

Attachments stuck in antivirus queue...



[Jochem van Dieten](#) 204 posts since

May 6, 2009

There is an ongoing problem with attachments getting stuck in the queue of the antivirus scanner for days. For example:

<http://forums.adobe.com/message/2080837#2080837>

<http://forums.adobe.com/message/2085171#2085171>

1. Is this a known issue?
2. What is the maximum time for an attachment to be scanned? Anything more than how many minutes is an indication of a problem?
3. What can end-users do to mitigate this problem? For instance, are certain image formats more likely to get stuck than others?



[corygagliardi](#) 2,252 posts since

Apr 23, 2009 1. **Re: Attachments stuck in antivirus queue for days** Jul 13, 2009 2:04 PM

Hi,

This is a known issue that has been resolved as of July 9th.

Thanks,

Cory