This fact sheet applies to public schools in Victoria.

After updating, parts of Bookmark may not open. These could be Circulation, Stocktaking, Utilities, Updating or any other part.

Parts not opening are caused by false positives generated by the state-wide Cylance cyber security system. Bookmark does not contain any malware or virus but if Cylance is suspicious about anything it does not know, that file becomes quarantined. It then cannot be opened, replaced or removed.

Here is a quote from a Microsoft support page regarding false positives:

"Occasionally, an app that is safe to use will be identified as harmful. This happens because Microsoft wants to keep you safe and will sometimes err on the side of caution; however, this might interfere with how you normally use your PC. You can add an app to the list of safe or allowed apps to prevent them from being blocked."

From: https://support.microsoft.com/en-us/windows/allow-an-app-to-access-controlled-folders-b5b6627a-b008-2ca2-7931-7e51e912b034

Bookmark is not a single file app. Bookmark consists of over a dozen separate executable modules or "exe'a" – e.g. Cataloguing, Search, Overdues, etc. Separate exe's allow more than part to be open at the same time. They are launched from the Main Menu.

Cylance may quarantine some or all of the parts.

To stop Cylance from blocking access to Bookmark's safe exe's, each quarantined exe must be "waived". This is the technical term Cylance uses for unblocking a file. Waiving is done on a file-by-file basis.

On the next page are the steps to waive an exe file. IT support may be required to carry out these steps.

email
education.bookmark@sa.gov.au

website
http://bookmark.central.sa.edu.au/

D:\BMV10\FactSheets\FSCylance.doc

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1. Log into Cylance

2. Click on the Protection icon on the left side.

3. Click on Threats

4. The list of possible threats appears. Most Bookmark related filenames begin with BM.

5. On the left side beneath "Status: Total", click on the number next to "Quarantined".

6. Click on the filename of a quarantined item. BMUPDATE.EXE for example. Details appear.

7. Clicked on the "Quarantined" header at the bottom.

8. Tick the checkbox.

9. Click on "Waive"

10. When you see "Action Confirmation" click on Yes.

11. Go back to "PROTECTION' and select "Threats". Repeat the steps for each file.

Not all Bookmark files may be quarantined.

The possible files affected are:

Main menu	BM.EXE	BMKMainMenu.exe
Borrowers	BMBORRX.EXE	
Cataloguing	BMCAT.EXE	
Circulation	BMCIRC.EXE	BMKCirculation.exe
Controls	BMCTRLS.EXE	
Webopac	BMOPAC.EXE	
Overdues	BMOVD.EXE	
Reports	BMREPORTS.EXE	
Search	BMSEARCH.EXE	BMKSearch.exe
Stocktake	BMSTK.EXE	
Utilities	BMUTILX.EXE	
Update	BMUPDATE.EXE	BMKUpdate.exe
Webopac server	BMWEBSVR.EXE	

Files on the right are called by small files on the left.

The files Bmlha32.exe, Bm.com, Pa.com, Paw.exe, Bwmenu.exe, Wincirc.exe and Circl.com may be quarantined, too. These old exe files are no longer used in Bookmark and do not have to be waived. They simply launch another from the above list. If they are being used by a desktop shortcut, the Target can be changed to the correct file. Example: if Wincirc.exe or Circl.com is on the Target line, change that part to Bmcirc.exe. Change Bm.com or Bwmenu.exe to Bm.exe. Change Pa.com or Paw.exe to BmSearch.exe.