For the sake of simplicity, we sometimes refer to ***viruses*** as a collective description of unwanted code.

When NVC detects and/or removes malicious code, you are informed about the incident. NVC provides the file name and location of the infection, as well as the ***type*** of malware detected. The most common types of unwanted code are:

- viruses
- trojans
- worms

A virus is detected, but NVC cannot remove this particular virus.

We recommend that you move the infected file to a removable medium (for example a floppy) and contact Norman.

NVC detected a <u>virus</u> and removed it because automatic cleaning is on. If possible, NVC removes viruses, trojans, worms etc. automatically when this option is selected.

To select automatic cleaning, use the NVC configuration tool:

In the module On-access scanner, select **Remove** in the tab **Cleaning**.
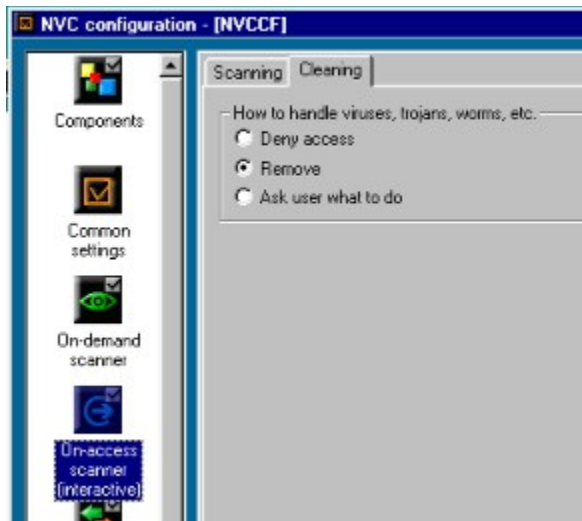
Select the option **Don't show this message again** if you don't want NVC to notify you about further virus removals today.

In some situations NVC cannot remove a detected <u>virus</u>. When this happens, you will receive a warning like this.

Note that your system has not been infected, but the file still is. You will never be granted access to an infected file, and it is therefore safe to proceed.

A virus cannot be removed if the infected file resides on a:

1   Write-protected diskette

2   CD-ROM

3   Network drive and the file is write-protected, or if

4   The file is in use (i.e., you do not have write
        access), or:

5   A cleaning script is not defined in the scanner
        engine for this virus.

NVC detected a <u>virus</u>, but the virus was not removed because automatic cleaning is off.

Click on **Remove** to clean the file.

To select automatic cleaning, use the NVC configuration tool:

In the module On-access scanner, select **Remove** in the tab **Cleaning**.
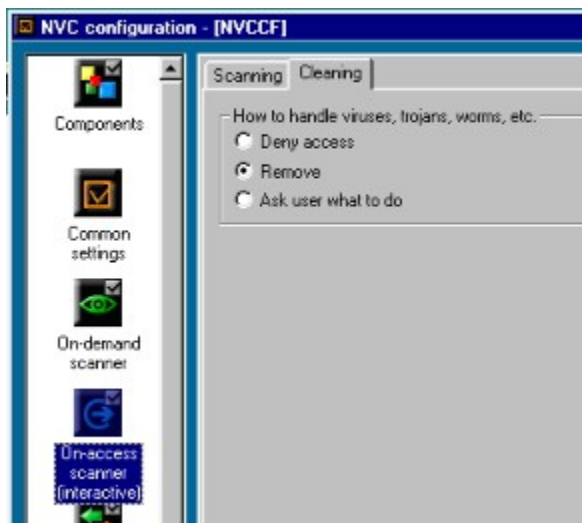
NVC detected a <u>virus</u>, but in the NVC configuration tool you have selected **Deny access** in the On-access scanner module, **Cleaning** tab.

To remove viruses automatically, select **Remove** from the same tab:

NVC cannot remove this particular boot sector virus.

We recommend that you move the infected file to a removable medium (for example a floppy) and contact Norman.

NVC detected and removed a boot sector virus. This message appears if NVC detects a boot sector virus on a removable media and automatic cleaning is **ON**. It also appears if the virus is located on a hard drive, and you selected to remove the virus ***without*** backing up the boot sector to a floppy before cleaning.

NVC detected a boot sector virus on a removable media or on a hard drive, but NVC cannot remove this particular virus. Select the backup option before you try to remove the virus again.

A boot sector virus was detected on a hard drive, but NVC does not allow automatic removal in this situation. Therefore, we recommend that you insert a formatted, blank, and write-enabled floppy in drive A: for backing up the boot sector area. Make sure that you label the floppy properly. When you have selected this option, click on **Remove**.

NVC will back up your boot sector to a "Rollback Disk" **before** it attempts to remove the virus.

If anything goes wrong and the boot sector on your machine is damaged, you can boot from the rollback floppy and thereby restore your boot sector. Note that if this incident occurs, your system is still infected.

It is important that you label the restore diskette properly and keep it in a safe place. If repair fails, you will most likely discover it on next reboot. If this happens, boot from the restore diskette. Note that in such a situation, your system is still infected.

The boot virus was removed from the hard drive, but no restore diskette was created. The reason for failing to create a restore diskette is most likely a damaged diskette.

However, the virus is removed.

Virus removal as well as restore diskette creation failed, but your boot sector is most likely intact. This rare situation could have been caused by a write-protected medium, for example a Jaz disk.

When virus removal fails, a restore diskette will never be created.

Note that your hard drive is still infected.

You are infected by a memory virus. NVC cannot repair this particular virus.

Follow the instructions in the dialog to remove the virus. Note that this procedure requires that you have access to the Emergency Diskette that you were offered to create during installation.

Another option is to move the infected file to a removable medium (for example a diskette) and contact Norman.

NVC detected a virus in memory and removed it because automatic cleaning is on. If possible, NVC removes viruses, trojans, worms etc. automatically when this option is selected.

Note well: You **must** find the offending file/source for the infection. Use the on-demand scanner to check the entire system.

You are infected by a memory virus. NVC tried to remove the virus, but failed.

We recommend that you move the infected file to a removable medium (for example a diskette) and contact Norman.

One or more infected files were detected, but could not be removed. Reboot your machine and try to remove the infected file(s) again.