

# Restoring Gym Assistant application

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August 17, 2022

## Introduction

A recent update to Microsoft Security Antivirus falsely identified Gym Assistant as malware. This most likely occurred because Gym Assistant launches additional copies of itself (for Back Office, DataSync, etc.). Unfortunately, this behavior was wrongly interpreted as a Trojan virus by the Microsoft analysis algorithm.

The engineer team immediately submitted Gym Assistant to Microsoft Security for review, and Microsoft quickly recategorized our applications as “non-malware”. The damage, however, has already been done. As a result, you may need to restore Gym Assistant through the Windows Security application.

## Do I need to restore?

There are a few different symptoms that Windows Security has removed Gym Assistant from your computer:

- When you launch Gym Assistant, Windows Security may give you a warning that “This application may be malware and has been removed.”
- The Gym Assistant icon may be missing from the desktop or from the taskbar.
- When launching Gym Assistant icon Windows reports “This application file could not be found.”

Rest assured that your Gym Assistant data is safe. Only the **program** (.exe file) has been removed.

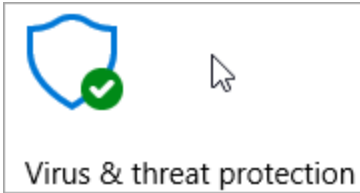
## Restore the Gym Assistant application

Click the Windows icon and type “Windows Security” (without quotes).

Open the **Windows Security** application from the list that appears.



Click **Virus & threat protection**

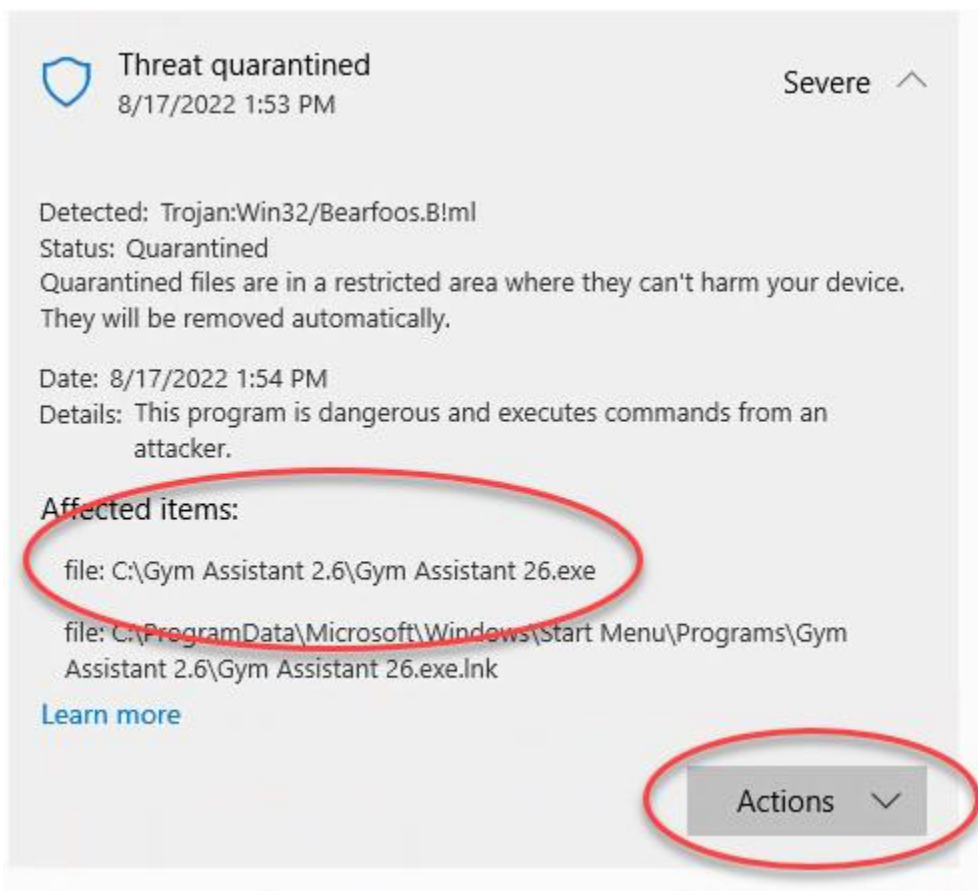


Under **Current threats**, click **Protection History**.

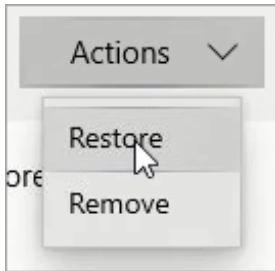
You will see **Threat quarantined** with today's date. Click the down-arrow.



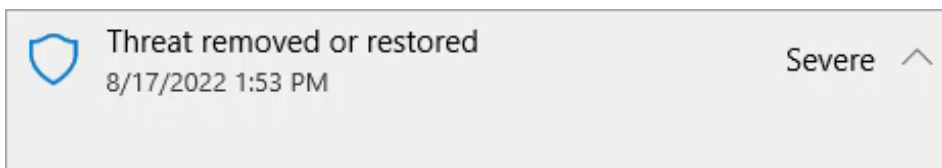
Check that the **Affect items** lists Gym Assistant 25.exe. If not, then collapse the selected item and select another.



Click **Actions**, then click **Restore**.



Click **Yes**.



Windows Security will show **Threat removed or restored**.

Close the Windows Security window.

### **Confirm that Gym Assistant is restored**

Open Gym Assistant (by clicking on desktop or taskbar icon) and confirm that the application is working again.

If the taskbar icon was deleted, open Gym Assistant from the desktop or Start menu. Then right-click on the Gym Assistant icon on the taskbar and select **Pin to taskbar**.

## Add Gym Assistant as an exception for Microsoft Security

To prevent Microsoft Security from deleting Gym Assistant applications, you should explicitly add the Gym Assistant application folder as an exception from future malware scans.

- In Microsoft Security, go into **Virus & threat protection**.
- Under **Virus & threat protection settings**, click **Manage Settings**.
- Scroll down the **Excusions**.
- Click **Add or remove exclusions**.
- Click **Yes** if prompted to do so.
- Click **Add an exclusion**, then click **Folder**.
- Navigate to the **c:\Gym Assistant 2.6** folder, then click **Select Folder**.
- The Gym Assistant 2.6 folder should now be listed as shown below.

