The scan log indicates there are unresolved items on my Mac. How do I remove them?

The unresolved items in the Bitdefender Antivirus for Mac scan log may be infections found in Time Machine backups or other restricted access locations. Check out the list below to learn how to handle each case.

ⓘ Note: Restricted Access files refer to files that Bitdefender Antivirus for Mac can only open but not modify.

Restricted access archives (xar, rar, etc.)

Solution: If the Bitdefender Antivirus for Mac scan log report unresolved items in a restricted archive, use the Reveal in Finder button that appears in the scan results to locate and delete the archive manually.

After moving the archive containing infected files to Trash, make sure to empty the macOS Trash as well.

Restricted access mailboxes (Mozilla Thunderbird, etc.)

Solution: If the unresolved item is found in an email archive, use the e-mail application to remove the e-mail with an infected attachment.

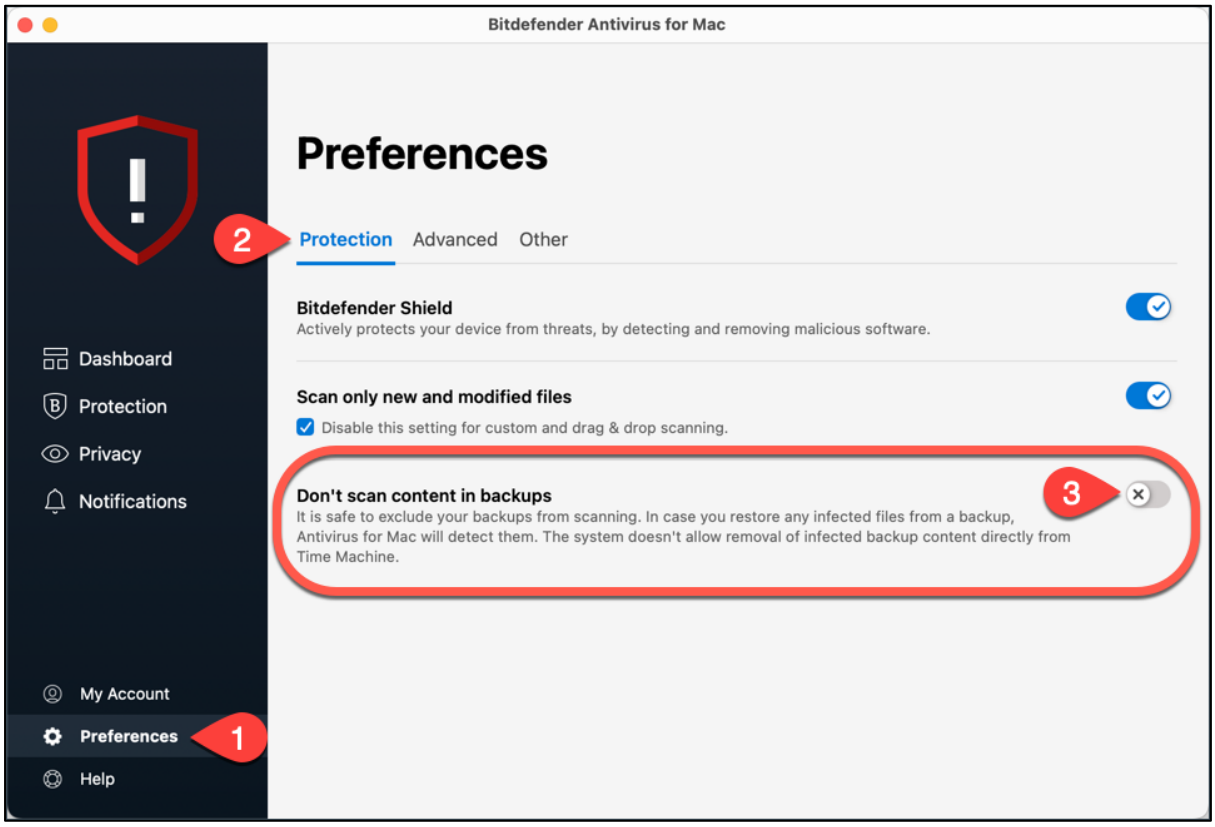
1. Open your email app (Thunderbird, Outlook, etc.)
2. Use the scan log generated by Bitdefender Antivirus for Mac to locate the infected email(s).
3. Delete all infected emails in your inbox.
4. Then empty the Deleted Items/Trash folder of your email app.

Time Machine backups

Solution: When unresolved threats are detected in Time Machine or other backups there are two options:

Option A. You can either toggle the Don't scan content in backups feature to off in Bitdefender Antivirus for Mac.

1. Open the Bitdefender Antivirus for Mac app by clicking the B icon from the menu bar at the top right of the screen and then selecting Open main window option in the menu.
2. Go to Preferences on the left-hand side of the main interface → open the Protection tab → enable the Don't scan content in backups switch.



Option B. Or you can exclude the backup from scanning by clicking the Add to Exclusions button that appears in the scan results or by following this antivirus exception guideline.

If the infected files are restored later, Bitdefender Antivirus for Mac will automatically detect them and take the proper action. To learn more about threats detected in backups, see – How to deal with unresolved threats in Time Machine backups, Boot Camp, Parallels.