

# What you don't need to worry if you get an anti-virus alert when downloading NexusFX

Dear NexusFX User

I am aware that a small number of new NexusFX users may be presented with 'anti-virus' warnings when downloading the software.

**First of all, I can 100% assure you that NexusFX does not contain anything that is a threat to your computer or your privacy.**

However, some anti-virus software are mistakenly suggesting otherwise.

This may result in warning messages appearing on your screen.

To help you to download the NexusFX software with confidence, we have put together an easy-to-follow explanation of what is going on and why you don't need to worry.

So please read the following guide carefully and if you have any question or problems, please make sure you contact our support team. They will be happy to help you solve any download issues you may have.

Happy Trading!

Nick Laight  
Publisher  
NexusFX

## **NexusFX' false 'virus warnings/alerts**

At various points in the NexusFx setup process a customer may receive warnings or alerts from anti-virus software.

These could appear during any of the following steps:

- During initial download of the setup program

- When the setup program is first run
- During the process of installing the required files that are downloaded from a web server by the setup program

We have taken every effort to ensure that the software is safe and does not contain any form of virus or malware, so you can proceed with absolute confidence.

**The good news is you can dismiss the virus warning and download NexusFX.**

So why might you see anti-virus alerts?

Modern anti-virus software works in a similar way to anti-spam services.

Anti-spam software looks for what it *thinks* is suspicious content in emails (amongst many other checks). In a similar way, anti-virus software not only looks for known malware, but also looks for patterns in program files that could be suspicious.

Just as anti-spam software sometimes identifies legitimate emails as spam, anti-virus software can sometimes identify legitimate software as being suspicious.

The above point is compounded when downloading software from the internet, as some of the warnings will be triggered by this (the internet being from where a lot of malicious software gets into computers)

The actual message being displayed is important as they are trying to protect users from downloading genuine viruses.

All of the following messages (see below) are warnings making sure that you want to proceed. It is important to understand that **none of them are saying that there IS a problem**, and they are to be expected when downloading little-known software from the internet.

It is essential that you understand that none of them are saying NexusFX is malware. Rather, they are just saying that the software is not recognised and therefore 'could' be a risk.

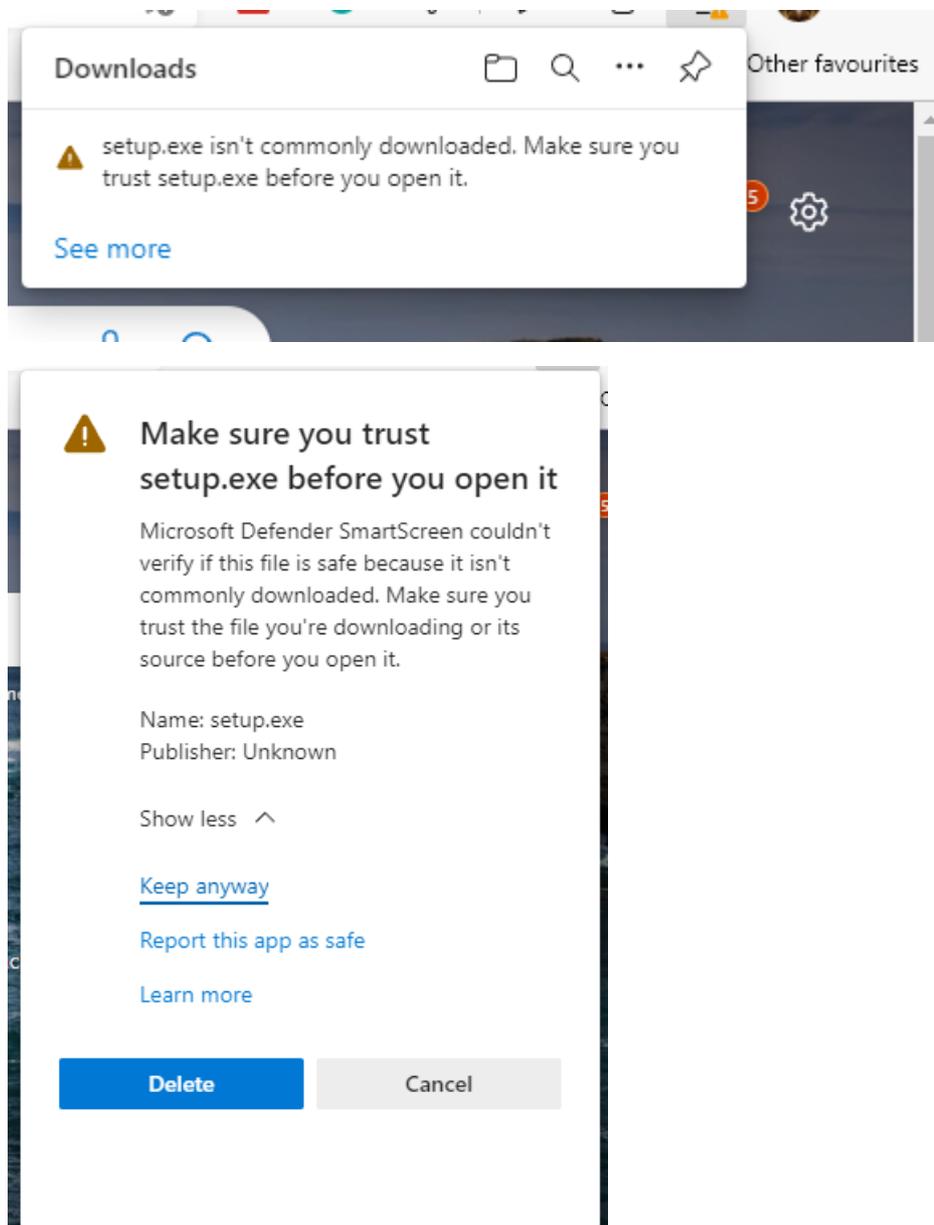
Of course, in the case of NexusFX, it is NOT malware and can be downloaded safely.

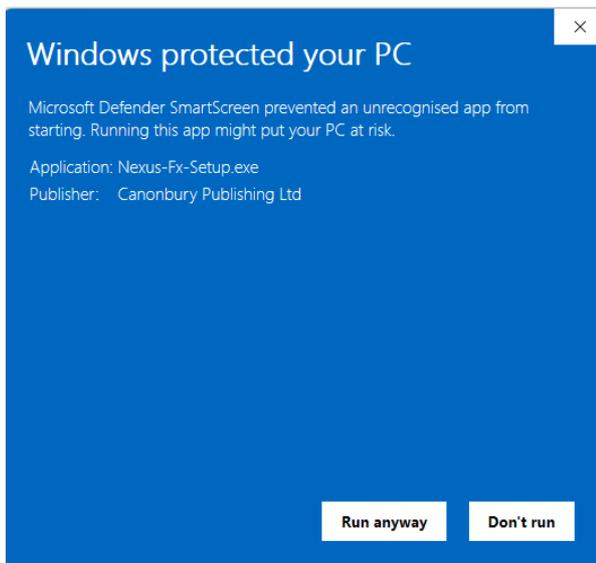
This is good thing is that, just like companies such as Microsoft, the anti-virus software are simply being proactive in protecting users.

They are trying to make sure that if someone is downloading a piece of software because they clicked a link they shouldn't have, without realising it would download something.

When you see an alert message, anti-Virus companies are asking you to pause, think and only continue if you are downloading something you are sure is OK and you recognise it.

Here are a few examples:





As mentioned earlier, some anti-virus software does mistakenly identify NexusFX as being malware.

(I won't bore you with the reasons, but if you are interested in the 'techy' side of things, we believe this to be because the process NexusFX uses to communicate with servers to verify a valid license is the sort of activity that anti-virus software sees as being very suspicious.)

If this happens to you, then it is simply what's known as a false positive. They are alerting you because they have not come across NexusFX before. As each anti-virus application uses different technology, you will find that some identify NexusFX as malware while others don't and also a product may identify it as malware today, but be OK with it tomorrow (or vice versa).

Once again, this is simply the anti virus services asking you to make sure that what you are downloading is legitimate.

As I have mentioned before, I can 100% assure you that NexusFX is virus free.

**If you get a anti-virus message when downloading NexusFX, you can dismiss the warning and continue with your download.**