

Bit Defender User's if you experience this error

Open image file failed when attempting to scan an image

This can occur when your security application is blocking our software from writing an image file to the selected directory.

This type of situation occurs when the **Active Virus Control module** mistakenly detects some applications as malicious.

Active Virus Control is a Bitdefender module which constantly monitors the applications running on your system and reports those with potentially malicious behavior. Since this feature is based on a heuristic system, there may be cases when legitimate applications are reported by Active Virus Control.

When this situation occurs, **you can exclude the respective application** from being monitored by Active Virus Control.

To add the program to the exclusions list, follow these steps:

1. Open the Bitdefender window.
2. Click the **Settings** button on the upper toolbar..
3. Click **Antivirus** on the left-side menu and then the **Exclusions** tab.
4. Click the **Excluded Processes** link. In the window that appears, you can manage the Active Virus Control process exclusions.
5. Add exclusions by following these steps:
 - a. Click the **Add** button, located at the top of the exclusions table.
 - b. Click **Browse**, find and select the application you want to be excluded and then click **OK**.
 - c. Keep the **Allow** option selected to prevent Active Virus Control from blocking the application.
 - d. Click **Add**.

If these errors occur from using other 3rd party Malware applications, steps above should be similar in how to allow our application giving it permission to write files to the hard drive folder you chose to save your scans into.