

# **FAQ 0414-2005-1**

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**“Installation”**

**Subject:**

**False "New Poly Win32" virus reported by Anti-Virus' s “Heuristic Detection”**

April 2005 Edition  
Part Number 04142005-01



**Worldwide Technical Support and Product Information**

[www.manualends.com](http://www.manualends.com)

For further support information, see the *Technical Support Resources* appendix.  
To comment on the documentation, send e-mail to

[support@manualends.com](mailto:support@manualends.com)

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**Subject:**

Discovered that McAfee conflicts with ManualEnds programs.

VirusScan reports detection of false "New Poly Win32" virus during installation of ManualEnds programs

**Investigation:**

McAfee VirusScan uses "heuristic detection" and reports it is New Poly Win32 false virus.

The "heuristic detection" used to find unknown viruses and threats that have not yet been cataloged with signatures. Heuristics looks at characteristics of a file, such as size or architecture, as well as behaviors of its code to determine the likelihood of an infection.

However, it will also have more false positives.

Only McAfee VirusScan reports false "New Poly Win32" for ManualEnds products.

**Suggestion:**

- (1) Turn OFF Heuristics Option at McAfee VirusScan
- (2) Specify categories of programs or specific files to exclude from detection.

# Start McAfee VirusScan

(McAfee VirusScan Enterprise Version 8.0i with Patch 10)

## System tray

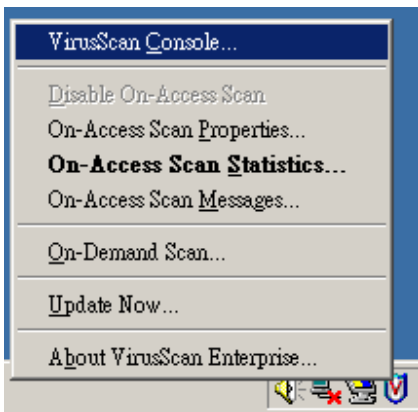
The scanner displays the McAfee VirusScan *Vshield* icon in the Windows system tray:

- Right-click in the system tray to display the menu.

**Figure 1** Right Click McAfee VirusScan *Vshield* icon in the system tray.

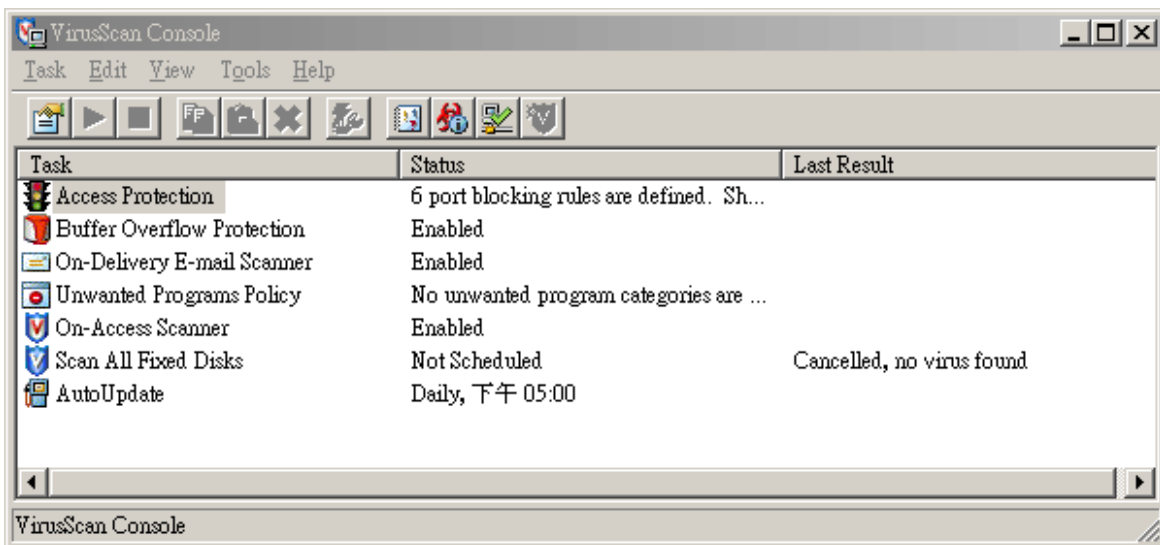


**Figure 2** Click on VirusScan Console...

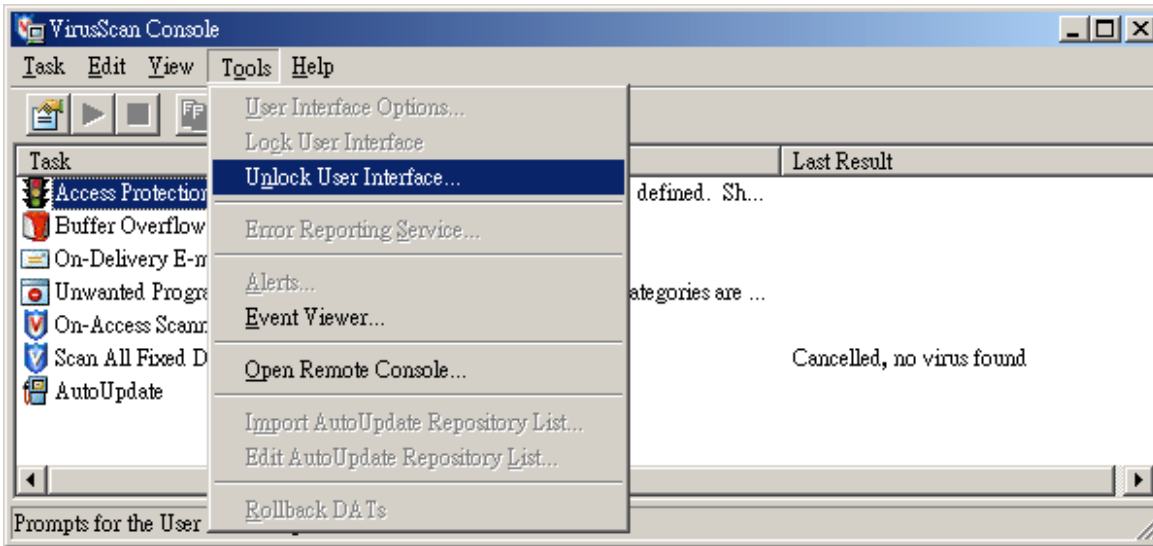


The VirusScan Enterprise VirusScan Console is in read-only mode as Figure 3. it will need Administrators Password to change it in read/write mode.

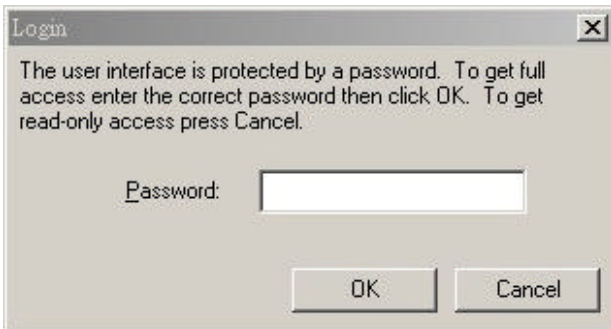
**Figure 3** VirusScan Enterprise applications in read-only mode.



**Figure 4** Prepare to switch in read/write mode.



**Figure 5** Administrators Password request

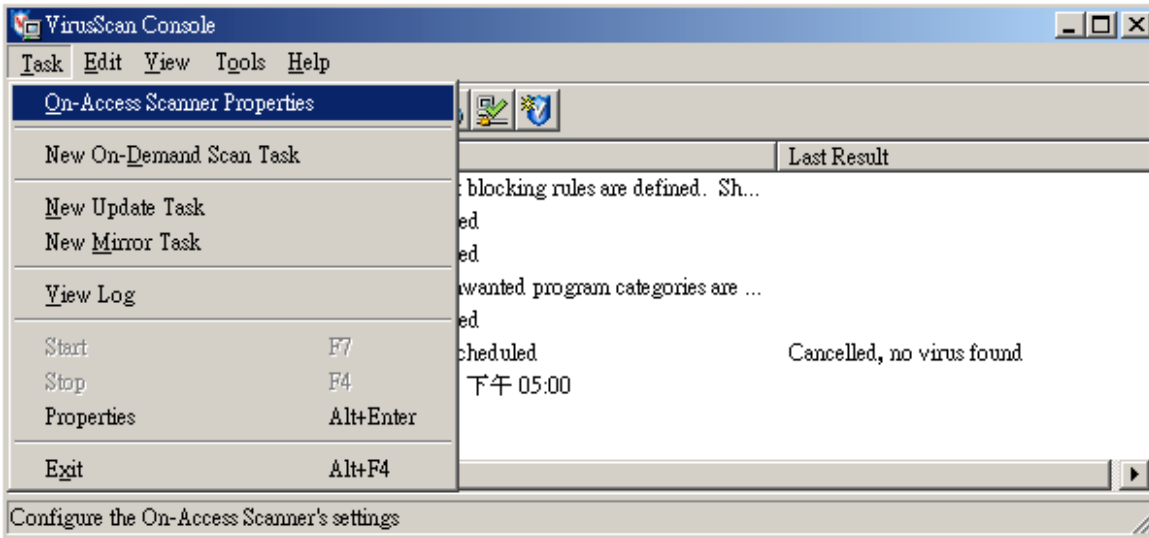


**Figure 6** Input Administrators Password.

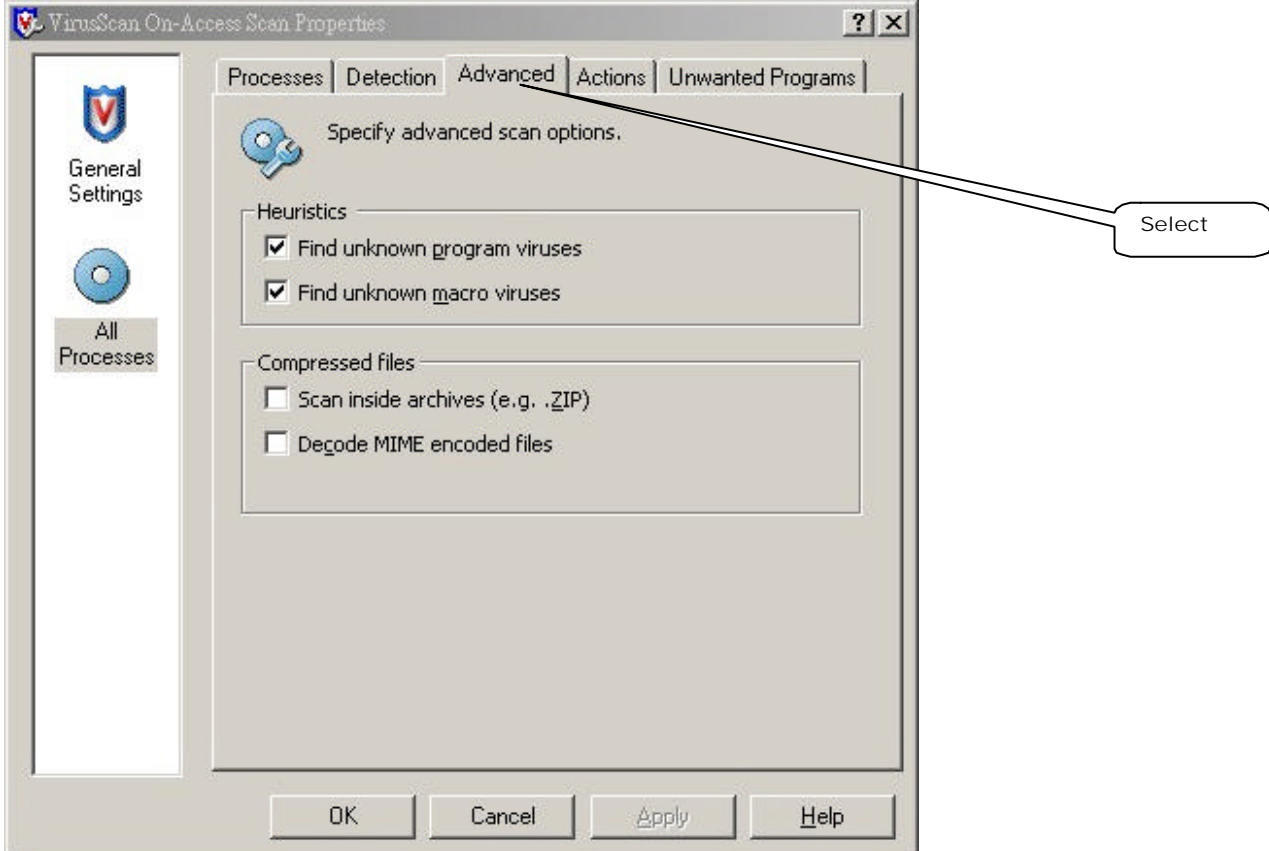


## Step 1 - Turn OFF Heuristics Option at McAfee VirusScan

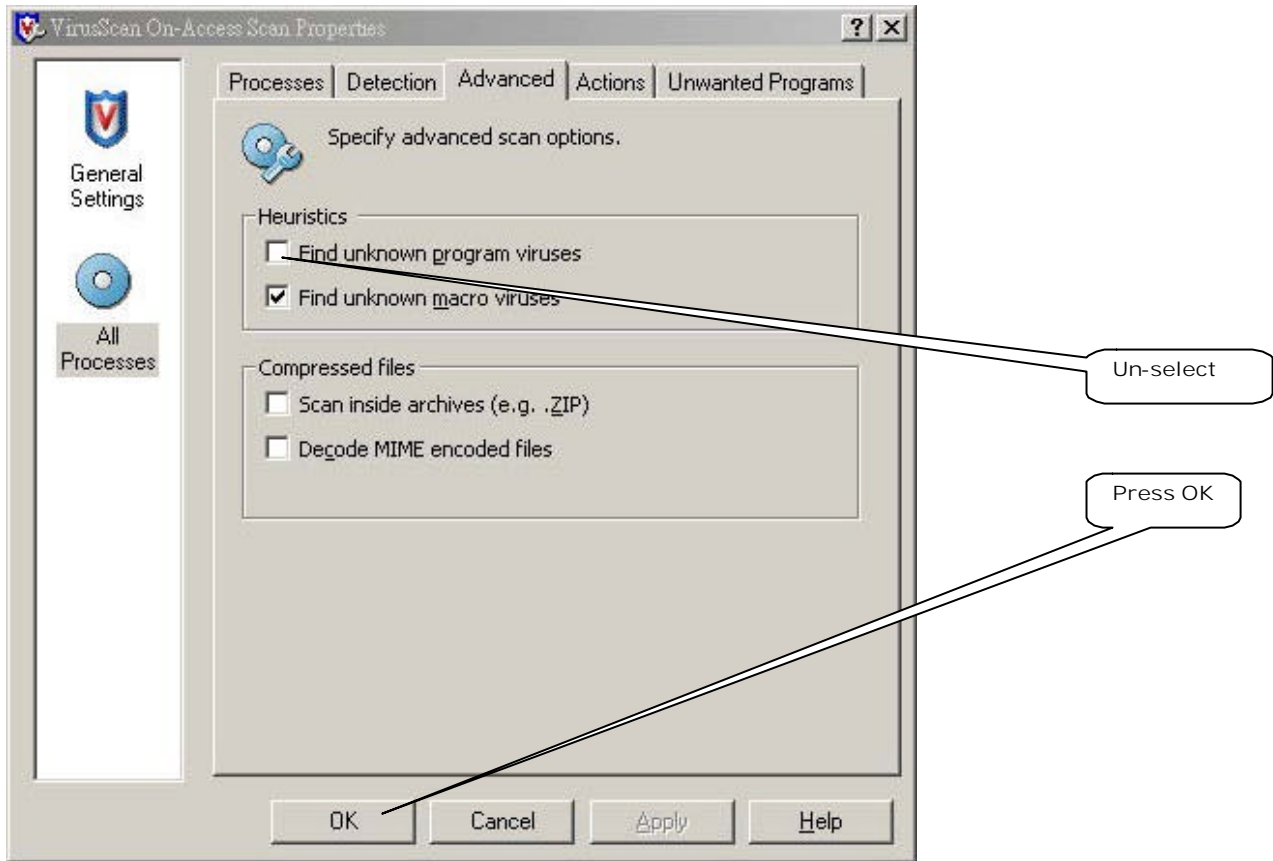
**Figure 7** Select On-Access Scanner properties under read/write mode.



**Figure 8** Select All processes > Advanced under read/write mode.



**Figure 9** Un-select “Find unknown program viruses”.



## Completed

Figure 10 Start ManualEnds installation programs.

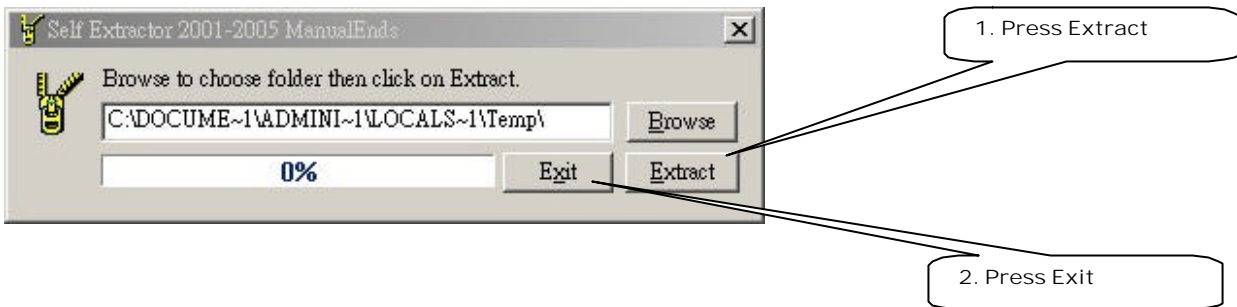


Figure 11 Setup program loading.

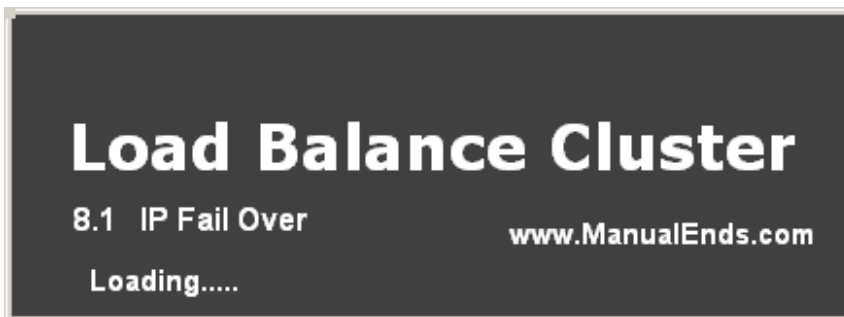
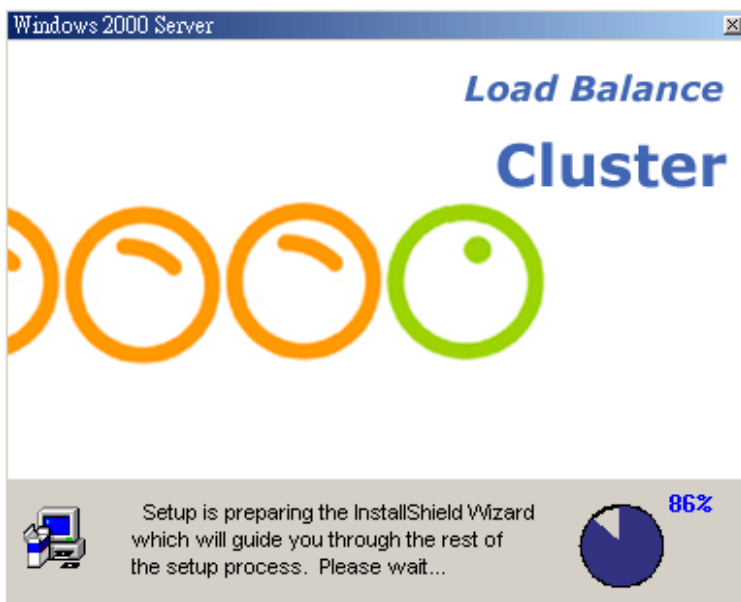


Figure 12 Setup program Start.



**Figure 13** Setup program ready.



## Step 2 - Specify categories of programs or specific files to exclude from detection

Figure 14 Select On-Access Scanner properties under read/write mode.

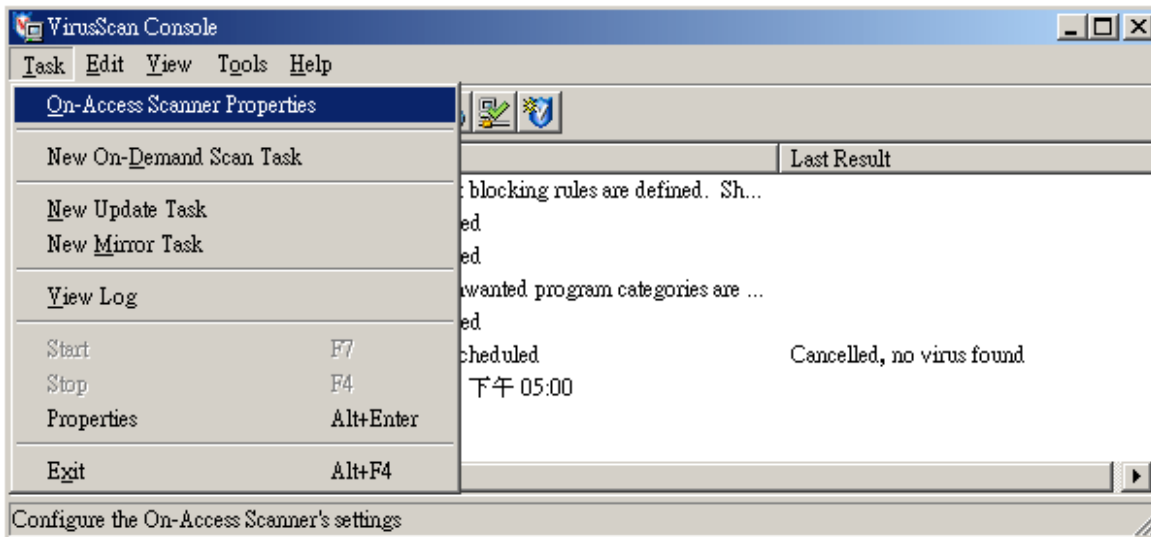
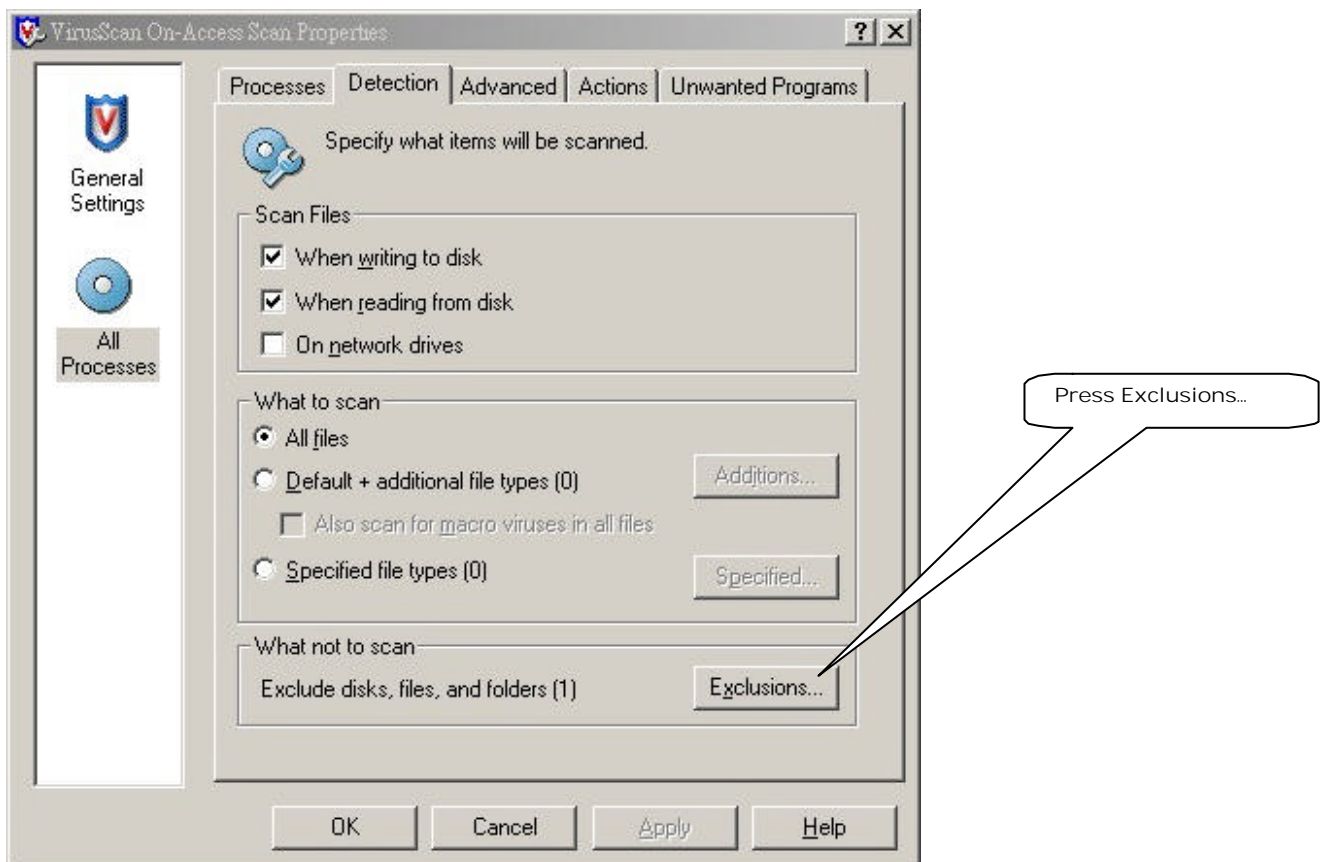
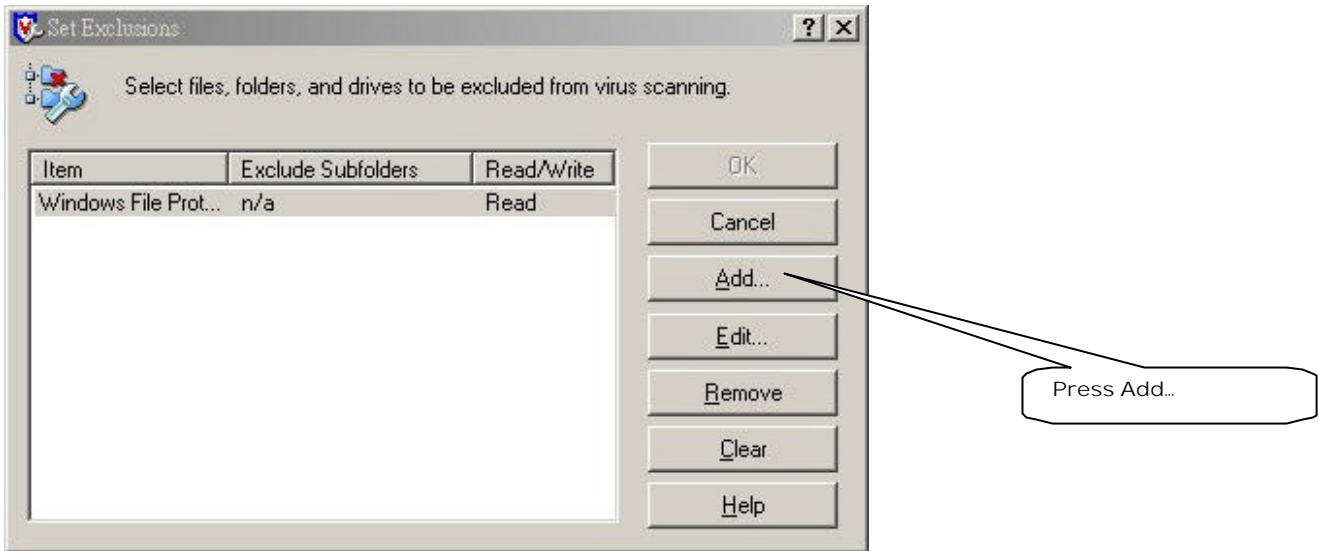


Figure 15 Select All processes > Detection under read/write mode.



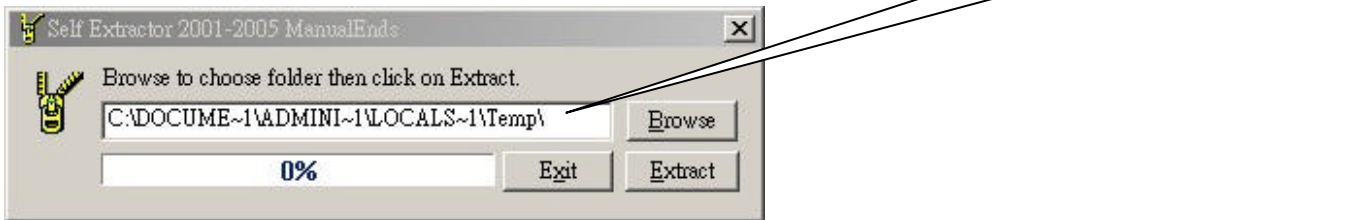
**Figure 16** Press Add button.



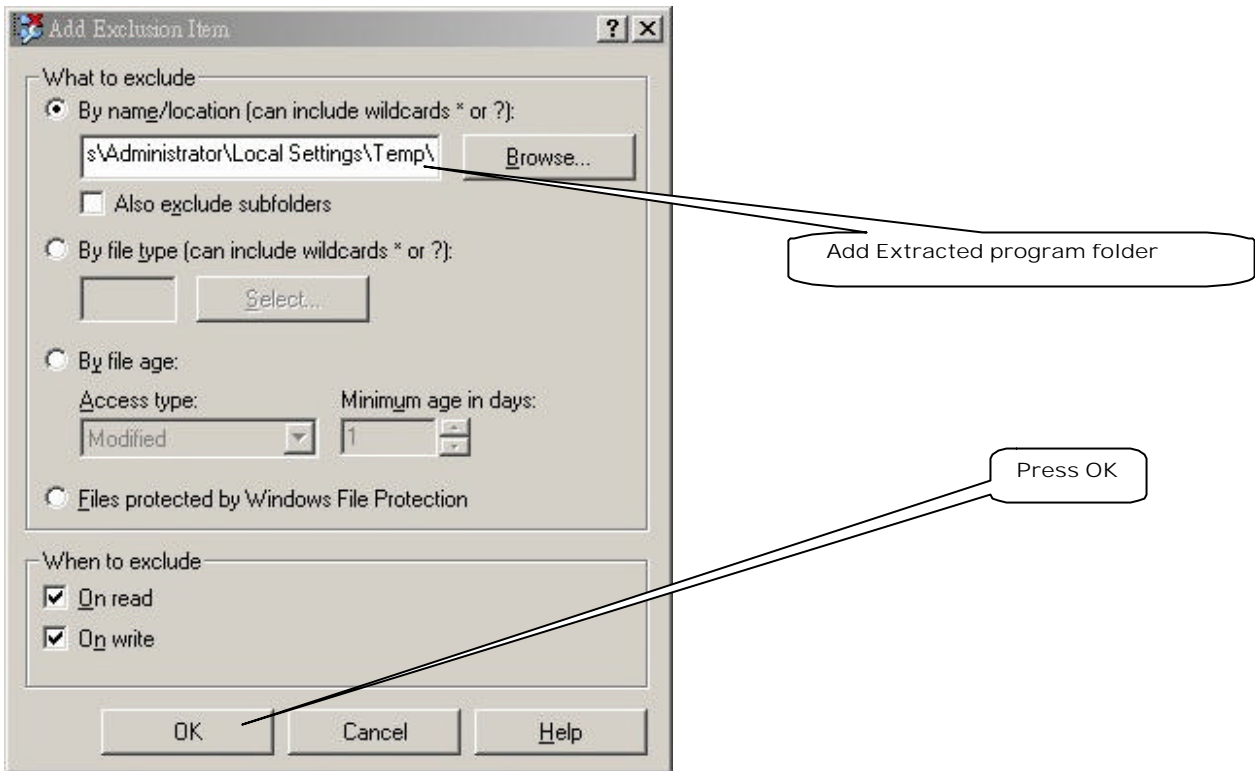
There are 2 folder locations that we have to add

1. Extracted program folder for installation.
2. Main program folder. (Such as, C:\Program Files\ManualEnds\MECLB\)

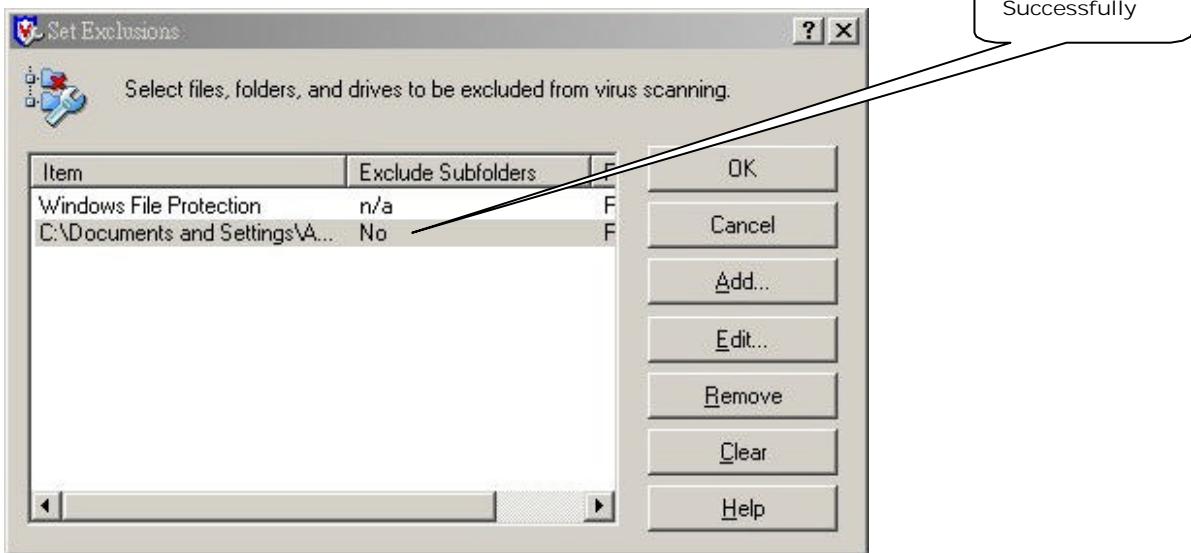
**Figure 17** Extracted program folder.



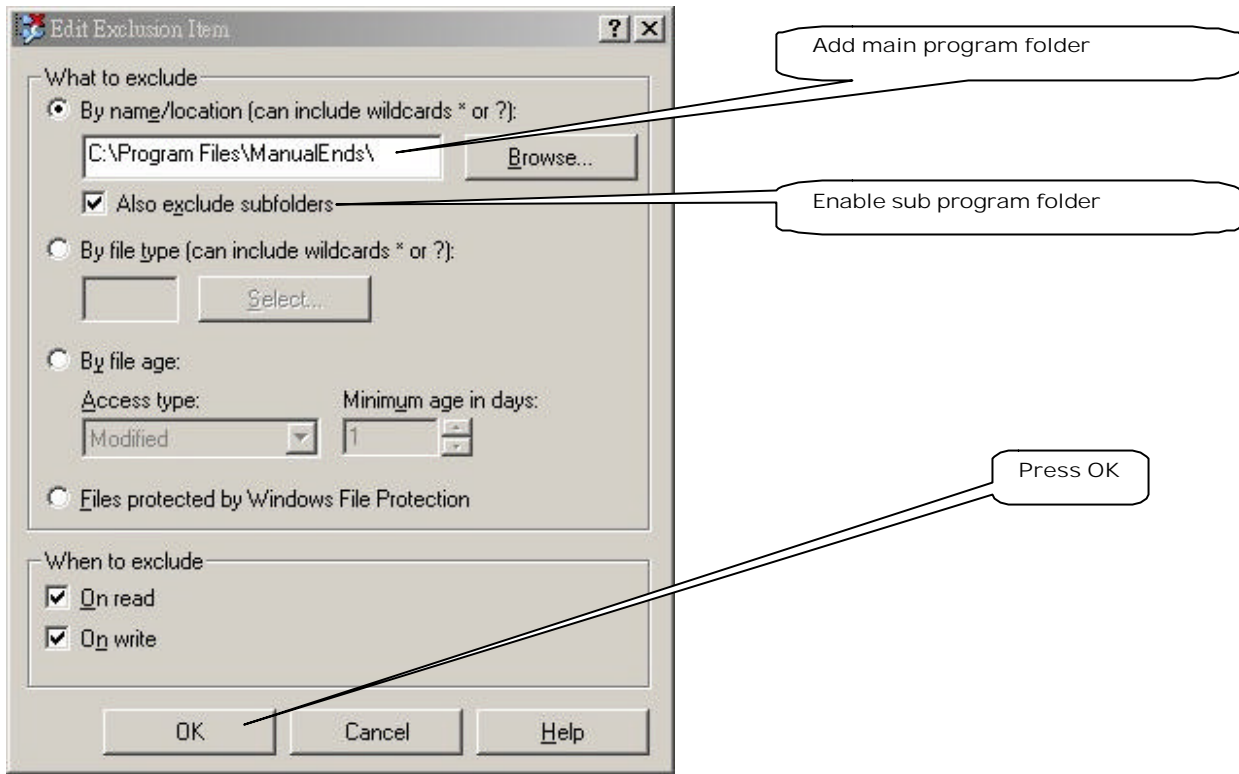
**Figure 18** Add Extracted program folder.



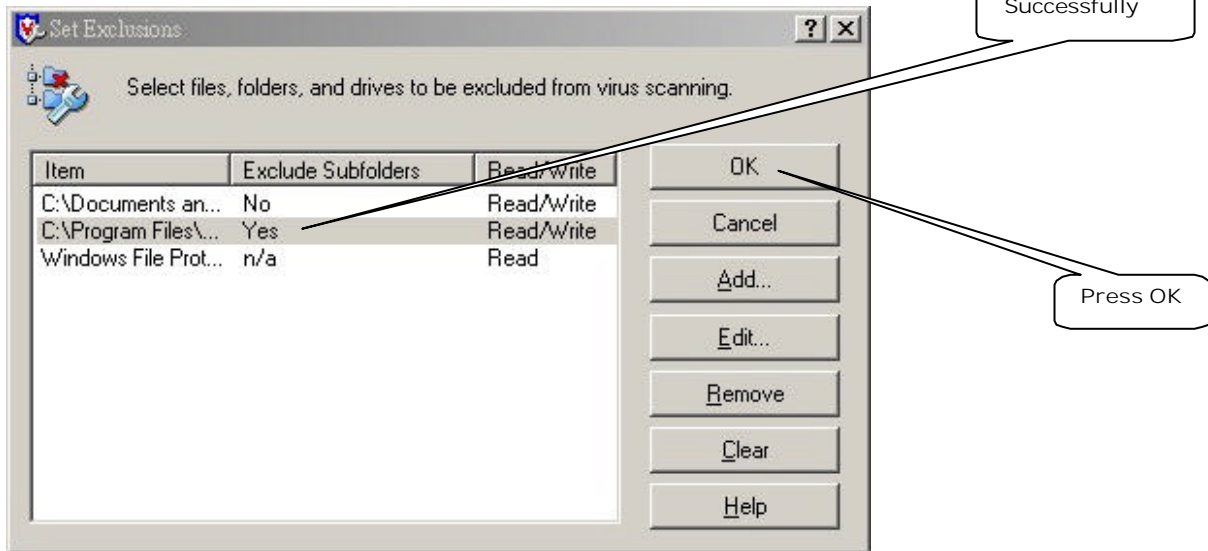
**Figure 19** Add Extracted program folder successfully.



**Figure 20** Add main program folder.



**Figure 21** Add Extracted program folder successfully.



## Completed

Figure 22 Start ManualEnds installation programs.

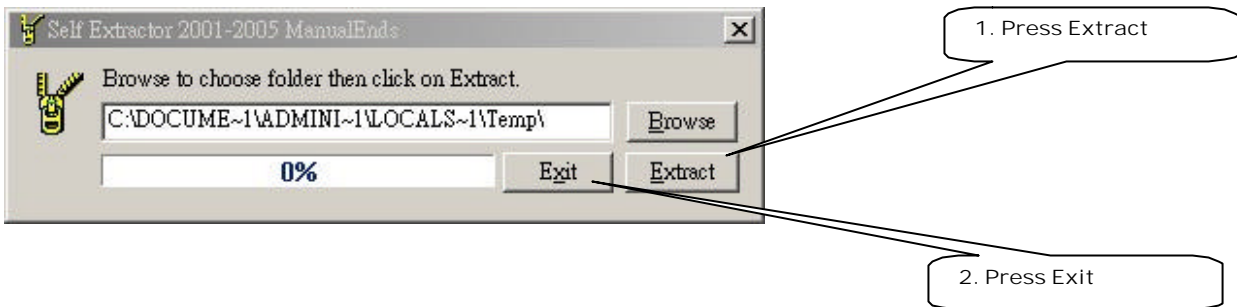
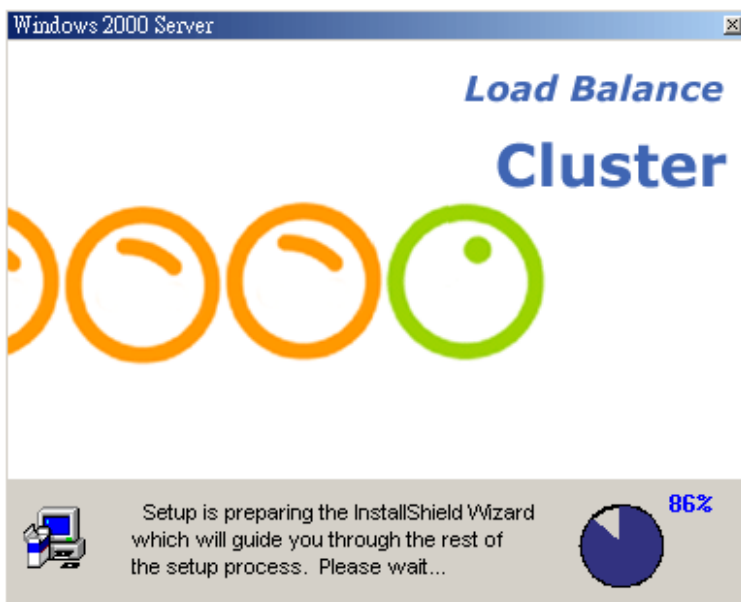


Figure 23 Setup program loading.



Figure 24 Setup program Start.



‘Figure 25 Setup program ready.



## Start McAfee VirusScan

(McAfee Internet Security Suite 7.0!, VirusScan Version 9)

### System tray

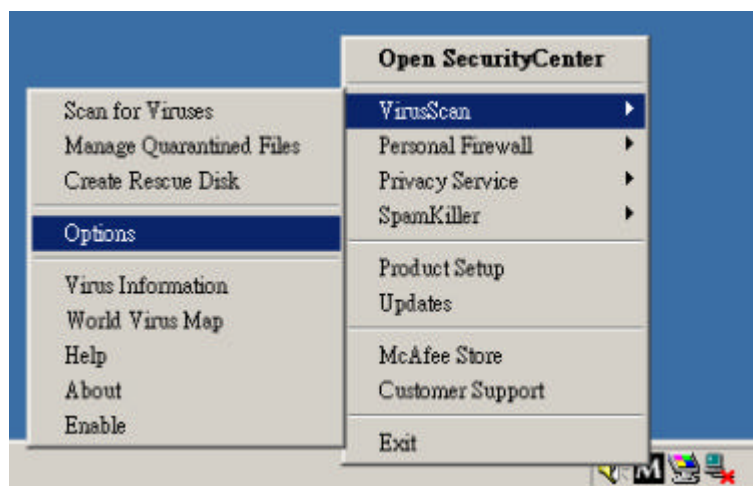
The scanner displays the McAfee VirusScan *Vshield* icon in the Windows system tray:

- Right-click in the system tray to display the menu.

**Figure 26** Right Click McAfee VirusScan *Vshield* icon in the system tray.



**Figure 27** Click on VirusScan > Options



## Step 1 - Turn OFF Heuristics Option at McAfee VirusScan

Figure 28 Select ActiveShield > Advanced.

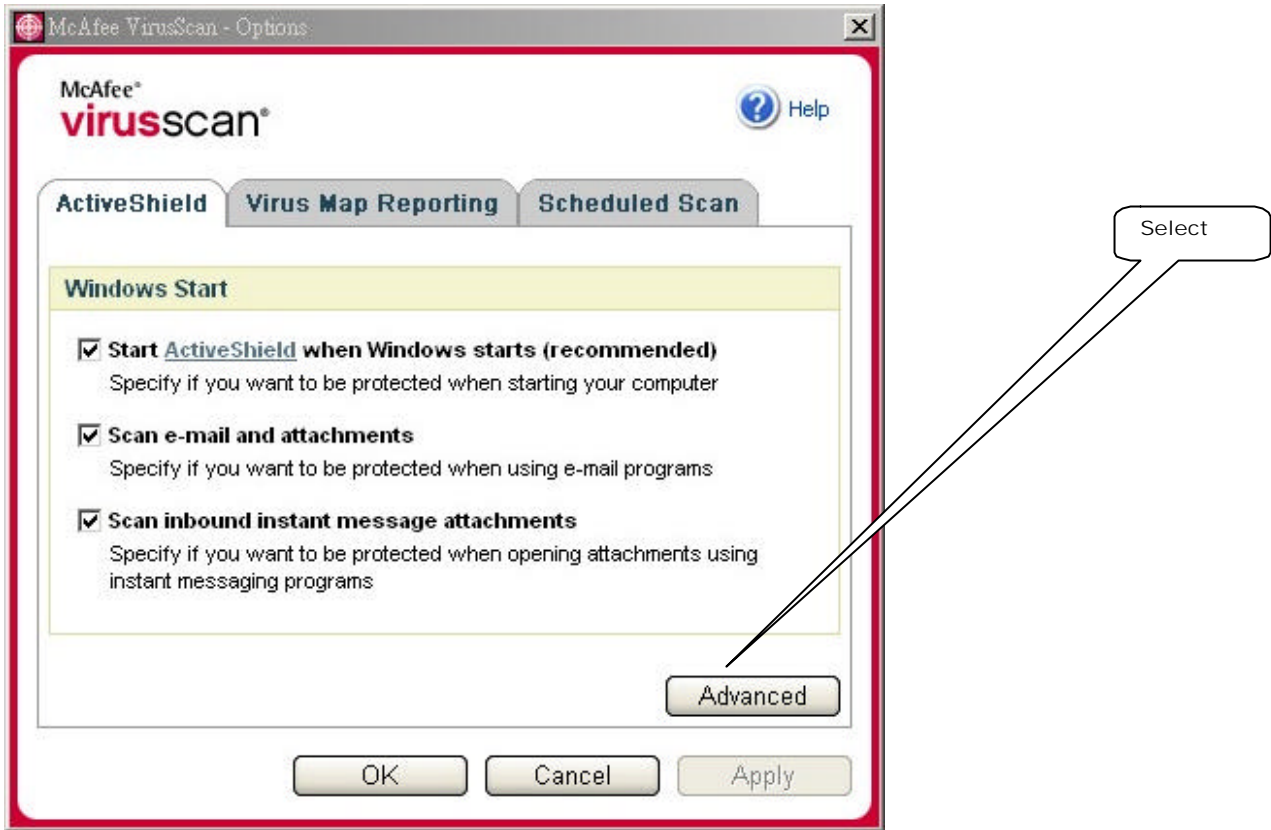


Figure 29 Un-select “Scan for new unknown viruses”.

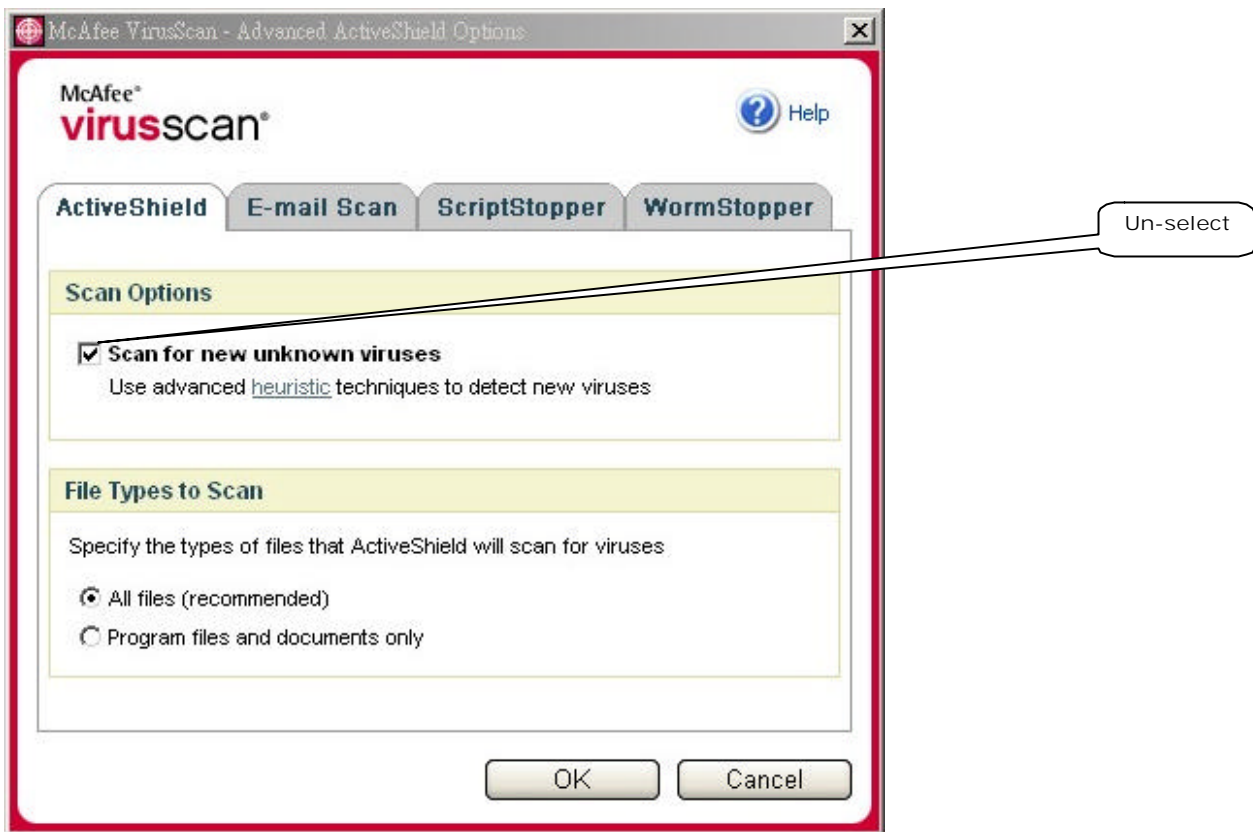
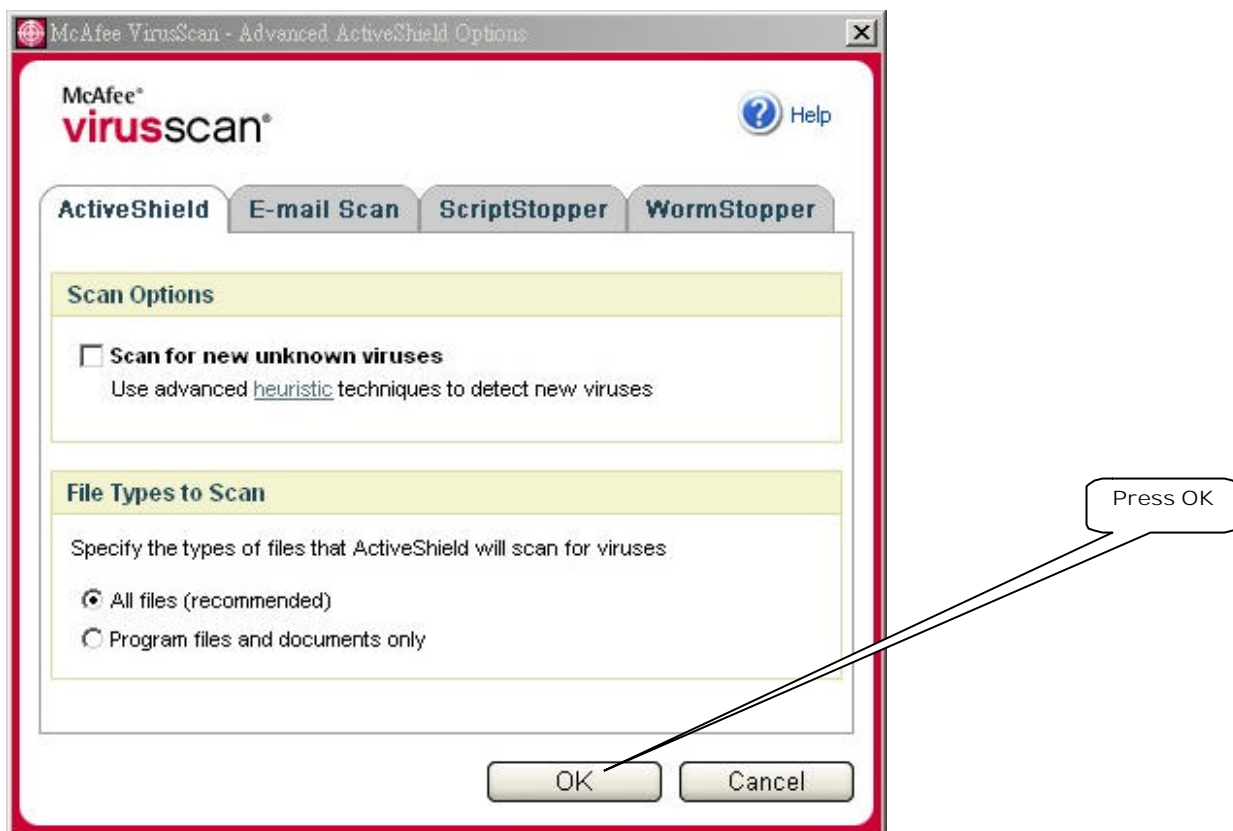


Figure 30 Un-select “Scan for new unknown viruses” and press OK.



## Completed

Figure 31 Start ManualEnds installation programs.

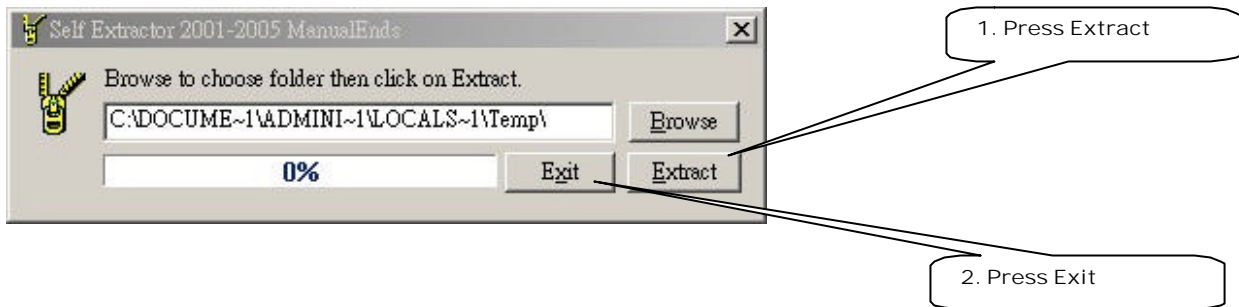
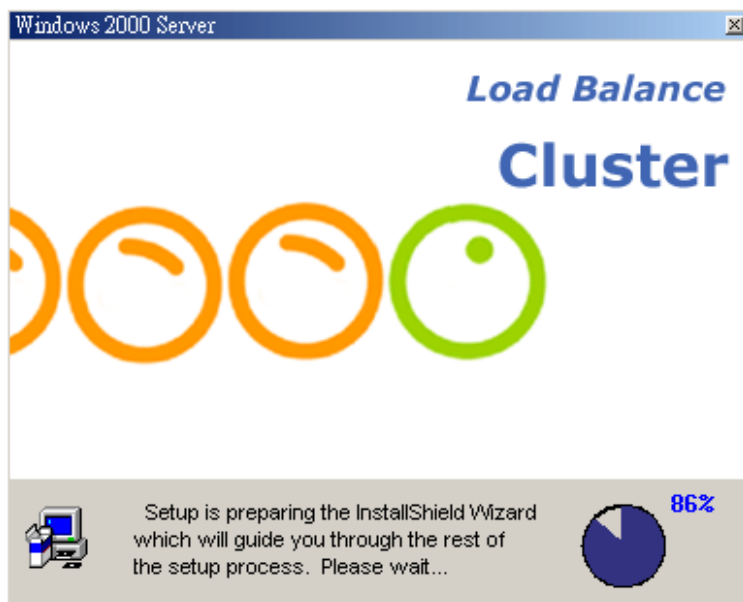


Figure 32 Setup program loading.



Figure 33 Setup program Start.



‘Figure 34 Setup program ready.

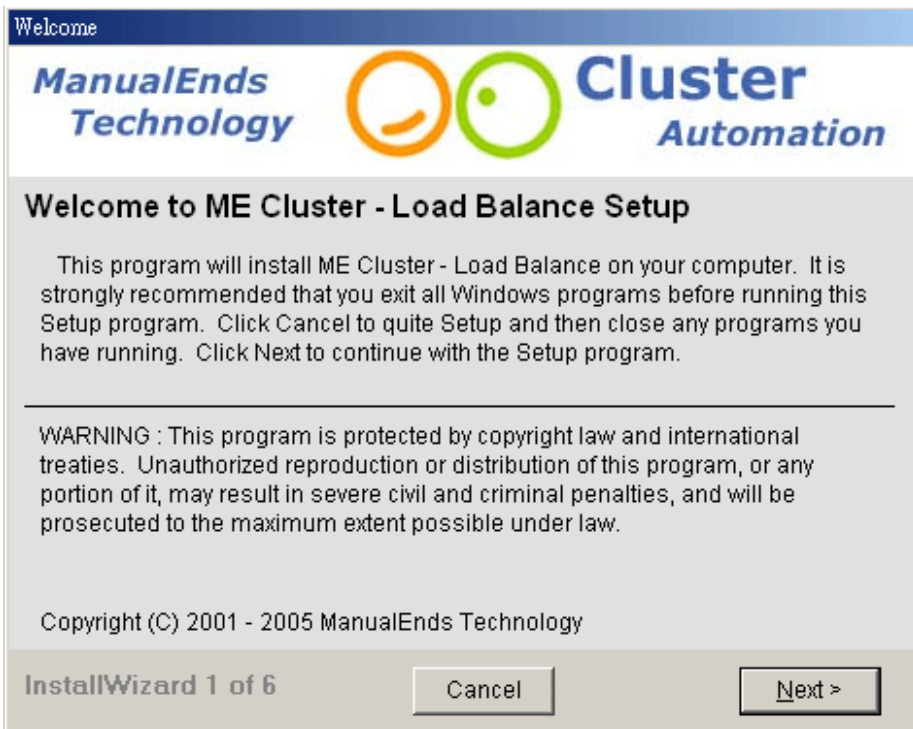


Figure 35 Select “Grant Access” for folder of (ManualEnds\Meclb) when McAfee windows appear.

