

McAfee

Total Protection For Your PC

McAfee VirusScan

Getting Started Guide

Version 5.1

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How does VirusScan software work?

VirusScan software combines the anti-virus industry's most capable scan engine with top-notch interface enhancements that give you complete access to that engine's power. The VirusScan graphical user interface unifies its specialized program components, but without sacrificing the flexibility you need to fit the software into your computing environment. The scan engine, meanwhile, combines the best features of technologies that McAfee and McAfee VirusScan researchers developed independently for more than a decade.

What comes with VirusScan software?

VirusScan software consists of several components that combine one or more related programs, each of which play a part in defending your computer against viruses and other malicious software. The components are:

- The VirusScan Central. This is your main entry point in using all of the available components of McAfee VirusScan. This home screen (see Figure 1-2) provides relevant information such as the last time a virus scan was performed on your computer; what VShield settings are enabled or disabled and available DAT information and when it was created.



Figure 1-1. McAfee VirusScan Central screen

Through this user-friendly interface, you can access the main functions of McAfee VirusScan. Click the appropriate buttons as displayed to start performing a particular task within McAfee VirusScan (e.g., Scan, Schedule, Quarantine, etc).

You can also click the Update button to start searching and downloading any available updates to McAfee VirusScan installed on your computer. Make sure that you are connected to the Internet prior to using this feature. For more information and step-by-step instructions, click the Help icon on the upper right-hand corner of the window. To view available options in customizing how you want McAfee VirusScan components to work on your PC, click the Options button.

- **The VirusScan Console.** This component allows you to create, configure and run VirusScan tasks at times you specify. A “task” can include anything from running a scan operation on a set of disks at a specific time or interval, to running an update or upgrade operation. You can also enable or disable the VShield scanner from the Console window. The Console comes with a preset list of tasks that ensures a minimal level of protection for your system—you can, for example, immediately scan and clean your C: drive or all disks on your computer. See “Creating and Configuring Scheduled Tasks” on page 191 of the *VirusScan User’s Guide* for details.

- **The VShield scanner.** This component gives you continuous anti-virus protection from viruses that arrive on floppy disks, from your network, or from various sources on the Internet. The VShield scanner starts when you start your computer, and stays in memory until you shut down. A flexible set of property pages lets you tell the scanner which parts of your system to examine, what to look for, which parts to leave alone, and how to respond to any infected files it finds. In addition, the scanner can alert you when it finds a virus, and can summarize each of its actions.

The VShield scanner comes with three other specialized modules that guard against hostile Java applets and ActiveX controls, that scan e-mail messages and attachments that you receive from the Internet via Lotus cc:Mail, Microsoft Mail or other mail clients that comply with Microsoft's Messaging Application Programming Interface (MAPI) standard, and that block access to dangerous Internet sites. Secure password protection for your configuration options prevents others from making unauthorized changes. The same convenient dialog box controls configuration options for all VShield modules. See "Using the VShield Scanner" on page 85 of the *VirusScan User's Guide* for details.

- **Safe & Sound.** This component allows you to create backup sets in protected volume files, which is the safest and preferred type of backup. A *protected volume file* is a sectioned-off area of the drive, sometimes called a logical drive.

NOTE: Safe & Sound is only available for Windows 95, 98 and Windows ME. For more information, access the PDF formatted file of the User's Guide (i.e., `vscan51_userguide.pdf`) included in the McAfee VirusScan CD-ROM and read Chapter 10 "About Safe & Sound".

- **Quarantine.** This component allows you to move infected files to a quarantine folder. This moves infected files from areas where they can be accessed and enables you to clean or delete them at your convenience.

NOTE: For more information, access the PDF formatted file of the User's Guide (i.e., `vscan51_userguide.pdf`) included in the McAfee VirusScan CD-ROM and read Chapter 11 "About Quarantine".

- **The E-Mail Scan extension.** This component allows you to scan your Microsoft Exchange or Outlook mailbox, or public folders to which you have access, directly on the server. This invaluable “x-ray” peek into your mailbox means that VirusScan software can find potential infections before they make their way to your desktop, which can stop a Melissa-like virus in its tracks. See “Scanning Microsoft Exchange and Outlook mail” on page 253 of the *VirusScan User’s Guide* for details.
- **A cc:Mail scanner.** This component includes technology optimized for scanning Lotus cc:Mail mailboxes that do not use the MAPI standard. Install and use this component if your workgroup or network uses cc:Mail v7.x or earlier. See “Choosing Detection options” on page 116 of the *VirusScan User’s Guide* for details.
- **The Alert Manager Client configuration utility.** This component lets you choose a destination for Alert Manager “events” that VirusScan software generates when it detects a virus or takes other noteworthy actions. You can also specify a destination directory for older-style Centralized Alerting messages, or supplement either method with Desktop Management Interface (DMI) alerts sent via your DMI client software. See “Using the Alert Manager Client Configuration utility” on page 281 of the *VirusScan User’s Guide* for details.
- **The ScreenScan utility.** This optional component scans your computer as your screen saver runs during idle periods. See “Using the ScreenScan utility” on page 269 of the *VirusScan User’s Guide* for details.
- **The SendVirus utility.** This component gives you an easy and painless way to submit files that you believe are infected directly to McAfee anti-virus researchers. A simple wizard guides you as you choose files to submit, include contact details and, if you prefer, strip out any personal or confidential data from document files. See “Using the SendVirus utility to submit a file sample” on page 76 of the *VirusScan User’s Guide* for details.
- **The Emergency Disk creation utility.** This essential utility helps you to create a floppy disk that you can use to boot your computer into a virus-free environment, then scan essential system areas to remove any viruses that could load at startup. See “Using the Emergency Disk Creation utility” on page 49 of the *VirusScan User’s Guide* for details.
- **Command-line scanners.** This component consists of a set of full-featured scanners you can use to run targeted scan operations from the MS-DOS Prompt or Command Prompt windows, or from protected MS-DOS mode. The set includes:

- SCAN.EXE, a scanner for 32-bit environments only. This is the primary command-line interface. When you run this file, it first checks its environment to see whether it can run by itself. If your computer is running in 16-bit or protected mode, it will transfer control to one of the other scanners.
- SCANPM.EXE, a scanner for 16- and 32-bit environments. This scanner provides you with a full set of scanning options for 16- and 32-bit protected-mode DOS environments. It also includes support for extended memory and flexible memory allocations. SCAN.EXE will transfer control to this scanner when its specialized capabilities can enable your scan operation to run more efficiently.
- SCAN86.EXE, a scanner for 16-bit environments only. This scanner includes a limited set of capabilities geared to 16-bit environments. SCAN.EXE will transfer control to this scanner if your computer is running in 16-bit mode, but without special memory configurations.
- BOOTSCAN.EXE, a smaller, specialized scanner for use primarily with the Emergency Disk utility. This scanner ordinarily runs from a floppy disk you create to provide you with a virus-free boot environment.

All of the command-line scanners allow you to initiate targeted scan operations from an MS-DOS Prompt or Command Prompt window, or from protected MS-DOS mode. Ordinarily, you'll use the VirusScan application's graphical user interface (GUI) to perform most scanning operations, but if you have trouble starting Windows or if the VirusScan GUI components will not run in your environment, you can use the command-line scanners as a backup.

- **Documentation.** VirusScan software documentation includes:
 - This *Getting Started Guide*, which introduces the product, provides installation instructions, outlines how to respond if you suspect your computer has a virus, and provides a brief product overview. The printed *Getting Started Guide* comes with the VirusScan software copies distributed on CD-ROM discs.
 - A complete user's guide saved on the VirusScan software CD-ROM or installed on your hard disk in Adobe Acrobat .PDF format. The *VirusScan User's Guide* describes in detail how to use VirusScan and includes other information useful as background or as advanced configuration options. Acrobat .PDF files are flexible online documents that contain hyperlinks, outlines and other aids for easy navigation and information retrieval.

- An administrator's guide saved on the VirusScan software CD-ROM or installed on your hard disk in Adobe Acrobat .PDF format. The *VirusScan Administrator's Guide* describes in detail how to manage and configure VirusScan software.
- An online help file. This file gives you quick access to a full range of topics that describe VirusScan software. You can open this file either by choosing **Help Topics** from the **Help** menu in the VirusScan main window, or by clicking any of the **Help** buttons displayed in VirusScan dialog boxes.

The help file also includes extensive context-sensitive—or “What's This”—help. To see these help topics, right-click buttons, lists, icons, some text boxes, and other elements that you see within dialog boxes. You can also click the ? symbol at the top-right corner in most dialog boxes, then click the element you want to see described to display the relevant topic. The dialog boxes with **Help** buttons open the help file to the specific topic that describes the entire dialog box.

- A README.TXT file. This file contains last-minute additions or changes to the documentation, lists any known behavior or other issues with the product release, and often describes new product features incorporated into incremental product updates. You'll find the README.TXT file at the root level of your VirusScan software CD-ROM or in the VirusScan software program folder—you can open and print it from Windows Notepad, or from nearly any word-processing software.

What's new in this release?

This VirusScan release introduces a number of innovative new features to the product's core functionality, to its range of coverage, and to the details of its application architecture. The section “How does VirusScan software work?” on page 25 of the *VirusScan User's Guide*, discusses many of these features. The single most significant change between previous VirusScan versions and this release, however, is the integration of two separate VirusScan versions optimized to run on separate Windows platforms into a single product that runs on both. This single product also takes full advantage of each platform's strengths.

The next sections discuss other changes that this VirusScan release introduces.





Installation and distribution features

McAfee anti-virus products, including VirusScan software, now use the Microsoft Windows Installer (MSI), which comes with all Windows 2000 Professional systems. This Setup utility offers a wealth of custom installation and configuration features that make VirusScan software rollout across large organizations much easier and more intuitive. To learn more about how to run custom Setup operations with MSI, see Chapter 2, “Installing VirusScan Software” in the *VirusScan Administrator’s Guide*.

Interface enhancements

This release moves the VirusScan interface for all supported platforms solidly into the territory VirusScan anti-virus software for Windows 95, Windows 98 and Windows ME pioneered with its v4.0.1 release. This adds extensive VShield scanner configuration options for the Windows NT Workstation v4.0 and Windows 2000 Professional platforms, while reducing the complexity of some previous configuration options. Alert Manager server configuration, for example, moves entirely over to the NetShield product line—VirusScan software now acts strictly as a configurable client application.

This release also adds a new VirusScan control panel, which functions as a central point from which you can enable and disable all VirusScan components. This control panel also lets you set a ceiling for the number of items you can scan in or exclude from a single operation, and can set the VShield scanner and VirusScan control panel to run at startup. Other changes include:

- New VShield system tray icon states tell you more about which VShield modules are active. These states are:
 -  All VShield modules are active
 -  The System Scan module is active, but one or more of the other VShield modules is inactive
 -  The System Scan module is inactive, but one or more of the other VShield modules is active
 -  All VShield modules are inactive
- New interface settings for task configuration allow you to tell the VirusScan application how you want it to appear as your scheduled task runs and what you want it to do when it finishes. You can also set a password to protect individual task settings from changes, or to protect an entire task configuration at once.

- An updated randomization feature for scheduled tasks allows you to set a time for the task to run, then set a randomization “window.” The VirusScan Console then picks a random time within the window to actually start the task.
- System Scan module action options now include a new Prompt Type configuration option for Windows 95 and Windows 98 systems. This option lets you determine how the **Prompt for user action** alert appears.

Changes in product functionality

- A new Alert Manager Client configuration utility allows you to choose an Alert Manager server installed on your network as an alert message destination, or to select a network share as a destination for Centralized Alerting messages. You can also supplement either of these alert methods with Desktop Management Interface alert messages.
- The Alert Manager server supports Intel Pentium III processor serial numbers to identify individual machines for virus notification. For more information about Intel processor serial numbers, consult the Intel FAQ at <http://support.intel.com/support/processors/pentiumiii/psqa.htm>.

New update options for your VirusScan software

Even with the majority of the virus definitions it requires now incorporated directly into its engine in generic routines, VirusScan software still requires regular .DAT file updates to keep pace with the 200 to 300 new viruses that appear each month. To meet this need, McAfee has incorporated updating technology in VirusScan software from its earliest incarnations. With this release, that technology takes a quantum leap forward with incremental .DAT file updating.

The Network Associates SecureCast service provides a convenient method you can use to receive the latest virus definition (.DAT) file updates automatically, as they become available, without your having to download them.

NOTE: To update the McAfee VirusScan software installed on your computer, click the **update** button in the McAfee VirusScan main window. Make sure that your PC is connected to the internet prior to performing this task.

Installing VirusScan Software

2

Before you begin

McAfee distributes VirusScan software in two ways: 1) as an archived file that you can download from the McAfee website; and 2) on CD-ROM. Although the method you use to transfer VirusScan files from an archive you download differs from the method you use to transfer files from a CD-ROM you place in your CD-ROM drive, the installation steps you follow after that are the same for both distribution types. Review the system requirements shown below to verify that VirusScan software will run on your system, then move to “Preparing to install VirusScan software” on page 14.

System requirements

VirusScan software will install and run on any IBM PC or PC-compatible computer equipped with:


- A processor equivalent to at least an Intel Pentium-class or compatible processor. McAfee recommends an Intel Pentium processor or Celeron processor running at a minimum of 166 MHz.
- A CD-ROM drive. If you downloaded your copy of VirusScan software, this is an optional item.
- At least 40MB of free hard disk space for a full installation. McAfee recommends 75MB.
- At least 16MB of free random-access memory (RAM). McAfee recommends at least 20MB.
- Microsoft Windows 95, Windows 98, Windows ME, Windows NT Workstation v4.0 with Service Pack 4 or later, or Windows 2000 Professional. McAfee recommends that you also have Microsoft Internet Explorer v4.0.1 or later installed, particularly if your system runs any Windows 95 version.

Other recommendations

To take full advantage of VirusScan software’s automatic update features, you should have an Internet connection, either through your local-area network, or via a high-speed modem and an Internet service provider.

Preparing to install VirusScan software

After inserting the McAfee VirusScan on your CD-ROM drive , you should see a VirusScan welcome image appear automatically. To install VirusScan software immediately, click **Install VirusScan**, then skip to Step 4 on page 16 to continue with Setup. If the welcome image does not appear, or if you are installing VirusScan software from files you downloaded, start with Step 2 on page 15.

 **IMPORTANT:** Because Setup installs some VirusScan files as services on Windows NT Workstation v4.0 and Windows 2000 Professional systems, you must log in to your system with Administrator rights to install this product. To run Setup on Windows 95 or Windows 98, you do not need to log in with any particular profile or rights.

Installation options

The “Installation steps” section describes how to install VirusScan software with its most common options on a single computer or workstation. You can choose to do a Typical setup—which installs commonly used VirusScan components but leaves out some VShield modules and the ScreenScan utility—or you can choose to do a Custom setup, which gives you the option to install all VirusScan components.

Installation steps

McAfee recommends that you first quit all other applications you have running on your system before you start Setup. Doing so reduces the possibility that software conflicts will interfere with your installation.

To install VirusScan software, follow these steps:

1. If your computer runs Windows NT Workstation v4.0 or Windows 2000 Professional, log on to your system as Administrator. You must have administrative rights to install VirusScan software on your system.

2. Choose **Run** from the **Start** menu in the Windows taskbar.

The Run dialog box will appear (Figure 2-1).

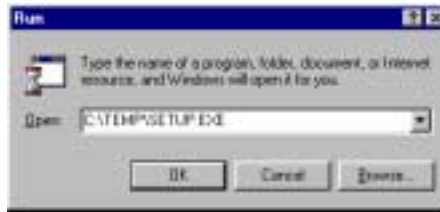


Figure 2-1. Run dialog box

3. Type `<X> : \SETUP . EXE` in the text box provided, then click **OK**.

Here, `<X>` represents the drive letter for your CD-ROM drive or the path to the folder that contains your extracted VirusScan files. To search for the correct files on your hard disk or CD-ROM, click **Browse**.

Before it continues with the installation, Setup first checks to see whether your computer already has version 1.1 of the Microsoft Windows Installer (MSI) utility running as part of your system software.

If your computer runs Windows 2000 Professional, this MSI version already exists on your system. If your computer runs an earlier Windows release, you might still have this MSI version on your system if you previously installed other software that uses MSI. In either of these cases, Setup will display its first wizard panel immediately. Skip to Step 4 to continue.

If Setup does not find MSI v1.1 on your computer, it installs files it needs to continue the installation, then prompts you to restart your computer. Click **Restart System**. For a list of circumstances in which Setup or system upgrades require you to reboot your system, see “Determining when you must restart your computer” on page 44 of the *VirusScan User's Guide*.

When your computer restarts, Setup will continue from where it left off. The Setup welcome panel will appear.



Figure 2-2. Setup welcome panel

4. This first panel tells you where to locate the README.TXT file, which describes product features, lists any known issues, and includes the latest available product information for this VirusScan version. When you have read the text, click **Next>** to continue.
5. The next wizard panel displays the VirusScan software end-user license agreement. Read this agreement carefully—if you install VirusScan software, you agree to abide by the terms of the license.

If you do not agree to the license terms, select **I do not agree to the terms of the License Agreement**, then click **Cancel**. Setup will quit immediately. Otherwise, click **I agree to the terms of the License Agreement**, then click **Next>** to continue.

Setup next checks to see whether previous VirusScan versions or incompatible software exists on your computer. If you have no other anti-virus software or any previous VirusScan versions on your system, it will display either the Security Type or the Setup Type panel. Skip to Step 8 on page 18.

If Setup discovers an earlier VirusScan version on your system, it will tell you that it must remove that earlier version. If your computer runs Windows 95 or Windows 98, Setup also gives you the option to preserve the VShield configuration settings you chose for the earlier version. This option is displayed via the Previous Version Detected panel.

If your computer runs Windows NT Workstation v4.0 or Windows 2000 Professional, Setup will remove the previous VirusScan version, but will *not* preserve any previous VShield scanner settings.

6. Select **Preserve On Access Settings**, if the option is available, then click **Next>** to continue.

If Setup finds incompatible software, it will display the Incompatible software panel wizard panel that gives you the option to remove the conflicting software.

If you have no incompatible software on your system and your computer runs Windows 95 or Windows 98, skip to Step 9 on page 19 to continue with the installation. If you have no incompatible software and your system runs Windows NT Workstation v4.0 or Windows 2000 Professional, skip to Step 8 on page 18 to continue. Otherwise, continue with Step 7.



Figure 2-3. Incompatible software panel

7. Select the checkbox shown, then click **Next>**. Setup will start the uninstallation utility that the conflicting software normally uses, and allow it to remove the software. The uninstallation utility might tell you that you need to restart your computer to completely remove the other software. You do *not* need to do so to continue with your VirusScan installation—so long as the other software is not active, Setup can continue without conflicts.

-
- ❑ **NOTE:** McAfee strongly recommends that you remove incompatible software. Because most anti-virus software operates at a very low level within your system, two anti-virus programs that compete for access to the same files or that perform critical operations can make your system very unstable.
-

If your computer runs Windows NT Workstation v4.0 or Windows 2000 Professional, Setup next asks you which security mode you want to use to run VirusScan software on your system.

The options in this panel govern whether others who use your computer can make changes to the configuration options you choose, can schedule and run tasks, or can enable and disable VirusScan components.

VirusScan software includes extensive security measures to ensure that unauthorized users cannot make any changes to software configurations in Maximum Security mode. The Standard Security mode allows all users to have access to all configuration options. You can configure any of these options via the Security Type panel window.

Either option you choose here will install the same VirusScan version, with the same configuration options, and with the same scheduled tasks for all system users.



Figure 2-4. Security Type panel

8. Select the security mode you prefer. Your choices are:

- **Use Maximum Security.** Select this option to require users to have Administrator rights to your computer in order to change any configuration options, to enable or disable any VirusScan component, or to configure and run scheduled tasks.

Users who do not have administrative rights may still configure and run their own scan operations with the VirusScan application and save settings for those operations in a .VSC file, but they cannot change default VirusScan application settings. To learn more about how to configure and save VirusScan application settings, see Chapter 3, “Using the VirusScan application.”

- **Use Standard Security.** Select this option to give any user who logs into your computer the ability to change any configuration option, enable or disable and VirusScan component, or schedule and run any task.

Setup will then ask you to choose a Typical or a Custom setup for your computer via the Setup Type panel.



Figure 2-5. Setup Type panel

9. Choose the Setup Type you prefer. Your choices are:
 - **Typical Installation.** This option installs all available features contained in the McAfee VirusScan product.

- **Custom Installation.** This option allows you to customized McAfee VirusScan by only selecting specific features of the product to be installed on your computer.

10. Choose the option you prefer, then click **Next>** to continue.






If you chose **Custom Setup**, you'll see the corresponding panel.

Otherwise, skip to Step 13 on page 21 to continue with your installation.



Figure 2-6. Custom Setup panel

11. Choose the VirusScan components you want to install. You can:

- Add a component to the installation. Click  beside a component name, then choose  **This feature will be installed on local hard drive** from the menu that appears. To add a component and any related modules within the component, choose  **This feature, and all subfeatures, will be installed on local hard drive** instead. You can choose this option only if a component has related modules.
- Remove a component from the installation. Click  beside a component name, then choose  **This feature will not be available** from the menu that appears.

- ☐ **NOTE:** The VirusScan Setup utility does not support the other options shown in this menu. You may not install VirusScan components to run from a network, and VirusScan software has no components that you can install on an as-needed basis.

You can also specify a different disk and destination directory for the installation. Click **Change**, then locate the drive or directory you want to use in the dialog box that appears. To see a summary of VirusScan disk usage requirements relative to your available hard disk space, click **Disk Usage**. The wizard will highlight disks that have insufficient space.

12. When you have chosen the components you want to install, click **Next>** to continue.

Setup will show you the Ready to Install wizard panel that confirms its readiness to begin installing files.



Figure 2-7. Ready to Install panel

13. Click **Install** to begin copying files to your hard drive. Otherwise, click **<Back** to change any of the Setup options you chose.

Setup first removes any previous VirusScan versions or incompatible software from your system, then copies VirusScan program files to your hard disk. When it has finished, it displays the Completing Setup panel that asks if you want to configure the product you installed.



Figure 2-8. VirusScan Configuration panel

14. From the VirusScan Configuration panel (Figure 2-8), you can skip configuration to finish your installation, or you can select to configure the available options displayed.

- **Scan boot record at startup.** Select this checkbox to have Setup write these lines to your Windows AUTOEXEC.BAT file:

```
C:\PROGRA~1\COMMON~1\NETWOR~1\VIRUSS~1\40~1.XX\SCAN
.EXE C:\
@IF ERRORLEVEL 1 PAUSE
```

This tells your system to start the VirusScan Command Line scanner when your system starts. The scanner, in turn, will pause if it detects a virus on your system so that you can shut down and use the VirusScan Emergency Disk to restart.

If your computer runs Windows NT Workstation v4.0, Windows ME or Windows 2000 Professional, you may not choose **Scan boot record at startup**, but you may choose either of the other options. Neither Windows NT Workstation, Windows ME, nor Windows 2000 permit software to scan or make changes to hard disk boot sectors or master boot records. Also, these operating systems do not use an AUTOEXEC.BAT file for system startup.

15. The next set of screens will display options that will allow you to run other components of McAfee VirusScan such as running the Safe & Sound utility, the VirusScan update, and the Rescue Disk (Figure 2-9).

NOTE: Safe & Sound utility will not be available when installing in Windows NT or Windows 2000.



Figure 2-9. Configuration panel

Choose configuration options for your installation. You can choose to scan your system, create an emergency disk, or update your virus definition files before you start the VShield scanner and the VirusScan Console.

NOTE: For more information on any of these options, you can refer to the online Help of McAfee VirusScan.

16. In the next screen (Figure 2-10), select the **Enable McAfee VirusScan Protection** checkbox, then click **Finish**. The VirusScan software “splash screens” will appear, and the VShield scanner and VirusScan Console icons will appear in the Windows system tray. Your software is ready for use.



Figure 2-10. Successful Installation panel

17. After you click Finish, the McAfee VirusScan Installer Information dialog box is displayed where you will be prompted to restart your computer (Figure 2-11).



Figure 2-11. McAfee VirusScan Installer Information dialog box

-
- ☐ **NOTE:** If you had a previous VirusScan version installed on your computer, you must restart your system in order to start the VShield scanner. Click Yes to restart your computer.
-

Using the VirusScan application

3

Starting the VirusScan application

You can start the VirusScan application in its own window, or as part of a scheduled scan task. The method you choose depends on what sort of scan operation you want to run. When you first start it, the application window opens so that you can make changes to its configuration. You must click **Scan Now** or **Run Now** in a separate step to start an actual scan operation.

Displaying the VirusScan application main window

Follow these steps:

1. Click **Start** in the Windows taskbar, point to **Programs**, then to McAfee. Next, choose **McAfee VirusScan**.

The VirusScan main window appears (Figure 3-1).



Figure 3-1. VirusScan main window

From the McAfee VirusScan main window, you can:

- **Start scanning immediately.** Click **Scan** to have the application scan your system with the last configuration options you set, or with default options.

The following screen (Figure 3-2) allows you to select which area of your computer you want to scan. After selecting, click Scan Now. Following through the succeeding screens to complete the task.

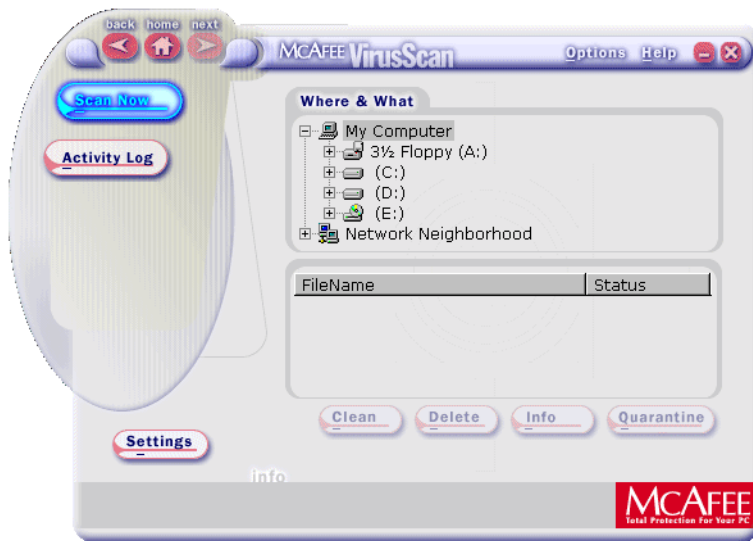



Figure 3-2. Scan Now window

- **View the VirusScan application activity log.** Through this window you are able to view a log of VirusScan activities performed on your computer. You can also select to clear or print any of these activity logs (see Figure 3-3).

VSClog - Notepad					
File Edit Search Help					
8/18/98	4:50 PM	Scan	Started	sbrennan	On Demand Scan
8/18/98	4:50 PM	Scan	Settings	sbrennan	Current scan settings:
8/18/98	4:50 PM	Scan	Settings	sbrennan	Log file size is 1
8/18/98	4:50 PM	Scan	Settings	sbrennan	Action options
8/18/98	4:50 PM	Scan	Settings	sbrennan	Automatically clear
8/18/98	4:50 PM	Scan	Settings	sbrennan	Automatically delet
8/18/98	4:50 PM	Scan	Settings	sbrennan	Log options
8/18/98	4:50 PM	Scan	Settings	sbrennan	Virus detections
8/18/98	4:50 PM	Scan	Settings	sbrennan	Cleaned files
8/18/98	4:50 PM	Scan	Settings	sbrennan	Deleted files
8/18/98	4:50 PM	Scan	Settings	sbrennan	Moved files
8/18/98	4:50 PM	Scan	Settings	sbrennan	Scan Options
8/18/98	4:50 PM	Scan	Settings	sbrennan	Subdirectories
8/18/98	4:50 PM	Scan	Settings	sbrennan	All files
8/18/98	4:50 PM	Scan	Settings	sbrennan	Compressed files
8/18/98	4:50 PM	Scan	Settings	sbrennan	Skip memory scan
8/18/98	4:50 PM	Scan	Settings	sbrennan	Priority [1-5]
8/18/98	4:50 PM	Scan	Settings	sbrennan	Program extensions
RTF RTM SYS UXD DLL					
8/18/98	4:50 PM	Scan	Settings	sbrennan	Scan targets
8/18/98	4:50 PM	Scan	Settings	sbrennan	All fixed disks
8/18/98	4:55 PM	Scan	Summary	sbrennan	Scan Summary
8/18/98	4:55 PM	Scan	Summary	sbrennan	Memory scan
8/18/98	4:55 PM	Scan	Summary	sbrennan	Boot sectors scanned
8/18/98	4:55 PM	Scan	Summary	sbrennan	Boot sectors infected
8/18/98	4:55 PM	Scan	Summary	sbrennan	Boot sectors cleaned

Figure 3-3. VirusScan Activity Log

- **Open the online help file.** Choose **Help Topics** from the **Help** menu to see a list of VirusScan help topics. To see a context-sensitive description of buttons, lists and other items in the VirusScan window, choose **What's this?** from the **Help** menu, then click an item with your left mouse button after your mouse cursor changes to .
- **Set options.** From the main window, the Options icon (see Figure 3-4) allows you to access and customize settings of the other components of McAfee VirusScan via a drop-down menu (e.g., Safe & Sound, and Emergency Disk).

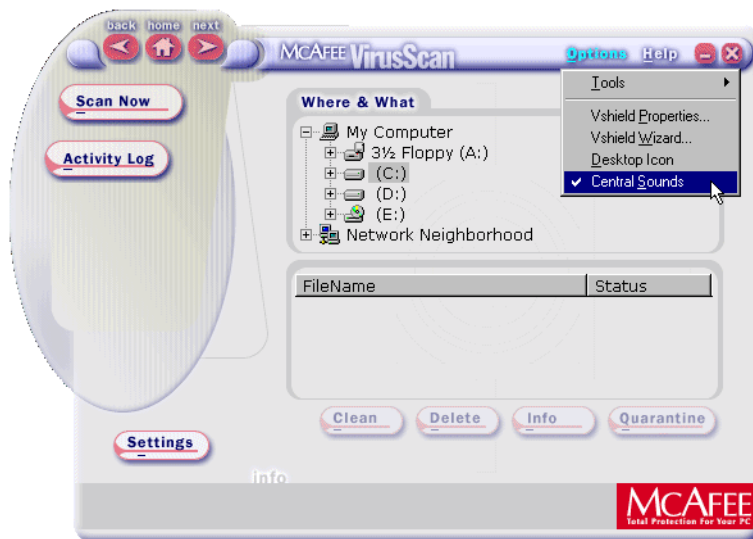


Figure 3-4. Options drop-down menu

2. Choose **X** from the **File** menu to quit the application.

NOTE: For more information on any of features, options and tools available via the main screen, refer to the online Help or access the PDF formatted file of the User's Guide (i.e., vscan51_userguide.pdf) included in the McAfee VirusScan CD-ROM.

Removing Infections From Your System

4

If you suspect you have a virus...

First of all, don't panic! Although far from harmless, *most* viruses that infect your machine will not destroy data, play pranks, or render your computer unusable. Even the comparatively rare viruses that do carry a destructive payload usually produce their nasty effects in response to a trigger event. In most cases, unless you actually see evidence of a payload that has activated, you will have time to deal with the infection properly. The very presence of these small snippets of unwanted computer code can, however, interfere with your computer's normal operation, consume system resources and have other undesirable effects, so you should take them seriously and be sure to remove them when you encounter them.

A second idea to keep in mind is that odd computer behavior, unexplained system crashes, or other unpredictable events might have causes other than virus infections. If you believe you have a virus on your computer because of occurrences such as these, scanning for viruses might not produce the results you expect, but it will help eliminate one potential cause of your computer problems.

The safest course of action you can take is to install VirusScan software, then scan your system immediately and thoroughly.

When you install VirusScan software, Setup starts the VirusScan application to examine your computer's memory and your hard disk boot sectors in order to verify that it can safely copy its files to your hard disk without risking their infection. If the application does not detect any infections, continue with the installation, then scan your system thoroughly as soon as you restart your computer. File-infector viruses that don't load into your computer's memory or hide in your hard disk boot blocks might still be lurking somewhere on your system. See Chapter 2, "Installing VirusScan Software," to learn about virus scanning during setup. See Chapter 3, "Using the VirusScan application," to learn how to scan your system.

If the VirusScan application detects a virus during Setup, you'll need to remove it from your system before you install the program. To learn how to do so, follow the steps that begin on page 30.



IMPORTANT: To ensure maximum security, you should also follow these same steps if a VirusScan component detects a virus in your computer's memory at some point after installation.

If VirusScan software found an infection during installation, follow these steps carefully:

1. Quit Setup immediately, then shut down your computer.

Be sure to turn the power to your system off completely. Do *not* press CTRL+ALT+DEL or reset your computer to restart your system—some viruses can remain intact during this type of “warm” reboot.

2. If you created a VirusScan Emergency Disk during installation, or if your VirusScan copy came with one, lock the disk, then insert it into your floppy drive.

☐ **NOTE:** If your VirusScan software copy did not come with an Emergency Disk, or if you could not create an Emergency Disk during Setup, you must create a disk on an *uninfected* computer. Locate a computer that you know is virus-free, then follow the steps outlined in “Using the Emergency Disk Creation utility” on page 49 of the VirusScan *User's Guide*.

3. Wait at least 15 seconds, then start your computer again.

☐ **NOTE:** If you have your computer's BIOS configured to look for its boot code first on your C: drive, you should change your BIOS settings so that your computer looks first on your A: or B: drive. Consult your hardware documentation to learn how to configure your BIOS settings.

After it starts your computer, the Emergency Disk runs a batch file that leads you through an emergency scan operation. The batch file first asks you whether you cycled the power on your computer.

4. Type *y* to continue, then skip to Step 7. If you did not, type *n*, then turn your computer completely off and begin again.

The batch file next tells you that it will start a scan operation.

5. Read the notice shown on your screen, then press any key on your keyboard to continue.

The Emergency Disk will load the files it needs into memory. If you have extended memory on your computer, it will load its database files into that memory for faster execution.

BOOTSCAN.EXE, the command-line scanner that comes with the Emergency Disk, will make four scanning passes to examine your hard disk boot sectors, your Master Boot Record (MBR), your system directories, program files, and other likely points of infection on all of your local computer's hard disks.

-
- ☐ **NOTE:** McAfee strongly recommends that you do not interrupt the BOOTSCAN.EXE scanner as it runs its scan operation. The Emergency Disk will not detect macro viruses, script viruses, or Trojan horse programs, but it will detect common file-infecting and boot-sector viruses.
-

If BOOTSCAN.EXE finds a virus, it will try to clean the infected file. If it fails, it will deny access to the file and continue the scan operation. After it finishes all of its scanning passes, it shows a summary report the actions it took for each hard disk on the screen. The report tells you:

- How many files the scanner examined
- How many files of that number are clean, or uninfected
- How many files contain potential infections
- How many files of that number the scanner cleaned
- How many boot sector and MBR files the scanner examined
- How many boot sector and MBR files contain potential infections

If the scanner detects a virus, it beeps and reports the name and location of the virus on the screen.

6. When the scanner finishes examining your hard disk, remove the Emergency Disk from your floppy drive, then shut your computer off again.
7. When BOOTSCAN.EXE finishes examining your system, you can either:
 - **Return to working with your computer.** If BOOTSCAN.EXE did not find a virus, or if it cleaned any infected files it did find, remove the Emergency Disk from your floppy drive, then restart your computer normally. If you had planned to install VirusScan software on your computer but stopped when Setup found an infection, you can now continue with your installation.
 - **Try to clean or delete infected files yourself.** If BOOTSCAN.EXE found a virus that it could not remove, it will identify the infected files and tell you that it could not clean them, or that it does not have a current remover for the infecting virus.

As your next step, locate and delete the infected file or files. You will need to restore any files that you delete from backup files. Be sure to check your backup files for infections also. Be sure also to use the VirusScan application at your earliest opportunity to scan your system completely in order to ensure that your system is virus-free.

What does the VShield scanner do?


McAfee desktop anti-virus products use two general methods to protect your system. The first method, background scanning, operates continuously, watching for viruses as you use your computer for everyday tasks. In the VirusScan product, the VShield scanner performs this function. A second method allows you to initiate your own scan operations. The VirusScan application generally handles these tasks. To learn more about the application, see Chapter 3, “Using the VirusScan application.”

Depending on how you configure it, the VShield scanner can monitor any file that arrives on or leaves your system, whether on floppy disk, over your network, in file attachments that accompany e-mail messages, or from the Internet. The scanner looks for viruses as you open, save, copy, rename or otherwise modify your files, and it probes your computer's memory during any file activity. The scanner starts when you start your computer, and stays in memory until you shut it or your system down. The scanner also includes optional features that guard against hostile Java applets and ActiveX controls, and that keep your computer from connecting to dangerous Internet sites.

The VShield scanner consists of five related modules, each of which has a specialized function. You can configure settings for all of these modules in the VShield Properties dialog box. The VShield modules are:

- **System Scan.** This module looks for viruses on your hard disk as you work with your computer. It tracks files as your system or other computers read files from your hard disk or write files to it. It can also scan floppy disks and network drives mapped to your system.
- **E-Mail Scan.** This module scans e-mail messages and message attachments that you receive via intraoffice e-mail systems, and via the Internet. It scans your Microsoft Exchange or Outlook mailbox on your Microsoft Exchange server, and older cc:Mail e-mail systems.
- **Download Scan.** This module scans files that you download to your system from the Internet. If you have enabled the Internet mail option in the E-Mail Scan module, this will include e-mail and file attachments that arrive via SMTP or POP-3 e-mail systems.
- **Internet Filter.** This module looks for and blocks hostile Java classes and ActiveX controls from downloading to and executing from your system as you visit Internet sites. It can also block your browser from connecting to potentially dangerous Internet sites that harbor malicious software.

- **Security.** This module provides password protection for the remaining VShield modules. You can protect any or all individual module property pages and set a password to prevent unauthorized changes.

 **NOTE:** Because the VShield scanner runs continuously, you should not install or run more than one VShield scanner on the same workstation. Doing so can cause the scanners to interfere with each others' operations.

Why use the VShield scanner?

The VShield scanner has unique capabilities that make it an integral part of the VirusScan comprehensive anti-virus software security package. These capabilities include:

- **On-access scanning.** This means that the scanner looks for viruses in files that you open, copy, save, or otherwise modify, and files that you read from or write to floppy disks and network drives. It therefore can detect and stop viruses as soon as they appear on your system, including those that arrive via e-mail or as downloads from the Internet. This means you can make the VShield scanner both your first line of anti-virus defense, and your backstop protection in between each scan operation that you perform. The VShield scanner detects viruses in memory and as they attempt to execute from within infected files.
- **Malicious object detection and blocking.** The VShield scanner can block harmful ActiveX and Java objects from gaining access to your system, before they pose a threat. The scanner does this by scanning the hundreds of objects you download as you connect to the web or to other Internet sites, and the file attachments you receive with your e-mail. It compares these items against a current list of harmful objects that it maintains, and blocks those that could cause problems.
- **Internet site filtering.** The VShield scanner comes with a list of dangerous web- or Internet sites that pose a hazard to your system, usually in the form of downloadable malicious software. You can add any other site that you want to keep your browser software from connecting to, either by listing its Internet Protocol (IP) address or its domain name.
- **Automatic operation.** The VShield scanner integrates with a range of browser software and e-mail client applications. This allows the scanner to log on to and scan your e-mail attachments for viruses before they ever reach your computer.

Browser and e-mail client support

The VShield scanner works seamlessly with many of the most popular web browsers and e-mail client software available for the Windows platform. To work with your browser, the scanner requires no setup beyond what you have already done to connect your computer to the Internet. You must configure the scanner, however, to work correctly with your e-mail client software. See “Using the VShield configuration wizard” on page 40 or “Setting VShield scanner properties” on page 97 of the *VirusScan User’s Guide* to learn how to do the required setup.

McAfee has tested these web browsers and verified that they work correctly with the VShield scanner:

- Netscape Navigator v3.x
- Netscape Navigator v4.0.x (not including v4.0.6)
- Microsoft Internet Explorer v3.x, v4.x and v5.x

McAfee has also tested these e-mail clients and verified that they work with the VShield Download Scan module:

- Microsoft Outlook Express
- Qualcomm Eudora v3.x and v4.x
- Netscape Mail (included with most versions of Netscape Navigator and Netscape Communicator)
- America Online mail v3.0, v4.0 and v5.0

In order to work with the VShield E-mail Scan module, your corporate e-mail system must use Lotus cc:Mail, Microsoft Exchange, or Microsoft Outlook client. McAfee has tested these clients and has verified that they work correctly with the E-mail Scan module:

- Microsoft Exchange v4.0, v5.0 and v5.5
- Microsoft Outlook 97 and Outlook 98
- Lotus cc:Mail v6.x, v7.x, and v8.x (not MAPI-compliant)

McAfee does not certify VShield software compatibility with client software not listed above.

Enabling or starting the VShield scanner


At the end of the VirusScan installation, Setup asks if you want to enable the VShield scanner at that time. If you agree, the VShield scanner should load into memory immediately and begin working with a default set of options that give you basic anti-virus protection. If you do not agree, the VShield scanner will load automatically the next time you restart your computer.

When the VShield scanner first starts, it displays an icon in the Windows system tray that indicates which of its modules are active. To learn what each icon state means, see “Understanding the VShield system tray icon states” on page 39.

At first, the scanner enables only its System Scan module, which scans viruses that arrive on your system from floppy disks and other removable media, from local-area network connections, and similar areas. The System Scan module also scans files that arrive via your e-mail system and from the Internet, but to do so, it requires the aid of the other VShield modules: E-Mail Scan, Download Scan, and Internet Filter.

 **IMPORTANT:** To use the E-Mail Scan, Download Scan or Internet Filter modules, you must install them from the Custom option in Setup. To learn how to do so, see Chapter 2, “Installing VirusScan Software.”

If your computer runs Windows NT Workstation v4.0 or Windows 2000 Professional, the VShield scanner loads as a Windows NT service called VShield, which you can see in the Windows Services control panel.

 **NOTE:** McAfee recommends that you do not start or stop the VShield service from the Windows control panel. Instead, you can stop and restart the scanner from the provided VirusScan control panel. To learn more about how to use the VirusScan control panel, see “Understanding the VirusScan control panel” section of the VirusScan *User's Guide*.

If your computer runs Windows 95 or Windows 98, the scanner loads in a way that mimics a Windows service on that platform. This service is not visible in the Windows user interface.

Starting the scanner automatically

If the VShield scanner does not start automatically, you can set it to do so in the VirusScan control panel.

Follow these steps:


1. Click **Start** in the Windows taskbar, point to **Settings**, then choose **Control Panel**.
2. Locate and double-click the VirusScan control panel  to open it.
3. Click the Components tab (Figure 5-1).




Figure 5-1. VirusScan control panel - Components page

4. Select the **Load VShield on startup** checkbox at the top of the Components property page.
5. Click **OK** to close the control panel.


Enabling the VShield scanner and its modules

Once you have all VShield components installed, you can use any of four methods to enable them, in various combinations. Three methods appear here. See the *VirusScan User's Guide* to learn about the fourth.

-  **NOTE:** Enabling a module means activating it and loading it into your computer's memory for use. The VShield scanner can start and remain active in memory even with none of its modules enabled.

Method 1: Use the VShield shortcut menu


Follow these steps:

1. Right-click the VShield icon  in the Windows system tray to display its shortcut menu.
2. Point to **Quick Enable**.
3. Choose one of the module names shown without a check mark. Module names that have a check mark beside them are active. Those without a check mark are inactive. If you use this method to enable a module, it remains enabled until you restart your VirusScan software or your computer. At that point, its state will depend on whether you have enabled or disabled the module in the VirusScan Properties dialog box.

Depending on which combination of modules you enable, the VShield icon will display a different state. To learn what the different icon states mean, see “Understanding the VShield system tray icon states” on page 39.

Method 2: Use the System Scan Status dialog box

Follow these steps:

1. Double-click the VShield icon  in the Windows system tray to open the System Scan Status dialog box (Figure 5-1).

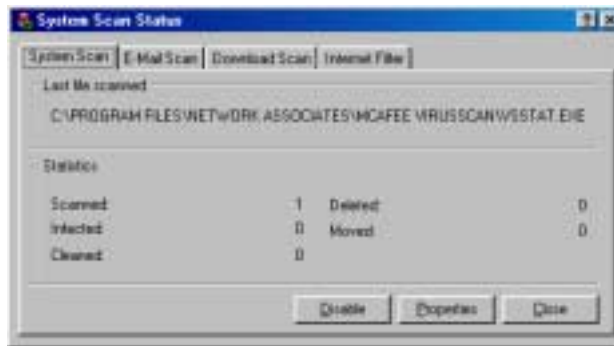



Figure 5-1. System Scan Status dialog box

2. For each module that you want to enable, click the corresponding tab, then click **Enable**. The same button in the property page for active modules will read **Disable**.
3. Click **Close** to close the dialog box.

Method 3: Use the VShield Properties dialog box

Follow these steps:

1. Right-click the VShield icon  in the Windows system tray to display the VShield shortcut menu, point to **Properties**, then choose **System Scan** to open the VShield Properties dialog box.

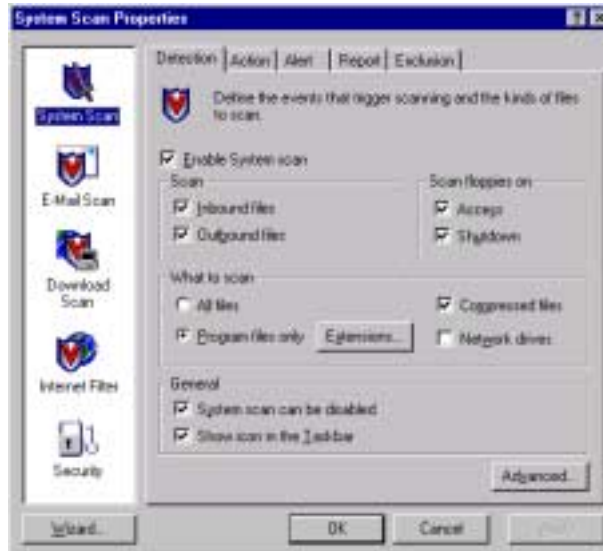


Figure 5-2. VShield Properties dialog box

2. For each module that you want to enable, click the corresponding icon along the left side of the dialog box, then click the Detection tab.
3. Select the **Enable** checkbox at the top of each page.

Understanding the VShield system tray icon states

The VShield scanner displays four different icon states in the Windows system tray to indicate which, if any, of its modules are active. An active module is one that the VShield scanner has enabled, or loaded into memory, and that is ready to scan inbound and outbound files. An inactive module is one that the VShield scanner has disabled. Such modules do not scan files.

The following table shows and describes each icon state:



This icon means that the VShield scanner has started and all VShield modules are active



This icon means that the System Scan module is active, but one or more of the other VShield modules is inactive



This icon means that the System Scan module is inactive, but one or more of the other VShield modules is active



This icon means that all VShield modules are inactive

Using the VShield configuration wizard

After you install VirusScan software and restart your computer, the VShield scanner loads into memory immediately and begins working with a default set of options that give you basic anti-virus protection. Unless you disable it or one of its modules—or stop it entirely—you never have to worry about starting the scanner or scheduling scan tasks for it.

To ensure more than a minimal level of security, however, you should configure the scanner to work with your e-mail client software and have it examine your Internet traffic closely for viruses and malicious software. The VShield configuration wizard can help you set up many of these options right away—you can then tailor the program to work better in your environment as you become more familiar with the scanner and your system's susceptibility to harmful software.

To start the VShield configuration wizard:


1. Right-click the VShield icon  in the Windows system tray to display the VShield shortcut menu, point to **Properties**, then choose **System Scan** to open the VShield Properties dialog box (see Figure 5-2 on page 39).
2. Click **Wizard** in the lower-left corner of the dialog box to display the configuration wizard welcome panel.
3. Click **Next>** to display the System Scan configuration panel (Figure 5-3).



Figure 5-3. VShield configuration wizard - System Scan panel

Here you can tell the VShield scanner to look for viruses in files susceptible to infection whenever you open, run, copy, save or otherwise modify them. Susceptible files include various types of executable files and document files with embedded macros, such as Microsoft Office files.

The System Scan module will also scan files stored on floppy disks whenever you read from or write to them, or when you shut down your computer.

If it finds a virus, the module will sound an alert and prompt you for a response. The module will also record its actions and summarize its current settings in a log file that you can review later.

4. To enable these functions, click **Yes**, then click **Next>**. Otherwise, click **No**, then click **Next>** to continue.

The E-mail Scan wizard panel will appear (Figure 5-4).



Figure 5-4. VShield configuration wizard - E-mail Scan panel

5. Select the **Enable e-mail scanning** checkbox, then select the checkbox that corresponds to the type of e-mail client you use. Your choices are:
 - **Internet e-mail clients.** Select this checkbox if you use a Post Office Protocol (POP-3) or Simple Mail Transfer Protocol (SMTP) e-mail client that sends and receives standard Internet mail directly or through a dial-up connection. If you send and receive e-mail from home and use Netscape Mail, America Online, or such popular clients as Qualcomm's Eudora or Microsoft's Outlook Express, be sure to select this option.
 - **Enable Corporate Mail.** Select this checkbox if you use a proprietary e-mail system at work or in a networked environment. Most such systems use a central network server to receive and distribute mail that individual users send to each other from client applications. Such systems might send and receive mail from outside the network or from the Internet, but they usually do so through a "gateway" application run from the server.

The E-Mail Scan module supports corporate e-mail systems that fall into two general categories:

- **Lotus cc:Mail.** Select this button if you use cc:Mail versions 6.x and later, which use a proprietary Lotus protocol for sending and receiving mail.
- **MAPI-compliant e-mail client.** Select this button if you use Microsoft Exchange or Microsoft Outlook, as your corporate e-mail system.

Specify which e-mail system you use, then click **Next>** to continue.

- ☐ **NOTE:** If you use both types of mail systems, select both checkboxes. Note that the E-Mail Scan module supports only one type of *corporate* e-mail system at a time, however. If you need to verify which e-mail system your office uses, check with your network administrator.

Be sure to distinguish between Microsoft Outlook and Microsoft Outlook Express. Although the two programs share similar names, Outlook 97 and Outlook 98 are MAPI-compliant corporate e-mail systems, while Outlook Express sends and receives e-mail through the POP-3 and SMTP protocols. To learn more about these programs, consult your Microsoft documentation.

The next wizard panel sets options for the VShield Download Scan module (Figure 5-5).



Figure 5-5. VShield Configuration Wizard - Download Scan panel

6. To have the Download Scan module look for viruses in each file that you download from the Internet, select the **Yes, do scan my downloaded files for viruses** checkbox, then click **Next>** to continue.

The module will look for viruses in those files most susceptible to infection and will scan compressed files as you receive them.

Otherwise, select the **No, do not enable download scanning** checkbox, then click **Next>** to continue.

The next wizard panel sets options for the VShield Internet Filter module (Figure 5-6).



Figure 5-6. VShield configuration wizard - Internet Filter panel

7. To have the Internet Filter module block hostile Java and ActiveX objects or dangerous Internet sites that can cause your system harm, select **Yes, enable hostile applet protection and access prevention to unsafe websites**, then click **Next>**.

The Internet Filter module maintains a list of harmful objects and sites that it uses to check the sites you visit and the objects you encounter. If it finds a match, it can either block it automatically, or offer you the chance to allow or deny access.

To disable this function, select **No, do not enable hostile applet protection and access prevention to unsafe websites**, then click **Next>** to continue.


The final wizard panel summarizes the options you chose (Figure 5-7).



Figure 5-7. VShield configuration wizard - summary panel

8. If the summary list accurately reflects your choices, click **Finish** to save your changes and return to the VShield Properties dialog box. Otherwise, click **<Back** to change any options you chose, or **Cancel** to return to the VShield Properties dialog box without saving any of your changes.

Using the VShield shortcut menu

The VShield scanner groups several of its common commands in a shortcut menu associated with its system tray icon . Double-click this icon to display the VShield Status dialog box. Right-click the icon to display these commands:

- **Status.** Choose this to open the VShield Status dialog box.
- **Properties.** Point to this, then choose one of the modules listed to open the VShield Properties dialog box to the property page for that module.
- **Quick Enable.** Point to this, then choose one of the VShield modules listed to activate or deactivate it. Those modules displayed in the menu with check marks are active; those without are inactive. If you use this method to disable a module, it stays disabled until you restart your computer.
- **About.** Choose this to display the VShield scanner's version number and serial number, the version number and creation date for the current .DAT files in use, and a McAfee copyright notice.
- **Exit.** Choose this to stop all VShield modules and to unload the entire VShield scanner from memory.

Updates

You will receive one free year of updates on new virus signature files. Updating the virus signature files for McAfee VirusScan on a regular schedule is essential in ensuring that all new viruses are detected for a completely protected system.

To update your signature files, simply click on the UPDATE button in the McAfee VirusScan home page. Make sure that your PC is connected to the Internet as VirusScan will automatically update the files for you.

After one year from your purchase of this software, you can purchase another year of DAT signature files update for \$4.95.

How to Contact McAfee

BEFORE YOU CONTACT McAfee Software for technical support, locate yourself near the computer with McAfee VirusScan installed and verify the information listed below:

- Have you sent in your product registration card?
- Version of McAfee VirusScan
- Customer number if registered
- Model name of hard disk (internal or external)
- Version of system software
- Amount of memory (RAM)
- Extra cards, boards or monitors
- Name and version of conflicting software
- EXACT error message as on screen
- What steps were performed prior to receiving error message?
- A complete description of problem

Customer service

To order products or obtain product information, contact the McAfee Customer Care department at (972) 308-9960 or write to the following address:

Network Associates
3965 Freedom Circle
Santa Clara, CA 95054
U.S.A.

If you need further assistance or have specific questions about our products, send your questions via email to the appropriate address below:

- For general questions about ordering software: mcafeestore@beyond.com
- For help in downloading software: mcafeedownloadhelp@beyond.com
- For a status on an existing order: mcafeeorderstatus@beyond.com

To inquire about a promotion: mcafeepromotions@beyond.com

Technical support

Support via the web

McAfee is famous for its dedication to customer satisfaction. We have continued this tradition by making our site on the World Wide Web (<http://www.mcafeehelp.com>) a valuable resource for answers to technical support issues.

We encourage you to make this your first stop for answers to frequently asked questions, for updates to McAfee software, and for access to McAfee news and virus information.

Take advantage of the McAfee Product KnowledgeCenter—your free online product support center - 24 hours a day, 7 days a week (<http://www.mcafeehelp.com>).

Telephone support numbers

30-Day Free Telephone Support	972-855-7044
Per Minute Telephone Support	1-900-225-5624
Per Incident Telephone Support (\$35)	1-800-950-1165

Disclaimer: Time and telephone numbers are subject to change without prior notice.

Download Information (License ID #: VSF500R)

B

As a valued McAfee customer, we are committed to keeping your system FREE from virus infection. To protect against the newest virus threats, keep your VirusScan installation up to date!

Per your McAfee Software License Agreement, you are eligible for one (1) FREE Upgrade within ninety (90) days of purchase. This document explains the different ways you can access your FREE VirusScan upgrade.

If you have difficulties downloading or applying the upgrade files through any of the methods listed below, you can call McAfee Technical Support at 972-855-7044.

SecureCast™ (For Windows 95/98 Retail Version):

SecureCast is the easiest way to Update & Upgrade your copy of VirusScan for Windows 95/98. With a click of a button, SecureCast will automatically deliver your software Updates and your FREE product Upgrade to your system. To update your copy of VirusScan, just click the Update button on the VirusScan Central interface.

Internet Access

You will need a World Wide Web (WWW) browser, such as Internet Explorer, Netscape or the AOL web browser to access the McAfee web site.

1. Enter the WWW address for the McAfee Home Page into the appropriate area of your Internet browser. Type: <http://www.mcafee.com>
2. When the McAfee Home page is loaded, click the "download" tab
3. When the download centers page is loaded (<http://www.mcafee.com/centers/download/>), look for the highlighted, underlined "Upgrades" and click on this link.
4. On the Upgrade information page, click on the Upgrade McAfee Antivirus link
5. On the McAfee Antivirus Upgrade page enter the Licensed ID#: identified at the top of this card in the appropriate location. Press submit.
6. On the McAfee Antivirus customer identification page enter your email address in location provided and press submit.

7. If previously registered, the thank you page is displayed. To begin download of product - click on the download button.
8. If not previously registered, the McAfee Product Registration page is displayed. You will be asked to enter your Last Name, First Name, Postal Code, Country, State and a password that you make up. Press submit. Once submitted a thank you page is displayed. An access URL will be emailed automatically to email address that you have entered.
9. When the email is opened you will be instructed to click on the url enclosed. A thank you is displayed with a download button. Click on the download button to begin downloading the upgrade.
10. After the file is downloaded and saved to your hard drive, extract or unzip the file (if necessary), and run the setup program.

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