

Whitelisting Cinegi within your security software

If you're running into issues downloading booked programmes, your antivirus software may be blocking/interrupting the download process. Please follow the link below that corresponds to the antivirus software running on your machine (instructions may apply to other security software from the same vendor):

[AVG Internet Security](#)

[BitDefender Antivirus Plus 2018](#)

[ESET NOD32 Antivirus](#)

[F-Secure Antivirus](#)

[Kaspersky Antivirus 2017](#)

[Norton Security Deluxe](#)

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AVG Internet Security

1. Open AVG Internet Security
2. Click '**Options**' at the top-right
3. Click '**Advanced settings...**' from the drop-down menu
4. Click '**Exceptions**' on the left pane
5. Click the '**Add exception**' button
6. For exception type, select '**Folder**' from the drop-down menu
7. Click the '**Browse**' button and navigate to
C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and select it
8. Leave the three tick-boxes ticked and click '**OK**'
9. Click '**OK**' on the Advanced Settings window (may require Admin rights)

BitDefender Antivirus Plus 2018

1. Open the Bitdefender program and go to the **Protection** windows.
2. Click the **VIEW FEATURES** link.
3. Select the **Settings** icon in the upper-right corner of the ANTIVIRUS module.
4. Select the **Exclusions** tab.
5. Click on the List of files and folders excluded from scanning accordion menu.
6. Click the **Add** button.
7. Click **Browse** and navigate to
C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and select it. Make sure it's excluded from **Both** on-demand scanning and on-access scanning.
8. Click **Add** to save the changes and close the window.

ESET NOD32 Antivirus

1. Open your Windows ESET product.
2. Click **Setup** → **Computer protection**.
3. Click the **gear icon** next to **Real-time file system protection** and select **Edit exclusions** from the context menu.

4. Click **Add** → **Browse (...)**.
5. Use the directory tree to browse to C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr, select it, and then click **OK**.
6. Click **OK** → **OK** to save the exclusion.

F-Secure Antivirus

1. Open F-Secure Antivirus
2. Click **Settings**.
3. Do one of the following:
 - Under Security settings, select **Virus protection**.
 - Under Other settings, select **Manual scanning**.
4. Click the **Exclude files from the scan** link. The Exclude from scanning dialog is displayed.
5. To add an exception for the Cinegi folder:
 - a) Select the **Objects** tab.
 - b) Select the **Exclude** objects (files, folders...) check box.
 - c) Click **Add**.
 - d) Navigate to C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and select it.
 - e) Click **OK** to close the Exclude from scanning dialog.

Kaspersky Antivirus 2017

1. Open Kaspersky Internet Security
6. Click **'Additional'** on the left pane
7. Click **'Threats and Exclusions'**
2. Under the Exclusions section, click **'Configure exclusions'**
3. Click the **'Add'** button
4. Click the **'Browse...'** button
5. Navigate to C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and select it.
6. Click the **'Select'** button
7. Leave the **Object** box blank
8. Tick all the **Protection** components tick-boxes, if they are not ticked already
9. Set the Status to **'Active'**
10. Click the **'Add'** button
11. The exception should be saved - you can now close all antivirus windows

Norton Security Deluxe

1. Open Norton Security Deluxe
2. Select **Settings**.
3. Choose the **Antivirus** option from the **Settings** screen.
4. Go into the **Scans and Risks** tab.
5. Find the **Exclusions/Low Risks** section.
6. Click **Configure [+]** to the right of **'Items to Exclude from Scans'**
 - a) From the exclusions screen, use the **Add Folders** button.

- b) Navigate to C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and **select** it.
 - c) Be sure to click **OK** in the exclusions window to save the changes.
7. Click **Configure [+]** to the right of **'Items to Exclude from Auto-Protect, SONAR and Download Intelligence Detection'**
 - a) From the exclusions screen, use the **Add Folders** button.
 - b) Navigate to C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and **select** it.
 - c) Be sure to click **OK** in the exclusions window to save the changes.

Panda Antivirus Pro

1. Open Panda Antivirus (may be called Panda AdminSecure console).
2. Open **Settings** → **Advanced Settings**
3. Click **'Add'**
4. Navigate to the folder
C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and click the checkbox to the left of it.
5. Click **'OK'**

Trend Micro MaximumSecurity

1. Double-click the **Trend Micro** icon on your desktop (or system tray) to bring up the antivirus window.
2. Click the **Settings** (cog) icon
3. When the Protection Settings window appears, click the **'Programs/Folders'** option on the left pane
4. Click the **'+ Add button'**
5. Click the **'Browse...'** button
6. Navigate to C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and **select** it.
7. Click **'Open'**
8. Click **'OK'**
9. Click **'Apply'**
10. Click **'OK'**

Windows Defender

1. Open Windows Defender Security Center
2. Click **'Virus & threat protection'**
3. Click **'Virus & threat protection settings'**
4. Click the **'Add or remove exclusions'** button
5. Click **'Folder'** from the drop-down menu
6. Navigate to C:\Users\%username%\AppData\Local\Packages\Cinegi.Cinegi_2bn9crq1q7evr and **select** it.