

# 'e Scan™



## Corporate Edition

Anti-Virus & Content Security



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## Introduction

MicroWorld Welcomes You!

A few words before you start

eScan provides the best protection against Viruses, Trojans, Worms and other threats that lurk in the Internet. eScan epitomizes the next generation of Anti-Virus software product that handles threats from a new perspective. It is built on the MicroWorld Winsock Layer (MWL) technology. MWL forms a protective screen around your system and is always on guard from the moment you switch on your computer, till you shut it down. Install eScan first. The section “**Installation of eScan**” provides detailed information to help you install eScan.

### New Features added:

- Protect PCs on your network from malware
- Proactively monitor PCs
- Provide remote assistance
- Track hardware & software inventory
- Set security policies
- Secure Web Interface
- Dashboard
- Integration with ADS ( Active Directory Services )
- File Reputation Check
- Self Protection
- Network Based Outbreak Prevention
- License Management
- Computer Locator
- Device Control ( USB )
- Hotfix Management
- Client Live Updater
- Reports and Notifications
- Task deployment
- Manage updates

To view the eScan product-comparison sheet, visit the following link.

[http://www.escanav.com/documents/escan11/eScan\\_product\\_comparison.asp](http://www.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 Corporate Edition

MicroWorld

## Prerequisites for Installing eScan Corporate Edition

Before installing eScan ensure that the following are done:

- Uninstall any other Anti-Virus software.
- Check for the largest free drive / partition and install eScan on that drive / partition.
- Needs Administrator Login to the operating system.
- IP address of the Mail Server, where warning messages are to be sent. If authentication for the Mail Server is mandatory for accepting e-mails, then you will need authentication user name and password to send mails.
- SQL Server Instance name, SQL administrator username and password.

## Minimum System Requirements:

### eScan Server:

- Microsoft® Windows® Server 2008 R2, 2008, 2003 R2, 2003, Vista, XP SP 2, Windows® 7 and above (32 and 64 bit)
- Microsoft® Windows 2000 Service Pack 4 and Rollup pack 1

### eScan Secured Web-based Management Console:

- Microsoft® Windows® Server 2008 R2, 2008, 2003 R2, 2003; Vista, XP SP 2, Windows® 7 and above (32 and 64 bit)
- Microsoft® Windows 2000 Service Pack 4 and Rollup pack 1

### eScan Virtualization Support:

- Microsoft Virtual Server 2005 R2 with Sp1;
- Microsoft Windows Server 2008 R2, 2008 with Hyper-V
- VMware Workstation and Workstation ACE Edition 7.0
- Oracle VM Virtual Box

### eScan Client system requirement:

- Windows® Server 2008 (Including R2) ( 32 and 64 bit )
- Windows® Server 2003 (Including R2) ( 32 and 64 bit )
- Windows® 7 ( 32 and 64 bit )
- Windows® Vista® ( 32 and 64 bit )
- Windows® XP ( 32 and 64 bit )
- Windows® 2000 Service Pack 4 and Rollup pack 1

## 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 has the extension \*.exe. The eScan setup is an Interactive Installation Wizard. We recommend closing of all applications before proceeding with the installation.

### STEP 1 - Setup 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's 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 - During the Process of 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 7 – eScan Management Console Configuration wizard

This wizard will guide you for installation of Microsoft Windows Installer, Microsoft .Net framework and SQL Server Express 2005. Click on "Next" button to proceed.

## STEP 8 – 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.

- a. If you select “Install Microsoft SQL Server 2005 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 2005 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 9.  
(IMP: If SQL is already installed on the system do not select this option, instead select the second option “Choose existing” SQL Server name)
- b. 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 9 – 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 10 – eScan Management Console Configuration successfully completed


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

## STEP 11 – 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.

## STEP 12 – Completing the Installation

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



 **Note:** This version will not support upgrades from all earlier eScan versions.





## Product Specifications


### Taskbar

After the restart, you will find in the Windows Taskbar following icons:

 This is icon for eScan Protection Center. It indicates the protection status. If the icon is active (red color), eScan's real time protection is on. If the icon has a cross on it , eScan's real time protection has been disabled. By right clicking on the active Red Shield, you can scan your computer, download the updates, pause the protection and configure the eScan for scanning/protecting your computer by opening the eScan Protection Center.

 **Note:** If you right click on the Red Shield and click on “**Pause Protection**”, all the eScan features will be disabled. To enable them again, right click on the ePC icon and then click on “**Resume Protection**”.


 This icon is for eScan Management Console. This is a grey colour cog wheel. This icon will be loaded on the Windows taskbar of an eScan server ONLY.





 **Note:** The eScan Management Console icon is not available or loaded on an eScan client system. Only the eScan Protection Center icon will be loaded on an eScan client system.

### Trendy & Easy to Use Graphical Interface

With eScan 11, you get a trendy, dock-based graphical interface that is very user-friendly and is specially designed to suit the emerging technology trends. It has a very sleek intuitive design for both novice and expert users. It is also very light on system resources and requires very less memory to operate efficiently, without compromising the speed of your computer.

### eScan Protection Center

To open the eScan Protection Center, single click on the red shield . This will prompt for the Administrator password (if any password has been set). The eScan Protection Center window opens.

-  **Protection:** You can click the individual 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.

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/set 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.

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 turned off.

## File Anti-Virus

This module monitors and safeguards your system on real-time basis against viruses, spyware, adware and other malicious objects, while files are accessed/modified. It also has the feature "**Proactive Scanning**" for suspicious objects.

## Mail Anti-Virus

This module scans all incoming and outgoing mails for viruses, spyware, adware and other malicious objects.

## Anti-Spam

This module filters all your junk and spam emails based on NILP (Non Intrusive Learning Pattern) technology.

## Web Protection

This module scans all internet traffic and controls the sites to be blocked/allowed. It prevents viruses and other malicious programs to enter your system during your online activities. It also protects you from Web Phishing.

## Firewall

This module monitors all incoming and outgoing network activities of your system and also protects it from all network based attacks via Internet and Intranet.

## Endpoint Security

This module protects against threats that can infect your system through Endpoints like USB

based portable devices and provides application control over unwanted programs. (By default, Application control is disabled.)

## Privacy Control

This module protects your private information against various threats by deleting all temporarily stored information.

Please note that all these modules have a vast variety of settings to configure each of these to suit one's needs.

## SCAN

This module enables to run On-Demand scans of file, folders and all storage devices, memory, registry and services using white listing technology.

## UPDATE

Updater automatically keeps your system's protection up-to-date from all new emerging species of viruses and other malicious programs which appear frequently. The Updater can be configured for the FTP/HTTP/Network and scheduled as per one's needs.

## PRODUCT KEY

eScan product needs to be registered for preventing the misuse of your license. Therefore, a license key is provided and it needs to be activated. To do this, Click on Windows START > All Programs > eScan for Windows > eScan Registration.

**The different options available for registration are mentioned in the below link:**

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

Once you receive the Activation Code (either by Fax or by email), you have to enter this in the License Information window by selecting the radio button **"I have Activation Code"** in the text box **"Enter Activation Code"** and click on OK. Then the **"Registration Information"** Window would show this Activation Code and the validity of the license key along with the number of users registered.

## TOOLS

**"Send Debug Information"** helps to create the debug.zip file required for solving the problems encountered by you while operating eScan. This debug.zip needs be emailed to eScan support team for analysis and providing the required solution.

**"Creating eScan Rescue ISO image file"** 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://www.escanav.com/documents/escan11/eScan\\_rescue\\_disk.asp](http://www.escanav.com/documents/escan11/eScan_rescue_disk.asp)

“**Download Latest Hotfix (eScan)**” helps to download the latest hotfix released by eScan for program updates.

“**Restore Windows Default Settings**” will restore the original Windows settings to eliminate all the modifications made by a virus/spyware attack.

“**Download Latest Hotfix (Microsoft Windows OS)**” This tool helps you download the latest security patches for the Windows® operating system recommended by eScan.

“**eScan Remote Support**” 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 malware issues on your computer.

## Help

This module provides you the links to updated online resources for solving your technical queries, problems and tweaks



- **Live Chat:** Provides the option of chatting with our 24x7 online support team.
- **eScan Online Help:** Provides comprehensive information about eScan features through the MicroWorld Wikipedia.
- **MicroWorld Forum:** Is a forum for discussions about eScan.

## Password

This module provides the option to change the eScan administrator password.

## eScan Web based Management Console

To open eScan Web based Management console (hereinafter will call it as eScan WMC)

You can single click on grey colour cog wheel icon  from the task bar, or right click on the icon  and then click on “Open Web Console” option or you can click on start > All Programs > eScan for windows > click on “eScan Management Console” option or you can open Internet Explorer from any system and enter `https://<ipaddress:10443> url`.

eScan WMC helps the System Administrator to centrally manage the eScan client Systems on the network using a Web Browser. eScan WMC dashboard provides the administrator a quick, overall view of the status of eScan clients. Using eScan WMC, administrator can deploy eScan clients remotely and enforce Integrated Security Policies, Virus Signature Updates for all the clients. Through eScan WMC, administrator will receive Virus Outbreak Alerts, Notifications of security policy violations by any of the client. System Administrator can view all applications running on client systems, USB devices plugged into the systems, and also the websites being viewed currently by the clients by using eScan WMC. With this dynamic monitoring of client system, administrator can monitor the clients for their internet (Bandwidth) usage, websites visited during work hours, and also keep track of data copied using removable devices and

zero-in on the culprit in the event of Data Leak outside the organisation.

To perform all these activities you need to login to eScan WMC, default username is “root” and you need to type in the password which you have configured while installation.

## Setup Wizard

Once you login to the eScan WMC for first time you will be directed to the “Setup Wizard” which will help you or the administrator who do not know how to deploy and manage eScan clients using eScan WMC. If you successfully complete the setup wizard whenever you login eScan WMC will redirect you to the Dashboard.

## Dashboard

This gives you a quick overview of eScan clients installed in the network, based on this an administrator can deploy security policies. It has been divided in three sub groups:

- **Deployment Status:** It will show the status of eScan client deployed/installed, version information and License being used.
- **Protection Status:** It will display all the modules present in eScan client and whether they are turned on or off.
- **Protection Statistics:** It will display information about virus detected on particular host, what action has been taken. Websites allowed/blocked, emails scanned and quarantined, Data outflow using Endpoints, applications blocked.
- **Configure Dashboard Display:** You can configure the modules shown in Dashboard with the help of this option.

## Managed Computers

Here you can see the system/host added under Managed computers which are being managed by eScan WMC. Here you can create groups, deploy policies and tasks in a structured manner

## Unmanaged Computers

Here you can see the logical network structure in your LAN. Administrator can select system/host using Network computers/IP range/Active directory and move them to Managed Computers for deployment and other tasks.

## Reports & Notifications

In-built templates will help in generating reports in different ways. Graphical description and summary information makes these reports useful in Auditing.

## Report Scheduler

Once scheduled, it can generate the concern report and can be sent using e-mail or can be stored on the hard drive.

## Task for Specific Computers

Module specified task can be created and scheduled for specific computers.

## OutBreak Notifications

Virus Outbreak alert within network can be sent to administrator.

## Settings

EMC setting such as Update, Web console, SQL connection can be configured from here.

- **EMC Settings:** It contains settings related to binding / log uploading/ log maintenance.
- **Web Console Settings:** It contains time out settings for the eScan WMC, Dashboard display range and SQL Server connection string.
- **Update Settings:** It helps you in configuring the settings for downloading the virus signatures

## User Accounts

Creation of user account for web console login can be done from here.

## Announcement Status

It is responsible to push updates to eScan clients, make sure it is started

## 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).

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

