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Using McAfee VirusScan Enterprise 8.5i

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Introduction

Anti-virus software is the first line of defense against computer viruses that can spread very quickly using your Internet and/or local network connection, through e-mail attachments, network shares, peer-to-peer filesharing, IRC chat file downloads and browsing infected web sites. An infected computer could cause your system to malfunction, limiting your productivity. Virus infections could cause loss of valuable data or even more embarrassing – distribution of confidential or personal data. Virus infections can require a lot of man-hours to clean up or rebuild your system. Often when one computer gets infected, it also affects other computers in your office and on your network. **The best way to protect your system from viruses is to update your anti-virus program daily and scan your hard drive for viruses weekly.**

Information Technology Services (ITS) has a site license of McAfee VirusScan anti-virus software that active University of Hawai'i (UH) faculty, staff and students may use at no extra charge on their Windows computers. **McAfee VirusScan Enterprise is licensed for use on UH owned computers (desktops and laptops), including computer labs on campus, and home computers (one license only) for active UH faculty, staff and students.** (See "*System Requirements*" for supported operating systems). Active UH faculty, staff and students include any student taking a UH credit course and any faculty/staff currently employed by UH.

UH faculty, staff and students, upon termination of employment or student status at UH, must uninstall all site license copies of McAfee VirusScan and VirusScan Enterprise, per our site license agreement with McAfee.

ITS provides in-depth technical support for McAfee VirusScan and limited support for other anti-virus products. Make sure that you have only one anti-virus product installed, that your virus definitions (DAT files) are kept current and your anti-virus software is configured properly.

This document covers the basics of installing, configuring and using McAfee VirusScan Enterprise 8.5i.

Product Overview

McAfee VirusScan Enterprise (VSE) protects Windows desktops and file servers against viruses, Trojans, worms, potentially unwanted code and programs. VSE is licensed for use on UH owned computers and home computers (one license only) for active UH faculty, staff and students. It supports Windows 2000, Windows XP, Windows Vista and Windows server 2003. It also supports 64-bit Windows.

New or improved features:

- Support for 64-bit operating systems
  - Buffer overflow protection and scanning of Lotus Notes databases are not supported on 64-bit operating systems.
- Quarantine Manager Policy
  - Before the on-access or on-demand scanner cleans or deletes a file, a backup copy of the original file and its registry value is made in the quarantine directory. The quarantined items can be automatically deleted after a specified number of days or selectively deleted or restored.
- 5100 series scan engine
  - Incremental scan engine updates
  - Two versions of the scan engine, 32-bit and 64-bit
  - Ability to use different sets of detection definition files (DAT) at the same time, providing for faster and more efficient scanning.
- Detection of rootkits in memory
- Enhanced access protection
  - Standard protection level allows installation and execution of legitimate software.
  - Maximum protection level protects most critical settings and files from being modified.

Microsoft Windows Vista (excerpt from VirusScan Enterprise 8.5i readme**)**

1. Before remotely connecting to a computer with the Windows Vista operating system, you must complete these steps:

   a. From the computer with the Windows Vista operating system, modify the Windows Firewall settings to allow "Remote Service Management" as follows:

   - From the "Start" menu, select "Control Panel | Security | Windows Firewall | Change settings"
   - On the "User Account Control" dialog box, click "Continue."
   - On the "Exception" tab, select "Remote Service Management" on the "Program or port" list.

b. Start the "Remote Registry" service on the target computer with the Microsoft Windows Vista operating system, before remotely connecting to it. To start the "Remote Registry" service:

- From the "Start" menu, select "Control Panel | Administrative Tools | Services.
- If the "User Account Control" dialog box is available, click "Continue."
- Ensure the status of the "Remote Registry" service is "Started." If necessary, start the service.

We recommend that you stop the "Remote Registry" service on Windows Vista after completing the remote configuration.

2. When using the "Browse" option to connect to a remote console with the Windows Vista operating system, the list of computers does not display for a long period of time or at all. If the list does appear, you can select a computer, but the "OK" button is disabled so the connection cannot be made.

   You can make a remote connection to the console of other computers by specifying the full computer name or the IP address of the computer to which you want to remotely connect.

3. When running update or mirror tasks from the VirusScan Console on a system using Windows Vista, the task progress dialog box does not display while the task is running. However, the task completes successfully. You can view information about the task in the activity log.

4. When a connection is blocked in a share folder on a computer with the Windows Vista operating system, the blocked connection cannot be unblocked using the "Unblock All Connections Now" button in the On-Access Scan Statistics dialog box. The "Unblock All Connections Now" button is disabled in this scenario.

   The blocked connection will be unblocked after the default time out.

5. Buffer Overflow Protection is not supported on Microsoft Windows Vista operating systems.

System Requirements

McAfee VirusScan Enterprise 8.5i runs on the following Windows platforms:

Workstations

- Windows 2000 Professional with Service Pack 3 or later
- Windows XP Home with Service Pack 1 or later
- Windows XP Professional with Service Pack 1 or later
- Windows XP Tablet PC edition with Service Pack 1 or later
- Windows XP Professional x64 Edition, with Service Pack 1 or later
- Windows Vista

Servers

- Windows 2000 server with Service Pack 3 or greater
- Windows server 2003 with Service Pack 1
- Windows Storage server 2003

To run McAfee VirusScan Enterprise, it is recommended that your computer has the following:

- Internet Explorer 5.5 Service Pack 2 or later
- 140 MB of free hard disk space for complete installation with all program features
- 32 MB RAM or more
- Intel Pentium class or Celeron processor rated 166MHz or higher
- CD-ROM drive
- Internet connection (local area network, broadband or modem connection) for getting updates

Although VSE runs on Windows NT 4.0 SP6 or greater workstation and server, it is strongly advised that Windows NT not be used. Microsoft dropped support for Windows NT on Dec. 31, 2004. Security updates are no longer provided for this operating system.

Check the Microsoft web site at http://www.microsoft.com for guidelines for recommended RAM for optimal operating system performance.

You must also have a valid UH username and password to get a copy of the software which is licensed for the University of Hawai‘i. Go to http://www.hawaii.edu/account to request a UH username.

Where to Get the Software

Open your web browser to http://www.hawaii.edu/antivirus/ to download a copy of McAfee VirusScan Enterprise. Login with your UH username and password.

McAfee VirusScan Enterprise is also available on the ITS CD ROM at the ITS Keller 105 Lab and PC Lab in Keller 213 at UH Mānoa. You must register with your UH username and password to get a copy of the ITS CD ROM. It is strongly recommended that you obtain VirusScan Enterprise on the ITS CD ROM if you have a dial-up connection.

Installation Instructions

1. Download a copy of McAfee VirusScan Enterprise (**uhvse85.exe**) from http://www.hawaii.edu/antivirus/ and save it to your desktop.

   (Or obtain a copy of the ITS CD ROM.)

2. Make sure that you are logged in with an account that has administrator privileges. Close all applications.

3. If you have an existing anti-virus software (not McAfee VirusScan Enterprise 8.0i), you should uninstall it first. Go to **Start**, **Control Panel**, **Add/Remove Programs**. Select your old anti-virus program and click **Remove**. Make sure that you **restart** your system before proceeding with the installation.

4. Double click on the **uhvse85.exe** self-extracting file to extract the contents. It may take awhile to extract the files.

   (Insert the ITS CD ROM into your CD ROM drive. Open **My Computer** and select the ITS CD ROM. Double click on the **uhvse85.exe** icon.)

5. Click **View Readme** to show the readme file, if desired. Click **Next.**

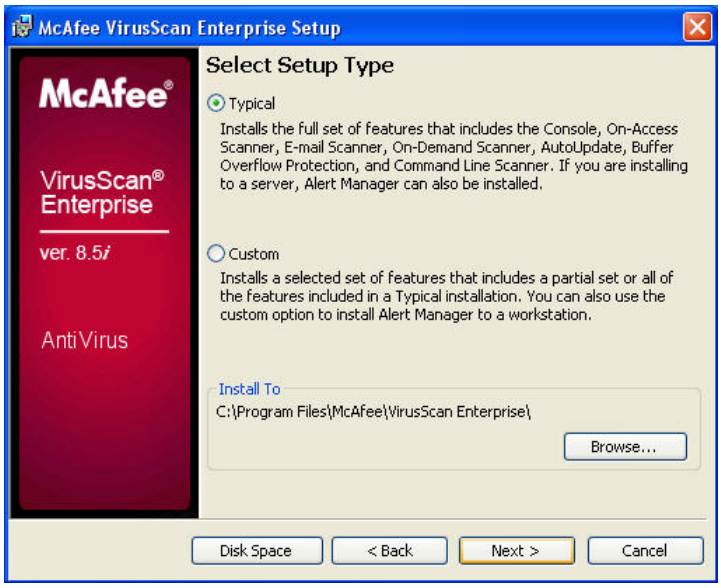
6. For License Expiry Type, select **Perpetual** from the pull down menu. Leave the country selection as **United States**. Read the license agreement. If you agree with the terms of the license agreement, darken the radio button for **I accept the terms in the license agreement**. Click **OK**.

Note: if you decline, you won't be able to install the software and will need to get another anti-virus software.

Upon termination of employment or student status at UH, you must uninstall all site license copies of McAfee VirusScan Enterprise.

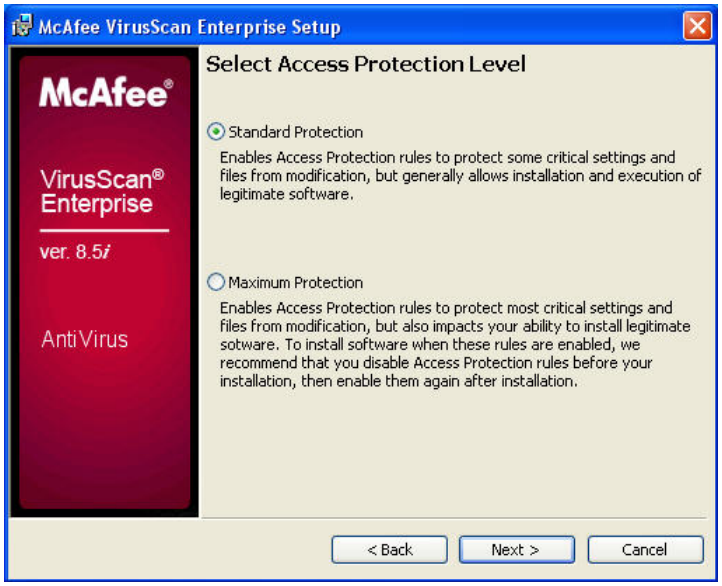
7. **If you have the previous version of McAfee VirusScan Enterprise installed,** the VSE 8.5 installer will detect it. Do **NOT** check **preserve settings.** Click **Next.**

8. Select **Typical** for Setup Type.



VSE installs in C:\Program Files\McAfee\VirusScan Enterprise\ folder by default. Click **Browse** to specify another folder. Click **Next.**

9. Select **Standard Protection** for access protection level. Click **Next.**

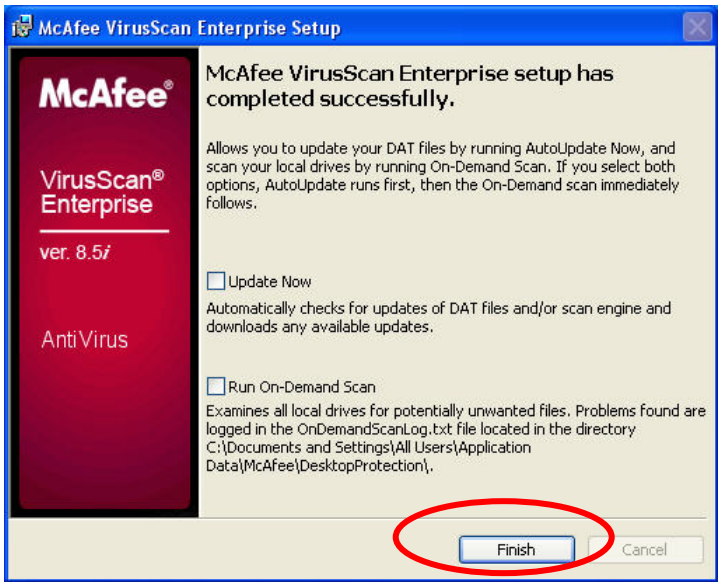


10. Click **Install** to begin. Please wait while the VSE installer copies files to your hard drive and updates your registry.

    This part takes awhile, especially when McAfee Common Framework is being removed, if you are installing VSE 8.5 over VSE 8.0. Your computer may appear to be hung. Please be patient.

    (If you have SpySweeper running, you may get a BHO alert. Click **Allow**.)

11. VirusScan Enterprise has been successfully installed. Do **NOT** check **Update Now** and **Run On-Demand Scan.** Click **FINISH**.



    It is strongly recommended that you manually update your DAT file (if needed) and scan your hard drive after restarting your computer. See ***Post Installation Instructions***.

12. At the prompt "Your computer must be restarted to load the new VSE settings", click **Yes.**

Post Installation Instructions

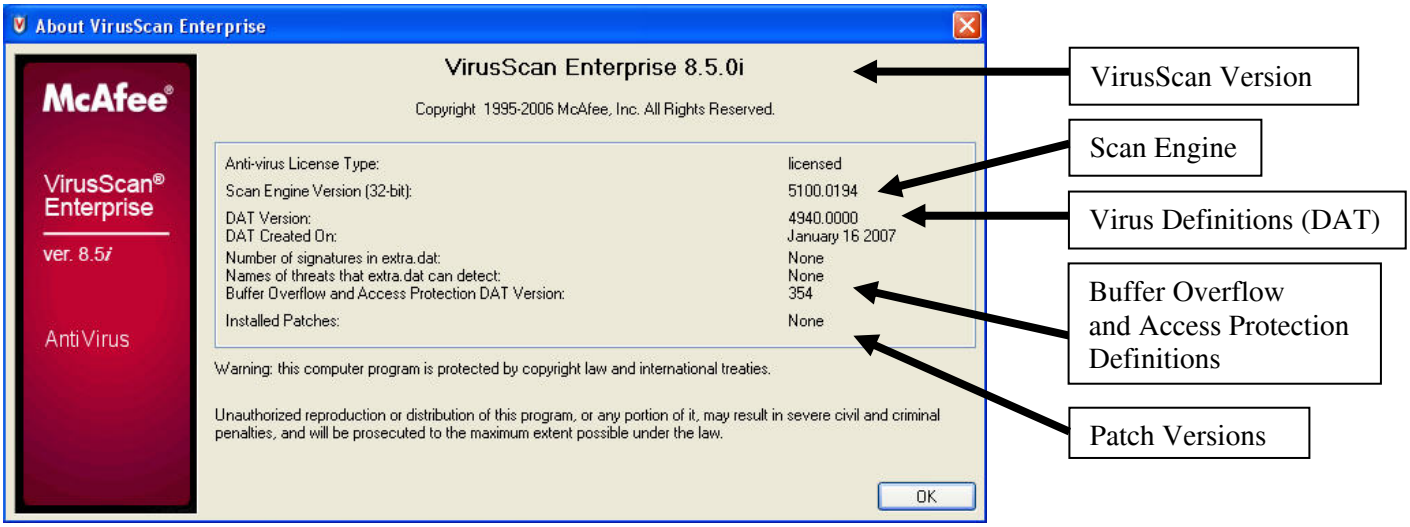
13. Manually update your scan engine and DAT (if needed) by running **Update Now.** After restarting, please wait until VirusScan has completely loaded (Autoupdate task should appear in VirusScan Console) before running **Update Now**. (See *How to Manually Update DATs* on page 13.)

14. Scan your hard drive(s) by running **Full Scan**. (See *How to Scan for Threats* on page 16.)

    (If you are running personal firewall software, e.g. ZoneAlarm, you will need to allow access to mcupdate.exe, mcconsol.exe, scan32.exe, and FrameworkService.exe in your personal firewall.)

Which Version of VirusScan am I Running?

Right click on the Vshield icon in the system tray and click **About VirusScan Enterprise**.



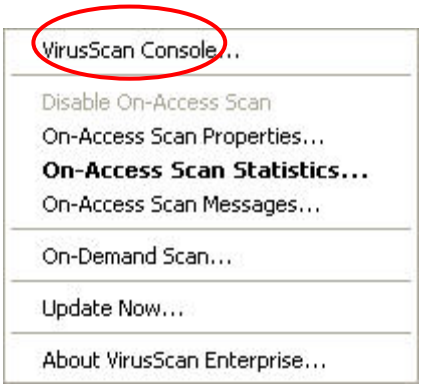
You are running VirusScan Enterprise version 8.5.0i with virus definitions (DAT) 4940.0000, 32-bit scan engine 5100.0194 and no installed patches. Buffer overflow and access protection DAT version is 354. You will need this information when calling the ITS Help Desk for assistance with VirusScan Enterprise.

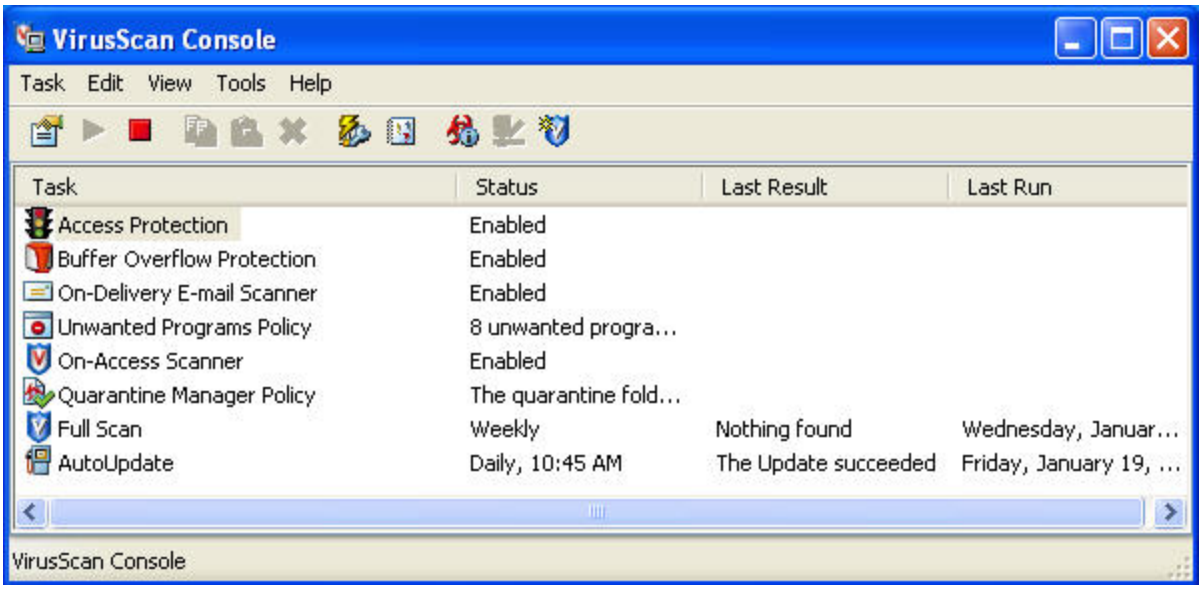
If you are running 64-bit Windows, the 64-bit scan engine version will be installed. Incremental updates of the scan engine are allowed with the 5100 scan engine series (32-bit and 64-bit).

Launching VirusScan Console

VirusScan should load automatically at startup when you boot up Windows.

Right click on the icon with a red Vshield icon in the system tray. On the pop-up menu, click **VirusScan Console**.





VirusScan Console comes with eight tasks by default: Access Protection, Buffer Overflow Protection (not in 64-bit Windows or Vista), On-Delivery E-mail Scanner, Unwanted Programs Policy, On-Access Scanner, Quarantine Manager Policy, Full Scan, and AutoUpdate.

Other tasks such as specialized on-demand scans may be added to VirusScan Console.

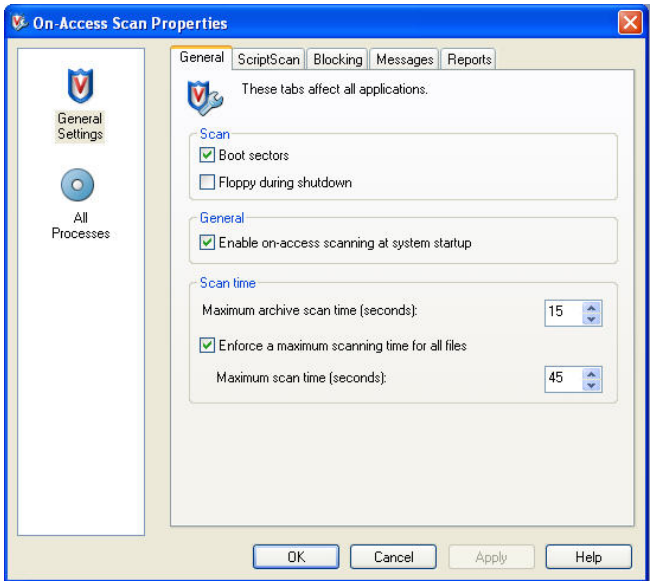
Configuring On-Access Scanner Properties

On-access scanner properties have been pre-configured for use at UH. In general, the pre-configured settings should be sufficient for anti-virus protection for general business office use. If you have a shared computer or a computer lab environment, you should adjust your scan settings to increase your anti-virus protection levels.

1. In VirusScan Console, double click on the **On-Access Scanner** task**.**

   If VirusScan Console is not open, right click on the red Vshield icon in the system tray and click on **On-Access Scan Properties**.

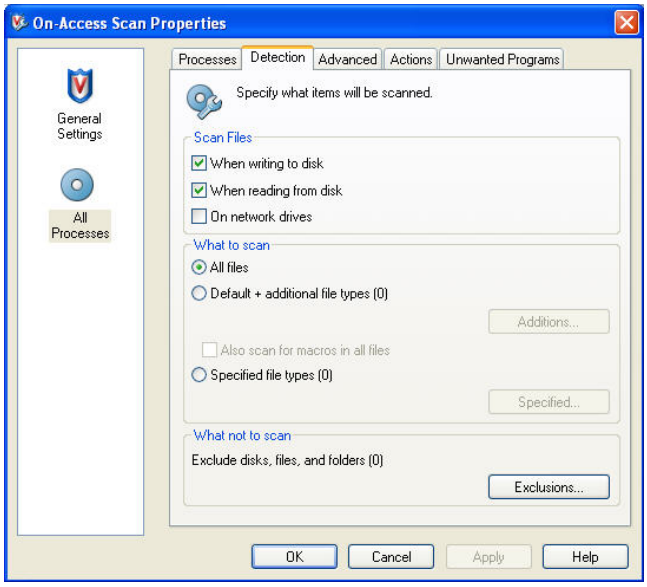
2. In the General Tab, scan “floppy during shutdown” is unchecked in the pre-configured setting. (Scanning floppies on shutdown has caused shutdown problems with some computers.)



3. Click on the **All Processes** icon in the left pane.

   You can use different scan settings for high-risk and low-risk processes. Darken the appropriate setting, according to your situation.

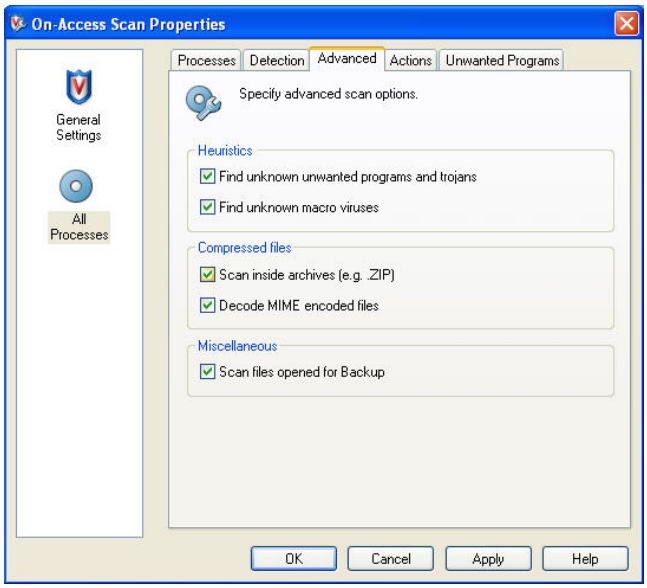
4. Click on the **Detection** tab.



   If you have more stringent scan requirements (for shared computers or public computer labs), select scan **All files**. This scan setting may slow down the performance of your computer, depending on your hardware, but allows for maximum anti-virus protection.

   If the default scan all files slows down the performance of your computer too much, you may select scan **Default + additional file types**. Add the **TX?** file extension to the default file extensions list and check **Also scan for macro viruses in all files**. This scan setting is recommended to allow sufficient anti-virus protection without noticeable degradation in system performance.

5. Click on the **Advanced** tab.



All options are checked.

VSE will scan for potentially unwanted programs, such as adware and spyware (which are not viruses). If these programs are detected, VSE will automatically attempt to clean the file; if it fails, the file will be automatically deleted.

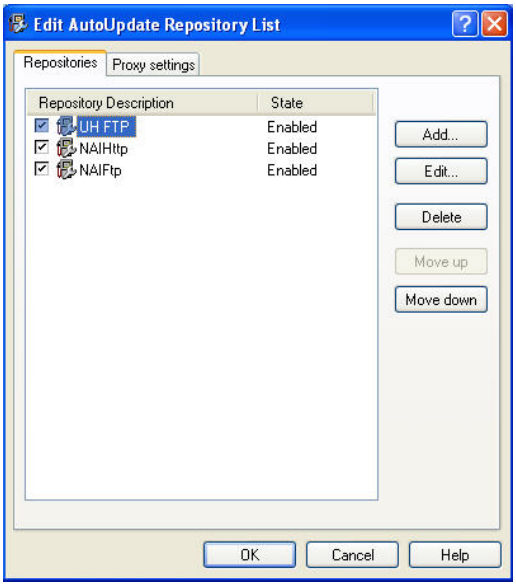
6. Click **Apply** and **OK**.

Viewing the AutoUpdate Repository List

VSE has been pre-configured to check repositories at UH and NAI for available updates. Repositories are FTP or HTTP sites. The AutoUpdate task in VirusScan Console or the Update Now task from the Vshield system tray icon is used to check for updates. The default repositories are pre-configured to point to UH FTP, NAI HTTP, and NAI FTP sites. **You do not need to make any changes in the pre-configured repository settings.**

To view the AutoUpdate Repository list:

1. Right click on the **Vshield** icon in the system tray.
2. Click on **VirusScan Console**.
3. On the menu bar, click on **Tools**, **Edit AutoUpdate Repository List**.
4. All repositories should be checked and enabled.

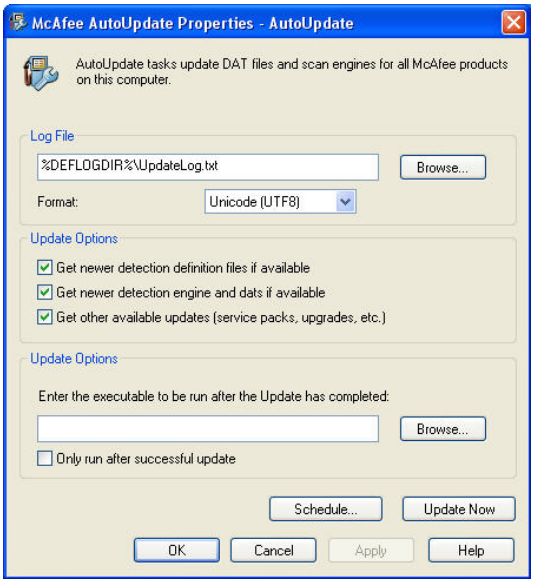


5. Highlight the name of the repository and click on the **Edit** button. Click **OK** when done.

Configuring AutoUpdate Task

The AutoUpdate task has been pre-configured for use at UH. In general, you do not need to make any changes in the AutoUpdate task. You may need to change settings in the AutoUpdate schedule to better meet your specific needs.

1. In VirusScan Console, right click on the **AutoUpdate** task and click on **Properties**.
2. Click on **Update Now** to go to the repositories to manually check for available updates. If updates are available, they will be automatically downloaded and installed.

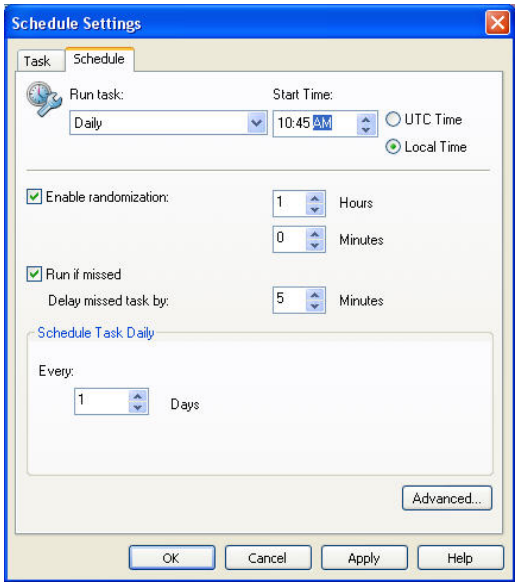


To Schedule AutoUpdates

For the best protection, AutoUpdates should be scheduled **daily** (recommended setting).

In VirusScan Autoupdate Properties, click on the **Schedule** button. In the Task tab, ensure that **Enable (scheduled task runs at specified time)** is checked. Click on the **Schedule** tab.

- Select **Daily** and time of day specifying a.m. or p.m.
- If your computer is not on most of the time (e.g. laptop), use **At Startup** or **At Logon** options.



The pre-configured schedule for AutoUpdate is set to **daily** at 10:45 a.m. with one hour randomization (connections to the repositories are varied up to one hour, spreading out the load on the update servers.).

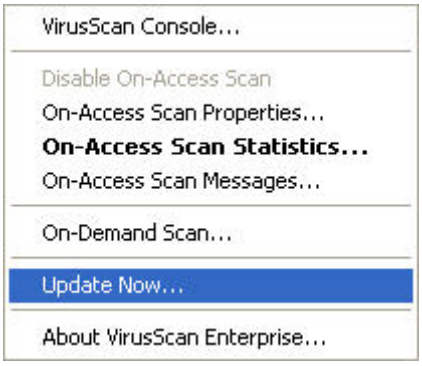
Note: Your computer must be powered on at the scheduled time for the AutoUpdate task to run.

Adjust the time to run the AutoUpdate task to meet your needs. **Daily** updating is recommended since McAfee routinely updates DATs daily but more frequently during virus outbreaks.

How to Manually Update DATs

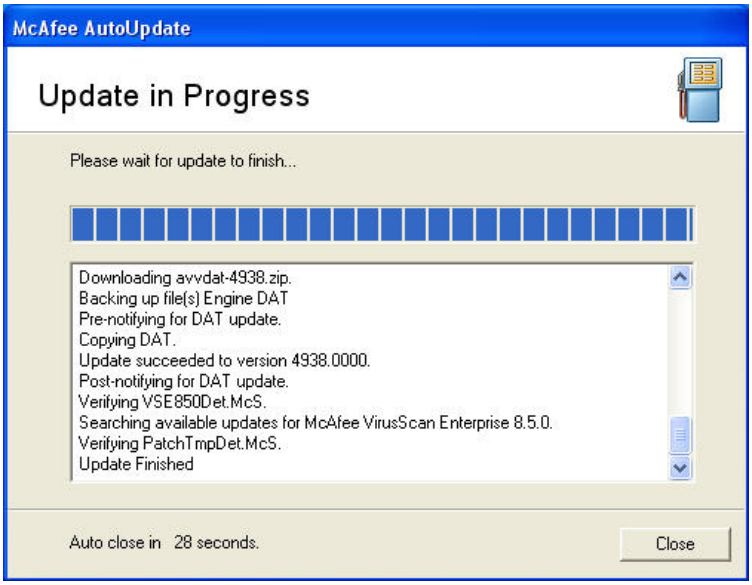
There are several ways to manually update your scan engine and DAT files.

- Right click on the red Vshield icon in the system tray and click on **Update Now** on the popup menu.



- Open VirusScan Console. Do one of the following:
  1. Highlight the **AutoUpdate** task. Click the green triangle start icon in the VirusScan Console toolbar.
  2. Right click on the **AutoUpdate** task and click **Start** in the popup menu.
  3. Right click on the **AutoUpdate** task, click **Properties**. Click **Update Now.**

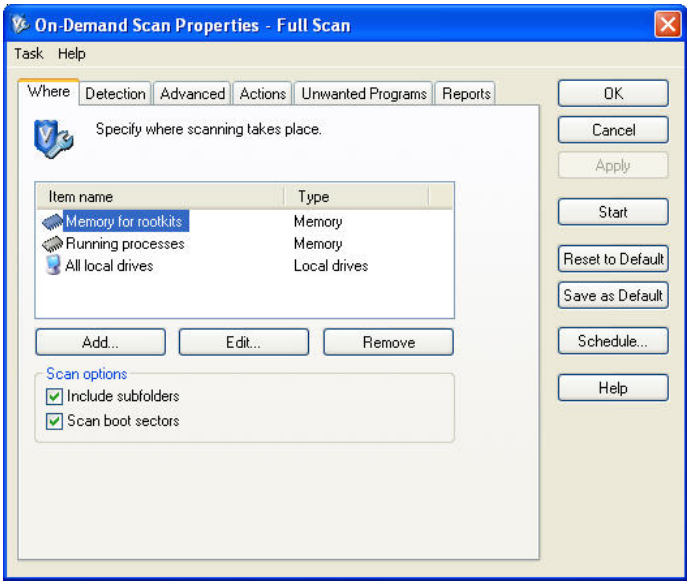
VSE will check the UH repository for available updates. If updates are available, it will download and install the latest updates. Otherwise, VSE will inform you that you have the latest scan engine and DAT files. Click **Close** when the update is completed or the message box will automatically close.



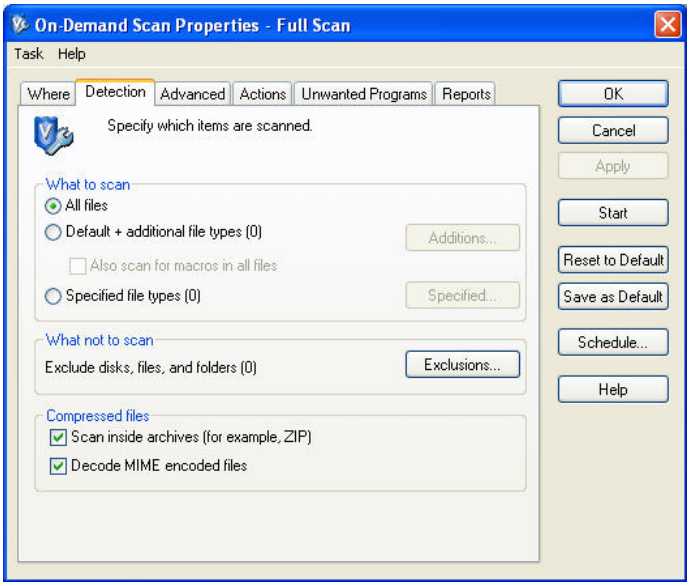
Configuring Full Scan Task

The **Full Scan** task has been pre-configured for use at UH. In general, you don't have to make any changes. This section shows you the pre-configured options. Adjust the settings, only if needed, to better meet the requirements of your environment.

1. Open VirusScan Console. Right click on the **Full Scan** task and click on **Properties**. Ensure that the Item name is set to **All local drives**.



2. Click on the **Detection** tab. By default, **all files** are scanned. This is the recommended option for scanning your hard drives. **Scan inside archives** and **Decode MIME encoded files** are also checked for added protection.

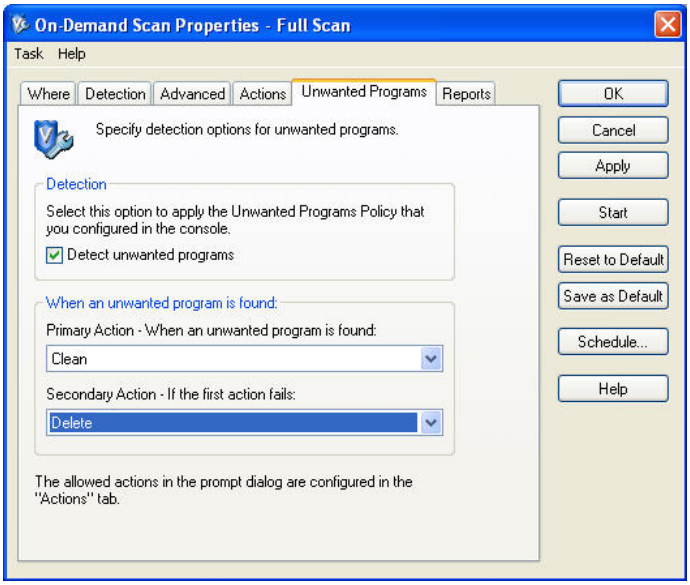


3. Click on the **Advanced** tab. Both options under Heuristics should be checked.

4. Click on the **Unwanted Programs** tab.

   Detect unwanted programs is checked in the pre-configured settings. VirusScan will search for adware and spyware which are not viruses. Any potentially unwanted program found by VirusScan is deleted if it can't be cleaned.

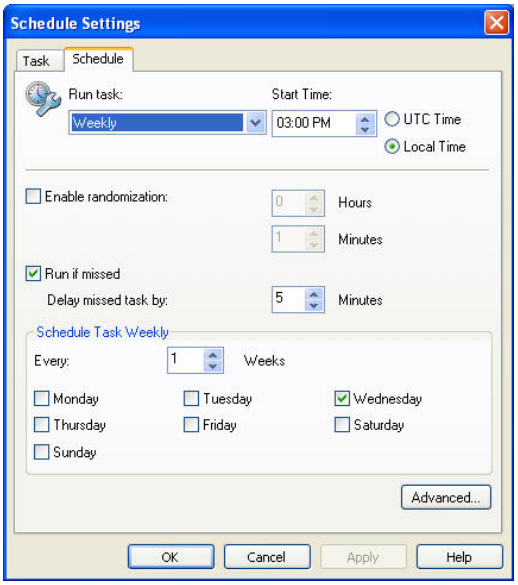
5. If you made any changes, click **Apply** then schedule the task.



To Schedule Full Scan

1. Open VirusScan Console. Right click on the **Full Scan** task and click on **Properties**. Click on the **Schedule** button on the right side. On the **Task** tab, check **Enable (scheduled task runs at specified time)**.

2. Click on the **Schedule** tab. In the Schedule Task pull down menu, select **Weekly**. Set the start time and designate a.m. or p.m. Leave as local time. Check a day of the week to scan your fixed disks. This should be a time when your computer is powered on, you are logged in and won't be actively using your computer. The pre-configured scan schedule is set for Wednesdays at 3:00 p.m. Make adjustments to day or time, if needed. Click on **Apply** and **OK**.



Note: if your computer is shared or in a public computer lab, it is recommended that you scan your fixed disks more frequently (2-3 times per week or daily).

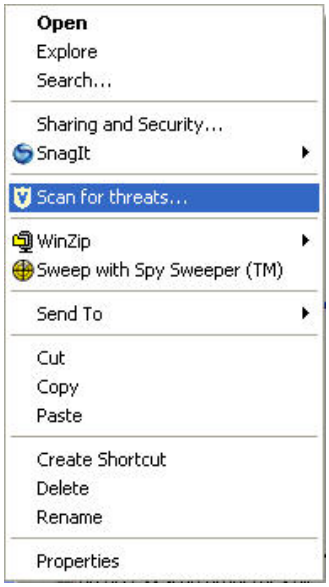
Remember that your computer must be powered on at the scheduled time for the task to run.

How to Scan for Threats

Threats are viruses and any unwanted programs specified in Unwanted Programs Policy (spyware, adware, key loggers, etc.)

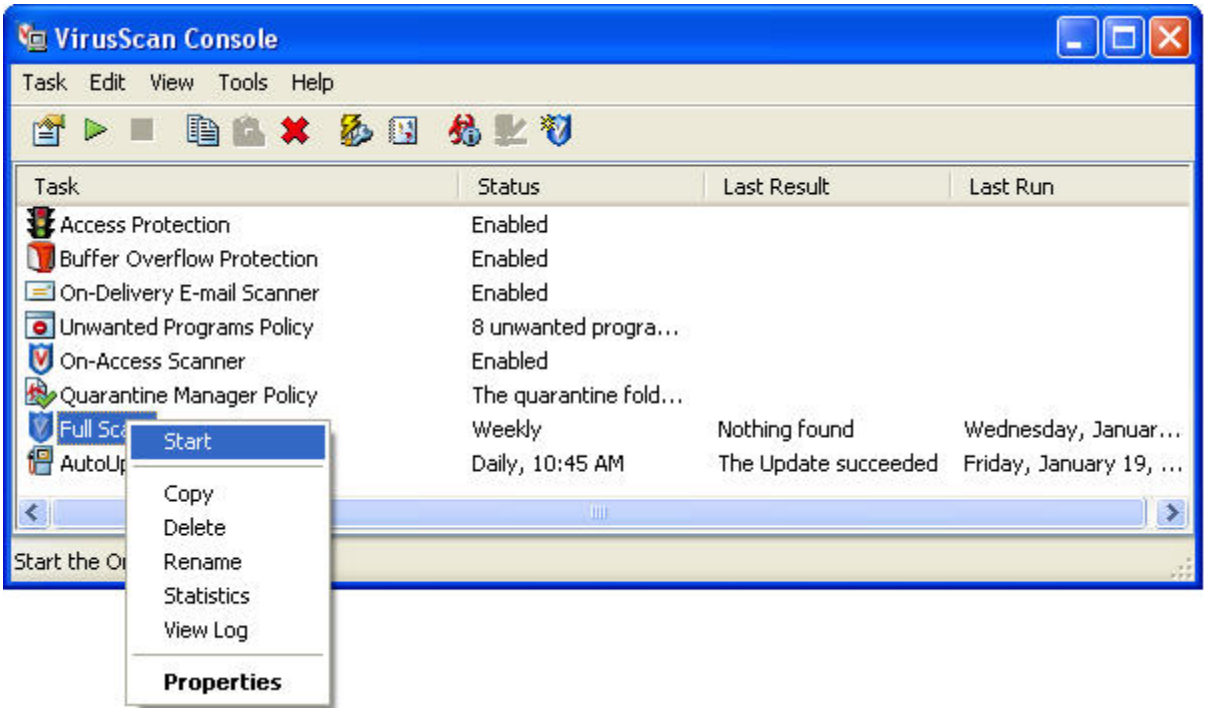
Scan a File or Folder

To quickly scan a file or folder, right click on the file (or folder) and click **Scan for threats** on the pop-up menu.



Full Scan

Open VirusScan Console. Right click on **Full Scan** task and select **Start**.

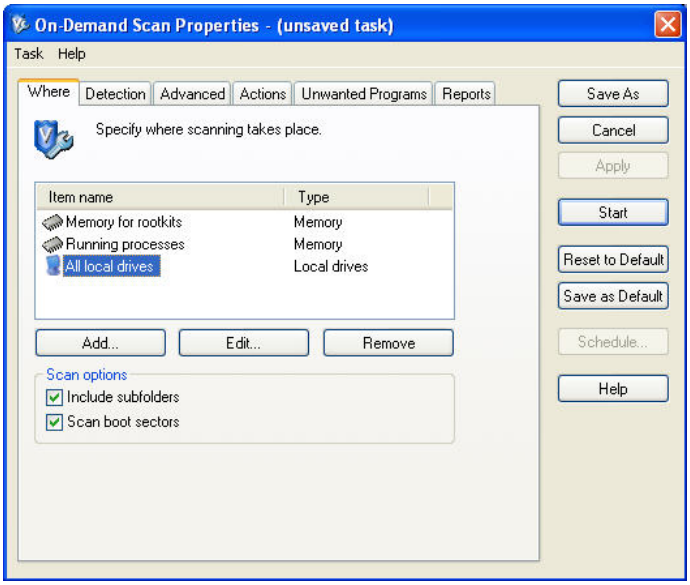


The scan task will start to scan all your local drives. Make sure you configured the scan task following the directions in the previous section.

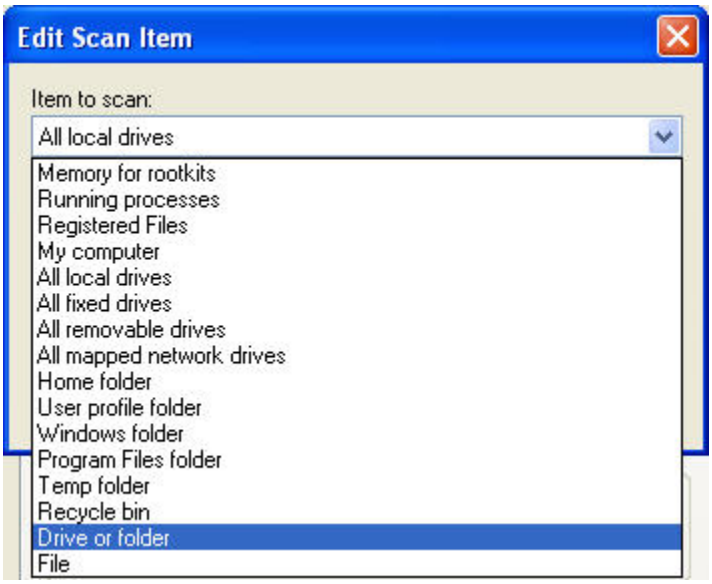
Specifying What to Scan

1. If you wish to scan a particular drive or folder, right click on the red Vshield icon in the system tray and click **On-Demand Scan**.

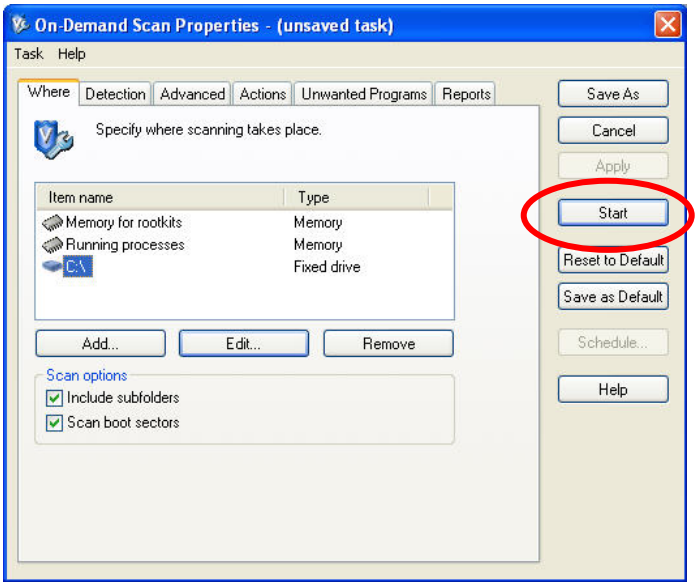
2. In the Where tab, highlight **All Local Drives**, and click on the **Edit** button.



3. In the **Item to Scan** pull down menu, select **Drive or folder** (or the desired location).



4. Click on the **Browse** button and select the drive or folder to scan. Click **OK** until you return to the On-Demand Scan Properties window. Click **Start** to start the scan.



If you wish to save the scan settings to use for future scans, click the **Save As** button. Enter a task name for the new scan (for example, "Scan Drive C") and click **OK**. The newly created task will appear in VirusScan Console.

To run the new task, open VirusScan Console, right click on the task and click **Start**.
You can also schedule the new task (follow directions in "Configuring Full Scan Task") if you scan this location routinely.

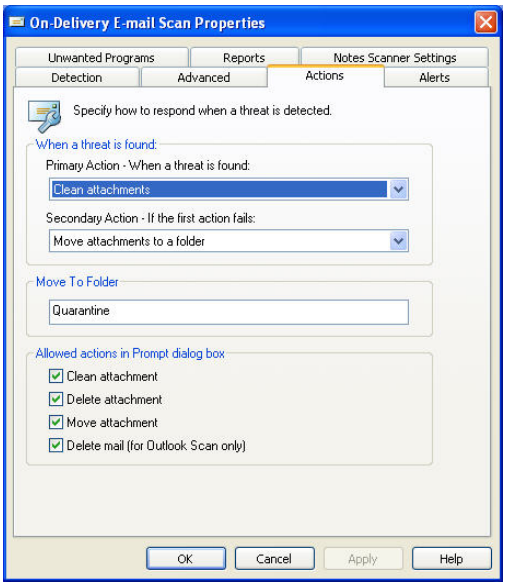
VirusScan Enterprise automatically scans e-mail messages and attachments for Microsoft Outlook and Lotus Notes only. It scans on-delivery for Microsoft Outlook and on-access for Lotus Notes. **It does scan e-mail attachments as you download or save them in other POP3 e-mail clients, such as Eudora.**

If you do not use Microsoft Outlook or Lotus Notes, disable **On-Delivery E-mail Scanner.** In VirusScan Console, right click on **On-Delivery E-mail Scanner** and click **Disable.**

1. Open VirusScan Console. Right click **On-Delivery E-mail Scanner** and click **Properties.**
2. In the **Detection** tab, ensure that **all file types** are checked so all e-mail attachments will be scanned for viruses.

The settings in the Actions, Alerts, and Reports tabs should be left at default.

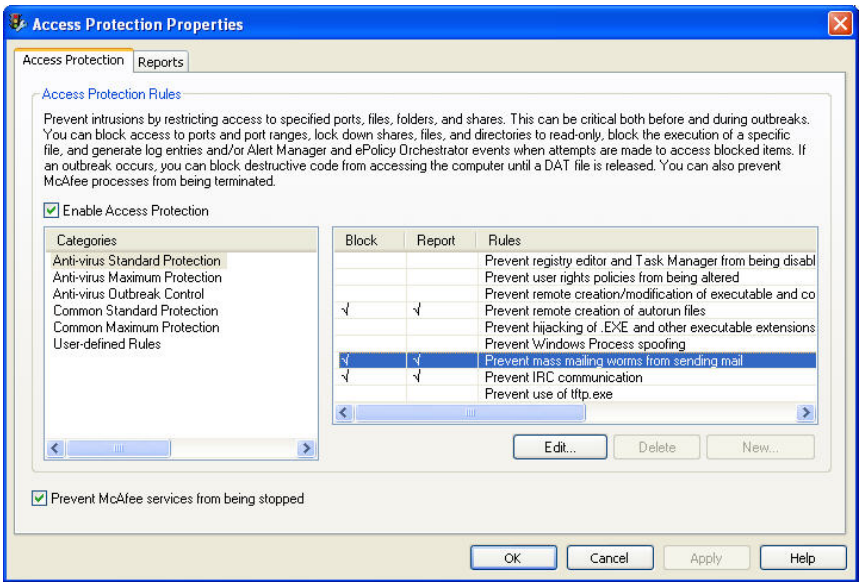
E-mail Scan Settings - Actions Tab



When a virus is detected, the default action taken by VirusScan is to attempt to clean the file. If cleaning fails, the file is renamed with a .vir extension and moved to quarantine in the c:\quarantine folder. You may inspect the quarantined file and delete it if not needed. Normally, you would delete the infected file.

Access Protection – Anti-Virus Standard Protection

VSE 8.5i has new access protection rules separate for anti-virus (standard, maximum, outbreak), common protection (standard, maximum), and user-defined categories. Open VirusScan Console. Right click on **Access Protection** and click **Properties**.



Under **Anti-virus Standard Protection,** the rule **Prevent mass mailing worms from sending mail** blocks outbound SMTP email traffic on port 25 to block mass mailing viruses, such as Bagle and Netsky, from mass mailing from your workstation. A list of legitimate e-mail clients and mail agents, such as Eudora, Outlook, Netscape, and others, are excluded. The default exclusions include the following:

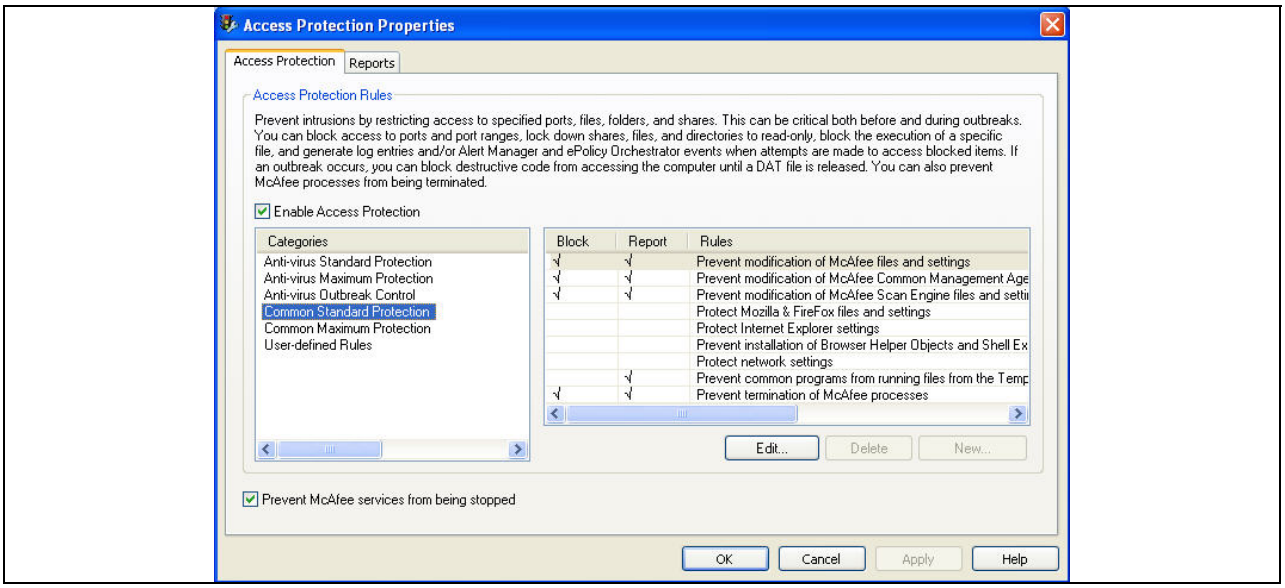
agent.exe	amgrsrvc.exe	apache.exe
ebs.exe	eudora.exe	explorer.exe
firefox.exe	firesvc.exe	iexplore.exe
inetinfo.exe	mailscan.exe	MAPISP32.exe
modulewrapper*	mozilla.exe	msexcimc.exe
msimn.exe	mskdetct.exe	msksrvr.exe
msn6.exe	msnmsgr.exe	neo20.exe
netscp.exe	netscp6.exe	nlnotes.exe
nrouter.exe	nsmtp.exe	ntaskldr.exe
opera.exe	outlook.exe	Owstimer.exe
pine.exe	poco.exe	RESRCMON.EXE
rpcserv.exe	SPSNotific*	thebat.exe
thunde*.exe	tomcat.exe	tomcat5.exe
tomcat5w.exe	VMIMB.EXE	webproxy.exe
WinMail.exe	winpm-32.exe	

If your email client is not included in the default list of exclusions, you may add it by:

1. Click **Prevent mass mailing worms from sending mail** to select it and click **Edit**.
2. In the **Processes to exclude** box, at the end of the list of executables, enter "**,testmail.exe**" (no quotes; don't forget the comma) where testmail.exe is your email client's executable file name. Click **OK**.
3. In the Access Protection tab, click **Apply** and **OK**.

Access Protection – Common Standard Protection

Under **Common Standard Protection**, the rule **Prevent common programs from running files from the Temp folder** may be modified if you find it too restrictive.

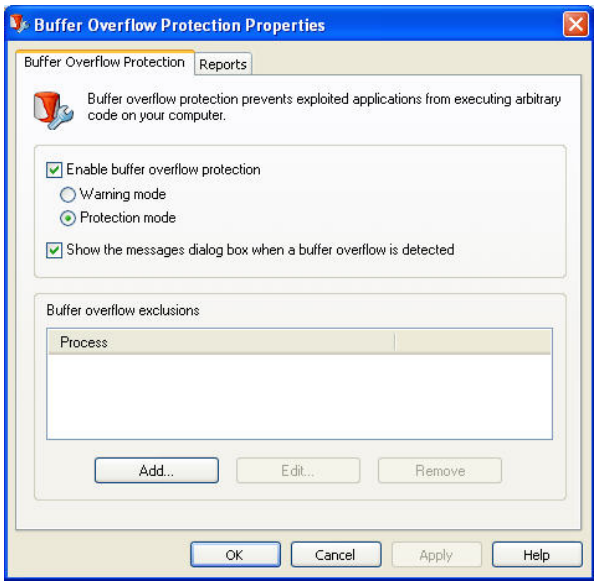


1. Click on **Prevent common programs from running files from the Temp folder** to select and click **Edit**.
2. In the **Processes to include** box, at the end of the list of executables, enter "**,testmail.exe**" (no quotes; don't forget the comma) where testmail.exe is your application's executable file name. Click **OK**.
3. In the Access Protection tab, click **Apply** and **OK**.

When an access protection violation occurs, the red vshield system tray icon temporarily changes to one with red brackets around it. To reset the icon, open the Access Protection Activity Log from the system tray icon.

Buffer Overflow Protection

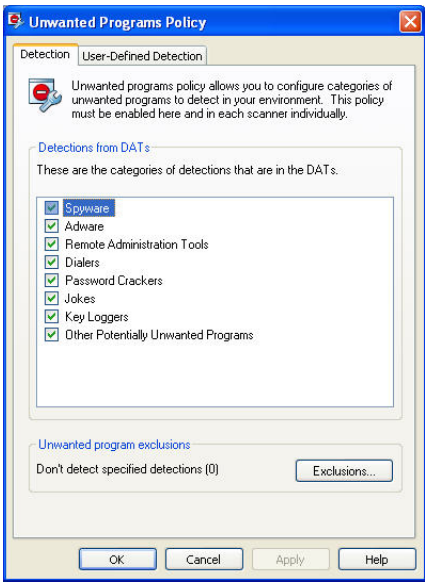
VSE 8.5i has buffer overflow protection capabilities (not supported in Windows Vista and 64-bit Windows). Open VirusScan Console. Right click on **Buffer Overflow Protection** and click **Properties**. Ensure that **Enable buffer overflow protection** and **Show the messages dialog box when a buffer overflow is detected** are checked.



Some software may conflict with VirusScan's buffer overflow protection. In that case, disable buffer overflow protection. First, uncheck **show the messages dialog box when a buffer overflow is detected**. Then uncheck **enable buffer overflow protection**.

Unwanted Programs Policy

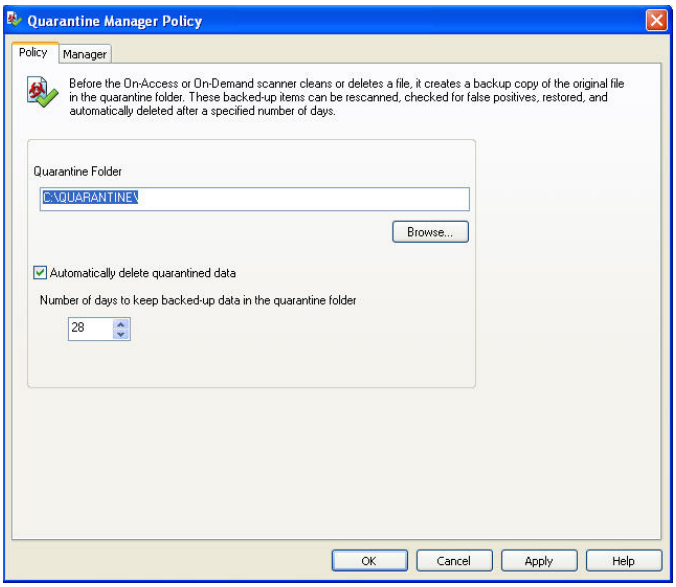
Open VirusScan Console. Right click on **Unwanted Programs Policy** and click **Properties**. On the **Detection** tab, all categories should be checked in the UH pre-configured settings. Clear any unwanted program categories that you don't want to detect. Click **OK**.



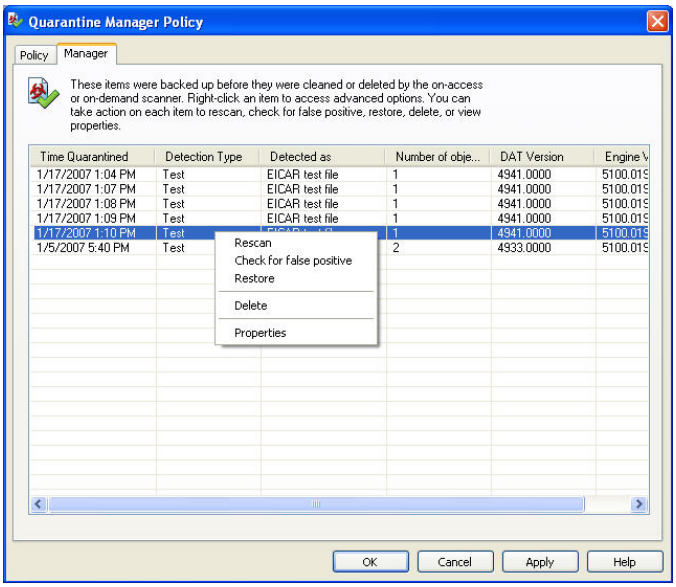
Quarantine Manager

Quarantine Manager is a new feature in VirusScan Enterprise 8.5i. To access Quarantine Manager, open VirusScan Console. Right click on **Quarantine Manager Policy** task and click **Properties**.

Before On-access or On-demand scanners in VirusScan Enterprise clean or delete a file, it makes a backup copy of the original file in the quarantine folder. The default quarantine folder is c:\quarantine. The default policy is to automatically delete quarantined data after 28 days. You may modify the policy to your liking.

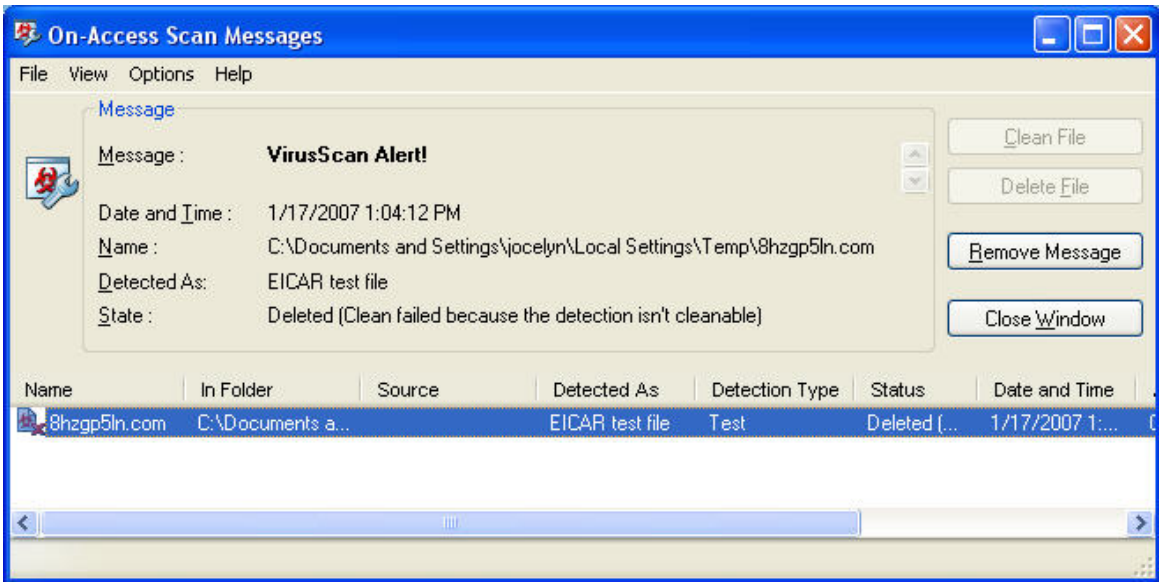


In the Manager tab, you can manage (restore, check for false positive, rescan, delete) quarantined data. Right click on the quarantined entry and select the desired option. Click **Apply** and **OK**.



I Found a Virus, Now What?

When VirusScan Enterprise detects a virus, you will receive a warning similar to the following:

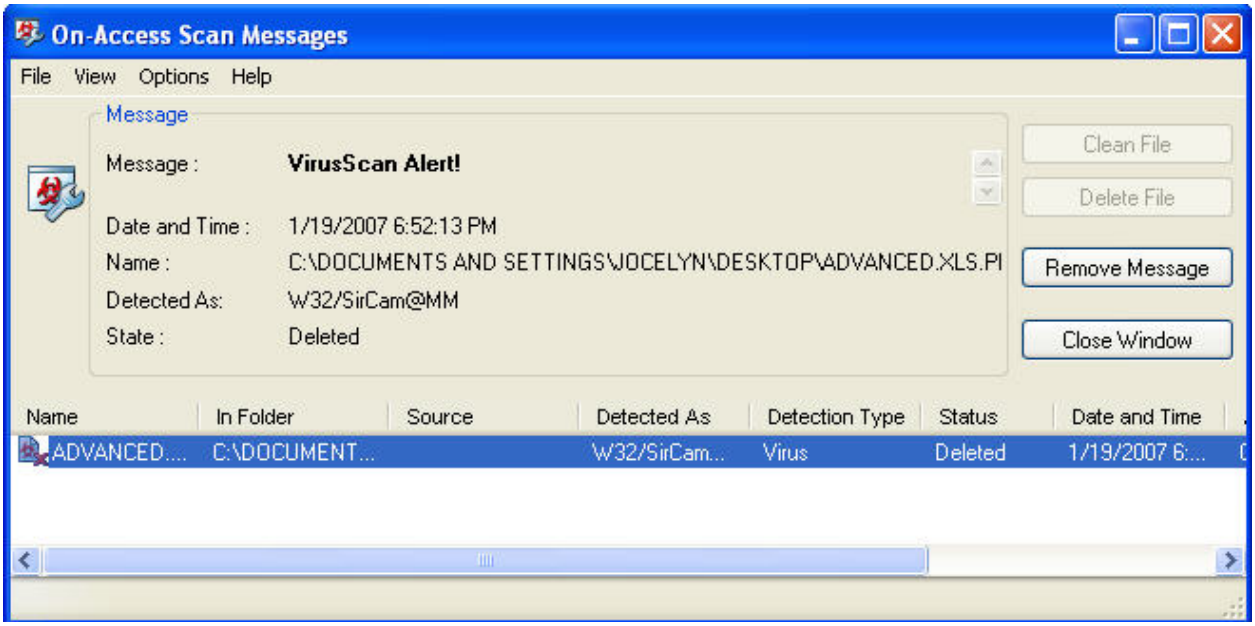


Note: eicar is not a true virus. Upon detection, VSE on-access scanner made a backup of the original file in the quarantine folder (c:\quarantine). Then VSE tried to clean the virus but couldn't so the infected file was deleted.

For help with virus clean up, we need to know the name of the virus.
Please write down the name of the virus detection.

Both on-access scanner and on-demand scanner are configured to attempt cleaning the file first; if that fails, the file will be deleted. If you discover that VirusScan deleted a legitimate file by mistake, go to Quarantine Manager to restore it from the quarantine folder.

Here is another example of a virus detection when the user attempted to save an email attachment infected with the W32/SirCam@MM virus.



In this case, it is known that W32/SirCam@MM is a virus and the infected file can be deleted. Open Quarantine Manager and delete the infected file from the quarantine folder.

Sometimes when the virus is newly introduced, VirusScan may only be able to detect the virus but may not be able to clean it. In those cases, you should delete the infected file and restore the original file from a clean (pre-infected) backup or original media.

Once the virus is disinfected, a report will be given depending on the status of the virus and whether the virus could be cleaned, deleted or renamed. The log files, OnDemandScanLog.txt and OnAccessScanLog.txt, are saved in the C:\Documents and Settings\All Users\Application Data\Network Associates\VirusScan folder.

Once you have disinfected the virus (or deleted the infected file and restored it from backup) and emptied your Recycle Bin, rerun VirusScan with the scan all files option once more to ensure that your system is clean.

If you detect a virus and need assistance cleaning or removing it, please contact the ITS Help Desk at 956-8883 with the name of the virus, your version of VirusScan, the date of your virus definition, and the version of your scan engine.

Troubleshooting

Q: While checking for an update for VirusScan, I get this message: "Error occurred while downloading file SiteStat.xml." What does that error mean?

A: It usually means that there is a problem connecting to the repository (server) for DAT updates. Some possible items to check:

1. Is your network connection working properly? Can you get to other sites via a web browser? (If yes, your network connection is ok.) If on the campus wireless, are you properly logged in to the wireless network?

2. Do you have a personal firewall that might be blocking access to the server? (If you disabled your personal firewall program, are you then able to update your DAT files?)
3. It might be due to many people accessing the server and trying to update their files at the same time. Try again in 15 minutes.

Q: After installing VSE 8.5i, one of my programs stopped working properly. What should I do?

A: There may be a conflict with VSE 8.5i's buffer overflow protection. To disable buffer overflow protection, open **VirusScan Console**. Double click on **Buffer Overflow Protection,** clear **Show the messages dialog box when a buffer overflow is detected** then clear **Enable buffer overflow protection**. Please clear the check boxes in this order. Click **Apply** and **OK**. **Buffer Overflow Protection** should be **Disabled** in **VirusScan Console**. If this does not resolve your problem, contact the ITS Help Desk at 956-8883 or email help@hawaii.edu.

Q: I've noticed McAfee VirusScan is not autoupdating. I am running MS Windows XP SP2. How do I fix this?

A: Please check to see if you are running the Windows XP SP2 firewall. To disable the firewall:

1. Click **Start**.
2. Click on **Control Panel**.
3. Double-click on **Security Center**.
4. Click on the **Windows Firewall** link.
5. Check **Off**.
6. Click **OK**.

Q: I got error message: "Failed to initiate Common Updater subsystem. Make sure the McAfee Framework Services is running. McAfee Common Framework returned error fffff95b@2" after I clicked on **Update Now** from the vshield system tray icon. I had just installed VirusScan Enterprise 8.5i and restarted Windows. What does this mean?

A: VirusScan Enterprise 8.5i may take awhile to load completely during startup. Open VirusScan Console and ensure that the Autoupdate task is listed. If the Autoupdate task is not listed, please wait until it appears. If Autoupdate task is listed, run **Update Now** from the vshield system tray icon or right click Autoupdate in VirusScan Console and click **Start**.

More McAfee VirusScan tips are available in **Ask Us** at http://www.hawaii.edu/askus/.

Appendix A VirusScan Version by Operating System

	---------Faculty/Staff----------			
OS	**Campus**	**Home Use**	**Students**	**Affiliates**
Win2K Pro	VSE	VSE	VSE	VSHE
WinXP Home	VSE	VSE	VSE	VSHE
WinXP Pro	VSE	VSE	VSE	VSHE
Win Vista	VSE 8.5 or higher	VSE 8.5 or higher	VSE 8.5 or higher	
Win 64-bit	VSE 8.5 or higher	VSE 8.5 or higher	VSE 8.5 or higher	
Servers				
Win2K	VSE			
Win 2003	VSE			
Netware 4 and higher	Netshield for Netware			

VSE = VirusScan Enterprise, VSHE = VirusScan Home Edition

For More Information

For help on installing or using McAfee VirusScan, to report a virus or to request help cleaning up after a virus infection, call the ITS Help Desk at 956-8883, visit the ITS walk-in Help Desk at Keller 105, the PC Lab in Keller 213 or send e-mail to help@hawaii.edu.

For information about a specific virus, got to http://vil.nai.com/vil/default.aspx and specify the virus name in the search box.

For VirusScan Enterprise FAQs, go to http://knowledge.mcafee.com/SupportSite/supportcentral/supportcentral.do?id=m1. In the Product menu box, select VirusScan Enterprise. For type of content, select FAQs. Enter search keywords and click on the **Search** button.

VirusScan has a built-in help file. Open VirusScan Console. Click **Help, Help Topics**. You may need to install the help file the first time you use it.

For additional assistance, please phone the ITS Help Desk at (808) 956-8883,
send email to **help@hawaii.edu**, or fax (808) 956-2108.
Neighbor islands may call the ITS Help Desk's toll-free phone number at (800) 558-2669.

Or see the ITS Help Desk home page at **www.hawaii.edu/help**
The ITS walk-in Help Desk is located in
Keller 105 and Keller 213 on the UH Mānoa Campus.