



FACT SHEET

What to do if Bookmark will not open

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Bookmark is a solid, robust software system. However, anti-virus systems may generate a "false positive" and block Bookmark. If this happens, Bookmark may be flagged as "suspicious" and is blocked or will not open. Parts of Bookmark may even have been removed without warning. (Bm.exe is often targeted.)

Windows 10 includes its own security system called "Windows Security" (formerly Defender). Unfortunately, Defender regularly generates false positives, not only for Bookmark but also to many other programs and apps. Here is a quote from a Microsoft support page:

"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>

The false positive problem can happen with other anti-virus and anti-malware systems such as Bit-Defender, McAfee, Symantec, Norton, Trend, Kaspersky, Coretec XDR, F-Prot, Panda, and all others.

Bookmark does not contain a virus or malware of any type.

Two things can be done:

1. Set the anti-virus software to "exclude" the Bookmark folder and everything in it. Excluding is a way of telling the AV system certain files are safe. All files in the Bookmark folder are safe. Each AV system has its own exclusion procedure. (Note: with Defender a UNC or IP address may be required instead of a mapped drive letter.)
2. Windows itself also has "controlled folder access". If it is turned on, Bookmark can still be affected despite an exclusion.

IT assistance may be required.

Here is a link to Windows Security exclusions:

<https://support.microsoft.com/en-us/windows/add-an-exclusion-to-windows-security-811816c0-4dfd-af4a-47e4-c301afe13b26>

Once Bookmark has been excluded and the controlled folder access dealt with, then the Bm.exe file or any other missing files need to be recovered. This can be done via an update. See the end for instructions.

Steps for Windows Security (Defender)

Note: these steps can vary depending on the version of Windows 10 and if other anti-virus systems are installed. The security area can also be centrally controlled. These steps may need to be done on each workstation that uses Bm.exe.

Add the Bookmark folder to the Exclusions list

Open Windows 10 Security. Right-click on the Start icon then left-click on Settings then click on Update & Security. On the left, click on Windows Security then on Open Windows Security. (Alternately, type security in the search bar).

Select Virus & threat protection.

Scroll down until you see Exclusions. Click on *Add or Remove Exclusions*.

Click on "Add an Exclusion"

Click on Folder

Look for the Bookmark folder. If it is not there, type in the address if you know it.

Make sure it is added to the list.

Click on the Left Arrow at the top.

Controlled Folder Access

Open Windows 10 Security as above.

Halfway down the centre, under Virus & threat protection settings, select Manage settings.

Scroll down to Controlled folder access and select Manage Controlled folder access.

If possible, turn this function Off and exit.

If it needs to be on due to external security settings, select Protected folders. If the UAC prompt comes up, select Yes.

Click on the Add a protected folder. Browse to your Bookmark folder and add it.

Click the back arrow in the top left.

To be doubly sure, also click on the next option, *Allow an app through Controlled folder access*. If the UAC prompt comes up, select Yes.

Click on the Add an allowed app button, browse to Bm.exe and add it.

Exit out of Windows Security.

Recovering the Bm.exe file

Once Bookmark has been excluded and the controlled file access allows it, the Bm.exe file needs to be recovered if it is still missing. Several methods are available but the easiest is to update.

Open the Bookmark folder.

Look for either Bmdlud or Bmdlud.exe or Bmutilx or Bmutilx.exe. Double-click to open.

Bmdlud updates Bookmark directly.

Bmutilx opens Utilities from which a normal update can be performed.

Update as normal. This will pop any missing parts back in place.

If you are unable to do this, please contact the Bookmark help desk as other methods are available.