



## How to restore TissueGnostics files from Windows defender quarantine

User Guide

## How to restore TissueGnostics files from Windows defender quarantine

In order to remove protection files from Windows defender quarantine please consult below information.

**Note:** This guide applies to blocked and quarantined items by Windows Defender Antivirus (v. 1.341.196.0) as a consequence of a Windows Update process. File(s) used by TissueGnostics software, specifically TissueFAXS.

### Update history

#### ✓ Feature Updates (3)

Feature update to Windows 10, version 21H1

Figure 1

### Security intelligence

Microsoft Defender Antivirus uses security intelligence to detect threats. We try to automatically download the most recent intelligence to protect your device against the newest threats. You can also manually check for updates.

Security intelligence version: 1.341.196.0

Version created on:

Last update:

Check for updates

Figure 2

Getting below error message does not imply that the error is generated by Windows Defender Antivirus. Following next steps will help you rule out the possible cause (Windows Defender Antivirus) of this issue.

1. When starting TissueFAXS software a warning message is displayed:

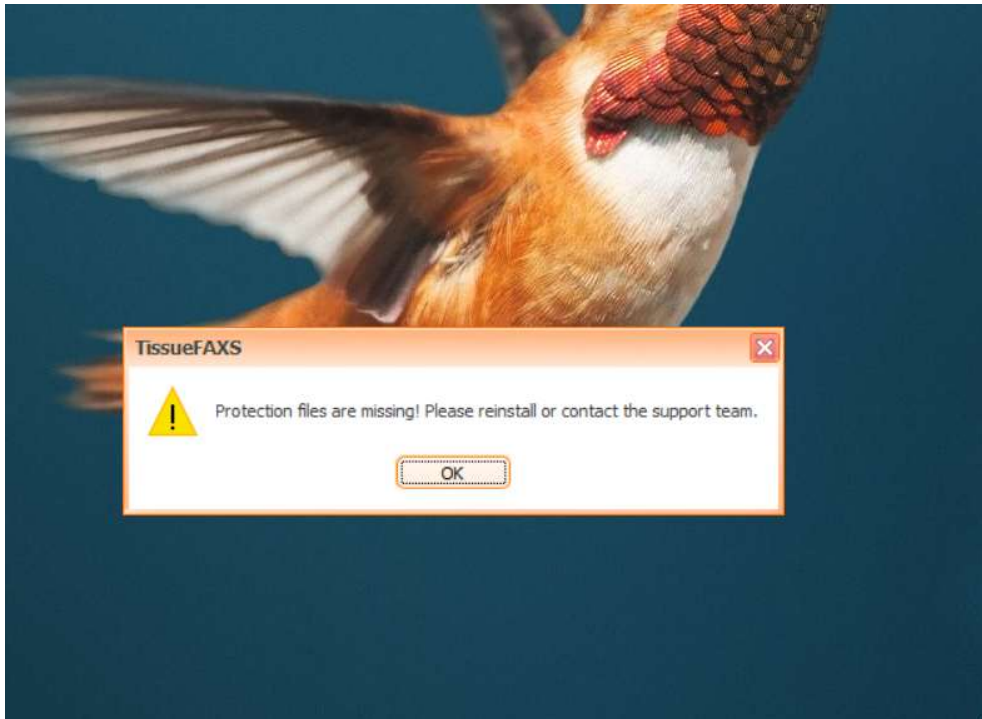


Figure 3

2. Go To “Virus & threat protection” center of Windows. Press Start button and start typing “threat”. Click on first suggestion, “Virus & threat protection”, System settings.

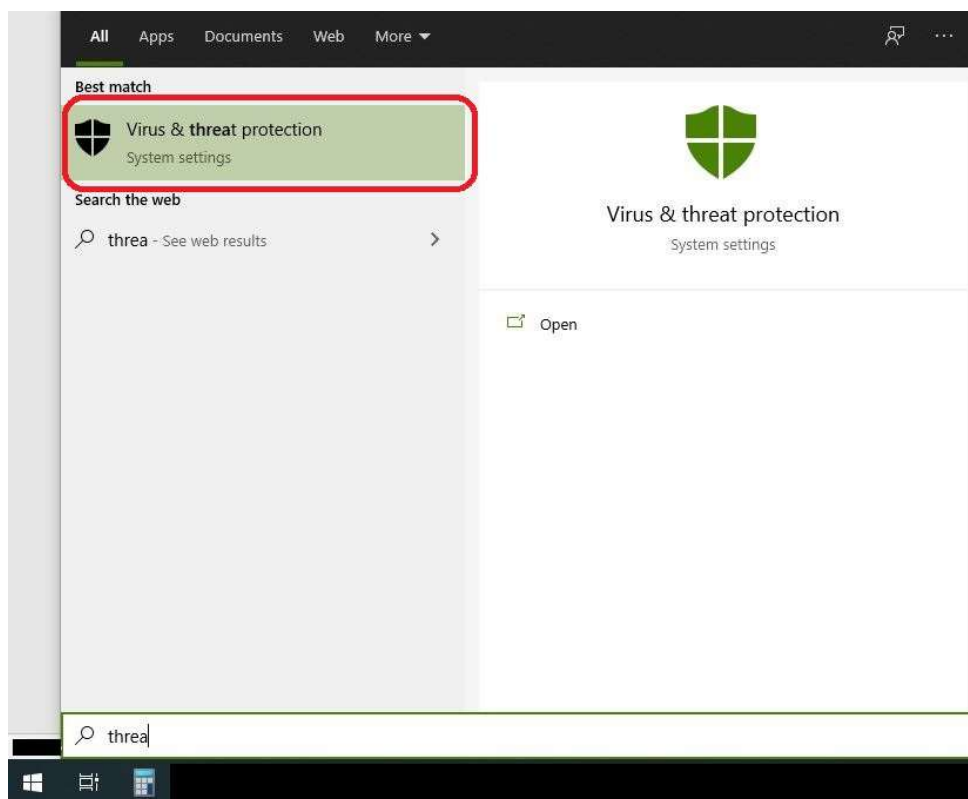


Figure 4

3. Once you get to “Virus & threat protection”, locate and click on “Manage Settings”.

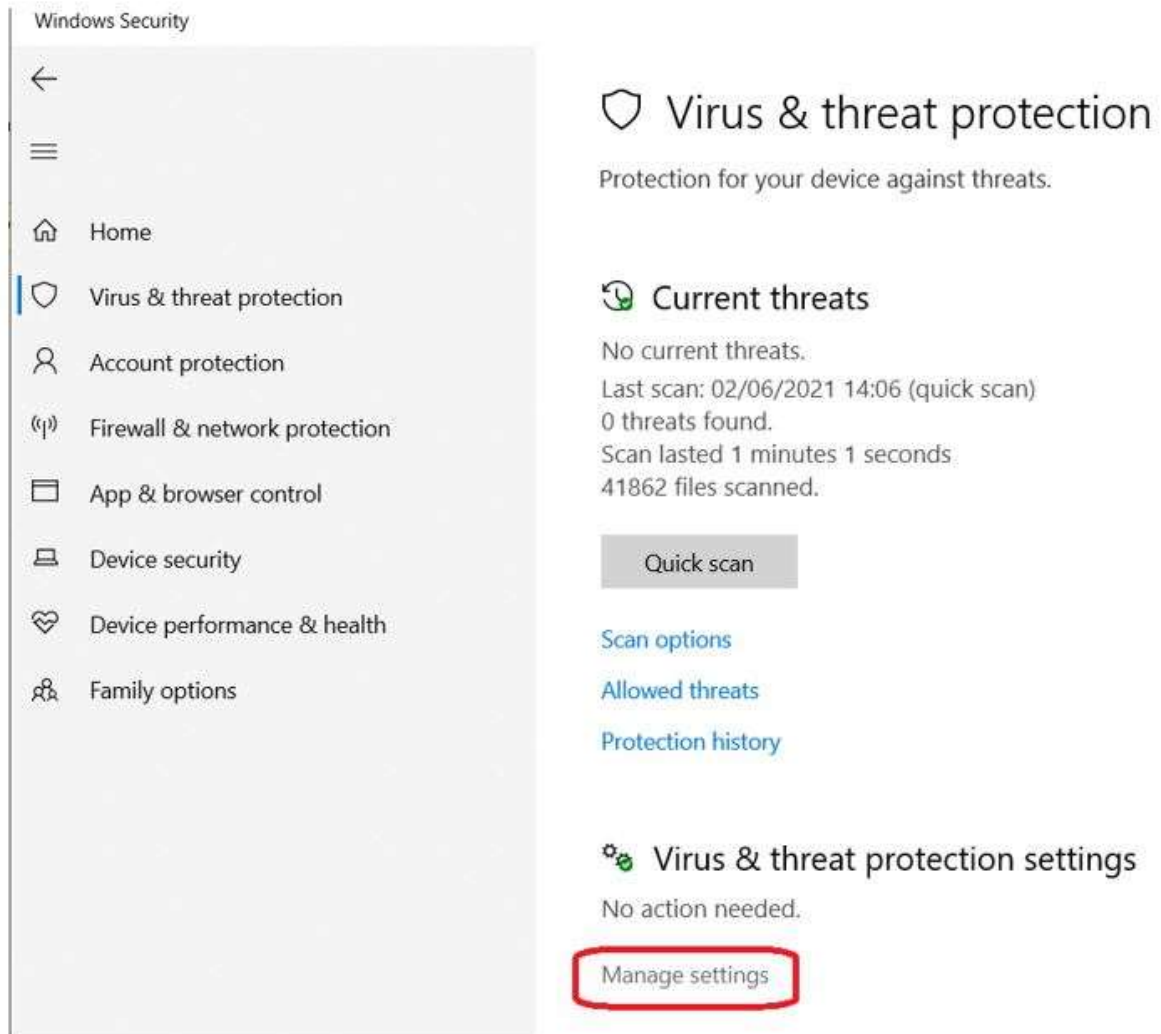


Figure 5

4. Go on and click on “Add or remove exclusions”.

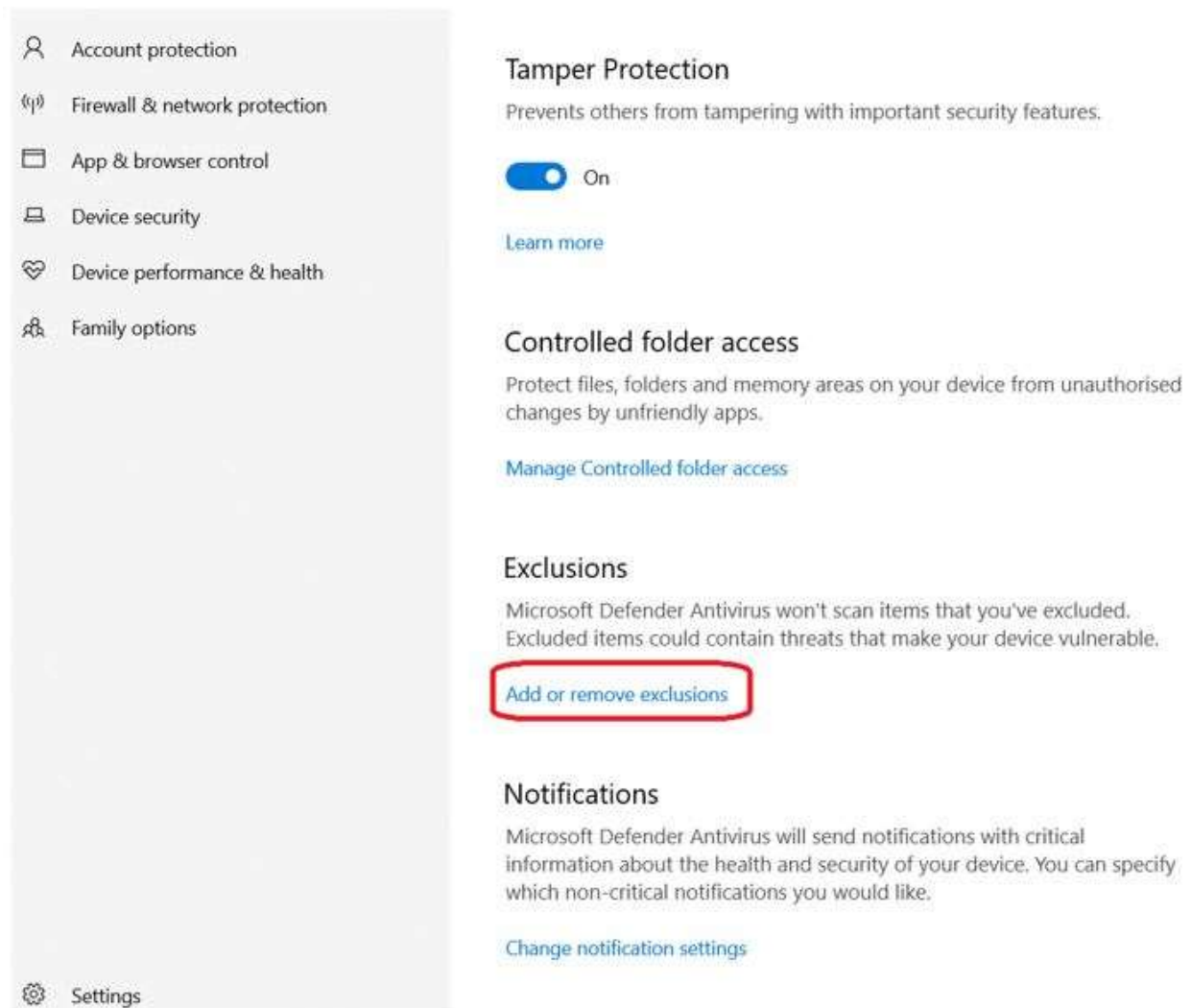


Figure 6

5. Click on “+ Add an exclusion” and further select the option of “Folder”.

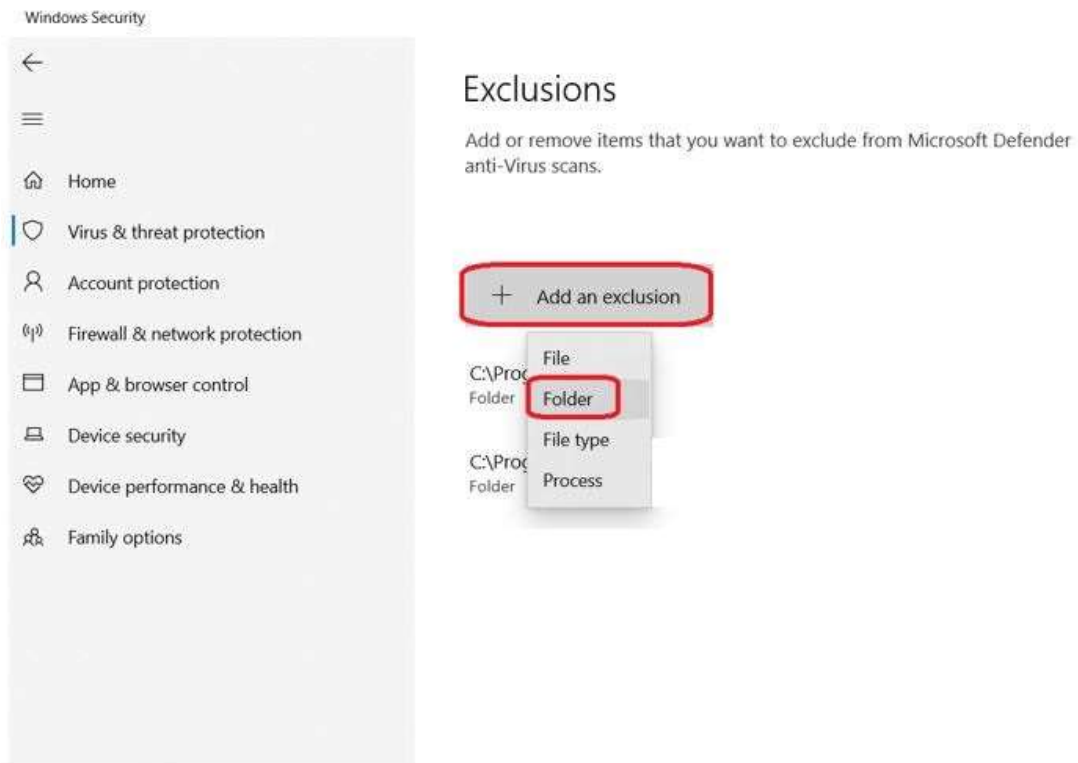


Figure 7

6. A new window pops-up. Select “TissueGnostics” folder and press “Select Folder”.

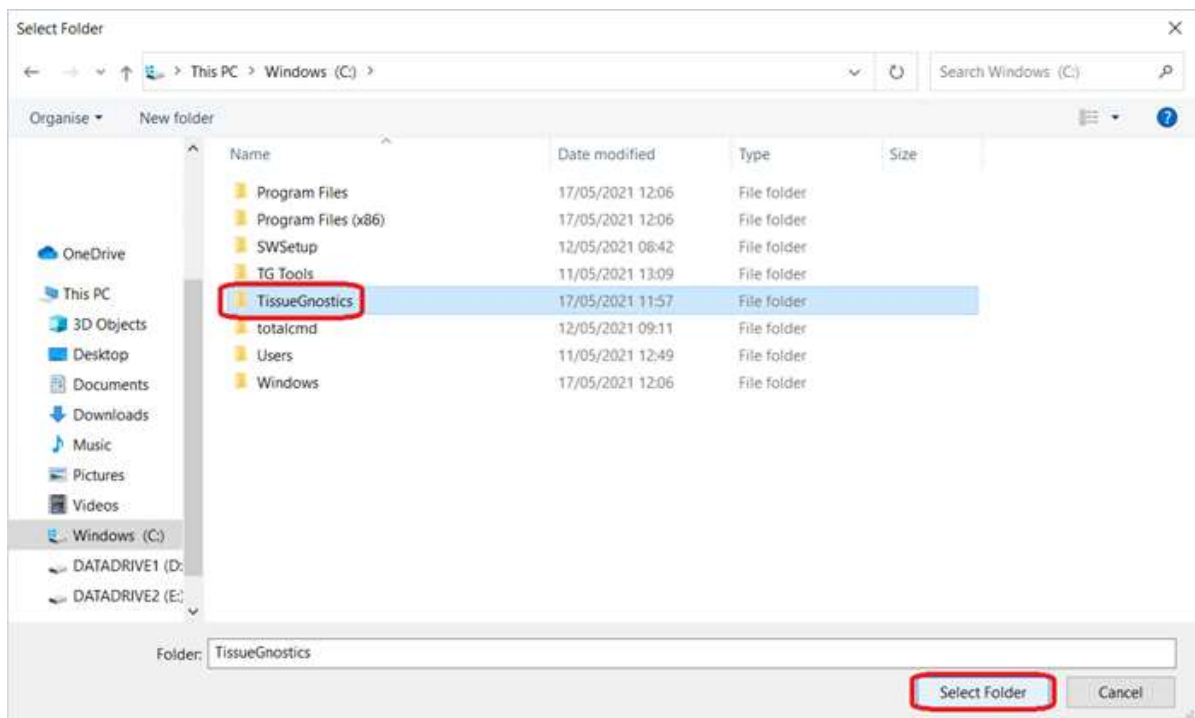


Figure 8

7. Your correct previous action should be confirmed by listing the location of TissueGnostics folder as displayed below:

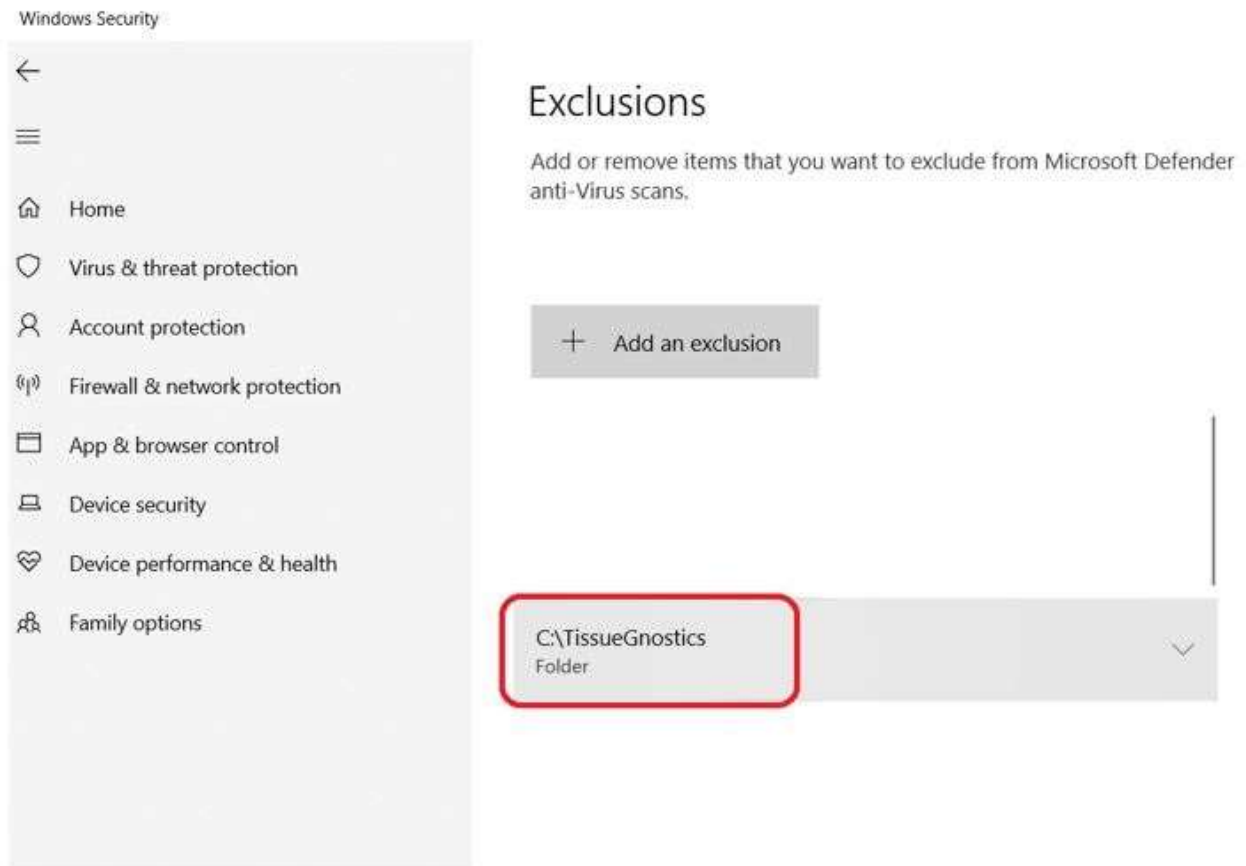


Figure 9

- Go back to “Virus & threat protection” by clicking on the left side bar of the window.

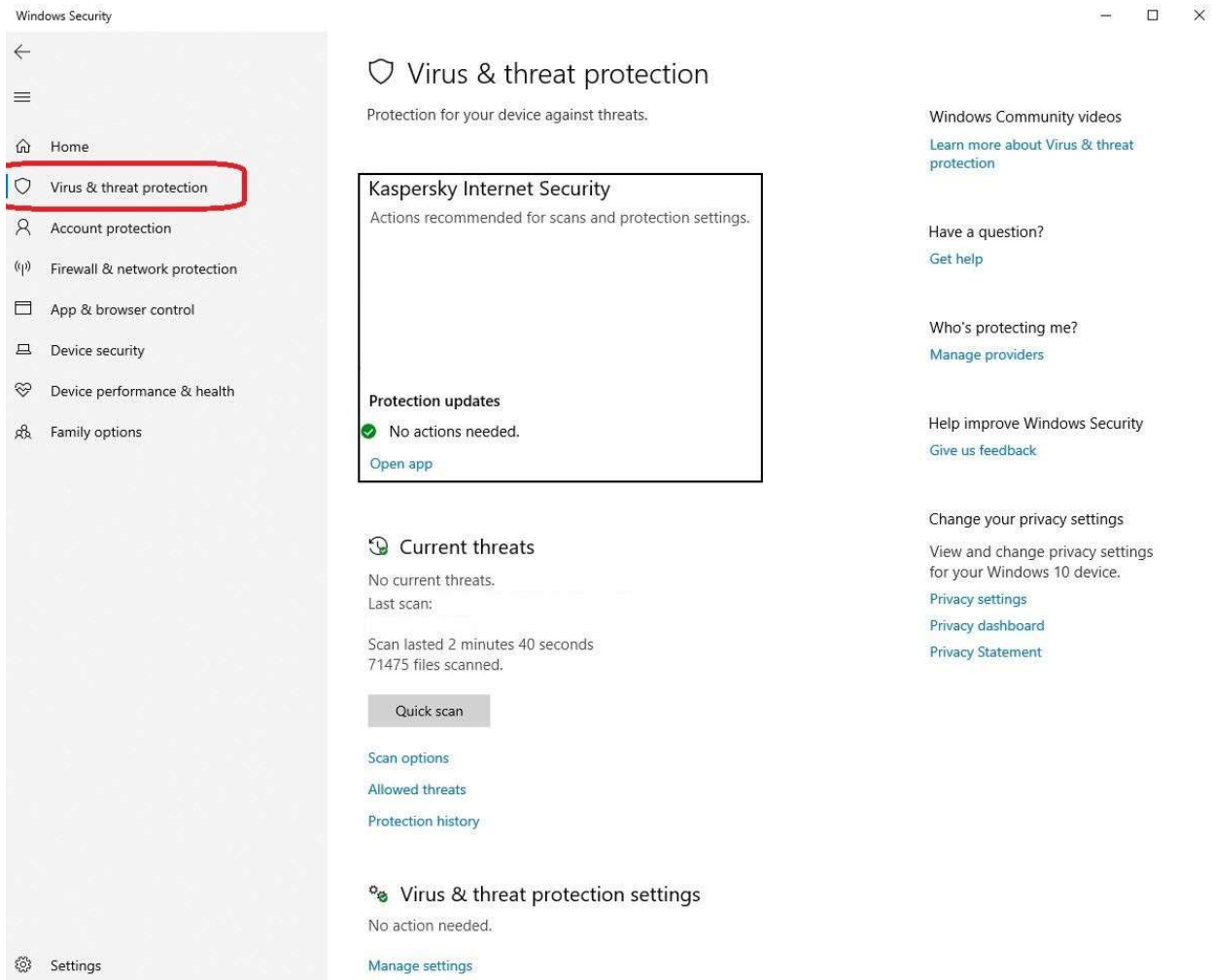


Figure 10

9. Locate and Go To “Protection history”.

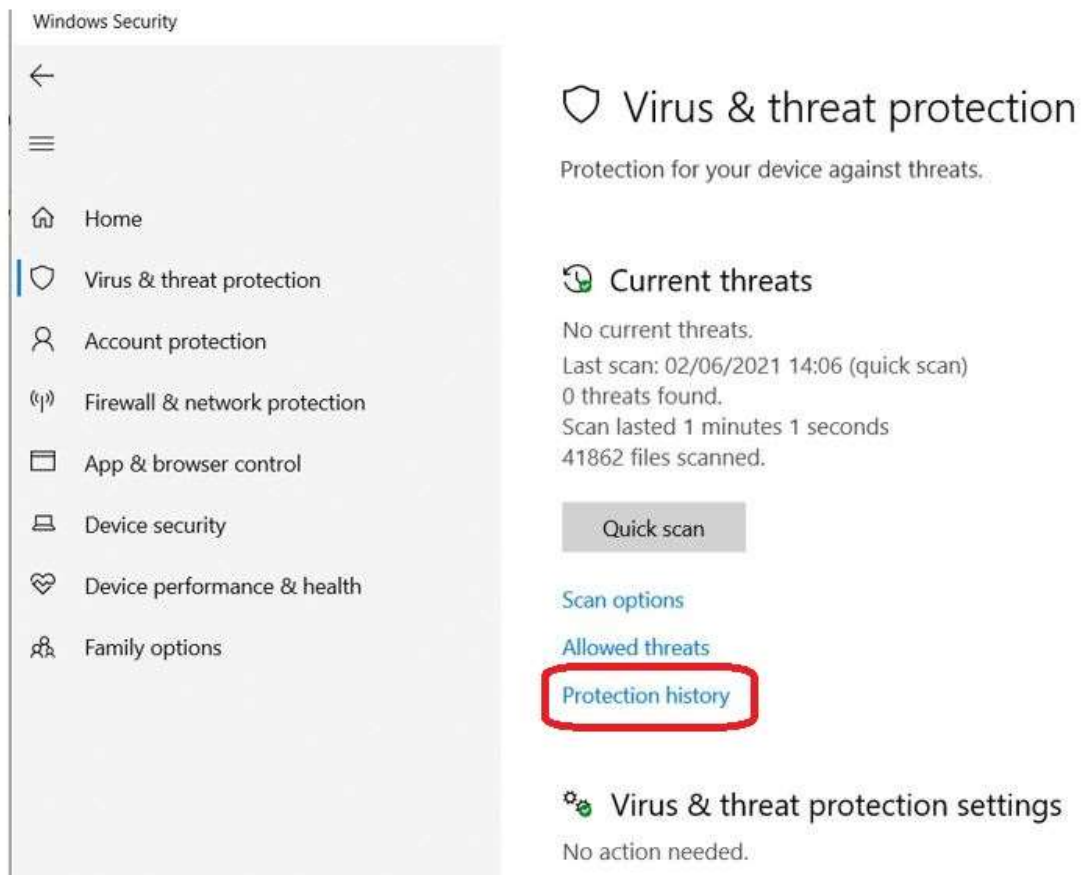


Figure 11

10. Click on “Filters” -> “Quarantined Items”.

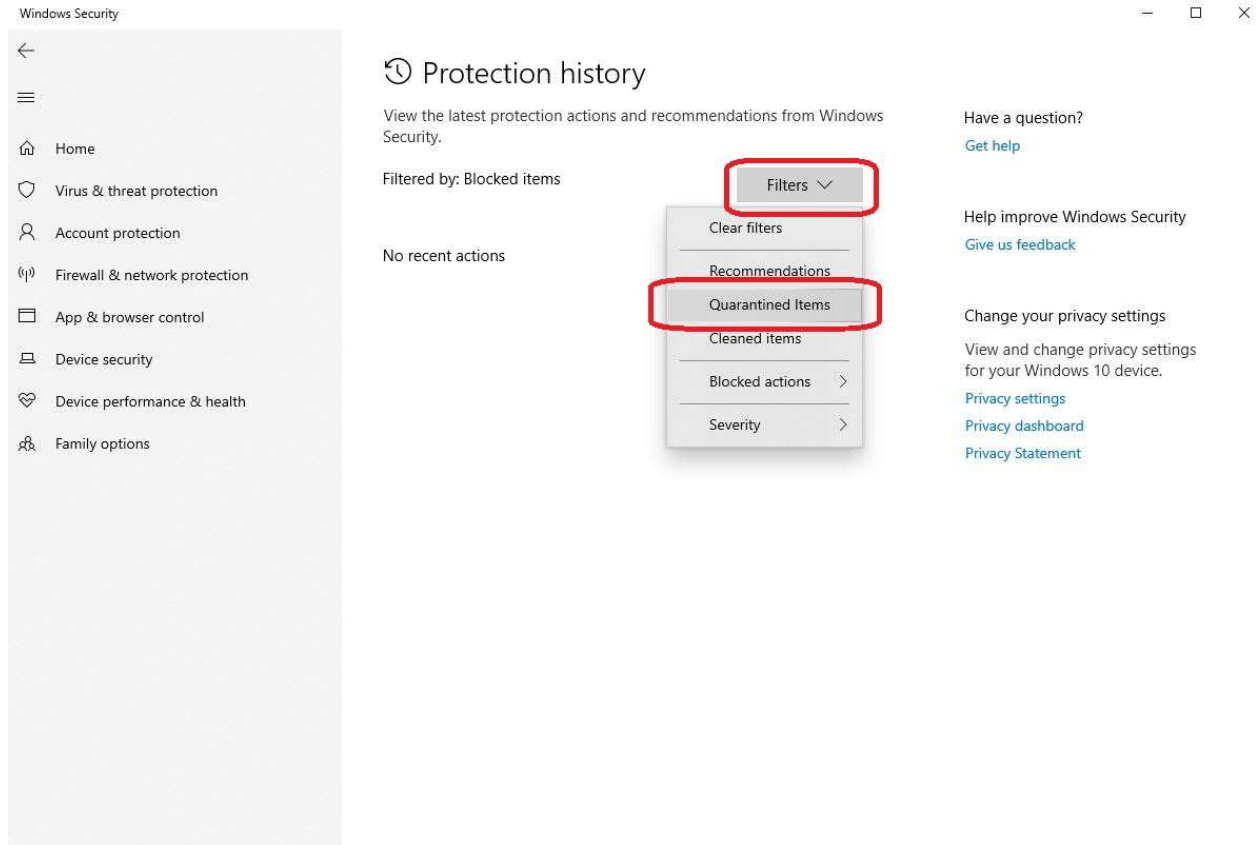


Figure 12

11. The list is populated with different detected objects that have been quarantined by Windows Defender Antivirus.

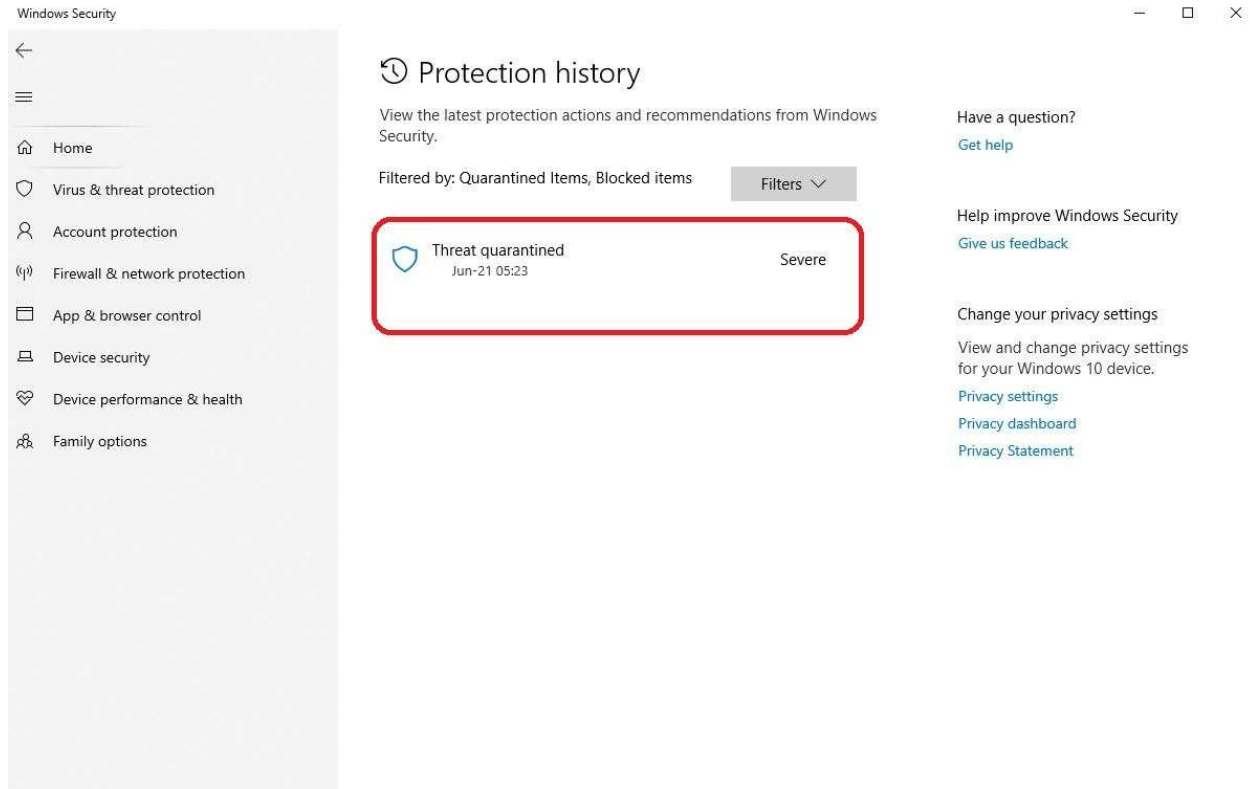


Figure 13

12. Expand the threat description and confirm the name of the threat, being one of TissueFAXS files, inside the installation folder.

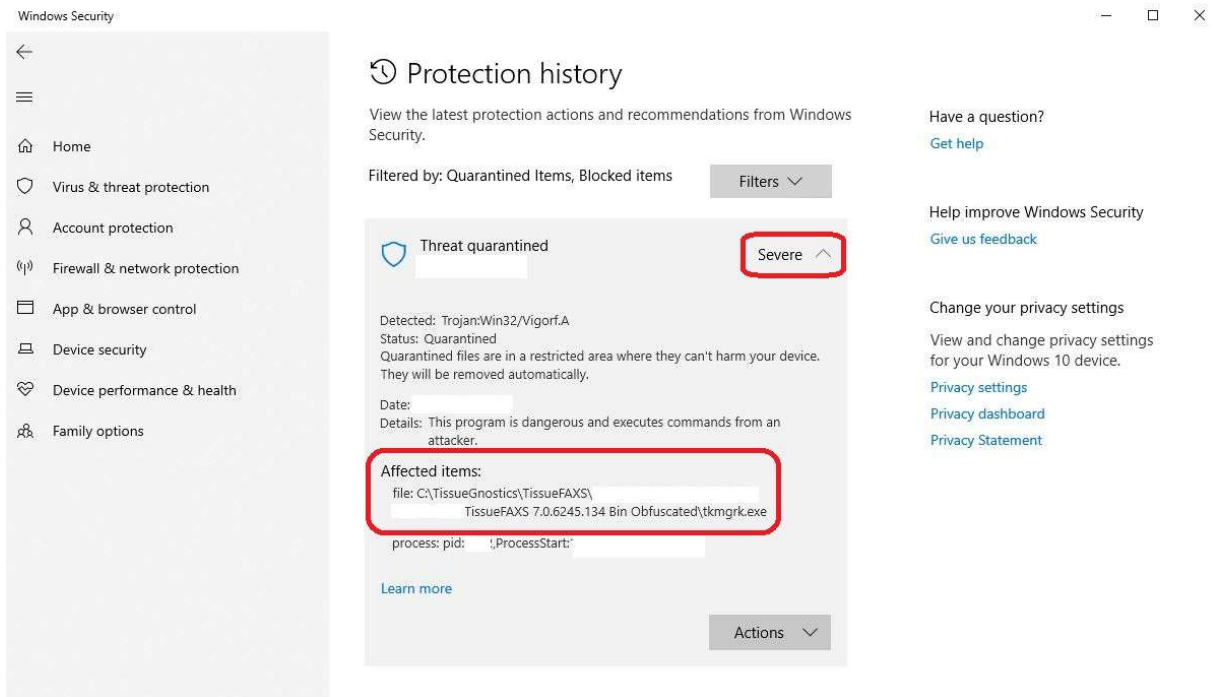


Figure 14

13. Click on “Actions” and “Restore”. This will unblock and restore the file to its location while an exclusion rule of scanning has been added to the location. In the future, this should not be blocked and quarantined again.

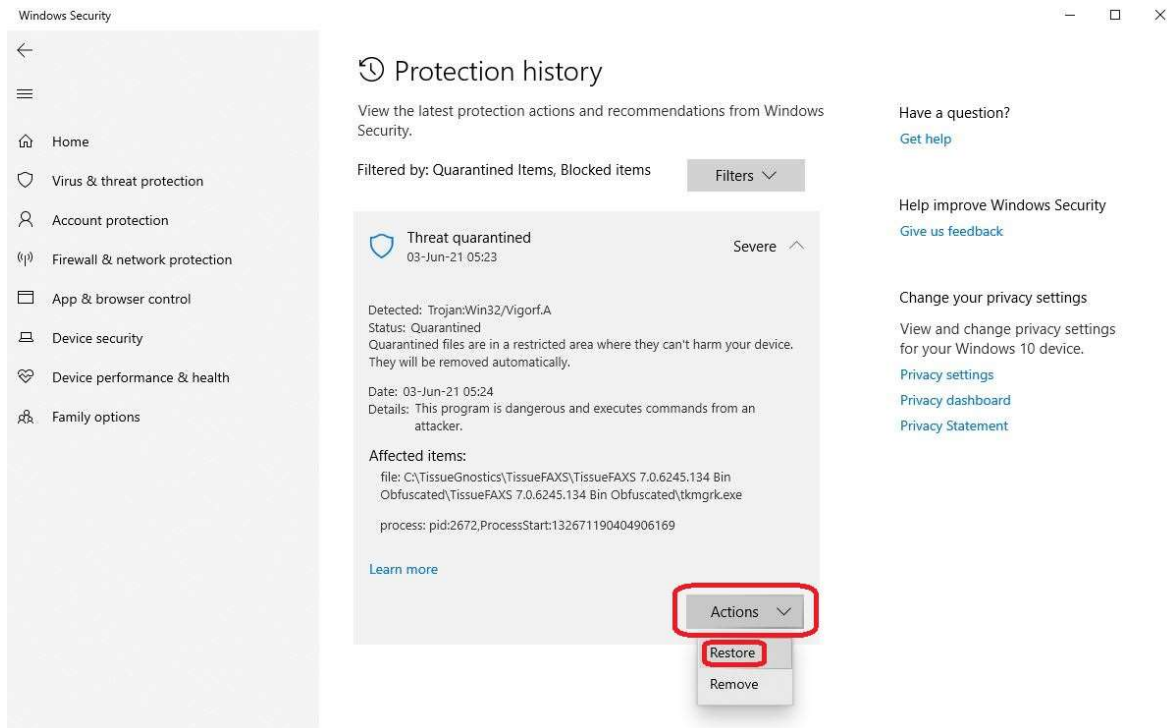


Figure 15

**14.** Start TissueFAXS. Everything should run normally now.