

From: "Patty Alligood" <patty@aa-ppalsinc.com>  
Subject: [BLACKBAUD-L] FW: Issue Identified with the anti-virus software AVG  
Date: Wed, March 6, 2013 7:10 am  
To: "'GA Libraries' Blackbaud Alliance" <blackbaud-l@list.georgialibraries.org>

---

FYI.

Patty

706-342-9631

From: Blackbaud Support  
[mailto:Blackbaud\_Support.UM.A.3.5656@subscriptions.blackbaud.com]  
Sent: Tuesday, March 05, 2013 11:20 AM  
To: patty@aa-ppalsinc.com  
Subject: Issue Identified with the anti-virus software AVG

Blackbaud  
<<http://www.blackbaud.com/images/Support/newsletter/bbgeneric.JPG>>

Issue Identified with the anti-virus software AVG

We are contacting you because our records indicate you are a primary contact or site administrator for The Financial Edge Issue/The Education Edge/Blackbaud Information Systems.

We have identified an issue with the anti-virus software AVG. Due to a recent update to the anti-virus software AVG, many of our Financial Edge users have been experiencing issues when logging in. An example of an error they are receiving is Error: The file is signed by an un-trusted certificate issued by Generic63E.

To resolve this issue, you will need to either exclude the Blackbaud folder <<http://www.avg.com/ww-en/faq.num-5187>> from AVG or totally disable the AVG anti-virus software.

Regards,  
Blackbaud Support

Blackbaud, Inc. | 2000 Daniel Island Dr. | Charleston, SC 29492 |  
800.443.9441

---

**Attachments:**

<b>untitled-[2]</b>
Size: 6.7 k
Type: text/html

---