

'e Scan™



eScan Antivirus

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MicroWorld Welcomes You!

An Introduction to eScan Antivirus (AV):

eScan Antivirus (AV) provides the best protection against Malware and other threats that lurk over the Internet. It ensures that your personal data, your identity, and network is safe by using the best malware detection techniques. eScan AV includes a Personal Firewall which ensures that you are kept safe from those who try to hack, gain access or control your computer remotely without your knowledge. eScan epitomizes the next generation of AntiVirus software product that handles threats from a new perspective without compromising your computers performance. It is built on the MicroWorld Winsock Layer (MWL) technology. MWL forms a protective screen around your system and is always on guard from the moment you switch on your computer, till you shut it down. So let us install eScan first. The section “**Installation of eScan**” provides detailed information to help you install eScan on your computer..

New eScan Features:

- Antivirus Engine: Intelligent malware detection engine, detects and cleans malware on the fly.
- Heuristic Scan Engine: Detects unknown malware.
- Email Antivirus: Scans emails for embedded viruses or infected attachments.
- Block Spam: unsolicited bulk e-mails.
- Block Attachment: Specify email attachment types to be blocked automatically.
- Proactive Security: Prevents attacks from new suspicious applications before they attack your computer.
- Personal Firewall: To prevent unauthorized access to or from any network.
- Auto-download Updates: Automatically download free updates from MicroWorld's Update Servers.
- Windows based Rescue disk
- eScan Remote Support
- eScan Auto Back-up/Restore

For eScan feature comparison sheet, visit the link below:

http://download1.mwti.net/download/wikifiles/eScan_product_comparison.pdf

We thank you for choosing eScan.

Note: Depending on the product procured, some of the listed features may be unavailable.

Installation of



This section provides information about the software and hardware requirements for your computer to install eScan and provides step-by-step instructions for the installation.

Software and Hardware Requirements

Your system should have Windows 2000 Professional (SP4 rollup patch-1), Windows XP (SP2) / Vista / Windows 7 [32-bit & 64-bit].

(Note: SOHO product will not work on server based operating systems). Your system must have a minimum of 256MB (Recommended 512 MB) RAM, 300 MB of free hard disk space and a CD ROM drive.

Pre-requisites for Installation

Before installing eScan please ensure that you do the following:

First time installations:

- Close all the open applications/programs
- Uninstall any other existing Antivirus or AntiSpyware software. Disable or uninstall Windows Defender.
- Disable or uninstall any existing firewall software including Windows Firewall.
- Check for the largest free drive / partition and install eScan on that drive / partition.
- Needs Administrator or equivalent user login to the computer.
- Internet Access during Installation process is recommended to ensure that eScan downloads all the latest updates from MicroWorld's website.
- Optional: IP address of the Mail Server, where warning messages are to be sent. If authentication for the Mail Server is mandatory for accepting emails, then you will need authentication user name and password to send emails.
- Optional: Microsoft Operating System critical & security patches

Renewal / Upgrade installations:

- In addition to the above mentioned points, you could upgrade to the newer version over the existing eScan installation without uninstalling the existing installation.

Reinstallation (After Uninstalling existing version):

- If you have uninstalled an existing version of eScan, it's mandatory that you restart the computer before you proceed with the reinstallation.

Installation Process

Insert the eScan Product CD into the CD-ROM drive of your computer. The eScan Application setup is an Interactive Installation Wizard.

Note: Installing the application from the installation file downloaded via the Internet, is identical to installing the application from the CD. The eScan installation setup file has a .exe extension.

Certain computers do not play the CD automatically when inserted in the drives. To start the installation from the eScan product CD

1. On your desktop, double-click on "My Computer".
2. In the "My Computer" window, double-click the icon for your CD-ROM drive.
3. In the list of files, double-click AUTORUN.exe.

In this Section:

STEP 1 - Language selection for eScan

Select the language required during the installation from the drop down box and click on the OK button.

STEP 2 - Installation Wizard Welcome Screen

Next, the WELCOME screen will indicate that the installation is about to start. Click on the NEXT button to proceed with the installation or click on the CANCEL button to cancel the installation.

STEP 3 - License Agreement

This window contains the End-User License Agreement (EULA) for eScan Software Product. Read it carefully, and if you agree with all the terms and conditions of the agreement, select "I accept the terms of the license agreement" and click on the NEXT button and the installation will be continued. To cancel the installation, click on the CANCEL button or click on the BACK button to go back to the previous window.

STEP 4 - Selecting the Installation Folder

During this step you will be asked to identify the folder where you want eScan to be installed. The default path is:

<System Drive>\Program Files\eScan for 32-bit systems.

<System Drive>\Program Files (x86)\eScan for 64-bit systems.

Note: You can specify a different folder by clicking on the BROWSE button and selecting a folder. To proceed with the installation, click on the NEXT button.

STEP 5 - Final Summary report before Installation

This window will show the summary of the options selected such as the destination of the installation folder. This step completes the preparation for installing the application on your computer. Click on the BACK button if you want to review or change any settings. Click on the INSTALL button to proceed with the installation. The installation files will start copying to your computer.

STEP 6 - During the Process of Installation

During the process of installation, eScan software will attempt to search for any other Antivirus programs which may conflict with this application. If any such programs are detected we recommend you to uninstall them before you proceed. (Please refer to Pre-requisites for Installation section).

Next, the license information window will be displayed. Enter the eScan Standard License key in the **“Enter License Key”** text space (Please refer to Managing License Key Section for more information).


During the process, eScan will execute the Antivirus & Spyware Toolkit utility and scan the system for any viruses and disinfect the same.

STEP 7 - Completing the Installation

The Installation completed window contains information indicating completion of the installation of eScan. This will indicate whether it is necessary to restart the computer to complete the installation.

User Interface

This chapter explains the basic features of eScan.



 For additional security, the default Administrator password that is predefined by eScan is “admin” for the eScan Protection Center (ePC). Once you install eScan we recommend that you change the password to your choice.

In this section:

Taskbar / Notification area icons


Main Application Window

Reports / Logs








Taskbar / Notification area icons After the installation is complete, eScan Protection Center icon will appear in the tray near the date and time of Windows. This icon indicates the protection status. If the icon is active (red color) , it indicates that eScan's real time protection is active and running. If the icon has a crossmark on it , it means that eScan's real time protection is inactive and stopped. Right clicking on this icon will display a menu from where you can scan your computer, download the updates, View Current Network Activity, System Information (also called as Asset Management), eScan remote support and pause the Real Time protection momentarily.

Note: To pause the eScan Real Time Protection momentarily, you can right-click on the ePC icon and then click on **“Pause Protection”**. You have an option of 15 minutes / 60 minutes / 1 hour or start the protection at startup. To resume the eScan Real Time Protection again right-click on the ePC icon and then click on **“Resume Protection”**.

Main Application Window

To open the main application window also called the eScan Protection Center, double click the ePC icon . The eScan Protection Center window opens.

The left-hand part of the window provides quick access to feature settings.

-  Protection: Click on this icon to access the protection status setting of File Antivirus, Mail Antivirus, Antispam and Firewall.
-  Scan: Click on this icon for Scheduled / On-Demand Scanning.
-  Update: Click on this icon for configuring the daily updates. (Internet Access Required)
-  Product Key: Click on this icon to enter the eScan Standard License key.
-  Tools: Click on this icon to access some helpful tools available in eScan.
-  Help: Click on this icon for online technical help on eScan. (Internet Access required)
-  Password: Click on this icon to change the eScan Administrator password.

The right-hand side of the ePC window contains specific feature configuration information about the modules you have selected on the left-hand side.



Buttons:

Start to start a particular feature / module.

Stop to stop a particular feature / module.

Settings to open the application's configuration window.

Icons: (Under Protection menu)

-  Tick marked icons indicate that the module / feature is started.
-  Cross marked icon indicate the module / feature is stopped.

Reports / Logs

File Antivirus Section

View Statistics - This will display the statistical report of the File Antivirus such as number of objects scanned, name of the virus detected during real-time monitoring.

View Quarantined Objects - This will display the infected files that are quarantined or which have been backed up.

View Report - This will display the report which contains information about the actions taken by the File Antivirus Real Time Monitor.

Mail Antivirus Section

View Archived Mails - A backup of emails will be shown in this section if the option is enabled.

View Report - Summary of all the emails received.

Antispam Section

View Quarantined Mails - Will display the emails which have been tagged as spam.

View Ham Mails - Will display all emails delivered to the Inbox and can be used to train an email as spam.

View Report - Will display a summary / report of all the emails that have been received (including quarantined and allowed emails).

Firewall Section

View Current Network Activity - Displays the current status of network connections to the system.

View Summary - A report for Firewall activity will be generated.

View Report - This will display a summary of all the network traffic (incoming / outgoing traffic including allowed and blocked).

Managing the License key

In this section:

Adding the Standard License key

Activating the Standard License Key

Note: During installation, if you are prompted to "**Enter the License Key**" please enter the new key which you would have received after purchasing or renewing eScan at that time. Please ensure that there are no spaces before, in between or after the keys. For example, ABCD-EFGH-ABCD-EFGH-ABCD-EFGH-ABCD-EF. After entering the keys please click on the "**Apply**" button and then click on "**OK**".

Adding the Standard License key

1. Click on the Start button, then on All Programs eScan for Windows eScan Registration.
2. Enter the 30 character Standard License key (In upper case letters along with the dashes).
3. Click on Apply and then the same will be confirmed with the following message "**License info updated**".
4. Click on the OK button.

Activating the Standard License key

1. On the License Information window, you need to select the license key that you have just entered and then click on the "**Activate Now**" button. Alternatively, you can also right-click on the same 30 character license key displayed under Standard Key (30 char) tab and click on "**Activate Now**".
2. Ensure that the "**Activate Now**" radio button is selected and then click on the "**OK**"

button. (Note: you can select I have Activation Code, if you have received the eScan Activation code by email from register@escanav.com. In this case copy and paste the Activation code in the space provided under Enter Activation Code).

3. Fill-in your Personal Information and click on Next. (Only email id is mandatory if you don't want to disclose your personal information.).

4. In the next window you will have 3 options to register eScan. (Online, Fax and Email)

- If you are activating eScan using the "**Online**" option, make sure your computer is connected to the Internet and then click on the "**Activate**" button. A new 60 character key will be added automatically in the License Information window and it will activate eScan.
- If the Online method fails, you could either activate it through the "**Email or Fax**" method. Please select the "**Email**" or "**Fax**" option instead of "**Online**" and click on "**Activate**". Offline activations via "**Email**" and/or "**Fax**" methods may take up to 48 hours to process. If you are opting for the email method please ensure that the email is sent to register@escanav.com.
- The Fax method will output a FaxRegister.TXT file which can be printed and
- Faxed to your nearest MicroWorld office (visit:
http://www.escanav.com/english/content/company/contactus/escan_contact_us.asp (Short url <http://www.escanav.com/contactus.asp>) to get the FAX number of the closest MicroWorld office to you). The FaxRegister.TXT can also be saved and emailed to us at register@escanav.com.

OR

You can activate your standard key offline using below link:

<http://www.escanav.com/getactivation>

Note: We have also updated the "**Know how to register your product**" link reflecting the above change in the below link.

<http://www.escanav.com/websiteactivation>

Once you receive the Activation Code (either by Fax or by Email), copy the same as mentioned in point (2).

Features Description

Protection

File Antivirus - Monitors and safeguards your system on a real-time basis against all kinds of Malware as files are accessed, copied or created. Also, has a "**Proactive Scanning**" feature for blocking applications with suspicious activity or behavior.

Mail Antivirus - Scans all incoming and outgoing emails for malware.

Antispam - Based on NILP (Non Intrusive Learning Pattern) technology, intelligently filters all spam emails.

Firewall - Monitors all incoming and outgoing network activities on your computer and also protects from all network based attacks. By default it is set to Limited Filter mode (only incoming traffic is filtered).

Scan - Scans files, folders and all storage devices for threats and malware along with memory, registry and services. Options allows you to configure on-demand scan operation Scheduler allows you to schedule ODS to scan the system and decisive areas for infection and malware objects.

Update - Updater automatically keeps your system's protection up-to-date from all new emerging species of viruses and other malicious programs which appear frequently. You will have to be connected to the Internet to download the latest update.

Product Key - License key is required to use eScan. The license key also requires to be activated. (Please refer to Managing License Key Section for more information).

Tools

- The **Send Debug Information** tool helps to create a ZIP file that contains configuration and log files of eScan. This debug file should be emailed to eScan support team for analysis and troubleshooting purposes if requested by eScan support
- Easily create a **Windows Based Rescue Disk** file with the eScan Rescue File Creation wizard. The eScan Rescue Disk will help you to clean boot your Windows PC to scan and clean infected Windows systems from rootkits and file infectors that cannot be cleaned in the normal Windows mode. You can download the user guide from the link: http://download1.mwti.net/download/wikifiles/eScan_Rescue_Disk.pdf
- **Download Latest Hotfix (eScan)** tool helps to download the latest eScan hotfixes.
- **Restore Windows Default Settings** tool will restore the original windows setting, such as desktop background settings.
- **Download Latest Hotfix (Microsoft Windows OS)** tool helps to download the Microsoft patches for the Operating System recommended by eScan.
- **eScan Remote Support** is the option that allows you to get remote access to the system. When you click the option you will get a user id and password that you can use to connect to the system.

Help - Help provides you the links to updated online resources that will help to resolve your technical queries or problems and provides tweaks.

- Live Chat - Provides option of chatting with our 24x7 online support team.
- eScan Online Help - Provides comprehensive information of eScan features.
- MicroWorld Forum - Provides a forum for discussions on eScan.

Password - Provides an option to change the eScan administrator password.

? To get more information / Help on advanced settings, press the F1 key on your keyboard and this will redirect you to our online help section. (Internet Access Required)

Contact Details

We offer 24x7 support to our customers through email, telephone and live chat.

Chat Support

Chat with our support team by visiting <http://www.escanav.com> and click on "Live Support ONLINE"

Email Support

If you have any technical queries about our products or have suggestions and comments about this guide, please send them to support@escanav.com.

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For Wikipedia/Help, please visit:

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Languages - English, French, German, Spanish, Italian, Chinese, Dutch, Greek, Turkish, Korean, Norwegian, Portuguese & Russian.