VirusScan Messages

About VirusScan Messages

This appendix lists the error messages, alerts, and dialogs that you may encounter while using VirusScan. When possible, we also suggest an action to correct the problem.

Error messages are those that appear in the report generated when you scan disks with VirusScan.

Alerts and dialogs are messages or warnings displayed on the screen while you are using VirusScan or while the protection extension is activated.

Error Messages

This section lists the error messages that may be listed on the report generated by VirusScan. The messages are listed in alphabetical order.

- An error or inconsistency was detected while trying to repair this file. WARNING: This file may still be infected!

  Error: Your file was infected, but while attempting to repair it, VirusScan discovered something wrong with the file. The file may still be infected.

  Action: Scan the file again with VirusScan to find out if it is still infected. If it is still infected, you should delete it. If VirusScan reports that it is no longer infected, you can try running it to see if it works. It may be usable or it may be damaged in such a way that it cannot be used. This error is not common, but it can occur in unusual situations.

  ✍ *This error sometimes occurs when an application is infected by more than one virus and you attempt to use some other virus tool to repair the file before running VirusScan. Some other virus tools cannot handle multiple infections properly and they sometimes leave the application damaged in such a way that VirusScan cannot repair it properly.*

- An I/O error occurred while trying to check this file.

  Error: A hardware error occurs while VirusScan was trying to read or write a file. It usually means that the disk itself or the disk drive is not operating properly.

  Action: Try running VirusScan again on the same file. If the hardware problem is intermittent, it might work the second time.

- An I/O error occurred while trying to repair this file. WARNING: This file may still be infected!

  Error: A hardware error occurs while VirusScan was trying to read or write a file. It usually means that the disk itself or the disk drive is not operating properly.

  Action: Try running VirusScan again on the same file. If the hardware problem is intermittent, it might work the second time.

■ File infected by <virus name>.

Error: Your file is infected by the virus named in the message.

Action: Use VirusScan to clean the file.

■ File infected by an unknown strain of <virus name>.

Error: Your file is infected by a strain of the WDEF or CDEF virus which has not yet been reported. See the sections on the WDEF and CDEF viruses in the online Help for more information.

Action: Use VirusScan to clean the file.

■ File partially infected by <virus name>, but not contagious.

Error: Your file is partially infected by the virus named in the message, but the infection is not contagious. These kinds of infections are not dangerous and they cannot spread to other files.

Action: You may choose to leave the infection in the file or you may use VirusScan to remove the infection.

✍ *Partially infected files sometimes are the result of other virus tools which have errors. The other virus tool may remove part, but not all, of the infection.*

■ File partially infected by nVIR A or nVIR B, but not contagious.

Error: nVIR A and nVIR B are different viruses, but some of their parts are identical. It is possible for only these common parts to be present in an infected file. In this case, VirusScan has no way of knowing which virus originally attacked the file, so it issues this message.

Action: If you want to, you can use VirusScan to remove the infection. However, this is not necessary since the files are not contagious.

■ Some errors were reported. For a detailed explanation of an error message, press Command-? and click the error message text.

Error: This message appears in the summary section of the report if any other error messages occurred during a scan.

Action: Follow the instructions in the message to find out more about the errors.

- Scan canceled.

  Error: You canceled a scan or disinfection run.

- System files cannot be scanned over TOPS.

  Error: This error occurs if you try to scan a disk over a TOPS network. TOPS does not permit access to currently active System files over the network.

  Action: We recommend that you scan the disk using the Mac to which the disk is directly connected.

- The disk is too full to repair this file. WARNING: This file may still be infected!

  Error: This error may occur if a disk is very full and you attempt to repair an infected file on the disk. VirusScan requires at least a small amount of free space on the disk before it can repair the file.

  Action: Move some of the files on the disk to make more room, and then run VirusScan again.

- The inserted disk is uninitialized, damaged, or not a Mac disk. It cannot be scanned.

  Error: This error occurs if you insert an uninitialized, damaged, or non-Macintosh disk on a scanning station with no mouse or keyboard. The disk is ejected and not scanned.

  Action: Make sure the disk you are attempting to scan is formatted correctly and not damaged.

- The resource fork of this file is damaged or in an unknown format. It cannot be checked.

   Error: Macintosh files have two parts or "forks:" the resource fork and the data fork. When VirusScan checks a file, it tries to open the resource fork. This message means that the information stored in the resource fork is not valid resource information. The data fork may still be intact and usable.

   Action: For document files, this is usually not a problem. For applications and system files, this usually indicates that something is seriously wrong with the file and you should replace it with a known good copy of the file.

   ✍ *WARNING: It is possible for an application to be damaged and yet still be infected and contagious. For this reason, you should not attempt to use applications that have damaged resource forks.*

   ✍ *You may see this error when an application makes non-standard use of the Resource fork in its database files. (For example, Reflex database files, files created by MacTrain, and the "phrase library" files created by Studio Session and Super Studio Session may produce this error. These files are not really damaged and are still usable.*

- There is not enough memory to check this file.

   Error: VirusScan was unable to get enough memory to check the file. This error is usually caused by applications that contain very large CODE resources. VirusScan must load these resources into memory to check them for viruses and, if there is not enough memory available, you get this error message. A damaged file is another possible cause of this error.

   Action: If you get this error, you should give VirusScan more memory. Quit VirusScan. Select the VirusScan program icon in the Finder. Select **File/ Get Info** for the Finder. Increase the amount of memory allocated to VirusScan in the Get Info window. Close the Get Info window. Run VirusScan again.

- There is not enough memory to repair this file. WARNING: This file is probably still infected!

  Error: VirusScan was unable to get enough memory to repair the file. This error is usually caused by applications that contain very large CODE resources. VirusScan must load these resources into memory to check them for viruses and, if there is not enough memory available, you get this error message. A damaged file is another possible cause of this error.

  Action: If you get this error, you should give VirusScan more memory. Quit VirusScan. Select the VirusScan program icon in the Finder. Select **File/ Get Info** for the Finder. Increase the amount of memory allocated to VirusScan in the Get Info window. Close the Get Info window. Run VirusScan again.

- This file is busy and cannot be checked.

  Error: Your file could not be opened for reading because the file was already open with exclusive access by some other application. This message should only occur on server disks.

  Action: For server disks, we recommend that you remove the server from production and restart using a startup floppy disk. This should avoid file busy errors.

- This file is busy and cannot be repaired. Restart using a locked Apple "Disk Tools" disk and try running VirusScan again. WARNING: This file is still infected!

  Error: Your file could not be opened for writing because the file was already open by some other application. This error is common when using System 7, or when scanning server disks.

  Action: For server disks, we recommend that you remove the server from production and restart it using a locked startup floppy. This should avoid file busy errors. For other files, close the file and scan the disk again.

- This file is busy and cannot be repaired. Restart using your locked "Virus Tools" disk and try running VirusScan again. WARNING: This file is still infected!

  Error: Your file could not be opened for writing because the file was already open by some other application. This error is common when using System 6 with MultiFinder, or when scanning server disks.

  Action: For server disks, we recommend that you remove the server from production and restart it using a locked startup floppy. This should avoid file busy errors. For other files, close the file and scan the disk again.

- This file is busy and cannot be repaired. To repair this file, rebuild the desktop. WARNING: This file is still infected!

  Error: A Finder desktop file is infected, but it cannot be opened for repair because it is already being used.

  Action: The easiest way to remove the infection is to rebuild the desktop.

- This file was damaged by the virus, and it cannot be repaired properly. You should delete the file and replace it with a known good copy.

  Error: Viruses sometimes damage files in such a way that they cannot be repaired properly. In this case, VirusScan removes the virus from the file, but leaves the file damaged.

  For example, the T4 virus damages files when it infects them. Files infected by T4 cannot be repaired. If you attempt to repair a file infected by T4, you will get this error message. See the section in the online Help about T4 for details.

  This error message is also issued when the Scores virus has infected a System file from Apple's System Software release 6.0.4 or later. See the section in the online Help about Scores for details.

  The MDEF D virus can sometimes damage applications as well. See the section in the online Help about MDEF for details.

  Action: You should not attempt to use such a file. You should delete it and replace it with a copy of the file that you know is not damaged or infected.

■ Unexpected error <error name>.

Error: An unknown error has occurred.

Action: Contact McAfee technical support. (See "How to contact us" on page 15 for more information about contacting McAfee.)

■ Unexpected error <error name> occurred while trying to open this file for repair. WARNING: This file is still infected!

Error: An unknown error has occurred.

Action: Contact McAfee technical support. (See "How to contact us" on page 15 for more information about contacting McAfee.)

■ Unexpected error <error name>. If you are using Gatekeeper, check to make certain you have granted privileges to VirusScan. WARNING: This file is probably still infected!

Error: One possible cause of unexpected errors is attempting to repair infected files on a Gatekeeper-protected system when you have forgotten to grant VirusScan privileges.

Action: You should grant VirusScan all privileges ("File" and "Res" privileges for "Other," "System," and "Self").

■ WARNING: You do not have the proper privileges to access files in some of the folders. Some files in those folders may be infected!

Error: VirusScan encountered a server folder for which you do not have the necessary access privileges.

Action: To avoid this error, we recommend removing the server from production and restarting it using a locked startup diskette. For more details on scanning servers, see the "Special Features" section in the online Help.

■ You do not have Make Changes privilege to the folder containing this file. It cannot be repaired. WARNING: This file is still infected!

Error: VirusScan encountered a server folder for which you do not have the necessary access privileges.

Action: To avoid this error, we recommend removing the server from production and restarting it using a locked startup diskette. For more details on scanning servers, see the "Special Features" section in the online Help.

- You do not have See Files privilege to this folder. Files within this folder cannot be checked.

  Error: VirusScan encountered a server folder for which you do not have the necessary access privileges.

  Action: To avoid this error, we recommend removing the server from production and restarting it using a locked startup diskette. For more details on scanning servers, see the "Special Features" section in the online Help.

- You do not have See Folders privilege to this folder. Folders within this folder cannot be checked.

  Error: VirusScan encountered a server folder for which you do not have the necessary access privileges.

  Action: To avoid this error, we recommend removing the server from production and restarting it using a locked startup diskette. For more details on scanning servers, see the "Special Features" section in the online Help.

- You have neither See Files nor See Folders privileges to this folder. This folder cannot be checked.

  Error: VirusScan encountered a server folder for which you do not have the necessary access privileges.

  Action: To avoid this error, we recommend removing the server from production and restarting it using a locked startup diskette. For more details on scanning servers, see the "Special Features" section in the online Help.

Alerts and Dialogs

This section presents all of the alerts and dialogs you might see while using VirusScan. They are listed in alphabetical order.

■ A virus may still be active in memory. Some of your files may have or could become reinfected. You should immediately restart your Macintosh using a locked startup floppy and run VirusScan again.

Error: When you quit after a disinfection run, VirusScan checks to see if any infected files were found in the currently active System folder. If any were found, this alert is presented.

Action: Click the Restart button to restart your Macintosh. Click the Cancel button to return to VirusScan. Click the Quit button to quit VirusScan.

■ An old version of the VirusScan extension is installed on this system. Do you want to install the new version?

Error: When VirusScan starts up, it checks to see if an old version of the VirusScan extension is installed in the currently active System folder or Extensions folder. If an old version is installed, this alert is presented.

Action: Click the Install button to install the new version. Or, click the Cancel button to leave the old version installed. Installing the new version also removes the old version.

■ An unexpected error <error name> occurred while trying to save a file.

Error: This alert is presented if VirusScan encounters an unexpected error while trying to save a copy of the online Help file, a report, or the protection extension.

Action: Contact McAfee technical support. (See "How to contact us" on page 15 for more information about contacting McAfee.)

■ VirusScan has found an infected file.

Error: This alert is presented if, while running in the background under MultiFinder, VirusScan finds an infected file and you have selected the 'Display Alert' option in the Preferences window.

■ VirusScan is unable to repair files on this system. One possible reason is that you are using Gatekeeper and you forgot to grant VirusScan privileges. Another possible reason is that you are using the special University of Michigan version of Vaccine (Vaccine.UofM). You must remove this version of Vaccine from your System folder before using VirusScan to repair files. You may use VirusScan on this system to check for viruses, but you will not be able to use the Clean button to repair infected files.

Error: Some virus prevention tools can interfere with VirusScan in such a way that it is impossible for VirusScan to properly repair infected applications. If VirusScan detects such a virus prevention tool, it presents this alert. When you click the OK button, the current scan is canceled and the Clean button is disabled.

✎ *The version of Vaccine mentioned in the alert is not the normal Vaccine. It is a special version that was prepared just for the University of Michigan.*

Action: If you are using GateKeeper, be sure to grant VirusScan all privileges ("File" and "Res" privileges for "Other," "System," and "Self"). If you are using the University of Michigan version of Vaccine, remove it from your System folder if you want to use VirusScan to repair files.

✎ *You may also get this alert if you are using the regular version of Vaccine and you click the Denied button instead of the Granted button by mistake.*

■ VirusScan requires attention.

Error: This alert is presented if, while running in the background, VirusScan requires your attention (for some reason other than the discovery of an infected file) and you have selected the 'Also display alert' option the Preferences window.

■ VirusScan requires a Mac 512KE or newer model. It does not work on the Mac 128K, 512K, or XL.

Error: VirusScan cannot be used on Macs with the old 64K ROMs.

- VirusScan requires System 6.0 or later.

  Error: VirusScan requires System 6.0 or later. If you try running VirusScan on an earlier system, it will present this alert. When you click the OK button, VirusScan quits to the Finder.

- Out of memory.

  Error: This alert is presented if VirusScan runs out of memory.

  Action: Click the OK button to quit VirusScan. Then free more memory before running VirusScan again.

- Please wait

  Error: This message is displayed if you eject the disk containing VirusScan and/or the System file. Before ejecting the disk, VirusScan loads all the information from the disk that it might need later.

  Action: This can take quite some time, so you should be patient.

- Printing error: could not locate printer driver in System folder.

  Error: This alert occurs if you try to print a report or the online Help file and the printer driver has not been properly installed.

  Action: Make sure your printer driver is properly installed. For example, to print on an ImageWriter, you must have the system file named "Image-Writer" in the same folder as your System file.

- Printing error: the startup disk is full.

  Error: This alert occurs if there is not enough room on your startup disk to complete a printing operation.

  Action: Try to make more room on your startup disk, then try printing again.

- Printing error: the startup disk is locked.

  Error: This alert occurs if printing fails because the startup disk is locked.

Action: Unlock the startup disk or create an unlocked copy of your startup disk, and try printing again.

- Printing error: you must use the Chooser to select a printer.

    Error: This alert occurs if you try to print when there is no currently selected printer.

    Action: Use the Chooser desk accessory to select a printer.

- Printing error (error code = nnnn).

    Error: An unexpected error occurred during printing.

    Action: Click the OK button to return to VirusScan and try printing again. If the problem persists, call McAfee technical support. (For information about contacting technical support, see "How to contact us" on page 15.)

- Replace existing "VirusScan extension"?

    Error: This alert is presented when you install the protection extension if a file with the same name already exists.

    Action: Click the Cancel button if you decide not to install the extension. Or click the Replace button to delete the old file and replace it by the new one.

- Save report before clearing?

    Error: When you clear the report, VirusScan checks to see if the report contains any messages for infected files. If it does, this alert is presented.

    Action: There are three buttons: Save, Cancel, and Clear. The Save button presents a dialog that lets you choose the location of the saved report, saves the report, and then clears the report. The Cancel button returns to VirusScan. The Clear button clears without saving the report.

- Save report before quitting?

    Error: When you quit VirusScan, it checks to see if the report contains any messages for infected files. If it does, this alert is presented.

Action: There are three buttons: Save, Cancel, and Quit. The Save button presents a dialog that lets you choose the location of the saved report, saves the report, and then quits. The Cancel button returns to VirusScan. The Quit button quits without saving the report.

■ The application <application name> is infected by the <virus name> virus. Use VirusScan to remove the virus.

Error: This alert is presented by the VirusScan protection extension when it detects an infected application.

Action: Run VirusScan and clean the file.

■ The VirusScan protection extension has been installed. You must restart your Macintosh to activate the extension. WARNING: If you restart now, you will lose all changes to any documents which may be open in other applications! To restart now, select the Restart button. To return to VirusScan without restarting, select the OK button.

Description: This alert is presented when you select the "Install Protection extension" command.

■ The disk cannot be repaired because it is locked. Please unlock and reinsert the disk.

Error: If you try to clean a locked floppy disk, VirusScan ejects the disk and puts up this alert.

Action: Unlock and reinsert the disk. VirusScan will automatically begin scanning and repairing the disk as soon as you reinsert it. You can use the Cancel button in the alert to cancel the operation and return to VirusScan.

■ The disk <disk name> is infected by the <virus name> virus. Rebuild the Desktop file on the disk or use VirusScan to remove the virus.

Error: This alert is presented by the VirusScan protection extension when it detects a WDEF-infected disk or a CDEF-infected disk.

Action: Rebuild the Desktop file on the disk or use VirusScan to remove the virus.

- The document cannot be printed because some pages would be truncated on the bottom. To correct this problem, use the Page Setup command. Make the margins smaller or make the font size smaller.

  Error: This alert may appear if you try to print with a large font size and/or large margins.

  Error: Choose File/Page Setup to display the Page Setup dialog. Make your font size or your margins smaller.

- The document cannot be printed because some pages would be truncated on the right. To correct this problem, use the Page Setup command. Make the left and right margins smaller or make the font size smaller. You might also try printing with landscape orientation instead of portrait orientation.

  Error: This alert may appear if you try to print with a large font size and/or large margins.

  Action: If you are trying to print a report in a very large font size (over 18 points) and you get this alert, try using the Page Setup command to select landscape orientation instead of portrait orientation.

- The file could not be saved because the disk is full.

  Error: You tried to save a report or the online Help file and there is not enough room on the disk to save the file.

  Action: Click the OK button. Then try to save to a different disk.

- The file could not be saved because the old version of the file is locked.

  Error: This alert appears if you try to save a report or the online Help file or if you try to install or save the protection extension and there is already a locked version of the file.

  Action: Unlock the old version of the file and try again.

- The font size must be in the range 1 through 24. Please correct it or click the Cancel button.

  Error: This alert appears in the "Page Setup" dialog if you enter a font size outside the accepted range.

Action: Use the Page Setup option to enter a font size between 1 and 24.

- The extension file <file name> is infected by the INIT 1984 virus. Use VirusScan to remove the virus.

  Error: This alert is presented by the VirusScan protection extension when it detects an extension file which has been infected by the INIT 1984 virus.

  Action: Use VirusScan to clean the file.

- The margins you specified are too large. Please make them smaller or click the Cancel button.

  Error: The margins you specified are too large to allow the document to print correctly. VirusScan requires that there be at least a five inch square available for printing after taking into account the margins and page size.

  Action: Enter smaller margins on the Page Setup dialog.

- The protection extension could not be installed because the startup disk is locked.

  Error: You tried to install the VirusScan protection extension on a locked startup disk.

  Action: Unlock the disk and try again.

- The report is too big. It must be saved or cleared before the scan can continue. Save the report?

  Error: VirusScan has an upper limit for the size of the report. Most people will never be affected by this limit. If you produce a very long report that approaches the size limit, you will get this alert, with three buttons: Save, Cancel, and Clear.

  Action: Select the option you want. Save is the default button. It saves the partial report as a text file, clears the report field, and continues the scan. The Cancel button cancels the scan without clearing or saving the report. The Clear button clears the report field without saving and continues the scan. If you have a single floppy system, you may eject the disk being scanned, insert a different disk, and save the report on that disk. VirusScan will then ask you to reinsert the disk being scanned.

- The stack <stack name> is infected by the MacMag virus. Use VirusScan to remove the virus.

  Error: This alert is presented by the VirusScan protection extension when it detects a MacMag-infected HyperCard stack.

  Action: Use VirusScan to clean the stack.

- This copy of VirusScan has been damaged, infected by a virus, or other-wise modified. Please delete this copy and use an original unmodified copy.

  Error: VirusScan checks itself when it starts up and notifies you if it has been modified. This may mean that it has been infected by a virus.

  Action: Remove this particular copy of VirusScan from your disk and replace it with an uninfected or undamaged copy of VirusScan.

- You selected the page range xxx through yyy. There are no pages in this range.

  Error: There are no pages in the range you requested. Nothing is printed in this case.

  Action: Select a valid page range and try to print again.