberretaliatorsolutions.com](mailto:smbsecure@cyberretaliatorsolutions.com)  
<https://cyberretaliatorsolutions.com>