

# eScan<sup>TM</sup>

Anti-Virus  
(Cloud Edition)

 **MICROWORLD**

**24x7 FREE**

Online Technical Support

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

<http://forums.escanav.com>



eScan<sup>TM</sup>

Anti-Virus  
(Cloud Edition)

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.

**Document Version:** AVQRGV14.2

**Current Software Version:** 14.x

**Copyright Notice:** Copyright © 2018. All rights Reserved.

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

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

Documentation may include technical or other inaccuracies or typographical errors. MicroWorld reserves the right to make changes without prior notice. No part of this publication may be copied without the express written permission of MicroWorld.

**Trademarks:** The terms MicroWorld, eScan, MWL and MailScan, the eScan Logo, MailScan Logo and MicroWorld Logo are trademarks of MicroWorld.

Microsoft, MSN, Windows and Windows Vista are trademarks of the Microsoft group of companies. All product names referenced herein are trademarks or registered trademarks of their respective companies. MicroWorld disclaims proprietary interest in the marks and names of others. Although MicroWorld makes every effort to ensure that this information is accurate, MicroWorld will not be liable for any errors or omission of facts contained herein. MicroWorld reserves the right to modify specifications cited in this document without prior notice.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of MicroWorld.

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

**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>

**Printed by:**

MicroWorld

**Date:**

February, 2018

## Table of Content

About this Guide	3
New Features in eScan 14	3
Pre-requisites for Installing eScan	3
Minimum Software Requirements	3
Installation Process	4
STEP 1 - Select Installation Folder	4
STEP 2 - Completing the Installation	4
Graphical User Interface	4
Adding the License Key	6
Activating the License Key	6
Registered Offices	7

## About this Guide

This quick reference guide gives you a brief information on eScan 14 enhancement features, installation process, license, and so on. This guide helps you quickly access to the information you require.

## New Features in eScan 14

- eScan Security Network (ESN)
- Proactive Malware Detection
- USB Vaccination
- Ransomware Protection (PBAE Technology)
- Rescue Mode (without using USB/CD media)
- Switch Languages

## Pre-requisites for Installing eScan

Before installing eScan, please ensure that your system meets the following pre-requisites and system requirements.

### Minimum Software Requirements

#### Operating System:

Windows® 10 / 8.1 / 8 / 7 / Vista® / XP Service Pack 2 or higher / 2000 Professional [All 32-bit & 64-bit Editions]

**(Note:** eScan 14 SOHO products do not support Server Operating systems.

#### Disk Space:

1 GB Recommended

#### CPU:

1 GHz recommended

#### Memory:

1 GB recommended

**Version:** 14.x – Multilingual

## Installation Process


The steps for installing eScan AV by using the setup file downloaded via internet and through the CD-ROM are similar. The setup file for installing eScan AV uses the interactive installation wizard.

### STEP 1 - Selecting the file

Select and run the executable setup file; the installation will automatically begin for the operating systems on which English is the default language, and will prompt with the **Select Setup Language** window for operating systems having languages other than English.

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

### STEP 2 - Completing the Installation

After completing the process, the eScan Software gets installed on your computer; a red-colored shield  will be displayed on your task bar.

**Note:** If an option for rebooting the system appears, it is recommended to reboot, as it is required to apply some configuration settings.

### Graphical User Interface

The main window is the dashboard that summarizes information on the modules. You can switch back and forth between languages on your application. Press SHIFT + F12 to switch from language to English and press SHIFT + F5 to switch from language to native.

**Modules:** eScan for AV provides you access to the following five modules.

- **File Anti-Virus:** This module provides real-time protection to the files and folders existing on your computer.
- **Mail Anti-Virus:** This module prevents infected e-mails and attachments from reaching your inbox, and thus protects your computer from malicious programs that propagate through e-mails.
- **Anti-Spam:** This module helps you create and configure filters that filter spam based on keywords and phrases that appear within e-mails.
- **Firewall:** This module is designed to monitor all incoming and outgoing network traffic and protect your computer from all types of network-based attacks.
- **Cloud Protection:** The cloud based eScan Security Network (ESN) technology

monitors, identifies, and blocks new threats with prompt response before they become widespread ensuring complete protection.

**Additional Option Buttons:** On lower-left corner of the screen, you have the following two additional option buttons.

- **Scan:** This button helps you access scan features, configure scheduled scans, or to run on-demand scans.
- **Update:** This button helps you configure daily updates. However, to download the latest updates, your computer needs to be connected to the internet.

**Quick Access Links:** On lower-right corner of the screen, you can view the following quick access links.

- **Rescue Mode:** This option helps you to run the system in rescue mode. It is used when the infection is in memory or not able to remove by anti-virus or malware removal tools. Rescue mode does not need any USB or CD/DVD.
- **eScan Remote Support:** This option helps you to access the eScan remote support for troubleshooting queries or product assistance through remote connection.
- **Password:** This option helps you to change the administrator password for eScan Protection Center.
- **License Information:** This option helps you to register and activate the license key.
- **Tools:** This option helps you to access the eScan tools, such as eScan USB Stick Creation, Download Latest Hotfix (eScan), Download Latest Hotfix (Microsoft Windows OS), and so on.
- **Reports:** This option helps you to generate and view reports of File Anti-Virus, Mail Anti-Virus, Anti-Spam, Firewall, and eScan Cloud modules.

## Adding the License Key

eScan allows you to add maximum two licenses, one at a time. It is mandatory to activate atleast one license, as you cannot add more licenses until you activate a license.

### ! Note

- If you type an invalid license key, a warning message appears
- If any of the character are missing or are typed incorrectly, eScan accepts it at first instance, but gives an error message that 'Key not present in our database', while activation.

## Activating the License Key

After entering a valid license key, you get an information message with an option to register now or later, for which you need to activate the license key. You have following two options to activate:

- **I want to activate online:** You need to have active internet connection in order to activate eScan online. In case, if you do not have internet connection the online activation fails displaying warning message, wherein if you click the **No** button on the **Online Activation** window, an OnlineRegister.TXT file gets generated with registration details. You have to send the OnlineRegister.TXT file to register@escanav.com, wherein you receive an activation code to the specified e-mail ID.
- **I have Activation Code:** When you click this option, only **Enter Activation Code** field is available. Click this option, if you already have activation code received through an e-mail from register@escanav.com. In the **Enter Activation Code** field, type or copy and paste the activation code. This enables you to activate the eScan product immediately.

## Registered Offices

### India:

MicroWorld Software Services Pvt. Ltd.  
CIN No.: U72200MH2000PTC127055  
Plot No. 80, Road No. 15, MIDC, Marol  
Andheri (E), Mumbai - 400 093, India.  
Tel: +91 22 2826 5701- 05  
Fax: +91 22 2830 4750

### USA:

MicroWorld Technologies Inc.  
39555 Orchard Hill Place  
Suite 600, Novi, MI 48375,  
USA.  
Tel: +1 248 374 5020

### Germany:

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

### 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

### Mexico:

MicroWorld Technologies Inc.  
Calle Sakan No. 13, Manzana 3, Lote 13,  
SuperManzana 505, Fraccionamiento  
Pehaltun, C.P. 77533, Cancun, Quintana  
Roo, Mexico.  
Tel: +52 998 9893157

### Note:

For supported languages please visit below URL:  
<http://www.escanav.com/av>

Current Software Version: 14.x

Document Version: 14AVQRG.1

Copyright Notice: Copyright © 2018 All rights reserved.