Introducing VirusScan NT

Introduction

Thank you for purchasing VirusScan NT, McAfee's powerful and advanced desktop anti-virus solution for Windows NT. VirusScan is designed to detect, remove and prevent computer viruses on IBM-PC or 100% compatible personal computers (PCs) that use Windows NT. VirusScan will help you protect one of your most important assets: the information on your personal computer or local area network.

What is VirusScan NT?

VirusScan NT is used to detect and remove viruses, and to clean virus-infected files. It is an important element of a comprehensive security program that includes a variety of safety measures, such as regular backups, meaningful password protection, training and awareness. We urge you to set up and comply with such a security program in your organization. For tips on how to do this, refer to "Other Sources of Information" later in this chapter, and to Chapter 5, "Tips and Troubleshooting."

Overview

Installing and running VirusScan NT is not like using other software. Even if you are a "power user," *follow the tasks as outlined below.* Using another method to install and set up VirusScan may result in spreading viruses or even infecting the VirusScan files themselves. Refer to Chapter 2, "Installation and Setup."

■ **Task 1: Validate VirusScan.** Before getting started, ensure that you have an authentic, unaltered and uninfected copy of VirusScan by using the Validate program. If you obtained a copy of VirusScan from any source other than the McAfee bulletin board or another McAfee service, run Validate on all the program files and compare the results with the information in the PACKING.LST file for the program you validated. If the validation results match what is in the file, it is highly unlikely that the program has been modified.

✍ *If the information in the PACKING.LST file does not match the results of the Validate program, or if you are at all unsure about the authenticity of any VirusScan file, contact McAfee for assistance. For more information, refer to* "McAfee Support" on page 8.

For details on validating the VirusScan program files, refer to "Validate VirusScan." in Chapter 2, "Installation and Setup."

■ **Task 2: Install VirusScan.** VirusScan's installation procedure begins with a system scan to ensure that your system is not already infected with a virus.

✍ *VirusScan may detect a virus at this point.* **Do not panic.** *Immediately refer to* "If install detects a virus" *in* Chapter 2, "Installation and Setup."

If no viruses are found in memory, VirusScan will be installed on your system and modify your setup files if necessary. For more information, refer to Chapter 2, "Installation and Setup."

✍ **WARNING:** *Do not use any other method to install VirusScan NT, or you risk spreading a virus, or even infecting VirusScan programs.*

■ **Task 3: Create a clean start-up diskette.** McAfee recommends that you create a clean DOS start-up diskette containing the DOS Scan program for use in emergencies. Refer to "Creating a clean DOS start-up diskette" in Chapter 2, "Installation and Setup."

- **Task 4: Back up your hard disk.** Some viruses may destroy disks or files they infect. To avoid losing valuable data, copy all the files on all of your hard disks onto fresh diskettes or a backup tape after successfully scanning your system. Use a commercial backup program or the one included with your operating system. Be sure to scan the backup program disk first to verify that the backup program itself is not infected. You should regularly back up important files after every successful scan. Refer to "Back up your hard disk" in Chapter 2, "Installation and Setup."

- **Task 5: Rescan new disks and software.** McAfee recommends that you scan your disks when introducing new programs, or using disks that may be infected. *Always* run VirusScan on a new diskette before executing, installing or copying its files. When installing or downloading software from a network server, bulletin board or on-line service, run VirusScan on the directory in which the files were placed before executing the files. For more information, refer to "Rescaning new disks and software" in Chapter 2, "Installation and Setup."

- **Task 6: Update VirusScan regularly.** New viruses and strains of existing viruses are being detected every day. McAfee's virus research team releases a new virus signature file update at least once every month. When you receive or download an update, verify that it is an unaltered and uninfected program file by running Validate. After ensuring that it is an authentic update, copy the VirusScan program files to your hard drive and your start-up diskette. Refer to "Update VirusScan regularly" in Chapter 2, "Installation and Setup."

How this manual is organized

This manual will help you get VirusScan NT running quickly and properly on your PC. **Do not** install VirusScan without following the tasks outlined above in "Overview" on page 1 and in Chapter 2, "Installation and Setup," even if you are familiar with other anti-virus products.

- Chapter 1, "Introducing VirusScan NT" (this chapter) introduces the VirusScan programs and provides information about McAfee.

- Chapter 2, "Installation and Setup," contains key information about installing and VirusScan Reference. Do not install VirusScan without following the procedures described in this chapter. Using another method to install VirusScan could spread a virus or even infect the VirusScan files themselves.

- Chapter 3, "Using VirusScan NT," provides information about using VirusScan NT, including how to use VirusScan NT to detect and remove viruses.

- Chapter 4, "VirusScan NT Technical Reference," is a detailed reference, containing information such as system requirements, creating and saving scanning profiles and using cyclic redundancy check validation.

- Chapter 5, "Tips and Troubleshooting," explains how to get the most out of VirusScan NT and how to cope with some common problems.

About VirusScan NT

VirusScan is an advanced desktop anti-virus solution designed to protect your PC from viral infection. Employing McAfee's patented Code Trace© and Code Matrix© virus scanning technologies, VirusScan consistently and accurately identifies both known viruses and new viruses, including file, multi-partite, stealth, mutating, polymorphic and encrypted types. VirusScan uses the following methods to detect these viruses:

- Known viruses are detected by searching the system for known characteristics (sequences of code) unique to each computer virus and reporting their presence if found. For viruses that encrypt or cipher their codes so that every infection is different, VirusScan uses detection algorithms that work by statistical analysis, heuristics and code disassembly.

- Strains of known viruses are detected by searching for "generic" or "family" virus strings that have been found repeatedly in different viruses. Since virus writers may use older code or programming techniques when writing new viruses, VirusScan can use these strings to detect viruses that have not yet been written.

What VirusScan NT includes

The VirusScan product includes the following programs:

- **NTScan**, which detects and removes viruses from your IBM-PC or 100% compatible personal computer that uses Windows NT. For more information, refer to Chapter 3, "Using VirusScan NT," and Chapter 4, "VirusScan NT Technical Reference."

- **Scan**, a DOS version of NTScan which can be used in conjunction with a DOS start-up diskette to remove viruses which infect your hard drive's boot sector. For more information, refer to Chapter 2, "Installation and Setup," and Chapter 3, "Using VirusScan NT."

- **Validate** helps you maintain VirusScan's ability to detect and remove viruses. Whenever you download or obtain VirusScan updates, you should run Validate on the program files to ensure that they are unaltered and uninfected. Refer to "Validate VirusScan" in Chapter 2, "Installation and Setup," for more information.

VirusScan also includes the following text files:

- **PACKING.LST**, a description of all the files included in the VirusScan package.

- **README.1ST**, including version-specific validation information for all the program files included, as well as any new information not contained in this manual.

License and Registration

The VirusScan software is provided under license from McAfee, Inc., a copy of which is provided with this manual. Please read it and comply with it. In addition, fill out and return the registration form in your VirusScan package.

McAfee Support

For help in using this product, or for more information about McAfee's VirusScan and other products, we invite you to contact McAfee Associates technical support. You can contact us:

McAfee, Inc.

2710 Walsh Avenue

Santa Clara, CA 95051-0963

U.S.A.

Phone	(408) 988-3832
FAX	(408) 970-9727
Hours	6 a.m. to 5 p.m. PST
	Monday through Friday
McAfee BBS	(408) 988-4004
	1200 bps to 28,800 bps
	8 bits, no parity, 1 stop bit
	24 hours, 365 days a year
CompuServe	GO MCAFEE
Internet	support@mcafee.com
America On-line	MCAFEE

Before you call

✍ *Before contacting McAfee, please ensure that you are running an authentic and unaltered version of the VirusScan program. VirusScan includes a program called Validate that will help you do this. Refer to "Validate VirusScan" in Chapter 2, "Installation and Setup."*

For fast and accurate help, have the following information available when you contact McAfee:

- Product name and version number

- Type and brand of computer, hard disk and any peripherals

- Any TSRs or device drivers in use

- Printouts of your AUTOEXEC.NT and CONFIG.NT files

- A printout of the contents in memory, from the MEM command (as provided in DOS 4.0 and later) or a similar utility

- A printout of the error and a step-by-step description of what led to this problem. Be as specific as possible. If you cannot be at your computer when you call, a printout of the screen will be helpful.

If you are overseas, you can contact a McAfee authorized agent. Agents are located in 50+ countries around the world and provide local sales and support for our software.

Internet access

The latest evaluation versions of McAfee's anti-virus software are available by anonymous ftp (file transfer protocol) over the Internet from the **ftp.mcafee.com** site. If your domain resolver does not support names, use the IP address 192.187.128.3. Enter **anonymous** or **ftp** as your user ID and your own e-mail address as the password. Programs are located in the **pub/antivirus** directory. If you have questions, send e-mail to **support@mcafee.com**.

You can also find McAfee's anti-virus software at the SimTel Software Repository at **Oak.Oakland.EDU** in the **simtel/msdos/virus** directory and its associated mirror sites:

wuarchive.wustl.edu (US)	**ftp.switch.ch** (Switzerland)
ftp.funet.fi (Finland)	**src.doc.ic.ac** (UK)
archie.au (Australia)	

McAfee products and services

Founded in 1989, McAfee, Inc. is the leading provider of tools for productive computing for the DOS, OS/2 and Windows environments. Our anti-virus products are used by more than 16,000 corporations worldwide. Our utility products provide data security, automated version updating and system inspection and editing. McAfee is also the pioneer and leading provider of electronically distributed software. All of McAfee's products can be purchased through dealers or downloaded from bulletin board systems and on-line services around the world.

McAfee does not stop at developing the world's best anti-virus and utility products. We back them with the industry's best service and technical support. Product support is provided by a full-time staff of virus researchers, programmers and support professionals, and delivered directly by McAfee or our network of more than 150 Authorized Agent offices in more than 50 countries worldwide.

Other sources of information

The McAfee BBS, CompuServe Virus Help Forum and America On-Line's MCAFEE group are excellent sources of information on virus protection. Batch files and utilities to help you use VirusScan software are often available, along with helpful advice.

Independent publishers, colleges, training centers and vendors also offer information and training about virus protection and computer security.

We especially recommend the following books:

- Ferbrache, David. *A Pathology of Computer Viruses*. London: Springer-Verlag, 1992. (ISBN 0-387-19610-2)

- Hoffman, Lance J. *Rogue Programs: Viruses, Worms, and Trojan Horses*. Van Nostrand Reinhold, 1990. (ISBN 0-442-00454-0)

- Jacobson, Robert V. *The PC Virus Control Handbook*, 2nd Ed. San Francisco: Miller Freeman Publications, 1990. (ISBN 0-87930-194-0)

- Jacobson, Robert V. *Using McAfee Associates Software for Safe Computing*. New York: International Security Technology, 1992. (ISBN 0-9627374-1-0)

In addition, the following sources can provide useful information about viruses:

- National Computer Security Association (NCSA), 10 South Courthouse Avenue, Carlisle, PA 17013

- CompuServe **VIRUSFORUM**

- Internet **comp.virus** newsgroup

- America On-line **MCAFEE**