Startup or runtime problems due to antivirus

In some contexts, the presence of antivirus, antispyware or antimalware programs in general can interfere with the normal functioning of the program.

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In most cases, it is sufficient to inform the anti-virus software that the NextGen program and its working paths are "trusted" by placing them on exclusion lists.

In some cases the program starts correctly, but when opening any item it crashes, especially if the files are saved in a shared network folder.

Problem resolution

To work around this problem, enter the path of the NextGen program in the antivirus exceptions list including all subfolders. Unless you have changed the default option the default installation path to enter is

> *C:\Program Files\Sant'Ambrogio NextGen*

It is advisable to consult your network administrator to change the antivirus configuration or to refer to the manufacturer's website for further information.

In order to locate the problem with certainty, we recommend the following procedure:

- Completely uninstall the antivirus program
- Verify the operation of NextGen and the disappearance of the error found
- Reinstall the antivirus or configure the exclusions

Known manifestations of antivirus issues

Below is a list of issues that have occurred recently or in the past which have been resolved using the steps above. The list is not intended to be exhaustive: further problems could be due to the same cause.
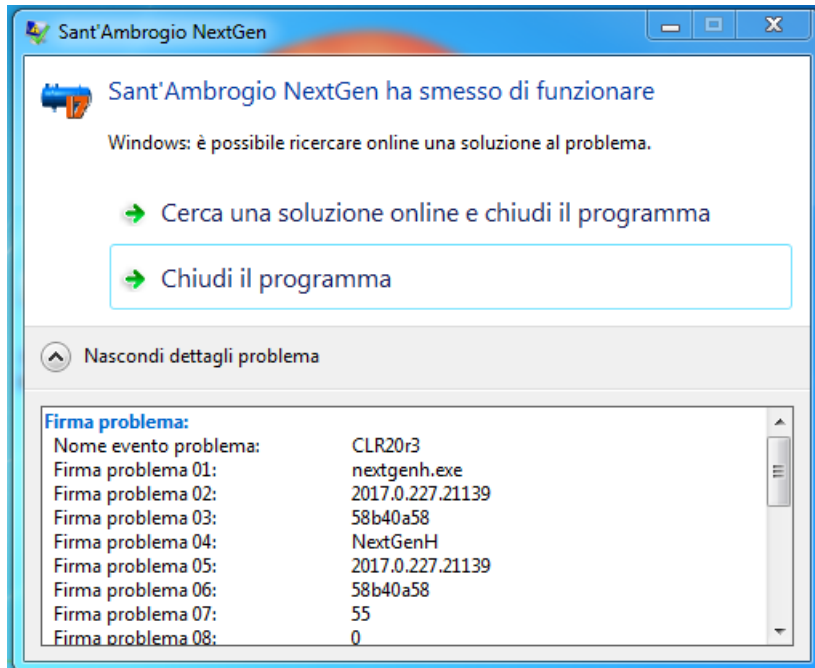
> *A first clear symptom of a problem due to external software interfering with NextGen is the onset of such a problem after the last installation or update of NextGen. Antivirus software updates daily, and what didn't interfere yesterday can start doing so today.*

Common Language Runtime detected an invalid program

This issue was seen in early 2023 on version 2022.3; the message may appear when starting the program or when opening a file. The message can be ignored, but NextGen may work unreliably afterwards.

Sant'Ambrogio NextGen has stopped working

The message appears immediately when the program is launched, which does not start and crashes immediately.

You should see a similar window, localized in your language