

RF-Map Virus False Positive Notice: 23 March 2015

RF-Map could be falsely detected as malware by some anti-virus software.

Summary

Recently some common anti-virus / anti malware software products have been falsely declaring a malware alert for RF-Map or some of its installed components. Some of these products have then deleted key components of RF-Map resulting in RF map no longer operating on the given PC. Please see the recovery steps below and note this is not a licensing issue impacting your purchase of RF-Map.

Cause:

The anti-virus / anti malware products appear to be falsely triggering on the encryption tool used in RF-Map for licensing purposes. The RF-Map development team has notified the relevant software companies and requested RF-Map's removal from their detection lists to prevent this occurring, however there may be a delay in issuing the updated Virus definition files associated with the individual products.

Work around:

In the mean time in order to continue using RF-Map it is necessary to create an exclusion or exemption rule for RF-Map in your locally installed anti-virus software. For instructions please refer to your anti-virus software vendor.

Recovery:

If your RF-Map install has been impacted and will no longer run as a result of this issue , you will need to reinstall RF map after adding it as an exemption to your antivirus software exclusions listings , or alternatively ; reinstall RF-Map once your antivirus product has updated itself with the corrected definitions files from the manufacturer.

Telstra RF-Map Team

23 March 2015