Norton Deletes EzPerf: How To Correct Problem

On some systems, Norton incorrectly detects Ezperf as a malicious program and deletes it from your system, especially after you perform a Check For Free Updates in EzPerf. To correct the issue, do the following:



1. Start Norton Internet Security and click on Settings

You will see the following Settings Screen

Settings		Computer	Network	Web	General	Help	×
	Antivirus and SONAR Exclusions Customize Exclusions. Computer Scan Customize how to scan viruses, spyware, adware and more. Real Time Protection Real Time Protection Setup. Updates Configure Updates.	Items to Exclude Items to Exclude and Download Ir Signatures to Ex	from Scans from Auto-Protect, SO ntelligence Detection clude from All Detectio	DNAR	About These <u>Configu</u> <u>Configu</u>	Settings ? re [+] re [+]	
Norton by Symantic		Default All	ок	Cance	el Ap	ply	I.

2. Click on Configure Items to Exclude from Auto-Protect SONAR and Download Intelligence Detection.

Settings		Computer	Network	Web	General	Help F
	Antivirus and SONAR Exclusions Customize Exclusions. Computer Scan Customize how to scan viruses, spyware, adware and more. Real Time Protection Real Time Protection Setup. Updates Configure Updates.	Items to Exclude Items to Exclude and Download Ir Signatures to Ex	from Scans from Auto-Protect, SON telligence Detection Clude from All Detectior	VAR 15	About These Configu Configu	Settings ? Ire [+] Ire [+] Ire [+]
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3. Click on the Add button



4. Type in **EzPerf.exe** and then click the OK button

Re	al Time Exclusions	
The f	following items are ignored by Auto-Protect, SDNAR and Download Intelligence:	Help ►
		ttings ?
	Add Item	<u>[+]</u>
<u> </u>	EzPerf.exe	
	OK Cancel	
	Add Edit Remove	
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5. Click the Apply button



6. Click the OK button



7. Click the OK button

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		Computer	Network	web	General	Help F
	Antivirus and SONAR Exclusions Customize Exclusions. Computer Scan Customize how to scan viruses, spyware, adware and more. Real Time Protection Real Time Protection Setup. Updates Configure Updates.	Items to Exclude Items to Exclude and Download Ir Signatures to Ex	from Scans from Auto-Protect, SO telligence Detection clude from All Detectio	NAR	About These <u>Configu</u> <u>Configu</u>	Settings ? Ire [+] Ire [+] Ire [+]
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7. Click Close



We are working to have Norton correct their detection services to ensure that EzPerf is not detected as a malicious program so it is not deleted from your system.

If Norton has deleted EzPerf from your system, you will need to re-install EzPerf. After you have configured Norton to EXCLUDE EzPerf from the detection process, you can safely perform the **Check For Free Updates in EzPerf.**