

# EMCO Malware Bouncer

## User Guide

DOCUMENTATION VERSION: 1.1

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# 1 Introduction

EMCO Malware Bouncer is a malware removal application. It can scan your machine and check for the existence of any of the items defined in the malware definitions database. With just one click you can scan and clean your machine for viruses, worms, trojans, spyware, and dialers.

EMCO Malware Bouncer has the following functionality:

- Scan for all types of malware (page 8).
- Set scanning preferences (page 8).
- Remove, quarantine, or skip found malware items (page 10).
- Fix a malfunctioning Internet connection using WinSock (page 15).
- Update your malware definition database (page 12).

## 2 How do I get help?

This manual is designed to help you find the information you require as quickly as possible. If you are unsure how to do something or you have a problem, try the following approaches:

- **Table of contents** - The Table of contents allows you to scan through the topics that are available in a logical order. It is worth taking a few minutes and reading the Contents to familiarize yourself with the help.
- **Index** - The Index lists key words and where they appear in the help. Use the Index when you know the type of thing you are looking for but are unsure where the information might be.

### Note, Important, and Warning graphics

Text that is particularly useful or important for some reason appears in the help in the following manner:



This text is a general note.



This text is an important note.



This text is an urgent warning.

## 3 General functions

Certain functionality in EMCO Malware Bouncer is used in the same manner throughout the application. This section describes each of general functions and explains how to use them.

### 3.1 Sorting columns

EMCO Malware Bouncer displays various data in columnar format. You can sort on these columns using a number of different criteria:

- **(All)** - Displays all items in the column.
- **(Custom...)** - Opens a filter window that allows you to set one or two filters on that column.
- **(Blanks)** - Displays only items that have no value in this column .
- **(NonBlanks)** - Displays all items that have a value in this column .
- **\*item name\*** - Displays only that particular item. This list is automatically created by the value of each item in the column.

**To sort columns:**

1. Click on the  button in the column that you want to customize.
2. Click on the required option.
3. If you clicked on the any option except **(Custom...)**, the data will now be displayed correctly in the table.

If you clicked on **(Custom...)**, click on one of the operators from the top left drop-down list and enter the appropriate value in the right-hand field. You can use **\*** as a wildcard.

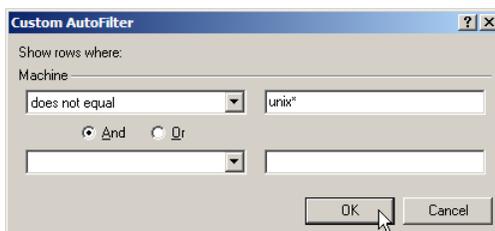


Figure 3.1: Sorting columns: Filtering a column

4. Repeat the previous step for the bottom two fields and click on either the **And** or **Or** radio button, if required.
5. Click on the **OK** button. The data will now be displayed correctly in the table.



To remove a filter, click on the  button next to the filter.

## 3.2 Grouping columns

Columns in many areas of EMCO Malware Bouncer can be grouped to provide a different view of the information. When grouped together, each separate type of item in that column is displayed as a separate row, with a list of each item contained within it. You can also apply grouping within groups, if required.

### To group columns:

1. Drag and drop the column header onto the dark gray grouping area. Your display is now grouped by that column.

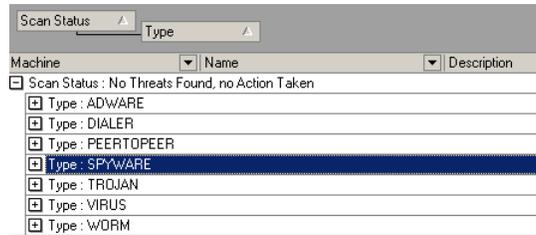


Figure 3.2: Grouping columns: Grouping using the Scan Status and Type columns

2. Repeat the above steps if you need to group items within the first group.

### 3.2.1 Removing grouped items

You can remove grouped items when you no longer need to view the columns by groups.

#### To remove grouped items:

1. Click on the column in the row at the top of the columns and hold down the mouse button.
2. Drag the column back to the list of columns, until two small green arrows appear.
3. Let go of the mouse button.

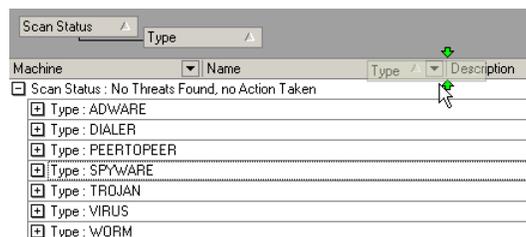


Figure 3.3: Removing grouped items: Removing the Type group

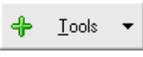
4. Repeat the above steps for as many groups as you require.

### 3.3 Exporting tab information

You can export information from the  Scan Results,  Startup Programs, or  History tab in the following formats:

- HTML
- Excel
- XML

To export tab information:

1. Click on the  button.
2. Click on the **Export >Scan Results >Export As...** menu option to export results from the  Scan Results tab.  
Click on the **Export >Startup Programs >Export As...** menu option to export results from the  Startup Programs tab.  
Click on the **Export >History >Export As...** menu option to export results from the  History tab.
3. Enter the name of the file in the **File name** field in the required location and click on the **Save** button.

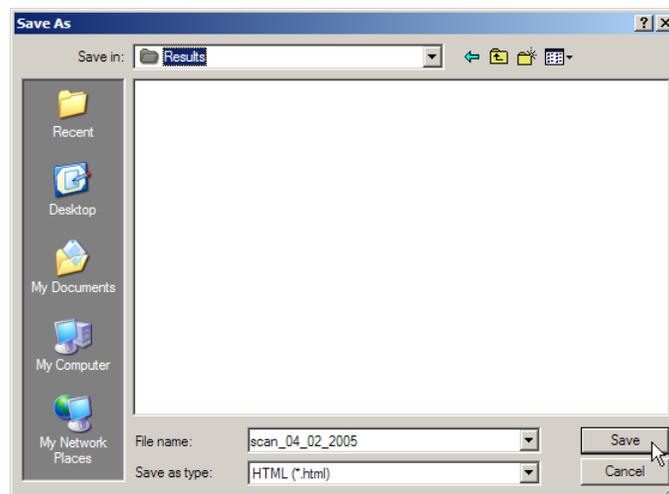


Figure 3.4: Exporting tab information: Exporting scan results information as HTML

## 4 Using EMCO Malware Bouncer

EMCO Malware Bouncer provides the following functionality:

- **Scan and remove malware** - Scan and remove malware from your machine.
- **Scan and remove Internet Explorer malware** - Scan and remove malware special types of malware from Internet Explorer.

The following sections detail each of the listed functionality.

### 4.1 Scanning and removing malware

The main function of EMCO Malware Bouncer is to scan your machine for various types of malware. You can choose to scan and report any found malware items, or scan and remove any found malware items.



Make sure that your scan settings are correct before running the scan - refer to page 8 for more information. Also make sure that you have the latest malware definitions database before scanning - refer to page 12 for more information.

**To scan and/or remove malware:**

1. Click on the  button.
2. Click on the **Scan and Clean ->Afterwards** menu item to scan your machine and report any found items, or **Scan and Clean ->Immediately** to scan your machine and remove any found items.
3. The scan is now in progress. This should take less than 30 seconds, depending on your machine speed and how much other work your machine is doing. Click on the  button if you need to stop the scan before it has finished.

When the scan has completed the  **Scan Results** tab is automatically displayed if no malware has been found, or the **Detected Malware from Last Scan** window if malware has been found (refer to page 5 or page 10, respectively, for more information).

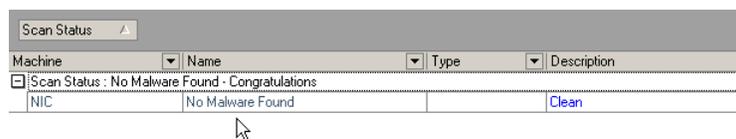


Figure 4.1: Scanning and removing malware: Malware scan results

#### 4.1.1 Setting scan preferences

EMCO Malware Bouncer includes a number of scan preferences. You can change the following settings:

**Basic**

- **ADWARE** - Scan for all malware definitions that are classified as adware. Adware is a form of spyware that collects information about the user in order to display advertisements in their Web browser based on the information it collects from the user's browsing patterns.
- **TROJAN** - Scan for all malware definitions that are classified as trojans. A trojan is a destructive program that masquerades as a benign application.

- **DIALER** - Scan for all malware definitions that are classified as dialers. A dialer is an application that attempts to use your dial-up device to call a specific number, usually a quite expensive toll number.
- **VIRUS** - Scan for all malware definitions that are classified as viruses. A virus is a program or piece of code that is loaded onto a user's machine without their knowledge and runs against their wishes.
- **WORM** - Scan for all malware definitions that are classified as worms. A worm is a program or algorithm that replicates itself over a computer network and usually performs malicious actions.
- **SPYWARE** - Scan for all malware definitions that are classified as spyware. Spyware is any software that covertly gathers user information through the user's Internet connection without their knowledge, usually for advertising purposes.
- **File level scanning** - Scan the file directory structure of your machine.
- **Registry level scanning** - Scan the registry of your machine.
- **File and Registry level scanning (Both)** - Scan both the file directory structure and the registry of your machine.
- **Live Results** - Display scan results as they occur. If not selected, scan results are only displayed after the scan has finished.
- **Report detailed scan results** - Display detailed scan information. If not selected, only limited scan information is displayed.
- **Only display found malware** - Only display malware instances that have been found.
- **Do not show skipped threats** - Only display malware types that have been found. If not selected, all scanned malware types are displayed.

### Additional Scanning

Most of these options display any found keys or startup items in the  Startup Programs tab - click on the  Startup Programs tab for more information.

- **MSN MESSENGER** - Enable EMCO Malware Bouncer to scan for MSN Messenger.
- **PEER TO PEER (File Sharing) Applications** - Enable EMCO Malware Bouncer to scan for file sharing applications, such as Kazaa or AudioGalaxy.
- **HKEY\_LOCAL\_MACHINE - Run** - Enable EMCO Malware Bouncer to scan the HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Run Registry setting. This setting stores the names of executable files and document files that Windows runs automatically when any user logs on to the system.
- **HKEY\_LOCAL\_MACHINE - RunOnce** - Enable EMCO Malware Bouncer to scan the HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\RunOnce Registry setting. This setting stores the names of executable files and document files that Windows runs automatically when any user logs on to the system. When these programs are run, their names are deleted from the RunOnce key so that they do not run again automatically.
- **HKEY\_LOCAL\_MACHINE - RunServices** - Enable EMCO Malware Bouncer to scan the HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\RunServices Registry setting. This setting stores the names of services that are run in the background when the logon dialog box first appears. These keys are for background services such as remote registry service and are run only once per startup.

- **HKEY\_CURRENT\_USER - Run** - Enable EMCO Malware Bouncer to scan the HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Run Registry setting. This setting stores the names of executable files and document files that Windows runs automatically when any user logs on to the system.
- **HKEY\_CURRENT\_USER - RunOnce** - Enable EMCO Malware Bouncer to scan the HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\RunOnce Registry setting. This setting stores the names of executable files and document files that Windows runs automatically when any user logs on to the system. When these programs are run, their names are deleted from the RunOnce key so that they do not run again automatically.
- **HKEY\_CURRENT\_USER - RunServices** - Enable EMCO Malware Bouncer to scan the HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\RunServices Registry setting. This setting stores the names of services that are run in the background when the logon dialog box first appears. These keys are for background services such as remote registry service and are run only once per startup.
- **Startup - All Users** - Enable EMCO Malware Bouncer to scan the Startup folder in the **Start** menu for all user profiles.
- **Startup - Current Users** - Enable EMCO Malware Bouncer to scan the Startup folder in the **Start** menu for the logged on user.

## History

- **Log to History** - Enters all found malware in the  History tab - click on the  History tab for more information.

## To set EMCO Malware Bouncer preferences:

1. Click on the  Settings tab and make any required changes in the various tabs. Any changes are automatically saved and applied the next time you scan your machine.

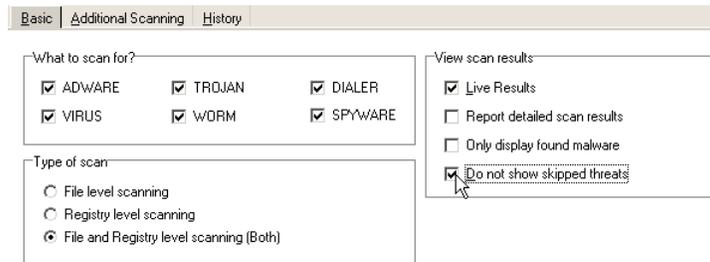


Figure 4.2: Setting scan preferences: Setting EMCO Malware Bouncer preferences

### 4.1.2 Dealing with detected malware

When malware has been detected via a scan (refer to page 8 for more information), the **Detected Malware from Last Scan** window provides you with three options:

- **Remove** - Delete the malware permanently from your machine. This is the recommended action for most malware.
- **Quarantine** - Remove the malware to a secure folder on your machine where it can not run. Quarantined items can be restored, if required. This is the recommended action if you are not sure whether you want to delete a malware item or not.

- **Skip** - No action is taken, and the detected item is kept on your scan list. Not recommended unless you are sure that you want to keep a malware item active. You can remove items from your scan list as well, if required.

Any action that is taken is displayed in the  **History** tab.

### To remove, quarantine, or skip a malware item

1. Click on the  **Tools** button and click on the **Show Detected Malware** menu item to open the **Detected Malware from Last Scan** window, if it is not open already.
2. For each item, click on the  **Management** button and select the required option from the **Set Action to Selected Items** menu.

To remove an item from the scan results list, click on the  **Management** button and click on the **Remove Item(s) from Detection Grid** menu option.

3. After you have dealt with all items in the scan results list, click on the  **Execute** button. All actions are displayed in the  **History** tab.

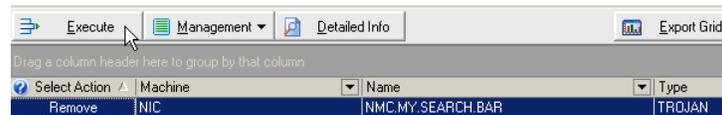


Figure 4.3: Dealing with detected malware: Dealing with detected malware



You can also perform the following functions on the scan results list:

- You can get more information about the selected item by clicking on the  **Detailed Info** button and clicking on the various tabs.
- You can export the list by clicking on the  **Export Grid** button and clicking on the required export option (refer to page 7 for more information).
- You can print the list by clicking on the  **Print** button and clicking on the **Print** or **Preview** menu options.

### 4.1.3 Restoring items from quarantine

You can restore items from quarantine, if required.

#### To restore items from quarantine:

1. Click on the  **Quarantined** tab.
2. To restore some items:
  - (a) Click on the on the item(s) that you want to restore from the bottom half of the display area.
  - (b) Click on the  **Restore from Quarantine** button.

- (c) Click on the **Selected Items** menu option.



Figure 4.4: Restoring items from quarantine: Restoring items from quarantine

To restore all items:

- Click on the  button.
- Click on the **All Items** menu option.

#### 4.1.4 Malware definitions

Malware (short for malicious software) is software designed specifically to damage or disrupt a system, such as a virus or a Trojan horse. EMCO Malware Bouncer uses a database of malware definitions to search for installed malware on your machines.

**To search for and view malware definitions:**

- Click on the  tab.
- If you need to sort the definitions using columns, refer to page 5 for more information.

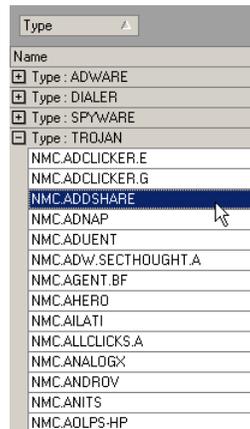


Figure 4.5: Malware definitions: Viewing malware definitions by type

### Updating the malware definitions database

You can update your malware definitions database automatically via EMCO Malware Bouncer, and you should do so on a regular basis. Refer to page 16 if you need to update the EMCO Malware Bouncer application.

**To update your malware definitions database:**

- Click on the  button.
- Click on the **DOWNLOAD LATEST MALWARE SIGNATURES** menu option.

3. If a new database is present click on the **Yes** button. The download may take a few minutes.



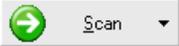
Figure 4.6: Updating the malware definitions database: Updating the malware definitions database

4. Click on the **OK** button when the download has completed. You need to close and re-open EMCO Malware Bouncer to use the new database.

## 4.2 Scanning and removing Internet Explorer malware

EMCO Malware Bouncer can scan and remove several types of Internet-Explorer-specific malware. You need to close all open Internet Explorer windows before you can run these scans.

**To scan and remove Internet Explorer malware:**

1. Click on the  button.
2. Click on the  button.
3. Click on the required malware to scan and remove.
4. Click on the **OK** button. Make sure all open Internet Explorer windows have been closed before you do this, or else the scan will not be successful.

The scan is now progressing, and should take less than 30 seconds to finish. All results are displayed in the open window.

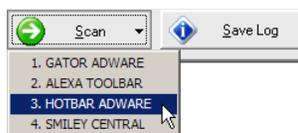
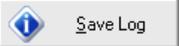


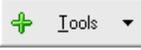
Figure 4.7: Scanning and removing Internet Explorer malware: Scanning for Internet Explorer malware

5. If you need to save the log results, click on the  button.
6. Navigate to the directory that you want to save the file in, enter the name of the file in the **File name** field and click on the **Save** button.

## 4.3 Fixing a broken Internet connection

If you have a malfunctioning Internet connection, and you think it may have been caused by malware, EMCO Malware Bouncer can try to fix this by resetting your WinSock (Windows Socket) dynamic link library.

**To fix a broken Internet connection:**

1. Click on the  button.
2. Click on the **No Internet Connection - Run WinSock Fix** menu option.
3. Click on the **Yes** button in the dialog box.

## 4.4 Updating software

You can check for software updates using EMCO Malware Bouncer via your Internet connection. Refer to page 12 if you need to update your malware definitions database.

**To check for updates:**

1. Click on the  Live Update button.



You can change your connection settings if EMCO Malware Bouncer is having trouble accessing your Internet connection - refer to page 16 for more information.

2. Click on the **PROGRAM UPDATE** menu option.
3. EMCO Malware Bouncer will inform you whether a software update is available or not.

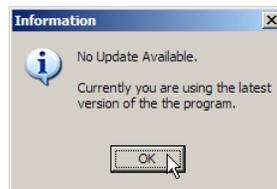


Figure 4.8: Updating software: Updating EMCO Malware Bouncer

### 4.4.1 Changing Live Update settings

You can change your Live Update settings if EMCO Malware Bouncer is having trouble accessing your Internet connection.

- **HTTP Username** - Enter your HTTP username, if required.
- **HTTP Password** - Enter your HTTP password, if required.
- **Proxy Access Type** - Choose one of the following proxy server connection types:
  - **atPreconfig** - Retrieves the proxy or direct configuration from the registry. Users can configure the access type in the Control Panel.
  - **atDirect** - Uses the direct connection and resolves all host names locally.
  - **atProxy** - Access the remote data via the proxy server. You need to enter the proxy server details in the following three fields.
- **Proxy By Pass** - Enter the IP address that bypasses your proxy server, if required.
- **Proxy Port** - Enter the port number for your proxy server, if required.
- **Proxy Server** - Enter the IP address of your proxy server, if required.

**To change your Live Update settings:**

1. Click on the  Live Update button.
2. Click on the **CONNECTION SETTINGS** menu option.
3. Change your settings as required.

4. Click on the **Ok** button.

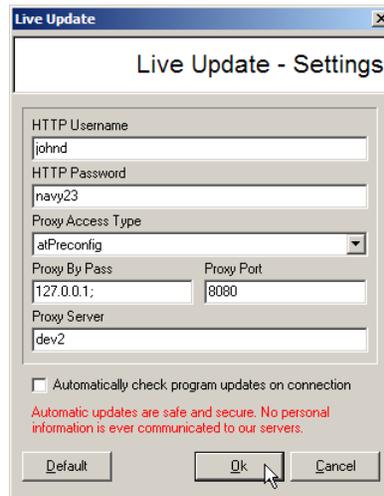


Figure 4.9: Changing Live Update settings: Changing your Live Update settings

## 5 Contact information

### Company Profile:

- **Company name:** EMCO Software Ltd.
- **Address:** Bildshofda 14.
- **City:** Reykjavik.
- **Country:** Iceland.
- **Postal code:** 110.
- **Tel:** +354 861 1175
- **Fax:** +1 646 304 1807
- **E-mail:** emco@emco.is
- **Website:** <http://www.emco.is/>

We at EMCO gratefully accept all comments and suggestions.

- **Information:** info@emco.is
- **Sales:** sales@emco.is
- **Technical Support:** support@emco.is

## 6 End User License Agreement

EMCO Malware Bouncer

Copyright (c) 2001-2005 EMCO - All Rights Reserved.

End User License Agreement for EMCO Malware Bouncer Software

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(b) **Use.** You may use one copy of the Software Product on one Client Device (except as may be specifically provided below). The Software Product is "in use" when it is loaded into the temporary memory (i.e., RAM) or installed into the permanent memory (e.g., hard disk, CD ROM, ROM or other storage device) of a Client Device for the purpose of being accessible in client-mode by one end user. (If you wish to use the Software Product on a computer or workstation in server-mode within a multi-user or networked environment, then you must obtain a server-mode license from EMCO, which will require, among other things, that you license one copy of the Software Product for each Client Device or end user "Seat" which is participating in such an environment and which has access to the Software Product).  
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