




Introduction

This manual explains how to use the Windows 95 Vet program. To run this program you should select Vet for Windows 95 from the Vet Antivirus for Windows 95 folder, either from the Start Menu's Program sub-menu, or by opening the folder and running the program.

Document Conventions

To help you find and interpret information easily, this manual uses the following symbols and standard text formats:

Document Symbols

Symbol	Used for
	A note or useful hint—to help you use the program or understand how things work.
	A cautionary note—you should read this before continuing.
	A warning—do NOT continue until you have read this.

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Installing Vet95

Please close all other Windows programs before installing Vet95 as they may interfere with the installation process. If you already have another anti virus product loaded you **MUST** disable its resident protection (background checking) before installing Vet.

If you are installing Vet because your Windows 95 operating system has crashed and you suspect a virus then please follow the step-by-step cleaning instructions that are on the very first page of the DOS User manual.

If you are installing Vet for the first time you will need to make a reference disk. Put a blank disk into A drive and type **FORMAT A: /S** and press <Enter>. When the disk is finished, take it out and attach the “Reference Disk” Label that came in your box of Vet.

If you are upgrading your copy of Vet we recommend that you take the time to read the README.HLP file that is on your Vet disk and will be copied to your Vet directory during installation.

There are two different installation options, we recommend that people who are not technically minded use the “Typical” installation as it is the easiest to install.

A “Custom” installation will install the software to a single PC.

It is also possible to install Vet across a network. For details on how to install a Master copy of Vet across a network see “Master Installation” on page 5.

1.1 How to install Vet to a single PC

- Insert the Vet floppy disk in a floppy drive (or the CD into the CD drive and close the drive door).
 - If you are installing or upgrading Vet from a floppy disk:
Select Start | **Run...**, then type **A:\SETUP** (or **B:\SETUP** if the you placed the floppy disk into B drive), and select OK.
 - If you are installing or upgrading Vet from a CD:
Wait 10 seconds, if nothing happens select Start | **Run...** type the drive letter for the CD-ROM drive, a colon, **\SETUP** and select <Enter>.i.e. **D:\SETUP**
- The Vet95 Splash screen will appear. Click the Next> button to move on to the Welcome screen. This reminds you to stop any other programs while installing Vet95. For example, if you are running a telecommunications program, or a game, we recommend that you stop that program before continuing. If you have no other programs running, select the Next> button to move on.
- Setup will display the Vet95 licence agreement. The licence conditions must be accepted for the installation to proceed. Select Yes to proceed.
- The Setup Options dialog will be displayed and you can select from Typical, or Custom setup.

Typical Installation

- 1 Setup will display the Check Setup Information dialog. This allows you confirm the directory that Vet will be installed to, select Next> to accept the default and the file will be copied to the directory. If you wish to change the directory that Vet will be installed to then select the <Back button and select the Custom Installation option.
- 2 Setup will begin installing Vet95 and will then ask for disk two if you are installing from floppy disks. Put disk 2 into the floppy drive and select <Enter> to continue.
- 3 The Installation Wizard will then ask you to fill in the User Identification fields. Please enter your Name, the name of your company and your customer number, then select Next> to continue.
- 4 Next the Wizard will offer to display the Reame.hlp file. This file contains information on all of the changes that have been made to this version of Vet and will also contain any information that has not been printed in the current version of the manual. We recommend that you select Next> and accept the default and display the Readme file.

- 5 The wizard will offer to make a reference disk which will hold a template for each of the local drives. We recommend creating a reference disk; you will need a formatted, write enabled system disk with at least 600k of free space.
 - If you choose to make a reference disk, the “Make a reference disk” dialog will be displayed. Enter a line of text so that you can uniquely identify your PC, and select OK.
 - If you do not wish to create a reference disk select Next> to proceed.
- 6 Next, the Wizard will offer to have Vet95 scan your local hard drive(s). This can take a while, especially when you have several hard drive(s). Even so, we recommend you do this as Vet95 is constantly updated to detect new viruses.
- 7 Finally, the Wizard will display a dialog to show that the installation is complete. Some components of Vet will not be updated until you reboot your PC, we recommend that you reboot your PC at this point.

Custom Installation

- 1 Setup will offer to install Vet95 in the C:\VET directory. (If you have a pre-existing Vet installation in another directory, Setup will offer to install to that directory instead). Select Next> to accept the default directory and copy the files, or Browse to select a new directory for installation.
- 2 Once the files have been copied to your PC, Vet will load the installation Wizard and display the User Identification dialog, this may take some time if the files are being copied from floppy disks.
- 3 Once the User Identification dialog is displayed, enter your name, the name of your company and also your Vet customer number. By entering these details during installation they can be easily found if you need to contact customer support at a later date, as the details will be display by opening Vet and selecting Help | About.
- 4 If this is the first time Vet has been installed to this PC the Vet Password dialog will appear. If it is not the first time that it has been installed the original password will be retained, and this dialog will not appear. The emergency tools will be protected if you select a password, by selecting the “Enable password protection of Vet’s Option menu” the Options menu will also be protected with the same password. To set the password, type your password on the first line and confirm it on the second, then select Next> to proceed. If no password is entered, the default password of “VET” will be used.



If you are updating an existing Vet95 installation, your existing password will be preserved and you will not be offered the Vet Password Dialog. Also note that the password is case sensitive, so “VET” is not the same as “vet”

- 5 Vet Start Up Options dialog will be displayed, and will offer to run a scan every time you restart Windows. We recommend you accept the defaults and select Next> to continue.

- By selecting the Perform Progressive Scan option the Progressive Options dialog will be displayed. This dialog will allow you to configure a quick scan which will be run on a limited number of files every time your PC is rebooted. When you next reboot (start) your PC Vet will scan the same number of files, starting with the last file in the first scan. So over several weeks/months Vet will scan all of the files on your hard drive.



You can stop the scan at any point by selecting the Cancel button on the Vet Progress Meter. If you allow the scan to finish it will close the Vet Progress Meter and allow the rest of the startup procedures to continue. The results of the scan will be stored in the log file.

- By selecting the Customised Start Up Command option you are able to run Vet with any of the command line switches that are supported with Vet95. (Select the help button for further details of the command line switches).



You can stop the scan at any point by selecting the Stop button. Provide you add the switch /Exit to the end of your command line switches vet will close itself down and allow the rest of the startup procedures to continue. The results of the scan will be stored in the log file.

- 6 The Progressive Scan Options dialog will be displayed if you have selected the Perform Progressive Scan in the previous step. This dialog will allow you to configure how that scan will be performed. We recommend you accept the defaults and select Next> to continue.
- 7 The installation Wizard will display the Resident Protection Components dialog. We recommend you accept the default and install all of the resident protection components. Select Next> to proceed.
- 8 Next, the Vet desktop Options dialog will be displayed. By accepting the defaults a Vet short-cut will be added to the Tray area (bottom left of your screen, next to the clock if you have one). It is also possible to have a vet Icon installed onto your desktop to allow an easy way to start Vet. When you are happy with the settings please select Next> to continue.
- 9 The Confirm Configuration Selections dialog will appear and display a summary of all the settings that you have requested for this installation. The <Back button can be used to go back through your selections and change settings. When you are satisfied, select Next> to proceed.
- 10 The Wizard will offer to display the README.HLP file. This file contains information on all of the changes that have occurred in this version of Vet. We recommend that you accept the default and look through the README.HLP file.

- 11 Setup will offer to record a template (or copy) of the local hard drive boot sectors. These are used to check if the boot sector has been changed. Select the drive(s) that you wish to make templates for. We recommend templates are made for all local drives. (It is not appropriate to make templates for network or CD-ROM drives).
- 12 The wizard will offer to make a reference disk which will hold a template for each of the local drives. We recommend creating a reference disk; you will need a formatted, write enabled system disk with at least 600k of free space. Select Next> to proceed.
 - If you choose to make a reference disk, the “Make a reference disk” dialog will be displayed. Enter a line of text so that you can uniquely identify your PC, insert a freshly formatted floppy, and select OK. When Vet has finish creating the reference disk, label it with the “Reference Disk” sticker that comes in the Vet box.
 - If you do not wish to create a reference disk select Next> to proceed.
- 13 When the installation is complete, the setup process offers to have Vet95 scan your local hard drive(s). This can take a while, especially when you have several hard drive(s). Even so, we recommend you do this as Vet95 is constantly updated to detect new viruses.

1.2 Master Installation

The Master set up allows you to transfer installation files and set configuration options for the Automatic Setup. This can be performed for several platforms at once.

If you are upgrading your copy of Vet we recommend that you take the time to read the README.HLP file that is on your Vet disk and will be copied to your Vet directory during installation.

If you have already installed this version of Vet and just wish to change the default configuration, enter the path to the directory where you have stored your Master copy of Vet, then add \SETUP /MASTER and press <Enter>. i.e.

M:\utils\vet\vet95\setup /master <Enter>.



Please note that there is a space between “\SETUP “ and “/MASTER”.

To create a master installation of Vet so that it can be installed across a network please use the following steps.

- 1 Insert the Vet floppy disk in a floppy drive (or the CD into the CD drive and close the drive door).
 - If you are creating a master copy of Vet from a floppy disk:
Select Start | **Run...**, then type **A:\SETUP /MASTER** (or **B:\SETUP /Master** if the you placed the floppy disk into B drive), and select OK.



Please note that there is a space between **\SETUP** and **/MASTER**.

- If you are creating a Master copy of Vet from a CD:
The automatic installation will attempt to install a single copy of Vet. When the Setup wizard appear select Cancel and confirm.
Select Start | Run... type the drive letter for the CD-ROM drive, a colon, **\SETUP**, a space, **/MASTER** and select <Enter>.i.e. **D:\SETUP /MASTER**



Please note that there is a space between **\SETUP** and **/MASTER**.

- 2 The Master Setup dialog will appear and will prompt for the location to hold the Master Auto-Install script. Either accept the default location (C:\AutoVet) or select Browse and choose another location, then select the Windows 95 Operating System and select Next> to continue. As the Auto-Install script will be used to load Vet onto each workstation, it must be placed in a directory and drive that can be accessed by all workstations.



Vet will delete any existing files from the “Auto-Installation” directory before copying the new master version to it.

- 3 Setup will display the Vet licence agreement. The licence conditions must be accepted for the installation to proceed. Select Yes to proceed.
- 4 The files will be transferred. If you are installing from floppy disks you will be required to put in the second disk during this step. Once all of the files have finished being copied to the “Auto-Installation” directory the configuration wizard will be run.
- 5 Due to the dynamic nature of the configuration wizard all of the information on the options that you will be presented with can be found by selecting the context sensitive Help button.
- 6 To accept the options on any page, and move onto the next page select the Next> button. The configuration of the wizard can be cancelled at any time by selecting the Cancel button.

1.3 Upgrading Across a Network

When the Upgrade disk arrives, install it using the Master Installation instructions detailed above.

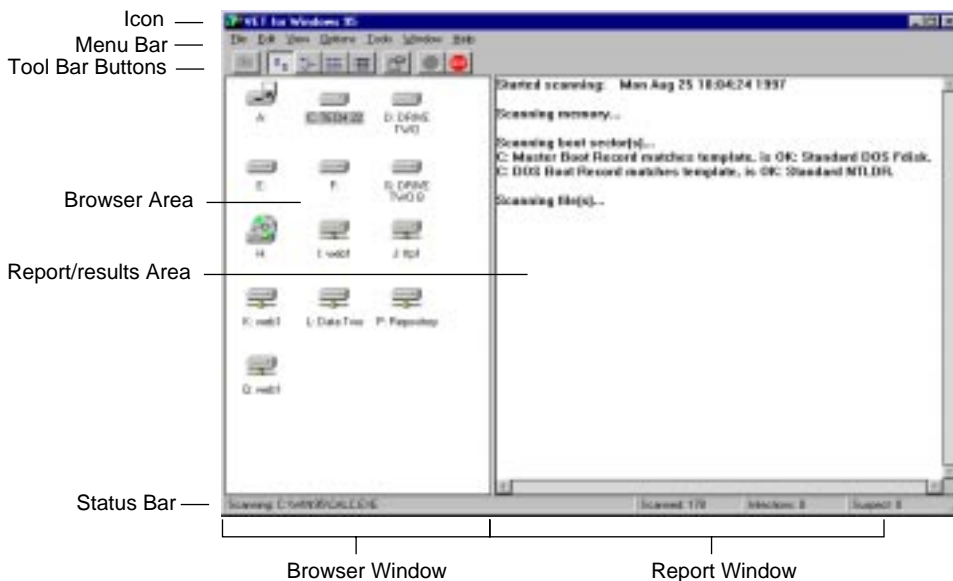


The Vet Upgrade disks contain extra code to find the new varieties of viruses that have been discovered since the last release of Vet. It is recommended that you periodically conduct a full scan of every file on every drive. We recommend that this scan should be done with the arrival of the Vet Upgrade disks.

Program Window

When you run the Vet95 program, the initial window that appears on your screen will be like that shown below. Note that both the Browser window (left) and the Report window (right) are displayed in this initial Vet95 window.

When you select a menu or the Vet95 icon, a drop-down menu will appear and a brief description of the menu options associated with the command will appear at the bottom left of the Vet95 screen.



2.1 What the Vet Icon Does

The Vet95 program uses standard Windows icons, buttons (such as Minimize, Maximize, Cascade and Close), slider bars and menu commands such as File, Edit and Help. Menu commands, the Vet icon and buttons specific to Vet95 usage are explained below.



Vet Icon

Select the Vet Icon (situated in top left corner of the program window) to display the standard Windows commands Restore, Move, Size, Minimize, Maximize and Close. Restore, Minimize and Close operate when the Vet window is full size. All the commands except Restore operate when the Vet window is normal size.

Tool Bar Buttons

All tool bar buttons will display a popup window with an explanatory help message when the cursor is positioned above the button.



Parent Directory Button

To move to the parent directory of the directory currently displayed in the browser area.



Large Icons Button

Select this button to display large icons in the Browser area. Either specific or generic icons may be displayed, depending on the use of the toggle option All icons under the View command (See “View Menu” on page 12).



Small Icons Button

Select this button to display small icons in the Browser area. Either specific or generic icons may be displayed, depending on the use of the toggle option All icons under the View command (See “View Menu” on page 12).



List Button

Select this button to display a list of files, folders or drives in the Browser area. Either specific or generic icons may be displayed, depending on the use of the toggle option All icons under the View command (See “View Menu” on page 12).



Details Button

Select this button to display the list of files, folders or drives in the Browser window with details such as type, size, and date last modified. Selecting the title of one of these details sorts the list according to that category of information. Selecting the same category again will reverse the order of the sort. This option uses the small icons associated with each item. Either specific or generic icons may be displayed, depending on the use of the toggle option All icons under the View command (See “View Menu” on page 12).



Options Button

Select this button to enable editing of the way Vet will perform a scan when you open Vet and scan a file, directory or drive. (See “On Demand Scanning” on page 17).



Go Button

Select this button to scan the selected file, directory or drive with Vet95. The results of the scan will be shown in the Report window and the second, third and fourth panels of the status bar (at the bottom of the screen) will show the number of files scanned, the number of scanned files found to be infected and the number files suspected of being infected.



If you scan a disk which has 20 files but Vet shows that only 10 files were scanned it is because Vet has been configured to only scan those files that are suspect to infection. i.e. DOC, EXE, COM etc. To scan all files See “Scanning” on page 17



Stop Button

Select this button to stop the scanning process. The Report window will note that the operation was interrupted. The second, third and fourth panels at the bottom of the Vet95 window will show the number of files scanned before the scan was interrupted, the number of scanned files found to be infected and the number of scanned files suspected of being infected.

2.2 What the Menus do

Each of the menus can be selected with the cursor or the Alt key combined with the first letter of the menu name. Each command can be selected with the mouse, or by pressing the underlined letter in the menu item required.

File Menu

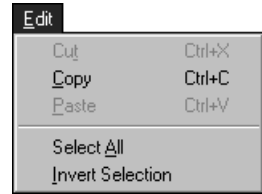
This menu allows control of the Vet95 program functions.

Vet	Scans the selected item(s). If no item(s) have been selected, then Vet95 will prompt you to select item(s) and then to try again. The results of the scan will be displayed in the Report window and the second, third and fourth panels at the bottom of the Vet95 window will show the number of files scanned, the number of scanned files found to be infected and the number of scanned files suspected of being infected.
Stop	Stops the scanning process. The Report window will note that the operation was interrupted. The second, third and fourth panels at the bottom of the Vet95 window will show the number of files scanned before the scan was interrupted, the number of scanned files found to be infected and the number of scanned files suspected of being infected.
Exit	Quits Vet95.



Edit Menu

This menu provides tools to assist when selecting files to be scanned.



Cut Standard Windows95 option. If you have selected some of the text in the report area, this command will allow you to cut the selected text for storage in the Clipboard.

Copy Standard Windows95 option. If you have selected some of the text in the report area, this command will allow you to copy the selected text to the Clipboard.

Paste Standard Windows95 option. For use with the Cut and Copy commands.

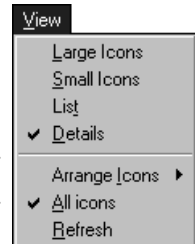
Select All If you have selected a file, directory or drive in the browser window this option will select all the other files, directories or drives.

If you are using the report window this will select all of the text.

Invert Selection This will invert the collection of selected files, directories or drives, or invert the selected text in the report area.

View Menu

These options will alter the way the icons and information about files is presented in the Browser area. The first four options are mutually exclusive. That is, selection of one will cancel the previous selection.



Large Icons Displays large size icons in the Browser window.

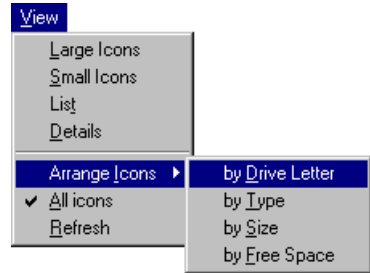
Small Icons Displays small size icons in the Browser window.

List Displays list of files, folders or drives in the Browser window.

Details Displays details (e.g. Name, Size, Type, Date Last Modified, Total Size, Free Space) of files, folders or drives in the Browser window.

Arrange Icons If the Browser window displays the list of drives the options will be Drive Letter, Type, Size, and Free Space.

For any directory of a drive contents can be arranged by Name, Size, Type, and Date of last modification.



All icons Switches the Browser window between generic and file specific icons. The generic icon display is faster, but the specific icons are more useful.

Refresh Cancels the selection of any item(s) in the Browser window. Also checks to see if there have been any changes to the items displayed in the Browser window (it will update the list if there have been any files added or removed or any other changes made to the directory that is currently displayed).

Options Menu

The Options menu allows you to configure Vet.

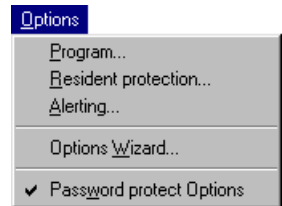
Program Selecting this item opens the Vet95 Properties dialog, which allows changes to the way scans are performed, See “On Demand Scanning” on page 17.

Resident Protection Selecting this item opens the Resident Protection dialog, which allows changes to the way the resident protection operates, See “Resident Protection” on page 29.

Alerting Selecting this item opens the Alert Properties dialog, which can enable, disable and configure the sending of an Email message when a virus is detected. See “Email Alerting” on page 37.

Options Wizard Selecting this item will run the configuration wizard. For further details on the Installation/Configuration wizard please select the on-line help button that is on each dialog of the wizard.

Password Protect Options Once you have setup your copy of Vet you can password protect your configuration to stop unauthorised changes. See “Password Protect” on page 41.



Tools Menu

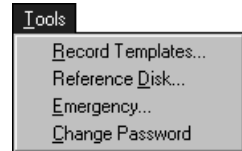
This menu allows access to various tools that will assist in checking and recovering corrupted boot sectors, and password protecting your configuration of Vet. (A template is a copy of the current boot sector). See Chapter 8 for details on this menu.

Record Templates Create templates of one or more drives.

Reference Disk Create a reference disk containing copies of the current disk templates.

Emergency Re-install a disk template.

Change Password Change the password to the Emergency functions and the password protection of your Vet configuration.



Window Menu

The Windows menu allows you to swap between the Browser and Report windows if you don't have a mouse.

Browser Selecting this option will activate the Browser window.

Report Selecting this option will activate the Report window.



Help Menu

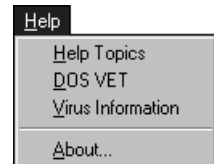
Different help systems are provided for DOS users of Vet, Vet95 users and also for general information about viruses.

Help Topics Opens an on-line help system for Windows 95 users of Vet.

DOS VET Opens an on-line help system containing information about Vet for DOS users.

Virus Information Opens an on-line help file with both general information and information about specific viruses.

About Information about what version of Vet you have. Provided you entered your name and customer number during installation these will also be displayed.



2.3 Browser Window

The Vet95 Browser window is used to view the contents of folders, directories and drives, and to select items for scanning. Tool bar buttons and the View menu can be used to change the format of the items displayed in the Browser window. The mouse can be used to select individual items, or the standard Windows Control+click and Shift+click functions can be used to select a group of items. All items can be selected with the Edit | Select all options.

2.4 Report Window

The Report window displays the results of scans done in the current session. The amount of information recorded for each file scanned can be modified using the Options | Program | Reporting tab. Options include listing every file tested or only those that are suspected of infection. The text in the Report window can be copied to the clipboard for use in other Windows applications.

Program Window

Report Window

On Demand Scanning

Vet has two main ways to detect viruses. On demand scanning occurs when you open Vet and select a file, directory or drive to be scanned. Resident scanning is done in the background as you do your day-to-day tasks.

The defaults for On Demand scanning can be accessed by selecting the Change Options button from the tool bar or by selecting Options | Program from the menu.

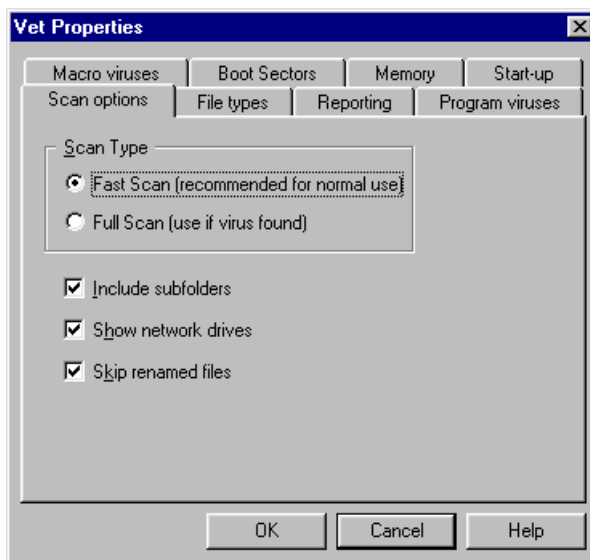
This provides an opportunity to change the Vet default options for when you open Vet and select a file, directory or drive to be scanned. Each of the following options can be examined by selecting the appropriate tab at the top of the dialog. The processes involved in adjusting each of the default settings are detailed below.

3.1 Scanning

The scanning tab determines the type of scan to be performed.



Set Full Scan if you suspect that you may have a virus or you have just had a virus as it may find files that are infected in an unusual way.



On Demand Scanning

Scanning

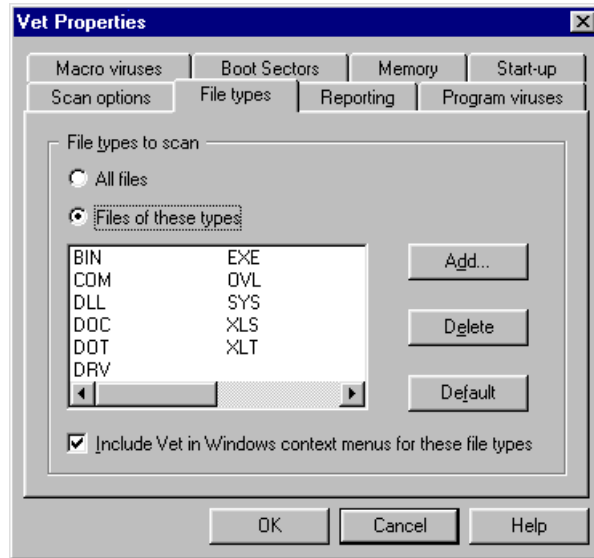
- Fast Scan** Causes Vet to examine the entry point and selected areas of a file when checking it for viruses. This is the preferred mode for routine checking of your files and disks as it is both an extremely fast and highly accurate check for viruses.
- Full Scan** Causes Vet to examine every byte of a file when checking it for viruses. This will increase the time Vet takes to check your files and disks and is only recommended when you have had (or suspect you may have) a virus.
- Include subfolders** Causes Vet to check all subdirectories or subfolders of the selected directory or folder.
- Show Network Drives** Causes Vet to display any network drives that are connected to your PC in the browser window. You are able to scan any file, directory or drive that is displayed in the browser window.
- Skip renamed files** Causes Vet not to check those files which have been renamed by Vet during previous scans. Renaming will occur if the default in Options | Program | Program Viruses is set to Rename.

3.2 File Types

The File Types tab determines which files are to be scanned



Set “File types to scan” to All files if you suspect that you may have a virus or you have just had a virus, as it may find non-executable files that the virus has corrupted by trying to infect.



File types to scan

All files Causes Vet to check every file it encounters for viruses.

Files of these types Causes Vet to check files that it considers to be executable (or 'runable'). By default Vet considers files with the .BIN, .COM, .DLL, .DOC, .DOT, .DRV, .EXE, .OVL, .XLS, .XLT and .SYS extensions to be executable.

Add Allows you to add to the list of file extensions Vet will consider executable. With the advent of Macro language viruses, it is now possible for a file with any extension to contain a virus that can infect your PC. Selecting this button causes an input dialog to appear. You then have the opportunity to enter the new file name extension in the type-in box.

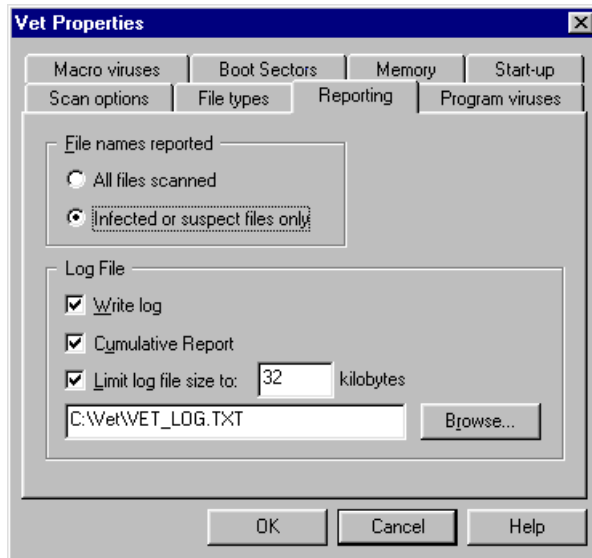
- Delete If you select a file extension from the displayed list and press this button, the file extension will be removed from the list that Vet considers executable.
- Default Restores the default list of file extensions Vet considers executable (.BIN, .COM, .DLL, .DOC, .DOT, .DRV, .EXE, .OVL, .XLS, .XLT and .SYS extensions).

Include Vet in Windows context menus for these file types

When using MS Explorer or other tools you are able to select a file, directory or drive, then right click on your mouse and select Vet to have it scanned. This can be used to scan suspect files quickly and easily.

3.3 Reporting

This Reporting tab controls what will be displayed in the Report window and written to the log file.



File Names Reported

This determines if the Report will contain the name of every file checked or only those that are infected or suspected of infection.

All files scanned Causes Vet to display on a separate line the name of each file it tests (which in turn causes the name of every file tested to be written to the log file, regardless of whether it had a virus or not). This is useful if you need to produce a report to prove that every file in a directory or drive is free of viruses.

Infected or suspect Causes Vet to report the name of every infected or suspected file on a separate line.

Log File

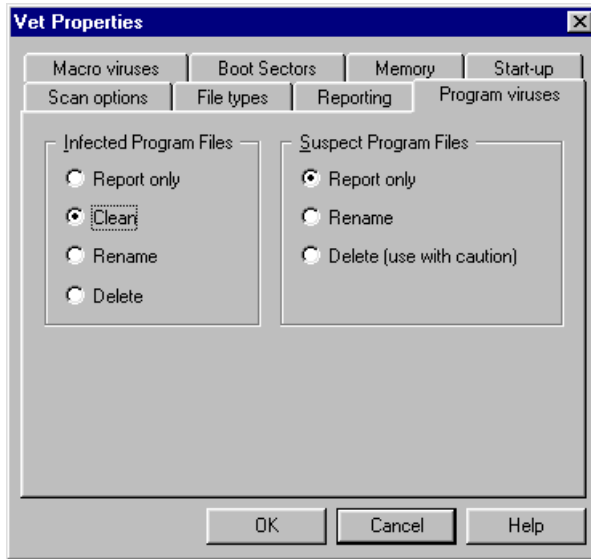
Write Log The name of the log file to which all scan results are written is displayed in the type-in box. The location of the log file can be changed by typing in the path and file name for the log file or selecting the browse button to choose a different logfile name.

Cumulative report If this option is enabled, the results of the scan will be appended to the selected log file. Otherwise the log file will be overwritten when a scan is performed.

Limit Log file Size to Once you perform a scan and the file becomes larger than (the default) 32Kb it will automatically be truncated by removing the oldest information first.

3.4 Program Viruses

This Program Viruses tab allows you to configure how to deal with files that are discovered to be infected or are suspected of being infected.



Infected Program Files

Vet needs to know what to do when it finds an infected file. Select one of the following options to determine what Vet will do with infected files.

Report only Causes Vet to report, but not attempt to clean, infected files.

Clean Causes Vet to attempt to disinfect virus-infected files, returning the files to working order. If the file has been infected by an overwriting virus, Vet will delete the file, as no disinfection is possible.

Rename Causes Vet to change the first letter of the extension of any file infected with a virus to an underscore '_' (.EXE becomes ._XE). This allows you to keep the file for further examination, without the risk of accidentally running it.

Delete Delete causes Vet to delete irreversibly any file that it finds has been infected with a virus. The file is first overwritten with 'D's and then set to zero length, so no recovery of the deleted file is possible.



Use the Delete option with caution, as there is no possibility of recovering files deleted in this manner.

Suspect files

Vet needs to know what to do when it finds a file that is suspected of carrying a virus. Select one of the following options to determine what Vet will do with suspected files.

Report only Causes Vet to report when suspect files are found.

Rename Causes Vet to change the first letter of the extension of any file suspected of infection with a virus to an underscore '_' (.EXE becomes ._XE). This allows you to keep the file for further examination, without the risk of accidentally running it.

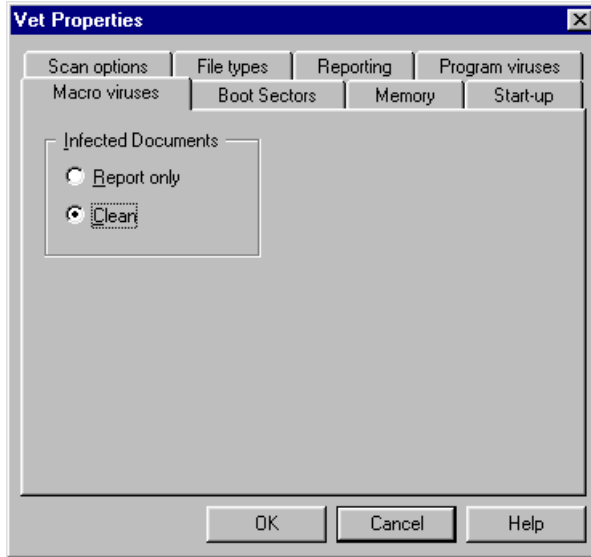
Delete Delete causes Vet to delete irrevocably any file that is suspected of virus infection. The file is first overwritten with 'D's and then set to zero length, so no recovery of the deleted files is possible.



Use the Delete option with great caution. If you have detected an exotic virus that has never been reported on customers machines in the past, Vet guarantees to send you a way to clean up the virus once we receive a sample of the virus.

3.5 Macro Viruses

The Macro viruses tab allows you to configure how to deal with Word and Excel documents that are infected (or are suspected of being infected) with a macro virus.



Infected Document

Vet needs to know what to do when it finds a document that is infected with a macro virus.

Report only Causes Vet to report when infected documents are found (but not to attempt to clean them.)

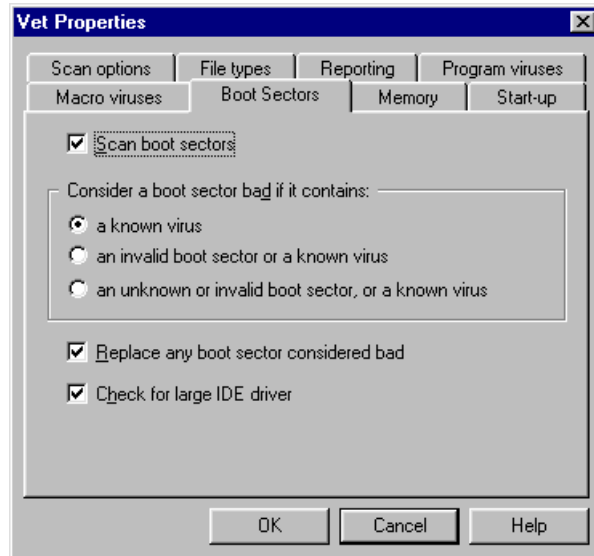
Clean Causes Vet to clean documents infected with a known virus. If the document has been infected with a mutation of an existing virus or a new virus that Vet has not come across before, Vet will remove ALL macros in the document.



Because it can not be determined which macros are legitimate and which are infected ALL of the macros in the document will be deleted. This is done to ensure that all viral code is removed from the document.

3.6 Boot Sectors

This dialog sets up the defaults for the treatment of boot sectors.



Scan boot sectors Allows Vet to scan boot sectors. Turning this option off causes all the other options in this dialog to become inactive.

Consider a Boot Sector Bad if it Contains

The following options tell Vet how to define a bad boot sector. The first option gives adequate protection, whilst the last gives an extremely high level of protection.

Known viruses only Causes Vet to consider a boot sector bad only if it contains a known virus.

Invalid boot sector or known virus Causes Vet to consider a boot sector bad if it contains an invalid boot sector or a known virus

Unknown or invalid boot sector, or known virus Causes Vet to consider a boot sector bad if it contains an unknown or invalid boot sector or a known virus. The only boot sectors not treated as bad will be boot sectors recognised as standard boot sectors. Vet recognises virtually all standard boot sectors.

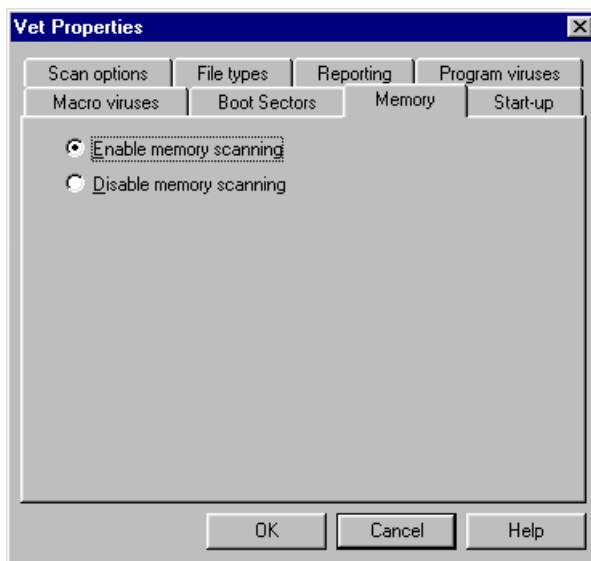
Replace bad boot sector Causes Vet to replace bad boot sectors. Vet will always warn you before replacing a boot sector.



Replacing unknown boot sectors may cause problems with some backup programs and copy-protected software. You should only use this setting if you are aware of the potential problems. Please call the Vet support line if you have any questions (See "Contact Information" on page ii).

Check for large IDE driver To determine if a large IDE driver is present Vet uses direct port I/O to read the Extended Boot sector. This will not work on all PCs. The Check for large IDE driver allows users to disable this test if it causes problems on their system.

3.7 Memory



Enable Memory Scanning This enables Vet to search for viruses active in memory.

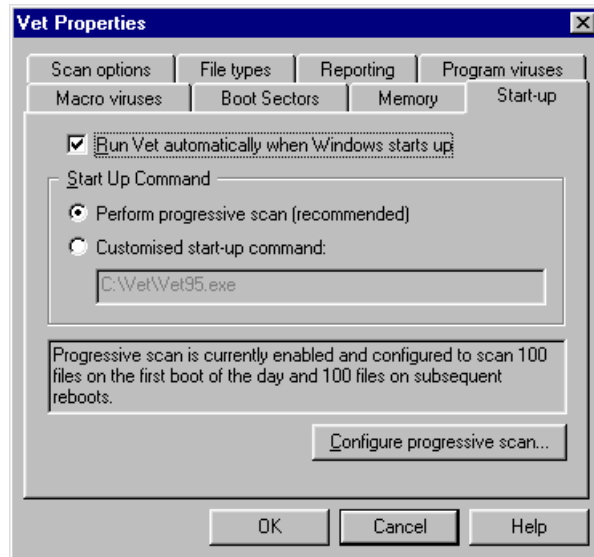
Disable Memory Scanning This disables Vet scanning of memory.



If another anti-viral program is running at the same time as Vet it may cause false alarms as virus templates may be detected from the other program.

3.8 Start-Up Scan

This allows you to run a scan every time Windows is started.



Run Vet Automatically when Windows starts up

This option will enable or disable the Start-up scan option.

Start Up Command

Perform Progressive Scan (recommended)

The Progressive scan can be customised by selecting the Configure Progressive Scan button. A summary of what the progressive scan will do is shown in the panel at the bottom of the dialog.

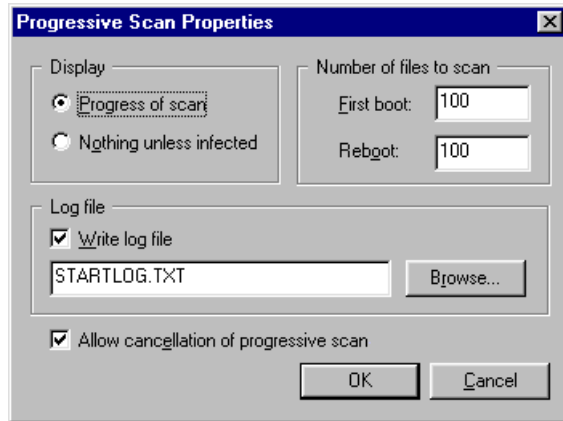
Customised Start-up Command:

This option allows you to configure any type of scan that you want with the Vet command line switches. (Select the Help button for a complete list of the switches that are supported by Vet).

Configure Progressive Scan By selecting this button you will be able to configure how the progressive scan will be performed.

Progressive Scan Properties

This dialog allows you to configure how your start-up scan will be performed.



Display

Progress of the scan This will display Vet and show you the details as the scan is performed.

Nothing unless infection detected Vet will not appear unless it has found an infected or suspect file.

Number of Files to Scan

First boot This is the number of files that will be scanned when you first start your PC for the day.

Reboots This is the number of files that will be scanned if you reboot your PC throughout the day.

Log File

Write log file By selecting this option you can enable a log file to be written with the results of your start-up scans. You can either select the browse button to specify the name of the log file, or you can type in the path and file name for the log file.

Allow Cancellation of Auto-scan If this option is NOT selected (NOT ticked) you will not be able to stop the scan until it is finished.

Resident Protection

The Vet suite includes memory resident programs to check automatically files, Word and Excel documents, and floppy disks for viruses. Settings for these programs are controlled by the Resident Protection Properties dialog.

The Resident Protection Properties dialog is initiated by opening Vet and selecting Options | Resident Protection from the menu. Each of the following dialogs can be entered by selecting the appropriate tab at the top of the dialog.

4.1 Enabling

This dialog shows if the resident protection for infected floppy disks and files is active, and allows each type of resident protection to be disabled.



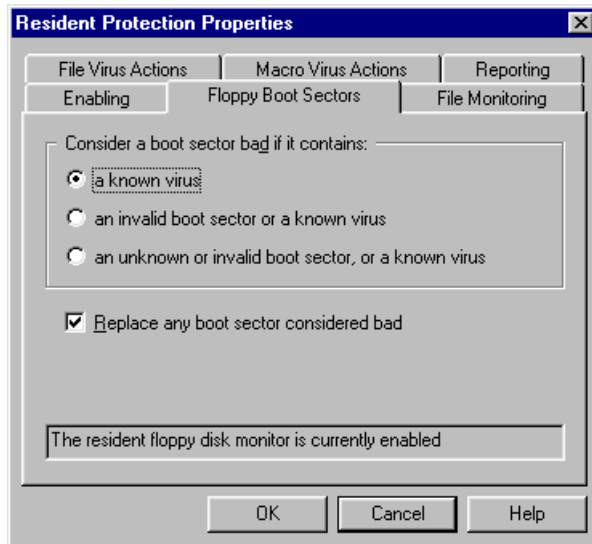
Resident Protection Components

Enable resident floppy disk boot sector protection By selecting this option the Resident Protection Vet will automatically check the Boot Sector on every floppy disk that is accessed by Windows 95.

Enable resident file monitor By selecting this option, Vet will automatically check Word and Excel documents and other files for viruses as they are accessed by Windows.

4.2 Floppy Boot Sectors

This dialog controls the checking of floppy boot sectors for viruses. You may choose the level of protection required from the three (mutually exclusive) options described below. The first option gives adequate protection, whilst the last gives an extremely high level of protection. The changes will take effect immediately. A message is included on the bottom of the dialog to let you know if floppy disk resident protection is currently loaded.



Consider a boot sector bad if it contains

A known virus Causes Vet to consider a boot sector bad only if it contains a known virus. This is the default level of protection.

An invalid boot sector or known virus Causes Vet to consider a boot sector bad if it contains an invalid boot sector or a known virus.

An unknown or invalid boot sector, or known virus This option causes Vet to consider a boot sector bad if it contains an unknown or invalid boot sector or contains a known virus. The only boot sectors not treated as bad will be boot sectors recognised as standard boot sectors. Vet recognises virtually all standard boot sectors.

Replace any boot sector considered bad Causes Vet to replace bad boot sectors. Vet will not warn you before replacing a boot sector.



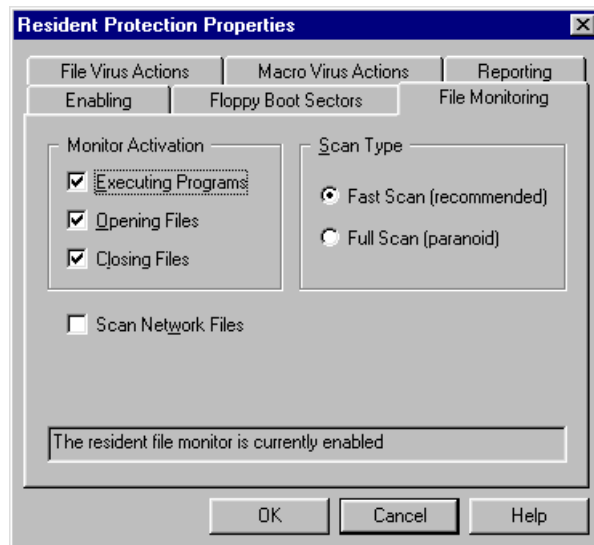
Replacing unknown boot sectors may cause problems with some backup programs and copy-protected software. Only use this setting if you are aware of the potential problems. Please call the Vet support line if you have any questions (See "Contact Information" on page ii).

4.3 File Monitoring

This dialog controls which file events Vet's automatic file monitor will trap. A message is included on the bottom of the dialog to let you know if they are currently loaded.

File Monitoring can detect infected files that are down-loaded from the Internet, arrive as attachments with email, and infected files as they are unzipped.

An infected file may trigger more than one of the following options. A warning will be issued from each of the options that is activated, so it is possible for a single infected file to create several warnings.



Monitor Activation

Executing programs If a virus is found when a Windows application is run the resident protection will prevent the file from running. If Vetmon95 only suspects a virus is present you will be given the choice of whether or not to run the file.

Opening files Files with extensions specified in Files to Scan on the Option | Properties | Scanning dialog are checked for viruses on opening. If a virus is found, you have the option of proceeding.

Closing files Files with extensions specified in Files to Scan on the Option | Properties | Scanning dialog are checked for viruses on closing. If a virus is found the name of the file and virus will appear in the log for the scan. (i.e. in the Report window)

Scan Type

Fast Scan Causes Vet to conduct a fast scan over files that are executable and are the most likely to contain viruses.

Full Scan Causes Vet to examine every byte of a file when checking it for viruses. This will increase the time the resident protection takes to check your files and disks and is only recommended when you have had (or suspect you may have) a virus.

Scan network files

This option causes Vet to automatically scan any file that are accessed or run on a network drive.

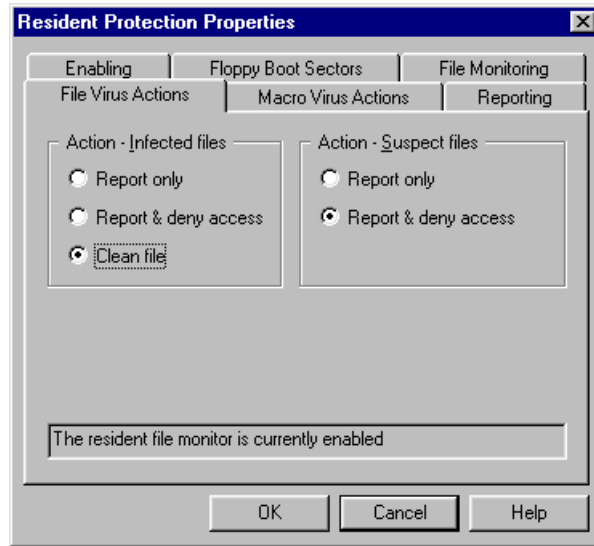


Scanning files on the network drive will create a greater load on your server and may slow down your system. Provided you have anti-virus software loaded on your network server there is no need to enable this option.

4.4 File Virus Actions

This dialog controls what action will be taken when Vet's automatic file monitor detects an infected or a suspect file. A message is included on the bottom of the tab to let you know if the file monitor is currently loaded.

The resident file monitor can detect infected files that are down-loaded from the Internet, arrive as attachments with email, and infected files as they are unzipped.



Action - Infected Files

The resident protection for files needs to know what to do when it finds an infected file. Select one of the following options to determine what action will be taken.

Report only Use with caution as this option will raise an alarm and then allow you to run an infected file. Running infected files could lead to the loss of data, files or boot information from your hard drive.

Report & Deny Access If you attempt to access an infected file the resident protection will raise an alarm and refuse to allow the file to be used.

Clean Vet will attempt to disinfect virus-infected files, returning the files to working order. If the file has been infected by an overwriting virus, it will delete the file, as no disinfection is possible.

Action - Suspect Files

The resident protection for files needs to know what to do when it finds a file suspected of infection with an exotic virus. Select one of the following options to determine what action will be taken. The clean option is not available because Vet needs to positively identify a virus before it is able to reverse the infection.

Resident Protection

Macro Virus Actions

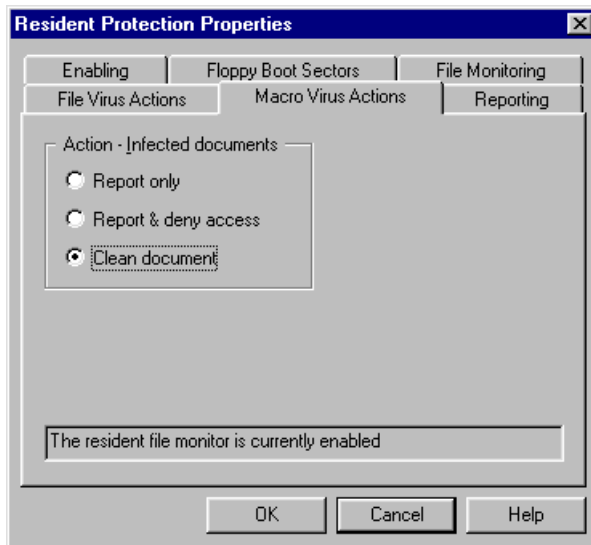
Report only Use with caution as this option will raise an alarm and then allow you to run an infected file. Running infected files can lead to the loss of data, files and/or boot information from your hard drive.

Report & Deny Access If you attempt to access an infected file the resident protection will raise an alarm and refuse to allow the file to be used.

4.5 Macro Virus Actions

This dialog controls what Vet's automatic macro virus monitor will do when it detects a macro virus in an MS Word or Excel document.

A message is included on the bottom the tab to let you know if the resident macro virus protection is currently loaded.



Action - Infected documents

Report only Use with caution as this option will raise an alarm and then allow you to open the infected document. Opening infected Word or Excel documents is likely to infect your PC and result in the loss of data and files. If this option is selected the discovery of infected files will be recorded in the log file but the file will not be cleaned.

Report & Deny Access If you attempt to access an infected file the resident protection will raise an alarm and refuse to allow the file to be used.

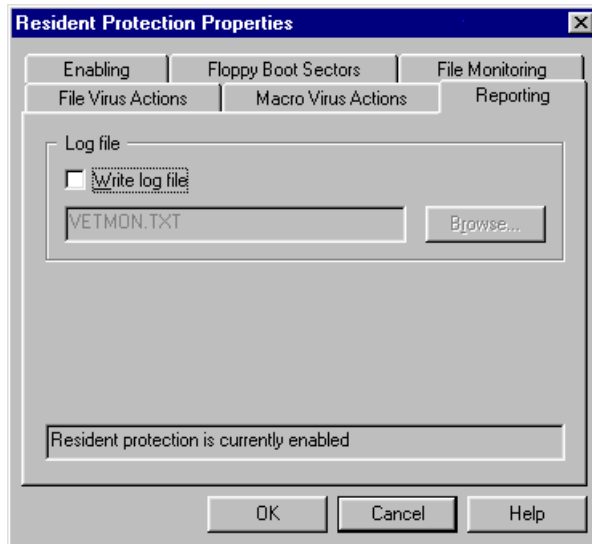
Clean Causes Vet to clean documents that are infected with known viruses. If the file is a Word97 document and it has been infected with a mutation of an existing virus, or a new virus that Vet has not come across before, Vet will remove ALL macros in the document.



Because it can not be determined which macros are legitimate and which are infected ALL of the macros in the document will be deleted.

4.6 Reporting

This dialog allows you to enable a log file to store the results of each resident scan.



Log File

Write log file

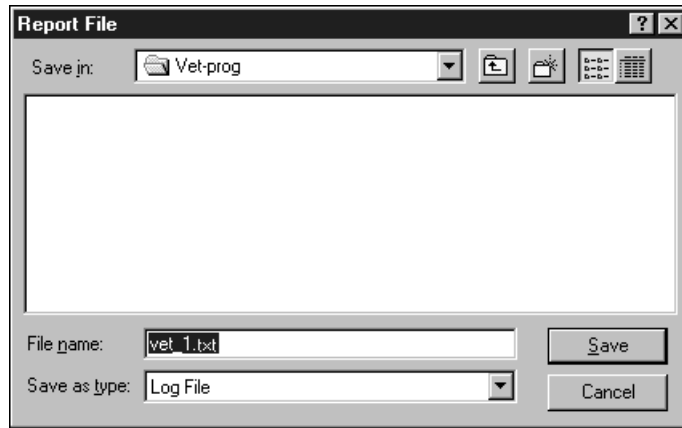
Selecting this option will cause a log file to be written when suspect or infected files are detected by the resident file, macro or floppy protection. The log file will record the path and file name of any infected files as well as any action that was taken.

Log file name

Allows you to specify the name and location of the log file that will be generated if the "Write Log File" option is selected.

Browse Button

This dialog allows the user to define the location of the resident file, macro and floppy disk resident protection log file. The file structure can be navigated and new files/folders can be created as required.



Tool Bar Buttons



Parent Directory Button

To move to the parent directory of the directory currently displayed.



New Directory Button

Create a new directory within the directory or drive displayed in the Report File dialog. Select the new directory in the Report File dialog to change the directory name.



List Button

Select this button to display list of files, folders or drives in the Browser window.



Details Button

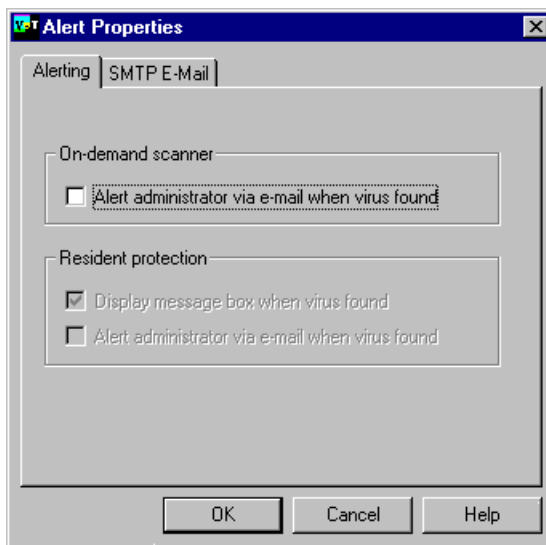
Select this button to display the list of files, folders or drives in the Browser window along with their various details such as type, size, and date last modified.

File Name Type-in Box The file name in the Type-in box allows the name for a new log file to be entered.

Save as type change the type of file to be saved.

Email Alerting

This tab allows you to configure how Vet will notify you when it has found a virus.



On-Demand Scanner:

By selecting (ticking) the 'Alert administrator via e-mail when virus found' option you can send an Email when a virus is detected after you have opened Vet and started scanning files. You must also configure the SMTP Email tab with the details required to send the message.

Resident Protection

By selecting (ticking) the 'Display message box when virus found' option you will be notified if a virus is detected by the resident protection as you go about your daily tasks.

The 'Alert administrator via e-mail when virus found' option is currently not available for Vet95. When it is finished you will be able to generate an Email message when a virus is detected by the resident protection. This should be ready by quarter one in 1998.

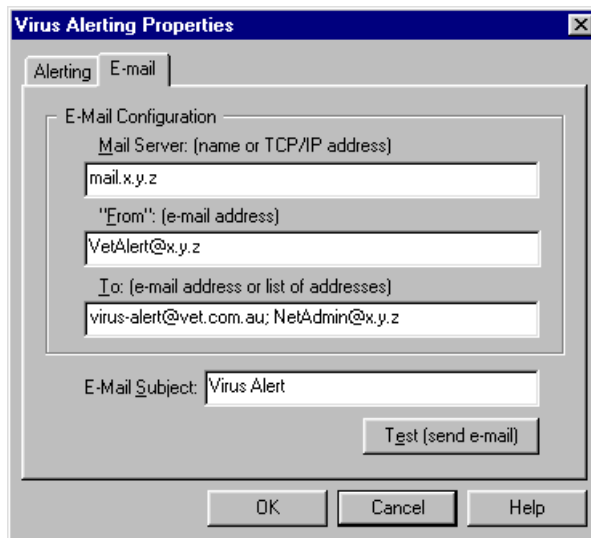
SMTP E-Mail

This tab allows you to configure the details of the email message that will be sent when a virus is detected. At the end of the report that is produced during an on-demand scan (when you open Vet and start scanning files), there is a summary of the results. If a virus has been found this summary will be copied into the body of a mail message and sent to the address(es) in the TO: field.

By leaving virus-alert@vet.com.au in the TO: field a copy of the email alert will be sent to us at Vet Anti-Virus Software. These alerts will be used by Vet to monitor the frequency of viruses in the wild. The results will be made available to the public in the future. NONE of your personal details will be released to the public, ONLY the date and type of virus found will become public.

If all of the fields are grey Email alerting has not been enabled on the Alerting tab.

If you use the Master install option to install Vet95 to a number of PCs on a network please note that by default the Subject of the mail message will automatically contain the machine ID of the PC that has generated the email alert.



The screenshot shows a dialog box titled "Virus Alerting Properties" with a close button (X) in the top right corner. It has two tabs: "Alerting" and "E-mail", with "E-mail" selected. The "E-Mail Configuration" section contains three text input fields: "Mail Server: (name or TCP/IP address)" with "mail.x.y.z", "'From': (e-mail address)" with "VetAlert@x.y.z", and "To: (e-mail address or list of addresses)" with "virus-alert@vet.com.au; NetAdmin@x.y.z". Below these is an "E-Mail Subject:" field with "Virus Alert". A "Test (send e-mail)" button is located to the right of the subject field. At the bottom of the dialog are "OK", "Cancel", and "Help" buttons.

E-Mail Configuration

Mail Server This is the Name or TCP/IP address of your mail server. Please call your Network Administrator if you are unsure what to enter.

From Enter your email address. This is so that when the email is sent it is easy to work out which PC it has come from.

- To Enter the email address of your computer support person that you want the message sent to.
- Subject This is the Subject line in the email message that will be sent. It will contain what ever you enter into the subject field and will also automatically contain the machine ID of the PC that has generated the message.
- Test (send e-mail) This will send a test message to the address(es) specified in the TO: field. This button is designed to allow you to test that the details you have entered will work when a virus is detected.

Wizard & Password

6.1 Options Wizard

All of the help information on the Wizard options can be found in the on-line help by opening Vet and selecting Options | Options Wizard, and then selecting the Help button on the screen where you would like more information.

A printed copy of the all of the Wizard information in the on-line help can be created by opening Vet and selecting Help | Help topics and then select Options Wizard | How to print out the Wizard Information.

6.2 Password Protect

Many system administrators have asked that we provide password protection to stop unauthorised alterations to the Vet configuration, so this feature has been added to Vet95 and VetNT.

The password protection can be enabled by selecting Options | Password Protect Options and entering a password. This option can also be set while configuring a network installation so that the password will be the same on every workstation that is updated from the server.

Once the password has been set users will not be able to access the Options or Emergency menus until the correct password has been entered. The password can be disabled by selecting Options | Password Protect Options and entering the password.



The password that is entered is case dependant, so an 'a' is not the same as an 'A'.

Scanning Files

Scanning an entire hard drive takes time. For this reason Vet allows groups of files to be selected and scanned. Reasons for selecting groups include:

- A file seems to be corrupted, Vet can scan the file(s) for viruses.
- Floppy disks that arrive from external sources.
- Some viruses only attach themselves to files with a specific extension (e.g. .EXE or .COM).

7.1 Selecting Items for Scanning

Selecting items for scanning is accomplished by selecting one or more files, directories or drives in the browser window.

Using the Browser

In order to open (display the contents of) a folder, directory or drive that is in the browser window, double-click on the item or press <Enter> if the item has already been highlighted—if you do this on a file it will be scanned.

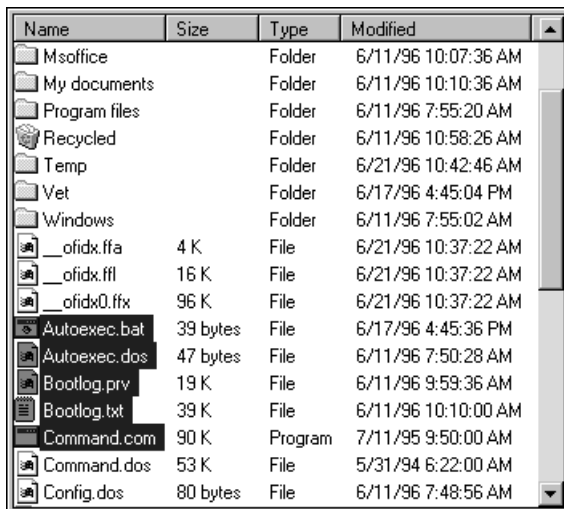


Use the “Level Up” toolbar button to move to the parent directory of the directory currently displayed.

Scanning Files


Starting a Scan

To select an item in the browser for scanning, select it with the mouse. Multiple items can be selected by using standard Windows 95 actions with the <Shift> and <Ctrl> keys. All of the items in the browser window can be selected by using the Edit | Select All command.



7.2 Starting a Scan

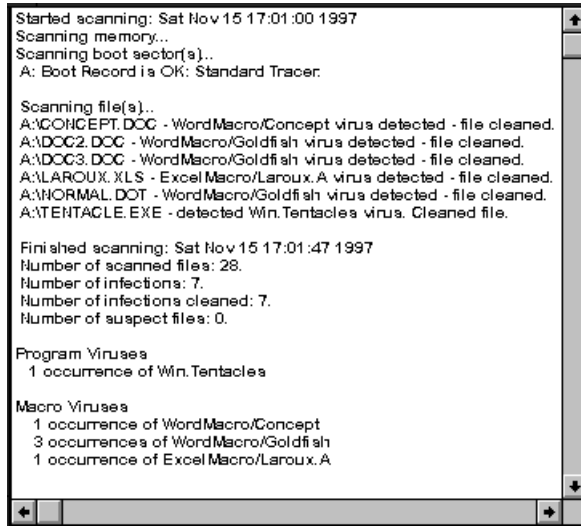
Once files, directories or drives have been selected for scanning, any of the following actions will initiate the scan:

- Selecting the File | Vet menu item.
- Pressing the right mouse button key and selecting the Vet option in the pop-up menu.
- Pressing the <Enter> key once the file(s) are highlighted.
- To scan a single file double-click on the file icon.
-  Selecting the GO button on the Vet tool bar.

Results of the scan are displayed in the Report window and also written to the log file. (See “Reporting” on page 20 for details on the log file).

The report will contain:

- The time and date that the scan was started
- Confirmation that the boot sector is okay
- The path and file name of any suspect or infected files
- A summary of the results from the scan



```
Started scanning: Sat Nov 15 17:01:00 1997
Scanning memory...
Scanning boot sector(s)..
A: Boot Record is OK: Standard Tracer.

Scanning file(s)..
A:\CONCEPT.DOC - WordMacro/Concept virus detected - file cleaned.
A:\DOC2.DOC - WordMacro/Goldfish virus detected - file cleaned.
A:\DOC3.DOC - WordMacro/Goldfish virus detected - file cleaned.
A:\LAROUX.XLS - Excel Macro/Laroux.A virus detected - file cleaned.
A:\WORMAL.DOT - WordMacro/Goldfish virus detected - file cleaned.
A:\TENTACLE.EXE - detected Win.Tentacles virus. Cleaned file.

Finished scanning: Sat Nov 15 17:01:47 1997
Number of scanned files: 28.
Number of infections: 7.
Number of infections cleaned: 7.
Number of suspect files: 0.

Program Viruses
  1 occurrence of Win.Tentacles

Macro Viruses
  1 occurrence of WordMacro/Concept
  3 occurrences of WordMacro/Goldfish
  1 occurrence of ExcelMacro/Laroux.A
```

Scanning Files

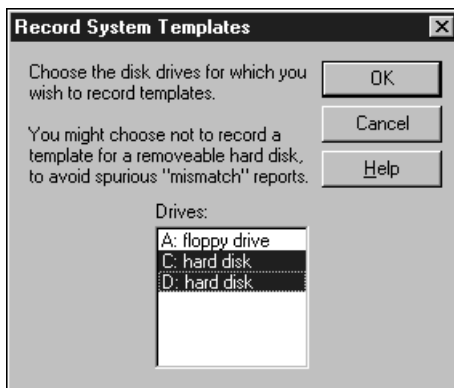
Starting a Scan

Tools Menu

The Tools menu provides a number of options to detect and repair corrupted boot sectors. This menu allows you to store templates (exact copies) of the current hard disk drive boot sectors, which Vet95 will use to determine that these boot sectors haven't subsequently changed. The Tools menu can also create a reference disk which stores copies of the template to a floppy disk. Finally, if the worst should happen, the tools menu can replace the current boot sectors with either the recorded boot sector template or offer a standard template as a replacement.

8.1 Record Template Dialog

The tools menu allows a template to be created for each hard disk drive. Vet will check that the template matches the current boot sector as part of the first scan of any session.



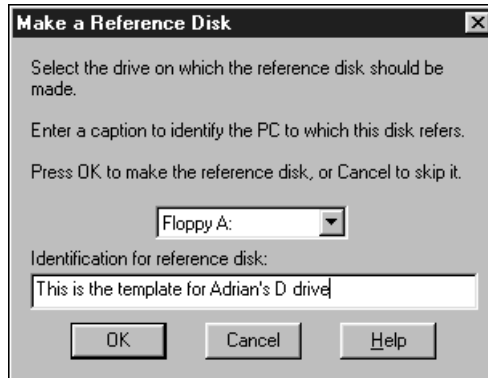
Click on each drive (or use the space bar and arrow keys) to select the drive(s) that you wish to record templates for. Select the OK button when the drives are selected.



Vet will only create templates for local hard drives. Please do NOT create templates for removable hard drives unless the drive will ALWAYS be present when your computer is started.

8.2 Reference Disk Dialog

A reference disk can be made to store copies of the current templates. These templates can be re-installed at a later date if the drive has been corrupted by an unrecoverable virus.



- 1 Insert a blank formatted disk, or preferably a system disk in the floppy disk drive



To format a new disk insert it into the floppy drive, in Explorer click the drive, then click the right-hand mouse button. Select Format, Full and Start.

- 2 Select the floppy drive in which you will produce the reference disk by using the arrow keys or selecting from the scroll-down menu.
- 3 Enter a caption in the Identification field so that copies of the current template(s) can be recognised at a later date. As a default the identification field will be set to the current date and time.



This is extremely important as restoring the templates to the wrong computer will almost never work.

- 4 Click OK to create the reference disk.

Clearly label the disk and store it in a safe place.

8.3 Emergency Dialog



The re-installation of an old template can cause files to be lost if the drive structure was changed after the template was made or if you attempt to restore a template for a different drive. For this reason the ability to re-install templates is protected with a password.

The Emergency Password dialog will appear and prompt for a password to allow access to the emergency options. If no password was set during the installation the default password “VET” will be used.

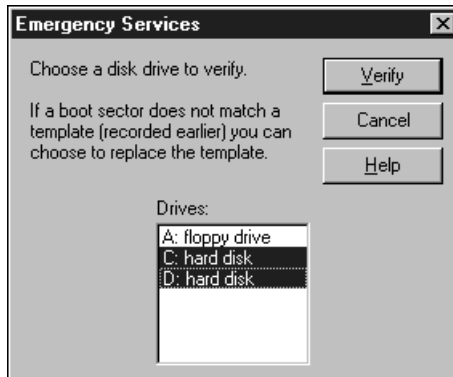


Please note that the password is case dependant so ‘vet’ is not the same as ‘VET’



- 1 Enter the password and then select OK.

When the correct password has been entered the Emergency Services dialog will appear.



- 2 Select the drives you wish to verify using the mouse or arrow keys and space bar.
- 3 Select OK to start verifying the selected drive(s).

As each drive is verified a No Mismatch dialog will appear.

- 4 If a Mismatch dialog appears there is a difference between the template stored in the registry and the current template. The Mismatch dialog will then offer to re-install the old template.



Incorrectly reinstalling the old template may cause the loss of all files in the drive. For this reason you will be forced to make a Rescue disk before the template will be restored. If you have any questions call Vet Anti-Virus support (See "Contact Information" on page ii).

8.4 Change Password Dialog

Most modern security strategies require passwords to be changed regularly to ensure computer protection. Also, from time to time, office environment change and new staff will require a new password.

A screenshot of a Windows-style dialog box titled "Change Emergency password". It contains three text input fields labeled "Current password:", "New password:", and "Confirm new password:". At the bottom, there are two buttons: "OK" and "Cancel".

- 1 Enter the current emergency password in the Current Password type-in box.
- 2 Enter the new password in the New Password type-in box.
- 3 Re-enter the new password in the Confirm New Password type-in box.
- 4 Select the OK button change the password.



For security reasons the password should be changed periodically.

Cleaning Viruses

9.1 Cleaning Viruses with Vet

Vet has two methods of scanning for viruses. The first is done in the background while you are performing normal tasks on your PC. The other is when you actually start Vet and scan selected files and drives. The following sections outline the recommended default settings for background scanning and the recommended method for removing viruses when they have been detected.

How to Remove Viruses in Memory

Virus Detected in Memory While Running a Vet Scan

Provided the Memory tab on the Options | Program menu has Enable Memory Scanning selected, Vet will detect and if possible disable viruses in memory as part of the first scan performed in any session.

When a virus has been detected a dialog will appear with the name of the virus and allow the option of disabling it. Select Yes and a message should confirm that Vet has disabled the virus(es). If it has not been possible to disable the virus call Vet Customer Care. Once the virus is removed it is recommended that you scan all hard drives and any floppy disks that may be suspect.

Virus Detected in a File While Running Windows 95

Provided the Enable File Monitor Resident Protection option is selected on the Options | Enable Resident Protection menu, Vet will monitor selected file activities such as opening, closing, copying and running. See the Options | Resident Protection menu or the on-line help for details about the activities that can trigger scanning.

How to Remove Boot Sector Viruses

Vet's automatic floppy scanner will detect boot sector viruses when Windows95 attempts to reference a floppy disk. Hard drive boot sectors can only be scanned from Vet.

Floppy Disk Boot Sectors

By default resident protection is installed to detect boot sector viruses automatically, to replace the infected boot sector with a standard floppy boot sector and to report the name of the virus, in a dialog, to the desktop. The defaults can be modified through the Options | Resident Protection menu. The on-demand scanner can also detect and repair infected floppy disk boot sectors. The settings for this are

controlled by the Options | Program | Boot Sector tab. If an infected floppy is scanned (and it is not write protected) the boot sector will be automatically replaced and a dialog will display the name of the virus that was removed.

Hard Disk Boot Sectors

When Vet detects a boot sector virus on the hard drive the Repair Infected Boot Sector? dialog will be displayed.

- 1 The name of the drive and the type of virus found will be displayed and Vet will ask if you would like the virus removed. The options are;

Yes Create a rescue disk before removing the virus

No Do nothing except report the virus to the log file

Details Gives information about the infection

Help Displays the appropriate On-line help screen

- 2 If Yes is selected the Make A Rescue Disk dialog will be displayed. This can create a snap-shot of the current system which can be used to re-install the current boot sector in case the removal of the virus corrupts the disk. It is strongly recommended that a rescue disk be created. Next, Vet will check to see if the boot sector can be recovered from the virus. The help button will display the appropriate On-line help screen.
- 3 If Yes is selected Vet will attempt to remove the virus. If the virus has not corrupted the original boot sector it will be located and re-instated. If the original boot sector is unrecoverable Vet will offer to install a standard boot sector. This standard boot sector will be successful for the vast majority of PCs.

Once the Vet application has been started, the defaults for any boot sector scans will be determined by the Options | Program | Boot Sector tab. See the On-line help for more information on each of these options.

How to Remove File Viruses

File viruses will be removed automatically if the Options | Program | Action tab has been set to Clean Infected Files. Other possible options are to delete or rename the file. Whichever option is selected, the name of the virus and the name of the infected files will be written to the log file.

When a scan is performed on a group of files, the file name of the infected file(s), the name of the virus, and the action Vet has taken, will be displayed in the Vet Report window. By default only those files that are infected will be displayed. All the files scanned can be displayed if the Vet Options | Program | Reporting tab All Files Scanned option is selected.

Cleaning Macro Viruses

The term “Macro virus” is used to refer to any virus written in a program’s macro language. Almost all macro viruses have been written in WordBasic (Microsoft Word’s macro language) and Visual Basic for Applications (Microsoft Excel’s macro language) for MS Word and Excel. The danger with these macro viruses is that though they are contained in documents and spreadsheets they are executable code. Thus the simple act of opening a document or spreadsheet can allow a macro virus to activate - and infect your system.

When a scan is run on a file, directory, or drive Vet will automatically clean Winword and Excel macro viruses provided the Options | Resident Protection | Enabling | Enable resident file monitor is selected.

If it is a Word97 document and it has been infected with a mutation of an existing virus or a new virus that Vet has not come across before, Vet will remove ALL macros in the document.



Because it can not be determined which macros are legitimate and which are infected ALL of the macros in the document will be deleted. This is done to ensure that all viral code is removed from the document.

Can Vet clean the Excel macro viruses?

Yes. The resident protection will automatically detect and clean infected spreadsheets, returning them to working order.

Aardvarks

Aardvarks cannot be cleaned with Vet. We suggest a good stiff brush.

(If your Aardvark is infected with a virus we recommend consulting a veterinarian)

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