

Inoculate / T TM

Personal Edition

For Windows 95, 98, NT

Getting Started

Version 5.0

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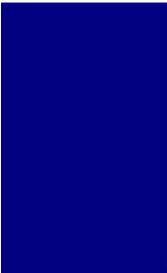
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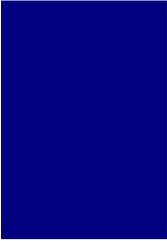
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Welcome to InoculateIT Personal Edition

Congratulations on choosing InoculateIT Personal Edition (InoculateIT PE) to protect your computer against viruses, trojans, and other malicious software. InoculateIT PE is a high performance virus package specifically designed to protect small businesses and home users from everyday virus threats.

InoculateIT PE protects individual computers without having to be installed from a network server. If you wish to install anti-virus protection to several computers in a business environment, we recommend that you evaluate other InoculateIT anti-virus products.

InoculateIT PE includes FREE software updates to registered users. In addition, if you find a virus that InoculateIT PE is unable to detect or clean, we attempt to send an emergency signature update in approximately 48 hours of receiving a copy of the suspected infected file.

Registered users will also receive FREE Internet E-mail support. The answers to many support questions may also be found in the online help. Simply open InoculateIT PE then select Help | Help Topics, then select "How to get Technical Support and FAQs" you will find the answers to most of the questions that are generally asked of our support team.

When you register your software, you are automatically subscribed to our FREE Virus Threat Notification System as well as our Update Notification Service. Anytime a new virus is found that is actually spreading around the world, this service will send an e-mail to you when a new virus signature update is available. This handy service will ensure that you are kept up to date so that you are protected against the very latest viruses.

Note: The Update Notification Service will only alert you when a new virus signature is posted on the Internet.

Installing InoculateIT PE

Before installing InoculateIT PE, please close all other Windows programs as they may interfere with the installation process. If you already have another anti-virus product loaded you **MUST** disable its Real-Time Protection (background checking) before installing InoculateIT PE.

If you are installing InoculateIT PE for the first time you need to make a reference disk.

Windows 95/98 users:

1. Select Start | Run...
2. Type FORMAT A: /S and press <Enter>
3. Put a blank disk in drive A: and press <Enter>.
4. When the disk is finished, take it out and label it 'Reference Disk'. This disk will be used during installation.

Windows NT users:

1. On a Windows 3.1x, 95 or 98 PC, put a blank disk into drive A:.
2. Type FORMAT A: /S and press <Enter>.
3. When the disk is finished, take it out and label it 'Reference Disk'.

If you are upgrading your InoculateIT PE software, we recommend that you take the time to read the README.HLP file that is in your InoculateIT PE directory. If you only wish to update the list of viruses that InoculateIT PE can detect then please see "DAT File Updates" in this chapter.

Important! You MUST login as an Administrator to install InoculateIT for Windows NT.

How to Install InoculateIT PE

1. Go to <http://antivirus.cai.com> and select "Download Free Anti-Virus Software".
If you registered previously, you are taken directly to the download page otherwise you will have to register.
2. If prompted for registration, fill out the registration form and press the Submit button.
3. View the legal agreement and accept it by pressing the "I AGREE" button. This takes you to the download page where you follow the instructions to download InoculateIT PE.
2. Run the file that you have downloaded.
The InoculateIT PE splash screen will appear.

3. Click the Next> button to move on to the Welcome screen.
This reminds you to stop any other programs while installing InoculateIT PE. For example, if you are running a telecommunications program, or a game, we recommend that you stop that program before continuing.
4. If you have no other programs running, click Next> to proceed.
5. Setup will display the InoculateIT PE licence agreement. The licence conditions must be accepted for the installation to proceed. Click Yes to proceed.
6. The Setup Options dialog displays and you can select from Typical or Custom setup.
The “Typical” installation has default settings and is simpler to install. The “Custom” installation allows you to configure each option.

Typical Installation

Setup will display the Check Setup Information dialog. This allows you to confirm the directory that InoculateIT PE will be installed to.

1. Click Next> to accept the default and the files will be copied to the directory.
If you wish to change the directory that InoculateIT PE will be installed to then click <Back and select the Custom Installation option.
2. Once the files have been copied to your PC, the InoculateIT PE Configuration Wizard will ask you to fill in the User Identification fields.
Enter your Name, the name of your company and your customer number, then click Next> to continue.
Note: You do not need to enter your customer number during installation to install InoculateIT PE successfully. Your customer number can be entered at a later date by opening InoculateIT PE, selecting Options | Options Wizard and editing the customer details dialog.
3. Next, the Wizard will offer to display the Readme help file. This file contains information regarding the changes that have been made to this version of InoculateIT PE and will also contain any information that has not been printed in the current version of the manual.
4. We recommend that you click Next> and accept the default to display the Readme file.
The Wizard offers to make a reference disk which will hold a template for each of the local drives. We recommend creating a reference disk. You need a formatted, write-enabled system disk with no other files on it.
If you choose to make a reference disk, the “Make a reference disk” dialog displays.
Enter a line of text so that you can uniquely identify your PC, and click OK.
5. Next, the Wizard offers to have InoculateIT PE scan your local hard drive(s). This may take a while, especially when you have several hard drives.

Once you have completed installation of this latest version of InoculateIT PE it will be able to detect many more viruses. Therefore, we recommend that you accept this option and run a full scan after installation.

6. Finally, the Wizard displays a dialog to show that the installation is complete. Some components of InoculateIT PE will not be updated until you reboot your PC, we recommend that you reboot your PC at this point.

Custom Installation

Setup will offer to install InoculateIT PE into the C:\Program Files\InoculateIT PE directory. If you have a pre-existing InoculateIT PE installation in another directory, Setup will offer to install to that directory instead.

1. Click Next> to accept the default directory and copy the files, or Browse to select a new directory for installation.

Once the files have been copied to your PC, InoculateIT PE will load the Configuration Wizard and display the User Identification dialog.

2. Once the User Identification dialog is displayed, enter your name, the name of your company and also your InoculateIT PE customer number.

If you wish to use the AutoDownload feature to automatically update your software, we recommend that you enter your customer number.

In addition, if you need to contact customer support at a later date, you can display this information by opening InoculateIT PE and selecting Help | About.

Note: You do not need to enter your customer number during installation to install InoculateIT PE successfully. Your customer number can be entered at a later date by opening InoculateIT PE, selecting Options | Options Wizard and editing the customer details dialog.

3. InoculateIT PE Start Up Options dialog displays, and offers to run a scan every time you restart Windows. We recommend you accept the defaults and click Next> to continue.
 - By selecting the **Perform Progressive Scan** option, the Progressive Options dialog will be displayed. This dialog allows you to configure a quick scan which will be run on a limited number of files every time your PC is rebooted. When you next reboot (start) your PC InoculateIT PE scans the same number of files, starting with the last file in the first scan. So over several weeks/months InoculateIT PE scans all of the files on your hard drive.

You can stop the scan at any point by selecting the Cancel button on the Progress Meter. If you allow the scan to finish it will close and allow the rest of the start-up procedures to continue. The results of the scan are stored in the log file.
 - By selecting the **Customized Start Up Command** option you are able to run InoculateIT PE with any of the command line switches that are supported with InoculateIT PE.

Click the help button and select the Contents tab, then select How To Use InoculateIT PE and select the **Command Line Switches** option.

You may stop the scan at any point by selecting the Stop button. If you add the switch /Exit to the end of your command line switches InoculateIT PE will close itself down and allow the rest of the start-up procedures to continue. The results of the scan are stored in the log file.

4. The Progressive Scan Options dialog displays if you have selected the Perform Progressive Scan in the previous step. This dialog allows you to configure how that scan will be performed. We recommend you accept the defaults and click Next> to continue.
5. The installation Wizard displays the Real-Time Protection Components dialog. We recommend you accept the default and install all of the Real-Time Protection components. Click Next> to proceed.
6. Next, the InoculateIT PE Desktop Options dialog displays. By accepting the defaults, a InoculateIT PE short-cut will be added to the Tray area (bottom right of your screen, next to the clock if you have one).
7. The Confirm Configuration Selections dialog appears next displaying a summary of all the settings that you have requested for this installation. The <Back button can be used to go back through your selections and change settings. When you are satisfied, click Next> to proceed.
8. The Wizard offers to display the README.HLP file. This file contains information on all of the changes that have occurred in this version of InoculateIT PE. We recommend that you accept the default and look through the README.HLP file.
9. Setup will offer to record a template (or copy) of the local hard drive boot sectors. These are used to check if the boot sector has been changed. Select the drive(s) that you wish to make templates for. We recommend that you make templates for all local drives. (It is not appropriate to make templates for network or removable hard drives or CD-ROMs).
10. The wizard will offer to make a reference disk which will hold a template for each of the local drives. We recommend creating a reference disk; you will need a formatted, write-enabled system disk with all space free. Click Next> to proceed.
11. If you choose to make a reference disk, the "Make a reference disk" dialog displays. Enter a line of text so that you can uniquely identify your PC, insert the reference disk (created earlier) or a freshly formatted floppy, and click OK. When InoculateIT PE has finished creating the reference disk, label it as the "Reference Disk".
12. When the installation is complete, the setup process offers to have InoculateIT PE scan your local hard drive(s). This can take a while, especially when you have several hard drive(s).

Once you have completed installation of this latest version of InoculateIT PE it will be able to detect many more viruses. Therefore, we recommend that you accept this option and run a full scan after installation.

DAT File Updates

Due to the large number of new Viruses that keep appearing it is necessary to install new DAT files into the anti-virus engine to keep it up to date. Update files will be able to detect and clean all of the latest viruses.

The easiest way to update the DAT files is to open InoculateIT PE and select Tools | Auto Download, then follow the on-screen messages.

1. Open Netscape or Internet Explorer and go to <http://www.cai.com/antivirus/personal>.
2. Select "Download Free Software Updates", then "IPEup250.exe" and "Save this program to disk". (note that the number (250) in this name will change as newer versions are released). Copy this file onto the machine you wish to update.
3. Once the file has been copied to the machine that you wish to update, double click on the file to run it, then follow the on screen messages.
4. Once the update has been installed, the update file will be copied to your InoculateIT directory. If you wish to update your resident protection you need to reboot your PC. Once it has been rebooted InoculateIT PE will be able to automatically find all of the latest viruses.

Cleaning Viruses with InoculateIT PE

InoculateIT PE has two methods of scanning for viruses. The first is done in the background while you are performing normal tasks on your PC. The other is when you actually start InoculateIT PE and scan selected files and drives. The following sections outline the recommended default settings for background scanning and the recommended method for removing viruses when they have been detected.

How to Remove Viruses in Memory

Virus Detected in Memory While Running a InoculateIT PE Scan

Provided the Memory tab on the Options | Program menu has **Enable Memory Scanning** selected, InoculateIT PE will detect and if possible disable viruses in memory as part of the first scan performed in any session.

When a virus has been detected, a dialog appears with the name of the virus and allows you the option of disabling it. Select Yes and a message confirms that InoculateIT PE has disabled the virus(es). Once the virus is removed it is recommended that you scan all hard drives and any floppy disks that may be suspect.

Virus Detected in a File While Running Windows

Provided the Enable File Monitor Real-Time Protection option is selected on the Options | Real-Time Protection menu, InoculateIT PE monitors selected file activities such as opening, closing, copying and running. See the Options | Real-Time Protection menu or the on-line help for details about the activities that can trigger scanning.

How to Remove Boot Sector Viruses

InoculateIT PE's automatic floppy scanner will detect boot sector viruses when Windows attempts to reference a floppy disk. Hard drive boot sectors can only be scanned from InoculateIT PE.

Floppy Disk Boot Sectors

By default, Real-Time protection is installed to detect boot sector viruses automatically, to replace the infected boot sector with a standard floppy boot sector, and to report the name of the virus, in a dialog, to the desktop. The defaults can be modified through the Options | Real-Time Protection menu. The on-demand scanner can also detect and repair infected floppy disk boot sectors.

The settings for this are controlled by the Options | Program | Boot Sector tab. If an infected floppy is scanned (and it is not write protected) the boot sector will be automatically replaced and a dialog will display the name of the virus that was removed.

Hard Disk Boot Sectors

When InoculateIT PE detects a boot sector virus on the hard drive the Repair Infected Boot Sector dialog displays.

1. The name of the drive and the type of virus found will be displayed and InoculateIT PE will ask if you would like the virus removed. The options are:
 - Yes - create a rescue disk before removing the virus
 - No - do nothing except report the virus to the log file
 - Details - gives information about the infection
 - Help - displays the appropriate On-line help screen
2. If Yes is selected the Make A Rescue Disk dialog displays. This creates a snap-shot of the current system which can be used to re-install the current boot sector in case the removal of the virus corrupts the disk. It is strongly recommended that a rescue disk be created.

Next, InoculateIT PE checks to see if the boot sector can be recovered from the virus. The help button displays the appropriate on-line help screen.

3. If Yes is selected InoculateIT PE attempts to remove the virus. If the virus has not corrupted the original boot sector, it will be located and re-instated. If the original boot sector is unrecoverable InoculateIT PE will offer to install a standard boot sector. This standard boot sector is successful for the vast majority of PCs.

Once the InoculateIT PE application has been started, the defaults for any boot sector scans are determined by the Options | Program | Boot Sector tab. See the On-line help for more information on each of these options.

How to Remove File Viruses

File viruses will be removed automatically if the Options | Program | Action tab has been set to Clean Infected Files. Other possible options are to delete or rename the file. Whichever option is selected, the name of the virus and the name of the infected files will be written to the log file.

When a scan is performed on a group of files, the file name of the infected file(s), the name of the virus, and the action InoculateIT PE has taken, will be displayed in the InoculateIT PE Report window. By default only those files that are infected will be displayed. All the files scanned can be displayed if the InoculateIT PE Options | Program | Reporting tab All Files Scanned option is selected.

Cleaning Macro Viruses

The term “macro virus” is used to refer to any virus written in a program's macro language. The danger with these macro viruses is that, although they are contained in Word documents, Excel spreadsheets, PowerPoint presentation, Access databases and other Microsoft applications, they are also executable code. Thus, the simple act of opening a document or spreadsheet can allow a macro virus to activate - and infect your system.

When a scan is run on a file, directory, or drive, InoculateIT PE will automatically clean Microsoft Word and Excel macro viruses provided the Options | Real-Time Protection | Enabling | Enable Real-Time file monitor is selected.

If the document has been infected with a mutation of an existing virus, only the macros that are known to exist in other viruses will be deleted. This is normally sufficient to permanently disable the virus.

Getting Help

We provide a comprehensive online help system to assist you in using InoculateIT PE and enable you to exploit the full functionality and unique features of the software.

If you have a technical support question, the Frequently Asked Questions (FAQ) section of the help may provide immediate answers to your questions. For further technical assistance with this product, you may also contact Computer Associates InoculateIT Personal Edition technical support staff 24 hours a day, 7 days a week at IPE_Support@cai.com.