Information Technology Services (ITS) has purchased a number of licenses of McAfee VirusScan Plus (previously called VirusScan Home Edition) for active University of Hawai‘i (UH) affiliates for their Windows computers. Affiliated users include current East West Center (EWC) participants, Research Corporation of the University of Hawai‘i (RCUH) employees, and University of Hawai‘i Foundation (UHF) employees.

Upon termination of UH affiliation, customers must uninstall all site license copies of McAfee software, per our site license agreement with McAfee.

ITS provides technical support for McAfee VirusScan. Make sure that you have only one anti-virus software installed, that your virus definitions (DAT files) are kept current and your anti-virus software is configured properly.

This document covers the basics of installing, configuring and using McAfee VirusScan Plus 2007. It normally expires after one year. If you are still affiliated with UH after one year, you would need to obtain an updated copy of the software when it expires. Please note that for active UH faculty, staff, and students, another product, McAfee VirusScan Enterprise, is available. Please see http://www.hawaii.edu/antivirus for more information on VirusScan Enterprise.
Product Overview

McAfee VirusScan Plus (VSP) provides anti-virus and anti-spyware protection and a personal firewall (inbound and outbound) for Windows operating systems. VSP is intended for use at home or in a non-centrally managed environment. It is designed for ease of use with easy point and click options.

VSP comes with a one-year subscription of free virus definitions and software updates through the ITS site license contract with McAfee. You must register your copy of VSP (a valid email address is required for registration) with McAfee in order to get automatic virus definition updates. The virus definition updates for VSP are obtained directly from McAfee repositories. **Note: you do not need to purchase a yearly subscription.** Your VirusScan Plus subscription is paid by ITS through the McAfee site license. Please contact the ITS Site License Office at (808) 956-2404 if you have questions about the McAfee site license.

Product and DAT updates are obtained automatically or manually through McAfee SecurityCenter. You can schedule scan tasks but cannot schedule the autoupdating process.

The ITS site license with McAfee provides anti-virus software only. **In this document, it is assumed that you only have VirusScan Plus, not other McAfee security products, installed.**


- **New!** Integrated anti-virus, anti-spyware and firewall technologies work together to combat today's sophisticated, multi-pronged attacks.
- **Improved!** Spyware protection detects, blocks, and removes spyware and adware.
- **New!** Complete inbound and outbound firewall protection automatically trusts known good applications and helps blocks spyware, Trojans, and key loggers.
- **New!** McAfee® SystemGuards watches your computer for specific behaviors that may signal virus, spyware, or hacker activity.
- **New!** McAfee® X-Ray for Windows detects and kills rootkits and other malicious applications that hide from Windows and other anti-virus programs.
- **New!** McAfee® SiteAdvisor™ adds safety ratings to sites and search engine results based on comprehensive spam, adware, and online scam safety tests.
- **New!** Stealth mode can hide your presence on the Internet, making your computer invisible to hackers.
- **Improved!** McAfee SecurityCenter makes it simple to review your computer's security status, check for updates, and fix potential security issues.

System Requirements

McAfee VirusScan Plus 2007 runs on the following operating systems:

- Windows 2000 Professional Service Pack 4
- Windows XP Home or Professional
- Windows Vista (32-bit)

To run McAfee VirusScan Plus, your computer needs to meet the following minimum requirements:

- 75 MB of hard disk space or more (125 MB hard disk space before installation)
- 256 MB RAM or more (Windows 2000, XP)
- 512 MB RAM or more (Windows Vista)
- Intel Pentium class or compatible processor
  - 300 MHz or higher (Windows 2000, XP)
  - 800 MHz or higher (Windows Vista)
• 800 X 600 or higher resolution
• CD-ROM drive
• Supported web browser
  o Internet Explorer 6.0 or later
  o Mozilla Firefox 1.5 or later
• Internet connection (local area network, broadband or modem connection) for getting updates

You must also have a valid UH username and password to get a copy of the software which is licensed to the University of Hawai‘i. Go to http://www.hawaii.edu/account to request a UH username.

Where to Get the Software

Open your web browser to http://www.hawaii.edu/antivirus to download a copy of McAfee VirusScan Plus. Login with your UH username and password. If you have a dial-up connection, it is strongly recommended that you get the anti-virus software on the ITS CD ROM.

McAfee VirusScan Plus is also available on the ITS CD ROM at the ITS Keller 105 Lab, PC Lab in Keller 213, Hamilton Lab and CLIC Lab in Sinclair at UH Manoa. You must register with your UH username and password to get a copy of the ITS CD ROM.

Installation Instructions

1. Download a copy of McAfee VirusScan Plus from http://www.hawaii.edu/antivirus and save it to your desktop or obtain a copy of the ITS CD ROM.

2. **If you have an existing anti-virus package, you must uninstall it first** by going to Start, Settings, Control Panel, Add/Remove Programs. Select McAfee VirusScan or VirusScan (or your non-McAfee anti-virus program) and click on the Remove button. When the anti-virus package has been removed, close all windows and restart your computer.

3. Make sure that you are logged in with an account that has administrator privileges. Close all applications. Temporarily disable anti-spyware or firewall programs.


   (Insert the ITS CD ROM into your CD ROM drive. Open My Computer and select the ITS CD ROM. Double click on the vsp2007.exe icon.)

5. In the Welcome window, click Next.

6. In the End User License Agreement window, select United States in the country pull down menu. Read the license agreement. If you agree to the terms of the license agreement, click Accept. If you decline, you won’t be able to install the software and will need to get another anti-virus software.

Upon termination of affiliation at UH, you must uninstall all site license copies of McAfee VirusScan Plus.
7. Select Complete installation type and click Next.

8. If you wish, check Install McAfee SiteAdvisor to get safe surfing protection then click Next.

McAfee SiteAdvisor is a web browser plug-in that checks against a master database (continually updated) to give you safety ratings for web sites. It helps to keep you safe from spyware, spam, viruses and online scams as you surf the web. SiteAdvisor works with IE 6 and later.

9. Please wait while the application is installed.

10. The McAfee VirusScan Installation Wizard opens. Check Create a Security Center desktop icon if you wish. Click Next.

Product Registration

11. McAfee automatically checks for updates when you connect to the Internet. If an update is found, it will download and apply the update automatically, if your product is registered. Click Next to continue with registration. Click Remind me later to register later.

12. Complete the registration form (all fields are required). Enter your first name, last name, email address, and password (do not use the password for your UH username). The email address needs to be a valid address. Click Next.

Note: if you used your email address before to register a McAfee product, click login next to Current McAfee user. Enter your email address and password that you used to register with McAfee previously.

13. In the Registration Completed window, click Close.


Which Version of VirusScan am I Running?

1. Right click the red M icon in the system tray. Click Open SecurityCenter in the pop up menu.

2. Click View Details in the bottom right in McAfee SecurityCenter.
3. Click the circle icon for VirusScan to show its details.

   The circle icon is clicked to display or hide the product information for each product.

   ![Circle Icon Highlighted](image)

   You are running VirusScan version 11.2 (also known as VirusScan Plus), build 11.2.124 with scan engine 5100.0194 and virus definitions (DAT) 5082.0000 created on 7/25/2007. You will need this information if you call the ITS Help Desk for assistance.
McAfee SecurityCenter

After VirusScan Plus is installed, McAfee SecurityCenter loads automatically at startup when you boot up Windows. You should see a red M icon in the system tray. McAfee products plug into McAfee SecurityCenter so you have one place to view your computer’s protection status.

Open McAfee SecurityCenter by double clicking on the McAfee SecurityCenter shortcut on your desktop or right click on the red M icon in the system tray and click **Open SecurityCenter**.

**Am I Protected?**
- **Yes** appears if your computer is fully protected (green).
- **No** appears if your computer is partially protected (yellow) or not protected (red).

**Green**: This computer is fully protected.

**Yellow**: This computer is partially protected.

In this case the DAT is old. Click **Fix** to update the DAT.
Red: This computer is not protected.

To resolve most protection problems automatically, click **Fix** next to the protection status. However, if one or more problems persist, click on the link to follow the suggested actions.

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**Getting Updates**

VirusScan will automatically check for updates (if you registered your product) when your computer is booted up and connected to the Internet. If any updates are available, they will be automatically downloaded and installed.

**Manually Checking for Updates**

1. Right click on the red M icon in the system tray in the lower right corner and click **Updates** from the pop up menu.

2. An animated icon will appear in the system tray as VSP checks for updates.

3. If updates are available, they will be automatically downloaded and installed. If your McAfee VirusScan is up-to-date, you will get the following message. Click **OK**.
Another way to check for updates is by opening McAfee SecurityCenter and clicking Update in the upper left pane.

If any updates are available, VirusScan will automatically download and install the updates. A message window saying No Update Available will appear if no updates are available.
In this case, updates were downloaded and installed for SecurityCenter and VirusScan Plus and a restart is required.

Manually Scanning for Viruses

There are several ways to manually scan on-demand for viruses.
- In Windows Explorer
- Run Scan My Computer for Viruses.

Scanning for Viruses in Windows Explorer

1. Open My Computer.
2. Drill down to the drive or folder you wish to scan.
3. Right click on the drive or folder.
4. On the pop-up menu, select Scan. An animated icon will appear in the system tray.
5. When the scan is completed, a report of infected files will be displayed. Click Close to close the window.

Scanning My Computer for Viruses

1. Right click on the red M icon in the system tray and click Scan.

The scan properties pane will appear displaying locations to scan and scan options. By default, My Computer components and all scan options are selected.
2. Click in the box to clear the check mark to deselect the location that you don’t want to scan.

   To scan **Local Drive (C):**
   - Click in the box before **My Computer** to uncheck it.
   - Click in the boxes before all options, except **Local Drive (C):**, to uncheck them.
   - Only **Local Drive (C):** should be checked.
   Click **Scan Now.**

3. The scan options are all checked by default. These options provide the most thorough scan. Click in the box to clear the check mark to deselect the option that you don’t want to use.

   **Scan all files** – uncheck if you wish to scan program files and documents only.

   **Scan for unknown viruses using heuristics** – This option uses advanced heuristic techniques to match files to signatures of known viruses and signs of unidentified viruses in the files. This option provides the most thorough scan but is generally slower than a normal scan.

   **Scan .zip and other archive files** – This option scans for infected files within .ZIP and other compressed files. Sometimes virus writers hide viruses in a .ZIP file, then place that .ZIP file within another .ZIP file to try to bypass anti-virus scanners. VirusScan scan can detect these viruses if this option is checked.

   **Scan for spyware and potentially unwanted applications** – This option detects spyware, adware, dialers and other applications that you did not intend to install on your computer.

   **Scan for rootkits and other stealth programs**
4. Click the **Scan Now** button. When the scan is completed, a scan summary will be displayed. Note if any files are infected. Select **view scan details** (recommended if items are detected, i.e. infected) or **close this alert**. Click **OK**.

![Scan completed window]

A scan status window with scan details will appear.

![Scan Progress Manual Scan]

Click **Finish** to return to the main scan pane.

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**Configuring Protection Options**

For most users, the default VirusScan Plus settings are sufficient. Advanced users may configure some VirusScan Plus settings in McAfee SecurityCenter.

1. Open McAfee SecurityCenter by double clicking on the red M\ icon in the system tray. The following is the basic menu.
2. You may view details or configure settings for Computer and Files protection, Internet and Network protection and Email and IM protection. First, select the type of protection then click Configure in the middle right pane.

- Click **Computer & Files** to select it.
- Click the right arrow button next to Computer & Files to open the various components.
Computer and Files Protection

3. All of the components for Computer and Files Protection have only ON or OFF settings, except for Virus Protection and System Guards which have Advanced settings.

Virus Protection Advanced Settings

These are the default real-time scanning options. Check or uncheck options, as needed. Click Apply and OK if any changes are made.
Click **Manual Scan** in the left pane. These are the default settings for manual scan.

Under **Scheduled Scan**, check **Enable scheduled scanning**. Select the day of the week and time of day to run a scheduled scan.

**Note:** your computer must be powered on for the scheduled scan to run. Select a day and time when your computer will be powered on.
SystemGuards (Program, Windows, and Browser) may be set to show alerts, only log changes or disable
the SystemGuard. Program SystemGuards are shown below.

Default Windows SystemGuards are shown below.
Default Browser SystemGuards are for Internet Explorer only.

**Internet and Network Protection**
Firewall protection may be enabled or disabled. Advanced firewall settings which include security level, program permissions, trusted and banned IPs, system services, event log settings, and intrusion detection may be configured. In general, the default firewall settings are sufficient. Change the firewall settings if you need to.
Email and IM Protection

This section includes settings for:

- Email virus and spyware protection
- IM virus and spyware protection

Email protection and IM (Instant Message) protection can be enabled or disabled. Advanced settings are available for Email protection. Please note that McAfee only supports email messages using POP3 protocol for email clients: Outlook Express, Outlook, Eudora, and Netscape mail. They also support the following IM clients for their scans: AOL IM 2.1 or later, Yahoo Messenger 4.1 or later, MS Windows Messenger 3.6 or later, and MSN Messenger 6.0 or later. This is a feature of McAfee’s VirusScan Plus if you use these products. The IM clients are not supported by ITS and should be used at your personal discretion.
Email Virus Protection Advanced Settings

If email protection is enabled and the default email scan settings are used, email protection detects and blocks threats in inbound (POP3) and outbound (SMTP) email messages and attachments, which include viruses, Trojans, worms, spyware, adware, and other threats.

VirusScan scans email attachments as you try to open them or save them to your hard drive. Scanning is done in the background.
Tip: For best results, don't open email attachments directly from an email message. Save them on your hard drive first, and then open them. If an attachment contains a virus, VirusScan detects it when you try to save it to your hard drive. A window alerts you about the virus and provides options to handle it.

I Found a Virus, Now What?

When VirusScan Plus detects a virus, you will receive a warning similar to the following:

For this example, VirusScan detected and quarantined the eicar test “virus” (eicar is not a true virus). Click OK.

To delete(or restore) the infected file from quarantine:

1. Open McAfee SecurityCenter.
2. Click Advanced Menu on the lower left.
3. Click Restore in the left pane.
4. Click Files in the left pane.
5. In the right pane, check the box for the file you wish to remove (restore).
6. In the lower right pane under I want to, click Remove (Restore).
Sometimes when the virus is newly introduced, VirusScan may only be able to detect the virus but may not be able to clean it. In those cases, you should delete the infected file and restore the original file from a clean (pre-infected) backup or original media, if it is a file you need.

Once you have disinfected the virus (or deleted the infected file and restored it from backup), rerun VirusScan with the scan all files option once more to ensure that your system is clean.

**Why Quarantine?**

(From McAfee Help FAQ)

*Quarantining is a way to safely isolate and neutralize an infected file until future action can be taken.*

There are several situations when it may be advisable to quarantine a file. The first is when an infected file cannot be cleaned by VirusScan. This can happen when the update needed to clean the file is either not yet available or has not yet been downloaded. Quarantining isolates and neutralizes the file, protecting your system and other files until the proper update can be downloaded.

Sometimes the damage caused by the virus makes the file unable to be cleaned. In this situation it is advisable to delete the file and recover from a backup. If no backup is available or you need to attempt to salvage the data from the file, it is advisable to quarantine the file to avoid the risk of infecting other files on the PC until further action can be taken.

Lastly, VirusScan's heuristic scanning feature may flag a file as likely to contain a virus, even though it does not match any known virus. In this situation it is recommended to quarantine the file until it can be reported to AVERT and a more thorough assessment of the file can be made.

When a file is quarantined, there are three things that VirusScan does to render the file virtually harmless.

1. The file is encrypted with an algorithm that can only be decrypted by VirusScan.
2. The extension of the file is changed to .mcq and the file is locked.
3. The file is moved to the quarantine directory.
Frequently Asked Questions

Q: Can I use VirusScan with Netscape, Firefox and Opera web browsers?
A: You can use Netscape, Firefox, or Opera as your default web browser but you must have Internet Explorer 6.0 or later installed on your computer.

Q: Does VirusScan scan email attachments?
A: If you have real-time scanning and email protection enabled, attachments are scanned as the email message arrives.

Q: Sometimes McAfee SecurityCenter will report that your computer protection is up to date. However, when you check the DAT version, it is one or two days old (especially noticeable when you first boot up your computer for the day after a period of being powered off). McAfee is in the process of updating your DAT. You will receive the pop up message that your DAT has been updated. However, when you check in McAfee SecurityCenter, the DAT version is still reported as the old one.
A: Please close McAfee SecurityCenter and open it again. It should report the updated DAT version.

If you detect a virus and need assistance cleaning or removing it, please contact the ITS Help Desk at 956-8883 with the name of the virus, your version of VirusScan, the date of your virus definition, and the version of your scan engine.
For More Information

For help, call the ITS Help Desk at 956-8883, (800) 558-2669 from the neighbor islands, or send email to help@hawaii.edu.

For information about a specific virus, go to [http://vil.nai.com/vil/default.aspx](http://vil.nai.com/vil/default.aspx) and specify the virus or malware name in the search box.

For VirusScan FAQs on update, install/uninstall, general and virus infection issues go to [http://www.mcafeehelp.com](http://www.mcafeehelp.com). Click on Get Technical Support. In the Product pull down menu, select VirusScan Plus and select the category that you need information for.

You may also get online technical help via a chat session with a McAfee technical support person at [http://www.mcafeehelp.com](http://www.mcafeehelp.com). If a search of the FAQs doesn’t answer your question, click “No, Continue to Further Support Options”. Run McAfee Virtual Technician to gather information on your system. You will then be given the option to chat with a McAfee technical support person.


For additional assistance, please phone the ITS Help Desk at (808) 956-8883, send email to help@hawaii.edu, or fax (808) 956-2108. Neighbor islands may call the ITS Help Desk’s toll-free phone number at (800) 558-2669.

Or see the ITS Help Desk home page at [http://www.hawaii.edu/its](http://www.hawaii.edu/its)

The ITS walk-in Help Desk is located in Keller 105, Keller 213, the Sinclair CLIC lab, and ITS Hamilton Lab on the UH Mānoa Campus.

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