

VIRUSSCAN ENTERPRISE 8.0I WITH PATCH 14 FAQ

- 1.) I want to install VirusScan Enterprise 8.0I with Patch 14, what do I need to do to make this happen successfully?
- 2.) Make sure that your VirusScan Enterprise 8.0i is Patched! Patch 14 is a security update.
- 3.) I am concerned that my PC run slower after installing Anti Virus software, is this true?
- 4.) If the On Access Scan is running all the time, do I need to do On Demand or complete scans of my disks?
- 5.) New viruses are detected regularly, will VirusScan 8.x be able to detect these?
- 6.) I would like my virus checker to upgrade itself at another time. Can I get it to do this?
- 7.) How can I find out more information about a virus (or, possibly, a virus hoax)?
- 8.) I get a McLogEvent error in the Application Eventlog on my computer. What do I do?
- 9.) I get the error "Invalid command line options" or similar when I try and install McAfee version 8.0i. What can I do?
- 10.) When installing McAfee Virus Scan Enterprise 8.0i, I get the error message "Failed to initialize Common Updater subsystem. make sure the McAfee Framework Service is running. McAfee Common Framework returned error 80040154 @1". What do I do?
- 11.) What do I do when McAfee reports that a file cannot be cleaned or quarantined?
- 12.) I have a Microsoft Windows 95, 98, NT 4.0 or ME computer and I want to install Anti Virus software.
- 13.) I already have version 7 installed, do I need to upgrade and if so, how?

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1.) I want to install VirusScan Enterprise 8.0I with Patch 14, what do I need to do to make this happen successfully?

First make sure that you remove all existing antivirus software prior to installing VirusScan 8.0i and Patch 14. Do this by going to Start/Settings/Control Panel/Add Remove Programs.

Please review the third party software restrictions as follows:

a. Spy Sweeper. If you are using Spy Sweeper to scan the VirusScan Enterprise installation folder, a false detection occurs when it detects BHO.DLL. This file is not spyware; it is a component of ScriptScan that is installed as part of VirusScan Enterprise.

b. Microsoft Windows XP with Service Pack 2. If you are using Microsoft Windows XP with Service Pack 2 and plan to manage VirusScan Enterprise with *ePolicy Orchestrator (McAfee's Centralized Management Server), the Windows XP Firewall will block the ability to do so unless you add FRAMEWORKSERVICE.EXE to the Windows XP Firewall exclusions whitelist. For information about how to do this, refer to the Microsoft Knowledge Base Article 842242. (NOTE: This does not apply to stand alone/non ePO Installation of VirusScan.

***Staff Home Users and students please ignore b. above! ePO is a Service provided to Purdue University staff at this time. Also, if you choose to run the McAfee Virtual Technician (<http://mvt.mcafee.com/mvt/index.asp>), which is an Automatic Diagnosis and Problem Resolution Tool, you will be informed that you need to "Upgrade Common Management Agent to version 3.5.0.412." This message only applies to VirusScan 8.x configured to be managed by ePO and doesn't apply to your personal installation of VirusScan 8.x.**

c. These third party products are not compatible with the Buffer Overflow feature of VirusScan Enterprise 8.0. If you find it necessary to use these products, we recommend that you disable the VirusScan Enterprise Buffer Overflow feature:

- Tiny Personal Firewall
- CyberArmour Firewall
- Zone Alarm Pro

NOTE: When VirusScan Enterprise 8.0 and Zone Alarm Pro are both installed on the same computer, Zone Alarm Pro crashes.

- BlackIce Firewall

NOTE: Install VirusScan Enterprise 8.0 before you install BlackIce Firewall to ensure they are compatible.


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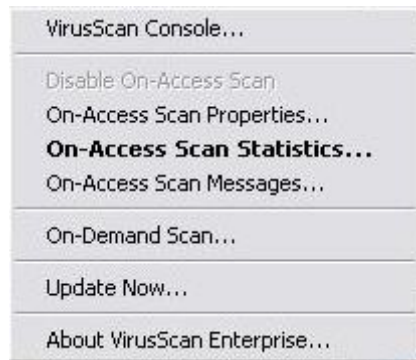
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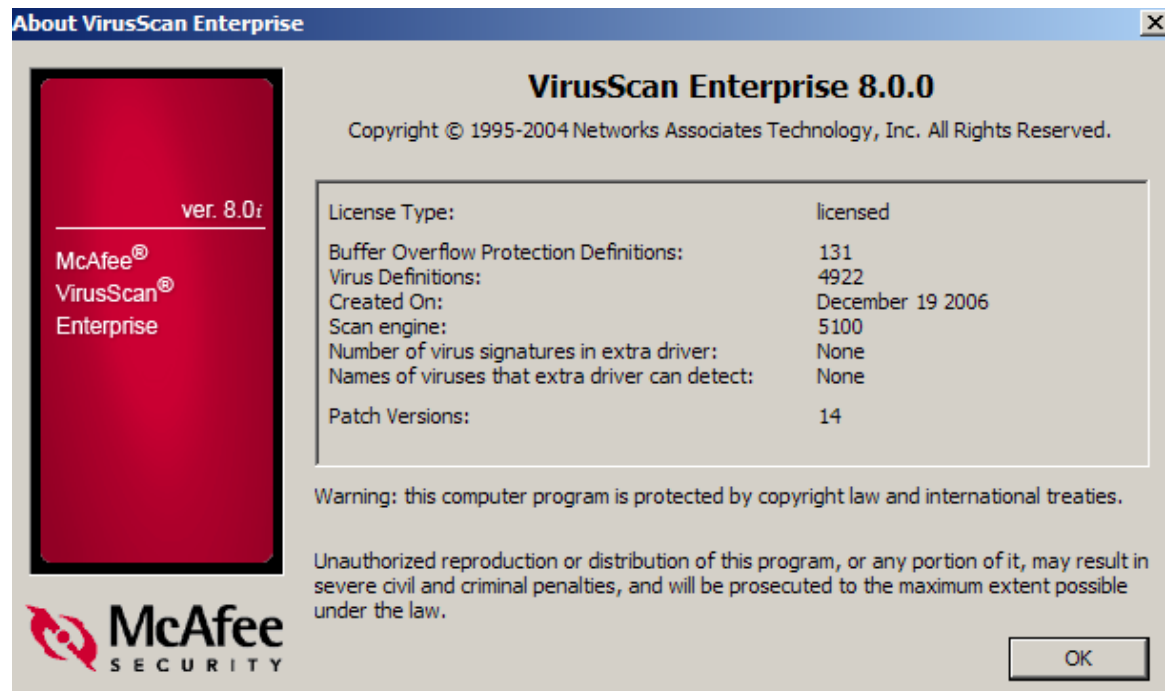
2.) Make sure that your VirusScan Enterprise 8.0i is Patched! Patch 14 is a security update.

To determine if you have Patch 14

- a.) **Right**-click the Virus Scan icon in the System tray (at the bottom right of the Windows task bar next to the clock). 
- b.) Select About VirusScan Enterprise.



- c.) Check if Patch Versions is **14** or above if applicable.



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- d.) If you do not have it, you can obtain the Patch 14 update at <https://www.purdue.edu/securepurdue/login/?location=/securepurdue/download/index.cfm&urlparam=>

... then, save it to your desktop.

- e.) Double-click the saved file to run it. Accept the license agreement and follow the on-screen instructions.

If you require any technical assistance after installation, please contact itap-securityhelp@purdue.edu .

3.) I am concerned that my PC run slower after installing Anti Virus software, is this true?

The performance on your machine will not be impacted by the installation of VirusScan 8.0i Enterprise with Patch 14 on your machine. Do not alter the settings of Anti Virus software without first consulting the product information as this could cause performance issues.

4.) If the On Access Scan is running all the time, do I need to do On Demand or complete scans of my disks?

Yes, it is strongly recommended by McAfee that you scan you entire hard disks for viruses minimum weekly. To do so, right click on the VirusScan VShield located in your system tray, and select VirusScan Console.

5.) New viruses are detected regularly, will VirusScan 8.x be able to detect these?

Provided your DATs are scheduled to automatically update daily (again, this can be configured by right clicking on the VirusScan VShield located in your system tray, and selecting VirusScan Console), McAfee VirusScan Enterprise will attempt to upgrade itself daily with new virus signature files. McAfee typically releases the Daily DATs between 10am and 2pm EST daily, excluding Saturday and Sunday. You can schedule your DATs to autoupdate daily accordingly. Or, if you power you machine off, scheduling can be configured to take place once the machine is powered on. If you machine is off for a number of days, it will take more time for the DATs to be upgrade to current status.

NOTE: every time a new virus is written and released it may not be detectable until McAfee has investigated it and updated their virus signature files. McAfee has a track record of quick response time in regards to releasing DATs to curtail the newest threats.

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6.) I would like my virus checker to upgrade itself at another time. Can I get it to do this?

Users of the Staff Desktop XP service cannot change their schedule. The system is configured so that if you miss a scheduled update, the next time you start up the computer connected to the network, the update will take place whatever the time.

7.) How can I find out more information about a virus (or, possibly, a virus hoax)?

A virus hoax can be an e-mail which claims that you have been infected by an earlier e-mail. The hoax may even ask you to delete a file; the file may not be infected and may be an important part of your system, so that your deleting the file is what causes the problem.

To find out more about both viruses and hoaxes, visit the McAfee [Virus Information Library](http://vil.nai.com/vil/default.aspx), <http://vil.nai.com/vil/default.aspx>, and use their alphabetical list or search facilities. The McAfee [Virus Hoax Page](http://vil.nai.com/vil/hoaxes.aspx), <http://vil.nai.com/vil/hoaxes.aspx>, lists all known virus hoaxes.

8.) I get a McLogEvent error in the Application Eventlog on my computer. What do I do?

This is a known problem with the McAfee Virus Scan 8.0i software. If the error message is "Task Manager : Service Error : MID ConfigurationApplicator: Applying VirusScan settings failed. (0012)" the fix is to remove the MIDFileTime value in the registry. This is located at \\HKEY_LOCAL_MACHINE\SOFTWARE\Network Associates\TVD\VirusScanEnterprise\CurrentVersion\.

9.) I get the error "Invalid command line options" or similar when I try and install McAfee version 8.0i. What can I do?

You need to ensure your computer has the latest Windows Installer version 3.x installed. You can [download Windows Installer 3.x](http://www.microsoft.com/downloads/details.aspx?familyid=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en) directly from the Microsoft site,

www.microsoft.com/downloads/details.aspx?familyid=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en

but please be aware ITaP Security and Privacy (ITSP) cannot be held responsible for the installation of any software on computers not owned by the University or supported by ITSP.

10.) When installing McAfee Virus Scan Enterprise 8.0i, I get the error message "Failed to initialize Common Updater subsystem. make sure the McAfee Framework Service is running. McAfee Common Framework returned error 80040154 @1". What do I do?

Ignore this message. Please reference Page 1, #1 b for more information regarding this.

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11.) What do I do when McAfee reports that a file cannot be cleaned or quarantined?

The file will probably have to be removed whilst Windows is in Safe Mode. If you are unsure how to proceed, contact itap-securityhelp@purdue.edu .

12.) I have a Microsoft Windows 95, 98, NT 4.0 or ME computer and I want to install Anti Virus software.

McAfee publishes virus definition updates for VirusScan version 4.51, which is the last version that supports Windows 95, 98, NT 4.0 and ME. More recent versions, Version 7.1 and 8.0i, do not work for Windows 98/ME and earlier operating systems. The University provides McAfee AntiVirus Software for Windows 95, 98, NT 4.0 or ME. This software can be obtained here: (You will need to authenticate with your Purdue Career Account.)

<https://www.purdue.edu/securepurdue/login/?location=/securepurdue/download/index.cfm&urlparam=>

13.) I already have version 7 installed, do I need to upgrade and if so, how?

Version 8.0i of McAfee offers a lot more functionality than Version 7, and allows the use of the anti-Ad/Spyware module.

To upgrade from version 7 to version 8.0i, download the package from

<https://www.purdue.edu/securepurdue/login/?location=/securepurdue/download/index.cfm&urlparam=> (you will need to authenticate with your Purdue Career Account), remove version 7 from Add/Remove Programs from the Control Panel, and then install the downloaded exe file.

Please email itap-securityhelp@purdue.edu with all questions and concerns.

We are there to help you!