Symptom: Slow login with RetroUI Pro and Norton Internet Security (NIS)

We have seen slow login issues with Norton Internet Security and RetroUI Pro. In these instances the 'Skip Metro' feature of RetroUI may also not function as expected. The solution is to exclude the Thinix\RetroUI directory from scanning in Norton Internet Security (NIS).
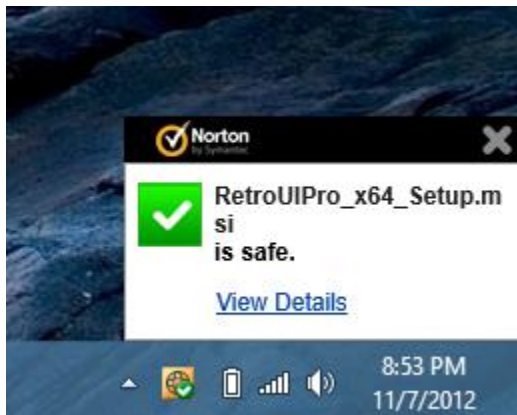
To do this:

1. Open the NIS Manager by clicking the NIS icon (with the green checkmark) in the system tray:

2. Within NIS, select the 'Settings' tab at the top of the NIS screen
3. Click on 'Items to Exclude from Scans'
    a. Select 'add'
        i. Enter or browse to: C:\Program Files\Thinix\RetroUI   - then hit OK
4. Then click on 'Items to Exclude from Auto-Protect, SONAR
        i. Enter or browse to: C:\Program Files\Thinix\RetroUI   - then hit OK
5. Then click on OK to save changes.

During installation NIS indicates that RetroUI Pro is safe:

Need to add c:\Program Files\Thinix\RetroUI folder to the exclusions by following the process above.