

Contents

Introduction

- [About Viruses](#)
- [Features of VirusScan](#)
- [Types of Viruses](#)
- [Why Scan?](#)
- [About Network Associates](#)

How to...

- [Use Scan16, Network Associates' on-demand scanner](#)
- [Configure VShield](#)
- [Respond to a Virus](#)
- [View the Virus Activity Log](#)
- [Contact Network Associates](#)

Tips and Tricks

- [Preventing Virus Infection](#)
- [Viewing the Virus List](#)
- [Making an Emergency Disk](#)

Troubleshooting

- [If VirusScan detects a virus](#)

Reference

- [Network Associates Virus Information Library](#)
- [VSH File Format](#)
- [Virus List](#)
- [User's Manual](#)

On-demand Scanning

VirusScan's on-demand scanner, Scan16, lets you scan for known [boot sector](#), [file](#), [mutation](#), [multi-partite](#), [stealth](#), [encrypted](#), and [polymorphic](#) viruses located in files, drives, and diskettes

Note

To configure Scan16 from the desktop, open the VirusScan program group and double-click the VirusScan icon.

Configuring VShield

To configure VShield, follow these steps:

1. Open the [VShield Configuration Manager](#). The VShield Configuration Manager opens with the Detection page displayed.
2. [Select which files and when VShield checks for viruses](#)
3. [Select how VShield responds to a virus](#)
4. [Select VShield notification options](#)
5. [Choose which information VShield maintains in its virus activity log](#)
6. [Select files and folders to exclude from scanning](#)
7. [Password protect VShield](#)

Detection Page

Use the Detection page to tell VShield which file locations and file types to scan. To configure the Detection page, follow these steps:

1. Open the [VShield Configuration Manager](#).
2. Tell VShield when to scan files for viruses. VShield can check for viruses when files are run, copied, created, or renamed.
3. Tell VShield when to scan floppy disks for viruses. VShield can check floppies on access or shutdown.
4. Tell VShield which file types to scan:

To scan all file types for viruses, select the All Files checkbox.

To only scan files that are most susceptible to viruses, select the [Program Files Only](#) option button.

To change which file types are included in the Program Files list, click **Extensions**.

5. To scan [compressed files](#), select the Compressed Files checkbox.
6. To configure VShield to load at system startup, select the Load VShield at Startup checkbox.
7. To allow VShield to be disabled, select the VShield can be disabled checkbox.
8. If you want a VShield icon on the desktop, select the Show Icon on the Desktop checkbox.
9. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

See Also

[Selecting how VShield responds to a virus](#)

[Selecting VShield notification options](#)

[Choosing which information VShield maintains in its virus activity log](#)

[Selecting files and folders to exclude from scanning](#)

[Password protecting VShield](#)

Action page

The Action page is used to configure how VShield responds to any infected file(s). To configure the Action page, follow these steps:

1. Open the [VShield Configuration Manager](#).
2. Select the Action page.
3. Select how VShield will respond to any infected file(s).
 - [Prompt for action](#)
 - [Move infected files to a directory](#)
 - [Clean infected files](#)
 - [Delete infected files](#)
 - [Continue Scanning](#)

4. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

See Also

[Selecting which files and when VShield checks for viruses](#)
[Selecting VShield notification options](#)
[Choosing which information VShield maintains in its virus activity log](#)
[Selecting files and folders to exclude from scanning](#)
[Password protecting VShield](#)

Alert page

To select alerting options, follow these steps:

1. Open the [VShield Configuration Manager](#).
2. Select the Alert page.
3. To configure VShield to send notifications to servers running NetShield, select the Send Network Alert checkbox. Enter the path to the server's [Centralized Alerting](#) folder or click **Browse** to locate the folder.
4. To configure VShield to sound an audible alert, select the Sound Audible Alert checkbox.
5. To configure VShield to send a custom message, select the Display Custom Message checkbox and enter a message (up to 256 characters).
6. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

See Also

[Selecting which files and when VShield checks for viruses](#)

[Selecting how VShield responds to a virus](#)

[Choosing which information VShield maintains in its virus activity log](#)

[Selecting files and folders to exclude from scanning](#)

[Password protecting VShield](#)

Report page

Use the Report page to tell VShield how to maintain historical virus activity information. To configure the Report page, follow these steps:

1. Open the [VShield Configuration Manager](#).
2. Select the Report page.
3. For VShield to maintain a log file, select the Log to File checkbox. Enter a path and filename for the log file (default: C:\NETA\VIRUSCAN\VSLOG.TXT).
4. To limit the size of the log file, select the Limit Size of Log File checkbox and enter the maximum log file size.
5. Select which items VShield will log in the What to Log section.

Virus detection
Virus cleaning
Infected file deletion
Infected file move
Session settings
Session summary
Date and time
User name

6. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

See Also

[Selecting which files and when VShield checks for viruses](#)

[Selecting how VShield responds to a virus](#)

[Selecting VShield notification options](#)

[Selecting files and folders to exclude from scanning](#)

[Password protecting VShield](#)

Exclusion page

To exclude files, directories, or drives from scanning, follow these steps:

1. Open the [VShield Configuration Manager](#)
2. Select the Exclusions page.
3. To add an item to exclude from scanning, click **Add**. The Exclude Item dialog box is displayed.

Enter the full path to a file, drive, or directory or click **Browse** to locate one.

To exclude subdirectories from scanning, select the Include Subdirectories checkbox.

To exclude the item from file scanning, select the File Scanning checkbox. To exclude the item from boot sector scanning, select the Boot Sector Scanning checkbox.

Click **OK**.

4. Repeat Step 3 for each exclusion item.
5. To edit a scan item, select the item and click **Edit**.
6. To remove a scan item, select the item and click **Remove**.
7. To save these changes to the default scanning profile, select Save As Default.
8. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

See Also

[Selecting which files and when VShield checks for viruses](#)

[Selecting how VShield responds to a virus](#)

[Selecting VShield notification options](#)

[Choosing which information VShield maintains in its virus activity log](#)

[Password protecting VShield](#)

Security page

To optimize virus protection and security, you can password-protect individual VShield. Select from the following options:

1. Open the [VShield Configuration Manager](#).
2. Select the Security page.
3. Select the pages you want to protect. Protected pages are preceded by a lock. Unprotected pages are preceded by an open lock.
4. Click **Password**. The Specify Password dialog box is displayed.
5. Enter a password, reenter the password, and click **OK**. You return to the Password Protection dialog box.
6. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

Notes

Passwords are not case-sensitive. If your password is "VirusScan," for example, any of the following would be accepted: VIRUSSCAN, virusscan, ViRuSsCaN.

Whenever anyone attempts to access one of the protected pages, they will be prompted for a password.

You are prompted for a password once per session.

See Also

[Selecting which files and when VShield checks for viruses](#)

[Selecting how VShield responds to a virus](#)

[Selecting VShield notification options](#)

[Choosing which information VShield maintains in its virus activity log](#)

[Selecting files and folders to exclude from scanning](#)

Responding to a Virus

Viruses attack computer systems by infecting files—usually executable program files or Microsoft Word documents and templates. VShield safely removes most viruses from infected files and repairs any damage. Some viruses, however, damage your files beyond repair. VShield can move these irreparably damaged ("corrupted") files to a quarantine directory, or it can delete the files to prevent another virus infection of your system.

If VShield finds a virus, complete one of the following procedures:

[Removing a virus found in a file](#)

[Removing a virus found in memory](#)

Note

If you suspect a false alarm, see [Understanding False Alarms](#).

Responding to a virus found in a file

If VShield detects a virus in a file, it takes the action you specified during configuration. See [Action page](#).

[Prompt for action](#)

[Move infected files to a directory](#)

[Clean infected files](#)

[Delete infected files](#)

[Continue scanning](#)

See Also

[Responding to a virus found in memory](#)

[Understanding false alarms](#)

Prompt for Action

If you select Prompt for Action from the [Action page](#), the Virus Found screen is displayed if VShield finds a virus.

Select one of the following options:

[Continue](#)

[Stop](#)

[Clean](#)

[Delete](#)

[Exclude](#)

Move Infected Files to a Directory

If you select Move Infected Files to a Directory from the [Action page](#), VShield automatically moves infected files to the specified directory.

After the file is moved to the quarantine directory, you can clean the file or restore the file from backups and return it to its original location. To help you locate the source of the infection, the path to infected file is duplicated in the quarantine directory. For example, if an infected file was found in C:\WINDOWS\SYSTEM and you specified C:\INFECTED as the quarantine directory, it would be copied to C:\INFECTED\WINDOWS\SYSTEM.

Clean Infected Files

If you select Clean Infected Files from the [Action page](#), VShield automatically attempts to clean infected files.

Note

If the virus was not successfully cleaned, VShield will prompt you to select another action. Select [Delete](#) and restore the file from backup.

Delete Infected Files

If you select Delete Infected Files from the [Action page](#), VShield automatically deletes infected files.

Note

If this option is selected, confirm that report logging is enabled. This will ensure you have a record of which files were deleted, so you can restore them from backups. See [Reports](#).

Continue Scanning

If you select Continue Scanning from the [Action page](#), VShield continues scanning without taking any action each time a virus is found.

Note

This option is not recommended.

Prompt for Action: Continue

VShield continues scanning without taking any action.

Note

This option is not recommended.

Prompt for Action: Stop

Halts the scan and returns you to the main window.

Prompt for Action: Clean

VShield attempts to clean the file.

Note

If the file was not successfully cleaned, VShield prompts you to select another action. Select [Delete](#) and restore the file from backup.

Prompt for Action: Delete

VShield deletes the infected file.

If this option is selected, confirm that report logging is enabled. This ensures that you have a record of which files were deleted, so you can restore them from backups. See [Reports](#).

Prompt for Action: Exclude

Excludes the file from future scanning.

Note

This option is not recommended.

To open the VShield Configuration Manager

Open the VirusScan program group and double-click the VShield Configuration Manager icon.

Viewing the Virus Activity Log

To view the VShield's activity log, open the file defined on the report page with any text editor (such as Notepad) or [click here](#).

Viewing the Virus List

To view the Virus List, [click here](#).

Note

The Virus List is over 250 pages long. It may take a while to open.

Context-sensitive, below

Detection Page

Use the Detection page to tell VShield which file locations and file types to scan. To configure the Detection page, follow these steps:

1. Tell VShield when to scan files for viruses. VShield can check for viruses when files are run, copied, created, or renamed.
2. Tell VShield when to scan floppy disks for viruses. VShield can check floppies on access or shutdown.
3. Tell VShield which file types to scan.

To scan all file types for viruses, select the All Files checkbox.

To only scan files that are most susceptible to viruses, select the [Program Files Only](#) option button.

To change which file types are included in the [Program Files](#) list, click **Extensions**.

4. To scan [compressed files](#), select the Compressed Files checkbox.
5. To configure VShield to load at system startup, select the Load VShield at Startup checkbox.
6. To allow VShield to be disabled, select the VShield can be disabled checkbox.
7. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

Action page

Use the Action page to tell VShield how to respond to any infected file(s). To configure the Action page, follow these steps:

1. Select how VShield will respond to any infected file(s).

[Prompt for action](#)

[Move infected files to a directory](#)

[Clean infected files](#)

[Delete infected files](#)

[Continue Scanning](#)

2. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

Alert page

To select alerting options, follow these steps:

1. To configure VShield to send notifications to servers running NetShield, select the Send Network Alert checkbox. Enter the path to the server's [Centralized Alerting](#) folder or click **Browse** to locate the folder.
2. To configure VShield to sound an audible alert, select the Sound Audible Alert checkbox.
3. To configure VShield to send a custom message, select the Display Custom Message checkbox and enter a custom message (up to 256 characters).
4. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

Report page

Use the Reports page to tell VShield how to maintain historical virus activity information. To configure the Report page, follow these steps:

1. For VShield to send you a message each time a virus is encountered, select the Display Message checkbox and enter a message.
2. For VShield to sound an audible alert, select the Sound Alert checkbox.
3. For VShield to maintain a log file, select the Log to File checkbox. Enter a path and filename for the log file (default: C:\Program Files\Neta\VirusScan\VSLOG.TXT).
4. To limit the size of the log file, select the Limit Size of Log File checkbox and enter the maximum log file size.
5. Select which items VShield will log in the What to Log section.
6. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

Exclusion page

To exclude files, directories, or drives from scanning, follow these steps:

1. To add an item to exclude from scanning, click **Add**. The Exclude Item dialog box is displayed.

Enter the full path to a file, drive, or directory or click **Browse** to locate one.

To exclude subdirectories from scanning, select the Include Subdirectories checkbox.

To exclude the item from file scanning, select the File Scanning checkbox. To exclude the item from boot sector scanning, select the Boot Sector Scanning checkbox.

Click **OK**.

2. Repeat Step 1 for each exclusion item.

3. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

Tips

To edit a scan item, select the item and click **Edit**.

To remove a scan item, select the item and click **Remove**.

Security page

To optimize virus protection and security, you can password-protect individual pages. Select from the following options:

1. Select the pages that you want to protect. Protected pages are preceded by a lock. Unprotected pages are preceded by an open lock.
2. Click **Password**. The Specify Password dialog box is displayed.
3. Enter a password, reenter the password, and click **OK**. You return to the Password Protection dialog box.
4. Do one of the following:

To save the changes and continue configuring VShield, click **Apply** and select another page.

To save the changes and exit, click **OK**.

To exit without saving the changes, click **Cancel**.

Notes

Passwords are not case-sensitive. If your password is "VirusScan," for example, any of the following would be accepted: VIRUSSCAN, virusscan, ViRuSsCaN.

Whenever anyone attempts to access one of the protected pages, they will be prompted for a password.

You are prompted for a password once per session.

Features of VirusScan

- ₙ VShield, VirusScan's on-access scanner, provides real-time identification of both known and unknown viruses upon file access, create, copy, rename, and run; disk insert; system startup; and system shut down.
- ₙ On-demand scanning provides for user-initiated detection of known [boot](#), [file](#), [mutation](#), [multi-partite](#), [stealth](#), [encrypted](#), and [polymorphic](#) viruses located within files, drives, and diskettes.
- ₙ Code Trace™, Code Poly™, and Code Matrix™ Scanning employ Network Associates' proprietary technologies for pinpoint virus identification accuracy.
- ₙ VirusScan can be configured for an automated response on virus detection, including notification, logging, deletion, isolation, or cleaning.
- ₙ The VirusScan Scan Window, Activity Log, and Virus List provide details of scan results, as well as information about detected viruses.
- ₙ Monthly updates of virus signatures are included with the purchase of a Network Associates subscription license to assure the best detection and removal rates. See [Keeping VirusScan Updated](#).

See Also

[About Viruses](#)

[Types of Viruses](#)

[Why Scan for Viruses](#)

[About Network Associates](#)

About Viruses

Computer viruses, most users know, can have a devastating impact on productivity. What many of those same users don't know is basic information that could help them protect themselves from infection—such as where viruses came from and how they operate.

In the beginning

The conceptual foundations for viruses have been around much longer than the virus threat itself. Although virus historians disagree on the specific when's and where's, it is generally accepted that the ideas were born when computers were still huge and expensive—the domain of large corporations and the government, not the public. And while many of the viruses circulating today are malicious, destruction of data was not part of the original premise.

The idea was that if one could create a computer program that could make copies of itself, or self-replicate, it might also be possible for that program to evolve. If an error were to occur in the replication process, the resulting code (the bits of information that make up the program) would be mutant. Just as mutant genetic code is what disposes a biological virus to either be more or less able to survive and propagate, mutant digital code might dispose a computer virus to be more or less able to survive in the computer environment. Given enough time, the logical extension of the theory goes, a computer virus could evolve into something approaching artificial intelligence. Science fiction suddenly starts to look more like science and less like fiction.

What viruses really are

At its core, a virus is simply a program with one goal: self-replication. Part of achieving that goal is remaining undetected. If a virus is found by a user, it is likely to get deleted, which puts quite a damper on any self-replicating plans. Just like any other program, a virus has to be run to do its work. And since a user will not run a virus intentionally, the virus has to attach itself to a file that the user will run. That includes executable files and document files with embedded macros, as we will see in a couple of pages. For a virus to infect any other type of file—say, a plain text file—would be counter-productive: Remember, replication is its primary objective.

Computers with the sniffles?

Consider the similarities between computer and biological viruses. A computer virus infects a host program, just as a biological virus infects a host cell. It writes its own code in among the pieces of code that make up the host program. Then, in much the same way as a biological virus uses resources from its host organism to reproduce, a computer virus runs each time the infected host is run, and makes copies of itself. Those copies then infect other programs, and the cycle begins again.

Just as biological viruses have detrimental effects, so do their computer counterparts. The first computer viruses were simply experiments by research scientists to test the theory—to see if it could be done. They proved the theory, but also discovered that viruses had some unfortunate side effects. Viruses got in the way of some of the normal processes of the computer and caused erratic behavior. Many viruses are now specifically programmed to perform some function outside of self-replication. This function, called the payload, can be as innocuous as displaying a message on the computer's monitor or as harmful as destroying data on the system's hard disks. It is delivered when the trigger, an event such as a particular combination of keystrokes, a certain date or a pre-determined number of actions, occurs.

Who writes viruses?

The reason for this change in the behavior of viruses—from innocent experiment to malicious sneak attack—is a result of a change in the type of people who write them. Virus code is now developed by many people who are less interested in studying the possibility of artificial intelligence than in inflicting harm. Some do it out of spite, some because they aspire to be the underground "mad hacker" romanticized in much of pop culture as a freedom fighter of the digital age. The reasons people write virus code are probably as varied and strange as the reasons people perform other destructive acts.

Some virus writers actually choose to identify themselves, such as the Pakistani brothers who wrote the Brain virus. The brothers included the name, address, and telephone number of their software company in the viral code. When the payload was delivered, this information would be displayed for the user. Apparently, the brothers wrote the virus to show how widespread software pirating was. They put it on software leaving their office with the idea that wherever the virus spread, so had their software. Of course, what they overlooked was the fact that the virus spread by

infecting programs other than the one it left their office in.

Other virus writers are disgruntled employees seeking revenge. Still others are schoolkids who write just to see if they can. The famous Stoned virus is said to have been written by such a youngster. Having written it, he feared the consequences of unleashing it, so he destroyed all copies of the virus except one, which he kept at his house. His younger brother and a couple of friends managed to lay their hands on it though, and infected some disks as a joke. But the infection spread quickly and soon was impossible to stop.

Whatever the motivation, the number of people capable of writing a virus is growing right alongside the computer industry. Those who stand to be affected by virus infection—anyone who uses a computer—should be alert and wary.

Only getting worse

In part, the fact that there are so many of us who need to be on the alert today is what makes virus proliferation possible. When the computer world was made up entirely of huge expensive machines, a virus did not have very far to go once it got started. But with the advent of the personal computer, viruses suddenly had a lot of places to go. The rapid growth of the Internet, the capability to attach files to e-mail messages, and the increasing degree to which the world depends on its computers all make conditions ever-better for the spread of computer viruses.

New developments

There are other reasons to be especially wary these days. Viruses get increasingly complex and advanced as computers on the whole do the same. Just in the last few years, sophisticated and dangerous new virus families have appeared, such as polymorphic viruses and macro viruses. Polymorphic viruses are especially tricky because they change each time they infect a new file. Where once anti-virus software could search for viruses by "signatures" (chunks of code unique to each virus), software must now be able to detect polymorphic viruses that change their signature each time they infect a file.

Macro viruses infect documents and document templates—new territory for viruses. Documents used to be safe from viral attack because until a few years ago, a document file didn't have any executable code in it. Now that software like Microsoft Word and Microsoft Excel has embedded macro capabilities, viruses can infect documents created by that software through the macro language.

All that, just in the last few years. And viruses as a serious threat have only been around for about ten years. To imagine what is in store as the computer becomes more complicated and more a part of everyday life is frightening. Luckily, you have purchased the best protection against infection available today. And with Network Associates' outstanding support and worldwide anti-virus research teams, you can make sure your protection keeps up with the ever-changing computer world.

See Also

[Features of VirusScan](#)

[Types of Viruses](#)

[Why Scan for Viruses?](#)

[About Network Associates](#)

Types of Computer Viruses

A virus is a software program that attaches itself to another program on a disk or lurks in a computer's memory and spreads from one program to another.

In addition to self-replication, viruses have the capability to damage data, cause computers to crash, and display offending or bothersome messages.

[Boot Virus](#)

[File Virus](#)

[Stealth Virus](#)

[Multi-partite Virus](#)

[Mutating Virus](#)

[Encrypted Virus](#)

[Polymorphic Virus](#)

See Also

[About Viruses](#)

[Features of VirusScan](#)

[Why Scan for Viruses](#)

[About Network Associates](#)

Boot Virus

A boot virus copies itself from the boot sector of one drive to another (e.g. floppy drive to hard drive).

File Virus

A file virus attaches itself to a program. Whenever the program runs, the virus attaches itself to other programs.

Stealth Virus

A stealth virus hides itself to evade detection. A stealth virus may be a [boot virus](#) or a [file virus](#).

Multi-partite Virus

A multi-partite virus acts like a [boot virus](#) and a [file virus](#) by spreading through boot sectors and files.

Mutating Virus

Mutating viruses change their shape to avoid detection. Many mutating viruses are also [encrypted viruses](#).

Encrypted Virus

Encrypted viruses encrypt part of their code to avoid detection. Many encrypted viruses are also [mutating viruses](#).

Polymorphic Virus

Polymorphic viruses are similar to mutating viruses. Upon each instance of copying itself, a polymorphic virus slightly changes its code to avoid detection.

Why Scan for Viruses?

In today's environment, [safe computing practices](#) are no longer a luxury—they are a necessity.

Computer viruses no longer attack your computing environment exclusively. They attack all computing environments you are in contact with through diskettes, networks, modems, and files you share with coworkers.

Consider the value of the data on your computer. It is probably irreplaceable or would require a significant amount of time and money to replace. Consider the value of the data on all of the computers you contact, the computers those computers contact, and so on.

Network Associates' virus scanning solutions should top your list of safe computing practices. Scheduled periodic scans of your computer offer added assurance you are taking precautions against virus infection.

See Also

[About Viruses](#)

[Features of VirusScan](#)

[Types of Viruses](#)

[About Network Associates](#)

About Network Associates

Founded in 1989 as McAfee Inc., Network Associates is the leading provider of productive computing tools for DOS, OS/2, UNIX, and Windows environments. Our anti-virus products are used by more than 16,000 corporations worldwide. Our utility products provide data security, automated version updating, and system inspection and editing. Network Associates is also the pioneer and leading provider of electronically distributed software. All Network Associates products may be purchased through dealers or downloaded from bulletin board systems and on-line services around the world.

Network Associates does not stop at developing the world's best anti-virus and utility products. We back them with the industry's best service and technical support. Product support is provided by a full-time staff of virus researchers, programmers, and support professionals and delivered directly by Network Associates or our network of authorized agent offices in more than 50 countries worldwide.

See Also

[About Viruses](#)

[Features of VirusScan](#)

[Types of Viruses](#)

[Why Scan for Viruses](#)

Removing a Virus Found in Memory

If VirusScan discovers a virus in memory, complete the following procedure:

1. Turn off your computer.
2. Do not reboot using the reset button or CTRL+ALT+DELETE; if you do, some viruses might remain intact or drop their destructive payloads.
3. Place the Emergency Diskette into the floppy disk drive. See [Making an Emergency Diskette](#).
4. Turn on your computer.
5. Follow the on-screen instructions and remove any viruses found.

If viruses were removed

If VirusScan successfully removes all the viruses, shut down your computer and remove the diskette. Begin the installation procedure described in the VirusScan User's Manual.

To find and eliminate the source of infection, scan your diskettes immediately after installation.

If viruses were not removed

If VirusScan cannot remove a virus, the following message is displayed:

Virus could not be removed.

If the virus was found in a file and cannot be removed by VirusScan, you should delete the file and repeat the steps described above. If the virus was found in the Master Boot Record, refer to documents on the Network Associates Web Site related to manually removing viruses. For more information, see [Contacting Network Associates](#).

Understanding False Alarms

A false alarm is a report of a virus in a file or in memory when a virus does not actually exist. False alarms are more likely if you are using more than one brand of virus protection software, because some anti-virus programs store their virus signature strings unprotected in memory.

Always assume that any virus found by VirusScan is real and dangerous, and take necessary steps to remove it from your system. If, however, you have reason to believe that VirusScan is generating false alarms (for example, it has detected a virus in only one file that you have been using safely for years), refer to the list of potential sources below:

- ⌘ If more than one anti-virus program is running, VirusScan may report a false alarm. Set up your computer so that only one anti-virus program is running at a time. Remark out lines in the AUTOEXEC.BAT file that refer to other anti-virus programs. Turn off your computer, wait a few seconds, and turn it on again to make sure that all code from other anti-virus programs is cleared from memory.
- ⌘ Some BIOS chips include an anti-virus feature that could be the source of false alarms. Refer to your computer's reference manual for details.
- ⌘ If you set up validation/recovery codes, subsequent scans can detect changes in validated files. This can trigger false alarms if the executable files are self-modifying or self-checking. When using validation codes, specify an exceptions list to exclude such files from checking.
- ⌘ Some older Hewlett-Packard and Zenith PCs modify the boot sector each time the system is booted. VirusScan may detect these modifications as a possible infection, even though no virus may be present. Check your computer's reference manual to determine if your PC has self-modifying boot code. To solve this problem, save validation/recovery information to the executable files themselves; this method does not save information about the boot sector or Master Boot Record.
- ⌘ VirusScan may report viruses in the boot sector or Master Boot Record of certain copy-protected diskettes.

Keeping VirusScan Updated

To offer the best virus protection possible, Network Associates continually updates the files VirusScan uses to detect viruses. After a certain time period, VirusScan will notify you to update the virus definition database. For maximum protection, it is important to update these files on a regular basis.

What is a data file?

The files CLEAN.DAT, NAMES.DAT, and SCAN.DAT all provide virus information to the VirusScan software and make up the data files referred to in this section.

Why would I need a new data file?

New viruses are discovered at a rate of more than 100 per month. Often, these viruses are not detected using older data files. The data files that came with your copy of VirusScan may not detect a virus that was discovered after you bought the product.

Network Associates' virus researchers are working constantly to update the data files with more and newer virus definitions. The new data files are released approximately every four to six weeks.

To update your Network Associates data files, take the following steps:

1. Download the data file (for example, DAT-9705.ZIP) from one of Network Associates' electronic services. On most services, it is located in the anti-virus area.
2. Copy the file to a new directory.
3. The file is in a compressed format. Decompress the file using any PKUNZIP-compatible decompression software. If you don't have the decompression software, you can download PKUNZIP (shareware) from Network Associates electronic sites.
4. Locate the directories on the hard drive where VirusScan is currently loaded. Typically, the files are stored in C:\NETA\VIRUSCAN.
5. Copy the new files into the directory or directories, overwriting the old data files. Some of the data files may be located in different directories. If so, place each updated file in its appropriate directory.
6. Reboot your computer so that changes take place immediately.

Notes

Network Associates cannot guarantee backward compatibility of the virus signature files with a previous version's software. By subscribing to a maintenance plan and upgrading your VirusScan software, you ensure complete virus protection for at least one year after your VirusScan purchase.

Please note that your ability to access these updates is legally restricted by the maintenance terms outlined in the README.1ST file accompanying the software and detailed in the software license agreement.

Contacting Network Associates

Select from the following:

[Customer Service](#)

[Technical Support](#)

[Training](#)

Customer Service

To order products or obtain product information, we invite you to contact our Customer Care department at (408) 988-3832 or at the following address:

Network Associates, Inc.
3965 Freedom Circle
Santa Clara, CA 95054
U.S.A.

See Also

[Technical Support](#)

[Training](#)

Technical Support

Network Associates is famous for its dedication to customer satisfaction. Network Associates has continued this tradition by investing considerable time and effort to make our website a valuable resource for updating Network Associates software and obtaining the latest news and information. For technical support information and issues, we encourage you to visit our website first.

World Wide Web <http://support.nai.com>

To access the Network Associates web site, [click here](#).

If you do not find what you need or do not have access to the Web, try one of Network Associates' automated services.

Automated Voice and Fax Response System Internet	(408) 988-3034 support@nai.com
CompuServe America Online	GO NAI Keyword NAI

If the automated services did not solve your problem, you may contact Network Associates Monday through Friday between 6:00 A.M. and 6:00 P.M. Pacific time.

Phone	(408) 988-3832
Fax	(408) 970-9727

To speed the process of helping you use our products, please note the following before you call:

- Product name and version
- Computer brand, model, and any additional hardware
- Operating system type and version
- Network type and version
- Contents of your AUTOEXEC.BAT, CONFIG.SYS, and system LOGIN script
- Specific steps to reproduce the problem, if applicable

See Also

[Customer Service](#)

[Training](#)

Network Associates Training

For information about scheduling on-site training for any Network Associates product, call (800) 338-8754.

See Also

[Customer Service](#)

[Technical Support](#)

Preventing Virus Infection

VirusScan is an effective tool for preventing, detecting, and recovering from virus infection. It is most effective, however, when used in conjunction with a comprehensive computing security program that includes a variety of safety measures, such as regular backups, meaningful password protection, user training, and awareness.

To create a secure system environment and minimize your chance of infection, Network Associates recommends that you review the following topics:

[Detecting New Viruses](#)

[Making an Emergency Diskette](#)

[Write Protecting Diskettes](#)

Making an Emergency Diskette

The Emergency Disk is a very important part of proper virus prevention. Should your system become infected, an Emergency Disk will enable you to start your computer from a clean environment.

To make a boot diskette, your system must be virus-free. Any virus residing in your system could be transferred to your boot diskette and reinfect your system. If your computer is infected, go to another computer, scan it, and if it is virus-free, complete one of the procedures below.

To make an Emergency Disk, select from the following:

[Automatically Creating an Emergency Diskette](#)

[Manually Creating an Emergency Diskette](#)

Automatically Creating an Emergency Diskette

To use VirusScan's utility for automatically creating an Emergency Disk, complete the following procedure:

1. Open the VirusScan program group and double-click the Create Emergency Diskette icon, or [click-here](#).
2. Insert a blank diskette into the A: drive.
3. Click **OK**. The Utility begins creating the Emergency Disk.
4. When the Utility is finished, remove the disk, [write-protect](#) it, label it "VirusScan Emergency Disk", and store it in a safe place.

Manually Creating an Emergency Disk

Start this procedure from a command prompt (C:\>). If you are in Windows, you must open a DOS shell to get the prompt.

1. Insert a blank diskette in drive A:.
2. Format the diskette by typing the following command at the C:\> prompt:

```
format a: /s /u
```

This overwrites any information already on the diskette. If you are using DOS 5.0 or earlier, do not type the /u. If you are unsure of which version you are using, type `ver` at the C:\> prompt.

3. When the system prompts you for a volume label, enter an appropriate name using no more than eleven characters.
4. Change to the VirusScan directory.
5. Copy the command-line version of VirusScan to the diskette by typing the following commands at the prompt:

```
copy scan.exe a:
```

```
copy scan.dat a:
```

```
copy clean.dat a:
```

```
copy names.dat a:
```

6. Change back to the root directory by typing `cd\`.
7. Copy useful command-line programs to the diskette. To copy the `chkdsk` program, for example, enter the following command at the C:\> prompt:

```
copy c:\dos\chkdsk.* a:
```

8. Repeat the previous step for any other useful programs (changing only the command name), including:

```
debug.*  
diskcopy.*  
fdisk.*  
format.*  
label.*  
mem.*  
sys.*  
xcopy32.*
```

9. Label and write protect this diskette, then store it in a secure place. For more information, see [Write Protecting a Diskette](#).

Note

If you use a disk compression utility, be sure to copy the drivers required to access the compressed drives onto the clean boot diskette. For more information about these drivers, see the documentation which accompanied the utility.

Write Protecting a Diskette

Floppy diskettes are convenient, portable devices for storage and retrieval of computer data. Diskettes are used to save files (write) and recover files (read). They are also the most common vehicle viruses use to invade your computer's system.

One way to help prevent infection via floppy diskette is to write protect diskettes you are using for read-only data. If your system becomes infected with a virus, the write-protection feature keeps your diskettes from becoming infected, preventing reinfection after your system is cleaned.

Any diskettes that are not write protected should be scanned and cleaned before you write protect them.

Select from the following:

[Write protecting 5.25" floppy diskettes](#)

[Write protecting 3.5" floppy diskettes](#)

Write Protecting 5.25" Floppy Diskettes

1. Position the diskette face up with the label facing away from you.
2. The notch on the upper right hand side is called the write-protect notch. When this notch is visible, you can read and write data to and from the diskette. When the notch is covered with an adhesive tab, you can no longer write to the diskette. This prevents you from accidentally changing the data and prevents viruses from infecting the diskette.
3. To write protect the diskette, cover the notch with an adhesive tab or tape.

Write Protecting 3.5" Floppy Diskettes

1. Position the diskette face down with the metal slide facing you.
2. Examine the small rectangular hole on the upper left side. There should be a square, plastic tab that you can slide up and down across the hole.
3. To write protect the diskette, slide the plastic tab upward toward the edge of the diskette so that the hole is open.
4. If there is no tab and the hole is open, the diskette is write protected.

Compressed Files

When enabled, VirusScan unpacks LZexe and PKLite compressed files and scans the decompressed form. Files with .ZIP and .LZH extensions are not scanned for viruses.

Move Infected Files

When this option is selected, VirusScan automatically moves infected files to the specified directory. To select a directory, enter the directory location or click **Browse** to select a directory.

After the file is moved to the quarantine directory, you can clean the file or restore the file from backups and return it to its original location. To return the file to the original directory location, refer to the VSHIELD log file (VSHLOG.TXT) or the VirusScan On-demand Scanning log file (VSCLOG.TXT).

Clean Infected Files

When this option is selected, VirusScan automatically attempts to remove the virus from the infected file.

Delete Infected Files

When this option is selected, VirusScan automatically deletes infected files. After VirusScan deletes the infected files, you can restore them from backup.

If you select this option, make sure to enable report logging. This will ensure you have a record of which files were deleted, so you can restore them from backups.

Continue Scanning

When this option is selected, VirusScan continues scanning without taking any action. When the scan is complete, you can manually respond to each infected file in the VirusScan Main Window.

This option is not recommended for unattended machines.

Prompt for Action

When this option is selected, VirusScan prompts you for action for each infected file.

Safe Computing Practices

Safe computing practices include:

- : Virus protection
- : Regular backups
- : Meaningful password protection
- : Training and awareness

Centralized Alerting

Centralized Alerting is Network Associates' enterprise-wide virus notification solution. Once configured, workstations running VirusScan send virus notifications to servers running NetShield. This helps administrators locate the source of the virus infections and prevent them from spreading.

To configure Centralized Alerting, do the following:

1. Ask a system administrator for the name of a server running NetShield and its Centralized Alerting directory.
2. Make sure you have rights to this directory.
3. Configure VShield and VirusScan tasks to send network messages to this directory.

Program Files

To add or remove file types from the program files list, click **Extensions**. The Program File Extensions dialog box appears.

1. To add a file extension, click **Add**. Enter a new file extension to scan and click **OK**. Repeat this procedure until all desired file extensions are entered.
2. To delete an extension, select it and click **Delete**.
3. To return to the default extensions, click **Default**.

When you are finished editing the list of file extensions, click **OK**.

Virus Name

Lists the name of the virus.

Infects

Indicates the types of files infected by this virus. This may include:

- : Executables (.EXE)
- : COM files (.COM)
- : Word files (.DO?)
- : Excel files (.XLS)

Virus Size

Indicates the size of the virus in kilobytes.

Memory Resident

Indicates whether the virus resides in memory.

Encrypted

Indicates whether this is an [encrypted virus](#).

Polymorphic

Indicates whether this is an [polymorphic virus](#).

Repairable

Indicates whether files infected by this virus are repairable.

Macro Virus

Indicates whether this is a Word or Excel macro virus.

Type

Specifies the type of file that is infected (e.g., Executable, Word, Excel)

Location

Specifies the directory location of the infected file.

Size

Specifies the size of the infected file.

MS-DOS Name

Specifies the name of the infected file.

Created

Specifies the date the infected file was created.

Modified

Specifies the date the infected file was last modified.

Accessed

Specifies the date the infected file was last accessed.

Read-only

Specifies whether the file is read-only.

Hidden

Specifies whether the file is hidden.

Archive

Specifies whether the file is an archive file.

System

Specifies whether the file is a system file.

VirusScan DOS Error Levels

When you run VirusScan in the DOS environment, a DOS error level is set. You can use the ERRORLEVEL in batch files to take different actions based on the results of the scan. For more information, see your DOS operating system documentation.

VirusScan can return the following error levels:

ERRORLEVEL	Description
0	No errors occurred; no viruses were found.
1	Error occurred while accessing a file (reading or writing).
2	A VirusScan data file is corrupted.
3	An error occurred while accessing a disk (reading or writing).
4	An error occurred while accessing the file created with the /AF option; the file has been damaged.
5	Insufficient memory to load program or complete operation.
6	An internal program error has occurred (out of memory error).
7	An error occurred in accessing an international message file (MCAFEE.MSG).
8	A file required to run VirusScan, such as SCAN.DAT, is missing.
9	Incompatible or unrecognized option(s) or option argument(s) specified in the command line.
10	A virus was found in memory.
11	An internal program error occurred.
12	An error occurred while attempting to remove a virus, such as no CLEAN.DAT file found, or VirusScan was unable to remove the virus.
13	One or more viruses were found in the Master Boot Record, boot sector, or files.
14	The SCAN.DAT file is out of date; upgrade VirusScan data files.
15	VirusScan self-check failed; it may be infected or damaged.
16	An error occurred while accessing a specified drive or file.
17	No drive, directory, or file was specified; nothing to scan.
18	A validated file has been modified (/CF or /CV options).
19-99	Reserved.
100+	Operating system error; VirusScan adds 100 to the original number.
102	CTRL+C or CTRL+BREAK was used to interrupt the Scan. (You can disable CTRL+C or CTRL+BREAK with the /NOBREAK command-line option.)

VSC File Format

The VSC file is a configuration text file, formatted similarly to the Windows INI file, which outlines VirusScan's settings. Each variable in the file has a name followed by the equal (=) sign and a value. The values define which settings have been selected for VirusScan configuration. The variables are arranged in three groups: ScanOptions, AlertOptions, and ActivityLogOptions. To edit a VSC file, open it with any text editor.

Note

In Boolean variables, possible values are 0 and 1. The 0 value instructs VirusScan to disable the setting, while 1 indicates that the setting is enabled.

ScanOptions

Variable	Description
bAutoStart	Type: Boolean (1/0) Instructs VirusScan to start scanning immediately as it is launched Default value: 0
bAutoExit	Type: Boolean (1/0) Instructs VirusScan to exit upon scan completion if no viruses are found Default value: 0
bAlwaysExit	Type: Boolean (1/0) Instructs VirusScan to always exit upon scan completion Default value: 0
bSkipMemoryScan	Type: Boolean (1/0) Instructs VirusScan to skip memory scan Default value: 0
bSkipBootScan	Type: Boolean (1/0) Instructs VirusScan to skip boot sector scan Default value: 0
bSkipSplash	Type: Boolean (1/0) Instructs VirusScan to not display the initial splash screen when the application is launched Default value: 0

DetectionOptions

Variable	Description
bScanAllFiles	Type: Boolean (1/0) Instructs VirusScan to scan inside all files Default value: 0
bScanCompressed	Type: Boolean (1/0) Instructs VirusScan to scan inside compressed files Default value: 1
szProgramExtensions	Type: String Defines extensions to be scanned Default value: EXE COM DO? XL?
szDefaultProgram Extensions	Type: String Defines extensions to be used as default program extensions during scan configuration Default value: EXE COM DO? XL?

AlertOptions

Variable	Description
----------	-------------

bNetworkAlert	Type: Boolean (1/0) Instructs VirusScan to send a Centralized Alerting notification to a server running NetShield. Default value: 0
szNetworkAlertPath	Type: String Defines the path to the server running NetShield. Default value: none
bSoundAlert	Type: Boolean (1/0) Instructs VirusScan to sound an alert when a virus is detected Default value: 1

ActionOptions

Variable	Description
bDisplayMessage	Type: Boolean (1/0) Defines if custom message should be displayed upon virus detection Default value: 0
uScanAction	Type: Integer (1-5) Instructs VirusScan to take the action specified when a virus is detected Possible values: 1 - Prompt for action 2 - Move infected files to a folder 3 - Clean infected files automatically 4 - Delete infected files automatically 5 - Continue scanning Default value: 2
bButtonClean	Type: Boolean (1/0) Instructs VirusScan to give user option of cleaning the file if Prompt for Action is selected and a virus is detected Default value: 1
bButtonDelete	Type: Boolean (1/0) Instructs VirusScan to give user option of deleting the file if Prompt for Action is selected and a virus is detected Default value: 1
bButtonExclude	Type: Boolean (1/0) Instructs VirusScan to give user option of excluding the file if Prompt for Action is selected and a virus is detected Default value: 1
bButtonMove	Type: Boolean (1/0) Instructs VirusScan to give user option of moving the infected file if Prompt for Action is selected and a virus is detected Default value: 1
bButtonContinue	Type: Boolean (1/0) Instructs VirusScan to give user option of continuing the scan if Prompt for Action is selected and a virus is detected Default value: 1
bButtonStop	Type: Boolean (1/0) Instructs VirusScan to give user option of denying access to the infected file if Prompt for Action is selected and a virus is detected Default value: 1
szMoveToFolder	Type: String Defines folder to which infected files should be moved Default value: \Infected
szCustomMessage	Type: String Defines custom message to be displayed upon virus

detection
Default value: Your custom message

ReportOptions

Variable	Description
bLogToFile	Type: Boolean (1/0) Defines if scan results should be logged into log file Default value: 0
bLimitSize	Type: Boolean (1/0) Defines if size of the log file should be limited Default value: 1
uMaxKilobytes	Type: Integer Defines maximum size of the log file in kilobytes Default value: 100
bLogDetection	Type: Boolean (1/0) Defines if scan results should be logged Default value: 1
bLogClean	Type: Boolean (1/0) Defines if clean results should be logged Default value: 1
bLogDelete	Type: Boolean (1/0) Defines if file delete operations should be logged Default value: 1
bLogMove	Type: Boolean (1/0) Defines if infected file move operations should be logged Default value: 1
bLogSetting	Type: Boolean (1/0) Defines if session settings should be logged on shutdown Default value: 1
bLogSummary	Type: Boolean (1/0) Defines if session summary should be logged on shutdown Default value: 1
bLogDateTime	Type: Boolean (1/0) Defines if date and time of an event should be logged Default value: 1
bLogUserName	Type: Boolean (1/0) Defines if user name should be logged Default value: 1
szLogFileName	Type: String Defines log file name Default value: VSCLOG.TXT

ScanItems

Variable	Description
szScanItem_0	Type: String Defines item to be scanned Default value: C:\

SecurityOptions

Variable	Description
szPasswordProtect	Type: Boolean (1/0) Defines if password protection is enabled.

szPasswordCRC
bInheritSecurity

Default value: 0

ExcludedItems

Variable	Description
NumExcludedItems	Type: Integer (0-n) Defines the number of items excluded from on-access scanning Default value: 1
ExcludedItem_x, where x is a zero-based index	Type: String Instructs Vshield to exclude the item from on-access scanning Default value: \Recycled *.* 1 1 * * The string is separated into fields using the pipe () character: Field 1 - Folder portion of item to exclude. Leave blank for a single file anywhere on the system. Field 2 - File portion of the item to exclude. Leave blank if a folder is excluded without a filename. Field 3 - Integer (1-3) Possible values: 1 - Exclude from file-access scanning 2 - Exclude from boot-record scanning 3 - Exclude from both boot-record and file-access scanning Field 4 - Boolean (1/0) Possible values: 1 - Instructs VShield to exclude subfolders of the excluded item 2 - Instructs VShield to not exclude subfolders

VSH File Format

The VSH file is a configuration text file, formatted similarly to the Windows INI file, which outlines VShield's settings. Each variable in the file has a name followed by the equal (=) sign and a value. The values define which settings have been selected for VShield configuration. The variables are arranged in five groups: DetectionOptions, ActionOptions, ReportOptions, General, and ExcludedItems. To edit the VSH file, open it with any text editor.

Note

In Boolean variables, possible values are 0 and 1. The 0 value instructs VShield to disable the setting, while 1 indicates that the setting is enabled.

General

Variable	Description
bCanBeDisabled	Type: Boolean (1/0) Defines if VShield can be disabled Default value: 1
bShowTaskbarIcon	Type: Boolean (1/0) Defines whether VShield taskbar icon is displayed Default value: 1
bLoadAtStartup	Type: Boolean (1/0) Defines if VShield should be loaded at system startup Default value: 1
bNoSplash	Type: Boolean (1/0) Instructs VShield to not show splash screen when program is launched Default value: 0

DetectionOptions

Variable	Description
bScanOnExecute	Type: Boolean (1/0) Instructs VShield to scan when files are run Default value: 1
bScanOnOpen	Type: Boolean (1/0) Instructs VShield to scan when files are opened Default value: 1
bScanOnCreate	Type: Boolean (1/0) Instructs VShield to when files are created Default value: 1
bScanOnRename	Type: Boolean (1/0) Instructs VShield to when files are renamed Default value: 1
bScanOnShutdown	Type: Boolean (1/0) Instructs VShield to scan the boot record of drive A: when system is shut down Default value: 1
bScanOnBootAccesses	Type: Boolean (1/0) Instructs VShield to scan the boot record of a disk drive the first time it is accessed Default value: 1
bScanAllFiles	Type: Boolean (1/0) Instructs program to scan inside all files Default value: 0
bScanCompressed	Type: Boolean (1/0) Instructs program to scan inside compressed files

szProgramExtensions	Default value: 0 Type: String Defines extensions to be scanned Default value: EXE COM DO? XL?
szDefaultProgramExtensions	Type: String Defines extensions to be used as default program extensions during scan configuration Default value: EXE COM DO? XL?

AlertOptions

Variable	Description
bNetworkAlert	Type: Boolean (1/0) Instructs VirusScan to send a Centralized Alerting notification to a server running NetShield. Default value: 0
szNetworkAlertPath	Type: String Defines the path to the server running NetShield Default value: none

ActionOptions

Variable	Description
bDisplayMessage	Type: Boolean (1/0) Defines if custom message should be displayed in the Prompt for Action dialog box upon virus detection Default value: 0
uVshieldAction	Type: Integer (1-5) Instructs VShield to take the action specified when a virus is detected Possible values: 1 - Prompt for action 2 - Move infected files to a folder 3 - Clean infected files automatically (Deny access if files can't be cleaned) 4 - Delete infected files automatically 5 - Deny access to infected files Default value: 1
bButtonClean	Type: Boolean (1/0) Instructs VShield to give user option of cleaning the file if Prompt for Action is selected and a virus is detected Default value: 1
bButtonDelete	Type: Boolean (1/0) Instructs VShield to give user option of deleting the file if Prompt for Action is selected and a virus is detected Default value: 1
bButtonExclude	Type: Boolean (1/0) Instructs VShield to give user option of excluding the file if Prompt for Action is selected and a virus is detected Default value: 1
bButtonContinue	Type: Boolean (1/0) Instructs VShield to give user option of continuing without taking action if Prompt for Action is selected and a virus is detected Default value: 1

bButtonStop	Type: Boolean (1/0) Instructs VShield to give user option of denying access to the infected file if Prompt for Action is selected and a virus is detected Default value: 1
szMoveToFolder	Type: String Defines folder to which infected files should be moved Default value: \Infected
szCustomMessage	Type: String Defines custom message to be displayed upon virus detection if action is set to Prompt for Action Default value: Your custom message

ReportOptions

Variable	Description
bLogToFile	Type: Boolean (1/0) Defines if scan results should be logged into log file Default value: 0
bLimitSize	Type: Boolean (1/0) Defines if size of the log file should be limited Default value: 1
uMaxKilobytes	Type: Integer (10-999) Defines maximum size of the log file in kilobytes Default value: 100
bLogDetection	Type: Boolean (1/0) Defines if scanning results should be logged Default value: 1
bLogClean	Type: Boolean (1/0) Defines if cleaning results should be logged Default value: 1
bLogDelete	Type: Boolean (1/0) Defines if infected file delete operations should be logged Default value: 1
bLogMove	Type: Boolean (1/0) Defines if infected file move operations should be logged Default value: 1
bLogSettings	Type: Boolean (1/0) Defines if session settings should be logged on shutdown Default value: 1
bLogSummary	Type: Boolean (1/0) Defines if session summary should be logged on shutdown Default value: 1
bLogDateTime	Type: Boolean (1/0) Defines if time and date of an event should be logged Default value: 1
bLogUserName	Type: Boolean (1/0) Defines if user name should be logged Default value: 1
szLogFileName	Type: String Defines log file name Default value: C:\Program Files\Neta\VShield Activity Log.txt

SecurityOptions

Variable	Description
szPasswordProtect	Type: Boolean (1/0) Defines if password protection is enabled. Default value: 0
szPasswordCRC	

ExcludedItems

Variable	Description
NumExcludedItems	Type: Integer (0-n) Defines the number of items excluded from on-access scanning Default value: 1
ExcludedItem_x, where x is a zero-based index	Type: String Instructs VShield to exclude the item from on-access scanning Default value: \Recycled *.* 1 1 * * The string is separated into fields using the pipe () character: Field 1 - Folder portion of item to exclude. Leave blank for a single file anywhere on the system. Field 2 - File portion of the item to exclude. Leave blank if a folder is excluded without a filename. Field 3 - Integer (1-3) Possible values: 1 - Exclude from file-access scanning 2 - Exclude from boot-record scanning 3 - Exclude from both boot-record and file-access scanning Field 4 - Boolean (1/0) Possible values: 1 - Instructs VShield to exclude subfolders of the excluded item 2 - Instructs VShield to not exclude subfolders

Centralized Alerting ALR File Format

The ALR file is the Centralized Alerting text that contains virus event variables. Each variable in the file has a name followed by the equal (=) sign and a value. The following is a line-by-line description of the Centralized Alerting ALR file format:

[CentralAlert]	Centralized Alerting identifier
uFileVersion	Type: Integer Centralized Alerting version number
uStatus	
szVirusName	Type: String The name of the virus.
szItemName	Type: String The infected file name and path.
szUserName	Type: String The user name.
szSoftware	Type: String The name of the Network Associates virus application installed on the reporting machine.
szSoftwareVersion	Type: String The version of the virus application.
szComputerName	Type: String The name of the machine reporting the event.
uYear	Type: Integer (0000-9999) The year of the event.
uMonth	Type: Integer (1-12) The month of the event.
uDay	Type: Integer (1-31) The day of the event.
uHour	Type: Integer (0-23) The hour of the event .
uMinute	Type: Integer (0-59) The minute of the event.
uSecond	Type: Integer (0-59) The second of the event.

Testing Your Installation

The Eicar Standard AntiVirus Test File is a world-wide combined effort by anti-virus vendors to set one standard for customers to verify their anti-virus installations. To test your installation, copy the following line into its own file and name it EICAR.COM.

```
X5O!P%@AP[4\PZX54(P^)7CC)7}$EICAR-STANDARD-ANTIVIRUS-TEST-FILE!$H+H*
```

Upon completion, you will have a 69- or 70-byte file.

When this file is scanned, VirusScan will report finding the EICAR-STANDARD-AV-TEST-FILE virus.

THIS FILE IS NOT A VIRUS! Delete the file when installation testing is completed so unsuspecting users are not unnecessarily alarmed.

Note

Because the Eicar Standard AntiVirus Test File is not a true virus infection, you will not be able to clean or repair the infected file.

Macros, below

Network Associates Virus Information Library

The Network Associates Virus Information Library contains detailed virus information. This information includes the virus name, its characteristics, its method of infection, how to tell if you are infected, and how it can be removed.

There are several ways to access the Network Associates Virus Information Library:

- ⌋ To automatically access the most current version of the Virus Information Library, click [hereMcAfee_Virus_Information_Library_McAfee_Website](#).
- ⌋ To manually access the most current version of the Virus Information Library, navigate to <http://www.nai.com/support/techdocs/vinfo/index.html>.
- ⌋ If you copied the help file version of the Virus Information Library to your VirusScan program files directory, click [hereMcAfee_Virus_Information_Library_Help_File](#).
- ⌋ If you did not copy the help file version of the Virus Information Library to your VirusScan program files directory, open the File Manager, navigate to the VirusScan CD-ROM and double-click MCAFEE.HLP.

Network Associates Virus Information Library (Help File)

Please wait while the Network Associates Virus Information Library loads.

Note

If this takes more than 10–15 seconds, the Virus Information Library may not be installed on your system. To install the Virus Information Library, simply copy the file MCAFEE.HLP to your VirusScan directory (default C:\NETA\VIRUSCAN).

To start the Virus Information Library manually, open the File Manager and double-click the MCAFEE.HLP help file.

Network Associates Virus Information Library (Network Associates Website)

Please wait while we access the Network Associates Virus Information Library.

Notes

To access this version of the Virus Information Library, you must have an active connection to the Internet and you must have a copy of Netscape Navigator or Microsoft Internet Explorer. If you do not have one of these browsers, but have access to the World Wide Web, you can access the library at <http://www.nai.com/support/techdocs/vinfo/index.html>.

Emergency Disk Creation Utility

Please wait while the Emergency Disk creation utility loads.

Note

If this takes more than a few seconds, please start the Emergency Disk creation utility manually. To start the utility manually, open the VirusScan program group and double-click the Create Emergency Disk icon.

Network Associates Website

Please wait while we access the Network Associates Website.

Notes

To access the Network Associates Website, you must have an active connection to the Internet and you must have a copy of Netscape Navigator or Microsoft Internet Explorer. If you do not have one of these browsers, but have access to the World Wide Web, you can access the website at <http://support.nai.com>.

VShield Properties

Please wait while the VShield loads.

Note

If this takes more than a few seconds, please start the VShield manually. To start the VShield manually, open the VirusScan program group and double-click the VShield icon.

VirusScan Console

Please wait while the VirusScan Console loads.

Note

If this takes more than a few seconds, please start the VirusScan Console manually. To start the VirusScan Console manually, open the VirusScan program group and double-click the VirusScan Console icon.

VirusScan's On-Demand Scanner

Please wait while VirusScan loads.

Note

If this takes more than a few seconds, please start VirusScan manually. To start VirusScan manually, open the VirusScan program group and double-click the VirusScan icon.

NCSA Website

Please wait while we access the NCSA Website.

Note

To access the NCSA Website, you must have an active connection to the Internet and you must have a copy of Netscape Navigator or Microsoft Internet Explorer. If you do not have one of these browsers, but have access to the World Wide Web, you can access the website at <http://www.ncsa.com>.

Adobe Website

Please wait while we access the Adobe Website.

Note

To access the Adobe Website, you must have an active connection to the Internet and you must have a copy of Netscape Navigator or Microsoft Internet Explorer. If you do not have one of these browsers, but have access to the World Wide Web, you can access the website at <http://www.adobe.com>.

VShield Virus Activity Log

Please wait while the activity log loads.

Note

If the activity log does not open, either the Log to File option is not active or you are not using the default log file name. To manually open the VShield activity log, simply open the file defined on the Report page with any text editor (e.g., Notepad, Word, etc.).

On-demand Scanning Virus Activity Log

Please wait while the activity log loads.

Note

If the activity log does not open, either the Log to File option is not active or you are not using the default log file name. To open the activity log, select View Activity Log from the File menu.

Virus List

Please wait while the Virus List loads.

Note

If this takes more than a few seconds, please open the Virus List manually. To open the Virus List manually, start the File Manager, navigate to the VirusScan directory, and double-click VIRLST16.EXE.

end macros

VirusScan User's Manual

The VirusScan User's Manual is in the Adobe Acrobat format (PDF) and is available on the VirusScan CD-ROM. To open the VirusScan User's Manual, start Adobe Acrobat and open the WSCDOC31.PDF.

Note

You must have the Adobe Acrobat Reader installed to view the manual. The Acrobat reader is available on the CD-ROM version of this product or can be downloaded from www.adobe.com. To access the Adobe Website, [click here](#).

Context-sensitive, below

Program Files

1. To add a file extension, click **Add**.
2. Enter a new file extension to scan and click **OK**.
3. Repeat Steps 1 and 2 until all desired file extensions are entered.
4. When you are finished editing the list of file extensions, click **OK**.

Tips

To delete an extension, select it and click **Delete**.

To return to the default extensions, click **Default**.

Adding a scan item

Select from the following:

- ⁂ To scan all drives attached to this computer, select Select Item to Scan and then select My Computer.
- ⁂ To scan all removable media, including floppy drives, select Select Item to Scan and then select All Removable Media.
- ⁂ To scan all hard drives attached to this computer, select Select Item to and then select All Fixed Disks.
- ⁂ To scan all mounted network drives, select Select Item to Scan and then select All Network Drives.
- ⁂ To scan an individual drive or directory, select Select Drive or Directory to Scan. Enter a path to the item to scan or click **Browse** to locate one.

After selecting a scan item, click **OK**. To exit without adding a scan item, click **Cancel**.

Adding an exclude item

1. Enter the full path to a file, drive, or directory or click **Browse** to locate one.
2. To exclude subdirectories from scanning, select the Include Subdirectories check box.
3. To exclude the item from file scanning, select the File Scanning check box.
4. To exclude the item from boot sector scanning, select the Boot Sector Scanning check box.
5. To add the exclude item, click **OK**. To exit without adding the exclude item, click **Cancel**.

Notes

To edit a scan item, select the item and click **Edit**.

To remove a scan item, select the item and click **Remove**.

To change the password

1. Enter a new password.
2. Reenter the password.

Virus List

The Virus List helps you locate basic, but vital information about your virus. To find out about your virus, complete the following procedure:

1. To locate your virus, scroll through the Virus List or click **Find Virus** and enter the virus name.
2. Highlight the virus and click **Virus Info**. The Virus Information page appears.

This information includes:

Virus Information

[Virus Name](#)

[Infects](#)

[Virus Size](#)

Virus Characteristics

[Memory Resident](#)

[Encrypted](#)

[Polymorphic](#)

[Repairable](#)

[Macro Virus](#)

Virus Information

This dialog box contains the following information:

Virus Information

Virus Name

Infects

Virus Size

Virus Characteristics

Memory Resident

Encrypted

Polymorphic

Repairable

Macro Virus

Item Information

This dialog box contains the following information:

Virus Name

File Information

Type

Location

Size

MS-DOS Name and Dates

MS-DOS Name

Created

Modified

Accessed

File Attributes

Read-only

Hidden

Archive

System

