A. What and where is the Anti-Virus software available in the campus?

1. Trend OfficeScan is available through Web Shopping under General Services category. To do Web Shopping:
   Click on Start --> Programs --> NUSNET-IV --> Web Shopping
   On the left panel, select General Services

   ![Web Shopping Screenshot]

   Select a Category below:
   - General Services
   - Courseware IT Tools
   - Graphics and Presentation
   - Information Resources
   - Internet and Host Access
   - Language and Compilers
   - Digital Office
   - NUS Admin System
   - Office Applications
   - Specialized Applications
   - Statistics
   - System Updates
   - Network Access Service
   - Others

   Search Software
   - Using Web Shopping
   - Getting Web Shopping to Work

   **General Services**

   1. Message of the Day
      More Info: General Services
      23 Aug 2004
      NT / W2K / XP

   2. Networked Info
      More Info: General Services, Information Resources
      24 May 2002
      W98 / ME / NT / W2K / XP

   3. NUS Email Header
      More Info: General Services
      14 Jan 2003
      W98 / ME / NT / W2K / XP

   4. Trend OfficeScan Anti-Virus
      More Info: General Services
      13 Oct 2001
      W98 / ME / NT / W2K / XP

   5. Windows Messenger 5.1
      More Info: General Services
      29 Apr 2004
      W2K/OF

   6. WinZip 9.0 SE
      More Info: General Services
      02 Sep 2004
      W98 / ME / NT / W2K / XP

2. Select Trend OfficeScan Anti-Virus --> Click on Accept --> Click on Continue

   ![Installation Screenshot]

   Follow the instructions that appear to proceed with the installation.
   It is recommended to remove existing antivirus software if any before installing.

   Windows 95, 98, ME and NT4, 2000, XP (workstations only) are supported by OfficeScan.
   Note that OfficeScan does not support Server versions.
B. How do I know whether my PC is infected?

1. You can try to perform a manual scan to check whether your PC is safe.
   Step 1: To do a manual scan, right-click on OfficeScan icon at the system tray. Execute the OfficeScan Main from the Menu Taskbar.

   ![OfficeScan Main](image)

   Step 2: Select OfficeScan Main. You will see the drives available on your PC. (Note that mapped drives will not be reflected)
   Scan for virus.

   ![OfficeScan Client](image)

   Step 3: Put ticks on the drives / directories that you want to scan. Click on the Scan Drives button to proceed with the scan. Clean the virus if found.
C. How do I know that my pattern files are the latest?

1. The latest version of the pattern files available is stated on the left side of this page.
   It is found under Related Links.
   You can also go to http://www.antivirus.com to check.

To check the current version of pattern files you are having on your PC, you can either

i) Place your mouse cursor over the OfficeScan icon shown on your system tray. It will show your current pattern and scan engine version.

   [Image showing OfficeScan version information]

   *Eng/Ptn 7.510/2,631.06*
   *ECE/DCT 3.9/896*
   *17:38*

ii) Go to C:\OfficeScan NT --> PCCNT
   Click on Help --> About

   [Image showing OfficeScan About window]

   Trend Micro OfficeScan Client for Windows 2003/2000/NT
   Copyright (c) 1998-2004 Trend Micro Inc. All rights reserved.

   Component information:
   - Program version: 8.8
   - VSO/NT version: 7.510.1002
   - TriFilter version: 7.510.0.1002
   - Virus pattern file number: 2,631.00
   - Virus pattern release date: 15/05/2005
   - Damage Cleanup engine: 3.9/1020
   - Damage Cleanup template: 995
   - Additional Threats pattern file number: 0.259.00
   - Common file system driver: 1.2/1020
   - Network Virus pattern: 10221

   Communication information:
   - GUID: 05e650cb-bb97-4b1b-b0b4-9ab8d6304a99
   - Flooding mode: No
   - Server name/port: activewpupdateTESSSG.00
   - Outbreak Prevention Policy Mode: Disable
   - CFW/ADS mode: Enable/Disable

   Warning: This software is protected by copyright laws and international treaties.
   Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.
D. My virus pattern files are not updated automatically. What can I do?

1. Try restarting your PC to see if your pattern file gets updated. Your PC must be connected to our network for updates to be carried out successfully.

If your pattern files still do not get updated, you can try either

   i) Re-installing OfficeScan
      - Go to Start → Run
      - Type in `\fps03\ofcscan\autopcc.exe` and press enter. This command will reinstall trendmicro antivirus and also update the pattern file manually from the network.

       Download and save the zipped pattern file to your PC.
       Once saved, extract the zip file to your OfficeScan folder.
       (e.g C:\OfficeScanNT)
       Restart OfficeScan service or computer for the new pattern file to take effect.
How do I update the virus pattern files for Trend OfficeScan?

1. Trend OfficeScan has an auto-update feature. It will update the virus pattern files and scan engines automatically. This is subject to the machine being connected to the campus network. It is recommended that you check the version of the pattern files from time to time to ensure that the updating is working.

Step 1: Run the Office Scan program

Step 2: Check the version of the office scan

Step 3: Find out the office scan version.
Step 4: update antivirus

- OfficeScan Main
- Enable Roaming Mode
- Update Now!
- Disable Scheduled Update
- Unload OfficeScan

**Update Now Settings**

- Proxy server
  - Use a proxy server
  - Address:
  - Port:
  - User name:
  - Password:

**Update Now Progress**

OfficeScan Client

Update Now has been successfully completed.

OK
The performance of my PC is slowed down tremendously after installing OfficeScan. What could be the causes?

1. You could be having large archive files in your system. If you know where these big database files are in your PC, you can exclude them from being scanned by adding them in under Exception List.

Step 1: Run the Office Scan by right click the icon from system tray

Step 2: Configure Real time Scan by clicking on Option → Real-Time Scan, then check “Enable Exclusion List” and click “Edit” command. Click “Add” command from the “Exclude Specified Files” frame. Enter the directory path, file full path or path name. Click OK and scan virus in your computer.
G. Where can I change the configurations for OfficeScan?

1. Right-click on **OfficeScan** icon at the system tray.

2. Select **OfficeScan Main**
   Click on Options at the Menu bar (top)

3. Configure setting
H. Where is the Exception List found? What is it for?

1. Right-click on **OfficeScan** icon at the system tray.
   Select **OfficeScan Main**
   Click on **Options** at the **Menu** bar (top) --> **Manual Scan**

2. **Exception List** is an option for you to exclude files or folders from realtime, manual and schedule scans.

For example, you can enter config.sys into the exception file list.
Doing this would result all files named config.sys from being scanned regardless of its location. If you specify the entire path (i.e. c:\config.sys), then only the file at this location would be excluded from scanning.
3. To add folders/files to **Exception File List**, click on the “Add” button to the right of Specified File names\ Folder names.

![Exclusion List](image)

4. Type in the name of the folder/files you wish to exclude from real-time scan. Click **OK** to accept the new changes.

![Add specified files](image)

(Note: Wildcard entries are acceptable. E.g. *.mdb)