

VirusScan Wireless

Version 1.0

QuickStart Guide

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As the demand for handheld devices continue to grow, it carries with it, the threat of compromising your data against viruses especially whenever you exchange information between your PC and your handheld device.

## About VirusScan Wireless

VirusScan Wireless is an application designed to protect your data by scanning the files on your handheld device everytime a data exchange or update is performed with your computer. It protects your system from viruses that may have been placed on your handheld device during the use of features such as infrared transfers and wireless transactions.

While VirusScan Wireless protects your handheld device from any virus threats, it is recommended that you also have an anti-virus application installed on your desktop computer like McAfee VirusScan.

For information on McAfee VirusScan, you can visit  
[www.mcafee-at-home.com](http://www.mcafee-at-home.com)

## About handheld devices

Handheld devices that are currently available in the market today are primarily designed as a more convenient alternative in storing and retrieving information such as personal activities, people's addresses, telephone numbers, appointments, expenses, etc.

Either at work or at home, you can easily keep track of records in all of these areas by simply using your handheld device. You can even set an alarm to alert you of important meetings, events, or tasks to do during the day, week or month. Figure 1-1 shows an example of a handheld device.



**Figure 1-1. Handheld device**

One of its features is the option to synchronize data between your handheld device and your computer. This is an effective way of backing up your information as well as sharing it between your handheld device and PC. For more information on this feature, see “About data synchronization” on page 13.

VirusScan Wireless supports most types of handheld devices using Palm OS®, Pocket PC, Windows® CE®, and EPOC operating systems (see table below).

**Table 1-1. Examples of handheld devices that VirusScan Wireless supports**

Operating system	Handheld device	Manufacturer
Palm OS®	<ul style="list-style-type: none"><li>• Palm™ Handheld</li><li>• Palm™ VII Series</li><li>• Palm™ V Series</li><li>• Palm™ III Series</li><li>• Visor™</li></ul>	Palm, Inc. HandSpring
Pocket PC	<ul style="list-style-type: none"><li>• E-115</li><li>• iPAQ H3600 Series</li><li>• PPT 2700 Series</li></ul>	Casio Compaq Symbol Technologies
Windows® CE®	<ul style="list-style-type: none"><li>• PenCentral 130</li><li>• HPW-600 ET</li></ul>	Fujitso Hitachi

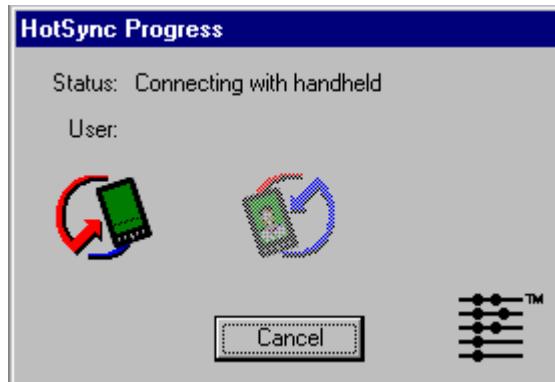
**Table 1-1. Examples of handheld devices that VirusScan Wireless supports**

Operating system	Handheld device	Manufacturer
EPOC	<ul style="list-style-type: none"> <li>• WorkPad z50</li> <li>• Psion Series 5MX</li> </ul>	IBM Psion PLC

## About data synchronization

Data synchronization is a standard feature of most handheld operating systems wherein information or records are synchronized between a handheld device and a regular PC. This feature has been commonly known, depending on the type of device you are using as: HotSync® for Palm OS devices; ActiveSync for Pocket PC's and Windows CE; and Psion Synchronizer for EPOC devices.

As an example, if you add a new entry on your handheld devices' Address List, this new entry is automatically added into the PC platform after performing a data synchronization operation. To reduce the time it takes to complete the synchronization of data on both platforms, it only changes the data that has been modified, updated or added. (See Figure 1-2)



**Figure 1-2. Example of a data synchronization procedure in progress during a HotSync® operation of a Palm OS® handheld device**

As shown in Figure 1-2, in performing a data exchange operation, a data synchronization manager (e.g., HotSync Manager, ActiveSync or Psion Synchronizer) must be running. This is the application that makes the data synchronization operation possible. It monitors your computer and responds to any data synchronization-related command when initiated from the handheld device.

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**NOTE:** Depending on the operating system on your handheld device, see the system requirements in the succeeding chapters to find out what type and version of data synchronization manager (e.g., HotSync Manager, ActiveSync) you must have to be able to use VirusScan Wireless.

---

## About DAT files

Virus signature files, also known as DAT files, contain up-to-date virus signatures and other information that McAfee VirusScan Wireless uses to protect your handheld device against thousands of computer viruses in circulation. Refer to the succeeding chapters on how to update DAT files depending on what type operating system is running on your handheld device (i.e., Palm OS®, Pocket PC, Windows® CE®, EPOC).

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**NOTE:** If you have the McAfee VirusScan for Windows on your computer, you must still update the DAT files for VirusScan Wireless separately.

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## Installing VirusScan Wireless

The system requirements and recommendations for VirusScan Wireless depends on the type of operating system you have on your handheld device.

Refer to the following sections in the succeeding chapters:

- Palm OS® “System Requirements” on page 17.
- Windows® CE® and Pocket PC “System Requirements” on page 23.
- Symbian's EPOC “System Requirements” on page 27.

When you begin installation of VirusScan Wireless, the AutoRun program prompts you to choose a location where you want to install VirusScan Wireless. You can accept the default location, or type in a new location.

---

### To install VirusScan Wireless

1. Insert the VirusScan Wireless CD into the CD-ROM drive.

The VirusScan Wireless installation window automatically appears.

2. If the VirusScan Wireless installation window does not appear, do the following:

- a. Click the Start button on your desktop and choose Run.
- b. When the Run dialog box appears, click the Browse button and navigate to your CD-ROM drive's directory.
- c. Select SETUP.EXE, and then click Open.
- d. Click OK.

3. Install VirusScan.
4. Follow the instructions displayed in the window to complete the installation process.

## Organization of this QuickStart Guide

This QuickStart Guide is designed to provide you the basic operation of the VirusScan Wireless, including the systems requirements for use on several types of handheld devices (i.e., Palm OS, Pocket PC, Windows® CE® and Symbian).

It also provides an introduction on handheld devices, manufacturers, and the operating systems behind it.

- Chapter 1, “Introduction.”

This chapter provides information about handheld devices; data synchronization operation; DAT files; and installing VirusScan Wireless.

- Chapter 2, “VirusScan for Palm OS®.”

This chapter provides information on how VirusSan Wireless works with handheld devices using Palm® OS® operating system. It also includes the systems requirements, available functional options and updating anti-virus DAT files.

- Chapter 3, “VirusScan for Windows® CE® and Pocket PC.”

This chapter provides information on how VirusSan Wireless works with Pocket PCs and handheld devices using Windows® CE® operating system. It also includes the systems requirements, available functional options and updating anti-virus DAT files.

- Chapter 4, “VirusScan for Symbian’s EPOC.”

This chapter provides information on how VirusSan Wireless works with handheld devices using Symbian’s EPOC operating systems. It also includes the systems requirements, available functional options and updating anti-virus DAT files.

- Chapter 5, “When a virus is detected.”

This chapter provides information on what options are available for you to take when VirusScan Wireless detects a virus.

## Contacting McAfee

For information on how to contact McAfee, as well as customer service and technical support guide, refer to Appendix A, “Product Support.”

## About Palm OS®

Palm OS® developed by Palm, Inc. is one of the most common types of operating systems used for handheld computing devices. It is designed specifically for mobile information management. Through a handheld device, you can readily access personal or business information synced on at any time, and importantly, in any location.

One of its important components is HotSync® data conduit synchronization technology that allows you to exchange information between your handheld device and your computer. See “About data synchronization” on page 13.

For more information on Palm OS®, you can visit their Web site at [www.palmos.com](http://www.palmos.com)

VirusScan Wireless for Palm OS® scans your device for viruses before you can download a virus to your computer. It uses a PC-side component and a device-side component to scan the device during a HotSync® with the PC.

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**NOTE:** McAfee recently helped uncover the first trojan horse program for the Palm operating system. While not technically a virus, this particular trojan horse was capable of deleting applications from Palm devices.

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## System Requirements

VirusScan Wireless for Palm OS® will install and run on any IBM PC or PC-compatible computer equipped with:

- At least 12 MB of hard disk space
- Windows 95, Windows 98, Windows ME, Windows NT or Windows 2000

You must also have HotSync® Manager 3.0 or later. The latest version of HotSync® is a free download from Palm's site (at [www.palm.com](http://www.palm.com)). The device-resident portion is quite simple and should work on any device with the Palm OS®.

## Starting Palm AV components

Tap the VirusScan Wireless for Palm OS® icon and several option checkboxes buttons appear on your device. These options are:

- Scan at start of a HotSync
- Scan at end of HotSync
- Scan Applications
- Scan Application Data
- Modified Records Only
- Known File Types Only
- Known Executable Types Only
- Scan Flash Memory

## Available options on the device component

The available handheld device component options allow you to customize how you want VirusScan Wireless to work on the components of your device. Selecting the option that you need most will help optimize your protection and scanning time.

---

**NOTE:** Changing options on either the device or the PC side component of the application changes both sides on sync. The only files scanned are files that go thru the conduit to and from the device.

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- Scan at start of a HotSync

This option allows you to scan files at the beginning of the HotSync®.

- Scan at end of a HotSync

This option scans files at the end of the HotSync®.

- Scan Applications

This option allows you to scan your applications.

- Scan Application Data

This option allows you to scan your application data.

- Modified Records Only

---

This option allows you to only scan data records that have been changed since the last HotSync® operation.

- Known File Types Only

This option allows you to only scan known database type files.

- Known Executable Code Types Only

This option allows you to only scan known executable type files.

- Scan Flash Memory

This option allows to only scan flash memory of your handheld device to detect if a virus is present.

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**NOTE:** You can select any combination of the above scanning options.

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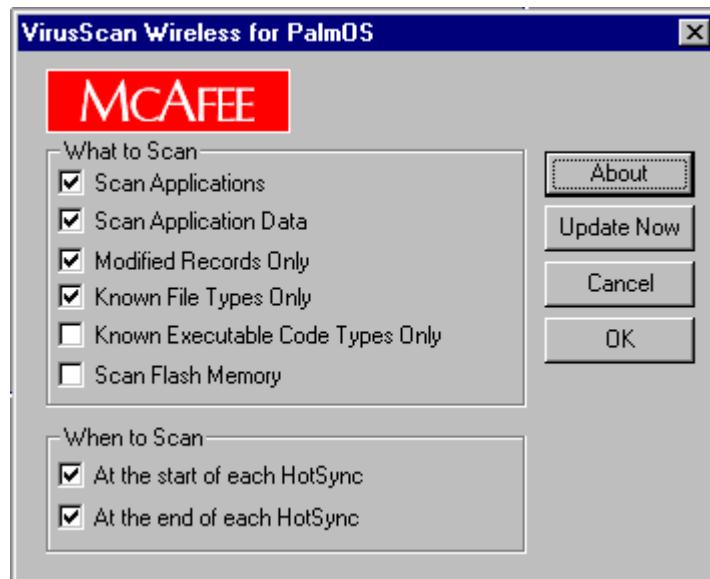
## Available options on the PC component

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**IMPORTANT:** VirusScan Wireless requires that the PC-side component be installed on the PC that you will sync the handheld device with for full anti-virus protection. You will not be able to scan your device for viruses if the PC-side component of VirusScan Wireless is not installed.

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The available PC component options allow you to customize how you want VirusScan Wireless to work. Selecting the option that you need most will help optimize your protection and scanning time.



**Figure 2-1. VirusScan Wireless for Palm OS® main window**

## What to Scan options

- Scan Applications

This option allows you to scan your applications transferred to your device.

- Scan Application Data

This option allows you to scan application data transferred to your device.

- Modified Records Only

This option allows you to only scan data records that have been changed since the last HotSync® operation transferred to your device.

- Known File Types Only

This option allows you to only scan known database type files transferred to your device.

- Known Executable Code Types Only

This option allows you to only scan known executable type files transferred to your device.

- Scan Flash Memory

This option allows you scan the flash memory of your handheld device to detect if a virus is present.

---

**NOTE:** You can select any combination of the above scans.

---

## When to Scan options

The following are other available options that can further optimize the way VirusScan Wireless will work on your handheld device.

- At the start of each HotSync

This option allows you to scan your handheld device for viruses at the start of each HotSync®.

- At the end of each HotSync

This option allows you to scan your device for viruses at the end of each HotSync®.

## Other options

After selecting your scan settings, you can do any of the following:

- Click OK to accept the changes to your scan and update settings.
- Click Cancel to ignore the changes and close the window.
- Click Update Now to manually begin a check for virus signature updates.
- Click Scan Now to start a virus scan on your handheld device.

---

**NOTE:** If you want to find out the versions of the scan engine and virus signature files (DAT) that VirusScan Wireless is using to detect any problem on your handheld device, click **About**. This dialog box also displays dates that will allow you to determine if there is a need to update your DAT files to ensure maximum virus protection on your handheld device.

---

## Updating Palm OS® anti-virus DAT files

To update VirusScan Wireless Palm OS anti-virus DAT files:

1. Connect your computer to the Internet.

2. Start VirusScan for Palm OS® by clicking its icon in the Windows Program menu. This menu is located on the Windows Start menu (Start > Programs > VirusScan Wireless > Palm OS Configuration).
3. Click the Update Now button. This takes you to the update application.
4. Follow the directions onscreen to complete the download and to install the updated files.

See “About DAT files” on page 14 for an overview on DAT files.

## Removing VirusScan Wireless for Palm OS® components

If you want to remove VirusScan Wireless from your device-side components, do the following:

1. From the main applications screen, tap the clock.
2. From the App menu, choose Delete.
3. Select VirusScan Wireless from the menu, and then tap the Delete button.
4. Tap Yes in the Delete Application window.
5. Tap Done to close the screen.

---

**TIP:** If you accidentally delete VirusScan Wireless from your Palm device, a backup file is available in your Palm backup directory. This file is usually listed as Palm\"username"\Backup\PalmAV.PRC, though doing a search for PalmAV.PRC will also find the file. Once you locate the file, double-click it to add it to the Palm Install Tool. The next time you HotSync® your device, VirusScan Wireless will be restored.

---

## Anti-virus alert

If VirusScan Wireless for Palm OS finds a virus, the anti-virus alert will notify you and ask for input. You have 30 seconds before the alert stops and the scan continues with other files. If you find a virus, you should also scan your PC for viruses. See Chapter 5, “When a virus is detected,” for information.

# VirusScan for Windows® CE® and Pocket PC

3

---

**NOTE:** VirusScan Wireless features and functionalities for Windows® CE® works similarly with Pocket PCs. This chapter applies to both.

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## About Windows® CE®

Microsoft's® Windows® CE® is an operating system platform that offers a broad range of communications, entertainment and mobile-computing devices. One of its main features is its capability to share information with Windows-based computers. It is a compact and portable operating system used on a variety of communication devices such as handheld PCs, digital information pagers and cellular smart phones.

For more information on handheld products using Windows® CE®, visit their Web site at [www.pocketpc.com](http://www.pocketpc.com).

## About Pocket PC

Pocket PCs do not only organize information. In addition to being able to seamlessly link information to your computer, it also allows you to read e-mail messages and browse the Web. Manufacturers of this type of handheld device include companies like Hewlett Packard, Casio Computer Co., Ltd., and Compaq. See "Examples of handheld devices that VirusScan Wireless supports" on page 12. For examples of Pocket PC handheld devices visit [www.pocketpc.com](http://www.pocketpc.com).

## System Requirements

VirusScan Wireless for Windows® CE® or Pocket PC will install and run on any IBM PC or PC-compatible computer equipped with:

- At least 13 MB of hard disk space
- Windows 95, Windows 98, Windows ME, Windows NT or Windows 2000

You must also have ActiveSync 3.0 or later. Any CE device with ActiveSync 3 should work.

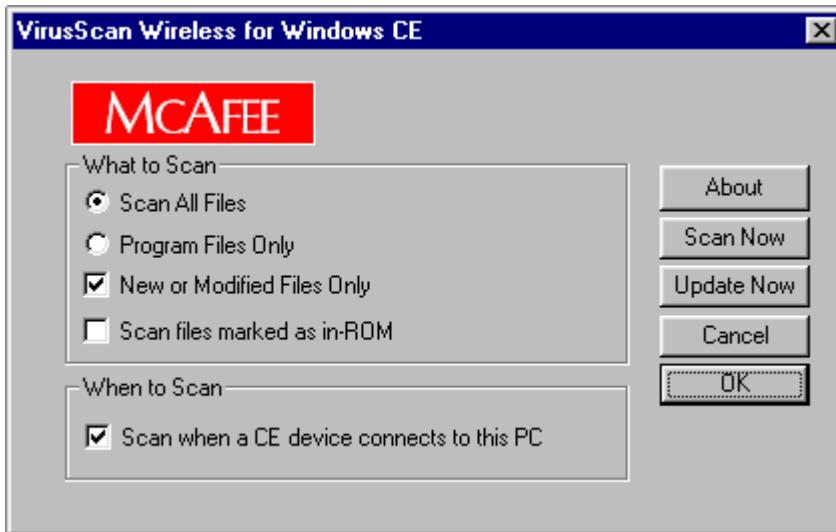
---

**IMPORTANT:** Unlike Palm OS, VirusScan Wireless for Windows® CE® and Pocket PC do not have a device-side component.

---

## Available options on the PC component

The available PC component options allow you to customize how you want VirusScan Wireless to work with your device. Selecting the options that you need most will help optimize your protection and scanning time.



**Figure 3-1. VirusScan Wireless for Windows® CE® main window**

### What to Scan options

- Scan All files

This option allows you to scan all files on your handheld device.

- Program Files Only

This option allows you to only scan those files most frequently used by your handheld device.

- New or Modified Files Only

This option allows you to only scan data records that have been changed or been created since the last scan operation.

- Scan files marked as in-*ROM*

This option allows you to scan files presently flagged as "in-*ROM*."

## When to Scan options

The following are other available options that can further optimize the way VirusScan Wireless will work on your handheld device.

- Scan when a CE device connects to this PC

This option allows you to scan any Windows® CE® or Pocket PC device that you synchronize to your computer.

## Other options

After selecting your scan settings, you can do any of the following:

- Click OK to accept the changes to your scan and update settings.
- Click Cancel to ignore the changes and close the window.
- Click Update Now to manually begin a check for virus signature updates.
- Click Scan Now to start a virus scan on your handheld device.

---

**NOTE:** If you want to find out the versions of the scan engine and virus signature files (DAT) that VirusScan Wireless is using to detect any problem on your handheld device, click **About**. This dialog box also displays dates that will allow you to determine if there is a need to update your DAT files to ensure maximum virus protection on your handheld device.

---

## Updating Windows® CE® or Pocket PC anti-virus DAT files

To update VirusScan Wireless Windows® CE® or Pocket PC anti-virus DAT files:

1. Connect your computer to the Internet.
2. Start VirusScan Wireless for Windows® CE® or Pocket PC by clicking its icon in the Windows Program menu. This menu is located on the Windows Start menu (Start > Programs > VirusScan Wireless > Windows CE Configuration).

3. Click the Update Now button. This takes you to the update application.
4. Follow the directions onscreen to complete the download and to install the updated files.

See “About DAT files” on page 14 for an overview on DAT files.

## Anti-virus alert

If VirusScan Wireless for Windows® CE® or Pocket PC finds a virus, the anti-virus alert will notify you and ask for input. You have 30 seconds before the alert stops and the scan continues with other files. If you find a virus, you should also scan your PC for viruses. See Chapter 5, “When a virus is detected,” for information.

## About EPOC

Symbian is a company that develops mobile wireless operating systems. It makes use of the EPOC operating system capable of delivering applications and communications in a small package (i.e., handheld devices).

For more information, you can visit the company Web site at [www.symbian.com](http://www.symbian.com).

## System Requirements

VirusScan Wireless for Symbian's EPOC will install and run on any IBM PC or PC-compatible computer equipped with:

- At least 12 MB of hard disk space
- Windows 95, Windows 98, Windows ME, Windows NT or Windows 2000

You must also have PsiWin 2.3 (or equivalent for non-Psion EPOC devices). All EPOC devices should ship with PsiWin 2.3 / EPOC Connect 5. These include:

- Psion Revo
- Psion Series 5mx
- Psion Series 7
- Psion netBook
- Oregon Scientific Osaris
- Ericsson MC218
- Ericsson R380

If you have an older device but the current PsiWin / EPOC Connect software, VirusScan Wireless for Symbian's EPOC should work, including the Psion HC, the MC series, the Workabout series, all Psion Series 3 models, the Psion Siena, the Psion Series 5, the Geofox One, and the Phillips Illium.

If you do not have PsiWin 2.3, Symbian offers a free product called EPOC Connect Lite which also works.

**IMPORTANT:** Unlike Palm OS, VirusScan Wireless for EPOC do not have a device-side component.

---

## Available options

The available options allow you to customize how you want VirusScan Wireless to work on your handheld device. Selecting the option that you need most will help optimize your protection and scanning time.

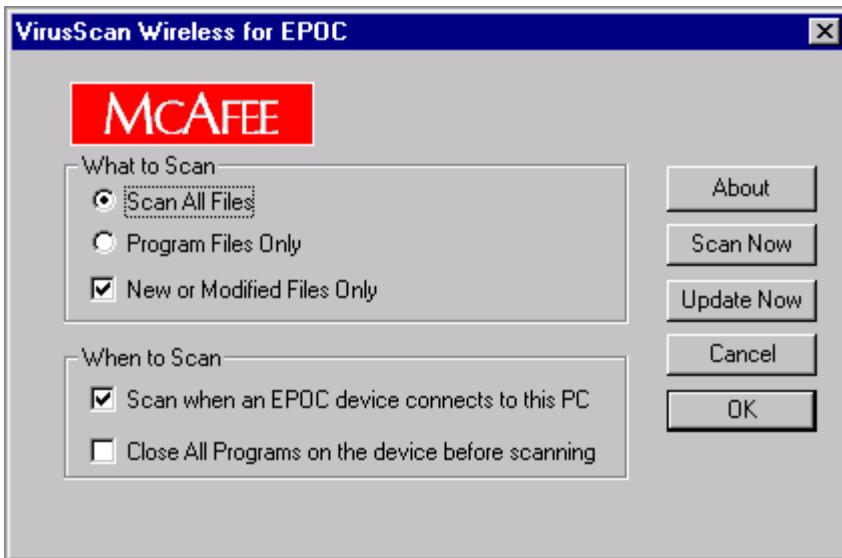


Figure 4-1. VirusScan Wireless for EPOC main window

### What to Scan options

- Scan All files  
This option allows you to scan all files on your handheld device.
- Program Files Only  
This option allows you to only scan those files most frequently used by your handheld device.
- New or Modified Files Only

---

This option allows you to only scan data records that have been changed or have been created since the last scan operation.

## When to Scan options

The following are other available options that can further optimize the way VirusScan Wireless will work on your handheld device.

- Scan when an EPOC device connects to this PC

This option allows you to scan any EPOC device you synchronize to your computer.

- Close all programs on the EPOC device before scanning

This option allows you to close programs before performing a virus scan.

## Other options

After selecting your scan settings, you can do any of the following:

- Click OK to accept the changes to your scan and update settings.
- Click Cancel to ignore the changes and close the window.
- Click Update Now to manually begin a check for virus signature updates.
- Click Scan Now to start a virus scan on your handheld device.

---

**NOTE:** If you want to find out the versions of the scan engine and virus signature files (DAT) that VirusScan Wireless is using to detect any problem on your handheld device, click **About**. This dialog box also displays dates that will allow you to determine if there is a need to update your DAT files to ensure maximum virus protection on your handheld device.

---

## Updating Symbian anti-virus DAT files

To update VirusScan Wireless Symbian's EPOC anti-virus DAT files:

1. Connect your computer to the Internet.
2. Start VirusScan Wireless for Symbian's EPOC by clicking its icon in the Windows Program menu. This menu is located on the Windows Start menu (Start > Programs > VirusScan Wireless > EPOC Configuration).
3. Click the Update Now button. This takes you to the update application.

4. Follow the directions onscreen to complete the download and to install the updated files.

See “About DAT files” on page 14 for an overview on DAT files.

## Anti-virus alert

If VirusScan Wireless for EPOC finds a virus, the anti-virus alert will notify you and ask for input. You have 30 seconds before the alert stops and the scan continues with other files. If you find a virus, you should also scan your PC for viruses. See Chapter 5, “When a virus is detected,” for information.

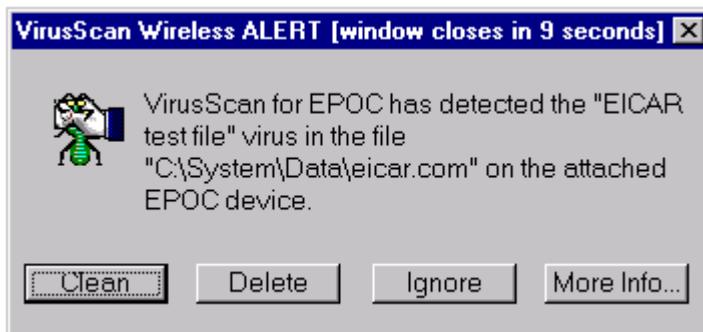
# When a virus is detected

First of all, don't panic! Although far from harmless, some viruses that infect your handheld device may destroy data or render it unusable.

It can interfere with the normal operation of your handheld device and may also have other undesirable effects. You should take them seriously and be sure to remove them when you encounter them.

VirusScan Wireless makes it easier for you to handle viruses whenever it is detected. Through an alert message dialog box, you are given options that you can perform simply by selecting the desired course of action.

When VirusScan Wireless detects a virus, an alert message is displayed to notify you and provide options on how you would want to proceed.



**Figure 5-1. VirusScan Wireless ALERT dialog box for EPOC**

The following options are available:

- Click **Clean** if you want VirusScan Wireless to clean the infected file.
- Click **Delete** if you want VirusScan Wireless to delete the file.
- Click **Ignore** if you do not want VirusScan Wireless to take any action and should just continue to scan other files.
- Click **More Info...** if you want additional information about the virus found.

---

**NOTE:** You have 30 seconds to respond before the alert message stops and continues to scan other files.

---

While VirusScan Wireless ensures protection of your handheld device, you must also have protection on your main computer. Installing an anti-virus application on your computer like McAfee VirusScan is the best way to ensure maximum protection.

For more information on McAfee VirusScan, contact your local retailer or visit us at: [www.mcafee-at-home.com](http://www.mcafee-at-home.com).

# Product Support

A

## How to Contact McAfee

BEFORE YOU CONTACT McAfee Software for technical support, locate yourself near the computer with VirusScan Wireless installed and verify the information listed below:

- Have you sent in your product registration card?
- Version of VirusScan Wireless
- Operating system used on your handheld device (i.e., Palm OS, Windows CE, or EPOC)
- Customer number if registered
- Model name of hard disk (internal or external)
- Version of system software
- Amount of memory (RAM)
- Extra cards, boards or monitors
- Name and version of conflicting software
- EXACT error message as displayed on screen
- What steps were performed prior to receiving error message?
- A complete description of the problem

## Customer service

To order products or obtain product information, contact the McAfee Customer Service department at (972) 308-9960 or write to the following address:

Network Associates  
3965 Freedom Circle  
Santa Clara, CA 95054  
U.S.A.

Customer Service e-mail: [custserv@nai.com](mailto:custserv@nai.com)

## Technical support

### Support via the Web

McAfee is famous for its dedication to customer satisfaction. We have continued this tradition by making our site on the World Wide Web (<http://www.mcafeehelp.com>) a valuable resource for answers to technical support issues.

We encourage you to make this your first stop for answers to frequently asked questions, for updates to McAfee software, and for access to McAfee news and virus information.

Take advantage of McAfee's online support including chat, e-mail express and call-me-back assistance available 24 hours a day, 7 days a week at <http://www.mcafeehelp.com>.

### Telephone support numbers

30-Day Free Telephone Support	972-855-7044
Available Mon-Fri, 8:30am to 4:30 pm local time	
Per Minute Telephone Support	1-900-225-5624 or (900) CALL-NAI
Available 24 hrs a day, 7 days a week at \$2.50 per min with the first 2 minutes free	
Per Incident Telephone Support	1-800-950-1165
Available 24 hrs a day, 7 days a week at \$25 per incident	

**Disclaimer:** Time and telephone numbers are subject to change without prior notice.

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