

BitDefender False Positive

8th June 2021



It's come to our attention that Anti-Virus software products that use the BitDefender AV engine are incorrectly blocking 'Macrium Rescue Media Builder' (RMBuilder.exe) and preventing creation of the Windows PE/RE rescue media.

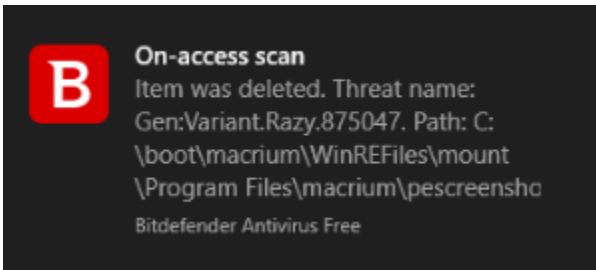
What's the problem?

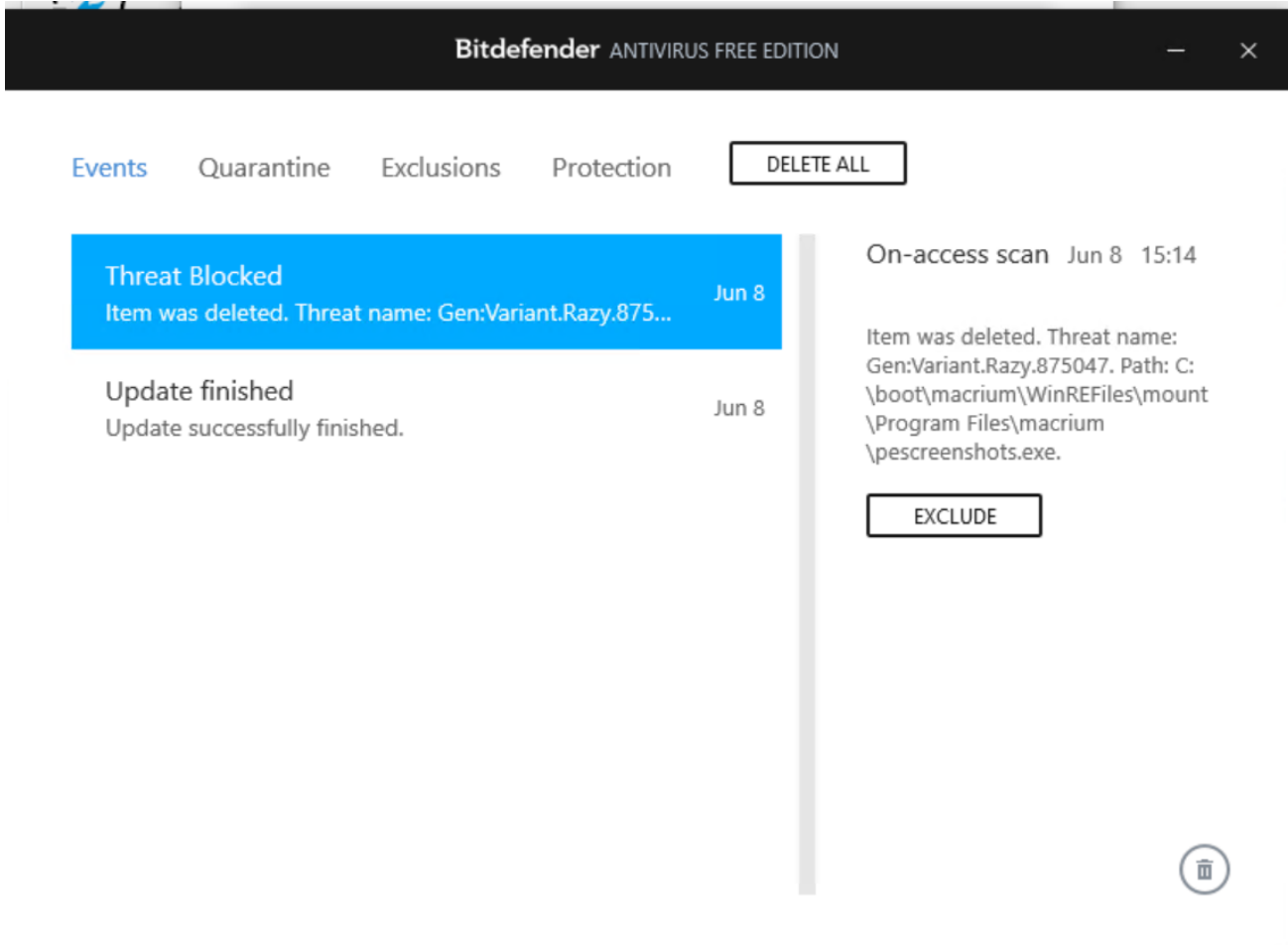
During Rescue Media creation, **BitDefender will block 'pescreenshots.exe'** and also **prevent other files** from being copied to the mounted Windows Image (WIM) file.

There may be a reported successful build that results in an incomplete WIM. Unfortunately, this may boot to a **black screen**, a **command prompt** or you may be repeatedly **asked to select a keyboard**.

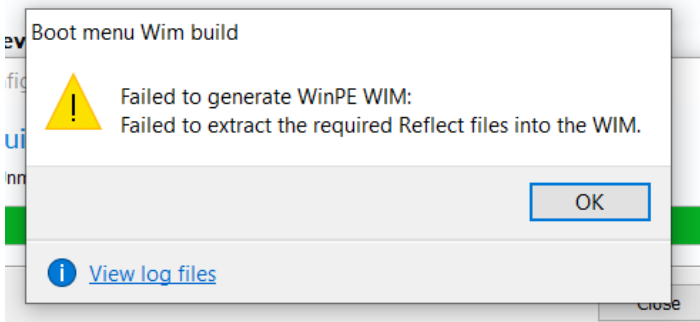
Alternatively, the build may fail with the following:

You may see this





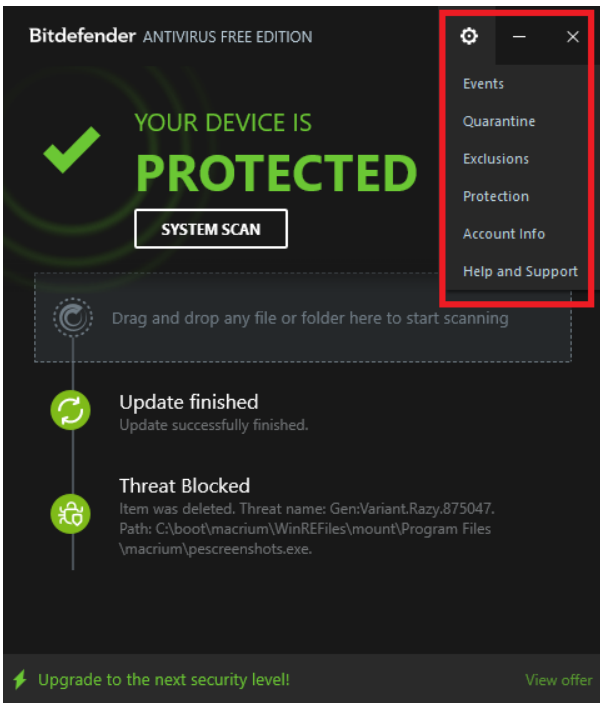
You may also see this message box:



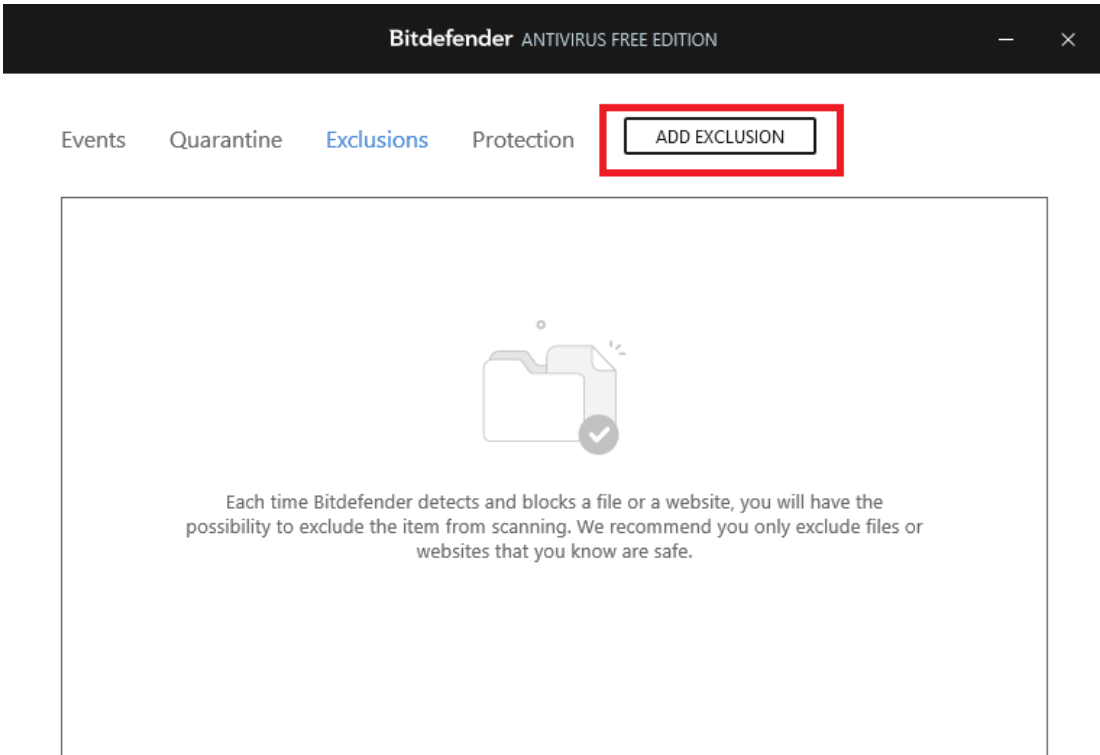
What's the solution?

BitDefender will eventually update its database, but until then it's necessary to **add exclusions, reboot and force a rebuild**.

Open BitDefender, click the cog, select Exclusions from the dropdown:



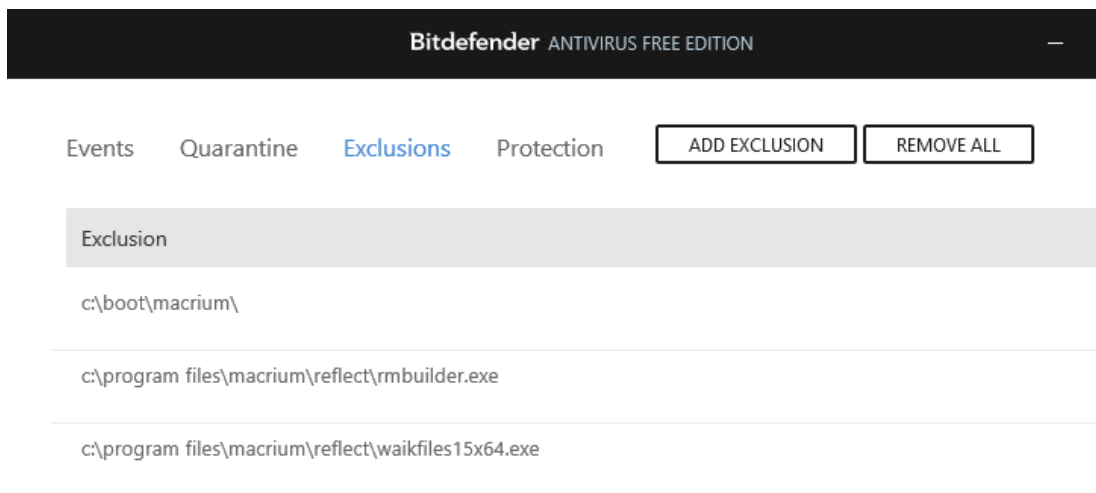
Click 'Add Exclusions'



Add exclusions for:

Folder:	C:\Boot\Macrium
File:	C:\Program Files\Macrium\Reflect\RMBuilder.exe
Please check for the correct single file in:	
C:\Program Files\Macrium\Reflect	
Free Home Workstation	WAIKFiles15x64.exe Or WAIKFiles15x86.exe
Server	WAIKFiles20x64.exe Or WAIKFiles20x86.exe
Server Plus	WAIKFiles25x64.exe Or WAIKFiles25x86.exe

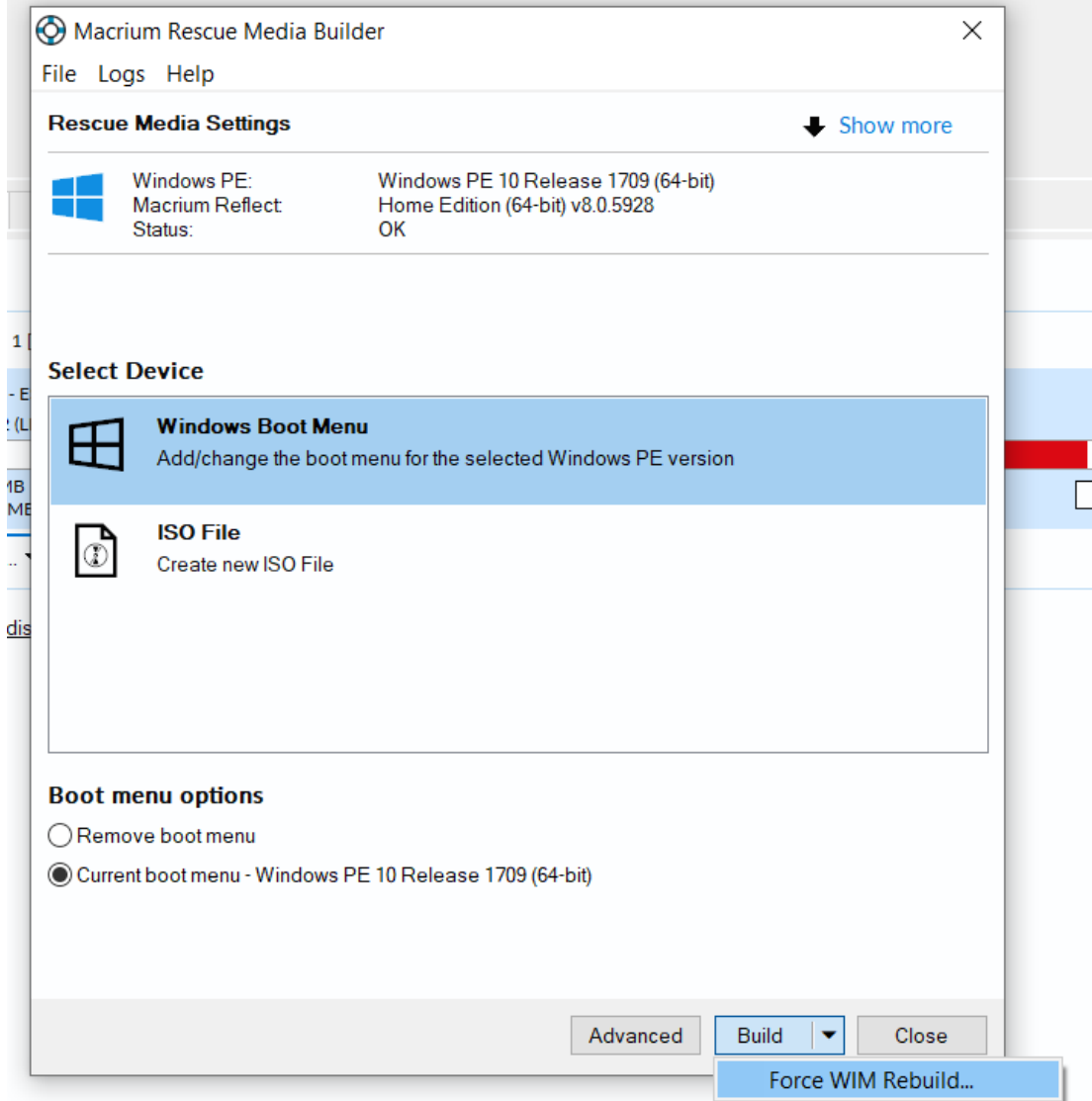
After adding the files and folder:



The screenshot shows the Bitdefender Antivirus Free Edition interface. At the top, the title bar reads "Bitdefender ANTIVIRUS FREE EDITION". Below the title bar, there are navigation tabs: "Events", "Quarantine", "Exclusions" (which is highlighted in blue), and "Protection". To the right of these tabs are two buttons: "ADD EXCLUSION" and "REMOVE ALL". Below the navigation area, there is a section titled "Exclusion" with a light gray background. Underneath this section, three exclusion entries are listed, each on a separate line with a horizontal line below it: "c:\boot\macrium\", "c:\program files\macrium\reflect\rmbuilder.exe", and "c:\program files\macrium\reflect\waikfiles15x64.exe".

When done reboot your PC.

After rebooting, open 'Macrium Rescue Media Builder', press the 'Ctrl' key to reveal and execute a 'Force WIM Rebuild'



See also: [Anti-virus](#), [Registry cleaners and uninstallers](#)