

Customer Support Alert March 20, 2006

SYMANTEC AntiVirus™ Tamper Protection: AntiVirus update may affect your Alteer Fax and Report Services

This alert is for customers who use the Symantec AntiVirus™ software on their network server and/or client computers. Recently, Symantec included a revision to their Symantec Tamper Protection service, which was included in Symantec's latest update. Alteer has discovered that the update causes problems with our faxing and reporting services. Specifically, the Symantec software inappropriately recognizes the *AltQueueSvc.exe* service as "questionable," and then stops the service from running. If you have received the Symantec Tamper Protection Alert (see below), or if your Alteer Office faxing and reporting features are not working properly, you can do one of the following: 1) disable the Symantec Tamper Protection service and restart your server, or 2) configure your AntiVirus settings so that the Tamper Protection service excludes *AltQueueSvc.exe*. For more information about using Symantec Anti-Virus and for instructions about how to configure the Tamper Protection services, please refer to Symantec's system user documentation or visit: <http://www.symantec.com>.

To disable Symantec Tamper Protection services

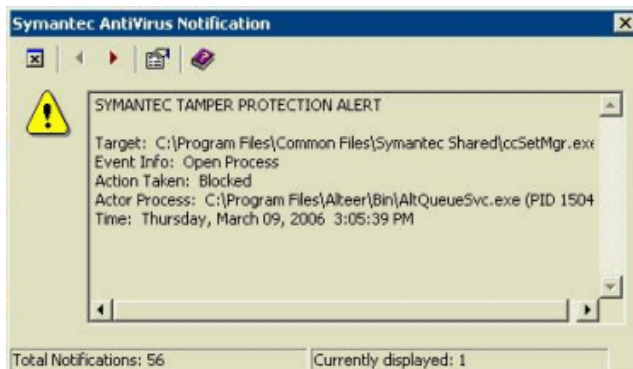
1. In Symantec AntiVirus on the left pane, click **Tamper Protection**.
2. On the right pane, click to clear the **Enable Tamper Protection** check box, and click **OK**.

Note: If a padlock icon appears next to your Tamper Protection options, only your system administrator has access to change the settings. Contact your administrator.

To restart your server

1. On the Microsoft® Windows® **Start** menu, click **Shut Down**.
2. In the **Shut Down Windows** dialog box, click the arrow, click **Restart**, and click **OK**.

Example of Symantec Tamper Protection Alert



For more information, please contact Alteer Customer Support. Tel: 949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time. E-mail: support@alteer.com.