

'e Scan™



Internet Security Suite for SMB

Table of Contents

Introduction	3
A few Words before you start	3
Important Features of eScan	4
Installation of eScan	4
Software and Hardware Requirements	4
Pre-requisites for Installation	4
Installation Process	4
STEP 1 - Setup Language	4
STEP 2 - Installation Wizard's Welcome Screen	4
STEP 3 - License Agreement	4
STEP 4 - Selecting the Installation Folder	5
STEP 5 - Final Summary report before Installation	5
STEP 6 - During the Process of Installation	5
STEP 7 - Creating an eScan Server	5
STEP 8 - Activating the eScan Product key	5
STEP 9 - Completing the Installation	5
Product Specifications	6
Taskbar	6
New User Friendly GUI	6
eScan Protection Center	6
eScan Management Console	10
Contact Details	12

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Document Number: 5BESISSMB /13.02.09 / 10.x

Copyright Notice: Copyright © 2009. All rights Reserved.

Any technical documentation that is made available by MicroWorld is the copyrighted work of MicroWorld and is owned by MicroWorld.

NO WARRANTY: This technical documentation is being delivered to you AS-IS and MicroWorld gives no warranty as to its accuracy or use. Any use of this technical documentation or the information contained herein is at the risk of the user.

This may include technical or other inaccuracies or typographical errors. MicroWorld reserves the right to make changes in this regard without prior notice.

No part of this publication may be copied without the express written permission of MicroWorld.

Trademarks: MicroWorld, MicroWorld Logo, eScan, eScan Logo, MWL, MailScan are trademarks of MicroWorld.

Windows is a registered trademark of Microsoft Corporation.

Other product names mentioned in this documentation may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.

For Technical Support, please write to support@mwti.net

For getting solutions to eScan related problems, please visit <http://forums.mwti.net>

For Online-help, please visit <http://www.mwti.net/wiki>

For sales related queries, please write to sales@mwti.net

Publisher : **MicroWorld**

February, 2009.

Introduction

MicroWorld Welcomes You!

A few words before you start

eScan provides the best protection against Viruses, Trojans, Worms and other threats that lurk in the Internet. eScan epitomizes the next generation of AntiVirus software product that handles threats from a new perspective. 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. Install eScan first. The section "Installation of eScan" provides detailed information to help you install eScan.

Important features are listed below:

There are multiple scan engines in use.

- **AntiVirus Engine:** This intelligent virus detection engine uses Signature based approach as well as sophisticated heuristic algorithms to detect and clean known and unknown viruses on the fly.
- **AntiSpyware & Adware Engine:** This engine eliminates viruses, spyware and adware by using MicroWorld AntiVirus and AntiSpyware Toolkit utility (MWAV).
- **AntiSpam Engine:** This engine blocks offensive mails & attachments, classifies mails as Spam or Ham with the help of indigenous NILP technology.
- **Firewall Engine:** This engine detects Trojans, blocks applications and defines rules for packet filtering.
- **Proactive Security:** Prevents attacks from new suspicious threats.
- **Parental Control:** This module blocks porn and other harmful sites and gives system administrators the facilities to protect their systems from being misused.
- **Endpoint Security:** Application Control & USB Control. Application Control prevents the execution of unwanted / restricted applications (programmes) on a system and network. USB Control prevents data leakage. Only authorized people are granted access to the removable devices such as USB sticks. The access is password protected.
- **Automatic Updates:** Automatically downloads free compressed updates from MicroWorld sites.

And many more.....

For eScan feature comparison sheet, visit the link below:

http://www.mwti.net/escan10/eScan_product_comparison.pdf

We thank you for choosing eScan.

Installation of



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

Software and Hardware Requirements

Your system should have Windows XP / Windows Vista / Windows 2003 / Windows 2008 [32-bit / 64-bit]. Your system should have minimum 128 MB RAM (256 MB RAM recommended), 150 MB of free hard disk space, a CD ROM drive & Internet Explorer 5.0.

Pre-requisites for Installation

Before installing eScan ensure that the following are done:

- Uninstall any other AntiVirus software.
- Check for the largest free drive / partition and install eScan on that drive / partition.
- Needs Administrator Login to the PC.
- 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 mails.

Installation Procedure

Installing the application from the installation file downloaded via the Internet is identical with installing the application from the CD. The eScan installation setup file has the extension *.exe. The eScan setup is an Interactive Installation Wizard. We recommend closing of all applications before proceeding with the installation.

STEP 1 - Setup Language

Select the language to use during the installation from the drop down box and click on the OK button. eScan is available in many languages.

STEP 2 - Installation Wizard's Welcome Screen

Installation Wizard welcomes you to the installation process. Click NEXT button to proceed with the installation or click CANCEL button to abort 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 terms and conditions of the agreement, select "I


accept the terms of the license agreement" and press the NEXT button and the installation will be continued. Or select "I don't accept the terms of the license agreement" or press the CANCEL button to abort the installation or click BACK button to go back to the previous window.

STEP 4 - Selecting the Installation Folder

After accepting the EULA, you will be asked to identify the folder on your computer where the application should 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 pressing the BROWSE button and selecting a folder. To proceed with the installation press the NEXT button.

STEP 5 - Final Summary report before Installation

This window will show the summary of the options selected like destination of the installation location. 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 search for other AntiVirus programmes which may conflict with this application. If any such programmes are detected, we recommend you to uninstall them before you proceed. (Please refer to the Section "**Pre-requisites for Installation**"). During the process, eScan will execute the Anti Virus & Anti Spyware Toolkit utility (MWAV) and scan the system for viruses and disinfect the same.

STEP 7 - Creating an eScan Server

The next step will be a prompt window which will ask whether the system should be made the eScan Server. Click on 'Yes' button to make the system the eScan server. This system should have an internet connection to download the eScan updates of virus signatures, spam definitions, firewall rules and programme modules.

When clicked on the 'NO' button, the system will be made an eScan client. This system will download the eScan updates from the eScan Server in the local area network.


STEP 8 - Activating the eScan License key

Next, the license information window will be displayed. Enter the eScan license key in the text field "Enter License Key" (Please refer to the "**Product Key**" section for more information).

STEP 9 - Completing the Installation

On clicking OK after entering the License Key or on clicking "Trial Version", the window "Installation completed" would appear indicating that it is necessary to restart the computer to


correctly complete the installation.


 Note: This version will support upgrades from all earlier supported eScan versions but considering the number of builds, hotfixes and upgrades, we recommend that you uninstall earlier versions of eScan, if any, and then install the new one.

PRODUCT SPECIFICATIONS


Taskbar

After the restart, you will find in the Windows Taskbar following icons:

 : This icon is the icon for eScan Protection Center. It indicates the protection status. If the icon is active (red color), eScan's real time protection is on. If the icon has a cross on it, eScan's real time protection is either being started or has been disabled. By right clicking on the active Red Shield, you can scan your computer, download the updates, pause the protection and configure the eScan for scanning/protecting your computer by opening the eScan Protection Center.

 Note: If you right click on the Red Shield and click on "Pause Protection", all the eScan features will be disabled. To enable them again, right click on the ePC icon and then click on "Resume Protection".

 : This icon is for eScan Management Console. This is a grey colour cog wheel. This icon will be loaded on the Windows taskbar of an eScan server ONLY.

 Note: The eScan Management Console icon is not available or loaded on an eScan client system. Only the eScan Protection Center icon will be loaded on an eScan client system.








New User Friendly GUI

The new graphical user interface of eScan has been designed to suit the needs of both novice and expert users with a single screen access to the AntiVirus monitor, On Demand Scanner, Updater and to some valuable tools. All these can be accessed by double clicking on the Red Shield to open the eScan Protection Center. The new GUI is pleasantly straightforward with a uniform design for all modules.

eScan Protection Center

To open the eScan Protection Center, double click the red shield icon. This will prompt for the Administrator password (if any password has been set). Default password is set to "admin" for Web Protection and End Point Security modules of eScan Protection Center. Enter the password and click on the OK button. The eScan Protection Center window opens. If you click on "Read Only" in the Administrator Password window, modifications / changes of settings are not allowed.

The **left panel** of eScan Protection Center provides quick access to the modules available.

-  **Protection:** Click on this tab for Protection options like File AntiVirus, Mail AntiVirus, AntiSpam, Web Protection, Firewall, Endpoint Security and Privacy Control.
-  **Scan:** Click on this icon for scheduling and carrying out the On Demand Scan (ODS).
-  **Update:** Click on this icon for settings to download updates.
-  **Product Key:** Click on this icon to register your eScan Product.
-  **Tools:** Click on this icon to access some very valuable tools of eScan like System Information, Send Debug Information, Download Hotfix, Restore Default Windows Settings.
-  **Help:** Click on this icon for online technical help regarding eScan.
-  **Password:** Click on this icon to modify the eScan password.

The **right panel** of the eScan Protection Center contains the status of the modules selected in the left panel from the tab "Protection" and is used to configure the modules.

On clicking on the Module-tabs, one finds in the right panel of the eScan Protection Center two Buttons in the upper half of the right panel:

- "Start/Stop" to start/stop a particular module.
- "Settings" to open the configuration window of the module.

In the Lower half of the right panel, one finds Reports about the activities of each module.

PROTECTION

The tab "Protection" contains following modules:

File AntiVirus

This module monitors and safeguards your system on real-time basis against viruses, spyware, adware and other malicious objects, while files are accessed/modified. It also has the feature "Proactive Scanning" for suspicious objects.

This module provides statistical report about the objects scanned & viruses detected during real-time monitoring. Reports are also available about File AntiVirus activities. Quarantine objects can also be viewed.

Mail AntiVirus

This module scans all incoming and outgoing mails for viruses, spyware, adware and other malicious objects. It also sends Virus warnings.

Reports are available about the Mail AntiVirus activities. Archived Mails can also be viewed.

AntiSpam

This module filters all your junk and spam emails based on NILP (Non Intrusive Learning Pattern) technology. It also sends content warnings.

Reports are available about AntiSpam activities. Quarantined Mails & Ham mails can also be viewed.

Web Protection

This module scans all internet traffic and controls the sites to be blocked/allowed. It prevents viruses and other malicious programmes to enter your system during your online activities.

Report section allows you to view Web Protection Logs and Pop-Up logs. Report is also available about the websites allowed/blocked.

Firewall

This module monitors all incoming and outgoing network activities of your system and also protects it from all network based attacks via Internet and Intranet. By default, it is set to Limited Filter mode (only incoming traffic is filtered). However, Interactive Filter and options "Allow all" & "Block all" are also available.

Detailed reports are available in graphical and non-graphical formats. Via the tool ViewTCP, current network activities can be viewed.


Endpoint Security

This module protects against threats that can infect your system through Endpoints like USB based portable devices and provides application control over unwanted programs. (By default, Application control is disabled.)

Reports are about the applications that are allowed or blocked and about USB devices accessed or blocked.

Privacy Control

This module protects your private information against various threats by deleting all temporarily stored information.

 Please note that all these modules have a vast variety of settings to configure each of these to suit one's needs.

SCAN

This module scans on Demand with cache technology files, folders and all storage devices, memory, registry and services faster for threats and irritants in the form of viruses, spyware and other malicious objects. On Demand Scanning can be scheduled to be carried out

automatically at the chosen schedule. Logs are created for all scans and infections.

UPDATE

Updater automatically keeps your system's protection up-to-date from all new emerging species of viruses and other malicious programmes which appear frequently. The Updater can be configured for the FTP/HTTP/Network and scheduled as per one's needs.

PRODUCT KEY

eScan product needs to be registered for preventing the misuse of your license. Therefore, a license key is provided and it needs to be activated. This can happen while installing the programme or after installation by clicking on Windows START > All Programs > eScan for Windows > eScan Registration.

Enter the 30 character License key (in capital letters with hyphens included) in the License Information window. Click on Apply, then the window "**License key updated**" would appear. Click on OK.

For activating the License key, you need to go to the Registration Wizard and right click on the License key displayed under the column Standard Key (30 char).

- Then click on "Activate Now" button.
- In the "License Information" window appearing thereafter, select the radio button "Activate Now" and then click on the OK button.
- In the next window, enter your personal Information in the space provided and then click on the NEXT button (Only email id is mandatory, if you don't want to disclose any other personal information.)
- Then the window "Registration Method" would appear. Here you can select:
 - **Online**-If this method is selected, ensure Internet connection is available and then click on NEXT button. A new 60-character Activation code would auto-matically get added in the Registration information window. This window would also display the validity period of your license key and the number of users registered.
NOTE: For online activation, correct internet settings are configured by clicking on the button "Settings" of the module "Update" in ePC (eScan Protection Center).
 - **Fax**-If this method is selected, a FaxRegister.txt would automatically get generated. You can fax the same to +91 22 28304750. On receiving this, we will send you the Activation code. You can also email the FaxRegister.txt to register@mwti.net.
 - **Email**- If this method is selected, then a new email will be automatically composed containing all the details filled in by you in the window "Personal Information". After we receive this email from you at register@mwti.net, we will send you the Activation code.

- Once you receive the Activation Code (either by Fax or by email), you have to enter this in the License Information window by selecting the radio button "I have Activation Code" in the text box "Enter Activation Code" and click on OK. Then the "Registration Information" Window would show this Activation Code and the validity of the license key along with the number of users registered.

TOOLS

- "System Information" helps to get detailed overview about the hardware and software being used in the system. This helps in Asset Management of the system.
- "Send Debug Information" helps to create the debug.zip file required for solving the problems encountered by you while operating eScan. This debug.zip needs to be emailed to eScan support team for analysis and providing the required solution.
- "Download Latest Hotfix" helps to download the latest eScan programme updates to fix the errors in the programme.
- "Restore Windows Default Settings" will restore the original Windows settings to eliminate all the modifications made by a virus attack.

HELP

This module provides you the links to updated online resources for solving your technical queries, problems and tweaks.

Live Chat - Provides the option of chatting with our 24x7 online support team.

eScan Online Help - Provides comprehensive information about eScan features through the MicroWorld Wikipedia.

MicroWorld Forum - Is a forum for discussions about eScan.

PASSWORD

This module provides the possibility to change the eScan administrator password.

eScan Management Console (EMC)

To open the eScan Management Console (EMC), double click on the EMC icon on the Windows taskbar. This eScan Management Console helps the System Administrator to centrally manage all the eScan client systems in the network. Using the EMC service, the Administrator can monitor clients, deploy security measures such as virus scanning, updates of virus signatures & spam definitions, eScan licenses, installing, uninstalling and upgrading of eScan remotely, uninstalling of other AntiVirus software and enabling or disabling of the eScan monitor, and send virus outbreak alerts and security violation notifications and enforce

an Integrated Security Policy across the network of an enterprise. Administrative tasks can also be performed via Web using a browser. EMC can also instantaneously display alerts about Live Applications, Live USB Detection and Live Site Browsing information, so that the system administrators can get an overview about the bandwidth usage, type and time of internet access by the individual users of the network. This facilitates a full-fledged dynamic audit of all the assets being used the network of an enterprise.

The EMC menu bar contains two menus: Services and Reports.

SERVICES

Stop / Start Announcement - When the announcement is started, all the eScan clients listen to the eScan server.

Normal View / Network View - These services are required for displaying the clients.

EMC Settings- These contain settings for UDP, FTP, Logs and for Deploying Rule-sets. There is also an option for invoking the eScanRad along with the EMC.

Set Host Configuration-This service gives an overview about the existing eScan clients and their current status and the option to add / delete / modify a client's IP / Host Name.

Deploy License- This service is meant for deploying eScan license key on all the eScan clients.

Deploy Rule-Sets- This service is meant to deploy an integrated eScan policy / rule sets on all the eScan clients.

Update All Clients- This service will forcefully update all the eScan clients.

Shutdown Management Console- This will stop the eScan announcement and shutdown the EMC.

REPORTS

Configure Mailing of Reports- This option helps in configuring the mailing of the reports by the mail server.

Mail Reports Now- This will generate the report and send it immediately.

View Log- This will display the logs of an eScan client.

Delete Log- This will delete the log of an eScan client.

Delete All User Logs- This will delete the logs of all the eScan clients.

Clear Virus Incidence Database- This will clear the virus incidence database of a client.

Clear All Virus Incidence Databases- This will clear the virus incidence databases of all the clients.

Refresh User Logs- This will refresh the logs of the client selected.

Refresh All User logs- This will refresh the logs of all the users.

About EMC- This option displays the version and copyright information about the EMC.

EMC TABS

The right panel of the EMC- Window contains on the bottom following tabs:

System- This tab displays the status of the all EMC announcements.

Updates- This tab displays the eScan Clients that are updating from the eScan server.

Infected Machines- This tab displays the infected machines in the network.

Virus Report- This tab displays graphical reports regarding virus infection in the network.

License- This tab displays the validity period of the eScan license key and the number of users registered.

Block Hosts- This tab is to add an IP or an IP range to the list of blocked hosts.

Client Live Updater- This tab displays the online status of all the eScan clients connected to the eScan server.

Contact Details

We offer 24x7 technical support to our customers on telephone and online (via email, live chat and forums)

Chat Support

Chat with our support team at 'escanchat' using MSN or Yahoo Messenger
escanchat@yahoo.com or **escanchat@mwti.net**.

Email Support

If you have any queries about our products or have suggestions and comments about this guide, please send them to **support@mwti.net** .

Forums Support

You can even join the MicroWorld Forum at <http://forums.mwti.net> to discuss all your eScan related problems with eScan-experts.

REGISTERED OFFICES:

Asia Pacific:

MicroWorld Software Services Pvt. Ltd.
Plot No 80, Road 15, MIDC, Marol,
Andheri (E), Mumbai, India.
Tel: +91 22 2826 5701
Fax: +91 22 2830 4750

USA:

MicroWorld Technologies Inc.
33045 Hamilton Court East, Suite 105,
Farmington Hills, MI 48334-3385, USA.
Tel: +1 248 848 9081
Fax: +1 248 848 9085

Germany

MicroWorld Technologies GmbH
Leopoldstr. 244
D-80807 Munich,
Germany.
Tel: +49 (0)89 20 80 39-223
Fax: +49 (0)89 20 80 39-226

Malaysia

MicroWorld Technologies Sdn.Bhd.
(Co.No. 722338-A)
E-8-6, Megan Avenue 1, 189, Jalan Tun
Razak, 50400 Kuala Lumpur, Malaysia
Tel: + 603 2333 8909/8910
Fax: + 603 2333 8911

South Africa

MicroWorld Technologies South Africa (PTY) Ltd.
376 Oak Avenue,
Block C (Entrance from 372 Oak Avenue),
Ferndale, Randburg, Gauteng, South Africa.
Tel.: Local 08610 escan (37226),
International : + 27 11 781 4235,
Fax : +086 502 0482