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PONDS 3.2 TECHNICAL MEMO

Date: February 5, 2009

Re: **PONDS 3.2 Compatibility Issue with Norton Antivirus**

We have updated the installation set for PONDS 3.2 to resolve an incompatibility issue between PONDS 3.2 and Norton Antivirus (as well as Avast Antivirus). It appears that on Dec 16, 2008, Norton Antivirus introduced some changes in their software that resulted in it misidentifying the PONDS 3.2 executable files as being infected with a virus. This is a FALSE POSITIVE, as we have no reason to believe that the files are actually infected. The problem stems from the fact that PONDS 3.2 was using older hardware locking software that had not been updated recently, as well as the new changes to Norton Antivirus.

We have updated the hardware locking software used by PONDS 3.2 and have posted an update for PONDS 3.2 users which should solve this problem.

Symptoms of the problem include:

- When you run the PONDS application director, the buttons for the various modules are grayed out, indicating that it can not find the executables. The executables have likely been deleted by the antivirus software. Although this is not the only way that the executable files could be deleted, it is symptomatic of this incompatibility with the antivirus software.

- Norton Antivirus may issue a warning that the files are infected with "Suspicious.MH690" and/or quarantine the PONDS executables

Users of PONDS 3.2 who have not already done so are urged to download the latest PONDS 3.2 update from www.devoeng.com.

Note that this problem does not effect users who have recently downloaded and installed PONDS 3.3. However, some early releases of PONDS 3.3 shared some of the executable files with PONDS 3.2. So PONDS 3.3 users are also urged to keep their software up to date.