

# eScan<sup>TM</sup>

Corporate Edition  
(with Hybrid Network Support)

24x7 FREE

Online Technical Support  
[support@escanav.com](mailto:support@escanav.com)  
<http://forums.escanav.com>

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**Quick Reference Guide**  
Corporate and Enterprise Solution

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**Technical Support:**

[support@escanav.com](mailto:support@escanav.com)

**Sales:**

[sales@escanav.com](mailto:sales@escanav.com)

**Forums:**

<http://forums.escanav.com>

**eScan Wiki:**

<http://www.escanav.com/wiki>

**Live Chat:**

<http://www.escanav.com/english/livechat.asp>

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## Introduction

### MicroWorld Welcomes You!

A few words before you start

eScan Corporate Edition (with Hybrid Network Support) is a comprehensive Anti-Virus and Information Security Solution that effectively provides Zero-Day Protection to both servers and endpoints. eScan Management Console (EMC) includes a Secure Web Interface that facilitates dynamic security management of the server and endpoints in the corporate network.

### New Features added:

- Outbreak Prevention
- Policy Templates
- Update Agent
- Auto Grouping
- Active Directory Synchronization
- Message Broadcast
- Session Activity

## Hardware and Software Requirements

The software and hardware requirements for installing eScan are as follows

### Windows Requirements

**Platforms Supported** (Windows server & workstations)

Microsoft® Windows® 2012 / SBS 2011 / Essential / 2008 R2 / 2008 / 2003 R2 / 2003 / 10 / 8.1 / 8 / 7 / Vista / XP SP 2 / 2000 Service Pack 4 and Rollup Pack 1  
(For 32-Bit & 64-Bit Editions)

### Hardware Requirement for Server and Endpoints

#### For Server

- CPU - 2GHz Intel™ Core™ Duo processor or equivalent.
- Memory - 4 GB and above
- Disk Space (Free) – 8 GB and above

## For Endpoints (Windows )

- CPU - 1.4 Ghz minimum(2.0 Ghz recommended) Intel Pentium or equivalent
- Memory - 1.0 GB and above
- Disk Space (Free) – 1 GB and above

## eScan Console can be accessed by using below browsers:

- Internet Explorer 7 / 8 / 9 / 10
- Firefox 14 & above
- Google Chrome latest version

## Linux Requirements

### Platforms Supported (Linux Endpoints)

- RHEL 4 & above ( 32 & 64 bit )
- CentOS 5.10 & above ( 32 & 64 bit )
- SLES 10 SP3 & above ( 32 & 64 bit )
- Debian 4.0 & above ( 32 & 64 bit )
- OpenSuSe 10.1 & above ( 32 & 64 bit )
- Fedora 5.0 & above ( 32 & 64 bit )
- Ubuntu 6.06 & above ( 32 & 64 bit )

### Hardware Requirements

- CPU - Intel® Pentium or compatible or equivalent.
- Memory – 512 MB and above
- Disk Space – 500 MB free hard drive space for installation of the application and storage of temporary files

## Mac Requirements

### Platforms Supported (Mac Endpoints)

- Mac OS X 10.9 - Mavericks
- Mac OS X 10.8 - Mountain Lion
- Mac OS X 10.7 - Lion
- Mac OS X 10.6 – Snow Leopard

### Hardware Requirements

CPU - Intel based Macintosh  
Memory – 1 GB and More recommended  
Disk Space – 500 MB and above

## eScan Management Console

### Introduction

A web based centralized Management Console that helps the administrator to install and manage eScan Corporate Client on Windows, Linux and Mac machines connected to the network

Using this console you can perform following activities –

- Install eScan Corporate Client application on the endpoints connected to the network.
- Monitor the Security Status of the endpoints connected to the network in the organization.
- Create and Manage policies or tasks for endpoints on your network.
- Create and View customized reports of the Security Status of the endpoints.
- Manage Notifications for Alerts and Warnings.

### Installation Process

Installing the application from the installation file downloaded via the Internet is identical with installing the application from the CD. The eScan installation setup file called cwn2k3ek.exe. The eScan setup is an Interactive Installation Wizard. We recommend closing of all applications before proceeding with the installation.

#### STEP 1 - Choosing the Language

eScan is available in multiple language. Select the appropriate language from the drop down box and click on the OK button.

#### STEP 2 - Installation Wizard Welcome Screen

Installation Wizard welcomes you to the installation process. Click the NEXT button to proceed with the installation or click the CANCEL button to abort the installation.

#### STEP 3 - License Agreement

This window contains the End-User License Agreement (EULA) for eScan Software Product. Read it carefully, and if you agree with all terms and conditions of the agreement, select "I accept the terms of the license agreement" and press the NEXT button and the installation will be continued. Or select "I don't accept the terms of the license agreement" or press the CANCEL button to abort the installation or click the BACK button to go back to the previous window.

#### STEP 4 - Selecting the Installation Folder

After accepting the EULA, you will be asked to identify the folder on your computer

where the application should be installed. The default path is:

<System Drive>\Program Files\eScan for 32-bit systems.<System Drive>\Program Files (x86)\eScan for 64-bit systems.

**Note:** You can specify a different folder by pressing the BROWSE button and selecting a folder. To proceed with the installation, press the NEXT button.

## STEP 5 - Summary report before Installation

This window will show the summary of the options selected like destination of the installation location. This step completes the preparation for installing the application on your computer. Click on the BACK button if you want to review or change any settings. Click on the INSTALL button to proceed with the installation. The installation files will start copying to your computer.

## STEP 6 - eScan Management Console Configuration wizard

This wizard will guide you for installation of Microsoft Windows Installer, Microsoft .Net framework and SQL Server Express Edition. Click on "NEXT" button to proceed.

## STEP 7 - Select computer hosting SQL Server

In this window, you can either install SQL Server using this wizard or you can select existing installation of SQL Server by clicking "Browse" button. Once you select the appropriate installation method for SQL Server, click on "NEXT" button to proceed. eScan Corporate Edition (with Hybrid Network Support). If you select "Install Microsoft SQL Server Express Edition (Recommended)" option and then click on "NEXT" button, you will get next wizard which will install Microsoft Windows Installer, Microsoft .Net Framework and SQL Server Express Edition freshly on the system. Once everything is installed "NEXT" button will get enabled. Click on "NEXT" button to proceed and then follow the STEP number 8. (IMP: If SQL is already installed on the system do not select this option, instead select the second option "Choose existing" SQL Server name).

If you select "Choose existing" option, then you need to select the SQL Server Name, you can either type the SQL Server Name or you can click on "Browse" button to choose the SQL Server Name.

Once you select "Choose existing" and click next you will be prompted for SQL Server instance name, Hostname or IP Address of the system on which SQL Server is already installed, Login Name and Password. If the information filled by you, is proper, then you can click on "Test connection" button to verify the connection to the SQL Server is successful or not. If the connection is successful you can click on "NEXT" button to

proceed. If the connection is not successful, please verify the SQL server connectivity with other tools or check if the system or IP Address is reachable.

### STEP 8 – eScan Management Console Login Information

In this page, you need to enter the root user login credentials, root is the default administrator account created for accessing eScan Management Console. This user will have all the rights. Here all the fields are mandatory. Then click on “NEXT” button to proceed.

### STEP 9 – eScan Management Console Configuration successfully completed

This will confirm you the entire configuration have been successfully done. Click on “Finish” button to proceed.

### STEP 10 – eScan Install

It will start installing the necessary files as per the configuration being done, meanwhile it will start eScan toolkit to scan memory locations to see if the system is infected or not. It will take few minutes to complete with the installation.

During the process of installation, eScan software will search for other Anti-Virus programs which may conflict with this application. If any such programs are detected, we recommend you to uninstall them before you proceed.

### STEP 11 – Completing the Installation

It will indicate that it is necessary to restart the computer to correctly complete the Installation.

## Modules of eScan Management Console Dashboard

The dashboard displays Deployment status, protection status, protection statistics and summary Top 10 of all the managed endpoints in the form of pie charts.

- **Deployment status:** The exact numerical data can be found here. For example: If eScan has been deployed on 50 machines; it will show the details of all the 50 machines namely the updated, not updated, unknown and the total number of deployed machines.
- **Protection Status:** This will display the module status of all the managed computers. For example how many files are scanned, stopped et cetera.
- **Protection Statistics:** This will display the module activity of all the managed computers. For example: The files that were disinfected, quarantined, deleted, access/denied, USB allowed/blocked et cetera.



- **Summary Top 10:** This will display the Summary of the Top 10 activities and status of all the managed computers. For example: It will display the Top 10 Endpoint infected count, Top 10 USB blocked count, Top 10 Application blocked count by computer name, Top 10 websites blocked count by computer name.

## Setup Wizard

This module will be guiding you in creating groups, adding endpoints to particular groups, adding hosts from the network and installing eScan Corporate Client on the connected computer at a desired path/ location on that computer. This option will be visible only to root users.

## Managed Computers

This module will allow you to create a new group, set group configuration, deploy / upgrade eScan Corporate Client, uninstall eScan Corporate Client, creates groups, adds tasks and also create update agents. It consists of a Console tree on the left and a task pane on the right. The console tree has two tabs an Action List and client Action List. The Client Action list has a list of specific activities carried out for eScan Corporate Client endpoints namely for deploying / upgrading, or removing from group.

## Unmanaged Computers

This module will allow you to add endpoints on the network using IP range, Active Directory where eScan has not been installed and are not assigned to any Managed groups. This module will allow you to add all these unassigned endpoints to specific managed groups for installing eScan and deploying policies. The unmanaged computers have Four nodes on the navigation pane. Network Computers, IP Range, Active Directory, New computers found.

- **Network Computers**

It displays the eScan Corporate Client endpoints and workgroups in the network in a console tree. You can click on the name of a computer or group to view its details.

- **IP Range**

It displays the IP range for the network as nodes in a console tree and also allows you to add or delete an IP range by clicking New IP Range and Delete IP range respectively.

- **Active Directory**

It displays the list of all the domain controllers in the network. You can also add, modify, or delete the Active Directory domain controller address from the Properties window.

- **New computers Found**

This will display the list of endpoints where eScan is not installed.

## **Report Templates**

This module provides you with predefined reports based on the eScan modules, for a specific period for the specific action taken. It helps to create schedules, view report properties, refresh and delete existing reports. It also allows the administrators to send these reports to specific recipients at specific times and create custom reports based on desired criteria.

## **Report Scheduler**

This module will help you in scheduling the creation and sending reports based on the requirements.

## **Events and Computers**

This module provides you the details about the Event status, Computers selection and Software/ Hardware changes occurred on the eScan Corporate Client systems. The event status would include the recent events, critical events and the information about the managed computers. The computers selection would include endpoints with critical status, warning status, database outdated, virus infected, not scanned for long time et cetera and the Software/Hardware section will provide information about the changes made to software and hardware and the existing system information.

## **Task for specific computers**

This module will allow you to create and run tasks on specific endpoints. It allows you to schedule or modify created tasks from managed computers or groups. It also helps you to view the results of completed tasks.

## **Policies for specific computers**

This module allows you to define the rules for specific endpoints in the managed group. It also allows you to re-define the rules that you have already created.

## **Asset Management**

This module provides you the details of the entire hardware configuration and the list of software installed on the managed computers connected to the network. It allows you to filter the information based on your requirement and also allows you to export all the system information in excel, .PDF or HTML format.

## **Print Activity** (For Windows Endpoints)

This module maintains a log of all the print activity done by all the managed computers through any printer connected to the network.

## **Session Activity**

eScan Management Console monitors and logs the session activity of the managed computers. It will display a report of the endpoint startup/ shutdown/ logon/ log off/ remote session connects/ disconnects. With this report the administrator can trace the user Logon and Logoff activity along with remote sessions that took place on all managed computers. It will be helpful for audit compliance purposes. Additionally in case of a misuse of the computer at a specific time can be tracked down to the user through remote Logon details captured in the report.

## **Active Directory Synchronization**

This feature will allow you to synchronize eScan Centralized Console groups with Active Directory containers. New computers and containers discovered in Active Directory are copied into eScan Centralized Console automatically and the notification of the same can be sent to the system administrator. You can also choose to Auto Install or Protect discovered Windows workstations automatically. This allows you to minimize the time in which computers can become infected and reduce the amount of work you need to do to organize and protect computers.

## **Outbreak Notification**

This module will send a notification if viruses detected exceed the defined number in the defined time.

## **Settings**

This module will allow you to define important settings for FTP downloads, web console timeout settings, and update download settings.

## **Administration**

This module will allow to create User Accounts and allocate them Admin rights for using eScan Management Console. Using this option you can allocate rights to the other administrators or sub administrators which will allow them to install eScan Corporate 360 Client and implement Policies and tasks on other endpoints.

## **License**

This module will enable you to manage license of users. You can add, activate, and view the total number of licenses available, number of licenses deployed, and number of licenses remaining with their corresponding values.

## eScan Deployment on Linux & Mac Endpoints

### Procedure for installing Agent on Mac Endpoints

- Download Agent from the link sent by the administrator.
- Manually install the Agent by browsing from the stored path. File name - Agent\_Setup.dmg

### Procedure for installing Agent on Linux Endpoints

- Download Agent from the link sent by the administrator.
- After login as root or Sudo user, manually install the Agent from the stored path using command - `dpkg -i` for debian based Operating System or `rpm -ivh` for RPM based Operating system in the terminal window.

### On eScan Server (eScan Management Console)

- Login to the web management console with your username and password.
- Click Managed Computers on the navigation panel and select a group to which endpoints have already been added.
- Select a particular computer and Click Refresh Client option in Management Console.
- A link will be created for downloading the setup file of eScan Corporate Client.
- Download the setup from the link on the server computer.
- Now go to Deploy/ upgrade eScan Corporate Client under Client action list.
- Select install other software option.
- Tick  Linux / MAC Client Setup option.
- Paste the complete path where the setup file is stored on the computer along with complete file name of the setup file in the text area under "Required files for Installation".
- Executable file name will be visible in drop down for Executable File.
- Click on Install. The installation will start and you will be informed through a message on completion.

### eScan Corporate Client modules for Windows Endpoints

**Note:** Not all of the features listed for windows will be available on Linux and MAC.

### File Anti-Virus

This would scan all the existing files and folders for any infection. It will allow you

to report / disinfect / quarantine / delete objects.

## **Anti-Spam**

This will prevent you from receiving spam mails by checking the content of outgoing and incoming mails, quarantines advertisement mails.

## **Firewall**

This will help you in putting up a restriction to incoming and outgoing traffic and hacking. You can define the IP range, permitted applications, trusted MAC addresses and local IP addresses.

## **Privacy Control**

This will allow you to schedule to an auto erase of your cache, ActiveX, Cookies, Plugins, and History. You can also secure delete your files and folders where no traces of deletion could be found.

## **Mail Anti-Virus**

This will allow you to analyze all the incoming mails. This analyses the mails by breaking it into three sections the header, subject and the body. Once analyzed for any virus it will combine and send it to your mail box.

## **Web Protection**

This will allow you to define the sites that you do not want to allow access to. You can define the site names you want to block, do a time based access restriction.

## **Endpoint Security**

This will control the application from the point of end users by allowing/ restricting USB, block listing, white listing, and defining time restrictions.

## **eScan Corporate Client Modules for Linux and Mac Endpoints**

### **File Anti-Virus**

This option is present under Protection in eScan for Mac.

This would scan all the existing files and folders for any infection. It will allow you to report / disinfect/ quarantine/delete objects.

### **Endpoint Security**

Block USB storage device - This option is present in settings under Protection

Module in eScan for Mac. This will allow you to block USB storage device from accessing your computer. This option is available only in Mac endpoints.

### **On-Demand Scanning**

This feature is present in Options under Scan Module in eScan for Mac and Linux as well. This will allow you to define the categories that you want to be scanned.

### **Schedule scan**

This feature is present in Scheduler under Scan Module in eScan for Mac and as Scheduler Module in eScan for linux.

This will allow you to schedule the scan on the basis of time, what you want to scan and what action to be taken in case of a virus and what you want to be excluded while scanning.

## **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.

### **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](mailto:support@escanav.com).

## Our Offices

### India:

MicroWorld Software Services Pvt. Ltd.  
CIN No.: U72200MH2000PTC127055  
Plot No. 80, Road No. 15, MIDC, Marol  
Andheri (E), Mumbai - 400093, India.  
Tel: +91 22 2826 5701- 05  
Fax: +91 22 2830 4750

### Germany:

MicroWorld Technologies GmbH  
Drosselweg 1,  
76327 Pfinztal,  
Germany.  
Tel: +49 72 40 94 49 0920  
Fax: +49 72 40 94 49 0992

### South Africa:

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

For **Sales Enquiry**, please write to:

For **Support Enquiry**, please write to:

For **Knowledgebase**, please visit:

For **Wikipedia/Help**, please visit:

### USA:

MicroWorld Technologies Inc.  
31700 W 13 Mile Rd, Ste 98,  
Farmington Hills, MI 48334,  
USA.  
Tel: +1 248 855 2020 / 2021  
Fax: +1 248 855 2024

### Mexico:

eScan Mexico  
Manzana 3, SuperManzana 505,  
Lote 13, Fraccionamiento Pehaltun,  
C.P. 77533, Cancun,  
Quintana Roo, Mexico.  
Tel: +52 998 9893157

### Malaysia:

MicroWorld Technologies Sdn Bhd  
(722338-A)  
E-8-6, Megan Avenue 1, 189, Jalan Tun  
Razak, 50400 Kuala Lumpur, Malaysia.  
Tel: +603 2333 8909/8910  
Fax: +603 2333 8911

[sales@escanav.com](mailto:sales@escanav.com)

[support@escanav.com](mailto:support@escanav.com)

<http://forums.escanav.com>

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