Anti-Virus Folder Exclusions for Windows Servers and Client PC's

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Procedure
This article is for 14.2 (And earlier) as well as MiVoice Connect. You
want all anti-virus programs and system network protection software to
NOT scan folders where the phone system software is installed. This
will prevent this type of software from interpreting phone system
traffic as being potentially harmful. It will also prevent False
Positives.

Communicator Client:
32-Bit
Drive:\Program Files\Shoreline Communications
Drive:\Documents and Settings\%User%\Application Data\Shoreware
Client\
<where %User% is the user name currently logged in>

64-Bit
Drive:\Program Files (x86)\Shoreline Communications
Drive:\Users\%User%\AppData\Roaming\ShoreWare Client
<where %User% is the user name currently logged in>

Connect Client:

32-Bit:
Drive:\Program Files\Mitel (Latest Client Build)
Drive:\Program Files\ShoreTel\Connect (Older Client Builds)
Drive:\Users\%User%\appdata\local\Mitel (Latest Client Build)
Drive:\Users\%User%\appdata\local\ShoreTel (Older Client Builds)
<where %User% is the user name currently logged in>

64-Bit:
Drive:\Program Files (x86)\Mitel (Latest Client Build)
Drive:\Program Files (x86)\ShoreTel\Connect (Older Client Builds)
Drive:\Users\%User%\appdata\local\Mitel (Latest Client Build)
Drive:\Users\%User%\appdata\local\ShoreTel (Older Client Builds)
<where %User% is the user name currently logged in>

Contact Center Agent Toolbar:
32-bit
Drive:\Documents and Settings\%User%\Application Data\ShoreTel Contact
Center
Drive\Documents and Settings\%User%\Local Settings\Application
Data\ShoreTel Contact Center
<where %User% is the user name currently logged in>

64-bit
Drive:\Users\%user%\AppData\Roaming\ShoreTel Contact Center

Drive:\Users\%user%\AppData\Local\ShoreTel Contact Center
<where %User% is the user name currently logged in>

HQ/ DVS Server (Both 14.2 and MiVoice Connect):

32-Bit
Drive:\Program Files\Shoreline Communications
Drive:\Shoreline Data\
64-Bit
Drive:\Program Files (x86)\Shoreline Communications
Drive:\Shoreline Data\
Contact Center:
32-Bit
Drive:\Program Files\ShoreTel
64-Bit
Drive:\Program Files (x86)\ShoreTel
Additional Procedures

Next Steps

Details
.You have users with Communicator and Outlook integration but
sometimes Communicator does not respond as it should.

.You have a ShoreTel server and sometimes, at random, certain
functionality stops working. Rebooting it fixes the issue.

Relevant to MiVoice Connect:

q) McAfee On Access Scanning is detecting and deleting the file
"Wincred.exe". Does deleting the "Wincred.exe" file, pose any harm at
all to the Mitel Client software or functionality?
a) Deleting the wincred.exe files will cause loss of some
functionality. 1) The ìRemember meî feature will no longer work and 2)
Saving AD credentials for exchange access will no longer work (if
users Exchange credentials are different than Connect Client
credentials then Exchange credentials will need to be re-entered at
each login). ìRemember meî will still work if ìUse Windows
Credentialsî is checked (this enables SSO). 3). Starleaf credentials
will fail to save.

q) Why and/or how is Mitel using Wincred.exe within the Connect Client
software. Is it only used as part of the Client install process or is
it used as part the Client AD login process or other? Could we have
issues in the future because this file is being deleted?
a) The client uses wincred.exe to store the users Connect Client
credentials (after each login) and Exchange credentials (if
different) as needed, and Stareleaf credentials.

q) Does Mitel have another solution or newer software version so Wincred.exe doesn't need to be used at all or at least can't be used maliciously. If "Wincred.exe" has known vulnerability then Mitel needs to address with vendor how to re-mediate the vulnerability?
a) There is no known vulnerability ñ this is likely a false positive.