

# VirusScan Enterprise (for Windows) “Fundamentals Sheet”

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**Objective** – This document has been created to provide the Intel PCSD Support organization with a list of the most strongly recommended reference materials available for prospective users of Intel Security’s VirusScan Enterprise (for Windows) product.

## Q) Do I need to register for access to support?

Some knowledgebase articles do require a login, which is **free**.

## Q) Where do I obtain the VirusScan Enterprise software?

A) You can obtain the software at:

- Go to [www.McAfee.com](http://www.McAfee.com)
- Click on “For Enterprise”
- Hover over the “Support” tab
- Click “Product Downloads”
- On the right hand side of the screen click the red “Go” button
- Enter your grant number and the security code provided
- Select the appropriate Product Name
- Select “McAfee VirusScan Enterprise 8.8”
- Click on the “Packages” tab

## Q) How to find/Where to download the various official VirusScan Enterprise documentation?

A) You can obtain the most recent documentation from our website.

- Go to [www.McAfee.com](http://www.McAfee.com)
- Click on “For Enterprise”
- Hover over the “Support” tab
- Click “Product Downloads”
- On the right hand side of the screen click the red “Go” button
- Enter your grant number and the security code provided
- Select the appropriate Product Name
- Select “McAfee VirusScan Enterprise 8.8”
- Click on the “Documentation” tab

## Q) What Operating Systems are supported?

A) This information can be found at:

<https://kc.mcafee.com/corporate/index?page=content&id=KB51111>

The specific hardware you are installing on may have its own list of supported operating systems. Please check with your hardware vendor.

**Q) Are there any common issues/questions when installing?**

A) One thing to take into consideration is the deployment method. If installing from ePO the installation runs silently on the system with the default options.

When installing locally, you have some options. In this case clicking next through the options until the last one is the safest way to avoid any installation/configuration issues. On the last page, it asks you to update (Unable to uncheck) and to run an On-Demand Scan. Here you will want to uncheck this option.

For additional documentation and self-help troubleshooting articles, go to <http://support.mcafee.com> and search the Knowledge Center.

**Q) Are there any best practices or settings to be used when configuring VirusScan Enterprise?**

A) This information can be found at:

<https://kc.mcafee.com/corporate/index?page=content&id=PD22940>

**Q) If I need to disable or uninstall, how do I do this?**

A) In most cases disabling is quite simple. Select the component of VSE you would like to disable, for instance Access Protection. Once selected the red Stop Button (Square) should be highlighted. Click on it to disable that component.

Uninstalling also in most cases is easy. You should be able to go to the Control Panel, Add/Remove Programs and uninstall from there.

If any issues occur during these steps or advanced troubleshooting is needed, you find support contact info at: <http://www.mcafee.com/us/about/contact-us.aspx#ht=tab-techsupport>. You received a grant letter when you purchased your product - please have that information available to receive support.

**Q) I am have been working with support and I need to run the MER (Minimum Escalation Requirements) tool, how do I do this?**

A) This information can be found at:

<https://kc.mcafee.com/corporate/index?page=content&id=KB59385>

**Q) This is my first time using the product. What should I do?**

A) The most important thing is learning. Read the documentation provided on the website (Product Guide, Installation Guide, etc.). Once you have a basic understanding of the product, install it on a test system (make sure this is a non-critical system) and use it, test it, and enjoy!

### **QUICK REFERENCE GUIDE:**

[VirusScan Enterprise Quick Start Guide](#)

[Testing Malware Detections](#)

[Troubleshooting When 3rd Party Software is Involved](#)

[Troubleshooting by Progressive Enabling of Components](#)

[How to Disable VirusScan Enterprise Core Components for Troubleshooting Purposes](#)

[Troubleshooting VirusScan Enterprise](#)

[VirusScan Enterprise Hot Topics](#)

[FAQ's for VirusScan Enterprise 8.x](#)

[Installing VirusScan to multiple VM servers can cause scanning loops \(AV storms\)](#)