

Antivirus exclusions

- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 18.1

Sometimes security software may slow down the overall performance of Parallels Remote Application Server farm or prohibit launching published items at all.

Possible symptoms include connection being stuck in "Connecting..." state, various error messages thrown, scanners not being redirected, etc.

Resolution

Parallels recommends to exclude the below Parallels RAS and Parallels Client for Windows folders from real-time or on-access scanning and scan them on a regular basis using scheduled scans. You should also monitor the creation of new files in the excluded folders:

We recommend to exclude the following items from real-time or on-access security scanning on servers hosting Parallels RAS:

- **%programfiles(x86)%\Parallels\ApplicationServer**
- **%windir%\System32\Memshell.exe**
- **%programdata%\Parallels\RASLogs**

On client Windows PCs:

- **%AppData%\2XClient**
- **%programfiles%\Parallels**
- **%programfiles(x86)%\Parallels**