

# VirusScan Enterprise for Linux “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 Linux product.

## 1. Product download:

1. For an overview of VirusScan Enterprise for Linux, see the product [data sheet](#).
2. To download the trial version of the product, please visit this [link](#).
3. For the procedure to download the licensed version of the product, please see McAfee KnowledgeBase article [KB56057](#).

## 2. Product documentation:

For VirusScan Enterprise for Linux 1.9.x (1.9.0 & 1.9.1):

- VirusScan Enterprise for Linux 1.9.x Product Guide: [PD24546](#)
- VirusScan Enterprise for Linux 1.9.x Configuration Guide: [PD24544](#)
- VirusScan Enterprise for Linux 1.9.x Installation Guide: [PD24545](#)
- VirusScan Enterprise for Linux 1.9.x Best Practice Guide: [PD24884](#)
- VirusScan Enterprise for Linux 1.9.1 Release Notes: [PD25820](#)

For VirusScan Enterprise for Linux 2.x (2.0, 2.0.1, 2.0.2):

- VirusScan Enterprise for Linux 2.0.x Product Guide: [PD25463](#)
- VirusScan Enterprise for Linux 2.0.x Best Practice Guide: [PD25002](#)
- VirusScan Enterprise for Linux 2.0.2 Deployment Guide: [PD25975](#)
- VirusScan Enterprise for Linux 2.0.2 Release Notes: [PD25784](#)

## 3. Installation prerequisite:

Make sure that you install the prerequisite software on the system that you intended to install VirusScan Enterprise for Linux 1.9.x or 2.x. For more information about the prerequisite, see McAfee KnowledgeBase article [KB75270](#).

## 4. Installation instructions:

You can install VirusScan Enterprise for Linux on

- Standalone Linux systems (unmanaged system) — To complete the installation successfully, see McAfee KnowledgeBase article [KB81135](#).
- Managed systems (systems managed by McAfee ePO server) — You can deploy VirusScan Enterprise for Linux using McAfee ePO. To complete the installation successfully, see McAfee Knowledge Base article [KB81145](#). You can also see the Deployment Guide [PD25975](#) for the installation steps.

## 5. Best practices:

After the installation, we recommend that you refer to the Best Practices guide and make sure that the valid exclusions are configured.

- VirusScan Enterprise for Linux 1.9.x Best Practice Guide: [PD24884](#)
- VirusScan Enterprise for Linux 2.x Best Practice Guide: [PD25002](#).

## 6. Hotfix

For the latest hotfixes information for the product, see McAfee KnowledgeBase article [KB75270](#). It is recommended to install the latest Hotfixes for the respective product versions. This article contains up-to-date information.

## 7. Troubleshooting

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

You can access the troubleshooting tree for VirusScan Enterprise for Linux 1.9.x at [PD25355](#).

Note: The troubleshooting tree for VirusScan Enterprise For Linux 2.x will be published by the mid of Nov 2015.

## 8. Top frequently accessed KnowledgeBase articles

Here is the list top 50 knowledgebase articles that are accessed frequently.

- Frequently asked questions for VirusScan Enterprise For Linux : [KB76941](#)
- Known issue for VirusScan Enterprise For Linux 1.9.x : [KB78126](#)
- Known issue for VirusScan Enterprise For Linux 2.x : [KB80085](#)
- Bad Credentials (nails user cannot fully log on to VirusScan Enterprise for Linux) : [KB66669](#)
- Error code 34, authentication failure (when logging on to VSEL) : [KB77479](#)
- Unable to exclude files with format PNG\_XXX\_XXX\_XXXXXXX.png from the On-Access Scanner : [KB84802](#)
- Unable to start a VSE for Linux On-Demand Scan from the command line : [KB67487](#)
- Exclusions for Windows format folders prevent the Nails process from loading : [KB84743](#)
- Event IDs generated by VirusScan Enterprise for Linux : [KB78291](#)
- How to verify detection items are logged to syslog : [KB83956](#)
- A "Tail" logging terminal session may occasionally hang and cannot be exited : [KB84480](#)
- installer: failed to add nails into /etc/rc.d/rc[2-5].d (VSEL standalone installation fails) : [KB82687](#)
- How to recreate the VSEL nailsd.db : [KB81917](#)
- How to verify exclusions are functioning when running an On-Demand task : [KB83948](#)
- Supported Platforms, Environments, and Operating Systems for VirusScan Enterprise for Linux : [KB75270](#). The specific hardware you are installing on may have its own list of supported operating systems. Please check with your hardware vendor.
- Explanation of why scan time-outs occur : [KB55869](#)
- VirusScan Enterprise for Linux error when accessing the web UI (The connection to the server was reset while the page was loading) : [KB84361](#)
- McAfee Agent for Linux cannot be deleted : [KB83067](#)
- Cannot write to /var/log/messages (while installing VirusScan Enterprise For Linux) : [KB81260](#)
- FAQs for VirusScan Enterprise for Linux : [KB76941](#)
- VirusScan Enterprise for Linux will not uninstall : [KB83190](#)
- List of file extensions scanned by VSEL when Scan Default Files option is selected : [KB79626](#)