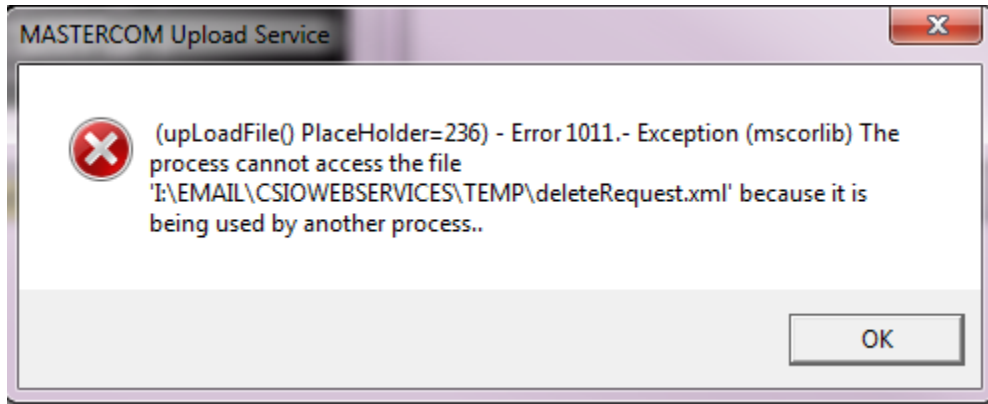


The antivirus scan of files in the \EMAIL\CSIOWEBSERVICES\ folders and the \EMAIL\EDIFILESIN folder must be turned off. The Antivirus opens newly created files looking for a virus.

This is an example of a “**used by another process**” error caused by the Antivirus having the file open checking it for a virus.



You can also get e.g. an “**access is denied**” error if the Antivirus has a file open and MASTERCOM goes to delete the file.

Since the wsGetDWNLD.exe communications program is continually creating and deleting work files in the \EMAIL\CSIOWEBSERVICES\ folders and in the \EMAIL\EDIFILESIN folder, a race can occur between the MASTERCOM software and Antivirus software opening and closing files.

Antivirus must be turned off or configured to not scan the \EMAIL folders.