



Summary solution (details below):

Your computer should be running a 64bit version of Windows.

Locate and open the Bookmark folder. Locate and open the file Bmutilx.exe in that folder. This is Utilities.

Update from there. Select the 64-bit option before starting the download.

If Bmutilx.exe is missing open Bmdlud.exe. This is the download update. Details below. Select 64 bit.

False Virus Detection

The McAfee anti-virus system (& others) used by WA and SA government schools is currently generating false detections on parts of Bookmark. False detections or “false positives” are a major problem in the computer industry. They happen when the AV system suspects a program may have a virus even if it does not. *Bookmark does not contain any viruses*. The result is that some Bookmark modules are automatically deleted from the computer (technically “quarantined”). This can include the Main Menu, which opens Bookmark. McAfee has been notified of the problem and we are waiting for a response. EDWA and DofE have also been notified. Bookmark modules have been submitted to www.virustotal.com and demonstrated to be clean by most AV systems. Windows Defender, for example, does not report a problem.

Bookmark does not contain any viruses. The report is a false detection.

Solution: Exclude Bookmark from scanning and update to the new 64-bit version of Bookmark

McAfee does not report a false positive for the new 64-bit version of Bookmark. Bookmark 10.6.1-64 works.

Most schools in WA have 64-bit computers but many private schools and SA schools still have older 32-bit systems, mostly Windows 7, but a few could be Windows 8 or even the 32-bit Windows 10. Schools with 32-bit systems should upgrade to 64-bit Windows 10 as soon as possible. See below on how to tell if your computer is 32 or 64-bit.

The catch: Bookmark-64 only works on 64-bit Windows systems. It will not open on 32-bit systems. Bookmark-32 works on both. Bookmark-32 and -64 are identical. They look the same, act the same and are the same speed. The behind-the-scenes coding is different.

How to Update to the 64-bit Bookmark

1. Open the folder in which Bookmark is located. (If you do not know how to do this, contact the Bookmark Help Desk.)
2. In the file list, look for BMUTILX.exe and open it. This program usually survives the false detection. It opens Utilities. If it is not there, open BMDULD.EXE this is the download update program - skip to 4.
3. Click on Update then on Easy Update
4. Put the 2nd dot next to 64-bit. The top dot can be either LZH or TXT.
5. Click on Start Update. Update as normal.
6. Try to open Bookmark now.

If you do not know how to locate the Bookmark folder, contact your Bookmark Help Desk for assistance.

For the IT Specialist

Exclude Bookmark from scanning by the AV system. If not the entire folder at least the BM*.exe modules. This may solve the problem, in which case Bookmark-32 can still be used.

Allow Bookmark to download files from www.bookmark.central.sa.edu.au and www.bookmark.sa.edu.au