SOPHOS

sophos **anti-virus**

User manual

Sophos Anti-Virus 5.0 for Windows 2000/XP/2003

Document version 1.0

About this manual

This user manual explains how to use Sophos Anti-Virus for Windows 2000/XP/2003, and how to configure

- virus scanning
- virus alerts
- disinfection
- logging
- updating.

The manual also provides help in resolving common problems.

Contents

About Sophos Anti−Virus

This section includes the following.

- What is Sophos Anti−Virus?
- **Sophos Anti−Virus** window
- Sophos Anti−Virus system tray icon
- What is on−access scanning?
- What is an on−demand scan?
- What is a right−click scan?

What is Sophos Anti−Virus?

Sophos Anti−Virus is software that detects viruses, worms and Trojans on your computer or network. It can also disinfect infected items. In particular, it can

- check each file you access for viruses
- scan your computer or network for viruses
- eliminate viruses
- alert you when it finds a virus
- keep a log of its activity
- be updated to detect the latest viruses.

Sophos Anti−Virus can be used in two ways:

- via the **Sophos Anti−Virus** window
- via the Sophos Anti−Virus system tray icon.

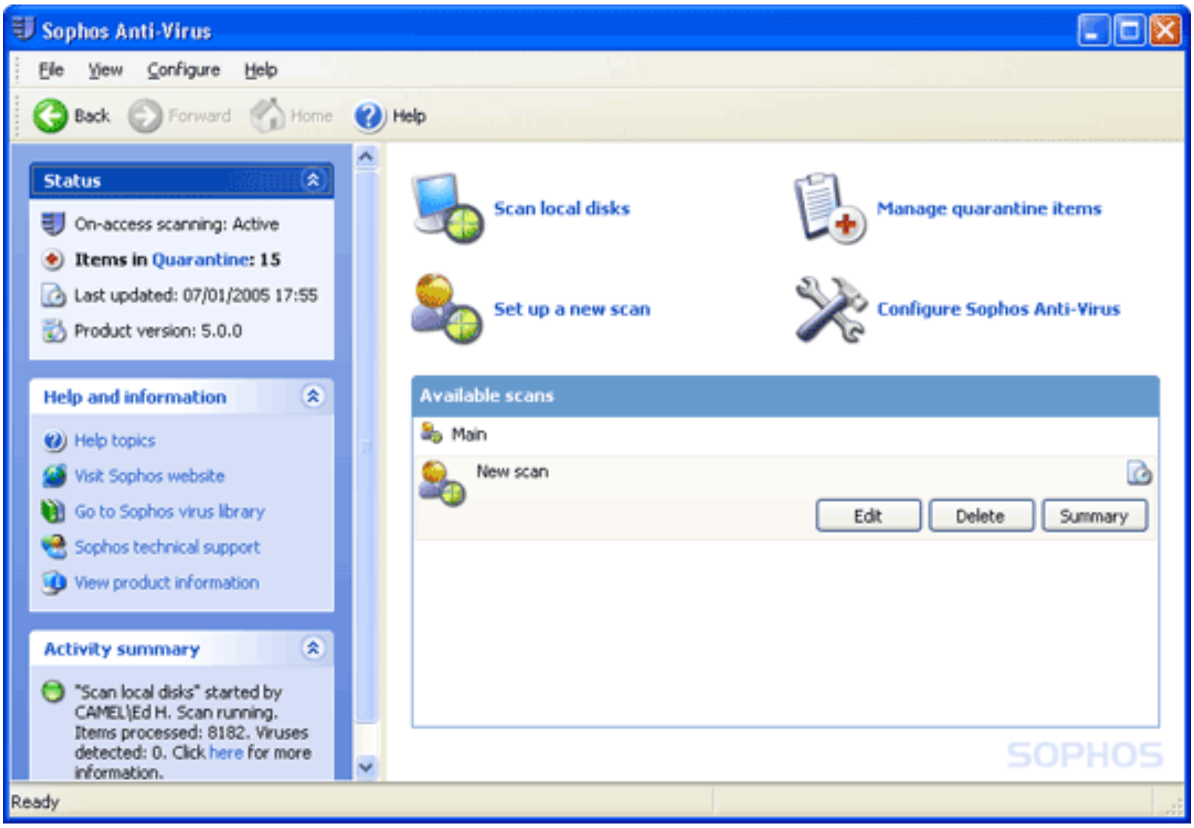
Sophos Anti−Virus can perform three types of scanning:

- on−access
- on−demand
- right−click.

Sophos Anti−Virus window

To open the **Sophos Anti−Virus** window, right−click the Sophos Anti−Virus system tray icon to display a menu.

Select **Open Sophos Anti−Virus**. The components of the window are described below.



On-access scanning: Active

Items in Quarantine: 15

Last updated: 07/01/2005 17:55

Product version: 5.0.0

"Scan local disks" started by CAMEL\Ed H. Scan running. Items processed: 8182. Viruses detected: 0. Click here for more information.

Toolbar

This contains buttons for getting help and navigating between the pages in the right–hand pane of the **Sophos Anti–Virus** window.

Status

This contains the status of on–access scanning, the number of items in Quarantine, the last time Sophos Anti–Virus was updated and the product version number.

Help and information

This enables you to contact Sophos technical support, and access help with Sophos Anti–Virus and information on viruses. To see more detailed information about your version of Sophos Anti–Virus and your computer, click **View product information**.

Activity summary

This appears when you run a scan, and contains information about any viruses found.

Home page

This is displayed in the right−hand pane when you open the **Sophos Anti−Virus** window. It includes the task list and the **Available scans** list. As you use the **Sophos Anti−Virus** window, the content of the right−hand pane may change. You can return to the home page by clicking the **Home** button.

The task list is displayed at the top of the home page. It enables you to scan local disks, set up scans, manage infected items and configure Sophos Anti−Virus.

The **Available scans** list lists the scans that have been set up. From here, you can run, edit or delete each scan, and view a summary of what happened the last time the scan was run.

Sophos Anti−Virus system tray icon

The Sophos Anti−Virus system tray icon is always displayed, even if the **Sophos Anti−Virus** window is closed. The appearance of the icon changes depending on whether on−access scanning is active, whether Sophos Anti−Virus is updating and whether Sophos Anti−Virus updated successfully last time.

If you pass the mouse over the icon, the tool tip displays the last time Sophos Anti−Virus was updated.

If you right−click the icon, a menu is displayed. From here, you can

- update Sophos Anti−Virus
- configure updating
- check the progress of an update
- open the **Sophos Anti−Virus** window.

What is on−access scanning?

On−access scanning intercepts files as they are accessed, and grants access to only those that are virus free.

What is an on−demand scan?

An **on−demand scan** is a virus scan of the computer, or parts of the computer, that you can run immediately or schedule to run at another time.

What is a right−click scan?

A **right−click scan** is a virus scan of selected item(s) in Windows Explorer, that you can run by right−clicking the selection to display a menu, and selecting **Scan with Sophos Anti−Virus**.

Checking the computer is protected

This section includes the following.

- Checking protection is on
- Turning protection on or off for the computer

Checking protection is on

The computer is protected by on–access scanning.

On–access scanning intercepts files as they are accessed, and grants access to only those that are virus free.

When on–access scanning is active, a blue shield is displayed in the system tray.

When on–access scanning is inactive, the shield is grey.

The status of on–access scanning is also indicated in the **Sophos Anti–Virus** window under **Status**.

If your computer is on a network, on–access scanning has probably already been configured. However, if you want to change the settings, refer to Configuring scanning.

Turning protection on or off for the computer

If you turn protection *off*, Sophos Anti–Virus does *not* scan files that you access for viruses.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. Click **On–access scanning**.

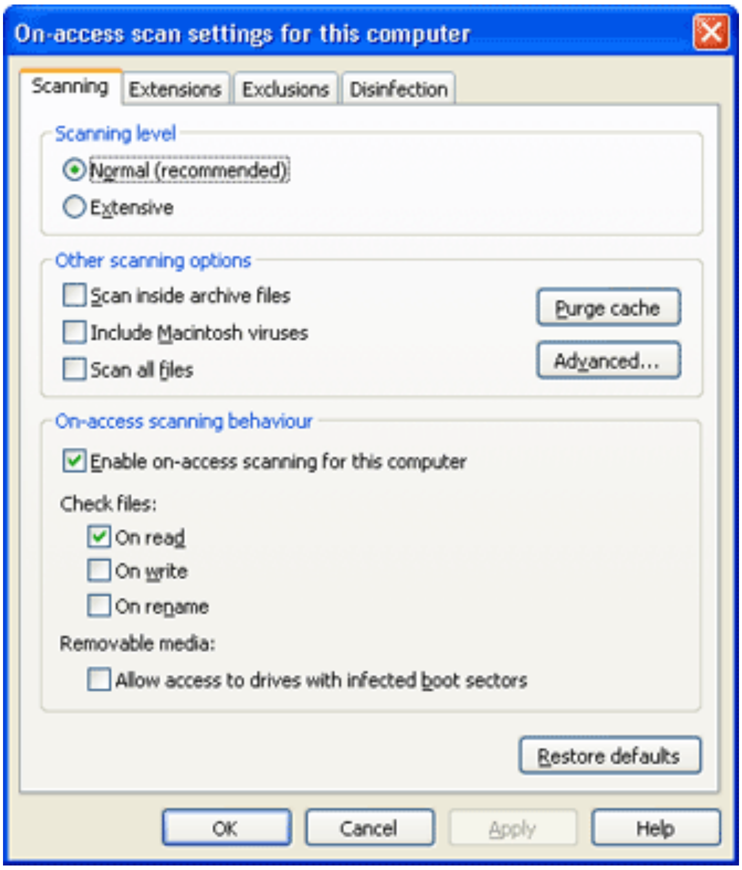
3. In the **On–access scan settings for this computer** dialog box, click the **Scanning** tab.

   To turn on–access scanning ***on*** for the computer, select **Enable on–access scanning for this computer**, and click **OK**. The Sophos Anti–Virus system tray icon turns blue.

   To turn on–access scanning ***off*** for the computer, deselect **Enable on–access scanning for this computer**, and click **OK**. The Sophos

Anti–Virus system tray icon turns grey.

In the **Sophos Anti–Virus** window, the **Status** menu is updated.



Scanning level

● Normal (recommended)

○ Extensive

Other scanning options

□ Scan inside archive files

□ Include Macintosh viruses

□ Scan all files

On-access scanning behaviour

☑ Enable on-access scanning for this computer

Check files:

☑ On read

□ On write

□ On rename

Removable media:

□ Allow access to drives with infected boot sectors

Sophos Anti–Virus retains the settings you make here, even after you reboot the computer. If you have turned on–access scanning off, it remains ***inactive*** until you turn it on again.

Scanning items on demand

This section includes the following.

- What is an on–demand scan?
- Scanning local disks
- Setting up a scan
- Scheduling a scan
- Running a scan
- Editing a scan

What is an on–demand scan?

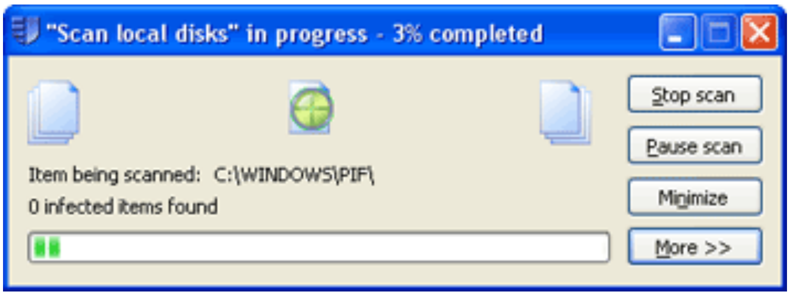
An **on–demand scan** is a virus scan of the computer, or parts of the computer, that you can run immediately or schedule to run at another time.

Scanning local disks

To run a scan of all disk drives, including boot sectors, on the computer, do as follows.

In the home page of the **Sophos Anti–Virus** window, click **Scan local disks**.

A progress dialog box is displayed and the **Activity summary** appears in the **Sophos Anti–Virus** window.



"Scan local disks" in progress - 3% completed

Item being scanned: C:\WINDOWS\PIF\

0 infected items found

If any viruses are found, click **More** and refer to Disinfection.

To stop scanning, click **Stop scan**.

For information on setting up, scheduling, running and configuring a scan, refer to the rest of this section and Configuring scanning.

Setting up a scan

1. In the home page of the **Sophos Anti−Virus** window, click **Set up a new scan** to display the scan setup page.

2. In the **Scan name** text box, type a name for the scan.

   In the **Items to scan** panel, select the drives and folders you want to scan. To do this, click the check box to the left of each drive or folder. To learn about the icons that appear in the check boxes, refer to Representation of items to scan.

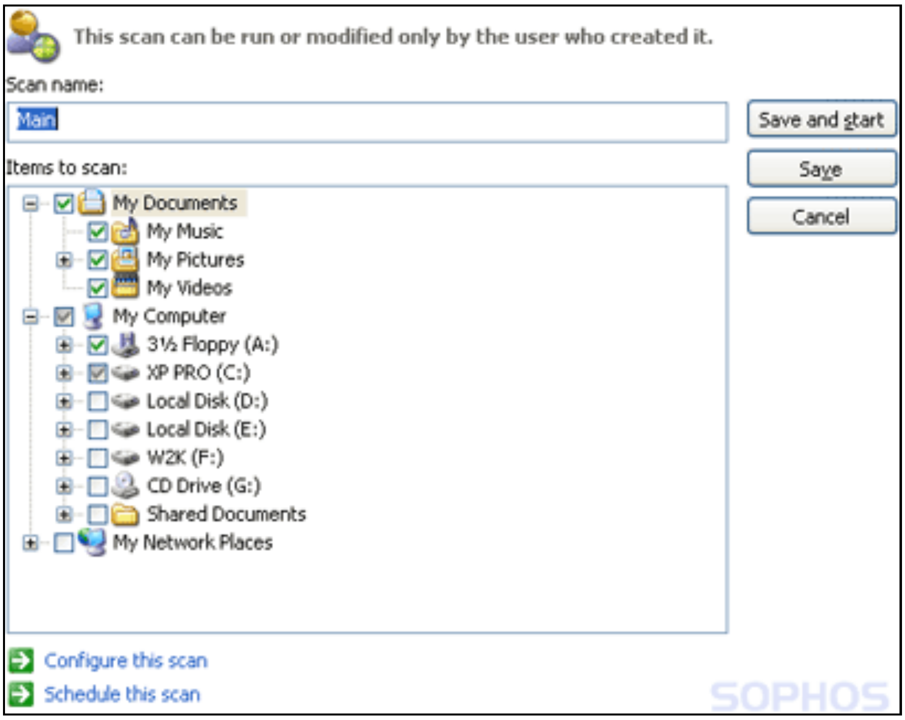
   Drives or folders that are unavailable (because they are offline or have been deleted) are displayed in a strikethrough font. They are removed from the **Items to scan** panel if they are deselected or there is a change in the selection of their parent drive or folder(s).

   To configure the scan further, click **Configure this scan**. (Refer to Configuring scanning for more information.)

   To schedule the scan, click **Schedule this scan**. (Refer to Scheduling a scan for more information.)

   You can't manually run a scan that you have scheduled. Scheduled scans are displayed in the **Available scans** list with a clock icon.

   Click **Save** to save the scan or **Save and start** to save and run the scan.



This scan can be run or modified only by the user who created it.

Scan name: Main

Items to scan:

- ☑ My Documents
  - ☑ My Music
  - ☑ My Pictures
  - ☑ My Videos
- ☑ My Computer
  - ☑ 3½ Floppy (A:)
  - ☑ XP PRO (C:)
  - ☐ Local Disk (D:)
  - ☐ Local Disk (E:)
  - ☐ W2K (F:)
  - ☐ CD Drive (G:)
  - ☐ Shared Documents
- ☐ My Network Places

Representation of items to scan

In the **Items to scan** panel, different icons are displayed in the check box next to each item, depending on which items will be scanned. These icons are shown below with explanations.

The item and all sub–items *are not* selected for scanning.

□

The item and all sub–items *are* selected for scanning.

☑

The item is partially selected: some sub–items are not selected for scanning.

☑

The item and all sub–items are excluded from this particular scan.

☒

The item is partially excluded: some sub–items are excluded from this particular scan.

☑

The item and all sub–items are excluded from all on–demand scans, because of an on–demand exclusion that has been set up.

🚫

Scheduling a scan

To schedule a scan that you are setting up or editing, do as follows.

You can't manually run a scan that you have scheduled. Scheduled scans are displayed in the **Available scans** list with a clock icon.

1. In the right–hand pane of the **Sophos Anti–Virus** window, click **Schedule this scan**.

2. In the **Schedule scan** dialog box, select **Enable schedule**.

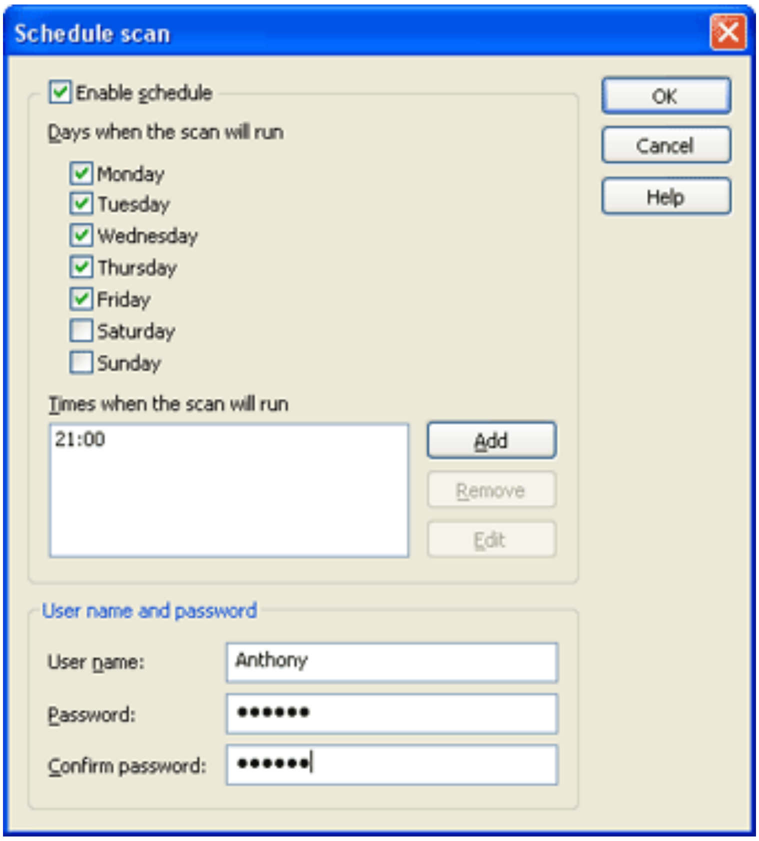
   Select the day(s) on which the scan should run.

   Add the time(s) by clicking **Add**.

If necessary, remove or edit a time by selecting it and clicking **Remove** or **Edit**, respectively.

Type a **user name** and **password**. The scheduled scan runs with the access rights of that user.

Click **OK**.



Schedule scan

☑ Enable schedule

Days when the scan will run

☑ Monday
☑ Tuesday
☑ Wednesday
☑ Thursday
☑ Friday
□ Saturday
□ Sunday

Times when the scan will run

21:00

User name and password

User name: Anthony

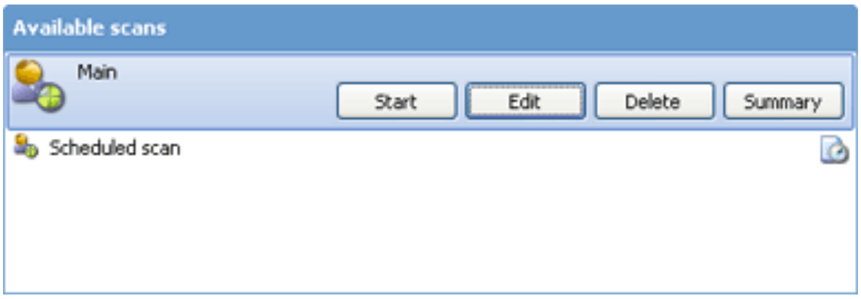
Password: ••••••

Confirm password: ••••••

Running a scan

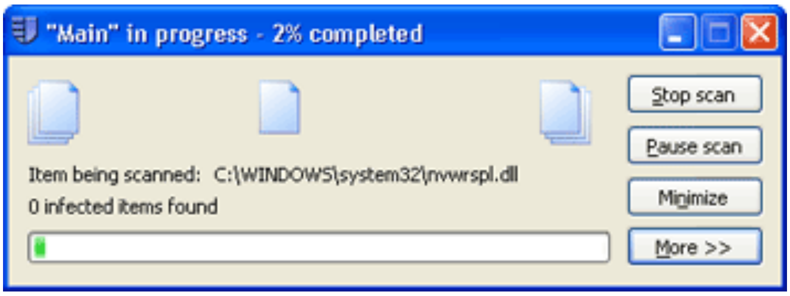
To run a scan that has been set up, do as follows.

In the home page of the **Sophos Anti–Virus** window, in the **Available scans** list, select the scan you want to run. Click **Start**.



You can't manually run a scan that you have scheduled. Scheduled scans are displayed in the **Available scans** list with a clock icon.

A progress dialog box is displayed and the **Activity summary** appears in the **Sophos Anti–Virus** window.


"Main" in progress - 2% completed

Item being scanned: C:\WINDOWS\system32\nvwrspl.dll

0 infected items found

If any viruses are found, click **More** and refer to Disinfection.

To stop scanning, click **Stop scan**.

For information on setting up, scheduling and configuring a scan, refer to the rest of this section and Configuring scanning.

Editing a scan

To edit a scan that has been set up, do as follows.

1. In the home page of the **Sophos Anti–Virus** window, in the **Available scans** list, select the scan you want to edit. Click **Edit** to display the scan setup page.

2. To rename the scan, in the **Scan name** text box, type a name for the scan.

   To change which items to scan, in the **Items to scan** panel, select or deselect the drives and folders you want to scan. To do this, click the check box to the left of each drive or folder. To learn about the icons that appear in the check boxes, refer to Representation of items to scan.

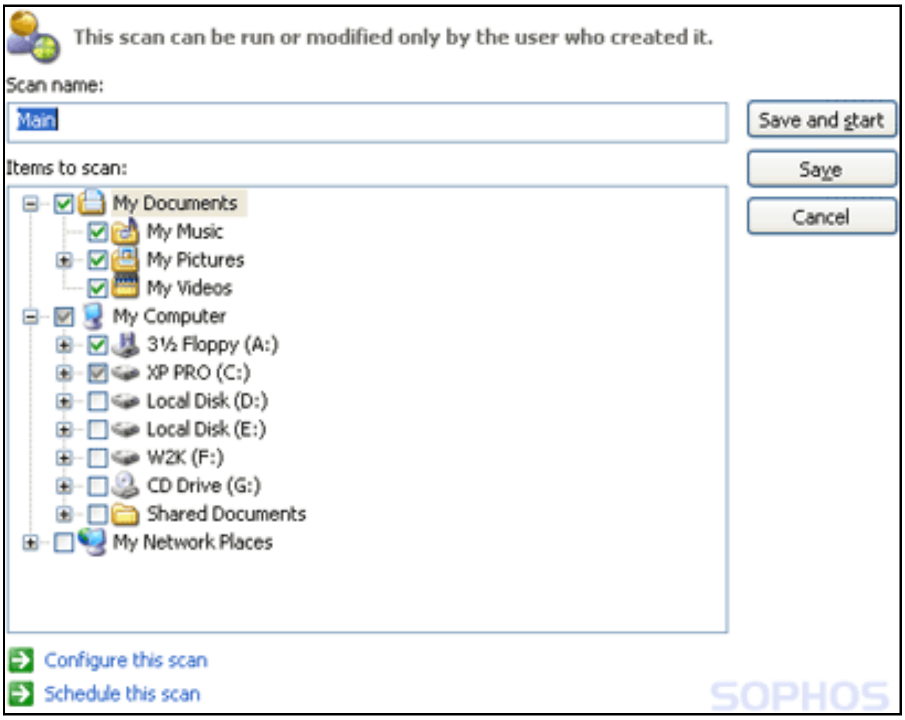
   Drives or folders that are unavailable (because they are offline or have been deleted) are displayed in a strikethrough font. They are removed from the **Items to scan** panel if they are deselected or there is a change in the selection of their parent drive or folder(s).

   To configure the scan further, click **Configure this scan**. (Refer to Configuring scanning for more information.)

   To schedule the scan, click **Schedule this scan**. (Refer to Scheduling a scan for more information.)

You can't manually run a scan that you have scheduled. Scheduled scans are displayed in the **Available scans** list with a clock icon.

Click **Save** to save the scan or **Save and start** to save and run the scan.


This scan can be run or modified only by the user who created it.

Scan name: Main

Items to scan:

- ☑ My Documents
  - ☑ My Music
  - ☑ My Pictures
  - ☑ My Videos
- ☑ My Computer
  - ☑ 3½ Floppy (A:)
  - ☑ XP PRO (C:)
  - ☐ Local Disk (D:)
  - ☐ Local Disk (E:)
  - ☐ W2K (F:)
  - ☐ CD Drive (G:)
  - ☐ Shared Documents
- ☐ My Network Places

Representation of items to scan

In the **Items to scan** panel, different icons are displayed in the check box next to each item, depending on which items will be scanned. These icons are shown below with explanations.

The item and all sub–items *are not* selected for scanning.

☐

The item and all sub–items *are* selected for scanning.

☑

The item is partially selected: some sub–items are not selected for scanning.

☑

The item and all sub–items are excluded from this particular scan.

☒

The item is partially excluded: some sub–items are excluded from this particular scan.

☑

The item and all sub−items are excluded from all on−demand scans, because of an on−demand exclusion that has been set up.

🚫

Scanning a single item

This section includes the following.

- Scanning a single item

Scanning a single item

You can scan a single item by performing a right–click scan.

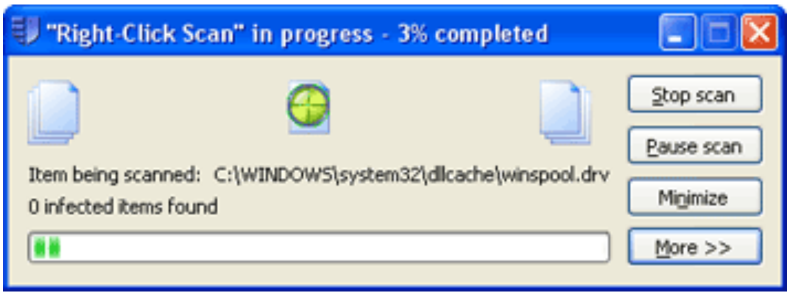
A **right–click scan** is a virus scan of selected item(s) in Windows Explorer, that you can run by right–clicking the selection to display a menu, and selecting **Scan with Sophos Anti–Virus**.

1. Open Windows Explorer. To do this, at the taskbar, click **Start**|**Programs**|**Accessories**|**Windows Explorer**.

2. Select the file(s), folder(s) and/or disk drives you want to scan.

3. Right–click the selection to display a menu, and select **Scan with Sophos Anti–Virus**.

A progress dialog box is displayed.



"Right-Click Scan" in progress - 3% completed

Item being scanned: C:\WINDOWS\system32\dllcache\winspool.drv

0 infected items found

If any viruses are found, click **More** and refer to Disinfection.

To stop scanning, click **Stop scan**.

For information on configuring a scan, refer to Configuring scanning.

Restricting access rights

This section includes the following.

- Types of user
- Changing membership of Sophos user groups

Types of user

Sophos Anti−Virus restricts access to certain parts of the software to certain types of user. This security is based on the user groups that have been set up in Windows on this computer. When Sophos Anti−Virus is installed, each user is assigned to one of the Sophos user groups depending on their Windows user group, as follows.

- Members of the Windows Administrators group are assigned to the SophosAdministrator group.
- Members of the Windows Power Users group are assigned to the SophosPowerUser group.
- Members of the Windows Users group are assigned to the SophosUser group.

Any user who is not assigned to one of the Sophos user groups, including Guest users, can perform only

- on−access scanning
- scans run from a right−click menu.

Members of the SophosUser group can perform the above functions and

- access the **Sophos Anti−Virus** window
- set up and run on−demand scans
- configure scans run from a right−click menu
- manage, with limited privileges, quarantined items.

Members of the SophosPowerUser group have the same rights as members of the SophosUser group with the addition of greater privileges in Quarantine manager.

Members of the SophosAdministrator group can use or configure any part of Sophos Anti−Virus.

Changing membership of Sophos user groups

To change the Sophos user group for a user, you must do as follows. (Refer to your Windows documentation if necessary.)

1. Use Windows to move the user from one Sophos user group to another.

2. When that user logs on to Windows again, they should find that their access rights have changed accordingly.

Changing settings for multiple users

This section includes the following.

- Changing settings for all computers
- Changing settings for all users on the computer

Changing settings for all computers

To configure Sophos Anti−Virus on workstations from a central location on the network, refer to the Sophos Enterprise Console help.

Changing settings for all users on the computer

To configure Sophos Anti−Virus for all users on the computer, in the home page of the **Sophos Anti−Virus** window, click **Configure Sophos Anti−Virus**. From the **Configure** page, you can change the following settings.

- On−access scanning
- On−demand extensions and exclusions
- User rights for Quarantine manager
- Messaging
- Log for this computer
- Updating

You need to be a Sophos Administrator to change these settings.

Configuring scanning

This section includes the following.

- Changing types of file scanned
- Excluding files from scanning
- Changing when on−access scanning occurs
- Scanning inside archive files
- Scanning Macintosh files
- Scanning all files

Changing types of file scanned

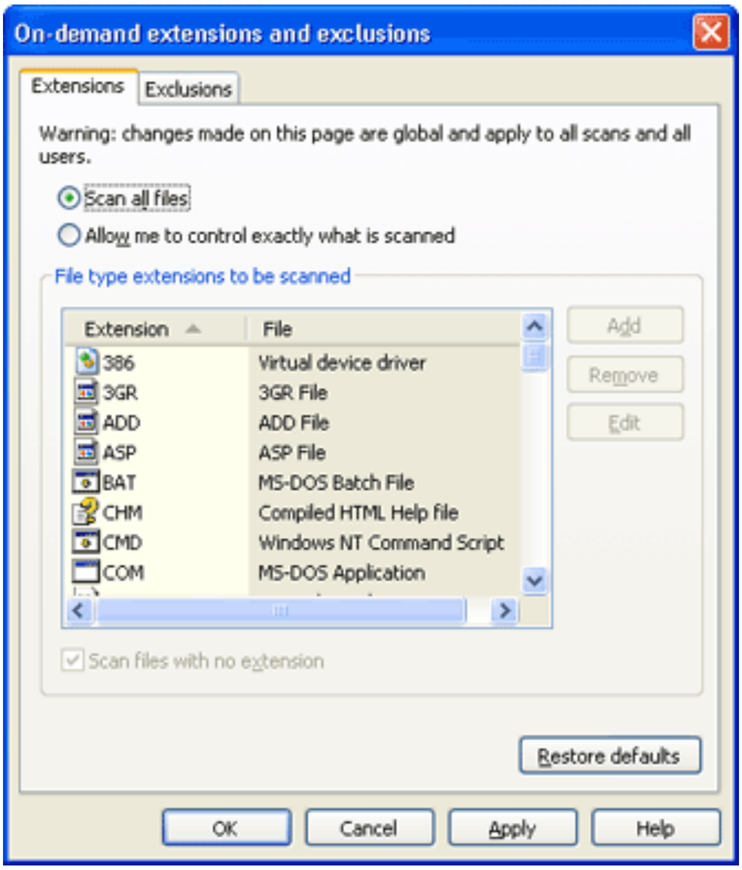
⚠ If the Sophos Enterprise Console is used to administer Sophos Anti−Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

1. In the home page of the **Sophos Anti−Virus** window, click **Configure Sophos Anti−Virus**.

2. To change the settings for ***on−access scanning***, click **On−access scanning**.

   To change the settings for ***on−demand and right−click scanning***, click **On−demand extensions and exclusions**.

3. Click the **Extensions** tab. Set the options as described below.



Warning: changes made on this page are global and apply to all scans and all users.

● Scan all files

○ Allow me to control exactly what is scanned

File type extensions to be scanned

Extension	File
386	Virtual device driver
3GR	3GR File
ADD	ADD File
ASP	ASP File
BAT	MS-DOS Batch File
CHM	Compiled HTML Help file
CMD	Windows NT Command Script
COM	MS-DOS Application

☑ Scan files with no extension

Scan all files

Click this to enable scanning of all files, regardless of the filename extension.

Allow me to control exactly what is scanned

Click this to restrict scanning to only files with a particular filename extension, specified in the extension list.

The extension list includes file types that Sophos recommends are scanned. Be careful if you alter the list as explained below.

To add a filename extension to the list, click **Add**. You can use the wildcard ? to match any single character.

To remove a filename extension from the list, select the extension and click **Remove**.

To change a filename extension in the list, select the extension and click **Edit**.

To enable scanning of files with no filename extension, select **Scan files with no extension**.

Excluding items from scanning

If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

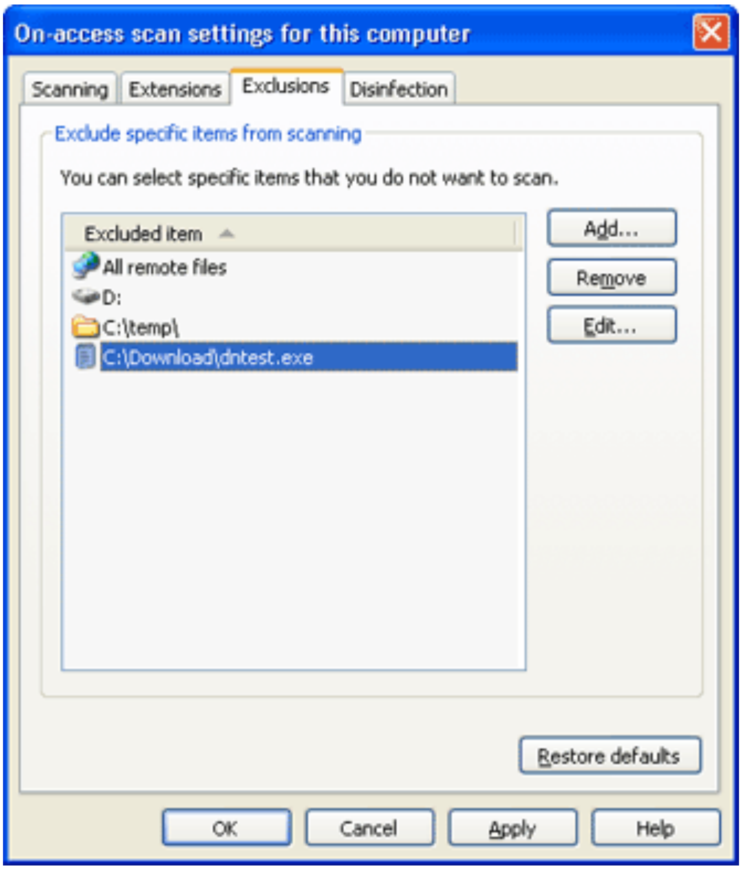
The procedure described below applies to *all* on–demand scans. To exclude items from a *particular* on–demand scan, refer to Editing a scan.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. To change the settings for ***on–access scanning***, click **On–access scanning**.

   To change the settings for ***on–demand and right–click scanning***, click **On–demand extensions and exclusions**.

3. Click the **Exclusions** tab. Set the options as described below.



You can select specific items that you do not want to scan.

All remote files
D:
C:\temp\
C:\Download\dntest.exe

Excluded item

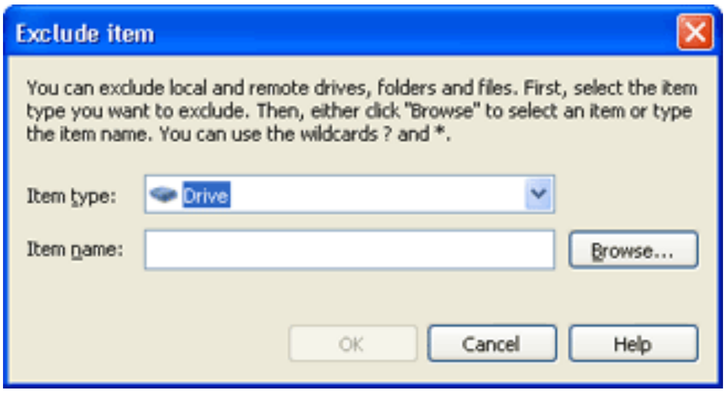
To specify items that should be excluded from scanning, click **Add**. In the **Exclude item** dialog box, specify the type and name of the item to be excluded. Refer to Specifying excluded items.

To remove items from the list of excluded items, click **Remove**.

To change items in the list of excluded items, click **Edit**.

Specifying excluded items

In the **Exclude item** dialog box, select the **Item type**. **All remote files** means all files not on this computer. Unless you select **All remote files**, specify the **Item name** by using the **Browse** button or typing in the text box. Further details on specifying item names are given below.



You can exclude local and remote drives, folders and files. First, select the item type you want to exclude. Then, either click "Browse" to select an item or type the item name. You can use the wildcards ? and *.

Item type: Drive

Item name:

- **Filename**

  You can specify only the name of a file, and Sophos Anti–Virus excludes all files with that name, wherever they are located. For example

  fred.bmp

  causes Sophos Anti–Virus to exclude all files called fred.bmp, wherever they are located.

- **Full path**

  You can specify the exact location and name of a file, and Sophos Anti–Virus excludes only that particular file. The path can include the drive or the share. For example

  C:\Miscellaneous\fred.bmp

causes Sophos Anti−Virus to exclude fred.bmp in the Miscellaneous folder on the C: drive.

\\Server1\Users\Fred\Letter.rtf

causes Sophos Anti−Virus to exclude Letter.rtf in the Fred folder in the Users share on Server1.

If you don't specify the drive or share, Sophos Anti−Virus matches the path at the root of any drive or share.

- **Partial path**

  You can specify a drive or share, and Sophos Anti−Virus excludes everything from that drive or share and below. For example

  A:

  causes Sophos Anti−Virus to exclude everything on the A: drive.

  You can specify a folder, and Sophos Anti−Virus excludes everything from that folder and below. For example

  D:\Tools\

  causes Sophos Anti−Virus to exclude everything from the Tools folder on the D: drive and all subfolders.

  You can specify a folder and filename, and Sophos Anti−Virus excludes any folder and filename that match. For example

  logs\log.txt

  causes Sophos Anti−Virus to exclude log.txt in any folder called logs on any drive or share.

Wildcards

The wildcard ? can be used only in a filename or extension. It generally matches any single character. However, when used at the end of a filename or extension, it matches zero or one character. For example file??.txt matches file.txt, file1.txt and file12.txt but not file123.txt.

The wildcard * can be used only in a filename or extension, in the form [filename].* or *.[extension]. For example, file*.txt, file.txt* and file.*txt are invalid.

Multiple filename extensions

Filenames with multiple extensions are treated as if the last extension is the extension and the rest are part of the filename. For example,

[filename].[extension1].[extension2] means the filename is [filename].[extension1] and the extension is [extension2].

Standard naming conventions

The filename or path is validated against standard naming conventions (e.g. a folder name may contain spaces but may not contain only spaces).

Changing when on−access scanning occurs

⚠ If the Sophos Enterprise Console is used to administer Sophos Anti−Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

You can specify whether Sophos Anti−Virus scans files when they're opened, when they're saved or when they're renamed.

1. In the home page of the **Sophos Anti−Virus** window, click **Configure Sophos Anti−Virus**.

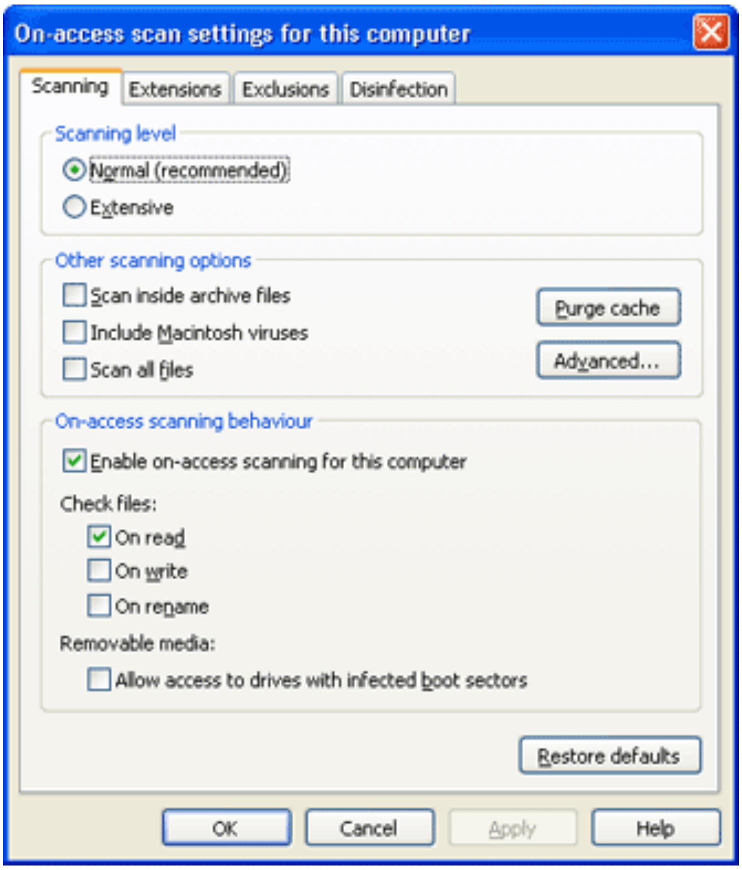
2. In the **Configure** page, click **On−access scanning**.

3. In the **On−access scan settings for this computer** dialog box, click the **Scanning** tab. Set the options as described below.

   To specify that files must be scanned when they're opened, click **On read**.

   To specify that files must be scanned when they're saved, click **On write**.

   To specify that files must be scanned when they're renamed, click **On rename**.



Scanning level

● Normal (recommended)
○ Extensive

Other scanning options

□ Scan inside archive files
□ Include Macintosh viruses
□ Scan all files

On-access scanning behaviour

☑ Enable on-access scanning for this computer

Check files:

☑ On read
□ On write
□ On rename

Removable media:

□ Allow access to drives with infected boot sectors

Scanning inside archive files

You can enable Sophos Anti–Virus to scan inside archive files. You can do this for

- on–access scanning
- on–demand scanning
- scans run from a right–click menu.

Scanning inside archives on access

If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

Scanning inside archive files makes scanning significantly slower and is rarely required. Even if you don't select the option, when you attempt to access a file extracted from the archive file, the extracted file is scanned.

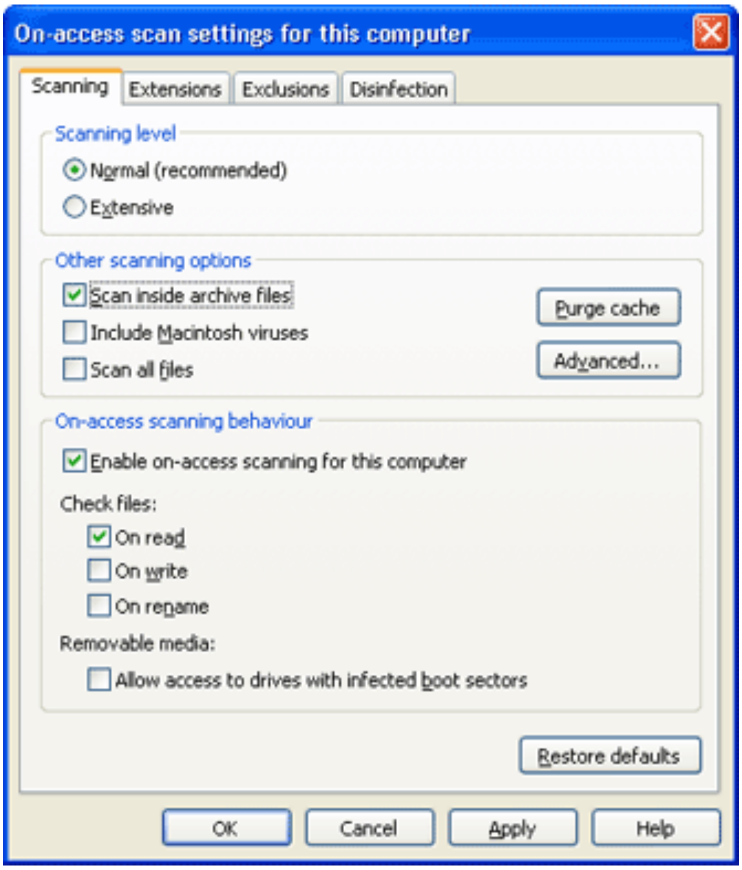
Whether you select this option or not, files compressed with dynamic compression utilities (PKLite, LZEXE and Diet) are scanned.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **On–access scanning**.

3. In the **On–access scan settings for this computer** dialog box, click the **Scanning** tab.

4. Select **Scan inside archive files**.



On-access scan settings for this computer

Scanning | Extensions | Exclusions | Disinfection

Scanning level

● Normal (recommended)
○ Extensive

Other scanning options

☑ Scan inside archive files
□ Include Macintosh viruses
□ Scan all files

On-access scanning behaviour

☑ Enable on-access scanning for this computer

Check files:

☑ On read
□ On write
□ On rename

Removable media:

□ Allow access to drives with infected boot sectors

To enable scanning inside only particular archive file types, click **Advanced**. In the **Advanced scanning settings** dialog box, select the archive file types that you want Sophos Anti–Virus to scan inside.

⚠ The advanced settings are very specialised and you should use them only with advice from Sophos technical support.

Scanning inside archives on demand

⚠ **Scanning inside archive files makes scanning significantly slower and is rarely required. Even if you don't select the option, when you attempt to access a file extracted from the archive file, the extracted file is scanned.**

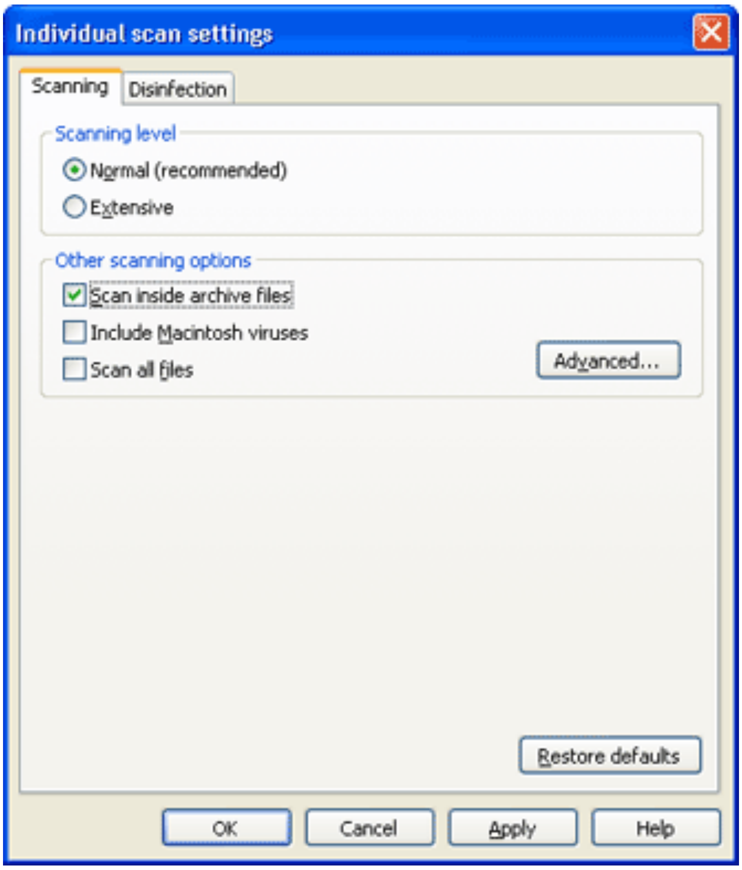
Whether you select this option or not, files compressed with dynamic compression utilities (PKLite, LZEXE and Diet) are scanned.

1. In the home page of the **Sophos Anti–Virus** window, in the **Available scans** list, select the scan you want to edit. Click **Edit**.

2. In the scan setup page, click **Configure this scan**.

3. In the **Individual scan settings** dialog box, click the **Scanning** tab.

4. Select **Scan inside archive files**.



Individual scan settings

Scanning level
● Normal (recommended)
○ Extensive

Other scanning options
☑ Scan inside archive files
□ Include Macintosh viruses
□ Scan all files

To enable scanning inside only particular archive file types, click **Advanced**. In the **Advanced scanning settings** dialog box, select the archive file types that you want Sophos Anti–Virus to scan inside.

The advanced settings are very specialised and you should use them only with advice from Sophos technical support.

Scanning inside archive files from a right–click menu

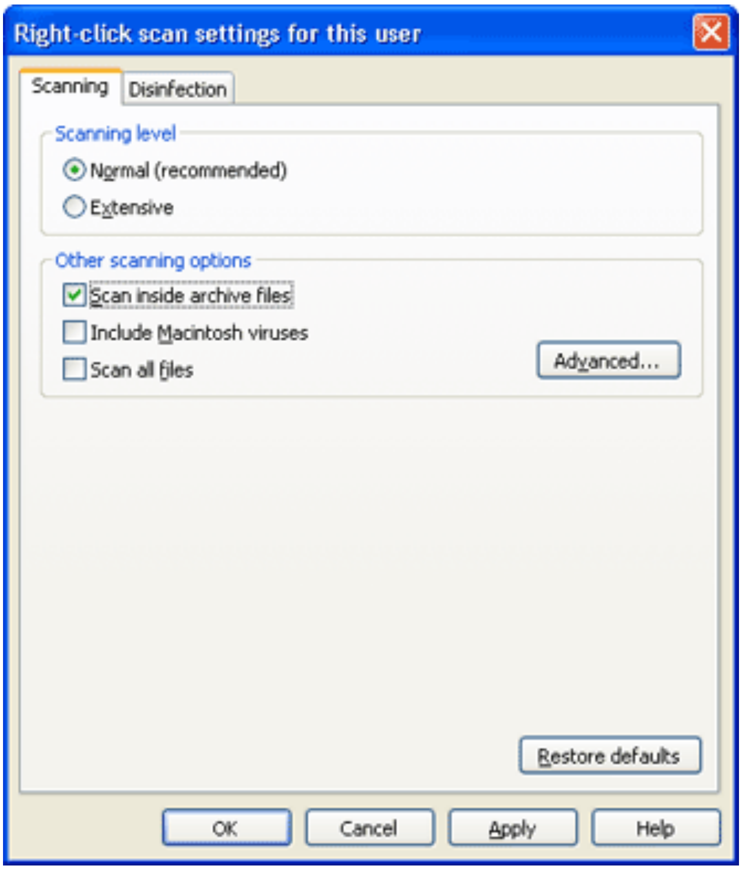
Scanning inside archive files makes scanning significantly slower. Even if you don't select the option, when you attempt to access a file extracted from the archive file, the extracted file is scanned.

Whether you select this option or not, files compressed with dynamic compression utilities (PKLite, LZEXE and Diet) are scanned.

1. On the **Configure** menu, click **Right–click scanning**.

2. In the **Right–click scan settings for this user** dialog box, click the **Scanning** tab.

3. Select **Scan inside archive files**.



Scanning level

● Normal (recommended)
○ Extensive

Other scanning options

☑ Scan inside archive files
□ Include Macintosh viruses
□ Scan all files

To enable scanning inside only particular archive file types, click **Advanced**. In the **Advanced scanning settings** dialog box, select the archive file types that you want Sophos Anti–Virus to scan inside.

The advanced settings are very specialised and you should use them only with advice from Sophos technical support.

Scanning Macintosh files

You can enable Sophos Anti–Virus to scan Macintosh files stored on Windows computers. You can do this for

- on–access scanning
- on–demand scanning
- scans run from a right–click menu.

Scanning Macintosh files on access

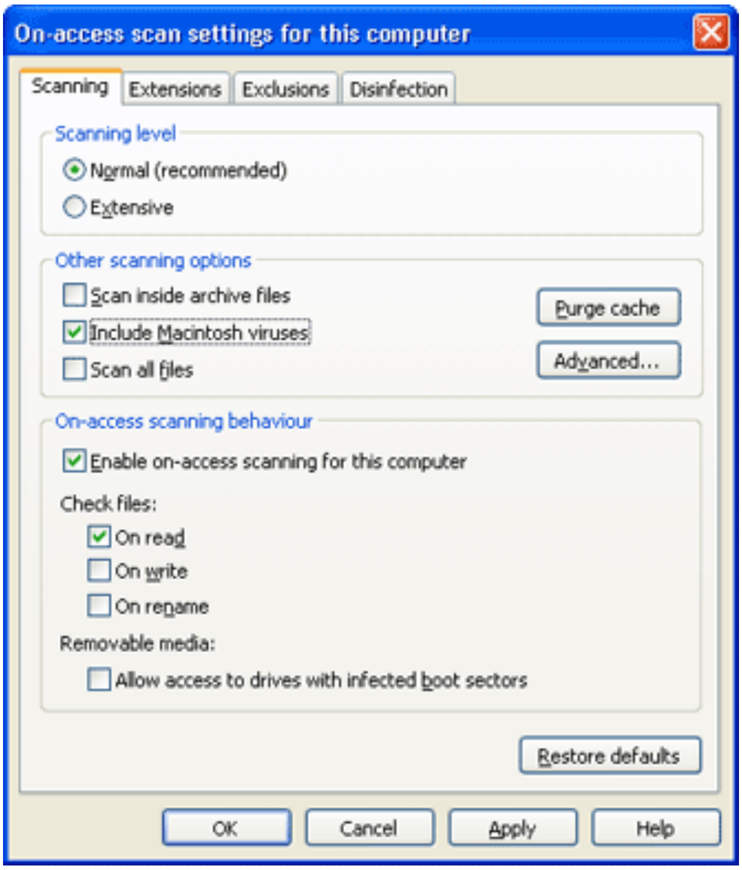
If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **On–access scanning**.

3. In the **On–access scan settings for this computer** dialog box, click the **Scanning** tab.

4. Select **Include Macintosh viruses**. This enables Sophos Anti–Virus to scan executable Macintosh files.



On-access scan settings for this computer

Scanning | Extensions | Exclusions | Disinfection

Scanning level

● Normal (recommended)

○ Extensive

Other scanning options

□ Scan inside archive files

☑ Include Macintosh viruses

□ Scan all files

On-access scanning behaviour

☑ Enable on-access scanning for this computer

Check files:

☑ On read

□ On write

□ On rename

Removable media:

□ Allow access to drives with infected boot sectors

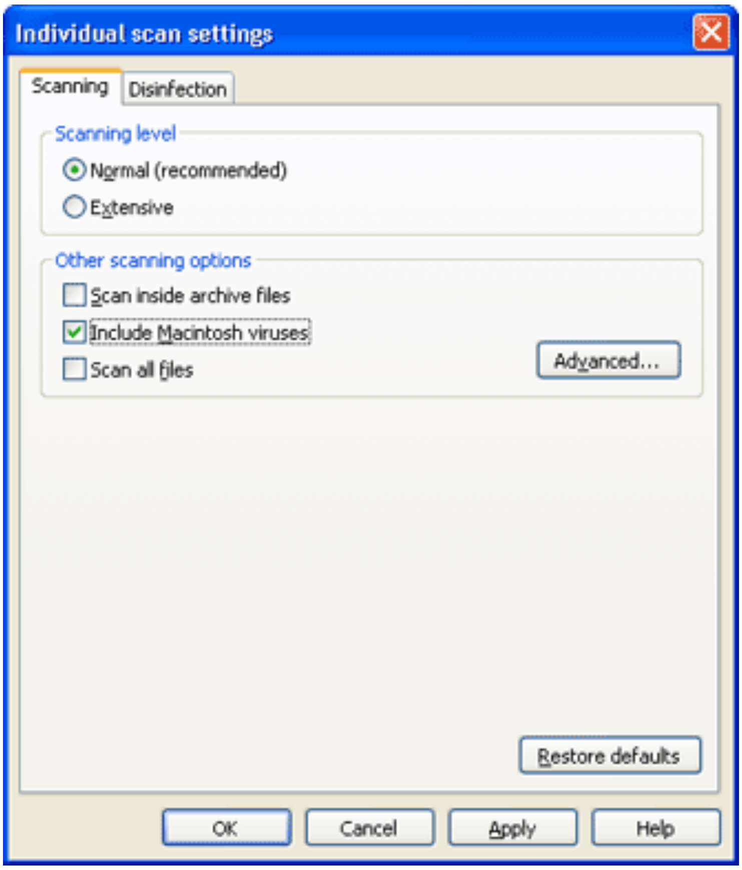
Scanning Macintosh files on demand

1. In the home page of the **Sophos Anti–Virus** window, in the **Available scans** list, select the scan you want to edit. Click **Edit**.

2. In the scan setup page, click **Configure this scan**.

3. In the **Individual scan settings** dialog box, click the **Scanning** tab.

4. Select **Include Macintosh viruses**. This enables Sophos Anti–Virus to scan executable Macintosh files.



Individual scan settings

Scanning level

● Normal (recommended)

○ Extensive

Other scanning options

□ Scan inside archive files

☑ Include Macintosh viruses

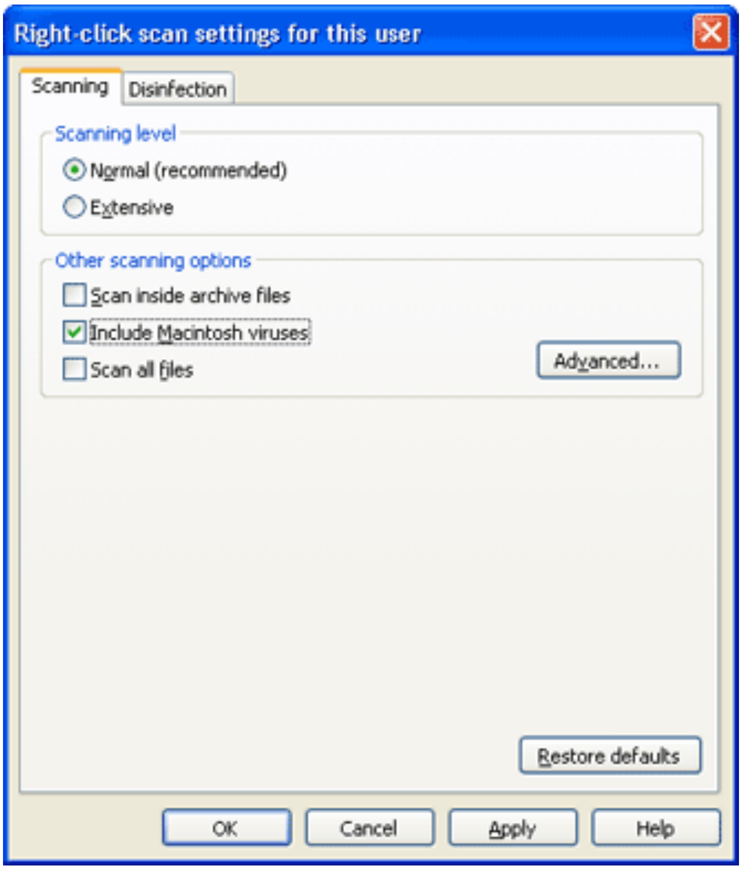
□ Scan all files

Scanning Macintosh files from a right–click menu

1. On the **Configure** menu, click **Right–click scanning**.

2. In the **Right–click scan settings for this user** dialog box, click the **Scanning** tab.

3. Select **Include Macintosh viruses**. This enables Sophos Anti–Virus to scan executable Macintosh files.



Right-click scan settings for this user

Scanning level

● Normal (recommended)

○ Extensive

Other scanning options

□ Scan inside archive files

☑ Include Macintosh viruses

□ Scan all files

Scanning all files

You can enable Sophos Anti–Virus to scan all files, regardless of the filename extension. You can do this for

- on–access scanning
- on–demand scanning
- scans run from a right–click menu.

Scanning all files on access

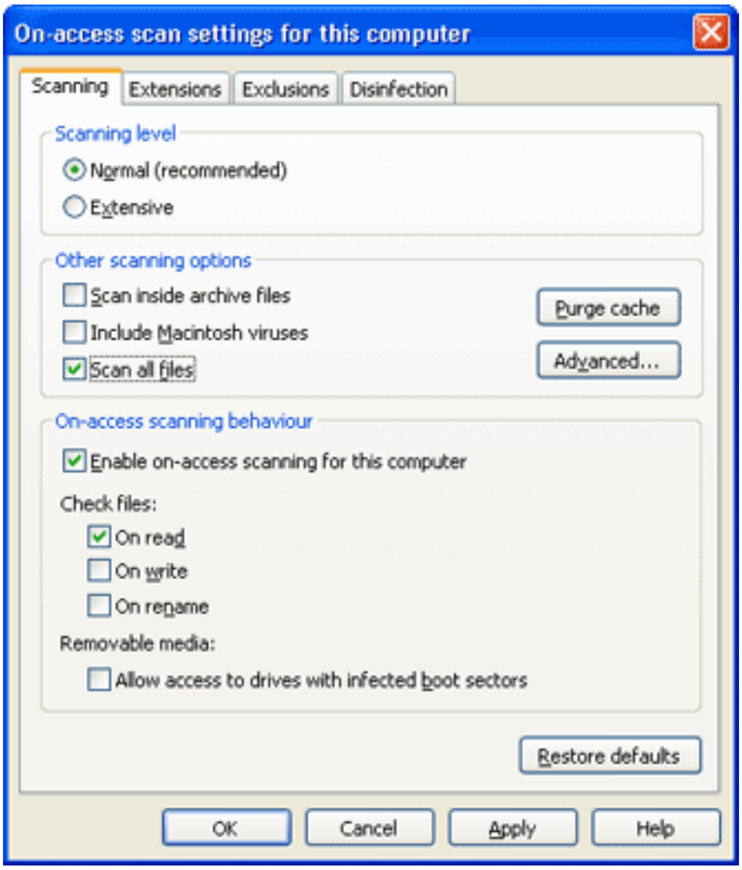
If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **On–access scanning**.

3. In the **On–access scan settings for this computer** dialog box, click the **Scanning** tab.

4. Select **Scan all files**.



Scanning level

● Normal (recommended)
○ Extensive

Other scanning options

□ Scan inside archive files
□ Include Macintosh viruses
☑ Scan all files

On-access scanning behaviour

☑ Enable on-access scanning for this computer

Check files:

☑ On read
□ On write
□ On rename

Removable media:

□ Allow access to drives with infected boot sectors

Scanning all files on demand

You can enable

- all on–demand scans
- a particular on–demand scan

to scan all files.

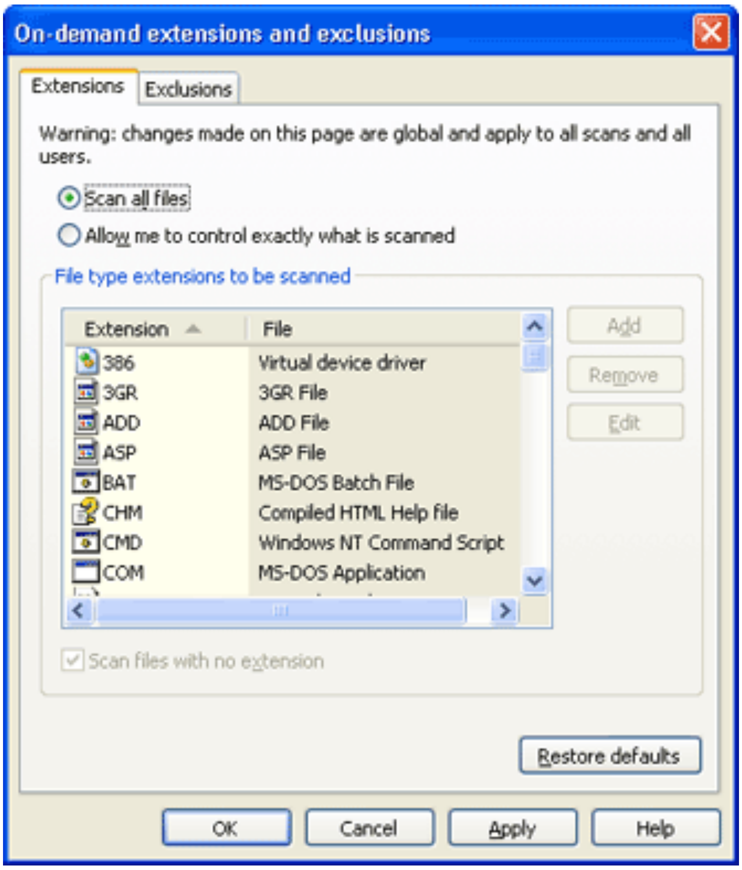
Enabling all on–demand scans to scan all files

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **On–demand extensions and exclusions**.

3. In the **On–demand extensions and exclusions** dialog box, click the **Extensions** tab.

4. Click **Scan all files**.



Warning: changes made on this page are global and apply to all scans and all users.

● Scan all files

○ Allow me to control exactly what is scanned

File type extensions to be scanned

Extension	File
386	Virtual device driver
3GR	3GR File
ADD	ADD File
ASP	ASP File
BAT	MS-DOS Batch File
CHM	Compiled HTML Help file
CMD	Windows NT Command Script
COM	MS-DOS Application

☑ Scan files with no extension

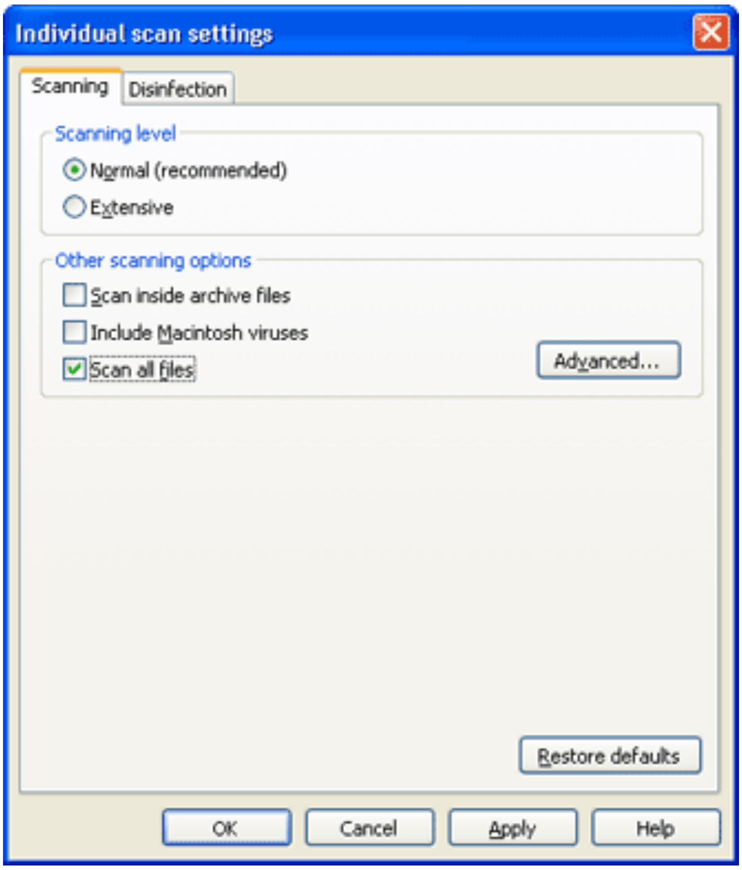
Enabling a particular on−demand scan to scan all files

1. In the home page of the **Sophos Anti−Virus** window, in the **Available scans** list, select the scan you want to edit. Click **Edit**.

2. In the scan setup page, click **Configure this scan**.

3. In the **Individual scan settings** dialog box, click the **Scanning** tab.

4. Select **Scan all files**.



Scanning level

● Normal (recommended)

○ Extensive

Other scanning options

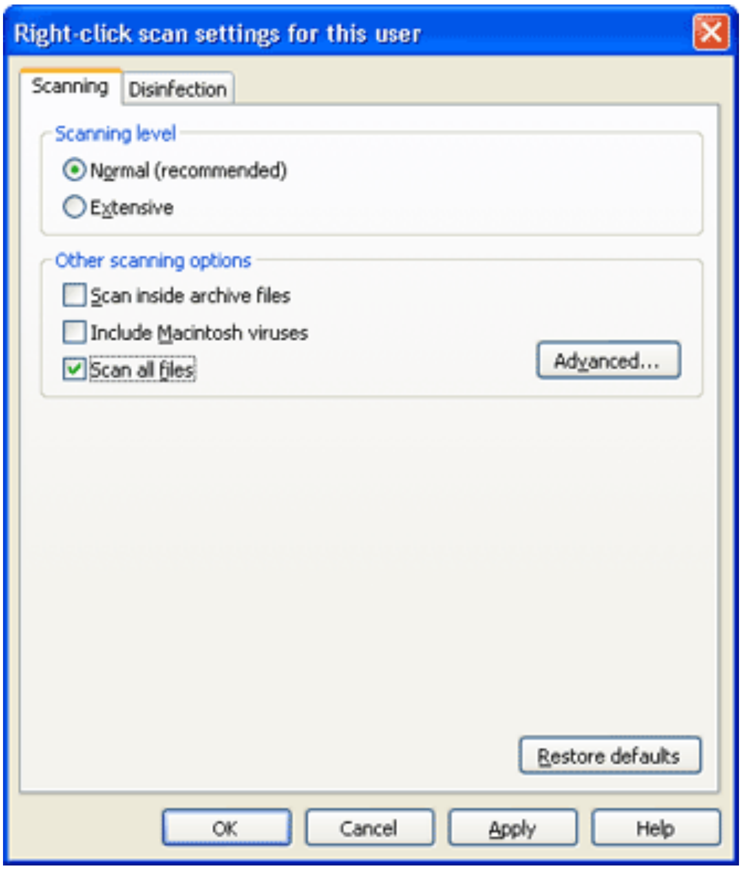
□ Scan inside archive files

□ Include Macintosh viruses

☑ Scan all files

Scanning all files from a right−click menu

1. On the **Configure** menu, click **Right−click scanning**.
2. In the **Right−click scan settings for this user** dialog box, click the **Scanning** tab.
3. Select **Scan all files**.



Right-click scan settings for this user

Scanning | Disinfection

Scanning level

● Normal (recommended)

○ Extensive

Other scanning options

□ Scan inside archive files

□ Include Macintosh viruses

☑ Scan all files

Configuring alerts

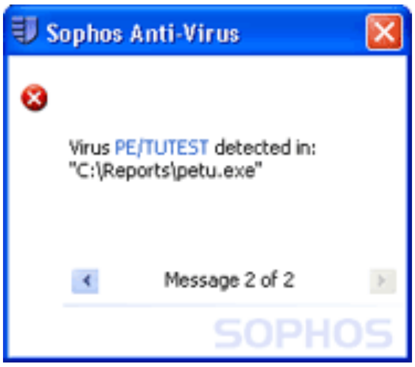
This section includes the following.

- Desktop messaging
- Email alerting
- SNMP messaging
- Event logging

Desktop messaging

⚠ If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

Sophos Anti–Virus can display desktop messages like the one shown below when a virus is found. This applies only to on–access scanning.



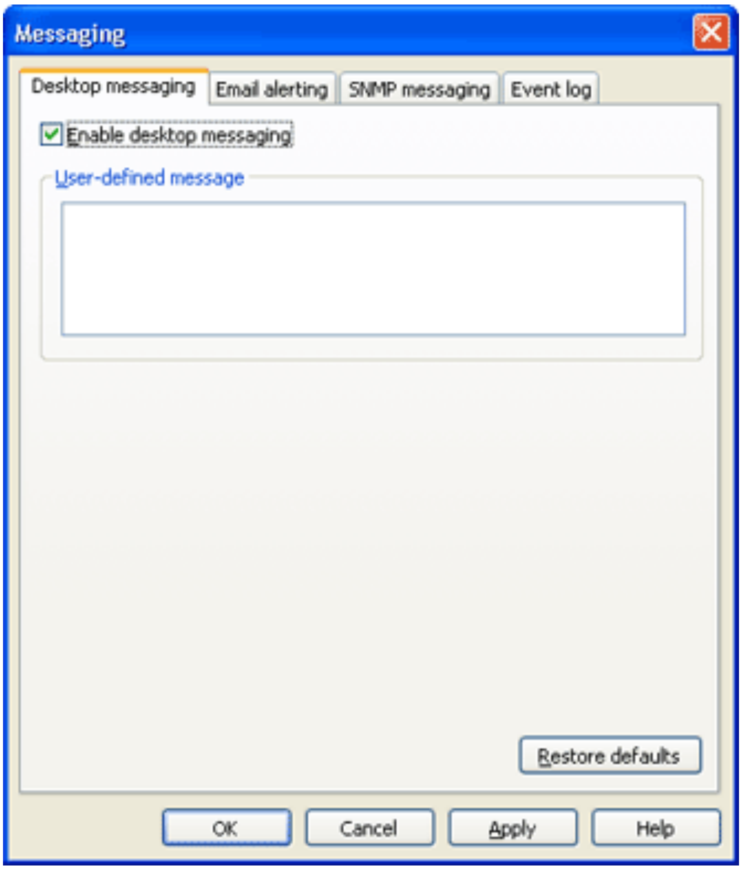
Virus PE/TUTEST detected in:
"C:\Reports\petu.exe"

To enable Sophos Anti–Virus to display desktop messages, do as follows.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **Messaging**.

3. In the **Messaging** dialog box, click the **Desktop messaging** tab. Set the options as described below.



Enable desktop messaging

Select this to enable Sophos Anti–Virus to display desktop messages when a virus is found.

User–defined message

In this text box, you can type a message that will be added to the end of the standard message.

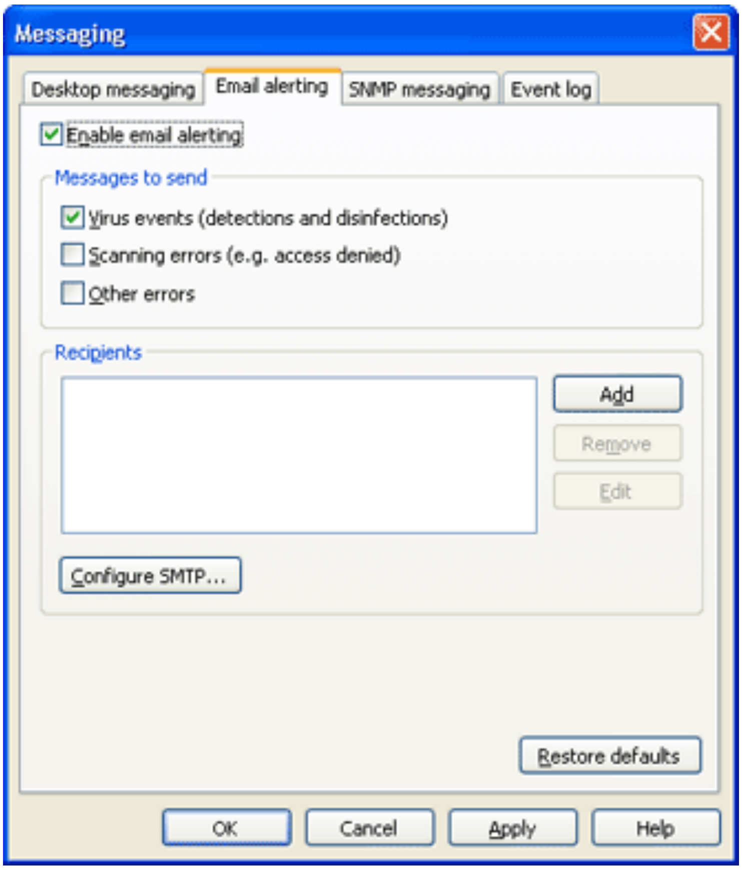
Email alerting

⚠ If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

To enable Sophos Anti–Virus to send email alerts when a virus is found or an error occurs, do as follows. This applies to on–access, on–demand and right–click scanning.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.
2. In the **Configure** page, click **Messaging**.

3. In the **Messaging** dialog box, click the **Email alerting** tab. Set the options as described below.



☑ Enable email alerting

☑ Virus events (detections and disinfections)

□ Scanning errors (e.g. access denied)

□ Other errors

Enable email alerting

Select this to enable Sophos Anti–Virus to send email alerts.

Messages to send

Select the events for which you want Sophos Anti–Virus to send email alerts. **Scanning errors** include instances when Sophos Anti–Virus is denied access to an item that it attempts to scan.

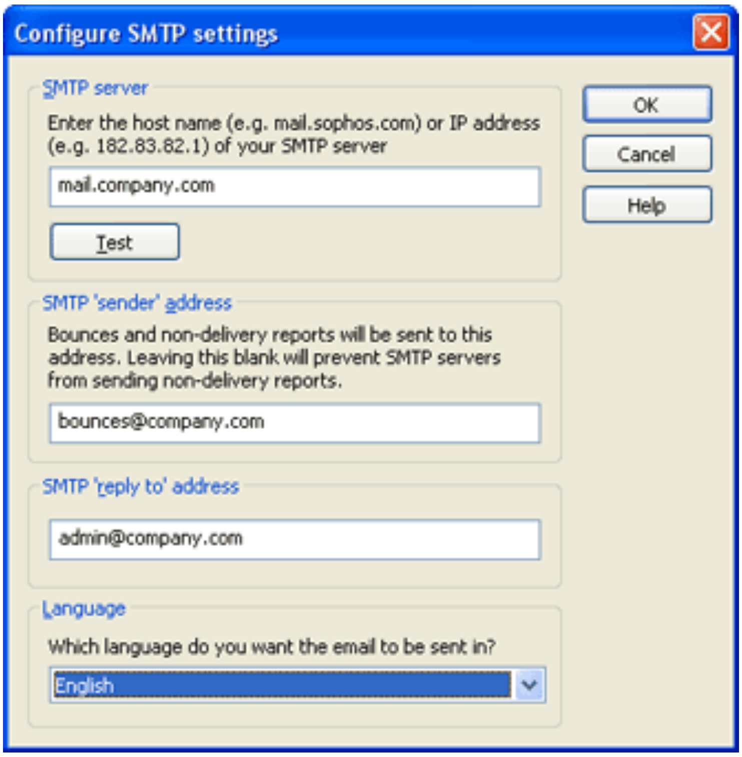
Recipients

Click **Add** or **Remove** to add or remove, respectively, email addresses to which email alerts should be sent. Click **Edit** to change an email address you have added.

Configure SMTP

Click this to change the settings for the SMTP server and the language of the email alerts. (Refer to Configure SMTP settings.)

Configure SMTP settings



Configure SMTP settings

SMTP server

Enter the host name (e.g. mail.sophos.com) or IP address (e.g. 182.83.82.1) of your SMTP server

mail.company.com

SMTP 'sender' address

Bounces and non-delivery reports will be sent to this address. Leaving this blank will prevent SMTP servers from sending non-delivery reports.

bounces@company.com

SMTP 'reply to' address

admin@company.com

Language

Which language do you want the email to be sent in?

English

SMTP server

In the text box, type the host name or IP address of the SMTP server. Click **Test** to test that a connection to the SMTP server can be made. (This does *not* send a test email.)

SMTP 'sender' address

In the text box, type an email address to which bounces and non–delivery reports can be sent.

SMTP 'reply to' address

As email alerts are sent from an unattended mailbox, you can type in the text box an email address to which replies to email alerts can be sent.

Language

Click the drop–down arrow, and select the language in which email alerts should be sent.

Event logging

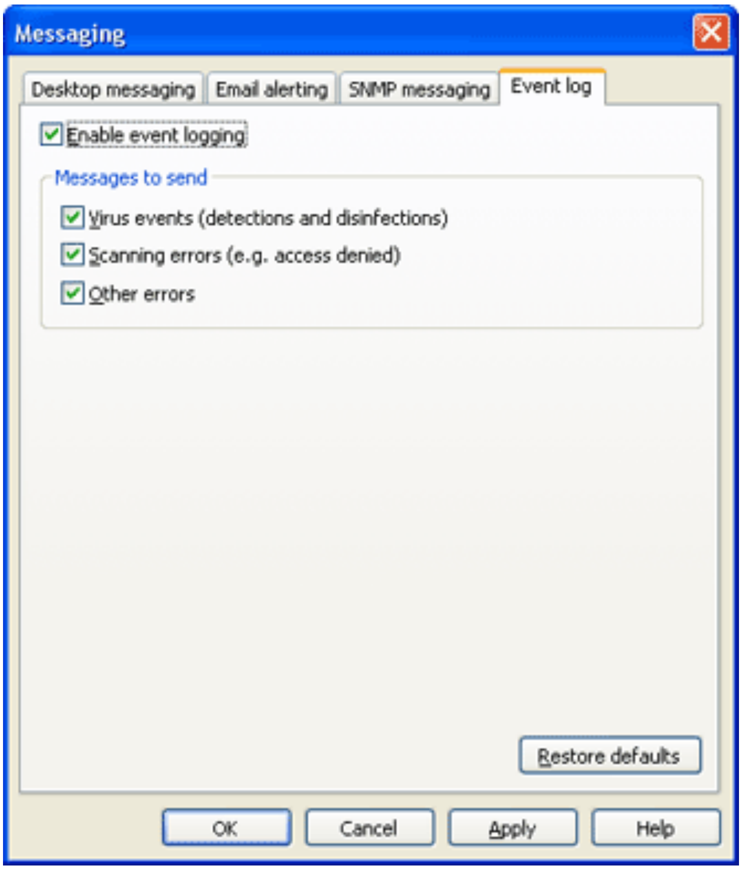
⚠ If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

To enable Sophos Anti–Virus to add alerts to the Windows 2000/XP/2003 event log when a virus is found or an error occurs, do as follows. This applies to on–access, on–demand and right–click scanning.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **Messaging**.

3. In the **Messaging** dialog box, click the **Event log** tab. Set the options as described below.



☑ Enable event logging

Messages to send

☑ Virus events (detections and disinfections)

☑ Scanning errors (e.g. access denied)

☑ Other errors

Enable event logging

Select this to enable Sophos Anti–Virus to send messages to the Windows event log.

Messages to send

Select the events for which you want Sophos Anti–Virus to send messages. **Scanning errors** include instances when Sophos Anti–Virus is denied access to an item that it attempts to scan.

SNMP messaging

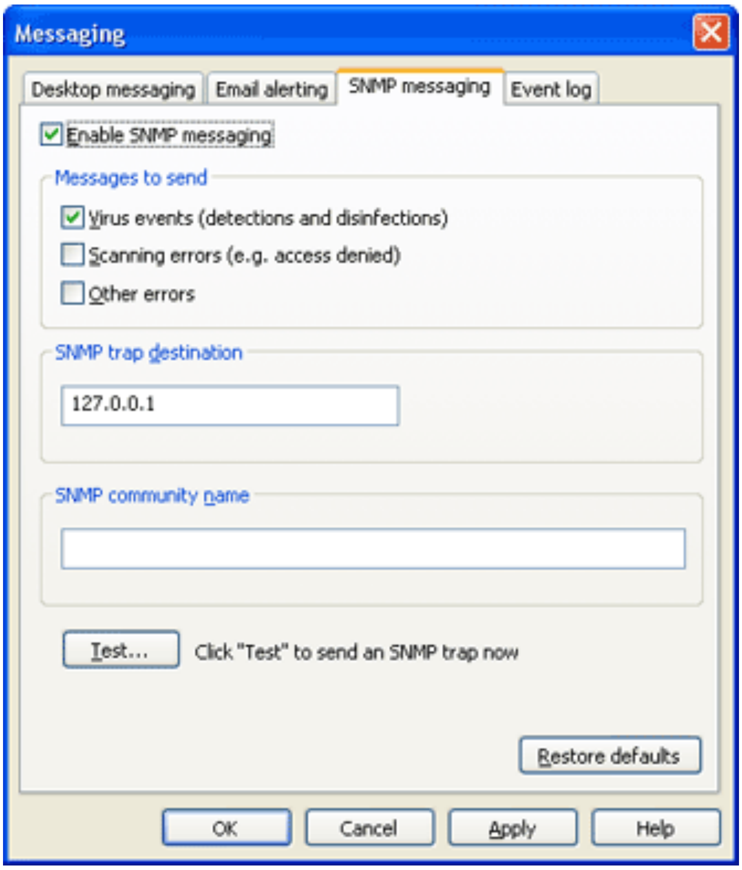
If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

To enable Sophos Anti–Virus to send SNMP messages when a virus is found or an error occurs, do as follows. This applies to on–access, on–demand and right–click scanning.

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **Messaging**.

3. In the **Messaging** dialog box, click the **SNMP messaging** tab. Set the options as described below.



☑ Enable SNMP messaging

Messages to send

☑ Virus events (detections and disinfections)

□ Scanning errors (e.g. access denied)

□ Other errors

SNMP trap destination: 127.0.0.1

SNMP community name:

Click "Test" to send an SNMP trap now

Enable SNMP messaging

Select this to enable Sophos Anti−Virus to send SNMP messages.

Messages to send

Select the events for which you want Sophos Anti−Virus to send email alerts. **Scanning errors** include instances when Sophos Anti−Virus is denied access to an item that it attempts to scan.

SNMP trap destination

In the text box, type the IP address or name of the computer to which alerts are sent.

SNMP community name

In the text box, type the SNMP community name.

Test

Click this to send a test SNMP message to the SNMP trap destination you have specified.

Logging

This section includes the following.

- Viewing the log for this computer
- Configuring the log for this computer
- Viewing the log for an on–demand scan

Viewing the log for this computer

The **log for this computer** is a log of all scanning on the computer.

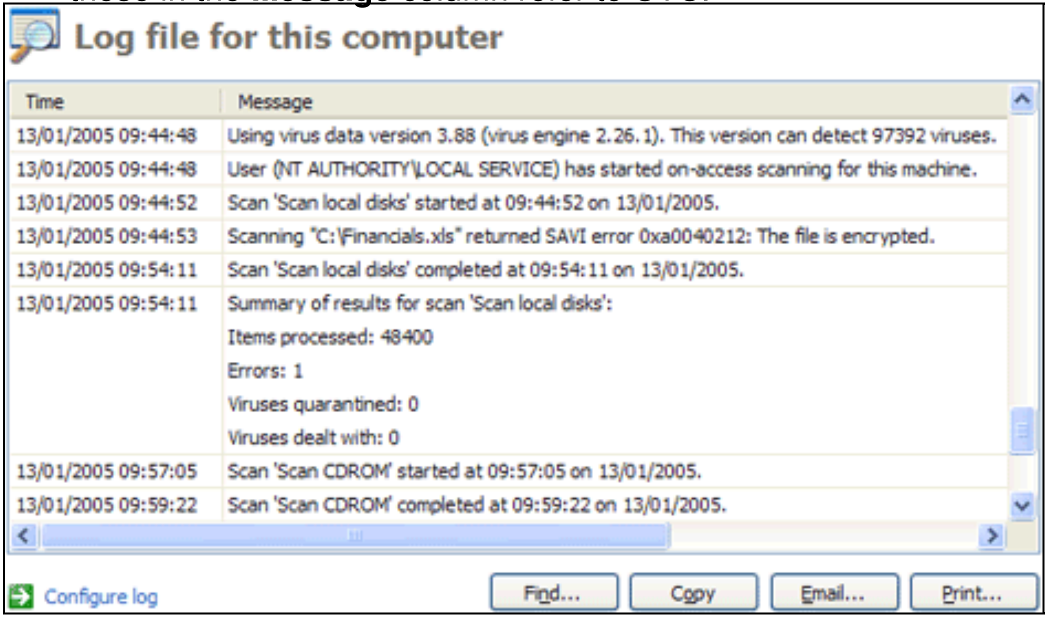
1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **View log** to display the log for the computer.

3. From the log page, you can copy the log to the clipboard, or email or print the log.

   To find specific text in the log, click **Find** and enter the text you want to find.

   The times in the **Time** column refer to the local time zone, but those in the **Message** column refer to UTC.



Time	Message
13/01/2005 09:44:48	Using virus data version 3.88 (virus engine 2.26.1). This version can detect 97392 viruses.
13/01/2005 09:44:48	User (NT AUTHORITY\LOCAL SERVICE) has started on-access scanning for this machine.
13/01/2005 09:44:52	Scan 'Scan local disks' started at 09:44:52 on 13/01/2005.
13/01/2005 09:44:53	Scanning "C:\Financials.xls" returned SAVI error 0xa0040212: The file is encrypted.
13/01/2005 09:54:11	Scan 'Scan local disks' completed at 09:54:11 on 13/01/2005.
13/01/2005 09:54:11	Summary of results for scan 'Scan local disks': Items processed: 48400 Errors: 1 Viruses quarantined: 0 Viruses dealt with: 0
13/01/2005 09:57:05	Scan 'Scan CDROM' started at 09:57:05 on 13/01/2005.
13/01/2005 09:59:22	Scan 'Scan CDROM' completed at 09:59:22 on 13/01/2005.

Configuring the log for this computer

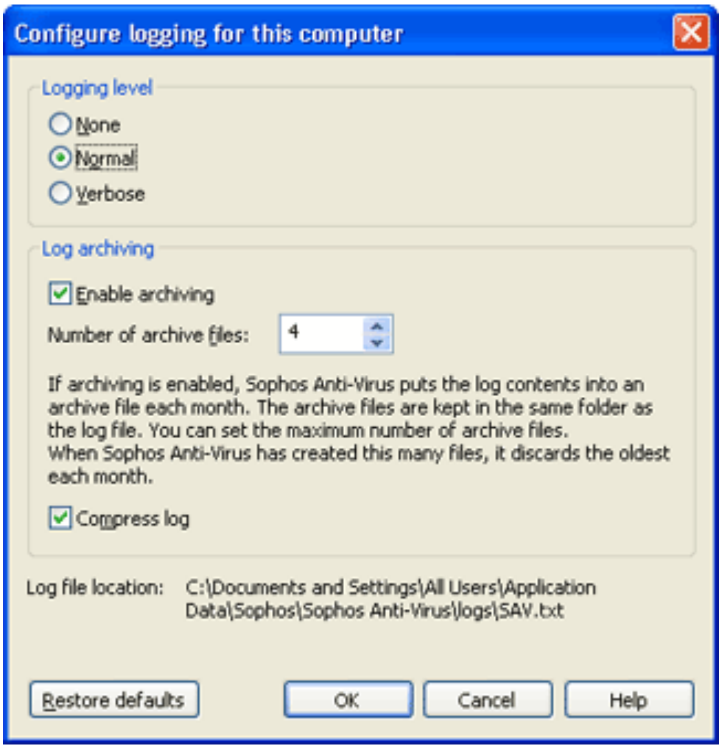
The **log for this computer** is a log of all scanning on the computer.
It is stored in the following location:

C:\Documents and Settings\All Users\Application Data\Sophos\Sophos Anti–Virus\logs\SAV.txt

1. In the home page of the **Sophos Anti–Virus** window, click **Configure Sophos Anti–Virus**.

2. In the **Configure** page, click **View log**.

3. In the log page, click **Configure log** to display the **Configure logging for this computer** dialog box. Set the options as described below.



Configure logging for this computer

Logging level

○ None
● Normal
○ Verbose

Log archiving

☑ Enable archiving

Number of archive files: 4

If archiving is enabled, Sophos Anti-Virus puts the log contents into an archive file each month. The archive files are kept in the same folder as the log file. You can set the maximum number of archive files.
When Sophos Anti-Virus has created this many files, it discards the oldest each month.

☑ Compress log

Log file location: C:\Documents and Settings\All Users\Application Data\Sophos\Sophos Anti-Virus\logs\SAV.txt

Logging level

To stop anything being logged, click **None**. To log summary information, error messages and so on, click **Normal**. To log most information, including files scanned, major stages of a scan, and so on, click **Verbose**.

Log archiving

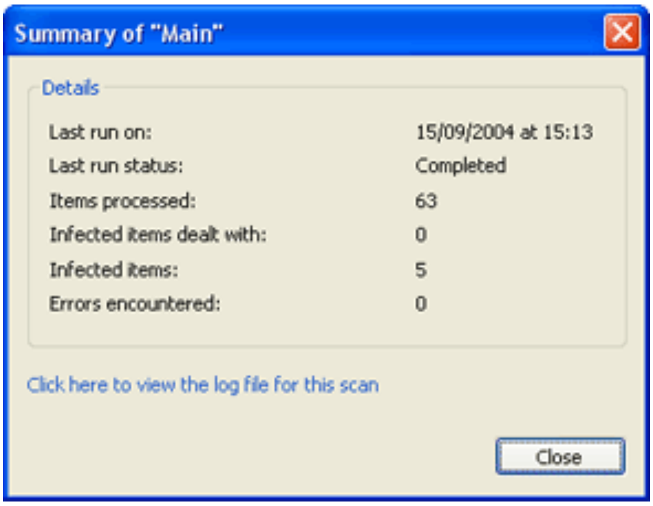
To enable the log file to be archived monthly, select **Enable archiving**. Select the **Number of archive files** to store before the oldest one is deleted. Select **Compress log** to reduce the size of the log file.

Viewing the log for an on–demand scan

The **log for an on–demand scan** is a log of what happened each time that scan was run.

1. In the home page of the **Sophos Anti–Virus** window, in the **Available scans** list, select the scan for which you want to view the log. Click **Summary**.

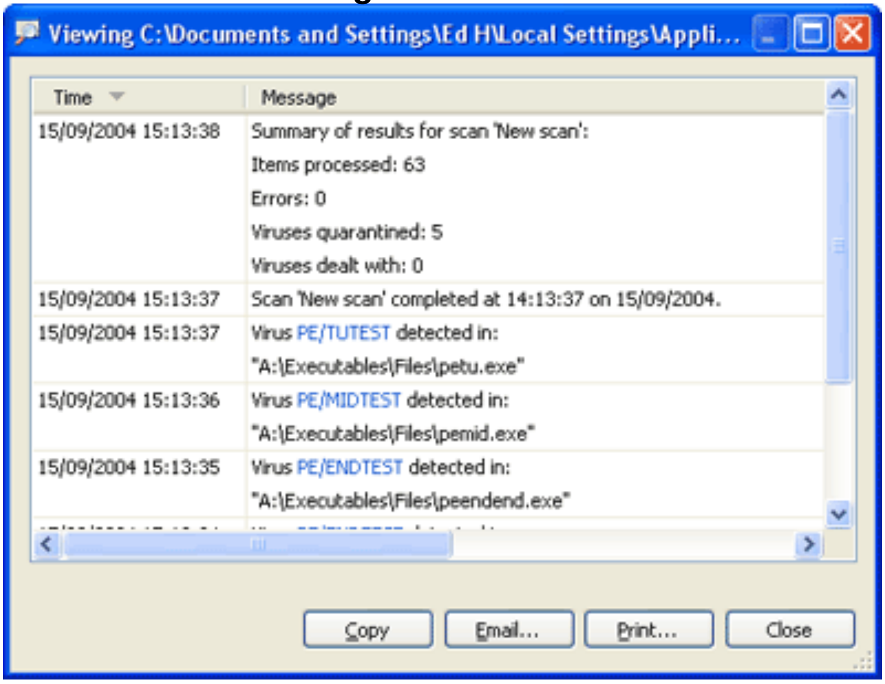
2. In the summary dialog box, click the link at the bottom.



Last run on:	15/09/2004 at 15:13
Last run status:	Completed
Items processed:	63
Infected items dealt with:	0
Infected items:	5
Errors encountered:	0

3. From the log window, you can copy the log to the clipboard, or email or print the log.

The times in the **Time** column refer to the local time zone, but those in the **Message** column refer to UTC.


Viewing C:\Documents and Settings\Ed H\Local Settings\Appli...
Copy
Email...
Print...
Close

Time	Message
15/09/2004 15:13:38	Summary of results for scan 'New scan': Items processed: 63 Errors: 0 Viruses quarantined: 5 Viruses dealt with: 0
15/09/2004 15:13:37	Scan 'New scan' completed at 14:13:37 on 15/09/2004.
15/09/2004 15:13:37	Virus PE/TUTEST detected in: "A:\Executables\Files\petu.exe"
15/09/2004 15:13:36	Virus PE/MIDTEST detected in: "A:\Executables\Files\pemid.exe"
15/09/2004 15:13:35	Virus PE/ENDTEST detected in: "A:\Executables\Files\peendend.exe"

Updating

This section includes the following.

- Updating immediately
- Setting up automatic updating
- Setting a source for updates
- Setting an alternative source for updates
- Scheduling updates
- Updating via a proxy
- Limiting the bandwidth used
- Logging updates

Updating immediately

💡 If you have installed Sophos Anti−Virus as recommended in Sophos documentation, updating occurs automatically.
If you want to update Sophos Anti−Virus immediately, you can do so.

1. Locate the Sophos Anti−Virus icon in the system tray (shown below).

2. Right−click the icon to display a menu, and select **Update now**.

💡 Alternatively, double−click the Sophos Anti−Virus system tray icon.
Provided Sophos Anti−Virus has been correctly configured, it checks the usual source for new software and, if necessary, updates itself.

For information on configuring updating, refer to the other pages in this section.

Setting up automatic updating

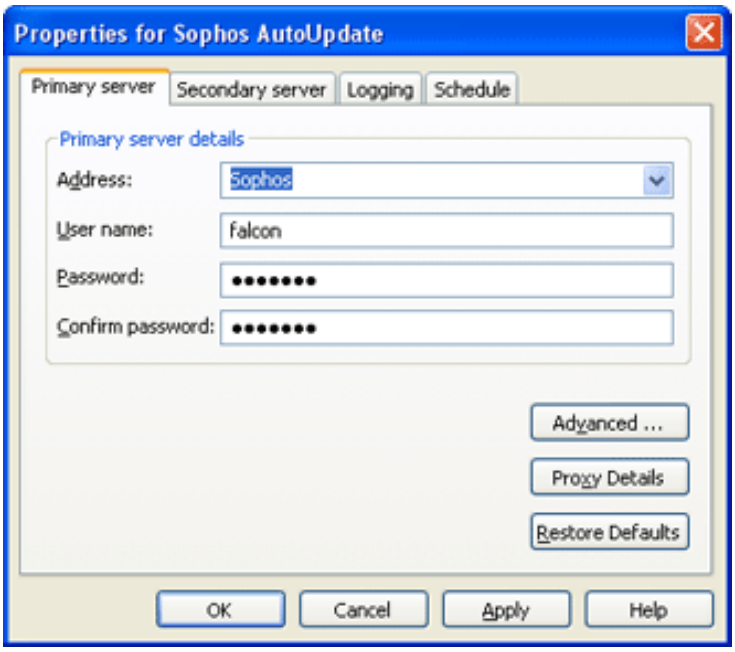
If your computer is on a network, or if your administrator installed Sophos Anti−Virus for you, Sophos Anti−Virus should have been set to update itself automatically.

If automatic updating has not been set up, follow the steps below. For full information on the options at each step, refer to the section describing that configuration page.

1. Locate the Sophos Anti−Virus icon in the system tray (shown below).

2. Right−click the icon to display a menu, and select **Configure updating**.

3. In the **Properties for Sophos AutoUpdate** dialog box, click the **Primary server** tab and set the source for updates. Your administrator can give you the details you need to enter.



Primary server details

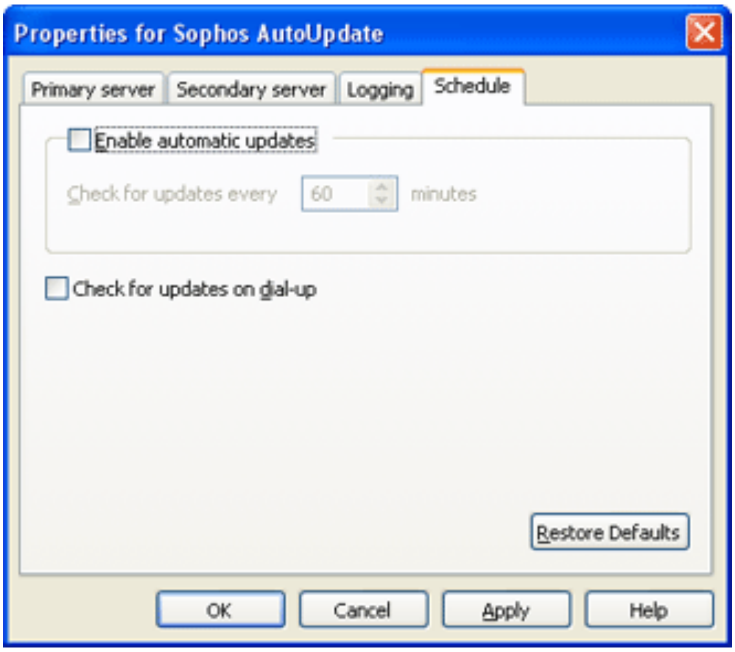
Address: Sophos

User name: falcon

Password: •••••••

Confirm password: •••••••

4. Click the **Schedule** tab and schedule updates.



☐ Enable automatic updates

Check for updates every 60 minutes

☐ Check for updates on dial-up

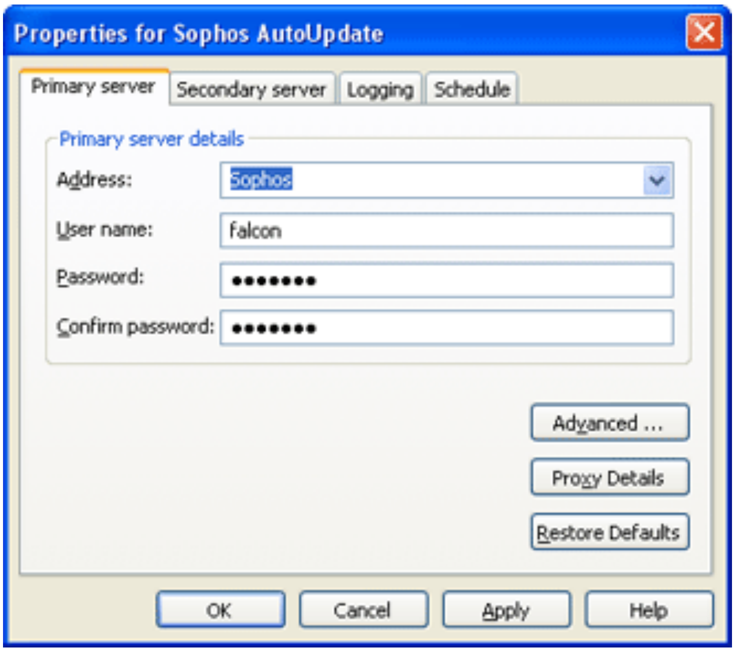
Setting a source for updates

If you want Sophos Anti–Virus to update itself automatically, you must specify where it fetches updates from.

1. Locate the Sophos Anti–Virus icon in the system tray (shown below).

2. Right–click the icon to display a menu, and select **Configure updating**.

3. In the **Properties for Sophos AutoUpdate** dialog box, click the **Primary server** tab and enter the details needed as described below.



Primary server details

Address: Sophos

User name: falcon

Password: •••••••

Confirm password: •••••••

Address

Enter the address (UNC (network) path or web address) from which Sophos Anti–Virus will usually fetch updates. If you select **Sophos**, Sophos Anti–Virus will download updates directly from Sophos via the internet.

Your administrator can give you the address and account details you need.

User name

If necessary, enter the **User name** for the account that will be used to access the server, and then enter and confirm the **Password**.

If the **User name** needs to be qualified to indicate the domain, use the form domain\username.

If you want to limit the bandwidth used, click **Advanced**.

If you access the internet via a proxy server, click **Apply** and then **Proxy Details**. Note that some internet service providers require web requests to be sent to a proxy server.

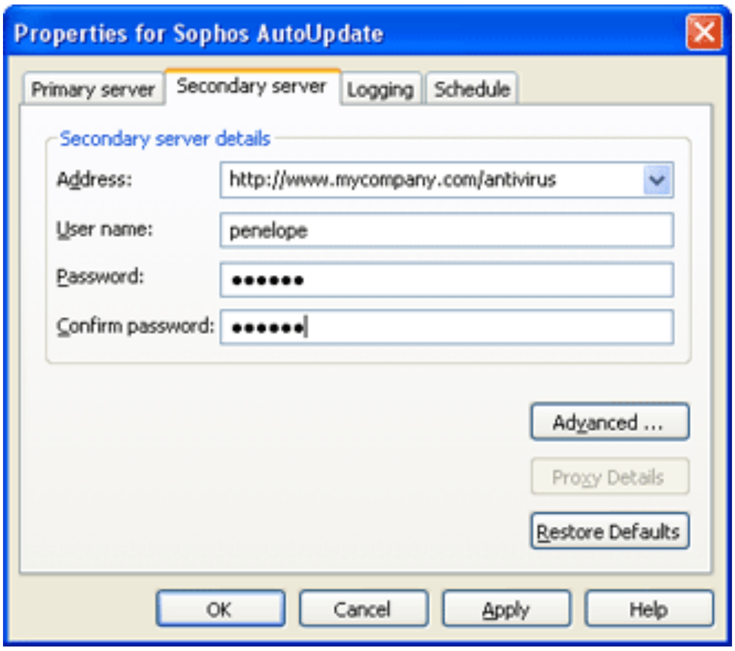
Setting an alternative source for updates

You can set an alternative source for updates. If Sophos Anti–Virus cannot contact its usual source, it will attempt to update from this alternative source.

1. Locate the Sophos Anti–Virus icon in the system tray (shown below).

2. Right–click the icon to display a menu, and select **Configure updating**.

3. In the **Properties for Sophos AutoUpdate** dialog box, click the **Secondary server** tab. Then enter the details as described below.



Secondary server details

Address: http://www.mycompany.com/antivirus

User name: penelope

Password: ••••••

Confirm password: ••••••

Address

Enter the **Address** (UNC (network) path or web address) from which Sophos Anti–Virus will fetch updates if it cannot contact the usual source. If you select **Sophos**, Sophos Anti–Virus will download updates directly from Sophos via the internet.

💡 Your administrator can give you the address and account details you need.

User name

If necessary, enter the **User name** for the account that will be used to access the server, and then enter and confirm the **Password**.

💡 If the **User name** needs to be qualified to indicate the domain, use the form domain\username.

If you want to limit the bandwidth used, click **Advanced**.

If you access the address via a proxy server, click **Apply** and then **Proxy Details**. Note that some internet service providers require web requests to be sent to a proxy server.

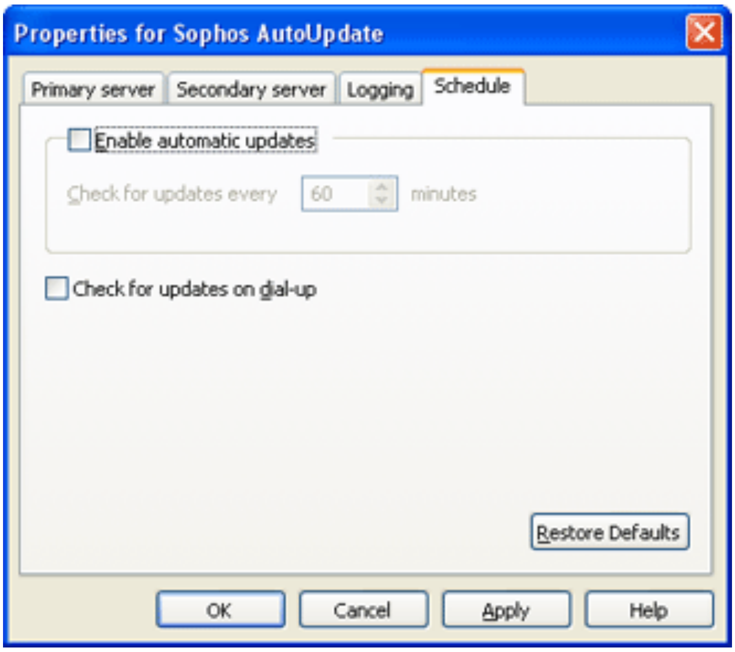
Scheduling updates

You can specify when or how often Sophos Anti–Virus updates itself.

⚠ If the Sophos Enterprise Console is used to administer Sophos Anti–Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

1. Locate the Sophos Anti–Virus icon in the system tray (shown below).

2. Right–click the icon to display a menu, and select **Configure updating**.
3. In the **Properties for Sophos AutoUpdate** dialog box, click the **Schedule** tab. Then enter the details as described below.



□ Enable automatic updates

Check for updates every 60 minutes

□ Check for updates on dial-up

If you want Sophos Anti–Virus to update itself at regular intervals, select **Enable automatic updates**. Then enter the frequency (in minutes) with which Sophos Anti–Virus will check for updated software. The default is 60 minutes.

If the updates are downloaded directly from Sophos, you cannot update more frequently than every 60 minutes.

If you update via a dial–up connection to the internet, select **Check for updates on dial–up**. Sophos Anti–Virus will attempt to update whenever you connect to the internet.

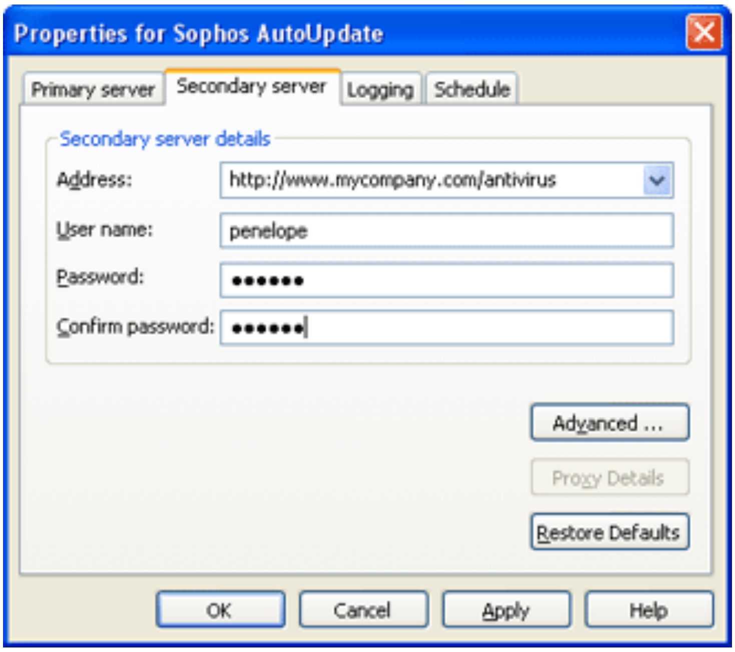
Updating via a proxy server

If Sophos Anti–Virus fetches updates via the internet, you must enter details of any proxy server that you use to connect to the internet.

1. Locate the Sophos Anti–Virus icon in the system tray (shown below).

2. Right–click the icon to display a menu, and select **Configure updating**.

3. In the **Properties for Sophos AutoUpdate** dialog box, click the **Primary server** tab or the **Secondary server** tab as required. Ensure that all the details have been correctly entered. Then click **Apply** and then **Proxy Details**.



Properties for Sophos AutoUpdate

Secondary server details

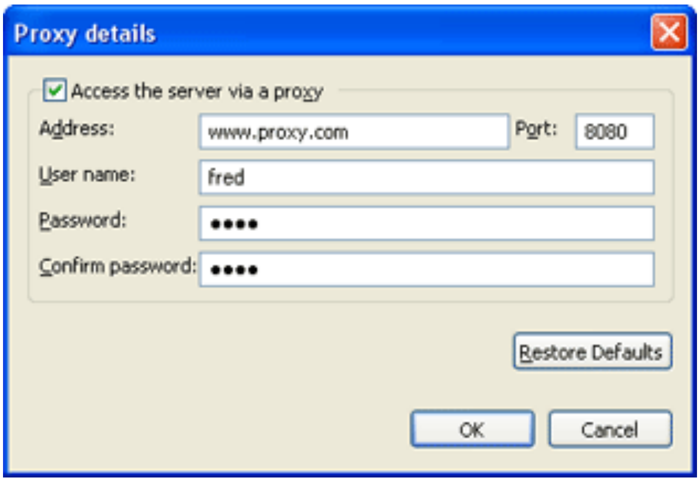
Address: http://www.mycompany.com/antivirus

User name: penelope

Password: ••••••

Confirm password: ••••••

4. In the **Proxy details** dialog box, select **Access the server via a proxy**. Then enter the proxy server **Address** and **Port** number. Enter a **User name** and **Password** that give access to the proxy server. If the user name needs to be qualified to indicate the domain, use the form domain\username.



Proxy details

☑ Access the server via a proxy

Address: www.proxy.com Port: 8080

User name: fred

Password: ••••

Confirm password: ••••

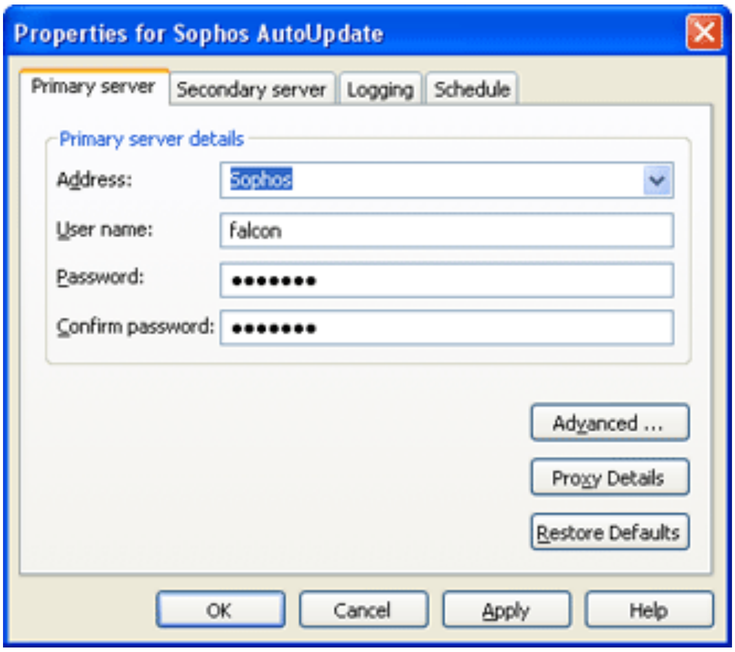
Limiting the bandwidth used

You can limit the bandwidth used for updating. This prevents Sophos Anti−Virus from using all your bandwidth when you need it for other purposes, e.g. downloading your email.

1. Locate the Sophos Anti−Virus icon in the system tray (shown below).

2. Right–click the icon to display a menu, and select **Configure updating**.

3. In the **Properties for Sophos AutoUpdate** dialog box, click the **Primary server** tab or the **Secondary server** tab as required. Then click **Advanced**.



Properties for Sophos AutoUpdate

Primary server details

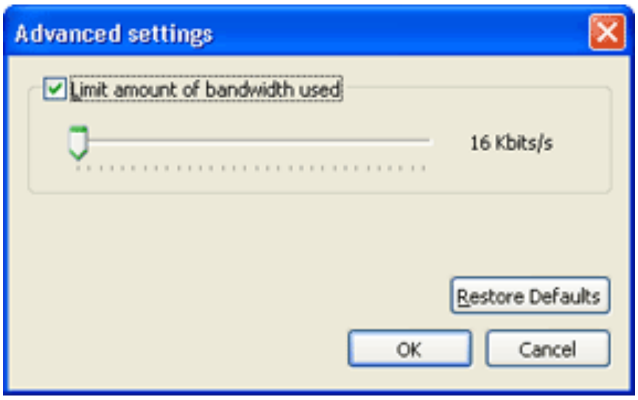
Address: Sophos

User name: falcon

Password: •••••••

Confirm password: •••••••

4. In the **Advanced settings** dialog box, select **Limit amount of bandwidth used** and use the slider control to specify the bandwidth in Kbits/second. If you specify more bandwidth than the computer has available, Sophos Anti–Virus uses all that is available.



Advanced settings

☑ Limit amount of bandwidth used

16 Kbits/s

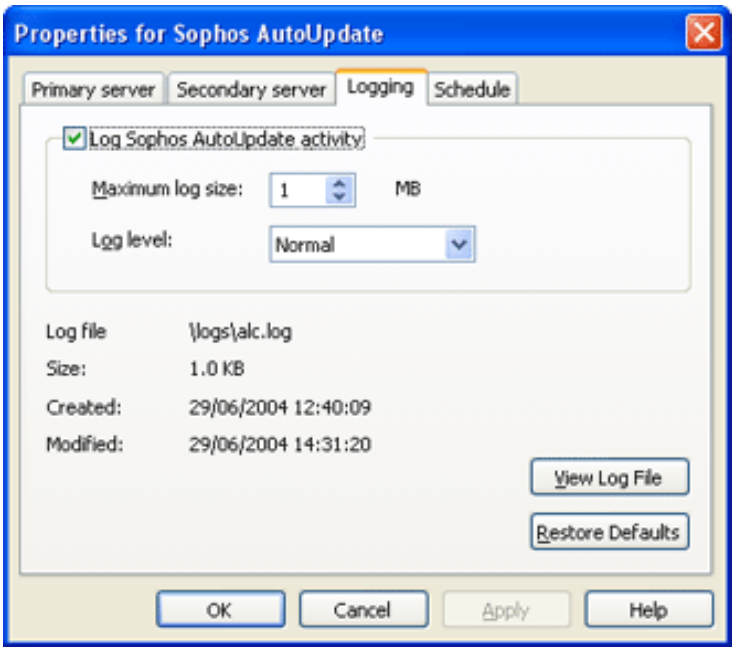
Logging updates

You can configure Sophos Anti–Virus to record updating activity in a log file.

1. Locate the Sophos Anti–Virus icon in the system tray (shown below).

2. Right−click the icon to display a menu, and select **Configure updating**.

3. In the **Properties for Sophos AutoUpdate** dialog box, click the **Logging** tab. Ensure that **Log Sophos AutoUpdate activity** is selected. Then set other options as described below. When you want to open the log, click **View Log File**.



☑ Log Sophos AutoUpdate activity

Maximum log size: 1 MB

Log level: Normal

Log file \logs\alc.log

Size: 1.0 KB

Created: 29/06/2004 12:40:09

Modified: 29/06/2004 14:31:20

Maximum log size

Specify a maximum size for the log in MB.

Log level

You can select **Normal** or **Verbose** logging. Verbose logging provides information on many more activities than usual, so the log will grow faster. Use this setting only when detailed logging is needed for troubleshooting.

Disinfection

This section includes the following.

- What is disinfection?
- Getting disinfection information
- Setting up automatic disinfection
- Disinfecting on demand
- Disinfecting with a right–click scan
- Recovering from virus side–effects

What is disinfection?

Disinfection removes a virus from a file or boot sector. However, it doesn't undo any actions the virus has already taken.

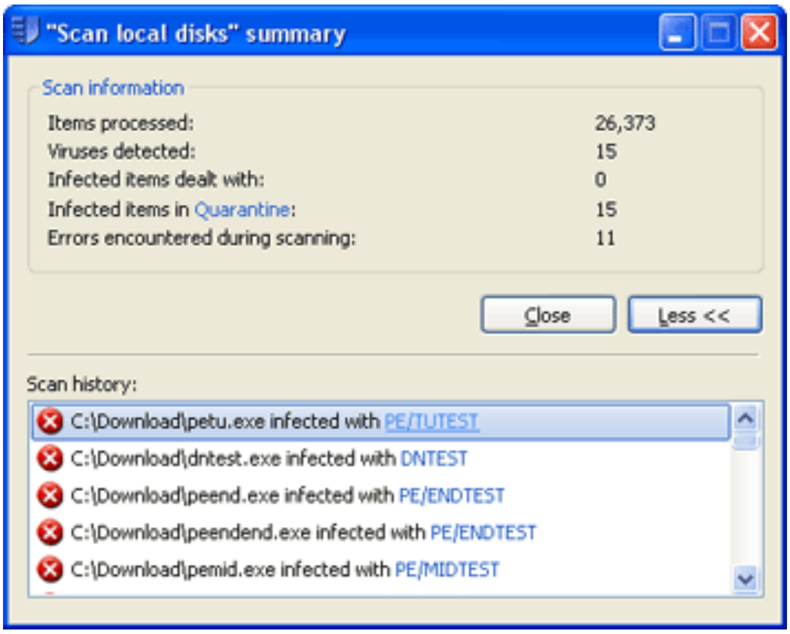
Getting disinfection information

If a virus is reported, you can get information and disinfection advice via

- the scan progress dialog box (on–demand and right–click scanning)
- Quarantine manager (all scanning types).

Getting information via the scan progress dialog box

For an on–demand scan or a scan run from a right–click menu, in the log that is displayed in the scan progress dialog box, click the name of the virus you want to find out about.



"Scan local disks" summary

Scan information

Items processed: 26,373
Viruses detected: 15
Infected items dealt with: 0
Infected items in Quarantine: 15
Errors encountered during scanning: 11

Scan history:

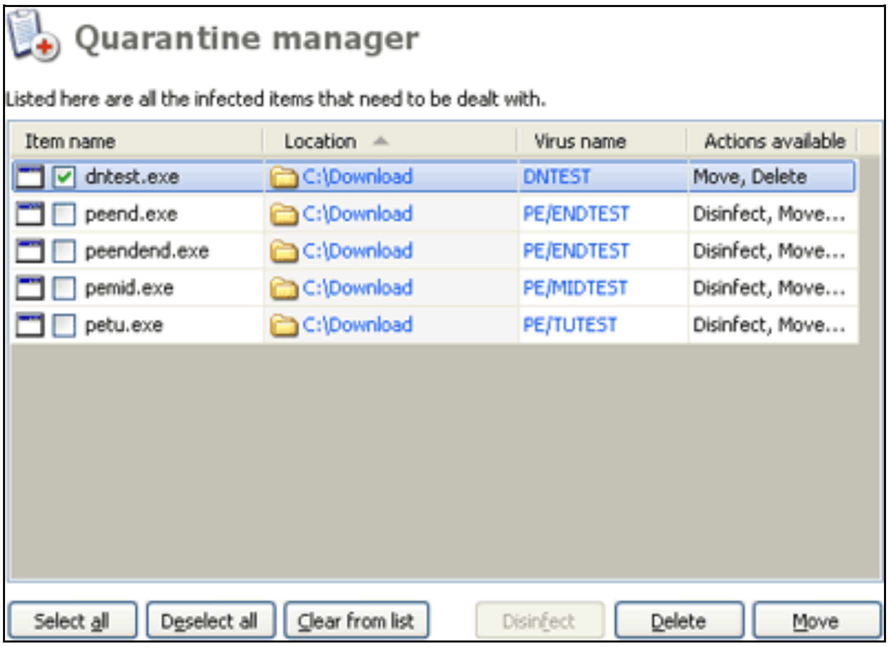
C:\Download\petu.exe infected with PE/TUTEST
C:\Download\dntest.exe infected with DNTEST
C:\Download\peend.exe infected with PE/ENDTEST
C:\Download\peendend.exe infected with PE/ENDTEST
C:\Download\pemid.exe infected with PE/MIDTEST

Sophos Anti−Virus connects you to the analysis of the virus on the Sophos website.

Getting information via Quarantine manager

Open Quarantine manager. To do this, in the home page of the **Sophos Anti−Virus** window, click **Manage quarantine items**.

In the **Virus name** column, click the name of the virus you want to find out about.



Listed here are all the infected items that need to be dealt with.

Item name	Location	Virus name	Actions available
☑ dntest.exe	C:\Download	DNTEST	Move, Delete
☐ peend.exe	C:\Download	PE/ENDTEST	Disinfect, Move...
☐ peendend.exe	C:\Download	PE/ENDTEST	Disinfect, Move...
☐ pemid.exe	C:\Download	PE/MIDTEST	Disinfect, Move...
☐ petu.exe	C:\Download	PE/TUTEST	Disinfect, Move...

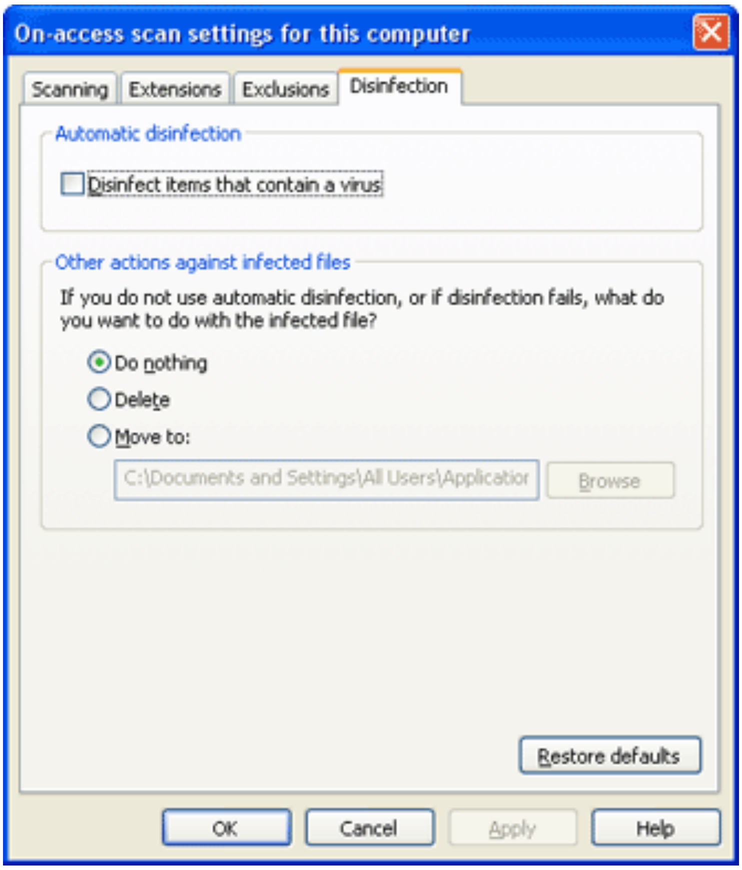
Sophos Anti−Virus connects you to the analysis of the virus on the Sophos website.

Setting up automatic disinfection

If the Sophos Enterprise Console is used to administer Sophos Anti−Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

Sophos Anti−Virus can disinfect many infected items, or make them safe, automatically, when on−access scanning is turned on. Any actions that Sophos Anti−Virus takes against infected items are logged in the log for this computer.

1. In the home page of the **Sophos Anti−Virus** window, click **Configure Sophos Anti−Virus**.
2. In the **Configure** page, click **On−access scanning**.
3. Click the **Disinfection** tab. Set the options as described below.



On-access scan settings for this computer

Automatic disinfection

□ Disinfect items that contain a virus

Other actions against infected files

If you do not use automatic disinfection, or if disinfection fails, what do you want to do with the infected file?

● Do nothing

○ Delete

○ Move to:

C:\Documents and Settings\All Users\Applicatior

Disinfect items that contain a virus

Select this to enable Sophos Anti−Virus to disinfect floppy disk boot sectors, documents, programs and anything else that is selected for scanning. Disinfection of documents does not repair any changes the virus has made in the document. (Refer to Getting disinfection information to find out how to view details on the Sophos website of the virus's side−effects.) Disinfection of programs should be used only as a temporary measure. You should subsequently replace disinfected programs from the original disks or a clean backup.

Other actions against infected files

⚠ **You should use this option only if advised to by Sophos technical support.**

Sophos Anti−Virus can make an infected file safe in ways other than disinfection. Click **Delete** to dispose of the file. Click **Move to** to move the file to another folder, which you can select using **Browse**. Moving an executable file reduces the likelihood of it being run.

You can't automatically delete or move infected mailboxes.

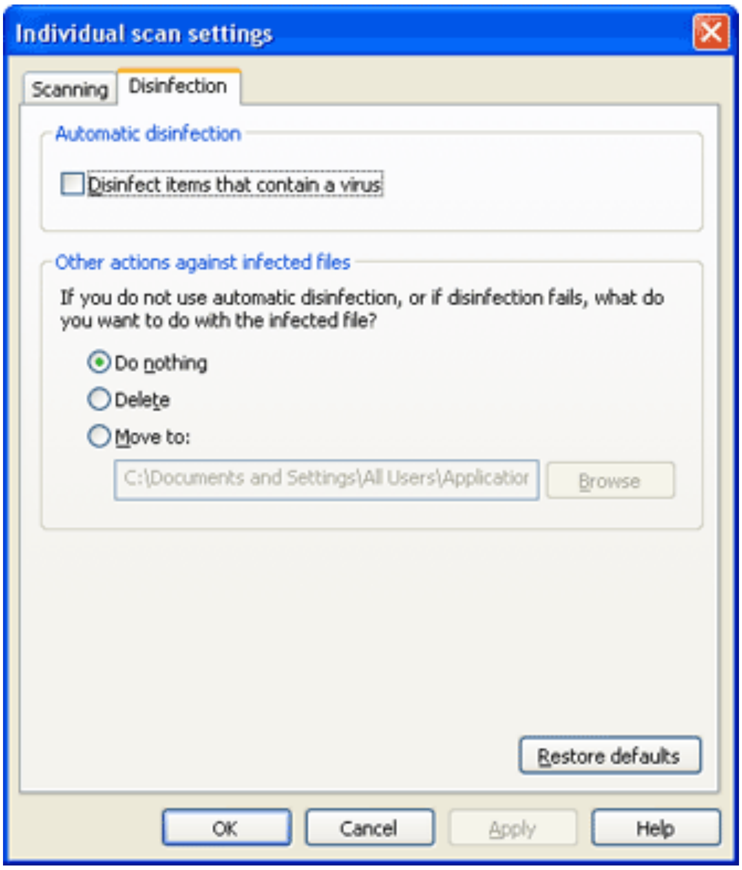
Disinfecting on demand

Sophos Anti–Virus can disinfect many infected items, or make them safe, when you run an on–demand scan. Any actions that Sophos Anti–Virus takes against infected items are logged in the log for the on–demand scan.

1. In the home page of the **Sophos Anti–Virus** window, in the **Available scans** list, select the scan for which you want to enable disinfection. Click **Edit** to display the scan setup page.

2. Click **Configure this scan**.

3. Click the **Disinfection** tab. Set the options as described below.



□ Disinfect items that contain a virus

If you do not use automatic disinfection, or if disinfection fails, what do you want to do with the infected file?

● Do nothing

○ Delete

○ Move to: C:\Documents and Settings\All Users\Applicatior

Disinfect items that contain a virus

Select this to enable Sophos Anti–Virus to disinfect floppy disk boot sectors, documents, programs and anything else that is selected for scanning. Disinfection of documents does not repair any changes the virus has made in the document. (Refer to Getting disinfection information to find out how to view details on the Sophos website of the virus's side–effects.) Disinfection of programs should be used only as a temporary measure. You should subsequently replace disinfected programs from the original disks or a clean backup.

Other actions against infected files

⚠ **You should use this option only if advised to by Sophos technical support.**

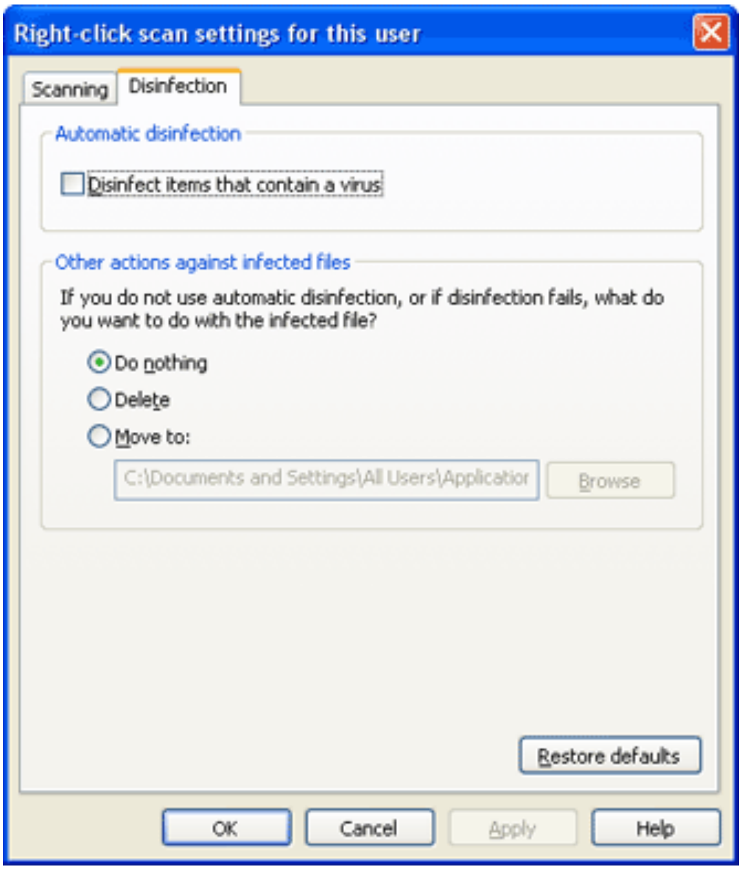
Sophos Anti–Virus can make an infected file safe in ways other than disinfection. Click **Delete** to dispose of the file. Click **Move to** to move the file to another folder, which you can select using **Browse**. Moving an executable file reduces the likelihood of it being run.

You can't automatically delete or move infected mailboxes.

Disinfecting with a right–click scan

Sophos Anti–Virus can disinfect many infected items, or make them safe, when you run a scan from a right–click menu. Any actions that Sophos Anti–Virus takes against infected items are logged in the log for this computer.

1. In the **Sophos Anti–Virus** window, on the **Configure** menu, click **Right–click scanning**.
2. Click the **Disinfection** tab. Set the options as described below.



Automatic disinfection

□ Disinfect items that contain a virus

Other actions against infected files

If you do not use automatic disinfection, or if disinfection fails, what do you want to do with the infected file?

● Do nothing
○ Delete
○ Move to:

C:\Documents and Settings\All Users\Applicatior

Disinfect items that contain a virus

Select this to enable Sophos Anti−Virus to disinfect floppy disk boot sectors, documents, programs and anything else that is selected for scanning. Disinfection of documents does not repair any changes the virus has made in the document. (Refer to Getting disinfection information to find out how to view details on the Sophos website of the virus's side−effects.) Disinfection of programs should be used only as a temporary measure. You should subsequently replace disinfected programs from the original disks or a clean backup.

Other actions against infected files

Sophos Anti−Virus can make an infected file safe in ways other than disinfection. Click **Delete** to dispose of the file. Click **Move to** to move the file to another folder, which you can select using **Browse**. Moving an executable file reduces the likelihood of it being run.

You can't automatically delete or move infected mailboxes.

Recovering from virus side−effects

Recovery from virus infection depends on how the virus infected the computer. Some viruses leave you with no side−effects to deal with, others may have such extreme side−effects that you have to restore a hard disk in order to recover.

Some viruses gradually make minor changes to data. This type of corruption can be hard to detect. It is therefore very important that you read the virus analysis on the Sophos website, and check documents carefully after disinfection.

Sound backups are crucial. You should keep original executables on write−protected disks so that infected programs can easily be replaced. If you did not have them before you were infected, create or obtain them in case of future infections.

Sometimes you can recover data from disks damaged by a virus. Sophos can supply utilities for repairing the damage caused by some viruses. Contact Sophos technical support for advice.

Managing quarantine items

This section includes the following.

- What is Quarantine manager?
- Dealing with viruses in quarantine
- Configuring user rights for Quarantine manager

What is Quarantine manager?

Quarantine manager enables you to deal with all viruses found by a scan. Each item is here for one of the following reasons.

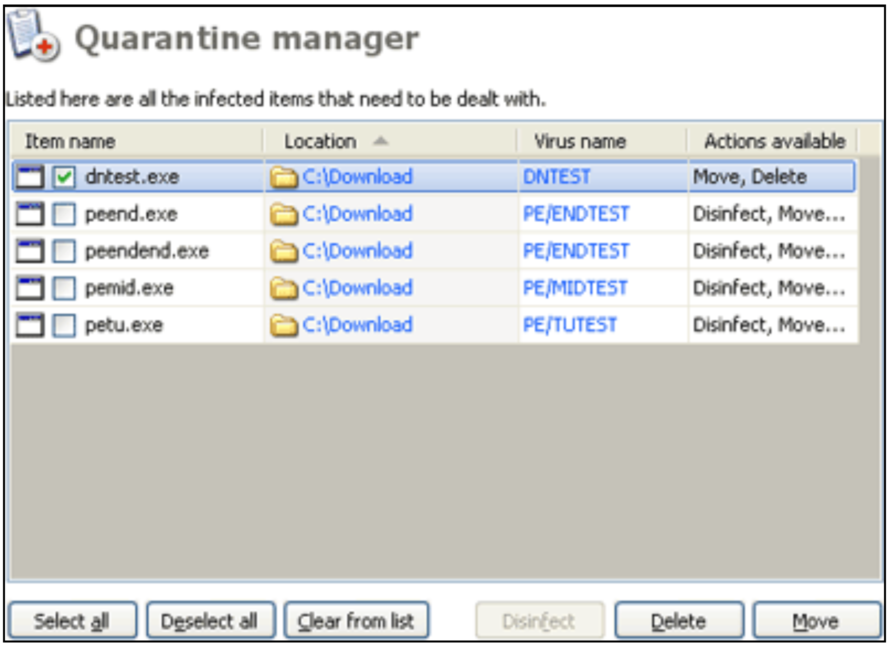
- No disinfection options (disinfect, delete, move) were chosen for the scan that found the item.
- A disinfection option was chosen for the scan that found the item but the option failed.
- The item is multiply−infected and still contains viruses.

A disinfection option may have failed because of insufficient access rights. If you have greater rights, you can use Quarantine manager to disinfect, delete or move the item.

Dealing with viruses in quarantine

1. Open Quarantine manager. To do this, in the home page of the **Sophos Anti−Virus** window, click **Manage quarantine items**.

2. In the **Quarantine manager** page, all the infected items are listed. **Location** displays whereabouts the item is stored on disk. You can click this to list the items in order of location. **Virus name** displays the virus with which the item is infected. **Actions available** displays whether you can disinfect, delete or move the item. To configure what you can do, refer to Configuring user rights for Quarantine manager. To deal with the viruses, use the buttons described below.



Quarantine manager

Listed here are all the infected items that need to be dealt with.

Item name	Location	Virus name	Actions available
☑ dntest.exe	C:\Download	DNTEST	Move, Delete
□ peend.exe	C:\Download	PE/ENDTEST	Disinfect, Move...
□ peendend.exe	C:\Download	PE/ENDTEST	Disinfect, Move...
□ pemid.exe	C:\Download	PE/MIDTEST	Disinfect, Move...
□ petu.exe	C:\Download	PE/TUTEST	Disinfect, Move...

Select all/Deselect all

Click these buttons to select or deselect all the items. This enables you to perform the same action on a group of items. To select or deselect a particular item, click the check box to the left of the item name.

Clear from list

Click this to remove selected items from the list, if you are sure they don't contain a virus. This doesn't delete the items from disk, however.

Disinfect

Click this to disinfect the selected items. Disinfection of documents does not repair any changes the virus has made in the document. Disinfection of programs should be used only as a temporary measure. You should subsequently replace disinfected programs from the original disks or a clean backup.

Delete

Click this to dispose of the selected items. Use this function with care.

Move

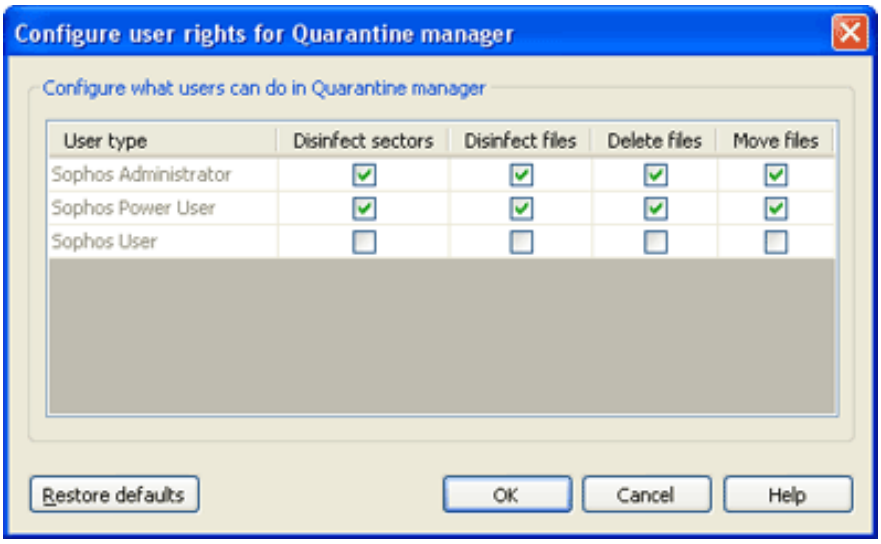
Click this to move the selected items to another folder. Each item is moved to the folder that was specified when disinfection was set up. Moving an executable file reduces the likelihood of it being run. Use this function with care.

Configuring user rights for Quarantine manager

1. In the home page of the **Sophos Anti–Virus** window, click **Manage quarantine items**.

2. In the **Quarantine manager** page, click **Configure user rights for Quarantine manager**.

3. In the **Configure user rights for Quarantine manager** dialog box, select the rights that each level of user should have, as explained below.



Configure user rights for Quarantine manager

Configure what users can do in Quarantine manager

User type	Disinfect sectors	Disinfect files	Delete files	Move files
Sophos Administrator	☑	☑	☑	☑
Sophos Power User	☑	☑	☑	☑
Sophos User	□	□	□	□

User type

You can change the rights for each of the three types of user, depending on the type of user you are logged on as. For more information on user types, refer to Types of user. Remember that the rights you set here apply only to Quarantine manager.

Disinfect sectors

Select this to enable Sophos Anti–Virus to disinfect floppy disk boot sectors.

Disinfect files

Select this to enable Sophos Anti–Virus to disinfect documents and programs. Disinfection of documents does not repair any changes the virus has made in the document. Disinfection of programs should be used only as a temporary measure. You should subsequently replace disinfected programs from the original disks or a clean backup.

Delete files

Select this to enable Sophos Anti−Virus to dispose of infected files.

Move files

Select this to enable Sophos Anti−Virus to move infected files to another folder. Moving an executable file reduces the likelihood of it being run.

Troubleshooting

This section includes the following.

- System tray icon has a white cross
- System tray icon is greyed out
- Virus not disinfected
- Virus fragment reported
- Unable to access disk with infected boot sector
- Unable to access areas of Sophos Anti−Virus
- Getting further help

System tray icon has a white cross

If a white cross is superimposed on the Sophos Anti−Virus system tray icon, updating has failed.

To find out more about an update failure, look at the update log. Right−click the Sophos Anti−Virus system tray icon to display a menu. Select **Configure updating**. Then click the **Logging** tab and click **View Log File**.

The sections below explain why updating may fail, and how you can change the settings to correct the problem.

You need Sophos Administrator rights to change the updating settings.

Sophos Anti−Virus contacts the wrong source for updates

1. Right−click the Sophos Anti−Virus system tray icon to display a menu. Select **Configure updating**.

2. Click the **Primary server** tab. Check that the address and account details are those supplied by your administrator.

Sophos Anti−Virus cannot use your proxy server

If your copy of Sophos Anti−Virus updates itself via the internet, you must ensure that it can use your proxy server (if there is one).

1. Right−click the Sophos Anti−Virus system tray icon to display a menu. Select **Configure updating**.

2. Click the **Primary server** tab. Then click **Proxy Details**.

3. In the **Proxy details** dialog box, enter the proxy server address and port number, and the account details.

Automatic updating is not correctly scheduled

1. Right−click the Sophos Anti−Virus system tray icon to display a menu. Select **Configure updating**.

2. Click the **Schedule** tab. If your computer is networked, or if you update via a broadband internet connection, select **Enable automatic updates** and enter the frequency of updating. If you update via a dial−up connection, select **Check for updates on dial−up**.

The source for updates is not being maintained

Your company may have moved the directory (on the network or on a web server) from which you should update. Alternatively, they may not be maintaining the directory. If you think this may be the case, contact your network administrator.

System tray icon is greyed out

If the Sophos Anti−Virus system tray icon is greyed out, the computer is not protected by on−access scanning.

To enable on−access scanning for all users on the computer, refer to Turning protection on or off for the computer.

Virus not disinfected

If Sophos Anti−Virus has not attempted to disinfect a virus, check that automatic disinfection has been enabled.

If Sophos Anti−Virus could not disinfect the virus ("Disinfection failed"), it may be that it cannot disinfect that type of virus.

You should also check the following:

- If dealing with a removable medium (e.g. floppy disk, CD), make sure that it is not write−protected.
- If dealing with files on an NTFS volume (Windows 2000/XP/2003), make sure that it is not write−protected.

Sophos Anti−Virus does not disinfect a virus fragment because it has not found an exact virus match. Refer to Virus fragment reported.

Virus fragment reported

If a virus fragment is reported, contact Sophos technical support for advice.

The report of a virus fragment indicates that part of a file matches part of a virus. There are three possible causes:

Variant of a known virus

Many new viruses are based on existing ones, so that code fragments typical of a known virus may appear in files infected with a new one. If a virus fragment is reported, it is possible that Sophos Anti−Virus has detected a new virus, which could become active.

Corrupted virus

Many viruses contain bugs in their replication routines that cause them to infect target files incorrectly. An inactive portion of the virus (possibly a substantial part) may appear within the host file, and this is detected by Sophos Anti−Virus. A corrupted virus cannot spread.

Database containing a virus

When running a full scan, Sophos Anti−Virus may report that there is a virus fragment in a database file.

Unable to access disk with infected boot sector

⚠ If the Sophos Enterprise Console is used to administer Sophos Anti−Virus on workstations, it may override changes made here. To avoid this, refer to the console help.

By default, Sophos Anti−Virus prevents access to removable disks whose boot sectors are infected. To allow access (e.g. to copy files from a floppy disk infected with a boot sector virus), do as follows.

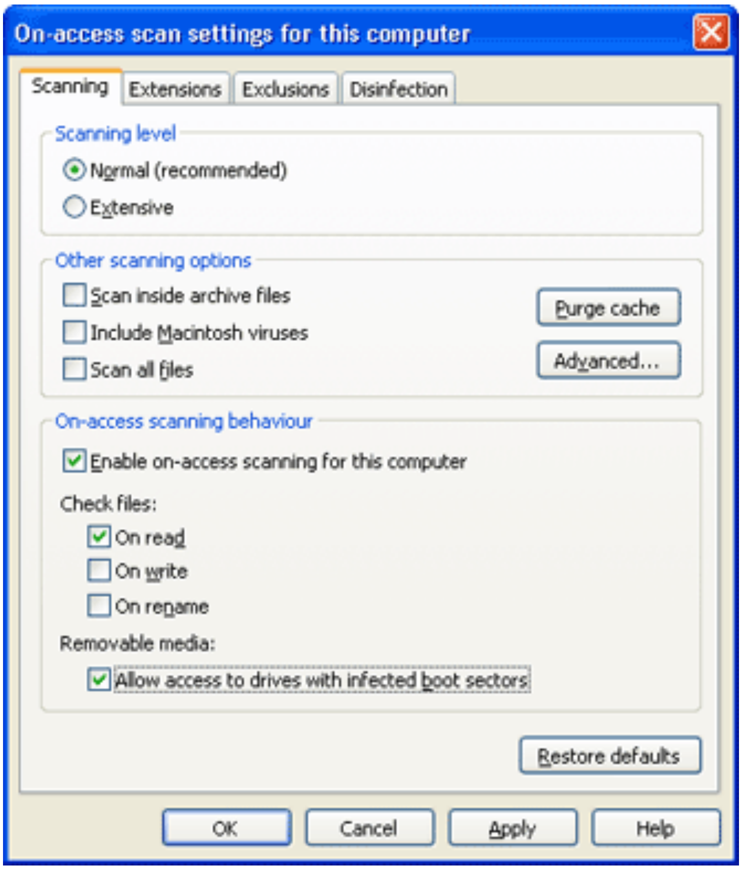
1. In the home page of the **Sophos Anti−Virus** window, click **Configure Sophos Anti−Virus**.

2. In the **Configure** page, click **On−access scanning**.

3. In the **On−access scan settings for this computer** dialog box, click the **Scanning** tab.

4. Select **Allow access to drives with infected boot sectors**.

Deselect the option when you have finished accessing the disk.


On-access scan settings for this computer

Scanning level

● Normal (recommended)

○ Extensive

Other scanning options

□ Scan inside archive files

□ Include Macintosh viruses

□ Scan all files

On-access scanning behaviour

☑ Enable on-access scanning for this computer

Check files:

☑ On read

□ On write

□ On rename

Removable media:

☑ Allow access to drives with infected boot sectors

Unable to access areas of Sophos Anti–Virus

If you are unable to use or configure particular areas of Sophos Anti–Virus, it might be because access to these areas is restricted to particular types of user. Refer to Restricting access rights.

Getting further help

For technical support information, visit

www.sophos.com/support

If you contact technical support, provide as much information as possible, including Sophos software version number(s), operating system(s) and patch level(s), and the exact text of any error messages.