Microsoft Security Essentials - blocked child processes

960 TDO KB January 23, 2026 IT resources, Setup 9.54K

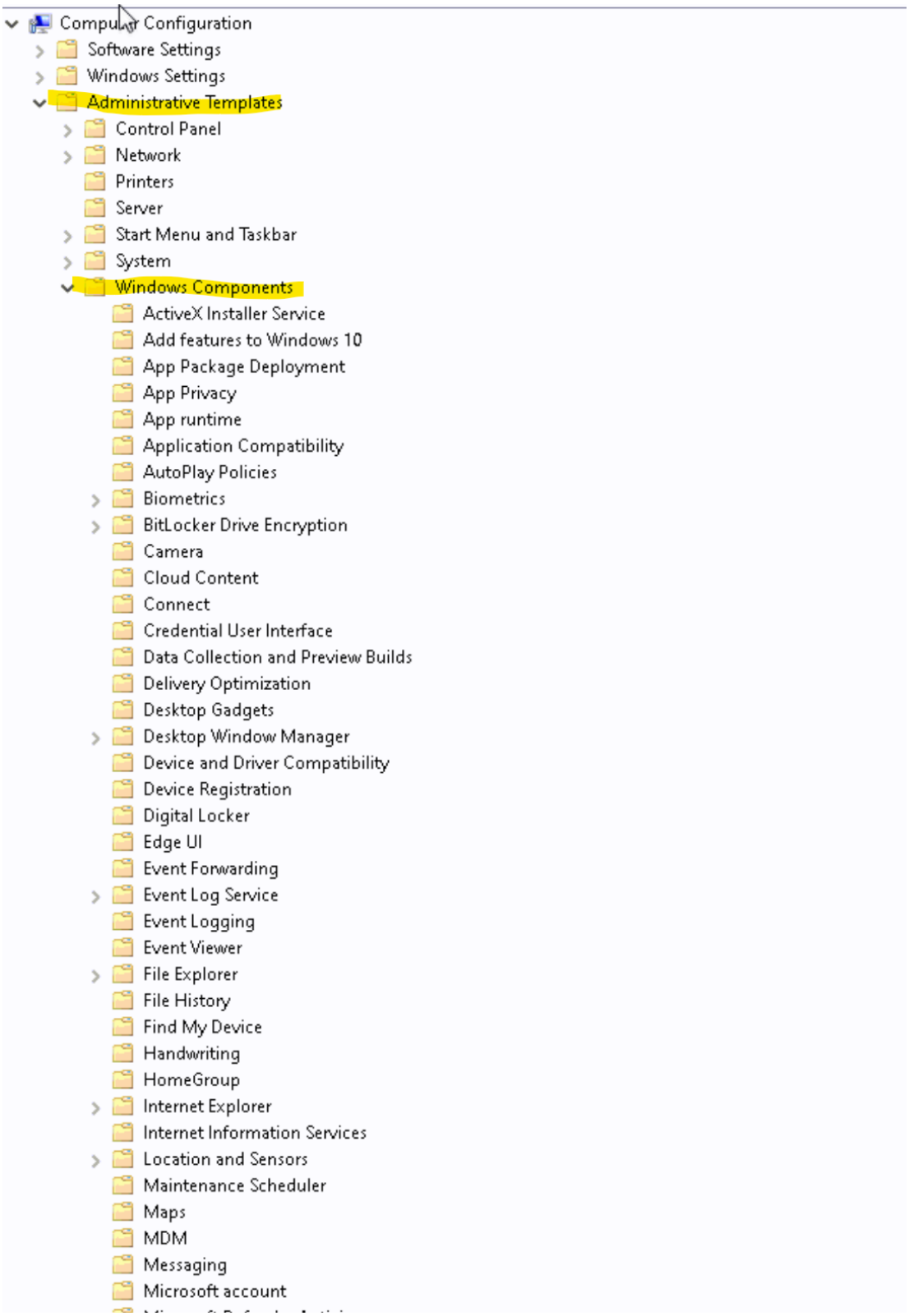
Microsoft defender will sometimes block TDO from creating child processes. Child processes are important to using TDO as they are required to use various TDO modules such as electronic prescriptions, letters, and auto fix. This Microsoft article outlines how to provide exclusions so that the processes will not be blocked.

https://learn.microsoft.com/en-us/microsoft-365/security/defender-endpoint/attack-surface-reduction-rules-deployment-implement?view=o365-worldwide#customize-attack-surface-reduction-rules

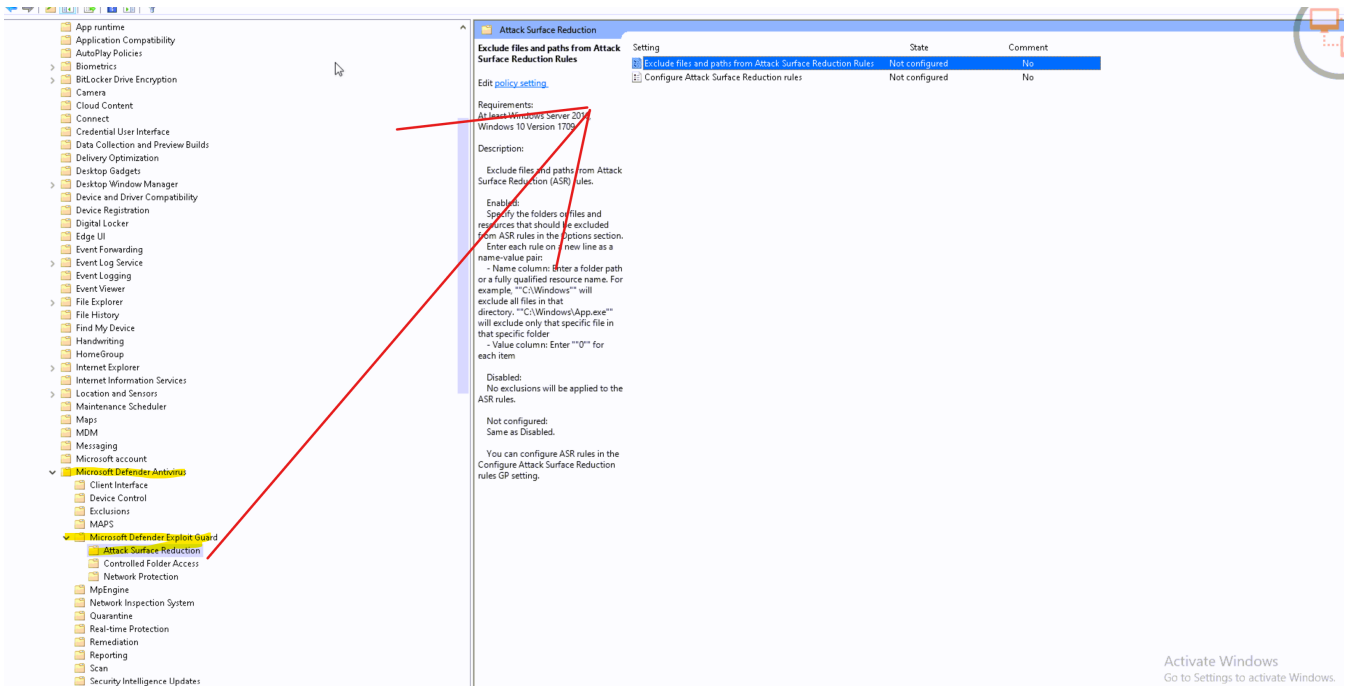
Use Group Policy to exclude files and folders

On your Group Policy management computer, open the Group Policy Management Console, right-click the Group Policy Object you want to configure and select Edit.

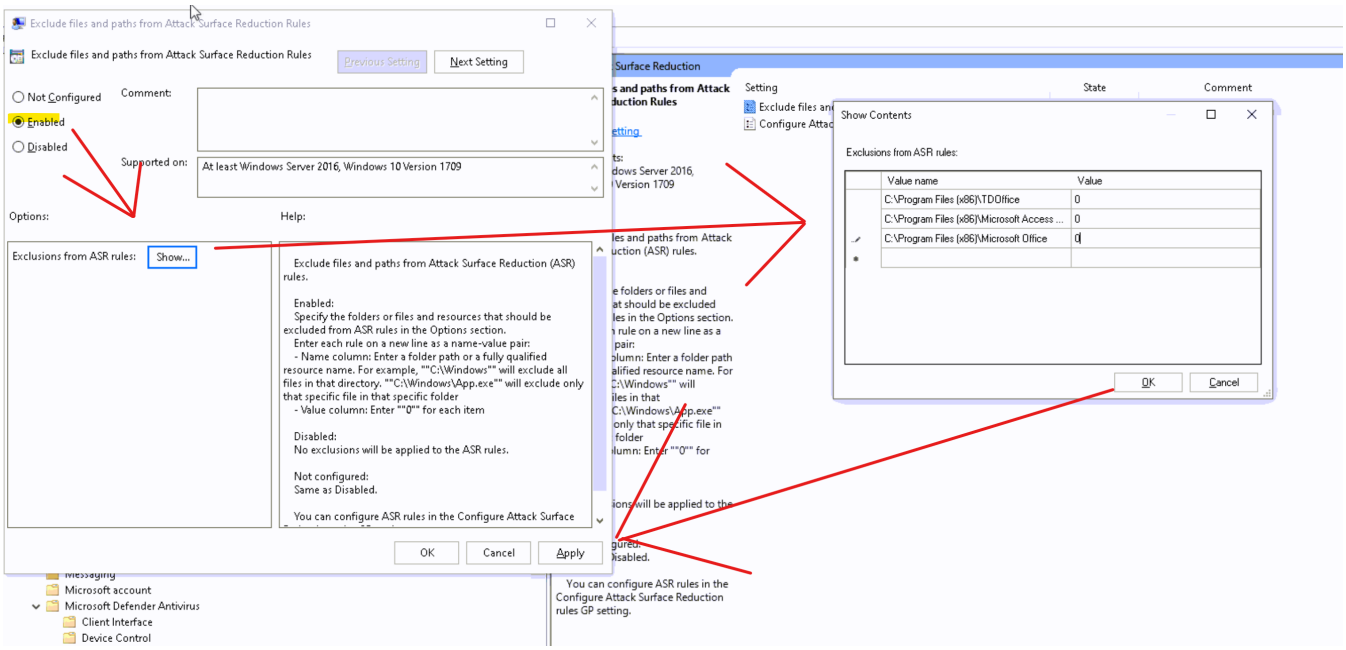
In the Group Policy Management Editor, go to Computer configuration and click Administrative templates.



Expand the tree to Windows components > Microsoft Defender Antivirus > Microsoft Defender Exploit Guard > Attack surface reduction.



Double-click the Exclude files and paths from Attack surface reduction Rules setting and set the option to Enabled. Select Show and enter each file or folder in the Value name column. Enter 0 in the Value column for each item.



Paths to add:

64bit Workstations

- C:\Program Files (x86)\TDOffice
- C:\Program Files (x86)\Microsoft Access Runtime
- C:\Program Files (x86)\Microsoft Office
- TDO Netdrive Share (S:\TDOfficedata)

If using RVG Kodak Integration:

- C:\TW
- C:\Program Files (x86)\Common Files\Trophy
- C:\Program Data\TW
- C:\Program files (x86)\Carestream

If using Dexis:

- C:\Dexis

Online URL: https://kb.tdo4endo.com/article.php?id=960