ʻeScan™

Internet Security Suite
with Cloud Security For SMB

Compatible with
Windows 7

Windows 8
Windows RT
Compatible

Quick Reference Guide
Small and Medium Business Editions

Table of Content

Technical Support:	support@escanav.com
Sales:	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:	April, 2015

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. The section "Installation of eScan" provides detailed information to help you install eScan.

New Features added:

- Cloud Security **(New)**
- Set advanced security policies
- Secure Web Interface
- Dashboard **(Improved)**
- Asset Management **(New)**
- Print Activity **(New)**
- Network Based Outbreak Prevention
- License Management
- Device & Application Control **(Improved)**
- Export & Import of Settings
- Client Live Updater
- Reports and Notifications **(Improved)**
- Task deployment
- Manage updates

We thank you for choosing eScan ISS with Cloud Security for SMB

MicroWorld

Prerequisites for installing eScan ISS with Cloud Security for SMB

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 Requirements

Before installing, please make sure that your system meets the following requirements:

For Server & Client Support

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

CPU

- 2GHz Intel™ Core™ Duo processor or equivalent (For eScan Server)
- 1GHz Intel™ Pentium™ processor (For eScan Clients)

Memory

- 4 GB & above (For eScan Server)
- 1 GB & above (For eScan Clients)

Disk Space:

- 8 GB & above (For eScan Server)
- 1.5 GB & above (For eScan Clients)

Browser Requirement

- Internet Explorer 7 / 8 / 9
- Firefox 14 & above

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 iwn2ksmk.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 2005/2008. 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.

- 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 2005/2008 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 verity 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.

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 eScan Protection Center icon and then click on "Resume Protection".

⚙️ This icon is for eScan Management Console. This is a grey color 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 14, you get a trendy, 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 🛡️ . 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, Privacy Control, and Cloud Protection 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.

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 ID and Password, which you can provide to the eScan Technical Support Representative to remotely take control and troubleshoot the issues on your computer.

Password: You can use this option to define Administrator Password to open eScan.

License Information: Use this option to view license / Registration information of eScan.

Tools: You can click this button to access the tools available in eScan.

Reports: You can use this option to generate and view Module wise reports of eScan.

The eScan Protection Center has following Modules:

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 using POP3 and SMTP protocol 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 (This feature is not applicable for Server Operating System).

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.

Cloud Protection

eScan introduces cloud-based security through eScan Security Network (ESN) technology. The cloud-based eScan Security Network ensures protection against current threats, such as viruses, worms, and Trojans. It identifies and blocks new threats before they become widespread. When it comes to new malware, it makes a prompt response with an advanced level of detection that provides superior protection. It is because of Cloud based eScan Security Network, eScan clients receive prompt information about new and unknown threats minutes after the launch of a cyber-attack, compared to hours for traditional signature database update.

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 HTTP/Network and scheduled as per one's needs.

TOOLS

"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/escan14/eScan_rescue_disk.asp

"Download Latest Hotfix (eScan)" - This helps to download the latest hotfix released by eScan for program updates.

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

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

"Restore Windows Default Settings" - This will restore the original Windows settings to eliminate all the modifications made by a virus/spyware attack.

"Upload Samples" - This feature helps you to submit the virus samples to the eScan support team.

"USB Vaccination" - You can use this option to prevent spreading of virus through USB Drives.

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.

eScan Forum: Is a forum for discussions about eScan.

eScan Remote Support: eScan is equipped with a remote support tool, using this option our technical support representative will resolve issue related to eScan by taking your system on remote.

Feedback: This link will redirect you to our online feedback form. Send your feedback to eScan with your suggestions for product improvement.

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 color 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 Server" option or you can open Internet Explorer from any system and enter http://<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.

It is a web-based centralized Management Console that helps the administrator to install and Manage eScan Client on the computers connected to the network.

Using this console you can perform following activities:

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

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

Modules of eScan Management Console

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 four 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.

- **Summary Top 10:** It displays brief summary about network security posture.

- **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 search & select system / host using New Computers Found / Network Computers / IP Range / Active Directory and move them to Managed Computers for deployment and other tasks.

- **Reports Templates:** 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.

- **Events and Computers:** The Events & Computers page enables you to monitor various activities performed on client's computer. You can view log of all events based on Event Status, Computer Selection or Software/ Hardware Changes on that client computer.

- **Task for Specific Computers:** Module specified task can be created and scheduled for specific computers.

- **Policies for Specific Computers:** The Policies for Specific Computers page enables you to create and deploy policy on specific client computer same as for groups, based on certain settings. There is also an option to delete policy and view properties of policy whenever required. This is an alternative method, the reason being every Managed group will have the default policies, if a system which is present in that Managed Group does not want to have that default policies applied, and then this feature comes in the picture. Otherwise you can make use of Policies from Managed Computers. Policy for specific computers will take precedence over group policies.

- **Asset Management:** This module provides you the entire Hardware configuration and list of Softwares installed on Managed Computers in a tabular format. Using this Module, you can easily keep a track of all the Hardware as well as Software resources installed on all the Managed Computers connected to the Network. Based on different Search criteria you can easily filter the information as per you requirement. It also allows you to

Export the entire system information available through this module in PDF, Ms Excel or HTML formats.

- **Print Activity:** It monitors and Logs printing tasks done by all the Managed computers, it gives you a report of all Printing Jobs done by Managed computers through any Printer connected to the network. It also gives you a report of all PDF conversions done on individual Machine connected to the network.

- **OutBreak Notifications:** Virus Outbreak alert within network can be sent to administrator via email.

- **Settings:** Using this section you can define important settings for FTP downloads, maintaining Logs, eScan Management Console timeout settings, Update download settings along with important settings for escan.

  - **eScan Management Console (EMC) -** Using this section you can define settings for FTP sessions, Log Settings, Client Grouping and Client connection settings.
  - **Web Console Settings -** Using this section you can define settings for Web Console timeout, Dashboard Settings, Login Page settings, SQL Server Connection settings, SQL Database compression settings.
  - **Update Settings -** Using this section you can define general configuration settings for, Settings for Update Notifications, and scheduling Update Downloads for the server.

- **Administration**: The Administration menu enables you to maintain the user account, user role, and export and import the settings. It contains the following sub-menus:

  - The **User Accounts** enables you to add custom accounts or active directory users or groups.
  - The **User Roles** enables you to create user roles and assign permissions for accessing menu for users and managed computers group.
  - The **Export and Import** Settings enables you to export and import the settings and policies of WMC and database. It enables you to take back up of eScan settings and policies, it will be helpful in case you wish to replace eScan server.

- **License:** The eScan Web Console enables you to manage license of users. You can Add, activate, and view the total number of licenses available for deployment, number of licenses deployed, and number of licenses remaining with their corresponding values. You can also move the licensed computers to non-licensed computers and non-licensed computers to licensed computers.

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.

Registered 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

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

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

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

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

For **Sales Enquiry,** please write to: sales@escanav.com

For **Support Enquiry,** please write to: support@escanav.com

For **Knowledgebase,** please visit: http://forums.escanav.com

For **Wikipedia/Help,** please visit: http://www.escanav.com/wiki

Note:

For supported languages please visit below URL:

http://www.escanav.com/smb_iss