

Palo Alto virus warning

- **Product:** All products
 - **Product Version:** N/A
 - **Relevant for Installation Type:** select the relevant: Dedicated-Direct, Direct, Total Care
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Description

ExLibris employs the Palo Alto antivirus, which may block file uploads when viruses are found in them. When this happens, the following error message will be encountered:



Virus Upload Blocked

Dear Customer

The file you have tried to upload contains a virus and has been blocked in accordance with our company policy

Please scan the file with Anti-Virus software and try again

Thanks for your understanding

File name:

Blocked URL:

[Customer Center](#)
[Open a Support Case](#)
[Login to Support Portal](#)

Resolution

This is an important security feature, and cannot be removed or bypassed. If you encounter it, please do as suggested and scan the file(s) you were trying to upload with an up-to-date AntiVirus software and make sure that it is clean of any virus. If the file was scanned and declared clean and you're still getting this message, please open a case and mark it "File upload blocked by AntiVirus", and in the case description give the exact details of the upload, including filename, file type, and the exact time and date at which you attempted the upload.

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