

**Anti-Virus recommendations  
RES ONE Suite, RES VDX,  
RES Subscriber for VDX**

Version 2.1

**RES<sup>®</sup>**

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# Contents

<b>Chapter 1:</b>	<b>Introduction</b>	<b>2</b>
1.1	Warning .....	2
1.2	General.....	2
<b>Chapter 2:</b>	<b>Recommended settings and exclusions</b>	<b>3</b>
2.1	RES ONE Service Store .....	3
2.2	RES ONE Workspace.....	4
2.2.1	Using Citrix Streamed Applications.....	6
2.2.2	Using RES ONE Workspace Shell .....	6
2.2.3	Using the Application Manager feature .....	6
2.2.4	Using Application Publishing to Citrix XenApp 6.x and / or 7.x .....	6
2.2.5	Using Virtual Applications.....	6
2.2.6	Using Custom Resources .....	6
2.3	RES Virtual Desktop Extender (RES VDX) .....	6
2.4	RES Subscriber for VDX .....	7
2.5	RES ONE Relay Server.....	7
2.5.1	Using Custom Resources.....	8
2.6	RES ONE Workspace Desktop Sampler .....	8
2.7	RES ONE Workspace Reporting Service .....	8
2.8	RES ONE Automation.....	8
<b>Chapter 3:</b>	<b>Third party documentation</b>	<b>10</b>

## Chapter 1: Introduction

This document describes the exclusions needed for the RES Suite, RES VDX and RES Subscriber for VDX. The recommendations apply to Real-Time scanning.

In any environment running RES Software and anti-virus products, it is important to achieve a balance between both. This is necessary to maintain a secure environment with stable servers without interference in performance. As virus scanning is one of the most common causes to performance issues, it is recommended to implement the correct exclusions.

### 1.1 Warning

As this document contains recommendations for anti-virus exclusions, it is important to understand that anti-virus exclusions might expose computers to a variety of real security threats. However, the following guidelines typically represent the best balance between security and performance. It is recommended to test the configuration changes before applying this to a production environment.

### 1.2 General

When excluding the folders and processes described in this document from real-time and/or on-access scanning, these areas should be scanned on a regular basis. This can be done using a scheduled scan at a chosen time to prevent any performance impact.

## Chapter 2: Recommended settings and exclusions

### 2.1 RES ONE Service Store

There is no need to exclude the Web Portal, MobileGateway and Management Portal.

It is recommended to exclude the following services and applications from real-time/on-access scanning:

- **Services**
  - Catalog Service
    - %programfiles%\RES Software\IT Store\Catalog Service\resocs.exe
  - Transaction Engine
    - %programfiles%\RES Software\IT Store\Transaction Engine\resote.exe
- **Applications**
  - Windows Client
    - %programfiles%\RES Software\IT Store\Client for Windows\resocw.exe
    - %programfiles%\RES Software\IT Store\Client for Windows\resocwcpw.exe
  - Setup & Sync Tool
    - %programfiles%\RES Software\IT Store\Console\resocc.exe

## 2.2 RES ONE Workspace

On a 64-bit system, by default, the installation directory will exist in `%programfiles(x86)%` instead of `%programfiles%`.

It is recommended to exclude the following services and applications from real-time/on-access scanning:

- Agent (Service Name: RES)
  - `%programfiles(x86)%\RES Software\Workspace Manager\...`
    - `cpushld.exe`
    - `guardian.exe`
    - `IGStub.exe`
    - `IGStubCTX.exe`
    - `islogoff.exe`
    - `pfsync.exe`
    - `pfwsmgr.exe`
    - `pwr-cache.exe`
    - `pwr-gate.exe`
    - `PwrGpo.exe`
    - `pwr-grid.exe`
    - `pwr-help.exe`
    - `pwr-init.exe`
    - `pwr-mail.exe`
    - `pwr-mapi.exe`
    - `pwr-mapi64.exe`
    - `pwr-menu.exe`
    - `pwr-mlmp.exe`
    - `PwrRat.exe`
    - `pwr-snmp.exe`
    - `pwr-start.exe`
    - `pwr-sync.exe`
    - `pwr-trace.exe`

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- pwx64.exe
  - RES.Workspacemanager.WMSync.exe
  - setoutsi.exe
  - setprint.exe
  - wifimon.exe
  - WMEchAuto.exe
  - WMStartMenu.exe
  - ResPsvc.exe (Service)
  - ResPsvc64.exe (Service)
  - %programfiles(x86)%\RES Software\Workspace Manager\svc\...
    - res.exe (Service)
    - resop.exe
  - Console
    - %programfiles(x86)%\RES Software\Workspace Manager\...
      - pwrmail.exe
      - PwrRat.exe
      - pwrsmtp.exe
      - pwrtech.exe
      - pwrtrace.exe
      - pwx64.exe
      - StartWiz.exe
      - wmedit.exe
      - WMEchAuto.exe
      - wmwizrds.exe
    - %programfiles(x86)%\RES Software\Workspace Manager\svc\...
      - res.exe (Service)
      - resop.exe

### **2.2.1**      *Using Citrix Streamed Applications (Agent installation)*

It is recommended to exclude the following path from real-time/on-access scanning:

- `%programfiles(x86)%\RES Software\Workspace Manager\pfgii.exe`

### **2.2.2**      *Using RES ONE Workspace Shell (Agent installation)*

It is recommended to exclude the following path from real-time/on-access scanning:

- `%programfiles(x86)%\RES Software\Workspace Manager\pwrdesk.exe`

### **2.2.3**      *Using the Application Manager feature (Agent + Console installation)*

It is recommended to exclude the following path from real-time/on-access scanning:

- `%programfiles(x86)%\RES Software\Workspace Manager\pwrfunc.exe`

### **2.2.4**      *Using Application Publishing to Citrix XenApp 6.x and / or 7.x (Agent + Console installation)*

It is recommended to exclude the following path from real-time/on-access scanning:

- `%programfiles(x86)%\RES Software\Workspace Manager\PFXA6.exe`  
and/or
- `%programfiles(x86)%\RES Software\Workspace Manager\PFXA7.exe`

### **2.2.5**      *Using Virtual Applications (Agent installation)*

It is recommended to exclude the following path from real-time/on-access scanning:

- `%systemroot%\system32\pwrgrids.exe`

### **2.2.6**      *Using Custom Resources (Agent installation)*

It is recommended to exclude the following path from real-time/on-access scanning:

- `%programfiles(x86)%\RES Software\Workspace  
Manager\Data\DBCACHE\Resources\custom_resources`

## **2.3**      **RES Virtual Desktop Extender (RES VDX)**

On a 64-bit system, by default, the installation directory will exist in `%programfiles(x86)%` instead of `%programfiles%`.

It is recommended to exclude the following services and applications from real-time/on-access scanning:

- RES VDX Plugin 32 bit / 64 bit
  - %programfiles%\RES Software\VDX Plugin\VDXPluginHelper.exe
- RES VDX Engine 32 bit / 64 bit
  - %programfiles%\RES Software\VDX Engine\VDXEngine.exe
  - %programfiles%\RES Software\VDX Engine\VDXEngineHelper.exe

## 2.4 RES Subscriber for VDX

For RES Subscriber for VDX, there are no specific recommendations for exclusion.

## 2.5 RES ONE Relay Server

It is recommended to exclude the following services and applications from real-time/on-access scanning:

- RES ONE Relay Server 32 bit version / 64 bit version
  - %programfiles%\RES Software\Workspace Manager\Relay Server\RelayServer.exe
  - C:\Relay\Cache\{<GUID>\Transactions\
    - \*.log
    - \*.pll
    - \*.plla
    - \*.pllc
    - \*.stu
    - \*.str
    - \*.nur
    - \*.pmw
    - \*.lic
    - \*.licn
    - \*.licu
    - \*.licr
    - \*.pta

- \*.ptc
- \*.pts
- \*.mls
- \*.vdxlic
- \*.vdxlicn
- \*.vdxlicr
- \*.sublic
- \*.sublicn
- \*.cnl
- \*.appv

### 2.5.1 *Using Custom Resources*

It is recommended to exclude the following path from real-time/on-access scanning:

- C:\Relay\Cache\{<GUID>}\Cache\{DateTime}\Resources\Custom\_resources

## 2.6 RES ONE Workspace Desktop Sampler

For RES ONE Workspace Desktop Sampler, no specific paths need to be excluded.

## 2.7 RES ONE Workspace Reporting Service

For RES ONE Workspace Reporting Services, no specific paths need to be excluded.

## 2.8 RES ONE Automation

It is recommended to exclude the following services and applications from real-time/on-access scanning:

- Dispatcher 32 bit version / 64 bit version (Service Name RESWDS)
  - %programfiles%\RES Software\Automation Manager\Dispatcher\...
    - dispatcher.exe
    - updater.exe
    - Updates\Dispatcher\dispatcher.exe
    - Updates\Dispatcher\updater.exe

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On a 64-bit system, by default, the installation directory will exist in `%programfiles(x86)%` instead of `%programfiles%`.

- **Agent (Service Name: RESWAS)**
  - `%programfiles(x86)%\RES Software\Automation Manager\Agent\...`
    - `agent.exe`
    - `agent_updater.exe`
    - `deployer.exe`
    - `Wisexch.exe`
    - `wisgate.exe`
    - `wisShell_2.0.exe`
    - `wisShell_4.0.exe`
    - `wisstub_2.0_x64.exe`
    - `wisstub_2.0_x86.exe`
    - `wisstub_4.0_x64.exe`
    - `wisstub_4.0_x86.exe`
  
- **Console (Service Name: RESWCS)**
  - `%programfiles(x86)%\RES Software\Automation Manager\WMC\...`
    - `WMC.exe`
    - `pwrmlmp.exe`
    - `restvr.exe`
    - `wisShell_2.0.exe`
    - `wisShell_4.0.exe`
    - `wmc_deployer.exe`
    - `wmc_updater.exe`
    - `wmcsvc.exe`
    - `RES-ONE-Automation-<version>.exe.`

## Chapter 3: Third party documentation

### Other relevant documentation:

- Virus scanning recommendations for Enterprise computers - <http://support.microsoft.com/kb/822158>
- Citrix Guidelines for Antivirus Software Configuration - <http://support.citrix.com/article/CTX127030>
- Anti-Virus Practices for VMware View - <https://www.vmware.com/files/pdf/VMware-View-AntiVirusPractices-TN-EN.pdf>