

Antivirus Software

This technical note applies to the following PTW software products:

VeriSoft, BEAMSCAN, MultiCheck, BeamAdjust, QuickCheck

1 Description of the Problem

Hospitals request their users to run antivirus software on the same PC which run PTW software. This might lead to problems during installation of PTW software, problems during measurements, or any other unpredictable behavior.

Tasks of antivirus software

Antivirus software checks whether other software can be installed. The tasks of antivirus software are at least to

- ▶ remove or block other software which is potentially dangerous (= unknown) for it
- ▶ control the data flow on the network connections (sniff and block ports)
- ▶ adapt continuously to any new potential threats.

Resulting problems

When removing or blocking other software, the antivirus software might block or remove "innocent" software, too. There are very restrictive antivirus programs in the market which are very inconsiderate against PTW software.

Controlling the data flow on the network connections might lead to communication problems between PTW measurement instrument (e.g. array detectors, waterphantoms) and the PC used during measurement. "Circular buffer overrun" is a typical error that occurs after some measurement time.

Since antivirus software adapt continuously to any new potential threats, it might change on a daily basis. This might lead to an unpredictable behavior of the PTW software.

2 Disclaimer

PTW has no influence on third-party software like antivirus software. PTW products are mainly medical devices. They cannot follow antivirus software on a daily basis.

As a general rule, PTW cannot guarantee that there are no interferences with other software installed on the same PC. Please refer to the corresponding safety message in the manual of the PTW-software in use. Here is an example for VeriSoft:

CAUTION

Influences by other software.

Malfunction!

If software other than VeriSoft or software not approved by PTW-Freiburg is installed on the PC, PTW-Freiburg cannot be held liable for computer malfunctions resulting from this fact.

Furthermore, PTW-Freiburg cannot guarantee the proper functioning if third-party software was previously installed on the PC and was not entirely removed.

For the proper functioning of VeriSoft, ensure that only **one** version of this software is installed on your PC.

3 General Solution

As a general rule, we recommend switching off antivirus software, energy saving modes, and screen savers in order to avoid problems during installation or measurements.

However, if you mandatorily need to run any antivirus software on your measurement PC(s) operating PTW software, the one and only solution is consulting your local IT. They should proceed as follows:

- ▶ "Teaching" your antivirus software on your PC that PTW software is a "friendly" software and to leave PTW programs as they are.
- ▶ "Teaching" the antivirus software to leave the required TCP/IP and UDP communication ports open and untouched. You find the required port numbers in the table in section 4.
- ▶ "Teaching" your software firewall (if available) to leave the required TCP/IP and UDP communication ports open and untouched.

You find the required port numbers in the table in section 4.

4 Port numbers in use

The following table shows the ports used depending on the PTW software application. This table is intended for your local IT department and enables them to open the required communication ports.

	TCP	UDP
VeriSoft, MultiCheck, BeamAdjust	8123, 9999	30704, 30718
BEAMSCAN	8123	8124
QuickCheck		8123, 8124

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