



Total Security

# eScan for Linux Desktop User Guide

Copyright © 2021 by MicroWorld Software Services Private Limited. All rights reserved.

Any technical documentation provided by MicroWorld is copyrighted and owned by MicroWorld. Although MicroWorld makes every effort to ensure that this information is accurate, MicroWorld will not be liable for any errors or omission of facts contained herein. This user guide may include typographical errors, technical or other inaccuracies. MicroWorld does not offer any warranty to this user guide's accuracy or use. Any use of the user guide or the information contained therein is at the risk of the user. MicroWorld reserves the right to make changes without any prior notice. No part of this user guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of MicroWorld Software Services Private Limited.

The terms MicroWorld, MicroWorld Logo, eScan, eScan Logo, MWL, and MailScan are trademarks of MicroWorld. All other product names referenced in this user guide are trademarks or registered trademarks of their respective companies and are hereby acknowledged. MicroWorld disclaims proprietary interest in the marks and names of others.

The software described in this user guide is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

<b>Document Number:</b>	5BUG/10.02.2021/7.0.xx
<b>Current Software Version:</b>	7.0.xxxx
<b>Technical Support:</b>	<a href="mailto:support@escanav.com">support@escanav.com</a>
<b>Sales:</b>	<a href="mailto:sales@escanav.com">sales@escanav.com</a>
<b>Forums:</b>	<a href="http://forums.escanav.com">http://forums.escanav.com</a>
<b>eScan Wiki:</b>	<a href="http://wiki.escanav.com/wiki/index.php/Main_Page">http://wiki.escanav.com/wiki/index.php/Main_Page</a>
<b>Live Chat:</b>	<a href="http://www.escanav.com/english/livechat.asp">http://www.escanav.com/english/livechat.asp</a>
<b>Printed By:</b>	MicroWorld Software Services Private Limited
<b>Date:</b>	February 2021

# Content

Introduction .....	4
Pre-requisites.....	4
Installation.....	5
Command-line Installation .....	5
GUI Installation.....	7
Graphical User Interface .....	9
eScan for Linux Desktop - Modules .....	12
Scan .....	12
Update .....	22
Web Filter .....	25
Device Control .....	26
License .....	28
Online Registration Process.....	28
Offline Registration Process.....	33
Contact Us .....	41
Forums .....	41
Chat Support .....	41
Email Support.....	41

# Introduction

MicroWorld's eScan for Linux Desktop scans and protects the system from virus and other threats, thus offering a secure and complete security solution. It is designed to understand different file types, data-streams, and compression formats. It can look inside date-streams and identify complex file architecture. It has a user-friendly interface and automatically downloads updates from our download site.

eScan for Linux Desktop also enables to run an on-demand scan to provide additional protection. An on-demand scan is a scan that is initiated by the user where user can scan anything from a single file to everything on the system that has permission to read. It can be initiated either manually or schedule the on-demand scan to run unattended.

## Features of eScan for Linux Desktop:

- Proactive AV protection intercepts all known threats
- Automatic updates for the most up-to-date virus protection
- Includes scan scheduler, detailed event viewer, and custom scan profiles
- Provides comprehensive log of scanning activity
- Ensures complete protection from security threats
- Scan files in Cross file systems

# Pre-requisites

Administrative Privilege: root / sudo user privilege

CPU: Intel® series 1GHz & above

Memory: 1 GB RAM & above

Disk space: 1 GB & above of free disk space

Platforms Supported:

- RHEL 4 & above (32 & 64-bit)
- CentOS 5.10 & above (32 & 64-bit)
- SLES 10 SP3 & above (32 & 64-bit)
- Debian 4.0 & above (32 & 64-bit)
- OpenSuSe 10.1 & above (32 & 64-bit)
- Fedora 5.0 & above (32 & 64-bit)
- Ubuntu 6.06 & above (32 & 64-bit)
- Mint 12 and above (32 and 64 bit)

# Installation

Visit the following link and download the installation package:

<https://www.escanav.com/en/linux-antivirus/antivirus-for-linux-desktop.asp>

To install the downloaded package, use any of the two methods:

- **Command-line Installation**
- **GUI Installation**

## Command-line Installation

To perform this procedure, user must be logged on to the system as root / sudo user:

1. Open the Terminal.
2. Go to the directory where the downloaded eScan package is located.
3. Run the install script:
  - To install from RPM package:  
**rpm -ivh <RPM package>**  
Here, it will be **rpm -ivh escan-antivirus-wks.x86\_64.rpm**
  - To install from Debian (deb) package:  
**dpkg -ivh <Deb package>**  
In case of deb, for example, **dpkg -ivh escan-antivirus-wks.x86\_64.deb**

This will start the installation process.

```
File Edit View Search Terminal Help
[escan@support ~]$ su -
Password:
[root@support ~]# cd /home/escan/Desktop/Setup
[root@support Setup]# ls
escan-antivirus-wks.x86_64.rpm
[root@support Setup]# rpm -ivh escan-antivirus-wks.x86_64.rpm
Preparing... ##### [100%]
 1:escan-antivirus-wks  ##### ( 65%)
```

After the installation is finished, the terminal displays a success message.

```
File Edit View Search Terminal Help
[root@support Setup]# rpm -ivh escan-antivirus-wks.x86_64.rpm
Preparing... ##### [100%]
 1:escan-antivirus-wks ##### [100%]

Checking dependencies for Webfilter...
Checking Kernel version...ok
Checking gcc....Installed.
Checking make....Installed.
Checking kernel headers....Installed.
Checking Required files...
Compiling kernel module...
Compiled kernel module for web protection successfully

Checking dependencies for portblocker...
Checking Kernel version...ok
Checking gcc....Installed.
Checking make....Installed.
Checking kernel headers....Installed.
Checking Required files...
Compiling kernel module...
Compiled kernel module for port protection successfully
Starting MicroWorld epsdaemon: [ OK ]
Starting MicroWorld rtscanner: [ OK ]
Reloading crond: [ OK ]

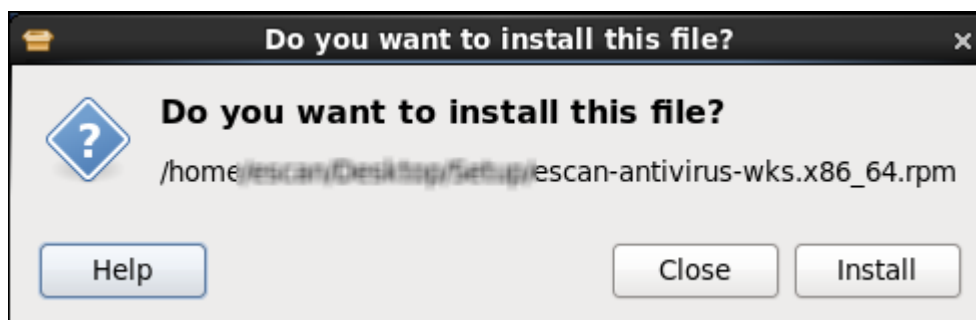
##### eScan for Linux #####
#                                     #
#                                     #
#          eScan for Linux installed successfully.          #
#                                     #
#                                     #
#####
```

4. To verify whether the installation is complete, user can view the log by executing the shell script:  
**vim /var/MicroWorld/var/log/Install.log**

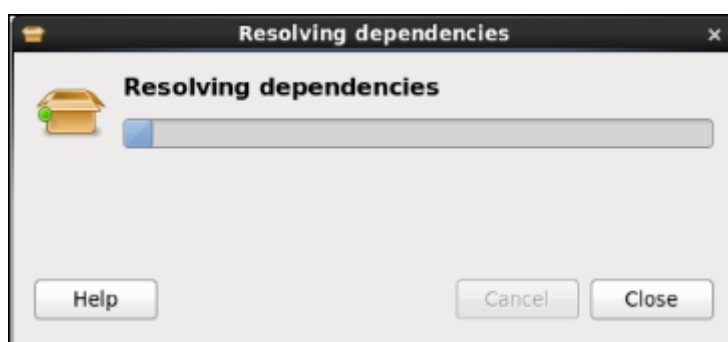
## GUI Installation

To perform the installation procedure manually:

1. Double-click the downloaded eScan setup file.  
A prompt appears.



2. Click **Install**.  
Installation wizard proceeds to install eScan.

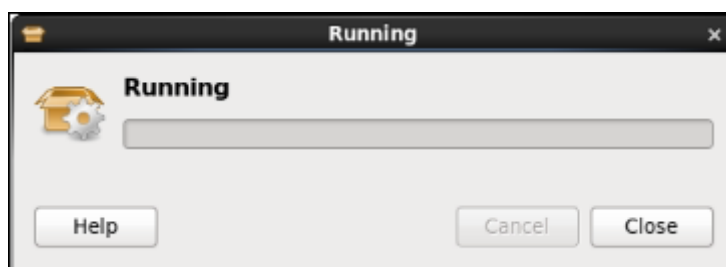


The following prompt appears.



Enter the root password and then click **Authenticate**.

The Installation wizard proceeds to install eScan.



eScan gets installed on the Linux computer.



# Graphical User Interface

The GUI is accessible from the Desktop and allows to configure task that can be such as performing manual or schedule on-demand scan, review information about the version of the product, the virus definitions, and many more. It allows to view the status of date of last computer scanned, date of virus signatures, modules information, additional option, and quick access options.



On upper-right corner of the screen, it displays the date, month, year, and time of when the last computer is scanned and when the latest virus signatures are updated. On upper-right corner of the screen, there are Submit Sample, Feedback, Help, License, minimize button, and close buttons.

## Submit Sample

This option allows the user to submit the virus samples to the eScan support team. Click **Submit Sample** link, to upload the virus samples. Click on this link, a new web page opens, where user have to click **Samples** option, and then click **Next >>** button. Fill up the details in the ticket form, and then click **Submit** button.

User can also use the following link:

<http://support.mwti.net/support/index.php?/Tickets/Submit>

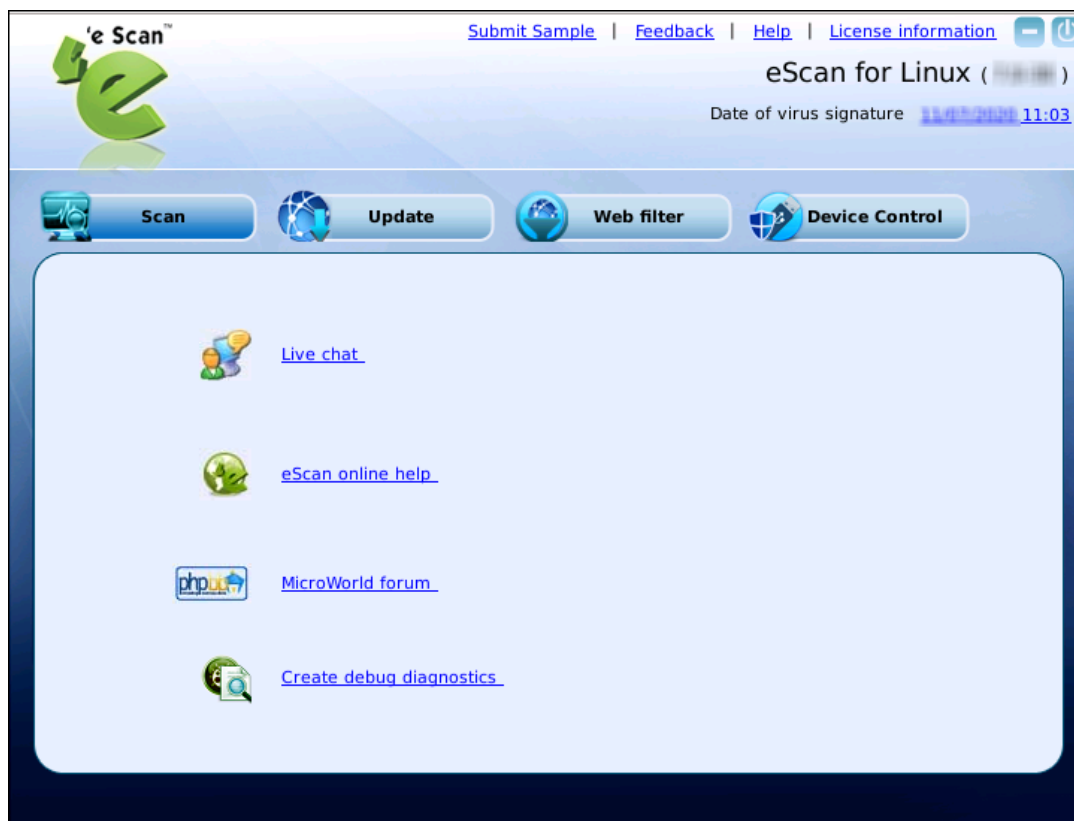
## Feedback

This option redirects to the eScan website, where user can provide the feedback on various eScan products and send it to the eScan's quality assurance team.

<http://www.escanav.com/english/content/company/feedback/>

## Help

This button allows user to access to the Live Chat, eScan Online Help, MicroWorld Forum, and Create Debug Diagnostics.



- **Live chat:** For using this feature user need to have active internet connection. User can contact eScan 24 x 7 online technical support team through chat either by clicking the live chat button or by visiting the following link:  
**<http://www.eScanav.com/english/livechat.asp>**
- **eScan online help:** For using this feature user need to have active internet connection. It is present on the eScan wiki and provides with comprehensive information about products and features of eScan. User can visit eScan online help pages either by clicking the eScan online help button or by visiting the following link:  
**<https://www.escanav.com/wiki/>**
- **MicroWorld forum:** For using this feature user should have active internet connection. This link helps to join the MicroWorld forum and read the discussion threads on MicroWorld. User can visit MicroWorld Forum pages either by clicking the MicroWorld forum button or by visiting the following link:  
**<https://forum.escanav.com/>**
- **Create debug diagnostics:** This link is used to generate debug file (ZIP file consisting of logs, configurations, and more) that can be used for troubleshooting. The debug file can be sent to eScan team for further analysis in case of any technical issue or suspicious activity.

## License Information

This option allows user to view and activate the license key. To learn more, refer [License](#).

## Modules

eScan for Linux Desktop offers to configure the following modules:

- **Scan:** The Scan module allows to access scan features and configure scheduled scans.
- **Update:** The Update module allows to configure AV updates.
- **Web Filter:** The Web Filter module allows to configure (allowing or blocking) the web access features.
- **Device Control:** The Device Control module allows to configure the settings for the external/portable devices such as CD/DVD and USB.

## Quick Access Options

On lower-right corner of the screen, user can view the following quick access options:

- **Set Password:** To set or change the administrator password for eScan Linux GUI and for uninstalling the same, click **Set Password**.
- **Language:** This option is used to change the language of the eScan GUI.

# eScan for Linux Desktop - Modules

The eScan for Linux Desktop comprises of modules like Scan, Update, Web Filter, and Device Control.

## Scan

The Scan module helps user to perform Real-time and On-Demand scans for files, directories, storage devices, and schedule automatic scans. It checks the computer for security threats, such as viruses, spyware, and other malware and creates logs of all scan operations.

- **Real-Time**
- **On-demand**



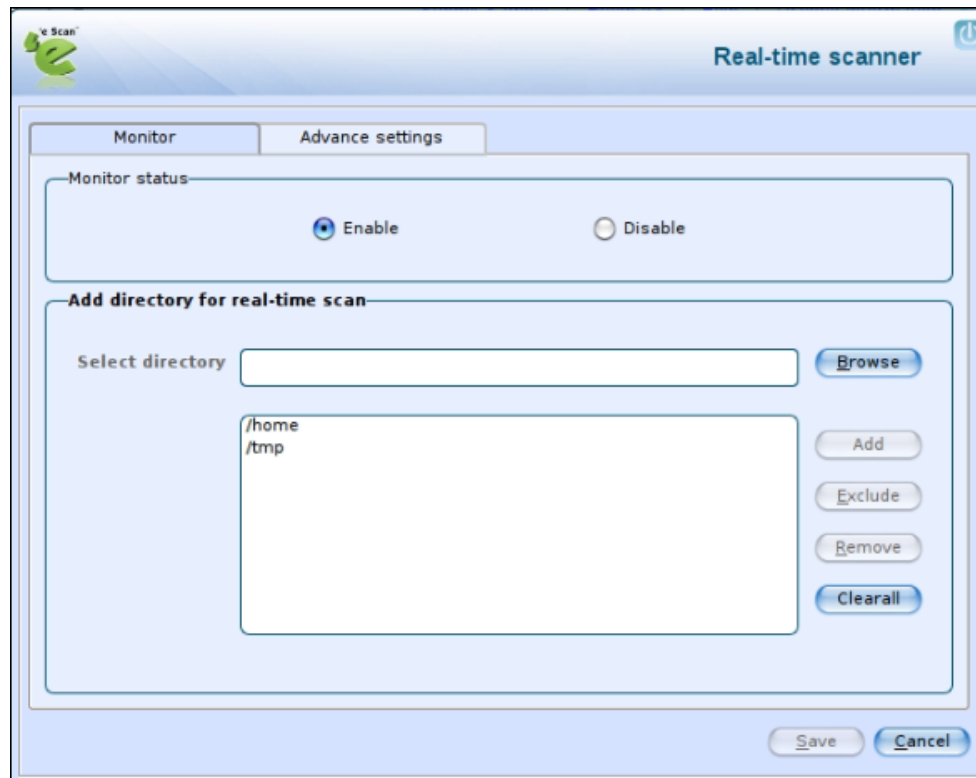
This module provides with options for scanning the computer and peripheral storage devices, configuring the Real-time and On-Demand scan, and scheduling scans as per requirement.

## Real-time scanner

This option is used to configure the monitoring of the specific files/directories on real-time basis. It consist of two tabs, namely, Monitor and Advance settings.

### Monitor

To perform real-time monitoring, select **Enable** option. After enabling it, add files/directories for monitoring as per the requirements. In case, user wants to disable the real-time monitoring feature, select **Disable** option.

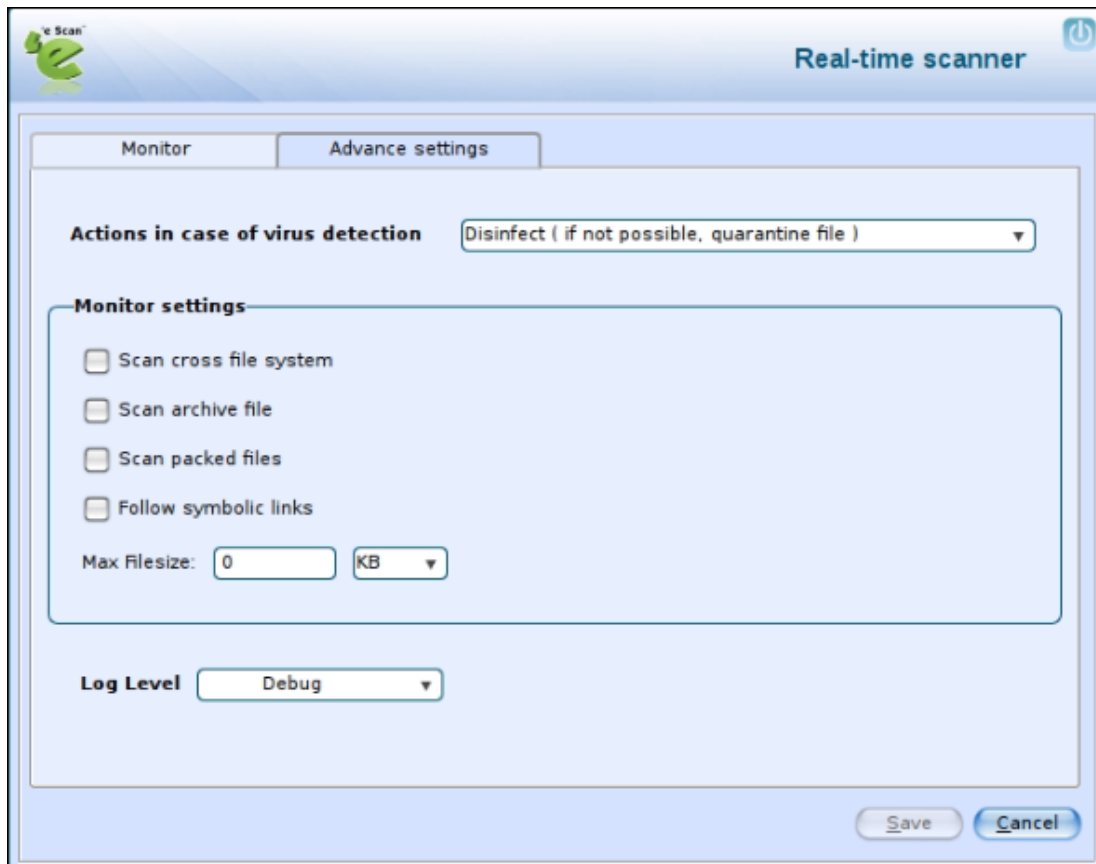


### Advance settings

This tab will allows to configure more settings that are as follows:

- **Actions in case of infection [Drop-down]:** It displays a list of actions eScan should take, in case of virus detection.  
By default, Disinfect (if not possible, quarantine file) option is selected. Following are the types of actions:
  - **Log Only:** This option indicates or alerts the user about the infection detected (No Action is taken; only logs are maintained).
  - **Disinfect (if not possible, log):** This option tries to disinfect and if disinfection is not possible it logs the information of only the infected object.
  - **Disinfect (if not possible, delete file):** This option tries to disinfect and if disinfection is not possible it deletes the infected object.
  - **Disinfect (if not possible, quarantine file):** This option tries to disinfect and if disinfection is not possible it quarantines the infected object.

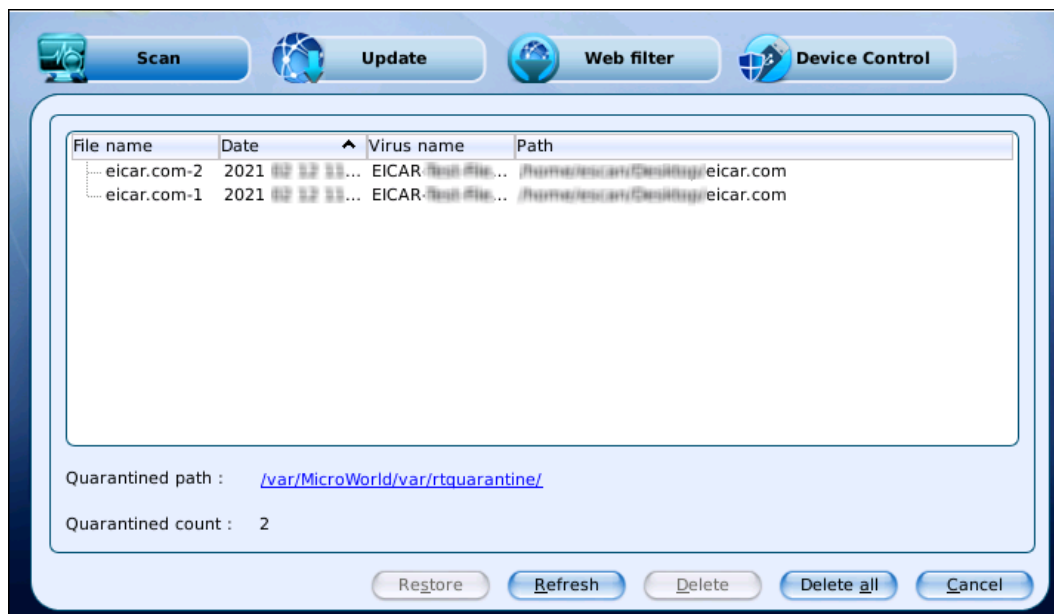
- **Delete:** This option directly deletes the infected object.
- **Quarantine:** This option directly quarantines the infected object.



- **Monitor settings:** This section will allow to configure the real-time scan settings.
  - **Scan cross file system:** This checkbox facilitates scanning of files over cross-file systems.
  - **Scan archive file:** This checkbox facilitates scanning of archived files.
  - **Scan packed files:** This checkbox facilitates scanning of packed files.
  - **Follow symbolic links:** This checkbox facilitates scanning of files that follow the symbolic links.
  - **Max Filesize:** This option lets to define the maximum file size that can be scanned.
- **Log Level [Drop-down]:** This dropdown menu used to configure the log level i.e. options to log information about files (all or infected or minimum) and the action taken on them:
  - **All:** This option specifies a detailed eScan log.
  - **Infected:** This option specifies only details of the infected objects in the eScan log.
  - **Minimum:** This option specifies only a minimum detail of the objects scanned in the eScan log.
  - **Debug:** This option specifies the details that can be used for troubleshooting purpose in case of any issue.

## Quarantined

This option will display the information about the files that were quarantined along with the location where these files are placed. The default path for the quarantined file is **/var/MicroWorld/var/rtquarantine**.



## On-demand scanner

This option is used to perform on-demand scans on files, directories, and storage devices.

### Scan my computer

This option allows to scans entire system. By clicking on this option, user will get a popup window and gives the detail of the scan.

### Scan home directories

This option provides with scanning options for the home directories. By clicking on this option, user will get a popup window and gives the detail of the scan.

### Custom scan

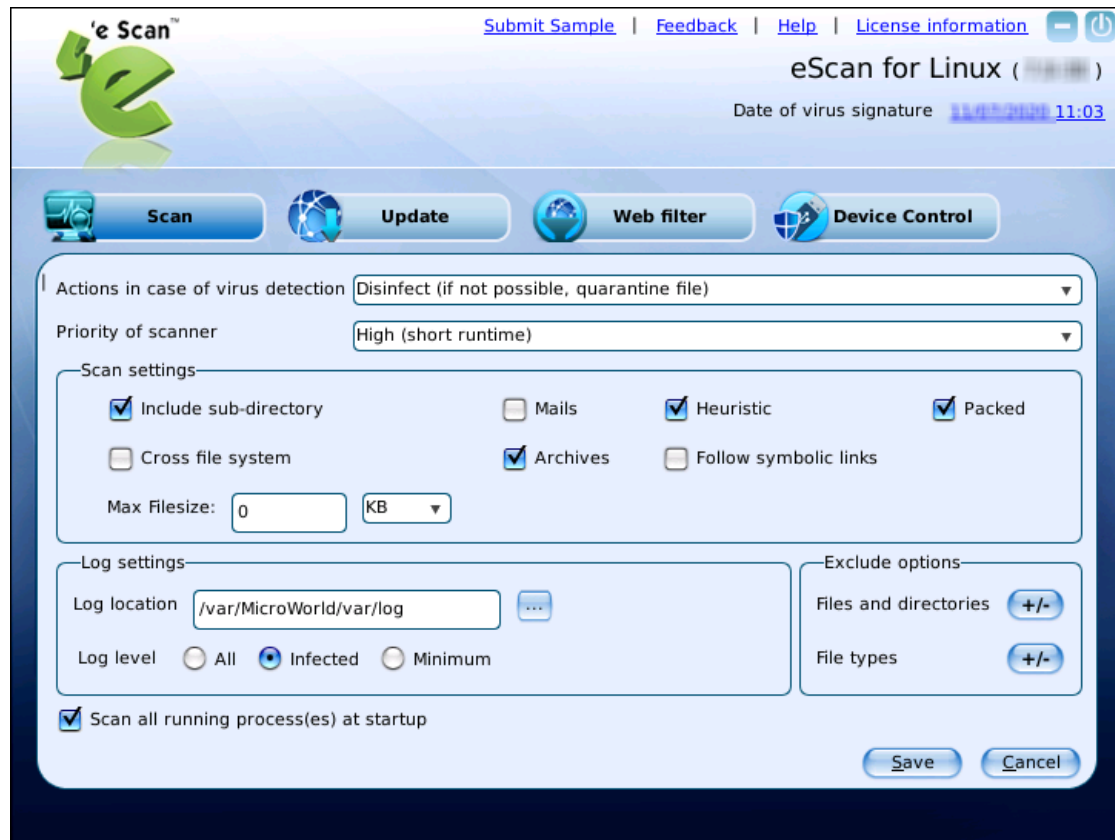
This option helps to configure the scan specific files/directory according to the specific needs of the users.

### Scan memory

This option provides with scanning options for memory. By clicking on this option, user will get a popup window and gives the detail of the scan.

## Options

Configure on-demand scan by clicking the **Options** button. This will display the Options dialog box, which provides various alternatives for configuring the on-demand scan.



- **Actions in case of virus detection**

This list helps to configure the action that should be performed on the file when it finds that it is infected. The actions are as follows:

- **Log Only:** This option indicates or alerts the user about the infection detected (No Action is taken; only logs are maintained).
- **Disinfect (if not possible, log):** This option tries to disinfect and if disinfection is not possible it logs the information of only the infected object.
- **Disinfect (if not possible, delete file):** This option tries to disinfect and if disinfection is not possible it deletes the infected object.
- **Disinfect (if not possible, quarantine file):** This option tries to disinfect and if disinfection is not possible it quarantines the infected object.
- **Disinfect (if not possible, rename file):** This action tries to clean the file and if it is not possible to disinfect the file, it renames the file.
- **Disinfect (if not possible, ask user):** This option tries to disinfect and if disinfection is not possible it asks the user for what action has to be taken on that file.
- **Delete:** This option directly deletes the infected object.
- **Quarantine:** This option directly quarantines the infected object.
- **Rename:** This option directly renames the infected object.
- **Ask user:** This option directly asks user for what action has to be taken on the infected object.



- **Priority of scanner**

This option helps to set the priority of the scanner in correlation to other processes running on the computer. The priority level can be **High (short runtime)**, **Normal (normal runtime)**, or **Low (long runtime)**.

- **Scan settings**

This option provides various scan settings that are as follows:

- **Include sub-directory:** This checkbox ensures that eScan scans all the sub directories recursively under every directory and not only the first level of directories.
- **Mails:** By default, it is selected. This checkbox provides real-time protection to scan mails.
- **Heuristic:** Heuristic scanning is almost identical to signature scanning, which instead of looking for specific signatures looks for certain instructions or commands within a program/application. This results in the detection of potentially malicious function in program/application.
- **Packed:** This checkbox provides real-time protection to scan packed files (compressed executable).
- **Cross File System:** This checkbox facilitates scanning of files in Cross file systems (can work across multiple types of OS environments).
- **Archives:** This checkbox provides real-time protection to scan archived files such as zip, rar, and so on.
- **Follow Symbolic Links:** This checkbox facilitates scanning of files that follows the symbolic links.

- **Log settings**

This option is used to configure the log settings. User can set the custom log location, by default it is set as **/var/MicroWorld/var/log**. User can also configure the log level i.e. options to log information about files (all or infected or minimum) and the action taken on them.

- **Exclude options**

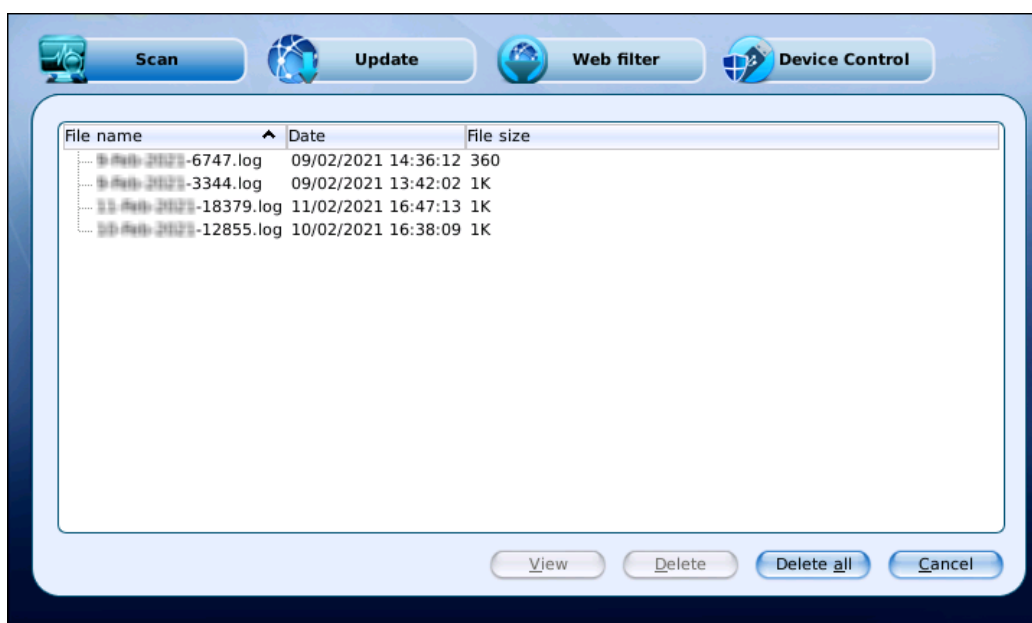
This option is used to exclude all the listed files, directories, and sub directories from monitoring during the scan. User can exclude specific types of files from scanning and also add or delete the list using **+/-** option.

- **Scan all running process(es) at startup**

This checkbox facilitates scanning of memory at the startup of the system.

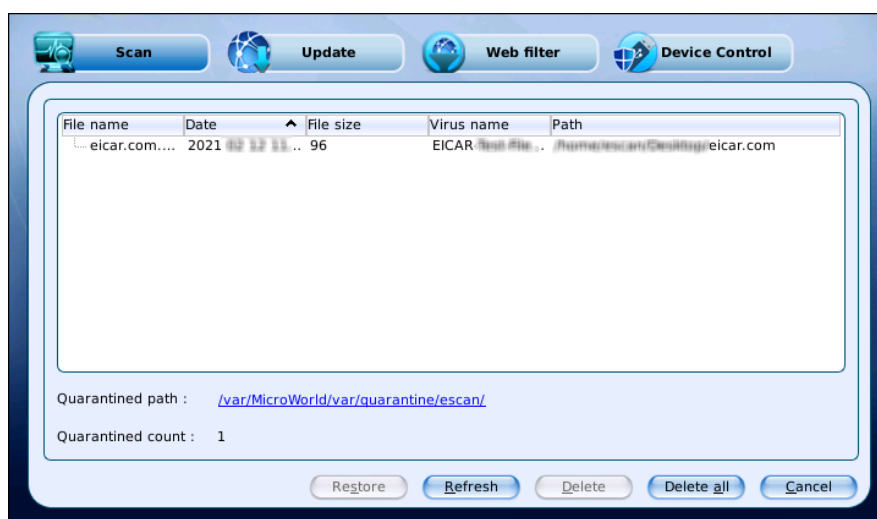
## Logs

This option will display information about the generated logs such as File Name, Start Time, and Directory in which it is present. User can view/delete the log as per the requirement.



## Quarantined

This option will display the information about the files that were quarantined along with the location where these files are placed. The default path for the quarantined file is **/var/MicroWorld/var/rtquarantine**.

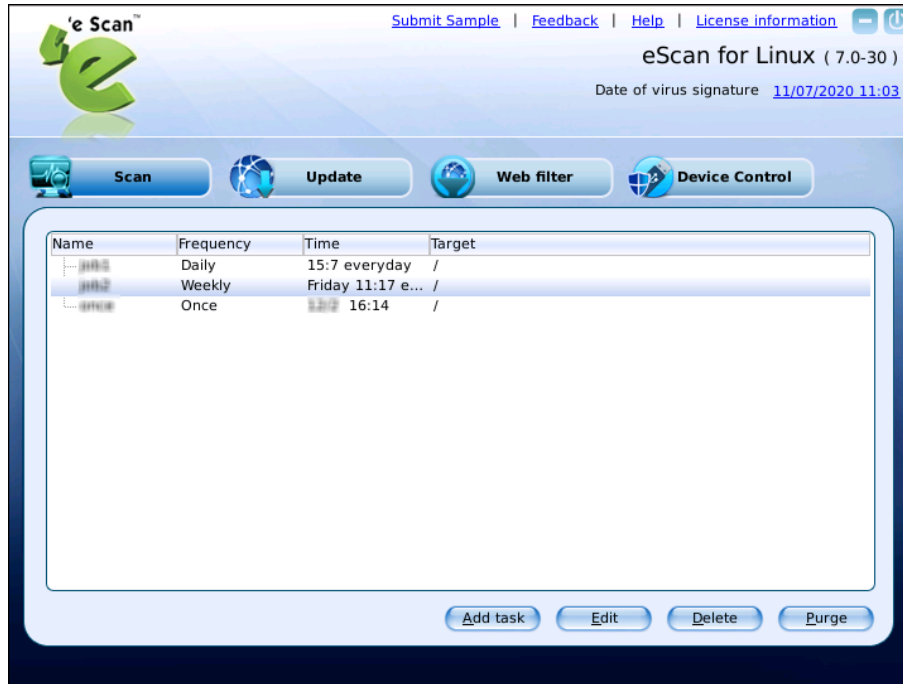


## Schedule

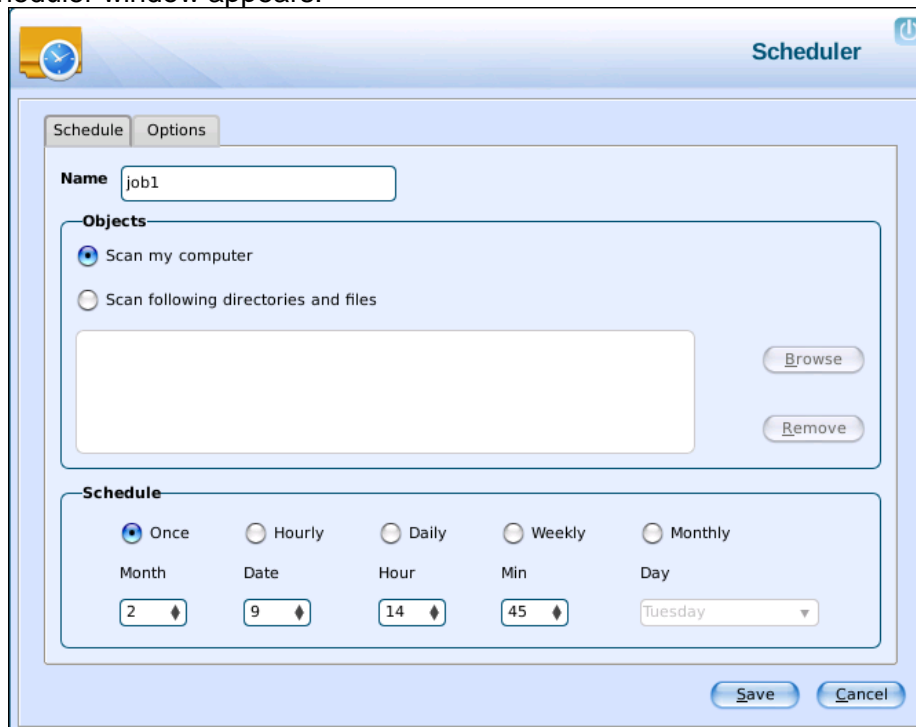
This option is used to schedule on-demand scan to scan the computer and storage devices for malicious objects on specific date and time. It contains a table, which displays name of the schedule, frequency of occurrence, and the next time it will be run.

To create a schedule, perform the below steps:

1. Click **Schedule**.



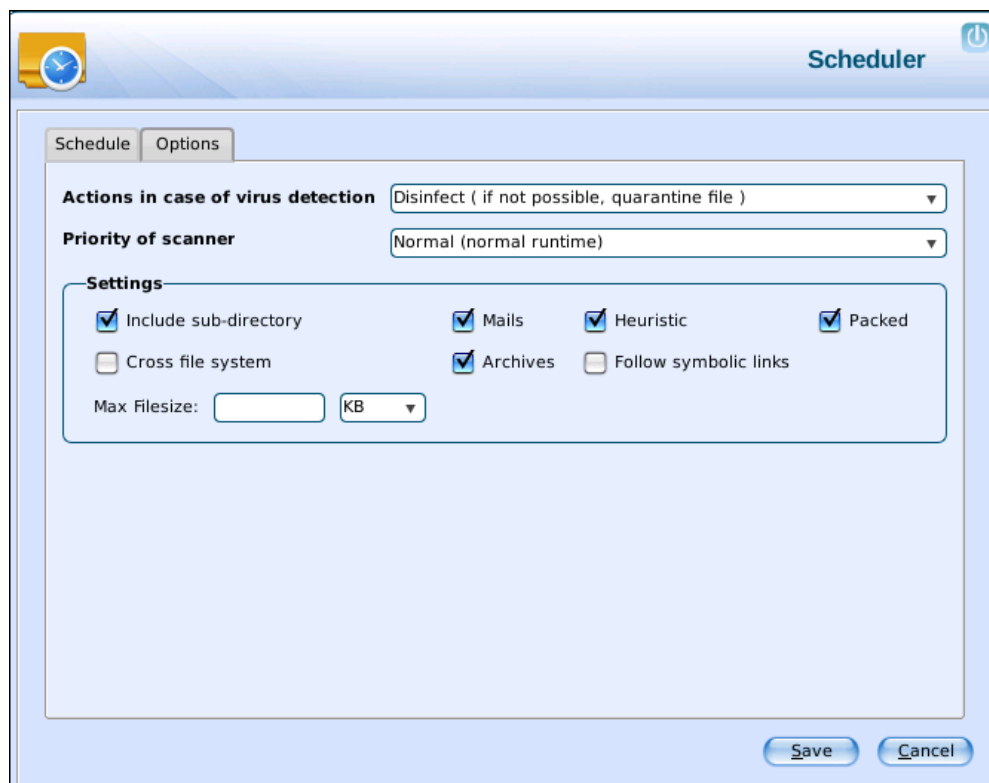
2. In the schedule screen, click **Add task**.  
Scheduler window appears.



3. In the **Schedule** tab, enter the name of the schedule and select the objects.
  - **Scan my computer:** This option scans the whole computer.
  - **Scan following directories and files:** This option scans specific directories and files. User can add and remove the files and directories as per the requirements.
4. Schedule the on-demand scan for a **Once** (Select month, day, and time), **Hourly** (Select time), **Daily**, (Select time), **Weekly** (Select a day and time) or **Monthly** (Select a date and time) basis.
5. In **Options** tab, configure the following options:  
**Actions in case of infection [Drop-down]:** It displays a list of actions eScan should take, in case of virus detection.  
 By default, Disinfect (if not possible, quarantine file) option is selected. Following are the types of actions:
  - **Log Only:** This option indicates or alerts the user about the infection detected (No Action is taken; only logs are maintained).
  - **Disinfect (if not possible, log):** This option tries to disinfect and if disinfection is not possible it logs the information of only the infected object.
  - **Disinfect (if not possible, delete file):** This option tries to disinfect and if disinfection is not possible it deletes the infected object.
  - **Disinfect (if not possible, quarantine file):** This option tries to disinfect and if disinfection is not possible it quarantines the infected object.
  - **Delete:** This option directly deletes the infected object.
  - **Quarantine:** This option directly quarantines the infected object.

### Priority of scanner

This option helps to set the priority of the scanner in correlation to other processes running on the computer. The priority level can be **High (short runtime)**, **Normal (normal runtime)**, or **Low (long runtime)**.



## Settings

This option provides various scan settings that are as follows:

- **Include sub-directory:** This checkbox ensures that eScan scans all the sub directories recursively under every directory and not only the first level of directories.
- **Mails:** By default, it is selected. This checkbox provides real-time protection to scan mails.
- **Heuristic:** Heuristic scanning is almost identical to signature scanning, which instead of looking for specific signatures looks for certain instructions or commands within a program/application. This results in the detection of potentially malicious function in program/application.
- **Packed:** This checkbox provides real-time protection to scan packed files (compressed executable).
- **Cross File System:** This checkbox facilitates scanning of files in Cross file systems (can work across multiple types of OS environments).
- **Archives:** This checkbox provides real-time protection to scan archived files such as zip, rar, and so on.
- **Follow Symbolic Links:** This checkbox facilitates scanning of files that follows the symbolic links.

## Max Filesize

This option lets to define the maximum file size that can be scanned.

6. After configuring the schedule, click **Save**.  
The task will be saved and run according to the configuration.

## Delete

To delete a schedule, select the specific task from the list, click **Delete**. A confirmation window will be prompted, click **Yes**. The scheduled task will be deleted.

## Edit

To modify the existing schedule, select the specific task from the list, click **Edit**. After making necessary changes, click **Save**. The task will be modified accordingly.

## Purge

This option let's to clear the scheduler after the task has been completed.

## Update

The Update module automatically keeps the virus definitions up-to-date and protects the system from emerging variant of viruses and other malicious programs. User can configure eScan to download AV automatically from internet.



This module will display the following information:

### Last Database Updated

It display the time and date of the last virus definition updated.

### Run Mode

It displays the type of update mode used by eScan. The run mode can be either Automatic or Scheduled.

### Update Now

Clicking on this button downloads and applies the Anti-Virus signature definition from internet.

## Settings

This option allows to configure the Update module to download AV signature automatically or schedule the update from the internet.

The screenshot shows the 'Update' tab in the eScan settings window. At the top, there are four tabs: 'Scan', 'Update' (selected), 'Web filter', and 'Device Control'. Below the tabs, there is a 'Set update schedule' button with three dots. A checkbox labeled 'Warn, if virus signature is more than' is checked, followed by a dropdown menu showing '3' and the text 'days old.'. Below this, there is a 'Proxy settings' section. It contains two sub-sections: 'Download via Proxy' and 'Proxy authentication'. The 'Download via Proxy' section has fields for 'IP' and 'Port'. The 'Proxy authentication' section has fields for 'Name' and 'Password'. At the bottom right, there are 'Save' and 'Cancel' buttons.

**Set update schedule:** To schedule an update task, click on three dots present in **Set update schedule**.

In the Update Scheduler window,

- **Automatic download:** This option downloads the update automatically after a specific time interval. User can configure the time like start time and time interval (in hours) between the updates.

The screenshot shows the 'Update Scheduler' window. It has a title bar with a green circular icon and a power button. Below the title bar, there are two radio buttons: 'Automatic download' (selected) and 'Scheduled download'. Below these, there is a section for 'Automatic update (hrs:min) starts at' with a dropdown menu showing '09:30', followed by 'every' and a dropdown menu showing '2', and then 'Hours'. Below this, there are five radio buttons: 'Once', 'Hourly' (selected), 'Daily', 'Weekly', and 'Monthly'. Below these, there are five dropdown menus: 'Month' (showing '12'), 'Date' (showing '15'), 'Hour' (showing '9'), 'Min' (showing '30'), and 'Day' (showing 'Sunday'). At the bottom right, there are 'Save' and 'Cancel' buttons.

- **Scheduled download:** This option schedules the download process on specified time and date. User can configure it, **Once** (Select month, day, and time), **Hourly** (Select time), **Daily**, (Select time), **Weekly** (Select a day and time) or **Monthly** (Select a date and time) basis.

**Warn, if Virus signature is more than \_\_\_\_ days old:** This will alert the user when AV updates are more than the specified number of days.

**Proxy Settings:** To configure the Proxy settings for connecting to the internet to download the AV updates.

**Download via Proxy:** This option lets to enable and configure the proxy setting.

- **IP:** Enter the IP address of the Internet proxy.
- **Port:** Enter the Port of the internet proxy.
- **Proxy Authentication:** Enter the credentials in case the Proxy requires authentication.
  - **Name:** Enter the user name for the proxy.
  - **Password:** Enter the password.

After configuring the necessary changes, click **Save**.

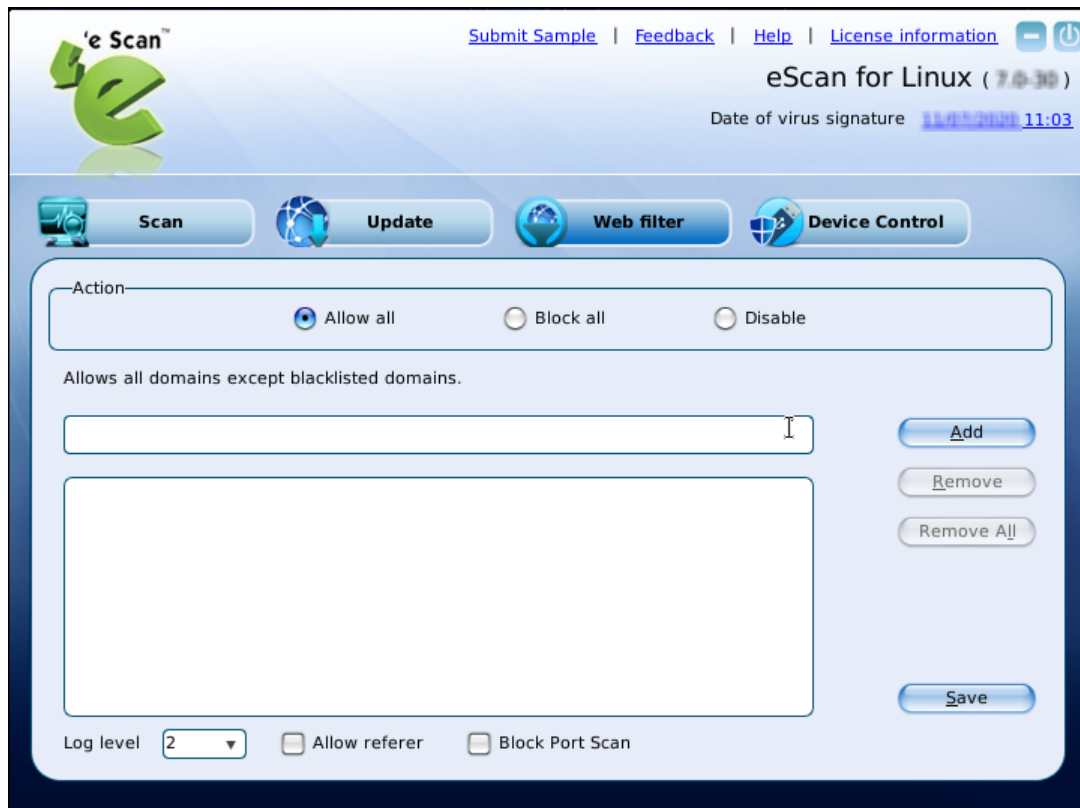
### View log

Click on this button, the **Update Log** window is displayed. This window displays the latest activity report for the Update module.



## Web Filter

The Web Filter module is powered by advanced technologies that allow to manage the web access of the system during the online activities. It prevents the browsers from accessing the malicious/phishing websites.



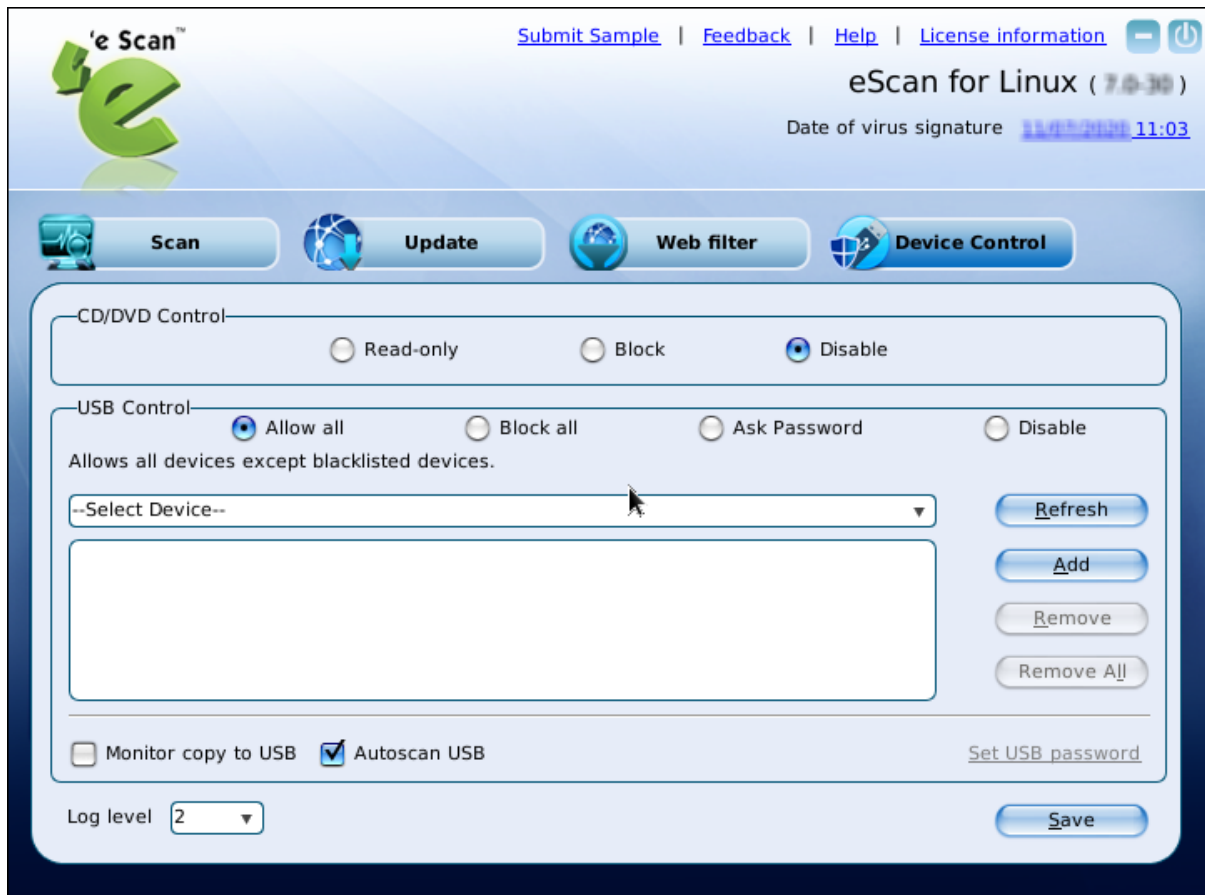
### Actions

To add or remove the trusted domain to whitelist category, perform following actions:

- **Allow all:** By default, this option is enabled. This option allows full access to all the websites except the ones that have been listed. For this option, the listed websites will be acting as block lists.
- **Block all:** This option blocks all the websites except the ones that have been listed. For this option, the listed websites will be acting as whitelists.
- **Disable:** This option disables the Web Filter feature.
- **Allow referer:** This option allows to access to the websites that might have reference to some other websites.
- **Block Port Scan:** This option prevents scanning of ports by unauthorized systems which tries to attack open ports. Select this option to block the scanning of ports.
- **Log Level:** Log simply informs us about the state of daemon, show critical messages, or warnings. By setting this option, user can get extensive log according to the value set.

## Device Control

The Device Control module protects the computer from accessing the unauthorized portable storage devices. User can configure various options such as allowing/blocking of USB access and CD/DVD access, prompting for the password whenever USB is plugged in, and more. The devices are also scanned immediately when connected to the endpoints to prevent any infected files running and infecting the system.



Following options are available under device control for configuration:

### CD/CVD Control

This section allows to configure the settings for controlling access to CD/DVD.

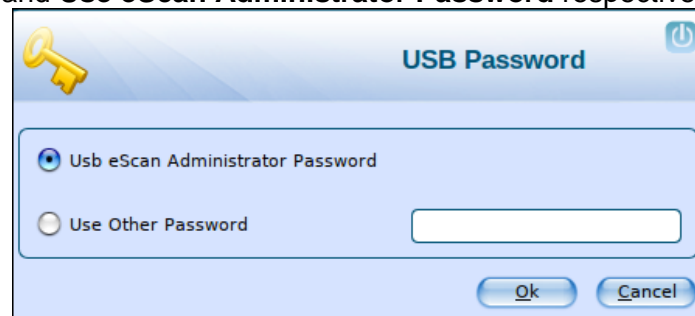
- **Read Only:** This option allows only read-only access for CD/DVD.
- **Block:** This option blocks all CD/DVD access.
- **Disable:** This option disables the CD/DVD access feature.

## USB Control

eScan provides a greater level of endpoint security by prompting for a password whenever a USB device is connected. This section allows to configure the settings for controlling access to USB storage devices.

- **Allow all:** This option allows the access to all connected USB storage devices except the ones that have been listed. For this option, the listed USB devices will be acting as block list.
- **Block all:** This option blocks the access to all connected USB storage devices except the ones that have been listed. For this option, the listed USB devices will be acting as whitelisted.
- **Ask Password:** This option allows to set password for the USB devices. After this option is enabled, eScan will prompt for password whenever a USB storage device is connected to the computer. Enter the correct password to access USB storage device.

To set the password for USB device, select **Ask Password** option. User can either set a password or use the administrator password using options **Use Other Password** and **Use eScan Administrator Password** respectively.



**Use Other Password:** This option assigns a unique password for accessing USB storage device.

**Use eScan Administrator:** This option assigns eScan Administrator password for accessing USB storage device.

After setting the password, click **Save**.

To disable password protection for a specific device, add the USB device along with its serial number to the whitelist. So, the next time the same device is connected it will not ask for a password instead it will directly display the files/directories stored on the device.

- **Disable:** This option disables the USB Control feature.

There is a listed USB device table section that displays the serial number and device name of each of the whitelisted devices in a list.

**Add:** To add device in the list, click **Add**.

**Remove:** To delete device from the list, click **Remove**.

**Remove All:** To delete all the devices from the list, click **Remove All**.

## Monitor copy to USB

This option monitors the objects that are copied in the USB storage devices.

## Autoscan USB

By default, this option is enabled. This option will scan USB devices as soon as it is detected by the system.

## Log Level

Logs simply inform us about the state of daemon, show critical messages, or warnings. By setting this option, user can get extensive log according to the value set.

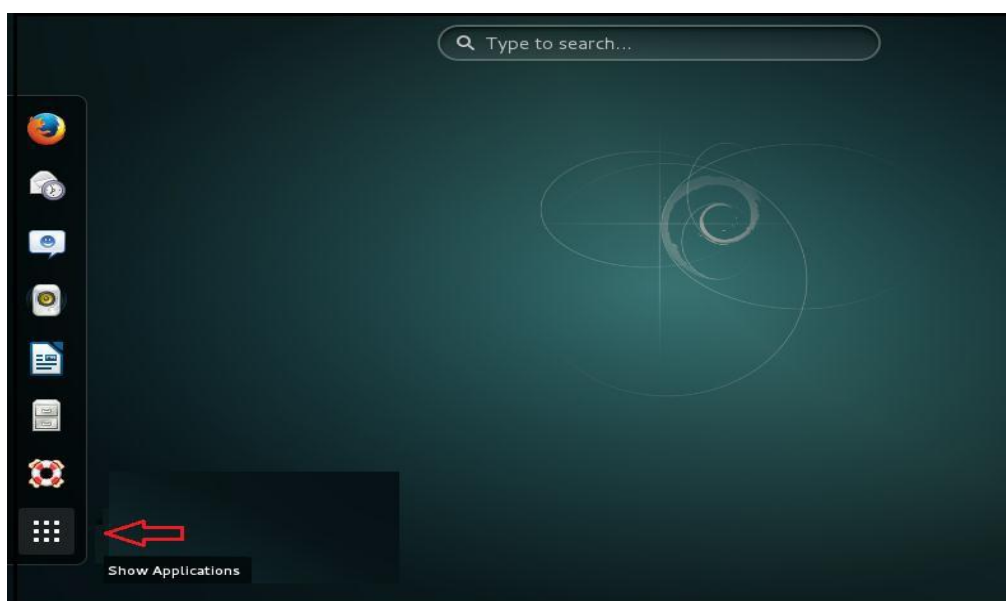
# License

After installing eScan Anti-Virus Security for Linux, register the product within the 30 days trial period. Follow any of the two methods for registration process:

- Online Registration Process
- Offline Registration Process

## Online Registration Process

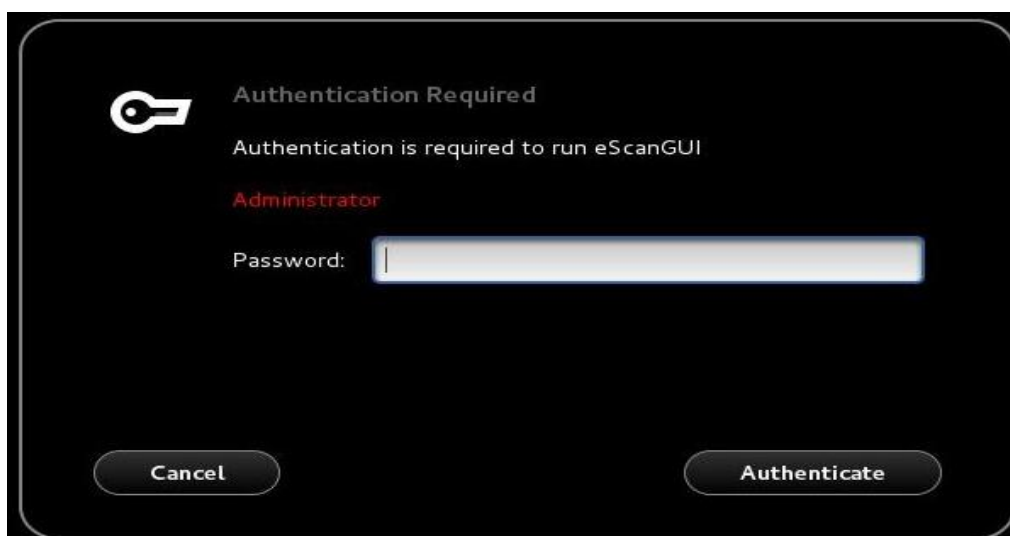
1. On home screen, click **Activities** > **Show Applications**.



2. Click **eScan GUI**.



The **Authentication Required** window appears.



3. In the **Password** box, enter the authentication password and then click **Authenticate**.

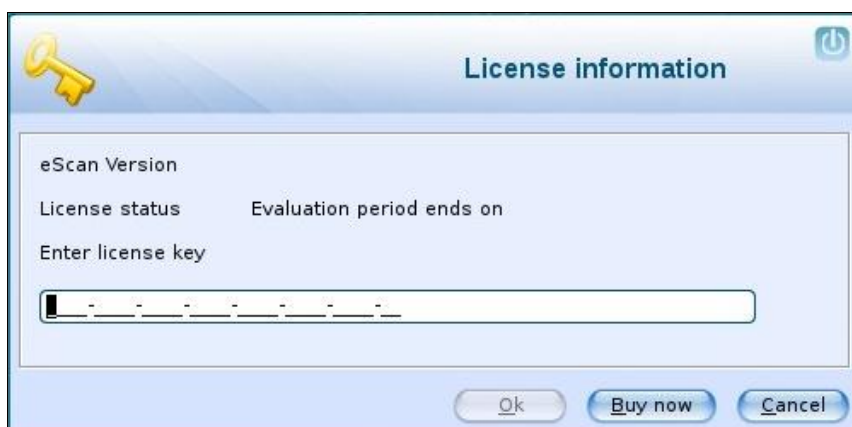
**NOTE** The **Authenticate** button will get enabled only after entering the correct authentication password.

After clicking **Authenticate**, the **Critical** window appears displaying the product activation message.

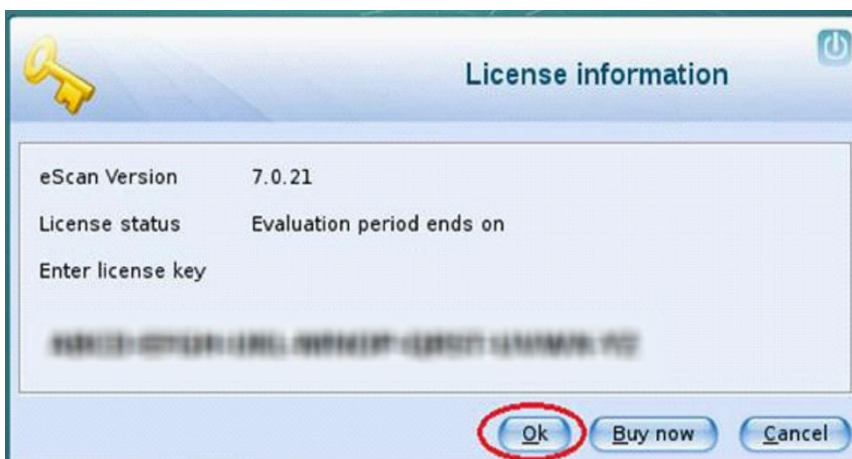


4. To proceed with the product activation, click **Yes**.

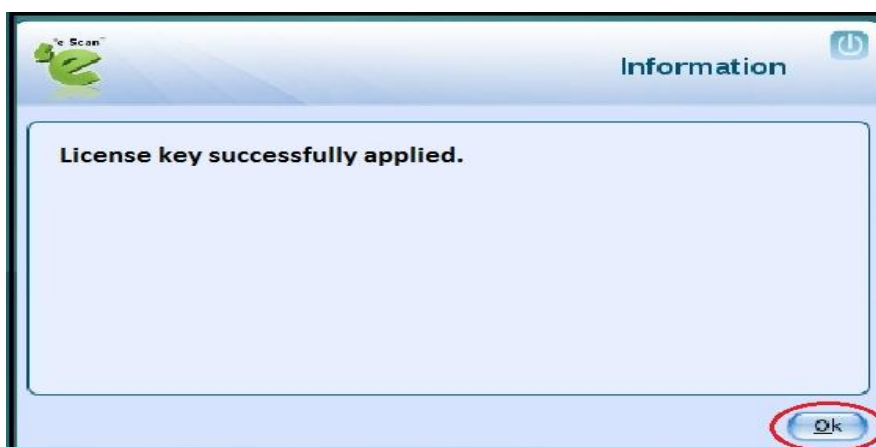
The **License Information** window appears.



5. Enter the 30-character license key and then click **OK**.



After entering the correct license key, a success message appears.





6. Click **OK**.  
The **Confirmation** window appears displaying the product registration message.



**NOTE** Registering the product within the activation period allows us to send important updates and provide tech support quickly. Also, it protects the license from being misused.

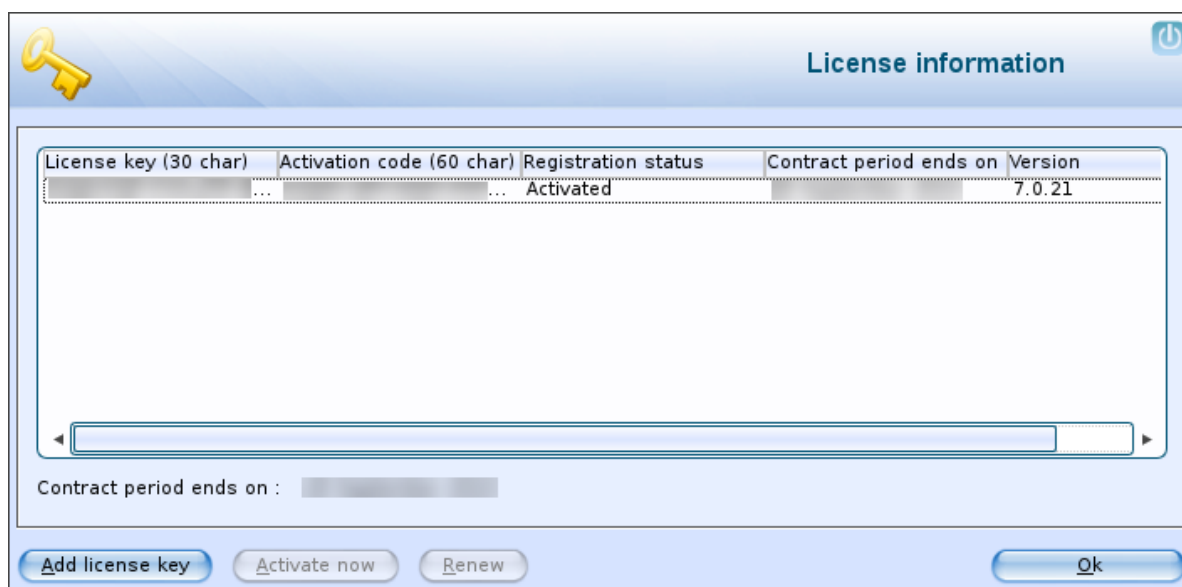
7. To proceed with the registration, click **Register Now**.  
The **License Information** window appears displaying the registration form.

The image shows the 'License information' window. It includes a 'License key' field with a masked key, a 'Privacy policy' link, and two radio buttons: 'I want to activate online' (selected and highlighted with a red box) and 'I have Activation Code'. Below these are fields for 'Enter Activation Code', 'Name' (test), 'Company Name' (MWTI), 'Email Id\*' (test@escanav.com), and 'Confirm Email Id\*' (test@escanav.com). There is also an 'Email Subscription' section with 'Yes' selected. A note states: 'Note: Enter valid email id in order to receive backup copy of your license details.' Below this are 'Country' (India) and 'State' (maharashtra) dropdowns, and a 'Reseller/Dealer' field (escan). At the bottom right, there are 'Activate' (highlighted with a red circle) and 'Cancel' buttons. A footer note says '\*Mandatory fields'.

8. Select the option **I want to activate online** and fill the registration form.
9. After filling the registration form, click **Activate**.

The eScan application connects with the main eScan server to register the product. After the successful activation the **License Information** window appears displaying the following activation details:

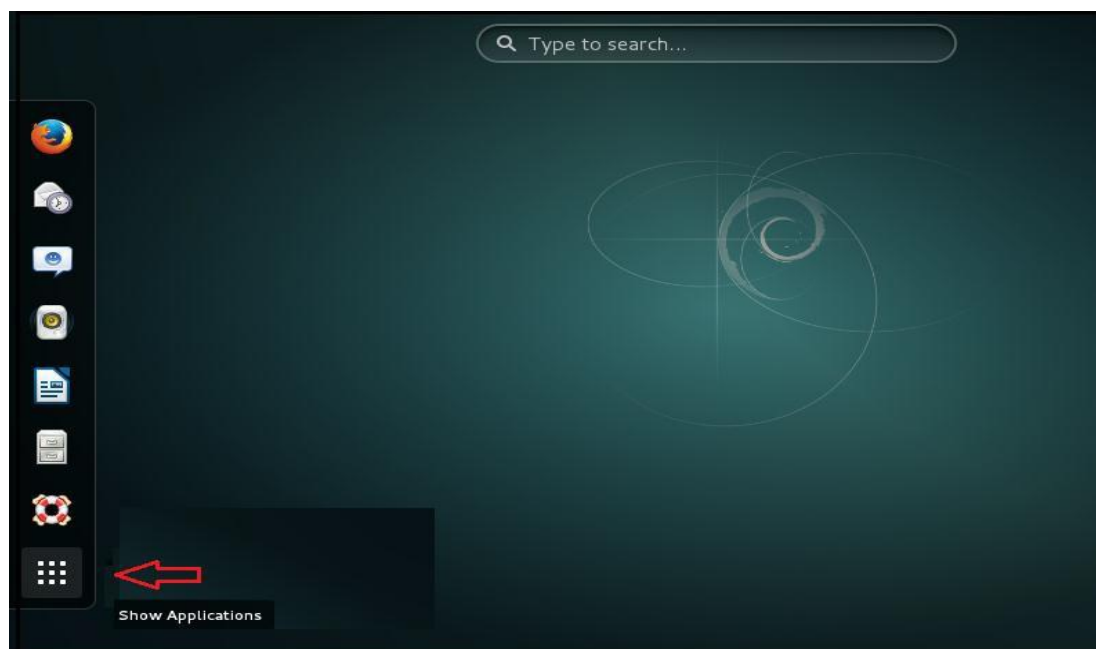
- License Key
- Activation Code
- Registration Status
- Contract Expiry Date
- Product Version





## Offline Registration Process

1. On home screen, click **Activities > Show Applications**.



2. Click **eScan GUI**.



The **Authentication Required** window appears.



3. In the **Password** box, enter the authentication password and then click **Authenticate**.

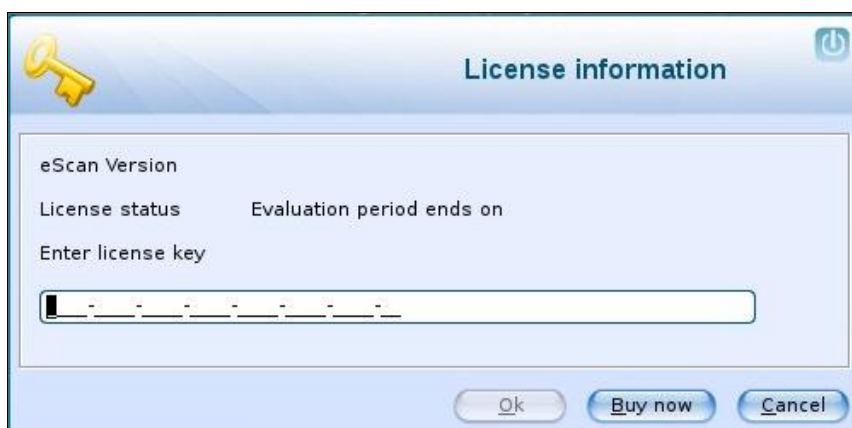
**NOTE**

The **Authenticate** button will get enabled only after entering the correct authentication password.

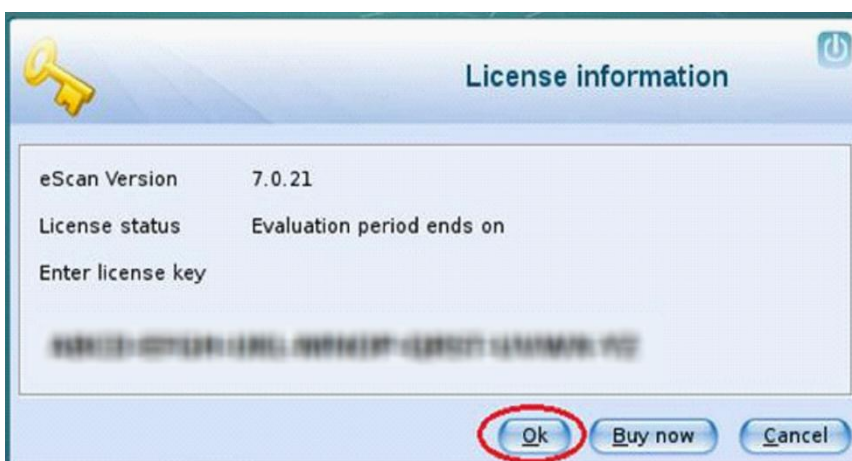
After clicking **Authenticate**, the **Critical** window appears displaying the product activation message.



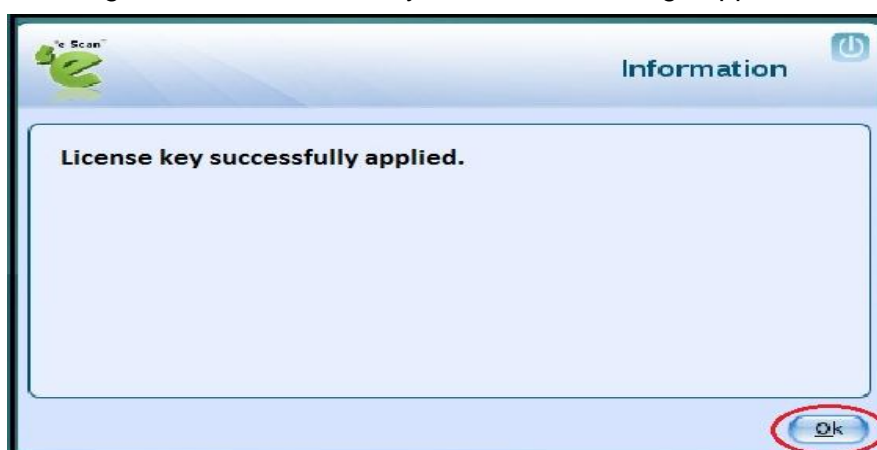
4. To proceed with the product activation, click **Yes**.  
The **License Information** window appears.



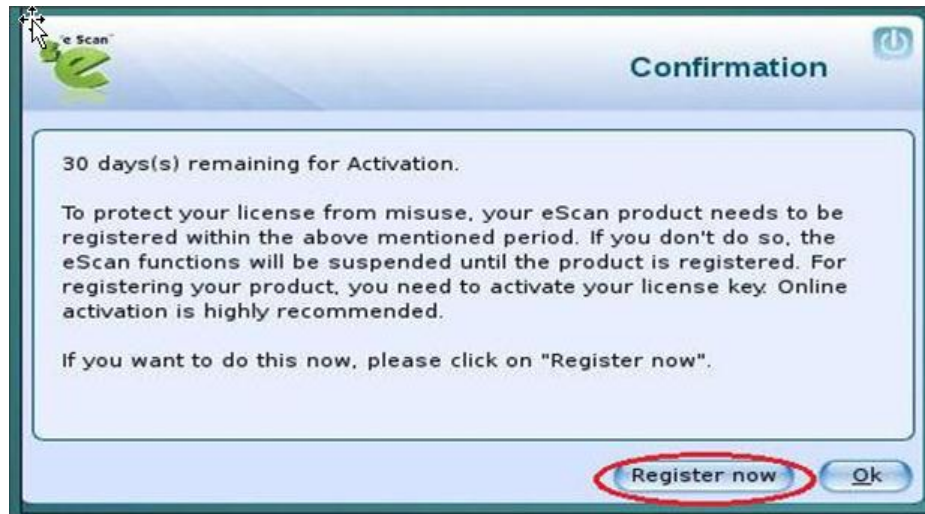
5. Enter the 30-character license key and then click **OK**.



After entering the correct license key, a success message appears.



6. Click **OK**.  
The **Confirmation** window appears displaying the product registration message.

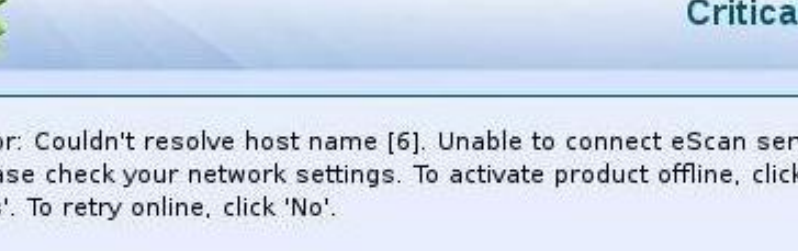


**NOTE** Registering the product within the activation period lets us send important updates and provide tech support quickly. Also, it protects the license from being misused.

7. To proceed with the registration, click **Register Now**.  
The **License Information** window appears displaying the registration form.

The image shows the 'License information' window. It includes a 'License key' field, a 'Privacy policy' link, and two radio buttons: 'I want to activate online' (selected and circled in red) and 'I have Activation Code'. Below these are fields for 'Enter Activation Code', 'Name', 'Company Name', 'Email Id\*', 'Confirm Email Id\*', 'Email Subscription' (Yes/No), 'Country' (India), 'State' (maharashtra), and 'Reseller/Dealer' (escan). A note states: 'Note: Enter valid email id in order to receive backup copy of your license details.' At the bottom, there are 'Activate' and 'Cancel' buttons, with 'Activate' circled in red.

8. Select the option **I want to activate online** and fill the registration form.
9. After filling the registration form, click **Activate**.



e Scan

Critical

Error: Couldn't resolve host name [6]. Unable to connect eScan server, please check your network settings. To activate product offline, click 'Yes'. To retry online, click 'No'.

Yes No

- The screenshot shows a software activation window titled "Activation Details". Inside, there is a section labeled "Registration Details" which lists various system and user information. The information includes Name, Company Name, State, Country, Email ID, Email Subscription, Reseller / Dealer, Machine Code, Standard Key, Current Date, eScan Version, and Machine Code With Escan. Some fields like Machine Code, Current Date, and eScan Version are redacted with grey boxes. The Standard Key is displayed as "ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YZ". At the bottom right, there is a "Close" button.



The details submitted in the activation form gets composed in the **activationdetail.txt** file. This txt file can be found at the following path.

```
support@debian: ~
File Edit View Search Terminal Help
support@debian:~$ su -
Password:
root@debian:~# cat /opt/MicroWorld/etc/activationdetails.txt
```

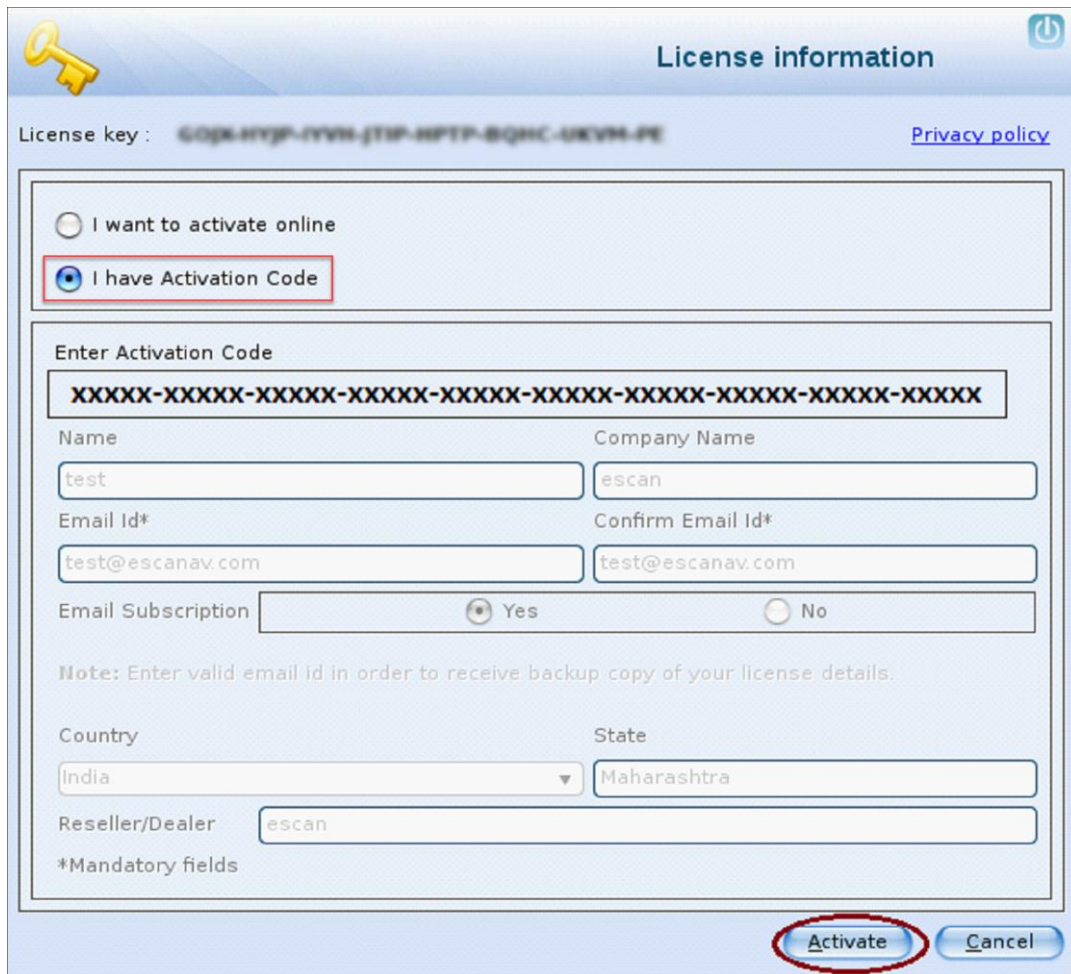
To register the product, send us an email with the **activationdetail.txt** file as an attachment. The eScan team will send a reply email containing a 60-digit activation code.

```
support@debian: ~
File Edit View Search Terminal Help
Password:
root@debian:~# cat /opt/MicroWorld/etc/activationdetails.txt
Registration Details

Name = test
Company Name = escan
State = Maharashtra
Country = India
Email ID = test@escanav.com
Email Subscription = test@escanav.com
Reseller / Dealer = escan
Machine Code = 
Standard Key = ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YZ
Current Date = 
eScan Version = 
Machine Code With Escan = LFPBDGJBEGBBEGCBEGIBEGOBEGJBEGABEGIBEGMBEGOBEGJBEGBBE
GIBEGABEGOBEGIBEGNBEGIBEGNBEGDBEGPBEGABEGPBEGIBEGJBEGBBEGBBEGJBEGPBEGDBEGIBEGDBE
GPBDGGBFGNBFGIBFGBBFGJBFGEBFGAC

Note: Please copy and email the above details with the intended recipient as "re
gister@escanav.com" and subject as "Register Product".
root@debian:~#
```

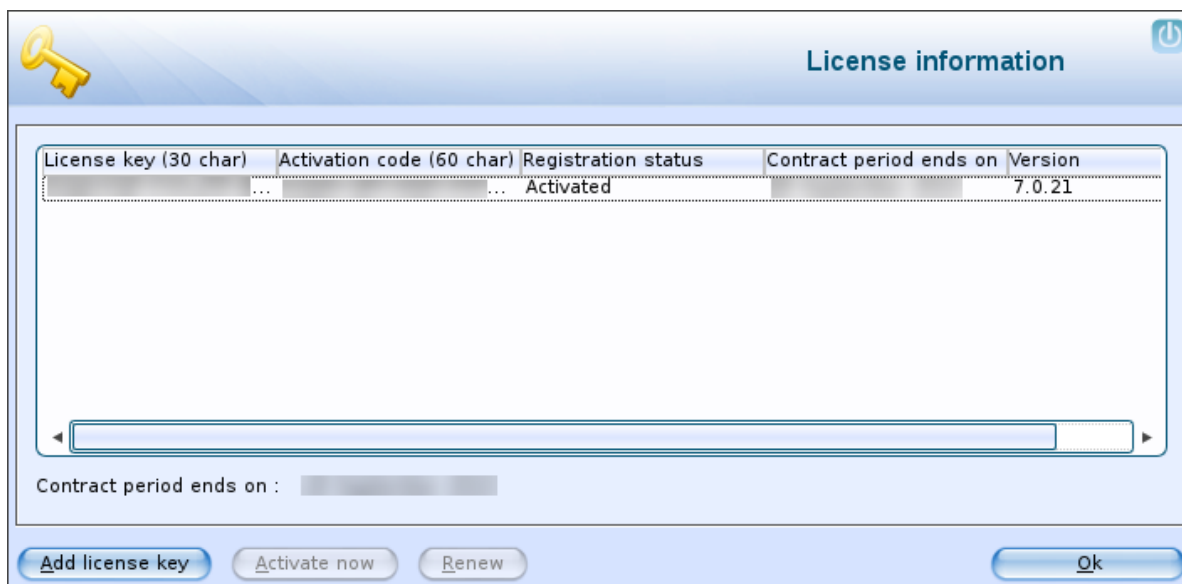
11. Go to the **License Information** window and select the option **I have Activation Code**. In the **Enter Activation Code** box, enter the 60-digit activation code and then click **Activate**.



The image shows the 'License information' window. At the top, there is a yellow key icon and the title 'License information'. Below the title, the 'License key' is displayed as 'G0PL4H7P-1YV6-JT5P-WPTP-BQHC-UXVM-PE'. A 'Privacy policy' link is on the right. The main content area has two radio buttons: 'I want to activate online' (unselected) and 'I have Activation Code' (selected and highlighted with a red box). Below this is the 'Enter Activation Code' section, which contains a text box with the placeholder 'XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX'. Further down are input fields for 'Name' (containing 'test'), 'Company Name' (containing 'escan'), 'Email Id\*' (containing 'test@escanav.com'), and 'Confirm Email Id\*' (containing 'test@escanav.com'). There is also an 'Email Subscription' section with 'Yes' selected. A note states: 'Note: Enter valid email id in order to receive backup copy of your license details.' Below the note are dropdown menus for 'Country' (set to 'India') and 'State' (set to 'Maharashtra'), and a text box for 'Reseller/Dealer' (containing 'escan'). At the bottom, there is a red circle around the 'Activate' button and a 'Cancel' button. A footer note says '\*Mandatory fields'.

After the successful activation the **License Information** window appears displaying the following details:

- License Key
- Activation Code
- Registration Status
- Contract Expiry Date
- Product Version



The License information window displays the following details:

License key (30 char)	Activation code (60 char)	Registration status	Contract period ends on	Version
...	...	Activated	...	7.0.21

Contract period ends on : ...

Buttons: Add license key, Activate now, Renew, Ok



## Contact Us

We offer 24/7 free online technical support to our customers through email and live chat. We also provide free telephonic support to customers during our business hours.

Before contacting technical support team, ensure that the system meets all the requirements and have Administrator access to it. Also, ensure that a qualified person is available at the system in case it becomes necessary to replicate the error/situation.

Ensure that the following information is available, while contacting technical support:

- Endpoint hardware specifications
- Product version in use and patch level
- Network topology and NIC information
- Gateway, IP address and router details
- List of hardware, software and network changes if any carried out
- Step-by-step description of error/situation
- Step-by-step description of troubleshooting if any attempted
- Screenshots, error messages and log/debug files

In case the Technical Support team, requires to take a remote connection:

- IP address and login credentials of the system will be needed

## Forums

Join the **Forum** to discuss eScan related problems with experts.

## Chat Support

The eScan Technical Support team is available round the clock for assisting with all the queries via **Live Chat**.

## Email Support

For any queries, suggestions and comments regarding our products or this User Guide, write to us at **support@escanav.com**