



## Using McAfee VirusScan Home Edition 7.0

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### Introduction

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Anti-virus software is the first line of defense against computer viruses that can spread very quickly using your Internet and/or local network connection, through e-mail attachments, network shares and peer-to-peer filesharing or chat channels. An infected computer could cause your system to malfunction, limiting your productivity. Virus infections could cause loss of valuable data or even more embarrassing – distribution of confidential or personal data. Virus infections can require a lot of man-hours to clean up or rebuild your system. Often when one computer gets infected, it also affects other computers in your office and on your network. **The best way to protect your system from viruses is to update your anti-virus program frequently and scan your hard drive for viruses weekly.**

Information Technology Services (ITS) has purchased a number of licenses of McAfee VirusScan anti-virus software that active University of Hawai'i (UH) faculty, staff and students can use at no extra charge on their Windows computers. UH faculty, staff, and students may use one copy of **McAfee VirusScan Home Edition** for their home computer (see "*System Requirements*" for supported operating systems). Active UH faculty, staff and students include any student taking a UH credit course and any faculty/staff currently employed by UH.

Copies of the older site license version of McAfee VirusScan 4.x must be uninstalled from UH computers by October 1, 2003. UH faculty, staff and students (upon termination or graduation from UH) must uninstall their copy of McAfee VirusScan 4.x and 7.x.

ITS provides in-depth technical support for McAfee VirusScan and limited support for other anti-virus products. 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 Home Edition 7.0.

## Product Overview

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McAfee VirusScan Home Edition (VSHE) is published by Network Associates Inc. (NAI). It provides anti-virus protection against viruses, trojans and worms for Windows operating systems. As its name implies, VSHE is intended for home use. It is designed for ease of use with easy point and click options.

VSHE comes with a one-year subscription of free virus definitions and software updates through the ITS site license contract with NAI. You must register your copy of VSHE (your e-mail address is required for registration) with NAI in order to get automatic virus definition updates. The virus definition updates for VSHE are obtained directly from the NAI ftp and web sites. **Note: you do not need to upgrade to the professional version of VirusScan or purchase a yearly subscription.** Please contact the ITS Help Desk if you have questions about the McAfee site license.

Product updates, DAT updates, extra.dat and hotfixes are obtained automatically through McAfee Instant Updater or manually through a VirusScan Home Edition point and click task. You can schedule scan tasks but can not schedule the autoupdating task.

### Some VSHE Features

- Script Stopper detects, alerts and blocks malicious script actions.
- Hostile Activity Watch Kernel (HAWK) monitors your computer for virus-like events indicating mass-mailing or attachments with double file extensions. HAWK supports Microsoft Outlook, Outlook Express, Eudora, and other e-mail clients that use Simple Mail Transfer Protocol (SMTP).
- Windows Explorer integration allows you to scan files directly from Windows Explorer.
- The Quarantine feature allows you to clean files at a later date, submit a suspicious file to the AVERT research team, and isolate the infected file so it's completely inaccessible to accidental access.

## System Requirements

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McAfee VirusScan Home Edition 7.0 runs on the following operating systems:

- Windows 98
- Windows ME
- Windows 2000 Professional
- Windows XP Home
- Windows XP Professional

Note: VSHE does not support Windows NT workstation. Please keep your existing anti-virus software or purchase another anti-virus software that supports this operating system.

To run McAfee VirusScan Home Edition, it is recommended that your computer has the following:

- Internet Explorer 5.5 Service Pack 2 or later
- 61 MB of hard disk space or more
- 32 MB RAM or more
- Intel Pentium class or compatible processor rated 100MHz or higher
- CD-ROM drive
- 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

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Open your web browser to <http://www.hawaii.edu/antivirus> to download a copy of McAfee VirusScan Home Edition. 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 Home Edition is also available on the ITS CD ROM at the ITS Keller 105 Lab, PC Lab in Keller 213, and CLIC Lab in Sinclair Library at UH Manoa. You must register with your UH username and password to get a copy of the ITS CD ROM.

## Installation Instructions

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1. Download a copy of McAfee VirusScan Home Edition 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** and click on the **Add/Remove** button. When the anti-virus package has been removed, close all windows and restart your computer.

**Warning:** If you do not uninstall the existing anti-virus software before installing McAfee VirusScan Home Edition, you will encounter serious problems that may require editing your registry or reinstalling Windows.

3. If you are using Windows 2000 or Windows XP, make sure that you are logged in with an account that has administrator privileges.

4. Double click on the VSEN7RHU icon on the desktop.

(Insert the ITS CD ROM into your CD ROM drive. Open **My Computer** and select the ITS CD ROM. Double click on the VSEN7RHU icon.)



It installs in the c:\Program Files\McAfee VirusScan Home Edition folder. Click **Next**.

5. At the welcome screen, click **Next**.

6. On the country pull down menu, select **United States**. Read the license agreement. If you agree to the terms of the license agreement, click **Accept**. Note: this is a 1-year home use end-user license. If you decline, you won't be able to install the software and will need to get another anti-virus software.



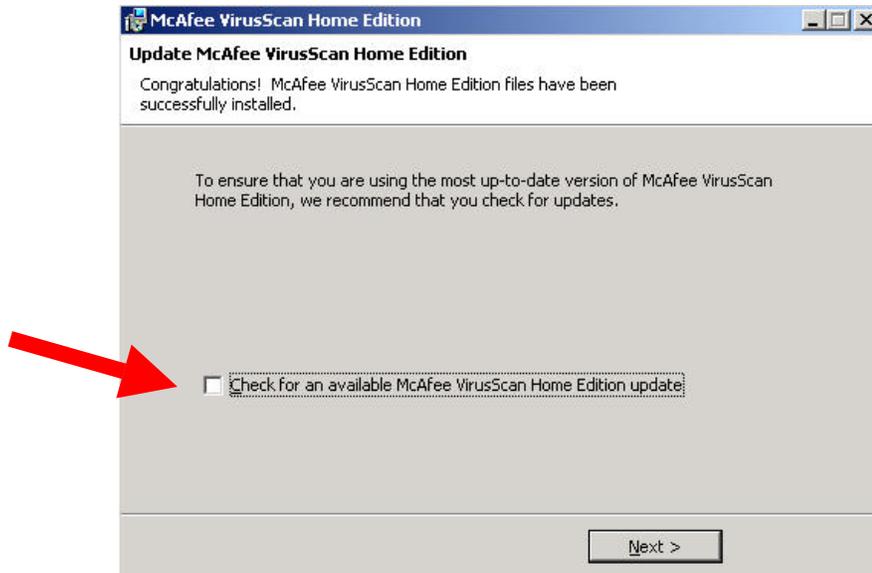
7. Select **Typical Installation** and click **Next**.



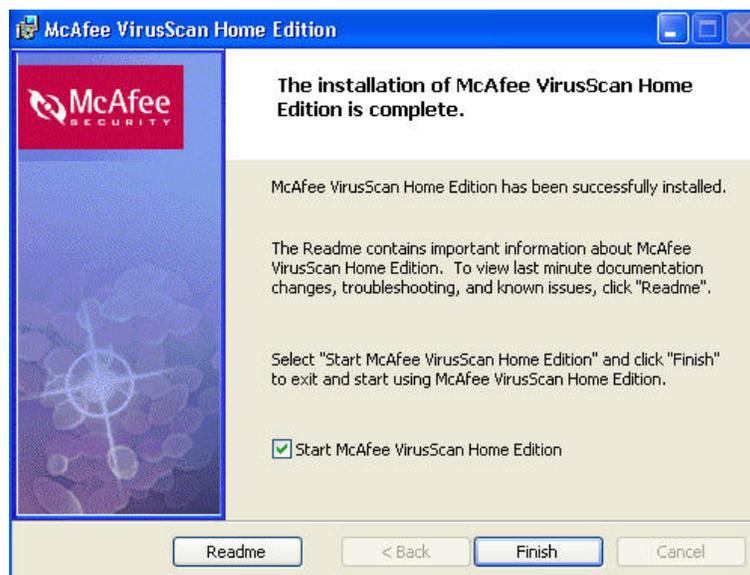
8. Click on **Install** to begin.

9. Uncheck "**check for available McAfee VirusScan Home Edition update**" and click **Next**.

Note: it is recommended that you update your virus definitions **after** the installation is completed. Updating virus definitions during installation has sometimes caused the PC to hang upon rebooting.



10. When the installation is complete, check "**Start McAfee VirusScan Home Edition**" and click **Finish**. VirusScan is loaded and will start to scan your system.



11. VSHE is now installed (with an old scan engine and DAT files). Click **Stop** to stop the scanning of your system. Go to “Post Installation Instructions” to update your virus definitions (DAT files) and scan engine.



## Post Installation Instructions

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VirusScan Home Edition installs with an out-dated scan engine (4160) and DAT file (4214). After the installation is completed, you should do the following tasks:

- Update your DAT file and scan engine to the latest version  
(Go to “Getting Updates”)
- Scan your hard drive for viruses  
(Go to “How to Scan for Viruses”)

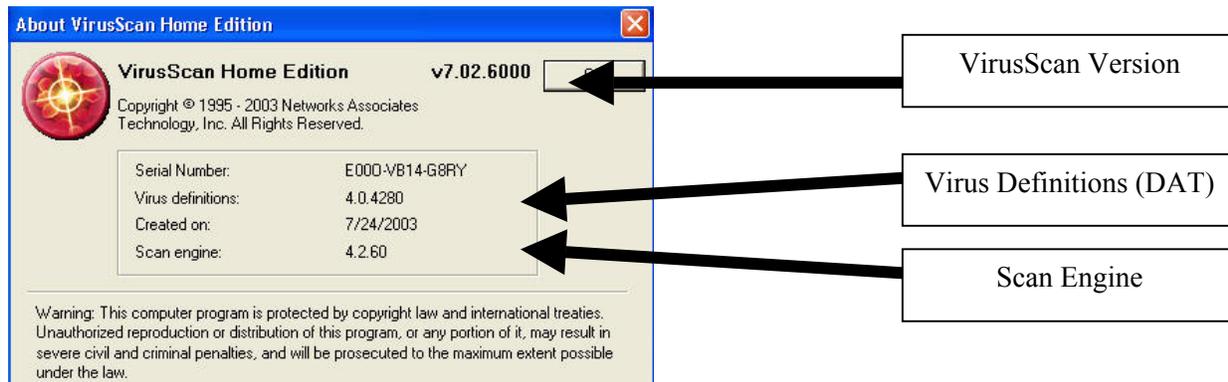
This will ensure that your computer is free of viruses. When you have completed the post-installation tasks, continue configuring the rest of VirusScan Home Edition.

- Configure Vshield (the on-access scanner that scans files when you access them)  
(Go to “Configuring Scan Properties”)
- Configure a weekly scan of your hard drive(s)  
(Go to “Configuring Scan Tasks”)
- Configure the method of updating VirusScan  
(Go to “Configuring Instant Updater”)

## Which Version of VirusScan am I Running?

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Right click on the **red Vshield icon**  in the system tray and click **About VirusScan**.



You are running VirusScan Home Edition version 7.02.6000 with virus definitions (DAT) 4280 created on 7/24/2003 and scan engine 4260. You will need this information when you call the ITS Help Desk for assistance.

## Launching VirusScan

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VirusScan should load automatically at startup when you boot up Windows. If VirusScan is not loaded in the system tray, go to **Start, Programs (or All Programs), McAfee, VirusScan Home Edition** to load it.

Right click on the **red Vshield icon**  in the system tray and click **Launch VirusScan** in the pop-up menu.



## Using VirusScan Home Edition

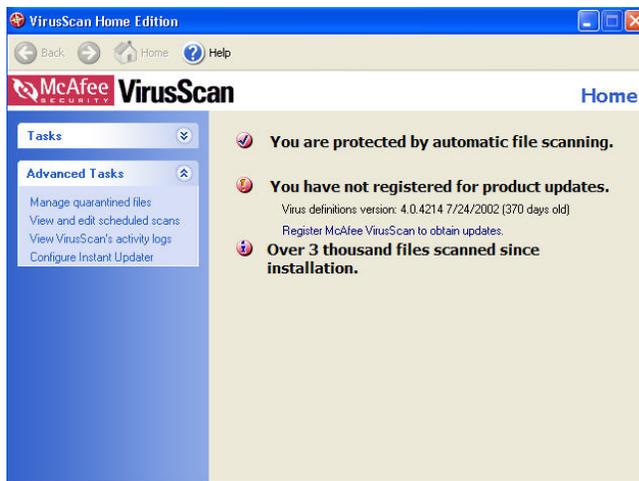
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Launch VirusScan Home Edition.

McAfee VirusScan Home Edition Home page is the starting point to access and use McAfee VirusScan Home Edition's tasks, wizards, and components. It has a web user interface. The task pane on the left has the Tasks and Advanced Tasks sections. Double click on the double arrow icon in the Tasks and Advanced Tasks sections to show or hide the individual tasks



VirusScan Home Edition Tasks Displayed



VirusScan Home Edition Advanced Tasks Displayed

The status information region on the right pane displays VirusScan status and messages to show what the selected task is doing. If there is no **Finish** button on the right pane, click on the **Back** arrow on the top bar to return to the previous window. Click on the **Home** icon to get to VirusScan Home Edition Home page. Click on the **X** on the upper right corner to close VirusScan Home Edition.

Note: VirusScan Home Edition Home page is a fixed size and can not be resized.

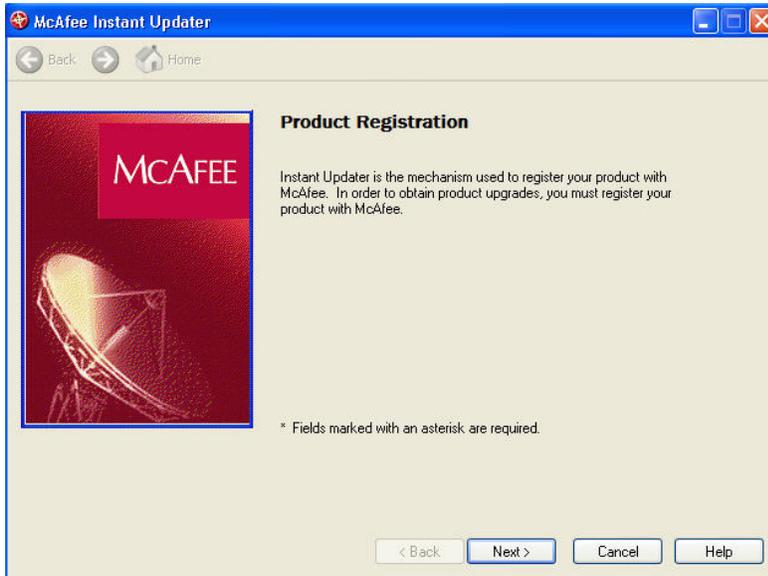
## Getting Updates

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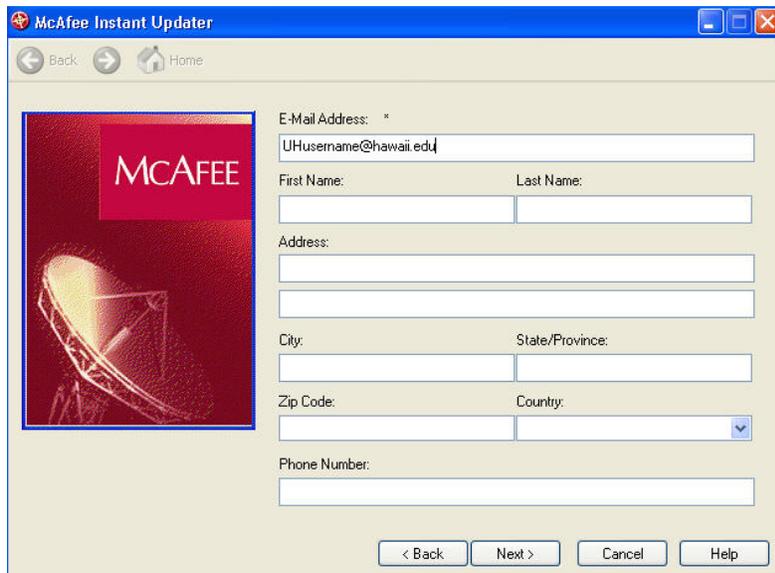
Open VirusScan Home Edition. In the **Tasks** section, click on **Check for a VirusScan update**. If updates are available, VirusScan will automatically download and install the updates.

### Product Registration

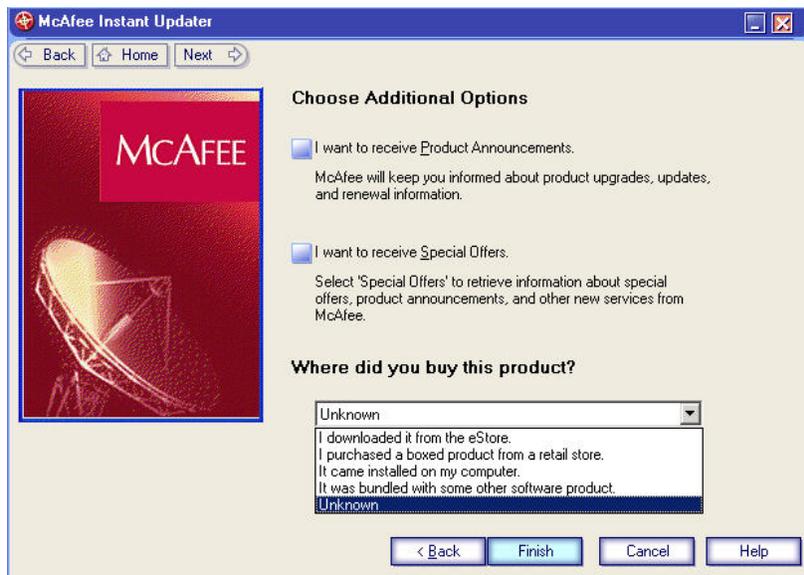
1. When you first check for updates, you must register with NAI in order to get automatic updates. You must provide your e-mail address to register. Click **Next**.



2. Fill in your registration information (only e-mail address is required) and click **Next**.



The screenshot shows the McAfee Instant Updater window with the registration form filled out. The title bar reads "McAfee Instant Updater". Below the title bar are navigation buttons: "Back" (left arrow), "Home" (house icon), and "Next" (right arrow). The main content area features a red square with the "MCAFEE" logo and a satellite dish image. To the right of the image, the form fields are: "E-Mail Address: \*" with the value "UHusername@hawaii.edu"; "First Name:" and "Last Name:" with empty text boxes; "Address:" with two empty text boxes; "City:" and "State/Province:" with empty text boxes; "Zip Code:" and "Country:" with empty text boxes and a dropdown menu; and "Phone Number:" with an empty text box. At the bottom of the window are four buttons: "< Back", "Next >", "Cancel", and "Help".

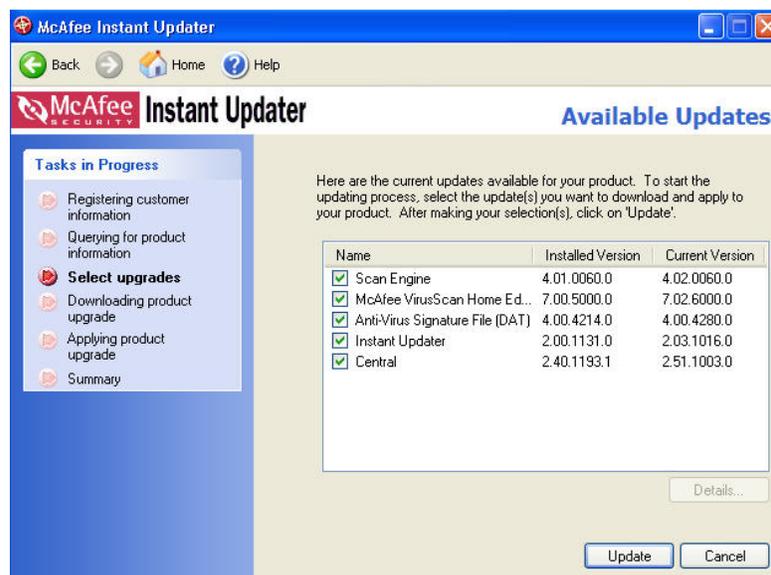


3. Check the appropriate box if you wish to receive product announcements and/or special offers from NAI. Select **Unknown** for where you bought this product and click **Finish**.

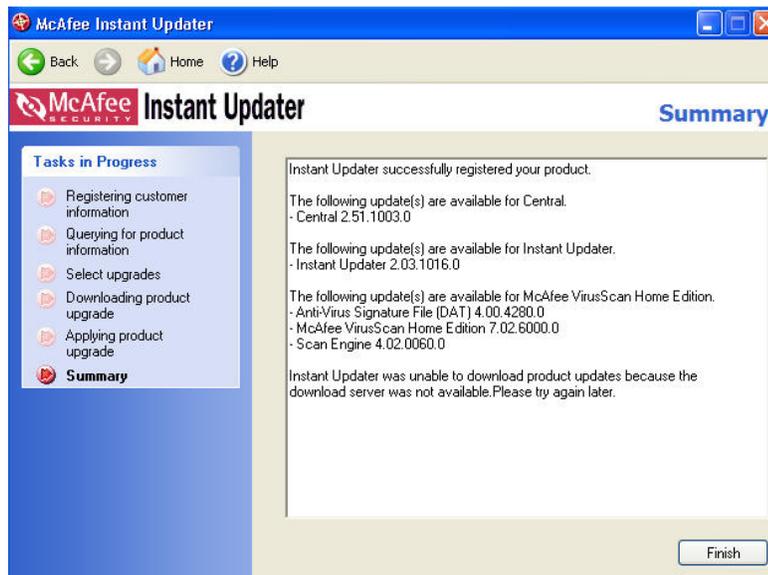
## Update Process

1. VirusScan will query the NAI site for available updates. If any updates are available, they will be listed. Check the boxes for the updates you wish to install. Click **Update**.

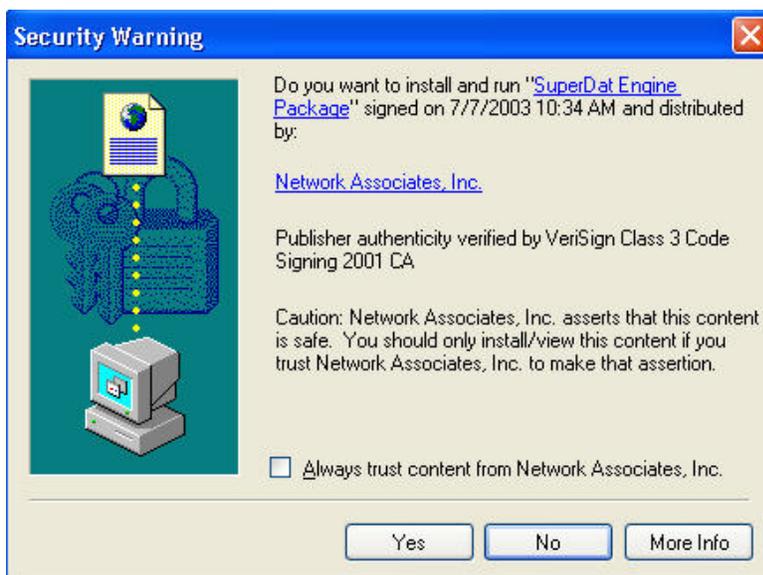
Note: scan engine, virus definitions or signature files (DAT files) and other program updates are all available through **Check for a VirusScan Update** task. There is no separate AutoUpgrade task.



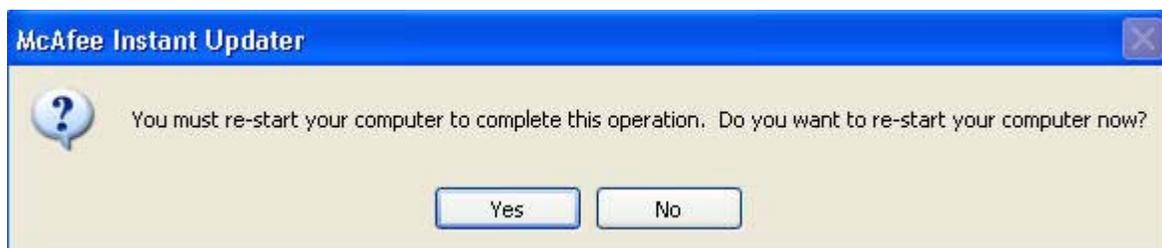
2. VirusScan will download and apply the product upgrades that you have selected. After the upgrades have been applied, a summary report window will appear. Click **Finish**.



The SuperDAT (scan engine) update package looks like this. Click **Yes** to install it.

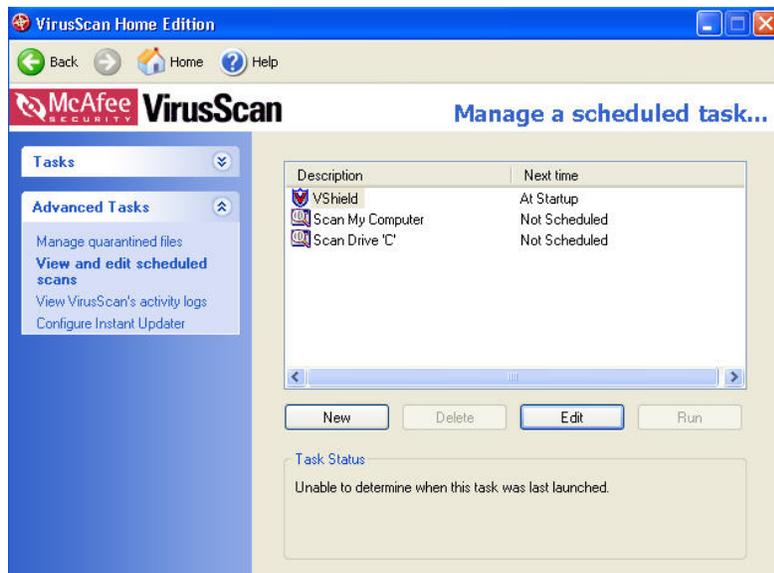


Some program updates may require that you restart your system before the updates take effect. You will be prompted to restart your computer when needed. Close all windows and click **Yes**.



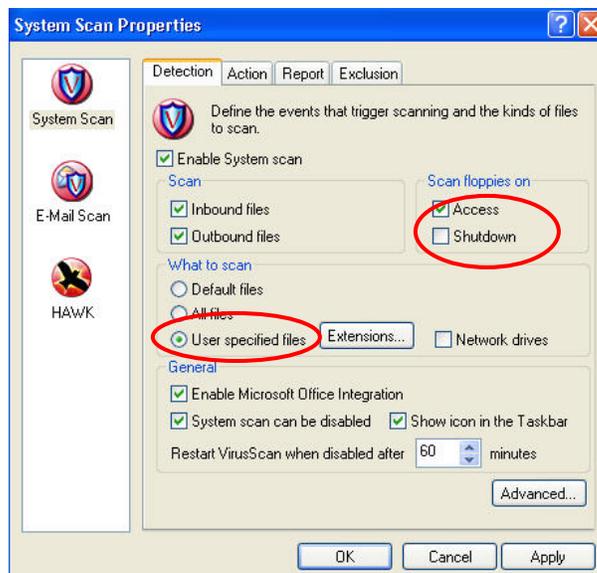
## Configuring Scan Properties

1. Open VirusScan Home Edition. In the Advanced Tasks section, click **View and edit scheduled scans**. In the **Manage a scheduled task** window in the right pane, ensure that **Vshield** is highlighted then click on the **Edit** button.



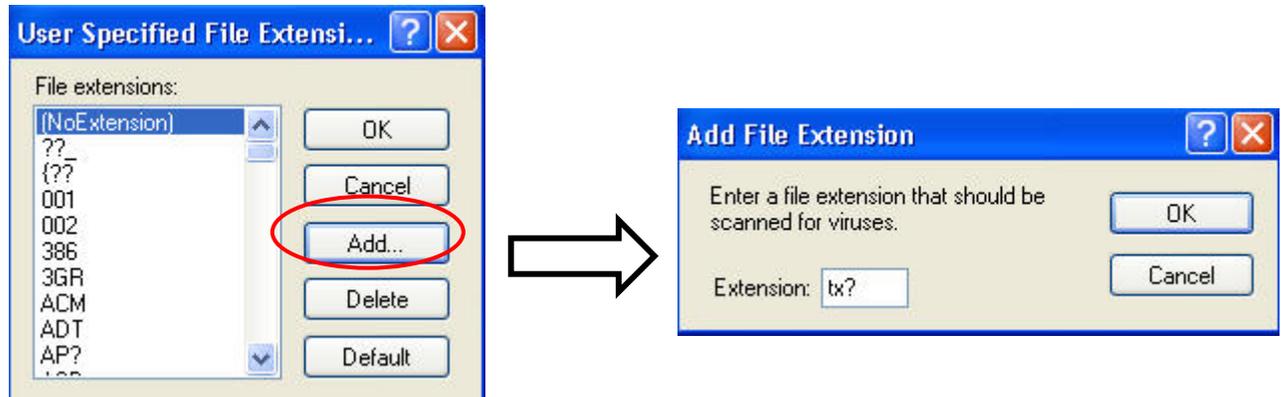
## System Scan Properties

2. In the Program tab, click on the **Configure** button. System Scan Properties window will open with System Scan, E-mail Scan and HAWK categories in the left pane.
3. Click the **System Scan** icon in the left pane. Make the following changes:
  - Uncheck **scan floppies on shutdown**.  
(Scanning floppies on shutdown has caused shutdown problems with some computers.)
  - Select **user specified files** for what to scan.
4. Click on the **Extensions** button.

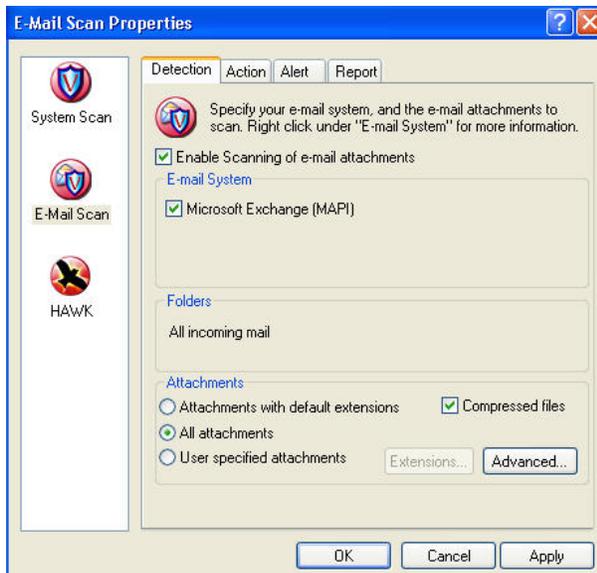


5. Click **Add**. In the **Extension** box, type in **TX?** and click **OK**.

(Scanning for **user specified files** plus TX? files, instead of the default **all files**, speeds up scanning and improves system performance. To make sure that infected files are not missed, scan all files on your hard drive weekly. This has worked as an effective compromise between system performance and security.)



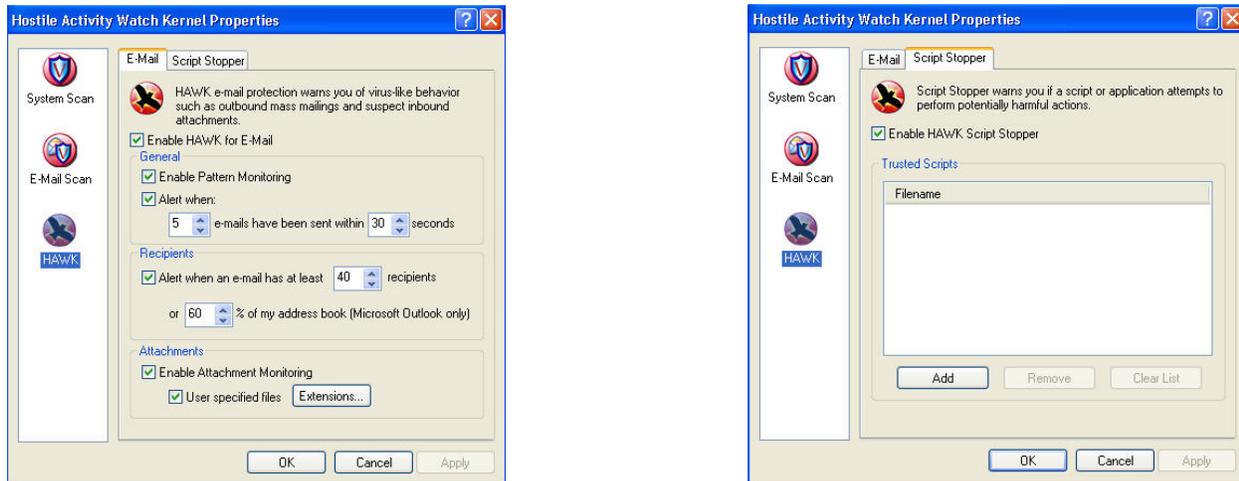
## E-mail Scan Properties



6. Click on the E-mail Scan icon in the left pane. Check **Enable scanning of e-mail attachments**. Check **Microsoft Exchange (MAPI)** if you use Microsoft Outlook.

## HAWK Properties

- Hostile Activity Watch Kernel (HAWK) looks for suspicious activity and stops mass-mailing threats. Take the default settings in the E-mail tab. In the Script Stopper tab, add any known trusted scripts.



- When you are done making changes, click **Apply** and **OK**.

## How to Scan for Viruses

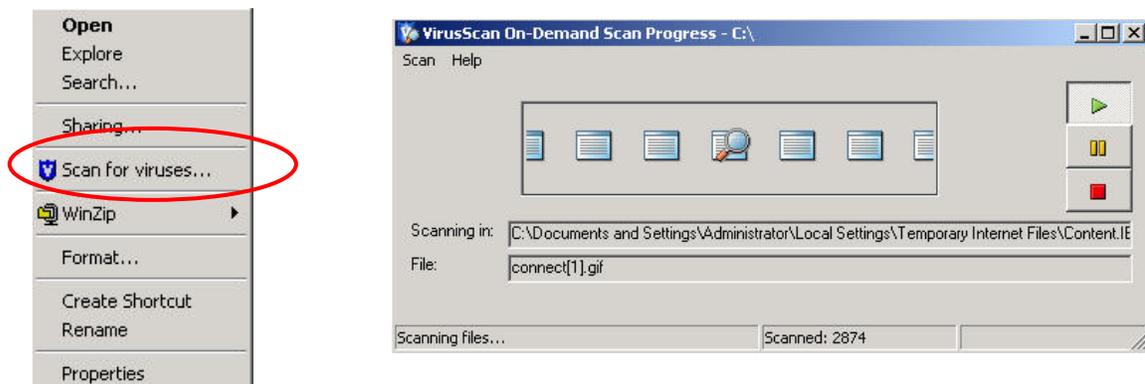
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There are several ways to scan on-demand, i.e. scan now.

- In Windows Explorer
- Run a **Scan for Viruses Now** task
- Run a pre-configured scan task, e.g. **Scan Drive C**

### How to Scan in Windows Explorer

1. Open **My Computer**.
2. Drill down to the drive or folder you wish you scan.
3. Right click on the drive or folder.
4. On the pop-up menu, select **Scan for viruses**. (Scan with McAfee VirusScan in WinXP) VirusScan on-demand scan will automatically start. Use the yellow button to pause and the red button to stop the scan.
5. When the scan is completed, click on the **X** to close the window.

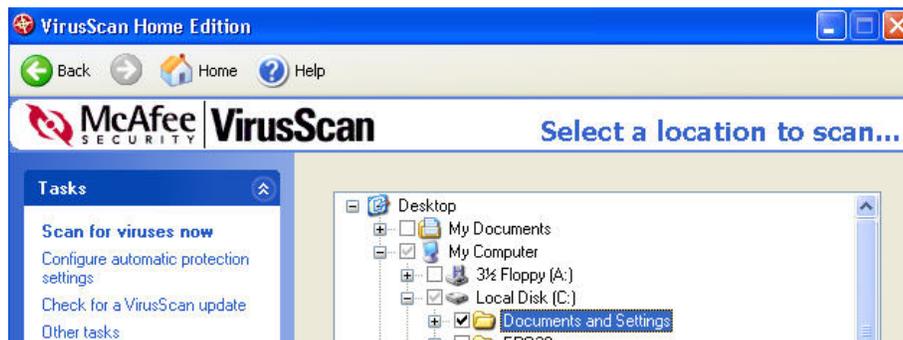


## How to Run a Scan for Viruses Now Task

1. Open VirusScan Home Edition.
2. In the Tasks section, click on **Scan for viruses now**.

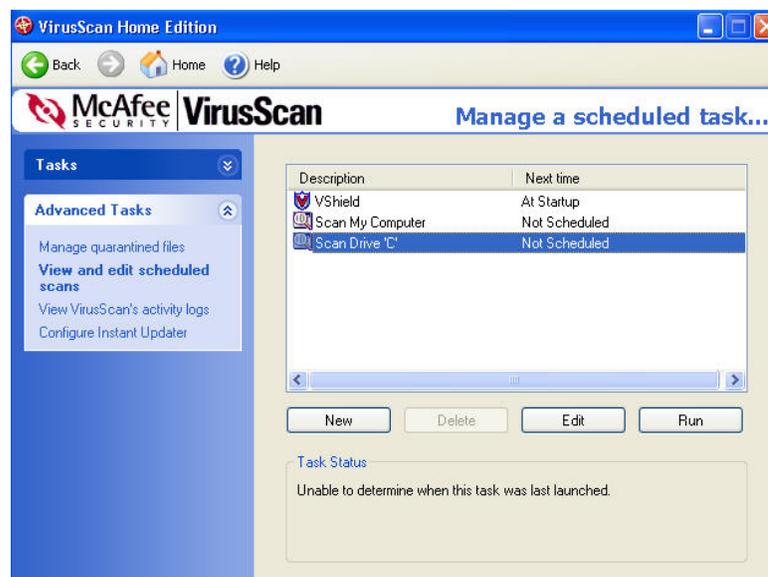
A window will appear in the right pane displaying your drives and folders. By default, **My Computer** components are selected.

3. Click on the checked box next to **My Computer** to clear it then check the drive or folder you wish to scan. If the folder is hidden, click on the **plus sign** to expand the location, showing the folders.
4. Click on the **Scan** button to start scanning the selected location.



## How to Run a Scheduled Scan Task Immediately

1. Open VirusScan Home Edition.
2. In the Advanced Tasks section, click **View and edit scheduled scans**.
3. Highlight the scan task (e.g. **Scan Drive C**) that you wish to run.
4. Click on the **Run** button.

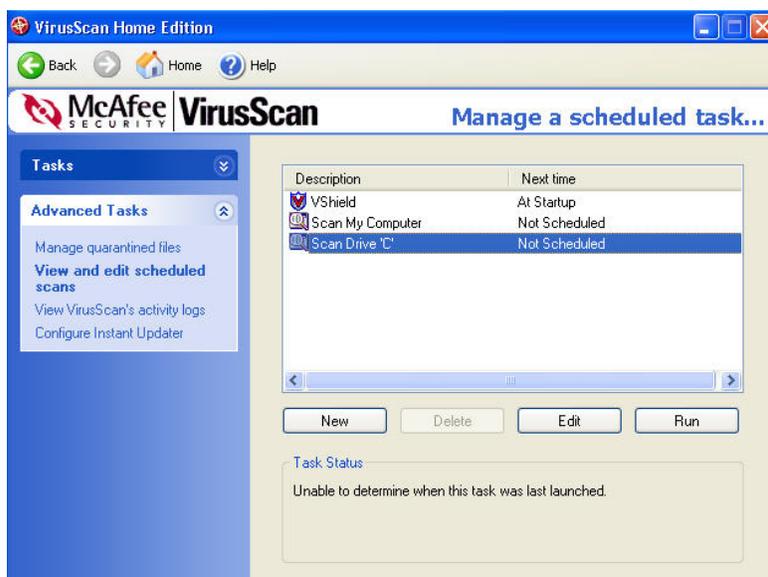


## Configuring Scan Tasks

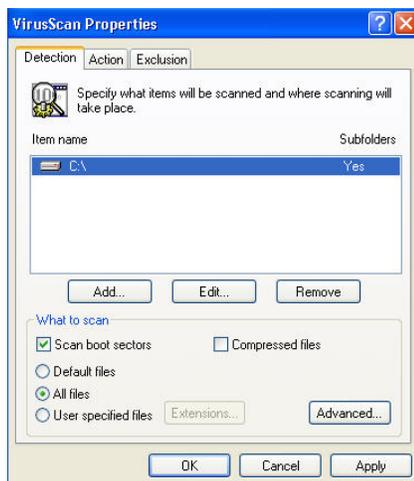
VirusScan Home Edition comes with three pre-defined scan tasks (which can not be deleted): **Vshield**, **Scan My Computer** and **Scan Drive C**. You may add additional scan tasks to VirusScan Home Edition. Each scan task is configured in a similar manner to the example below.

### Configure Scan Drive C Task

1. Open VirusScan Home Edition. In the Advanced Tasks section, click **View and edit scheduled scans**.
2. Highlight the **Scan Drive C** task and click on the **Edit** button.

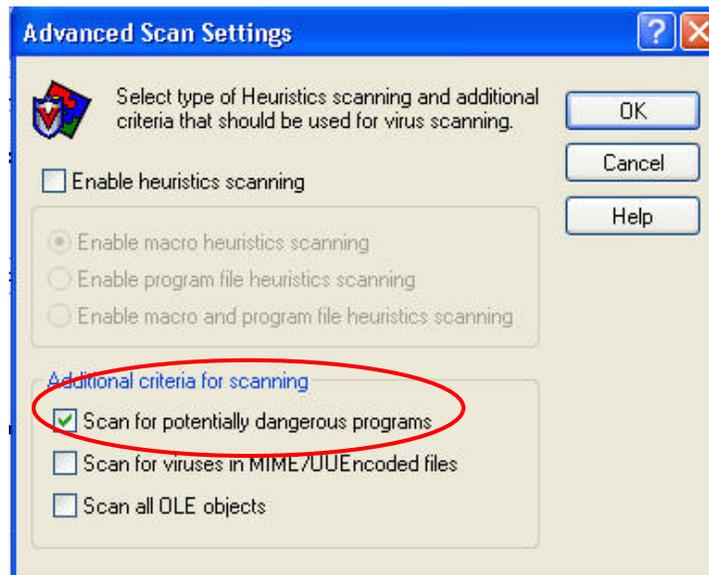


3. In the Detection tab, ensure that **All files** is selected.



4. If you wish to scan for adware and spyware, click on the **Advanced** button. Otherwise, go to step 5. Check **Scan for potentially dangerous programs** and click **OK**.

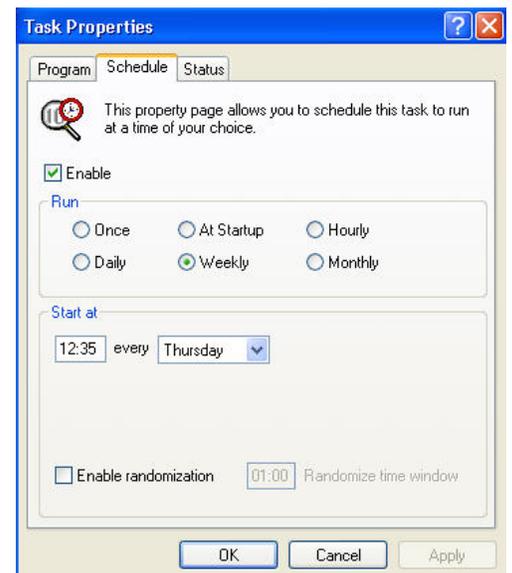
VirusScan will scan for adware and spyware (which are not viruses). If these programs are detected, VirusScan does not remove them. If you wish to remove them, go to **Start, Control Panel, Add/Remove Programs**. Select the unwanted program and click **Add/Remove**.



5. Click on the Schedule tab. Make the following changes:
- Check **Enable**.
  - Select **Weekly**.

Enter a time (in 24-hour time) and select a day of week to run the scan. Your computer must be powered on, you must be logged in and the computer should not be heavily used at the time of the scan.

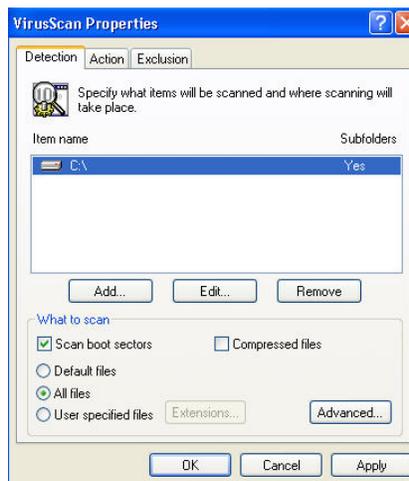
Click **Apply** and **OK**.



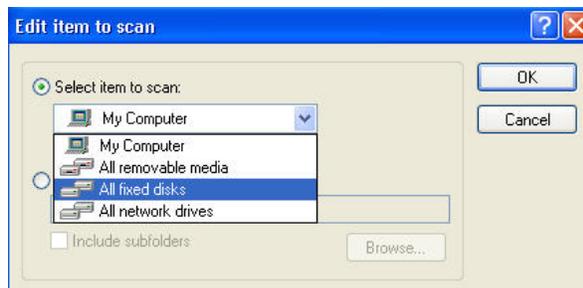
## Add Scan Fixed Disks Task

If you have multiple hard drive partitions or multiple drives, you should add the **Scan Fixed Disks** task and do not enable the **Scan Drive C** task.

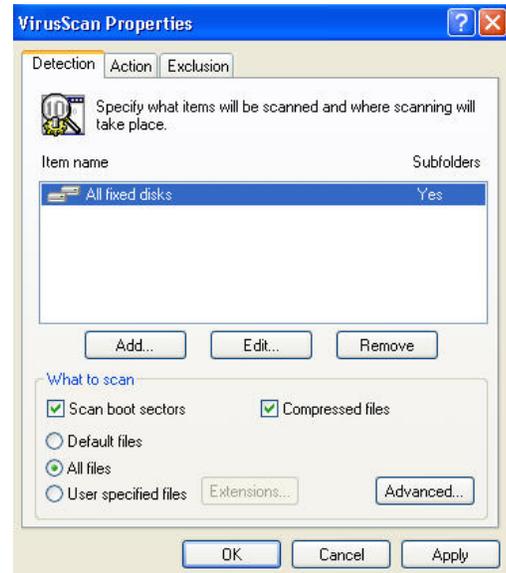
1. Open VirusScan Home Edition. In the Advanced Tasks section, click **View and edit scheduled scans**.
2. Click on the **New** button.
3. In the Description box, type in **Scan Fixed Disks** (or any text describing your scan task). Click on the **Configure** button.
4. In the Detection tab, highlight the C drive and click on the **Remove** button. Then click on the **Add** button.



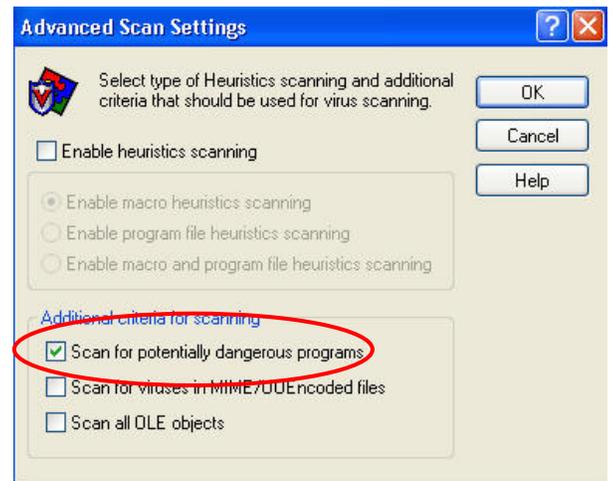
5. In the pull down menu, select **All fixed disks**, check **Include subfolders** and click **OK**.



6. Select **All Files** to scan. If you wish to scan for adware and spyware, click on the **Advanced** button. Otherwise, click **Apply** and **OK** and go to step 8.



7. Check **Scan for potentially dangerous programs**, if you wish. Click **OK**.

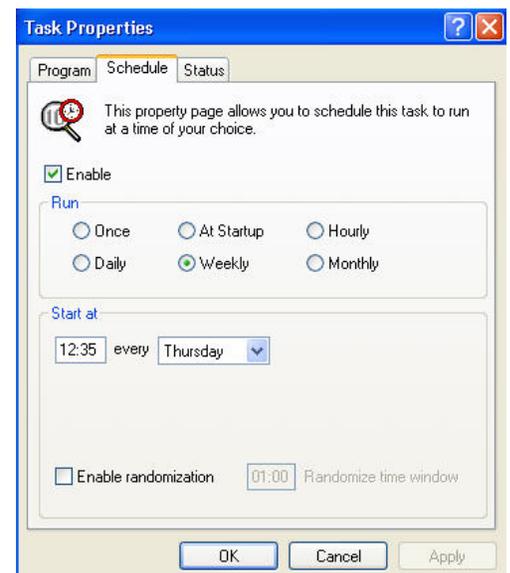


8. Click on the Schedule tab. Make the following changes:

- Check **Enable**.
- Select **Weekly**.

Enter a time (in 24-hour time) and select a day of week to run the scan. Your computer must be powered on, you must be logged in and the computer should not be heavily used at the time of the scan.

Click **Apply** and **OK**.



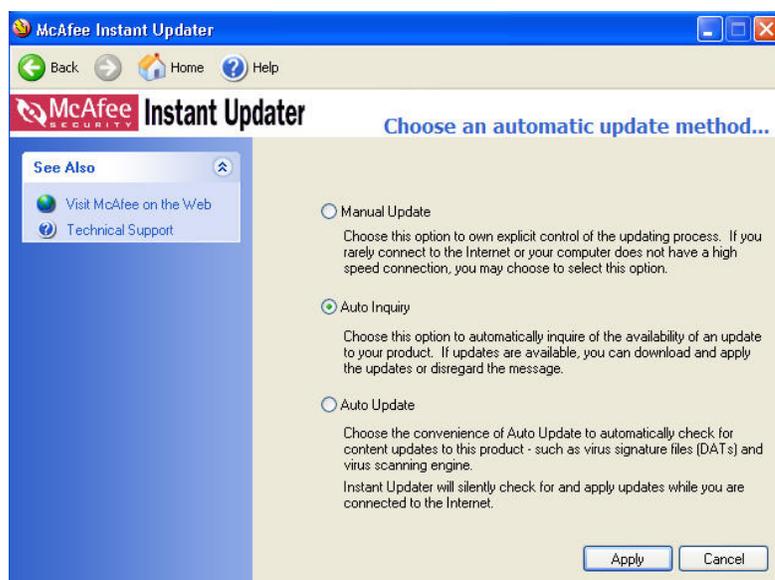
## Configuring Instant Updater

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Open VirusScan Home Edition. In the Advanced Tasks section, click **Configure Instant Updater**. In the **Type of settings to change** window on the right pane, click **Configure automatic updates**.

In the **Choose an automatic update method** window, click on one of the three update options then click on **Apply**.

- **Manual Update** – use this method if you have a dial up modem or would like to control when you check and install updates.
- **Auto Inquiry** - use this method if you want VirusScan to automatically check for updates. You retain control over the downloading and installing of updates.
- **Auto Update** – use this method if you want VirusScan to automatically check for updates and silently apply updates while you are connected to the Internet.



If you selected Auto Inquiry, McAfee Instant Updater will notify you if an update is available.



When you are notified, open VirusScan Home Edition. In the Tasks section, click on **Check for a VirusScan update**.

## I Found a Virus, Now What?

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



You will be prompted with several options. Note: the **Clean** option is not available for this “virus” (eicar is not a true virus). VirusScan will suggest what you should do with the infected file. In general, first try to clean the file, then move it to quarantine then delete it. If you know that the infected file is not needed, you should delete it.

**Please write down the name of the virus and the infected file for reference.**

If you select to move the file to quarantine, the infected file is copied to the C:\quarantine folder and is renamed to original-filename.vir (e.g. eicar.com.vir). In most cases, you should choose to delete the infected file.

Here is another example of a virus detection when the user attempted to open the infected file, Pretty Park.exe, on a floppy diskette.



Note: you have several options available for this virus. Click on **Clean** to disinfect the virus. VirusScan will tell you whether it was successful in removing the virus.

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.

Once the virus is disinfecting, a report will be given depending on the status of the virus and whether the virus could be cleaned, deleted or renamed. The log file is saved in C:\Program Files\McAfee\McAfee VirusScan\Activity Logs\VScan.txt.

Once you have disinfecting 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.

If you are able, you should track down the source of your virus infection and notify the appropriate people involved who may have spread the virus to you and to whom you may have spread the virus (if not detected in time). For example, if VirusScan detected a virus in your e-mail attachment, notify the persons to whom you may have inadvertently forwarded the infected attachment and the person who sent you the infected attachment.

**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**

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For help on installing or using McAfee VirusScan, to report a virus or to request help cleaning up after a virus infection, call the ITS Help Desk at 956-8883, visit the ITS walk-in Help Desk at Keller 105 or Keller 213 or send e-mail to [help@hawaii.edu](mailto:help@hawaii.edu).

For information about a specific virus, go to <http://vil.nai.com/vil/default.asp> and specify the virus name in the search box.

For VirusScan FAQs on update, install/uninstall, general and virus infection issues go to <http://www.mcafeehelp.com>. In the Product pull down menu, select VirusScan 7 Home Edition and select the category that you need information for.

You may also get online technical help via a chat session with a McAfee tech support person at <http://www.mcafeehelp.com>.

The McAfee VirusScan Home Edition 7.0 Product Guide is available in PDF format at [http://download.nai.com/products/manuals/mcafee\\_software/virusscan/v7.0/NAI-595-0010-1.pdf](http://download.nai.com/products/manuals/mcafee_software/virusscan/v7.0/NAI-595-0010-1.pdf).

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 **www.hawaii.edu/help**  
The ITS walk-in Help Desk is located in  
Keller 105 and Keller 213 on the UH Mānoa Campus.

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