

Prerequisites :

A) Updates check :

Go to Windows Settings => Update & Security => Windows Update.
Check that no updates are available. If so, download and install them.

B) Backup software :

Close all automatic local or online backup software (Dropbox, iCloud, iTunes, OneDrive, Google Drive, etc...).

Indeed, these should never be running while you are working on Heredis.

C) Cleaning software :

Also close all cleaning software such as CCleaner, Malwarebytes, etc...

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These prerequisites are your responsibility. You must set them before setting up your anti-virus software.