

## Emsisoft Anti-Malware causes Macrium Reflect to hang at startup

**Applies to:** Macrium Reflect Professional v5.3.7086 and later

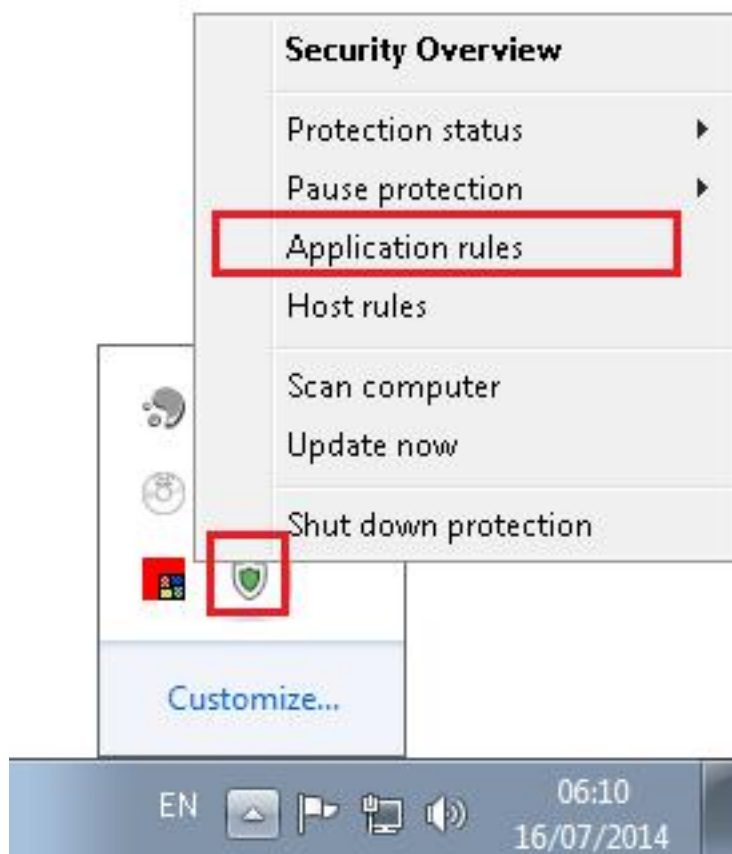
Some customers have reported an application hang directly after responding to the Windows User Account Control (UAC) prompt. This has been found to be caused by a product called **Emsisoft Anti-Malware**.

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### Solution 1.

Add the files Reflect.exe and ReflectService.exe to the programs exclusion filters and add the Macrium folder to File Guard:

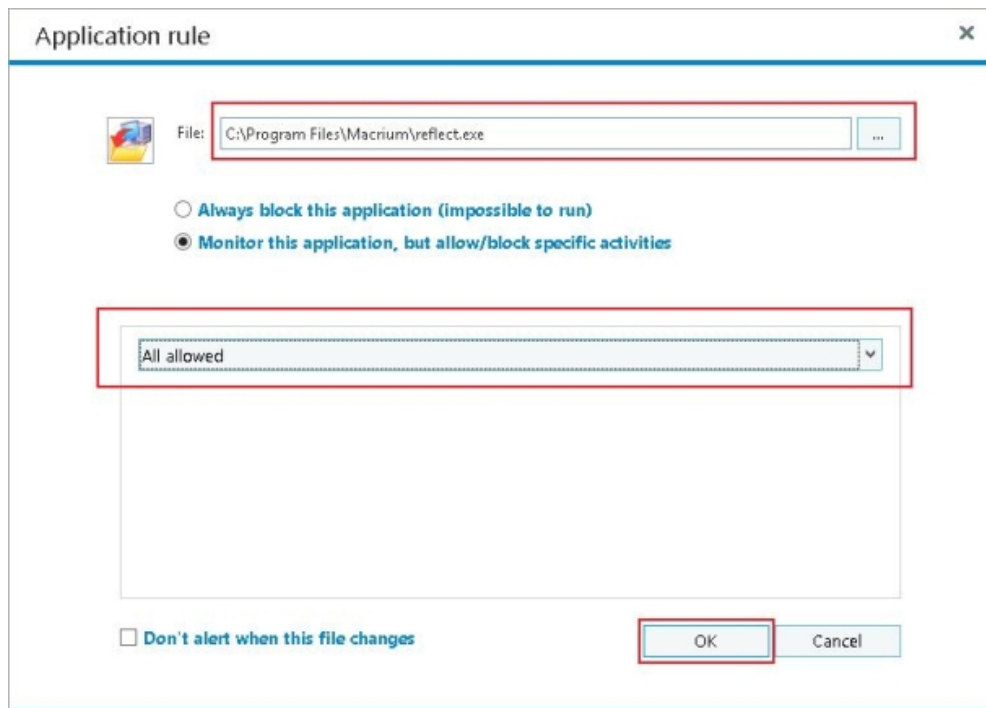
1. Right click on the **Emsisoft Anti-Malware** icon in the task bar and **select 'Application Rules'**:



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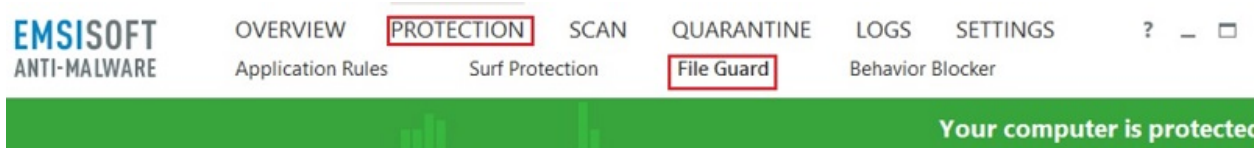
2. Click **'Add New Rule'**

3. **Browse for 'c:\program files\macrium\reflect\reflect.exe', choose 'All Allowed' and click 'OK':**



4. **Repeat for file 'C:\Program Files\Macrium\Reflect\ReflectService.exe'.**

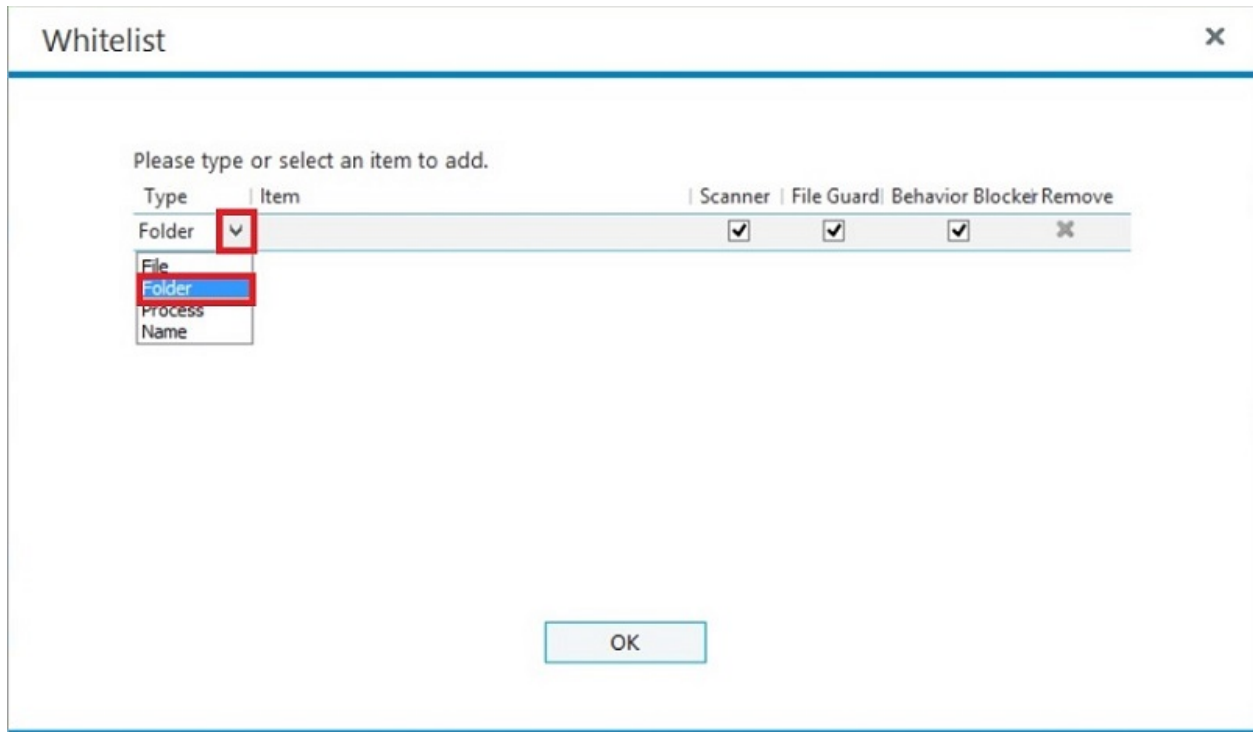
5. On the **Emsisoft Anti-Malware** main window left click **'Protection'** and then **'File Guard'**.



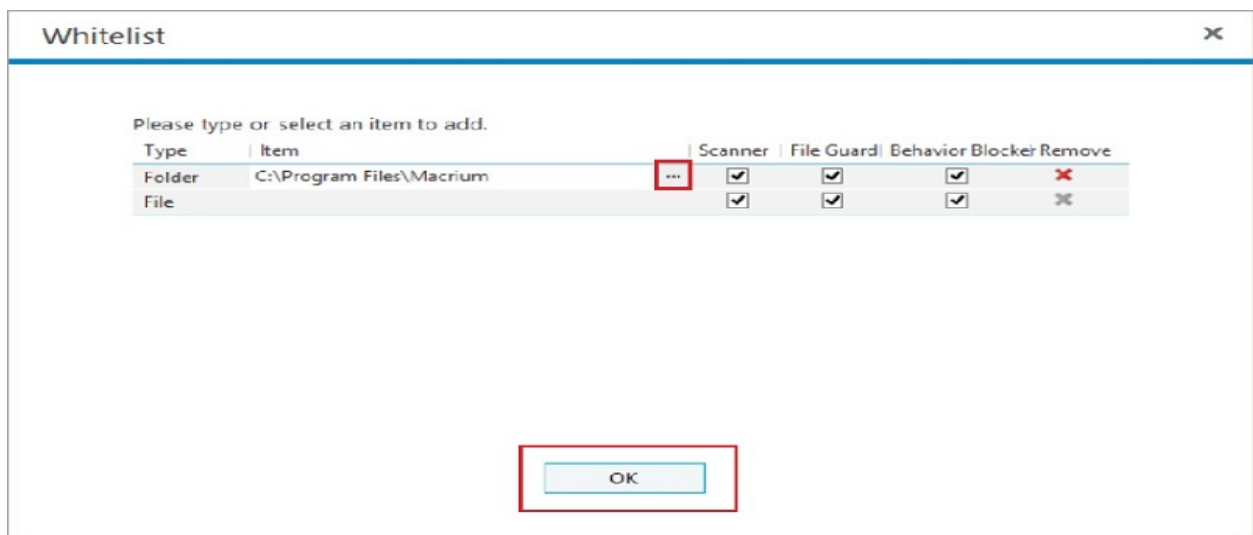
6. Left click **'Manage whitelist'**.

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7. Click the arrow under '**Type**' and select '**Folder**'



8. Click the **3 dots** on the right of the box below '**Item**' and browse to '**C:\Program Files\Macrium**'



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9. Click OK and close all open **Emsisoft Anti-Malware** windows for changes to take effect.

### **Solution 2.**

If you continue to have problems after the steps above then **completely remove Emsisoft Anti-Malware** from your system by uninstalling the software and contact Emsisoft support for further help.

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Macrium KB

<https://kb.macrium.com/KnowledgebaseArticle50224.aspx>