'e Scan ™

NEW SLEEK & POWERFUL

Internet Security Suite
Anti-Virus & Content Security

eScan Internet Security Suite

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

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eScan Internet Security Suite

MicroWorld Welcomes You!

Introduction

eScan Internet Security Suite (ISS) provides you with the best possible protection against malware and other threats that lurk over the Internet. In addition to protecting your personal data, identity, and network, it provides you with a secure and seamless online experience while you make purchases from Web sites, perform online banking transactions, or browse Web pages.

eScan ISS epitomizes the next generation of Information Security solutions, which handle security threats emerging from new dimensions without compromising on the performance of your computer. One of the reasons why eScan ISS is so effective is that it powered by the MicroWorld Winsock Layer (MWL) technology. MWL forms a protective screen around your data and guards it right from the moment you switch on your computer until you shut it down.

For more information on how to install eScan ISS on your computer, refer to the *Installation of eScan ISS* section.

Some New Features in eScan ISS
The eScan ISS includes several new features. These are as follows:
- **Content Security and Parental Control:** This profile-based feature helps you block objectionable content and harmful Web sites.
- **Web Anti-Phishing:** This feature protects you from phishing Web sites.
- **Virtual Keyboard**: This feature serves as a precaution against keyloggers. You can use this keyboard while typing sensitive information, such as banking passwords or credit card numbers.
- **Gaming Mode:** This feature, when enabled, prevents eScan ISS from displaying notifications and alert messages while you are playing computer games.
- **Folder and Files Security:** This feature helps you lock specific files and folders so that network users or local users cannot modify, delete, or rename them.

Some Enhanced Features in eScan ISS
eScan ISS also has several enhanced features, which are as follows:

- **Anti-Virus Engine:** This engine is an intelligent malware-detection engine that finds and cleans malicious software on the fly.
- **Heuristic Scan Engine:** This engine detects unknown malicious software.
- **Web Protection:** This feature helps you block objectionable content and harmful Web sites.
- **Block Spam:** This feature helps you block unsolicited e-mails from reaching your inbox.
- **Block Attachment:** This feature helps you specify e-mail attachment types that eScan ISS should block automatically.

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- **Proactive Security:** This feature prevents unknown or suspicious applications from compromising the security of your computer.
- **Application Control:** This feature prevents unwanted or restricted applications from executing on your computer.
- **USB Control:** This feature prevents data theft by enabling password-protected access to USB storage devices. It also helps you whitelist the USB storage devices for which you do not require password protection. In addition, this feature provides you with the facility to block AUTORUN.inf from executing automatically when you access the portable storage device.
- **Firewall:** This feature prevents unauthorized access to or from any network.
- **Auto-download Updates:** This feature automatically downloads free updates from eScan update servers.
- **Windows®-based Rescue Disk:** This feature helps you create the eScan Rescue Disk file.
- **eScan Remote Support:** This feature helps you request the assistance of an eScan Technical Support Representative through a remote connection to your computer. It allows the eScan Technical Support Representative to remotely take control and troubleshoot the eScan-related issue on your computer.
- **eScan Auto Back Up and Restore:** This feature backs up the critical system files of the Windows® operating system installed on your computer and then restores the clean files when eScan finds an infection in any of the system files.
- **Download Latest Microsoft® Operating System Hotfix:** This feature downloads critical patches and hotfixes for the Windows® operating system.

To view the eScan product-comparison sheet, visit the following link.
http://escanav.com/documents/escan11/eScan_product_comparison.asp

 Note: Depending on the product procured, some of the listed features may be unavailable.

We thank you for choosing eScan ISS.

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Prerequisites for Installing eScan

This section provides information about the software and hardware requirements for installing eScan ISS and provides step-by-step instructions for performing the installation.

Software and Hardware Requirements

eScan ISS works with the 32-bit and 64-bit editions of Windows® 2000 Workstation; Windows® XP with Service Pack (SP) 2 and above; Windows Vista®, and Windows® 7 operating systems.

> **Note:** The Small Office Home Office (SOHO) product will not work on server-based operating systems.

Your computer must have a minimum of 256 Megabytes (MB) of RAM (recommended 512 MB), 500 MB of free hard disk space, and a CD-ROM drive.

Preparing the Computer for Installation

Before installing eScan ISS, please ensure that you perform the following tasks.

For First-time Installation

- Ensure that you have administrator rights or equivalent user privileges on the computer.
- Close all the open applications or programs.
- Uninstall Anti-Virus and Anti-Spyware software running on your computer.
- Disable or uninstall Windows® Defender.
- Disable or uninstall any existing firewall software, including Windows® Firewall.
- Determine the largest free drive or partition and then install eScan ISS on it.
- **Recommended:** MicroWorld recommends that the computer on which eScan ISS is being installed is connected to the Internet during the installation process. This will ensure that eScan ISS downloads all the latest updates from eScan update servers.
- **Optional:** Ensure that you know the IP address of the mail server to which eScan ISS should send warning messages. If authentication for the mail server is mandatory for accepting e-mails, you will need the authentication information such as the user name and password to send e-mails.
- **Optional:** Ensure that the critical operating system hotfixes and security patches are installed on the computer.

For Renewal or Upgrade Installation

- You should perform the steps that you need to follow while installing eScan ISS for the first time. Then, you can upgrade to the newer version without uninstalling the existing version.

For Reinstalling After Uninstalling the Existing Version

- If you have uninstalled an existing version of eScan ISS, you must restart the computer before you can reinstall the new version of eScan.

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Installation Process
The steps for installing eScan ISS by using the installation file downloaded via the Internet are identical to the steps for installing eScan ISS from a CD-ROM. The setup file for installing eScan ISS has the name iwn2k3ek.exe. eScan ISS uses the Interactive Installation Wizard for its installation. This wizard has a simple and intuitive graphical user interface (GUI) that guides you through the installation process.

Installation From CD-ROM

Insert the eScan ISS product CD into the CD-ROM drive of your computer.

Perform the following steps.

STEP 1 - Choosing the Language
eScan ISS is available in many languages, such as English, German, French, Nederlands, Italiano, Portuguese, Spanish, Turkish, Chinese Simplified, Chinese Traditional, Greek, Korean, Norwegian, Russian, Polish, and Latin Spanish. Select the preferred language from the drop down box, and then click **OK**.

STEP 2 - Viewing the Welcome Screen
The welcome screen helps you decide whether you want to proceed with the installation of eScan ISS.

To proceed with the installation, click **Next**.

 Note: You can cancel the installation by clicking **Cancel** at any point (up to STEP 5) or go back to the previous screen by clicking **Back**.

STEP 3 - Accepting the EULA
This window displays the EULA for eScan ISS. Read it carefully.

To accept the EULA and continue with the installation, click **I accept the agreement**, and then click **Next**.

STEP 4 - Selecting the Installation Folder
In this step, you can select the drive and folder in which you want to install eScan ISS.

To select the folder in which you want to install eScan ISS, on the **Select Destination Location** screen, in the box, type the path of the folder, and then click **Next**. Alternatively, you can browse to the folder by clicking the **Browse** button, and then click **Next.**

 Note: The default path for 32-bit computers is [*Disk Drive*]\Program Files\eScan for 32-bit systems and the default path for 64-bit computers is [Disk Drive]\Program Files (x86)\eScan for 64-bit systems.

STEP 5 - Viewing the Summary Report Before Installation
This window will show the summary of the options that you have selected on the previous screens of the wizard. This step completes the preparation for installing the eScan ISS on your

computer. Click the **Back** button to review or change any settings.

To proceed with the installation, click **Install**.

STEP 6 - Installing eScan and License Key
During the installation process, eScan ISS searches your computer for other Anti-Virus programs that may conflict with it and prompts you to remove them. It also runs eScan Anti-Virus Toolkit (MWAV), which scans and disinfects the viruses and spyware found on your computer.

Next, the setup process prompts you to enter the eScan ISS license key.

In the License Information window, in the **Enter License Key** box, enter the 30-character eScan license key.

For more information, refer to the *Managing the License Key* section.

STEP 7 - Completing the Installation
To complete the installation of eScan ISS, on the **Complete Installation** screen, click **Finish**, and then restart your computer when prompted.

User Interface
Contents of this Section

- Taskbar or Notification Area Icons
- New User-friendly GUI
- Main Application Window
- Reports and Logs

The following are some of the basic features of eScan ISS.

Taskbar or Notification Area Icon
When the installation is complete, the eScan Protection Center icon, which is a red shield 🛡, appears in the system tray. This icon indicates the protection status of the computer. If the icon is red with no cross mark on it 🛡, eScan ISS's real-time protection is active. Alternatively, if the icon has a cross mark on it 🛡, it means that eScan ISS's real-time protection has been paused.

When you right-click the eScan Protection Center icon, a context menu is displayed. This menu contains options for scanning the computer, downloading updates, pausing eScan ISS's real-time protection, and some tools to optimize the system performance.

- To disable all the eScan ISS features, right-click 🛡, and then click **Pause Protection**.
- To enable them again, right-click 🛡 , and then click **Resume Protection**.

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New User-friendly GUI

The new GUI of eScan ISS is pleasantly straightforward with a uniform design for all modules. It is designed to suit the needs of both novice and expert users. The GUI has a docking view access to all Protection modules and includes a few handy tools for fine-tuning your computer.

Main Application Window

The main application window of eScan ISS is called eScan Protection Center. You can open this window by double-clicking 🛡 in the system tray. However, before you can access this window, you need to specify the Administrator password if it has been set. The default Administrator password for eScan Protection Center is **admin**. For additional security, you should change the password, as a best practice, after you install eScan ISS.

The Administrator Password window also contains a **Read Only** button. You should click this button if you need to prevent changes or modifications from being made to the settings. This mode enables users to access the eScan Protection Center in the restricted mode.

eScan Protection Center has an animated docking view, which provides you with quick access to the following feature settings.

- **Protection:** You can click the individual docking icons to access the protection status settings for the File Anti-Virus, Mail Anti-Virus, Anti-Spam, Web Protection, Firewall, Endpoint Security, and Privacy Control modules.
- **Scan:** You can click this button to configure scheduled scans or run on-demand scans.
- **Update:** You can click this button to configure daily update settings or to download latest updates. However, to download the latest update, your computer needs to be connected to the Internet.
- **Tools:** You can click this button to access the tools available in eScan ISS.

The right-hand side top corner of the eScan Protection Center window provides you with the following features

- **Feedback:** You can click this button to visit the eScan Web site where you can provide your feedback and send it to the eScan Quality Assurance team.
- **Help:** You can click this button to view the online technical help on eScan. However, this requires your computer to be connected to the Internet.
- **Password:** You can click this button to change the Administrator password for eScan Protection Center.
- **License Information:** You can click this button to register and activate the license key.

In addition, the eScan Protection Center window shows the following buttons when an icon is clicked in the docking view.

- **Start:** You can click this button to start a particular module.
- **Stop:** You can click this button to stop a particular module.
- **Settings:** You can click this button to open the application's configuration window.

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The eScan Protection Center window also shows the following icons under the Protection menu.

- ⦿ Tick-marked icons indicate that the module is running.
- ⦿ Cross-marked icons indicate that the module is stopped or turned off.

Reports and Logs

File Anti-Virus Section
- **View Statistics:** You can click this button to view the statistical report for the File Anti-Virus module. This report contains information such as number of objects scanned and the names of the viruses detected during real-time monitoring.
- **View Quarantined Objects**: You can click this button to view the list of infected files that are either quarantined or backed up.
- **View Report:** You can click this button to view a report that contains information about the actions of the File Anti-Virus Real-time Monitor.

Mail Anti-Virus Section
- **View Archived Mails**: You can click this button, if it is enabled, to view the backup of the e-mails archived by Mail Anti-Virus.
- **View Report:** You can click this button to view the summary of all the received e-mails.

Anti-Spam Section
- **View Quarantined Mails**: You can click this button to view the e-mails that have been tagged as spam.
- **View Ham Mails:** You can click this button to view all e-mails delivered to the Inbox and can be used to classify an e-mail as spam.
- **View Report:** You can click this button to view a report of all the received e-mails, including quarantined e-mails.

Web Protection Section
- **View Web Protection log:** You can click this button to view details of the visited and blocked Web sites.
- **View Pop-up Filter log:** You can click this button to view the details of the Web sites visited whose pop-ups were blocked.
- **View Report:** You can click this button to view a detail report for Web Protection. This report contains information about Web sites that were allowed or blocked.

Firewall Section
- **View Current Network Activity:** You can click this button to view the current status of network connections to the computer.
- **View Summary:** You can click this button to view the report on the firewall activities.
- **View Report:** You can click this button to view a summary of all network traffic including allowed and blocked incoming and outgoing traffic.

Endpoint Security Section
- **View Report:** You can click this button to view the summary containing detailed information of the applications and USB devices that were allowed, blocked, or accessed.

Managing the License key

Contents of this Section:

- Adding the License Key
- Activating the License Key

🎾 **Note:**

- During installation, if you are prompted to enter the license key, enter the new 30-character license key that you have received after purchasing or renewing the eScan license.
- Ensure that there are no spaces before, in between, or after the characters in the key. For example: **ABCD-EFGH-ABCD-EFGH-ABCD-EFGH-ABCD-EF**
- After entering the key, click **Apply**, and then click **OK**

Adding the License Key

1. Click **Start**, point to **All Programs**, point to **eScan for Windows**, and then click **eScan Registration**.
2. In the License Information window, in the **Enter License Key** box, enter the 30-character license key in capital letters, and then click **Apply**.
3. In the **Confirmation** message box, click **OK**.

Activating the License Key

1. In the License Information window, select the license key that you have just on entered, and then click **Activate Now**. Alternatively, you can right-click the license key displayed under the **Standard Key (30 char)** tab, and then click **Activate Now**.
2. Ensure that the **Activate Now** option is selected, and then click **OK**.
   🎾 **Note:** If you have received the eScan Activation code via an e-mail from **register@escanav.com** or fax, you can select **I have Activation Code**. In this case, copy the activation code, and then paste it in the **Enter Activation Code** box.
3. Provide your personal information, and then click **Next**.
   🎾 **Note:** **E-mail Id** and **Purchased From** are the only mandatory fields that you have to fill. If you do not want to disclose any other personal information, you can leave the other fields empty.
4. In the next window, you will have three options to register your copy of eScan ISS: **Online**, **Fax**, and **E-mail**.

   - If you are activating eScan ISS by using the Online method, ensure that your computer is connected to the Internet, and then click **Activate**. A new 60-character key will be automatically added to the License Information window and your copy of eScan ISS will be activated.
   - If the Online method fails, you could either activate eScan ISS via the E-mail or Fax methods. Select either the **E-mail** option or the **Fax** option, and then click **Activate**.

Offline activations via the e-mail method or the Fax method may take up to 48 hours to process. If you opt for the E-mail method, please ensure that you send the e-mail to **register@escanav.com**.

* The Fax method will output a FaxRegister.TXT file, which you can print and fax to the nearest MicroWorld office.

To view the fax numbers of all MicroWorld offices, visit the following Web page.
http://www.escanav.com/contactus.asp

You can also save the FaxRegister.TXT file and e-mail it to **register@escanav.com**.
OR
You can also activate your license key through our Web site by using following link.
http://www.escanav.com/websiteactivation

For more information on how to register your copy of eScan ISS, read the _Know how to register your product_ article on the following Web page.
http://www.escanav.com/eScanRegistration

After you receive the Activation Code either by fax or by e-mail or through our Web site, perform the steps in _Activating the License Key_ from Step 2 onwards.

Feature Description
Protection

All the Protection features in eScan are depicted as icons and are grouped together in the docking pane. The docking pane provides you with access to the following modules.

* **File Anti-Virus:** This module monitors and safeguards your computer on a real-time basis from all kinds of malicious software as the files are accessed. This module includes the Proactive Scanning feature, which helps you block applications that behave suspiciously. The File Anti-Virus module also includes the Block Files feature. This feature allows you to block or quarantine files from being accessed from local or network. In addition, the File Anti-Virus module allows you to enable Folder Protection, which will prevent malware from creating, deleting, or modifying files or subfolders within specified folders.
* **Mail Anti-Virus:** This module scans all incoming and outgoing e-mails for malware on a real-time basis.
* **Anti-Spam:** This module uses the Non Intrusive Learning Pattern (NILP) technology and intelligently classifies e-mail into ham or spam based on the behavior of the user.
* **Web Protection:** This module scans all Internet traffic and controls access to Web site based on defined rules. You can specify policies based on users created on your local computer. The module also includes the Anti-Phishing feature, which protects you from phishing Web sites.

- **Firewall:** This module monitors all incoming and outgoing network activities on your computer and protects it from all network-based attacks. By default, the Firewall works in the Limited Filter mode in which only the incoming traffic is filtered.
- **Endpoint Security**: This module protects your computer from malware that can infect your computer through endpoints such as USB-based portable devices and provides application control over unwanted programs. However, the Application Control feature that is provided with this module is disabled by default. You must first enable feature to use it to permit or block applications. You can also control access to devices by password protecting them.
- **Privacy Control**: This module protects your private and offline information from various security threats by deleting all temporarily stored information.

Scan
This module provides the options for performing on-demand scans on files, folders, memory, registry, services, and all storage devices for security threats and malicious software. In addition, it contains a scheduler that allows you to schedule scans on the computer for malware.

Update
This module automatically downloads hotfixes and updates from eScan update servers. It ensures that your computer is protected even from newly-released malware. However, for this feature to work effectively, you need to ensure that your computer is connected to the Internet so that eScan ISS can automatically download updates regularly.

You can also download weekly offline updates from the following link.
**http://escanav.com/english/content/products/generic_eScan/
escan_mailscan_weeklyupdates.asp**

License Information
This module allows you to enter and activate the eScan ISS license key.

⚪ **Note:** The License Key also needs to be activated.

For more information, refer to the *Managing the License Key* section.

Tools
This section provides you with access to the following tools.

- **Send Debug Information Tool:** This tool helps you create a .zip file that contains the configuration and log files of eScan ISS. You can e-mail this debug file to eScan Support Team so that they can analyze this file and debug the eScan-related issues encountered.

- **eScan Rescue File Creation Wizard**: This wizard-based tool helps you create the Windows®-based Rescue Disk file. The eScan Rescue Disk will help you clean boot your computer to scan and remove rootkits and file infectors that cannot be removed in the normal mode of the Windows® operating system. For more information on how to create the eScan Rescue Disk File, visit the following link.
  http://escanav.com/documents/escan11/eScan_rescue_disk.asp
- **Download Latest Hotfix (eScan) Tool**: This tool helps you download the latest eScan hotfixes from the eScan update servers.
- **Restore Windows Default Settings Tool:** This tool helps you restore the Windows® operating system settings, such as desktop and background settings.
- **Download Latest Hotfix (Microsoft Windows OS) Tool:** This tool helps you download the latest patches for the Windows® operating system.
- **eScan Remote Support:** This feature helps you request the assistance of an eScan Technical Support Representative to troubleshoot your malware problem. When you click this button, you will get a user id and password, which you can provide to the eScan Technical Support Representative to remotely take control and troubleshoot the eScan-related issues on your computer.

Help

This section provides you with links to online resources that will help you find solutions to your technical queries.

- **Live Chat:** You can click this button to resolve your eScan-related queries by chatting with the eScan 24x7 Online Support Team.
- **eScan Online Help:** You can click this button to read the comprehensive online documentation on eScan ISS features.
- **MicroWorld Forum:** You can click this button to visit the forum where you can participate in discussions on eScan ISS.

Note: For more information on advanced settings, press the F1 key on your keyboard. This will redirect you to the eScan Online Help. However, this feature requires Internet connectivity.

Password

This button helps you change the eScan ISS administrator password.

Contact Details

FREE Technical Support

We offer 24x7 FREE Online Technical Support to our customers through e-mail and live chat. We also provide FREE Telephonic Support to our customers during business hours.

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Chat Support

The eScan Technical Support team is available round the clock to assist you with your queries. You can contact our support team via chat by visiting **http://www.escanav.com** and clicking on Live Online Support.

E-mail Support

We value your suggestions. Please feel free to send your queries, suggestions, and comments about our products or this guide to **support@escanav.com**.

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Languages: English, German, French, Nederlands, Italian, Portuguese, Spanish, Turkish,Chinese Simplified, Chinese Traditional, Greek, Korean, Norwegian, Russian, Polish, and Latin Spanish.