

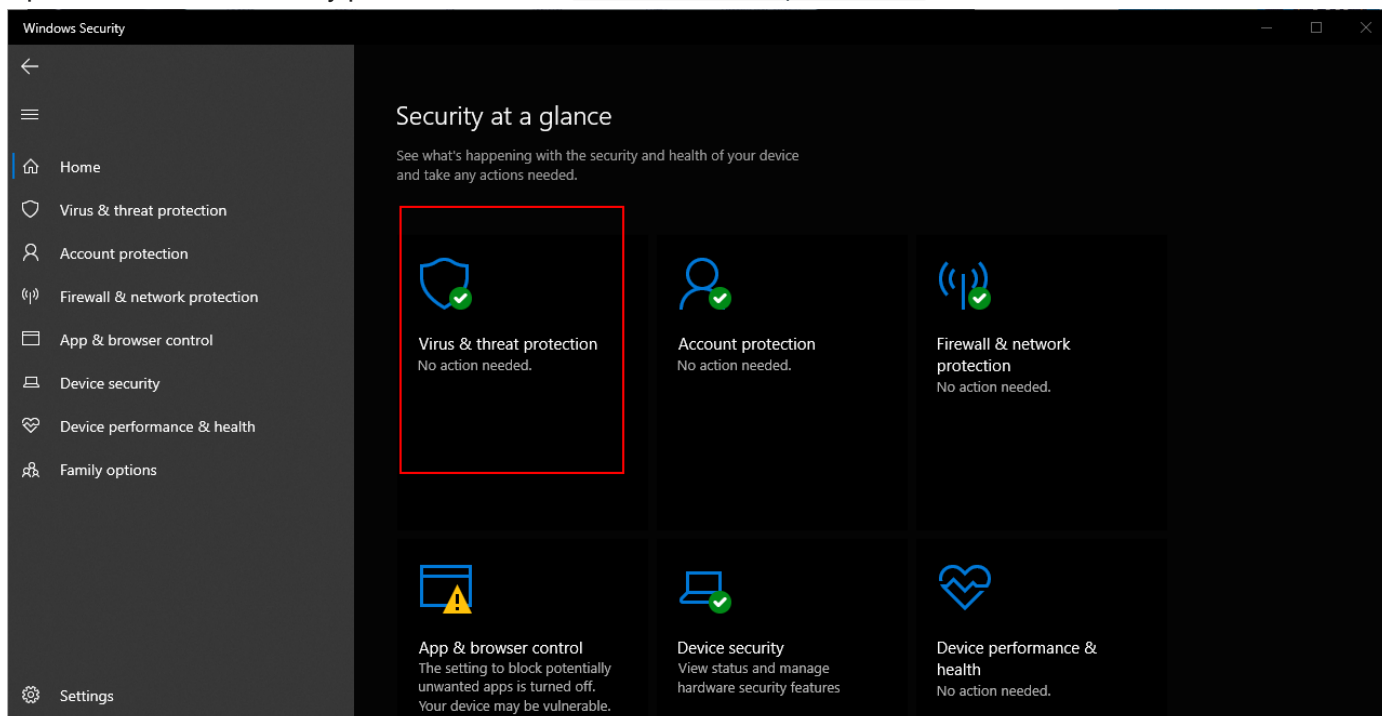
# FABtool troubleshooting.

# Windows Defender detects the FABtool as a Trojan horse

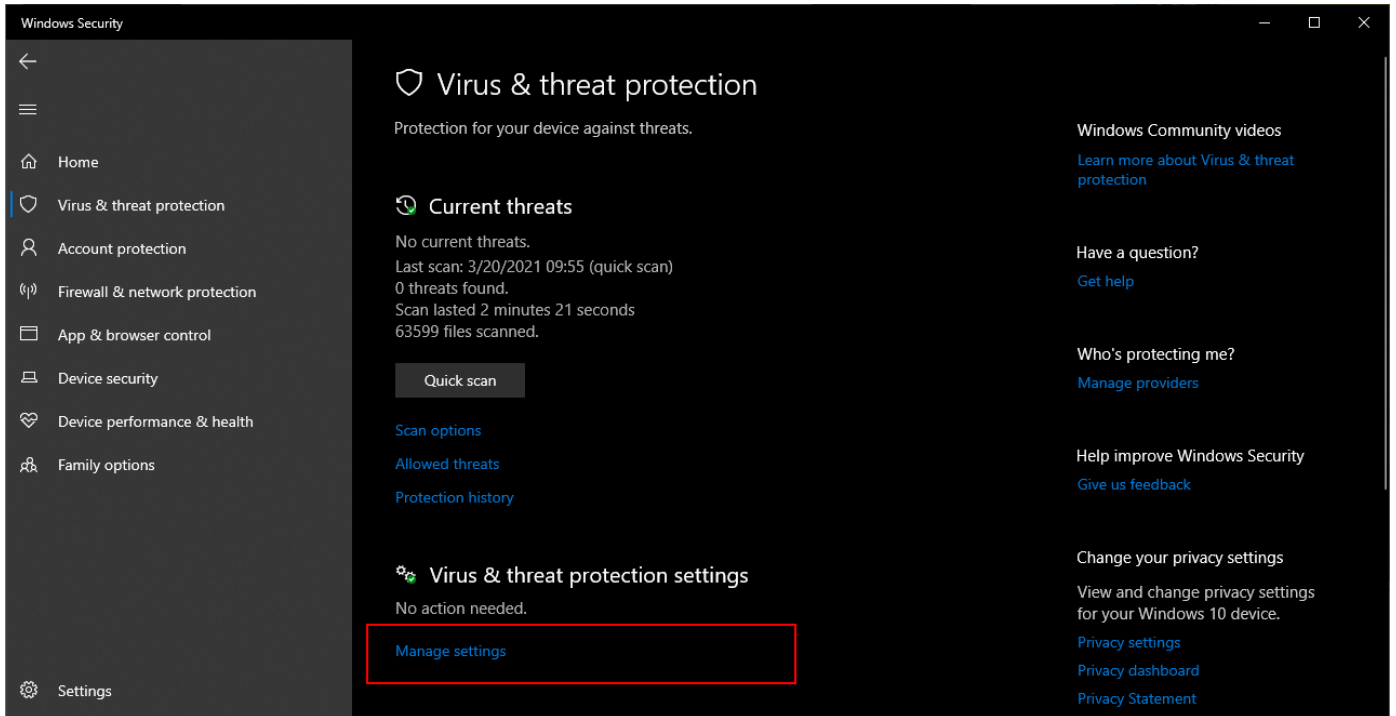
One of the latest windows updates makes Windows Defender detect the FABtool as a Trojan Horse. As a result, (if you're on default settings) the FABtool executable is deleted right away breaking the FABtool installation.

But the FABtool is NOT a Trojan Horse or a virus in any way. To keep this tool running the short term solution is tell Windows Defender not to scan the FABtool folder for viruses:

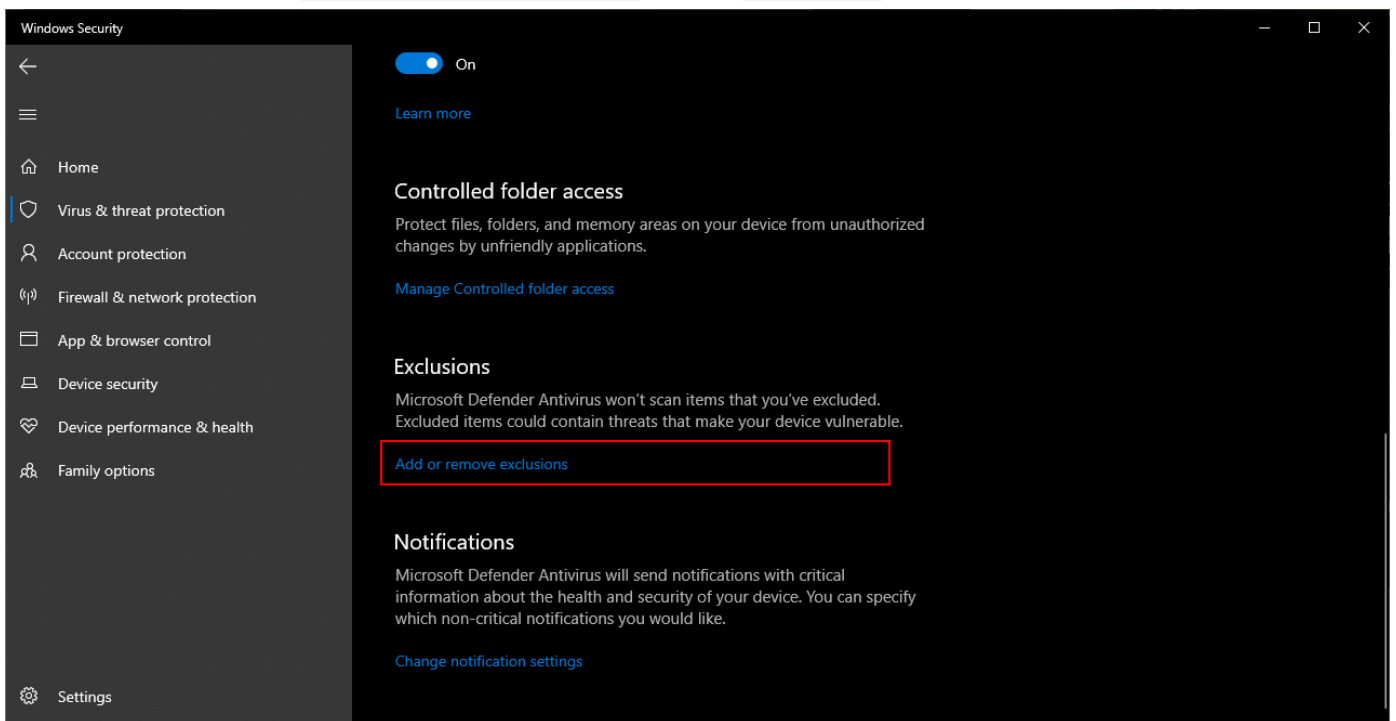
- Make sure you have administrator rights.
- Open the windows security panel, and select **Virus & Thread protection**



- Select **manage settings** under **Virus & thread protection settings**.



- Scroll down and select **Add or remove exclusions** under **Exclusions**.



- Click **Add an exclusion** and select **Folder**. Navigate to the **fabricator** folder which is located under the current user folder and select it.
- If windows defender already disabled the FABtool, please re-install it.

## Unable to start the tool due to firewall permissions

It can happen that due to user restrictions on the computer the EASE FABtool is unable to start.

If you followed [this](#) procedure and the last permission question has not appeared, it is likely the computer is blocking firewall access. Firewall access is required because a local server is running inside the EASE FABtool. This local server will NOT access the internet and only work within the boundaries of the FABtool, but it DOES require a Windows Firewall rule adjustment. In this case user restrictions don't allow that.

Adjusting a firewall rule is to be done by the local IT department.

1. Temporarily relieve user restrictions so a user will be presented with the last message as described [here](#)
2. Manually add a firewall rule for the FABtool user. Some pointers on how to:
  - Locate the java binary inside the FABtool: /fabricator/easexml/dongle-server/jre/bin/java.exe
  - Use this location to add a Firewall rule and make sure it has `private` access:

