


Virus Scanner - Required exceptions (Linux)

The jtel telephony server is a real-time communications system, virus scanners which impact real-time access to files on the file system or the network **are to be avoided, or exceptions to files and services configured.**

 jtel does not take responsibility for any issues that may be caused by virus scanners on live real-time telephony-systems.

Introduction

If a virus scanner is being used on jtel servers, some exceptions to services, directories and network traffic have to be made to ensure proper function.

This page explains the required exceptions for full Linux systems. A page which explains the exceptions for systems with Windows telephony servers can be found here:

[Virus Scanner - Required Exceptions \(Windows\)](#)

Exceptions

Systems and their installed services as well as the directories may vary. Please adjust accordingly.

Directories

Machine	Directory	Where?
All linux Servers	/home/jtel/* /var/log/* /usr/bin/git/*	
Telephony Servers	/etc/freeswitch	acd-telx
Database Servers	/var/lib/mysql	acd-dbm acd-dbs acd-dbr
Storage Servers	/srv/jtel/*	acd-store

Services

Machine	Service	Where?
All linux Servers	cron	
Telephony Servers	blazar freeswitch jtel-listener	acd-telx

Database Servers	mysql	acd-dbm acd-dbs acd-dbr
Storage Servers	smbd nmbd drbd pcs corosync pacemaker	acd-store
Load Balancers (Proxy)	haproxy	acd-lb
Webservers	wildfly	acd-jbx
Chat Servers	clientmessenger	acd-chat
REST Servers	jrest	Mostly on Telephony Servers
PRES Servers	jtel-presence-aggregator	Mostly on Telephony Servers

Network Traffic

The following page describes the network traffic that should not be scanned, but let through. Settings may vary, always depending on the configuration of each individual system.

[Required Port Configuration](#)