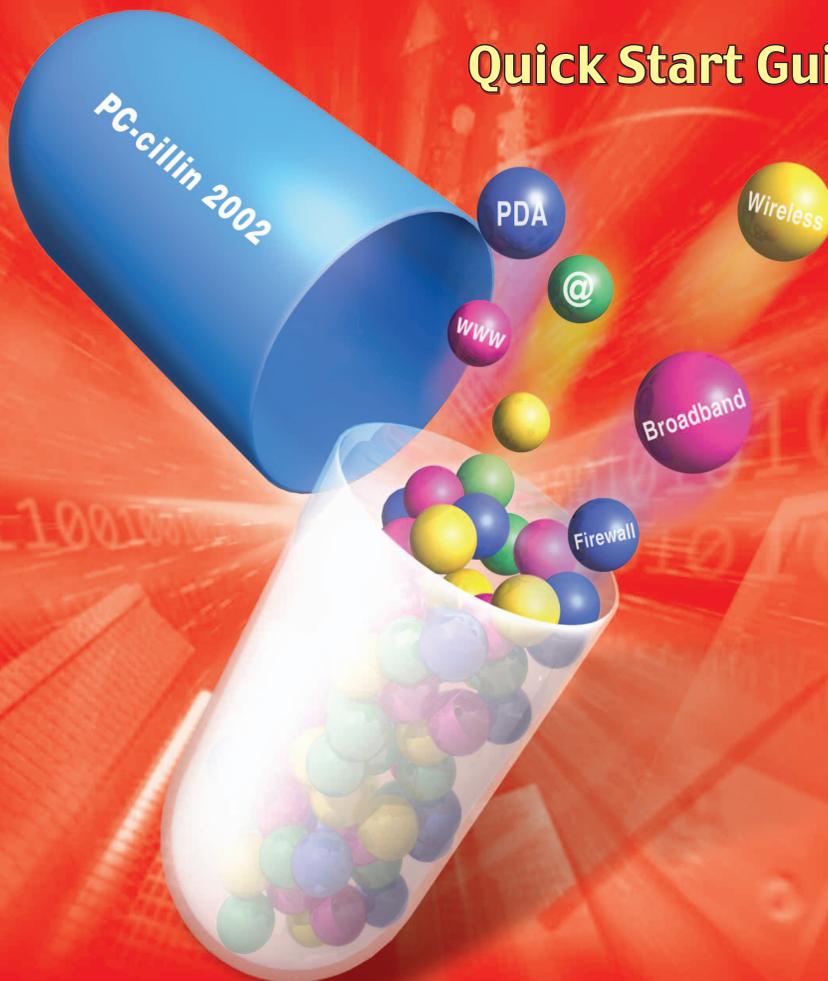


TREND MICRO

PC-cillin® 2002

Complete Internet-era virus and hacker protection for your computer

Quick Start Guide



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<http://www.antivirus.com/download/documentation/>

NOTE: A license to the Trend Micro Software includes the right to product updates, pattern file updates, and basic technical support for one (1) year from the date of purchase only. Thereafter, you must renew Maintenance on an annual basis by paying Trend Micro's then-current Maintenance fees to have the right to continue receiving product updates, pattern updates and basic technical support.

To order renewal Maintenance, you may download and complete the Trend Micro Maintenance Agreement at the following site:

<http://www.trendmicro.com/license>

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The Quick Start Guide for Trend Micro™ PC-cillin™ 2002 is intended to introduce the main features of the software and installation instructions for your production environment. You should read through it prior to installing or using the software.

Detailed information about how to use specific features within the software are available in the online help file and online SolutionBank at Trend Micro's Web site.

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Welcome to Trend Micro™ PC-cillin™

Trend Micro PC-cillin provides complete Internet-era virus and hacker protection for your computer. PC-cillin 2002 includes a Personal Firewall, Site filter, Internet mail scanning, and more for all your secure computing needs.

Designed for the home or small office user, the friendly interface lets you quickly become familiar with all the powerful features of the software. However, the program behind the interface uses the latest technology and protects you from the nastiest viruses, sneakiest Trojans, and the meanest hackers. With firewall technology, the Trojan System Cleaner tool, and more, PC-cillin gives you peace of mind whenever you connect to the Internet. And now that Trend Micro's *award winning ICSA approved* scan engine also includes ScriptTrap™ technology, personal computing has never been more secure.

What's New in PC-cillin 2002

This section describes the latest features added to Trend Micro PC-cillin 2002:

- Personal Firewall
- PC-cillin for Wireless™
- Trojan System Cleaner
- ScriptTrap™ Technology
- Emergency Lock
- User Interface
- Intelligent Update
- New product registration method

Personal Firewall

PC-cillin 2002 provides secure Internet computing with its new Personal Firewall feature. Easy to operate, the Personal Firewall protects your computer from unwanted Internet connections. With adjustable security levels, a trusted site list, and a port blocking function, the Personal Firewall gives you the control to keep your computer safe from malicious programs, like spyware and Trojan horses.

The Personal Firewall is ideal for computers using always-on broadband connections (xDSL, cable modem), or for those computers that are often online. But even computers that only connect to the Internet for short periods of time are still vulnerable to hacker attacks and need protection.

Refer to *Blocking harmful Internet connections* on page 3-6 for more Personal Firewall information.

PC-cillin for Wireless™

Malicious code and other unique threats hidden inside files, email, or on the Web can enter your Palm, Pocket PC, or EPOC handheld device during beaming, synchronization, or Internet access. Trend Micro PC-cillin for Wireless provides portable, easy-to-use antivirus security for wireless devices to defend against potential threats. Best of all, PC-cillin for Wireless is bundled with PC-cillin 2002, providing you with secure computing on both your desktop and your PDA.

For more PC-cillin for Wireless information, refer to *Updating PC-cillin for Wireless* on page 4-3.

Trojan System Cleaner

PC-cillin automatically runs the Trojan System Cleaner (TSC) during initial installation, and every time PC-cillin performs a real-time scan. The TSC detects the activity of Trojan horses (Trojans), and recovers system files which have been modified by Trojans. In addition, the TSC deletes Trojan processes, and deletes the files dropped by them.

Unlike the TSC, traditional antivirus products only scan files by opening files and checking for virus code. They don't check and clean system files and can't clean or delete a Trojan if it has already run in the system.

The TSC uses a pattern to define how to clean a Trojan. These patterns are built into Trend Micro pattern files and are kept up to date. Whenever TSC is executed, it also looks for an updated pattern file.

ScriptTrap™ Technology

Using ScriptTrap technology added to the scan engine, PC-cillin not only guards against harmful known script-based viruses, (“ILOVEYOU” and “Anna Kournikova”) but can also protect your PC from new, unknown script-based threats. Without any user intervention, ScriptTrap automatically scans for scripting viruses based on "what they do" rather than how they are written. It does this using processes called lexical analysis (the division of the script's source code into components, called tokens, based on punctuation and other keys) and semantic parsing (attempts to determine the meaning of each component).

Emergency Lock

PC-cillin includes an Internet Emergency Lock function that lets you instantly disable all Internet activity if you suspect an attack. Enabling the Emergency Lock function immediately stops all traffic to and from the Internet. Use the Emergency Lock during a virus outbreak or if you suspect someone is trying to remotely break into your computer.

Refer to *Activating the Emergency Lock* on page 4-7 for Emergency Lock information.

User Interface

Designed for the home or small office user, the program's friendly interface quickly familiarizes you with the powerful features of PC-cillin 2002. The tab interface now includes a Simple and Standard mode that lets you easily switch between the two modes. Simple mode is ideal for users who are just getting started with antivirus and Internet security. When you want more control and access to advanced functions, just switch to Standard mode.

Intelligent Update

Intelligent Update automatically searches for and downloads the latest files for PC-cillin 2002 from the Trend Micro ActiveUpdate server. This includes pattern files, and program files for both the main program and PC-cillin for Wireless. In addition, Intelligent Update ensures you have the latest Personal Firewall rules. This powerful function keeps PC-cillin 2002 and all its components updated to offer you maximum protection with minimum user intervention. Just use your computer and the Internet, and PC-cillin makes sure you are protected with the most up-to-date software.

For Intelligent Update information, refer to *Using Intelligent Update* on page 4-4.

New product registration method

Trend Micro PC-cillin 2002 offers a new way to register your software online. Simply fill out a few details on our Registration Web page, receive your License Key via email, and then under Step 3 insert it into the field on the Register Now screen of the PC-cillin window.

Registration only takes a few minutes and once you've registered you receive the following benefits:

- virus pattern file and scan engine updates for one year
- access to technical support
- information about future updates and the latest virus threats

Refer to *Registering your software* on page 4-1 for information about registering your software.

Installing and Removing PC-cillin 2002

This chapter describes what PC-cillin 2002 can immediately do for you "right out of the box". In addition, it covers both installation and uninstallation procedures for PC-cillin.

The following sections are included in this chapter:

- Hit the ground running...
- Installing PC-cillin
- Uninstalling PC-cillin

Hit the ground running...

Even before you completely install PC-cillin, it checks your main system files for viruses and Trojan horses. Then after it's installed, PC-cillin keeps your computer virus-free with a series of pre-defined automated tasks.

What PC-cillin does "right out of the box":

- Checks for viruses every time you open, copy, move, or save a file.
- Protects against downloading infected files from Internet or FTP sites.
- Guards against malicious Java™ applets and ActiveX™ controls while you are surfing the Web.
- Detects and cleans Trojans installed on your system.

- Scans your email message attachments as they are being downloaded from the POP3 email server (if you use the email clients: Microsoft™ Outlook™ 98 or above, Outlook Express 4.0 or above or Eudora™ Pro 4.0 or above).
- Protects your computer against attacks from the Internet.
- Monitors your Microsoft Word™ and Excel™ sessions for macro viruses, using MacroTrap™, a system that detects macro viruses through heuristics i.e., rule-based methods, rather than pattern matching.
- Checks for script-based viruses based on the “behavior” of a script, using ScriptTrap™ technology.
- Scans and cleans all files on your hard drive according to the default scan task.
- Scans all program files for viruses according to the default scan task.
- Checks all your saved documents for macro viruses.

What you can do with the click of a button:

- Scan every file on your system and clean any infected files.
- Scan any file from Windows™ Explorer or My Computer by right-clicking the file icon.
- Scan floppy disks and clean any infected files.
- Check all your Word and Excel documents for macro viruses.
- Make whatever Web sites you want off-limits to other users of the computer.
- Protect your handheld devices with PC-cillin for Wireless.

Installing PC-cillin

Installing PC-cillin is simple and only takes a few minutes. If you have software for your Personal Digital Assistant (PDA) installed on your computer, the procedure will include other screens depending on your PDA type (Palm, Pocket PC, EPOC). These other screens describe installing the PC-cillin for Wireless software. Follow the onscreen instructions for your specific PDA device.

Note: To install PC-cillin for Wireless while installing the PC-cillin 2002 main program, it is necessary to have PDA synchronization software for your PDA installed on your computer. In addition, the PDA device must be connected to the computer before running the installation program.

To install PC-cillin:

1. Insert the PC-cillin 2002 program CD into your CD-ROM drive, and do the following:
 - If the installation program automatically starts. Click Next.
 - If the installation program doesn't automatically start, click Start > Run. In the Open box, type D:\setup.exe and click OK (where D:\ is the drive letter of your CD-ROM). Click Next.
2. Click *I accept the terms of the license agreement* to accept and continue installing PC-cillin. The installation procedure will quit if you do not accept the terms.
3. Click Next. PC-cillin scans your system memory, boot sector, and critical files before installing the program files. If PC-cillin finds a virus-infected file or Trojan, it cleans or deletes it. Do the following:
 - In the User Name box, type a user name. You must provide a user name to continue installation.
 - In the Organization box, type the name of your organization.
 - In the Serial Key boxes, type your serial key. If you do not have a serial key, you can continue installation and install a 30-day trial version. If you install the trial version, an additional screen appears when you click Next asking if you want to install the trial version. Select the *I wish to install as trial version* check box and click Next.
4. Click Next. The Destination Folder screen appears. You can choose where PC-cillin will be installed or use the default location. To change the location where PC-cillin is installed click Change, and then browse to the desired location.
5. Click Next. If you are ready to complete installation, click Install. If you want to make changes, click Back to navigate to the screen where you want to make your changes.

Uninstalling PC-cillin

Before uninstalling PC-cillin, you must stop Real-time scanning. To halt real-time scanning, right-click the PC-cillin Real-time Monitor in the system tray, and then click Real-time Monitor to clear the check. The lightning bolt icon  turns gray when real-time scanning is disabled.

During uninstallation, PC-cillin deletes all quarantined files. These files may contain viruses and should not be left on your computer. If you must preserve them, we suggest that you copy the entire directory to a safe location such as a specially marked floppy disk.

To uninstall PC-cillin, do one of the following:

- Click the Windows Start button, then Programs > Trend Micro PC-cillin 2002 > Uninstall PC-cillin 2002.
- Click the Windows Start button, then Settings > Control Panel. Double-click Add/Remove Programs and select PC-cillin 2002. Click Add/Remove. A confirmation dialog box appears. Click Yes to uninstall PC-cillin.

PC-cillin uninstalls.

Getting to Know PC-cillin 2002

This chapter contains sections helpful to know to become familiar with PC-cillin. In addition, it describes how to perform Quick Tasks and how to use the PC-cillin 2002 online help.

Included in this chapter are the following sections:

- Viewing the PC-cillin window
- Viewing the Settings window
- Performing Quick Tasks
- Accessing PC-cillin online help

Viewing the PC-cillin window

The PC-cillin window provides the interface to rapidly execute your actions. On the PC-cillin window, you can view both Simple and Standard modes and the menu bar.

To view the PC-cillin window, do one of the following:

- Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002.
- In the system tray, right-click the Real-time Monitor  and click Startup PC-cillin.

The PC-cillin window appears:

Standard Mode- Click to view the Standard mode and perform advanced PC-cillin functions

Menu Bar- Use the menu bar to quickly access useful information

Simple Mode- Click to view the Simple mode and quickly perform common PC-cillin tasks



About the Simple mode

Ideal for users new to antivirus and security, the Simple mode lets you access the following commonly used functions: viewing a simplified version of the system status, scanning all drives, and updating and registering your software.

To view the Simple mode:

On the PC-cillin window, click the Simple tab. The Simple mode menu appears.

About the Standard mode

The Standard mode lets you perform advanced PC-cillin 2002 functions including: viewing your system status in more detail, selectively scanning folders, syncing your PDA, quarantining files, and viewing logs. In the Standard mode as in the Simple mode, you can also update and register your software.

To view the Standard mode:

On the PC-cillin window, click the Standard tab. The Standard mode menu appears.

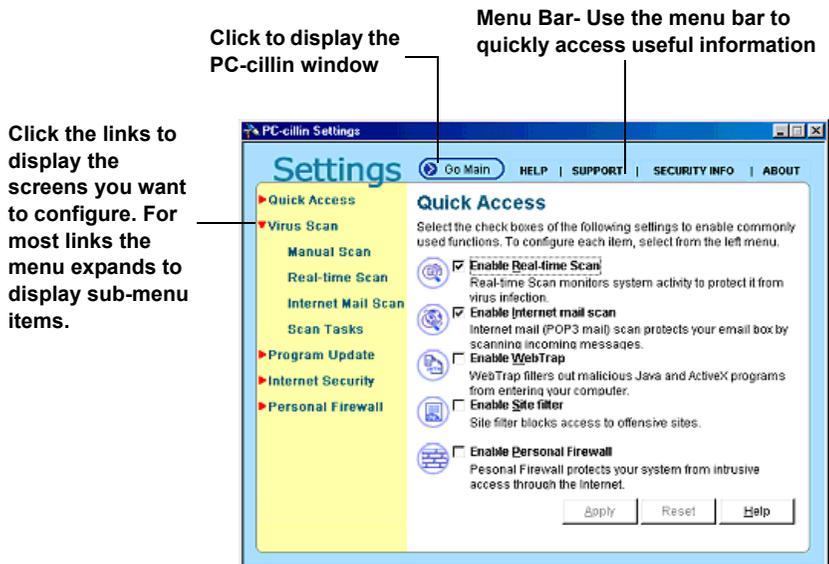
Viewing the Settings window

The Settings window provides the interface where you configure the functions of PC-cillin.

To view the Settings window, do one of the following:

- Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002 Settings.
- In the system tray, right-click the Real-time Monitor  and click Configuration.

The Settings window appears:



Performing Quick Tasks

PC-cillin allows you to quickly configure common settings. This section contains the following topics:

- Maintaining protection from viruses
- Protecting against email threats
- Preventing Internet programs from harming your computer
- Filtering unwanted Web content
- Blocking harmful Internet connections

Maintaining protection from viruses

Real-time scanning provides constant protection against viruses. With Real-time scanning turned on, you can significantly reduce the chances of your computer becoming infected.

The real-time scanner checks files for viruses whenever they are used, for example each time a file is opened, copied, moved, saved, compressed or decompressed, downloaded from the Internet, and, in the case of email attachments, read.

Because it is so powerful and operates in the background, we recommend you keep Real-time scanning enabled.

To maintain constant protection from viruses:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002 Settings. The Settings window appears.
2. On the Settings menu, click the Quick Access link. The Quick Access screen appears.
3. Select the *Enable Real-time Scan* check box.
4. Click Apply.

Protecting against email threats

PC-cillin can scan data packets as you download mail messages from an Internet (POP3) mail server. This makes sure virus-infected attachments

don't infect your computer. Some examples of mail clients that use POP3 mail servers include: Microsoft™ Outlook, Outlook Express, Eudora™ Pro, and Netscape™ Messenger.

To protect against email threats:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002 Settings. The Settings window appears.
2. On the Settings menu, click the Quick Access link. The Quick Access screen appears.
3. Select the *Enable Internet mail scan* check box.
4. Click Apply.

Preventing Internet programs from harming your computer

WebTrap protects against malicious Java™ and ActiveX™ applets. Although most Web sites are harmless, it is possible for someone to create a small program and set it to run, invisibly, whenever their Web page is accessed. These programs can destroy files, steal passwords, corrupt data, etc.

PC-cillin's WebTrap protects you against malicious Java and ActiveX programs while allowing harmless ones to safely pass through.

To prevent Internet programs from harming your computer:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002 Settings. The Settings window appears.
2. On the Settings menu, click the Quick Access link. The Quick Access screen appears.
3. Select the *Enable WebTrap* check box.
4. Click Apply. A message box appears notifying you that the change will not take effect until you restart your computer or log on again.
5. Click Yes.
6. Restart your computer or log on again to immediately enable the function.

Filtering unwanted Web content

For protection against offensive Web content, PC-cillin offers the Site filter. This utility lets you set whatever Web sites you want “off-limits” to other users of the computer. This function is especially useful when many family members share one computer.

To filter unwanted Web content:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002 Settings. The Settings window appears.
2. On the Settings menu, click the Quick Access link. The Quick Access screen appears.
3. Select the *Enable Site filter* check box.
4. Click Apply. A message box appears notifying you that the change will not take effect until you restart your computer or log on again.
5. Click Yes.
6. Restart your computer or log on again to immediately enable the function.
7. Click Apply.

Blocking harmful Internet connections

The PC-cillin 2002 Personal Firewall protects your computer against attacks from the Internet. A firewall creates a barrier between your computer and the network (LAN, Internet). This barrier examines and filters incoming and outgoing Internet traffic. By filtering Internet traffic, the firewall prevents malicious programs or files from entering your computer.

With the PC-cillin 2002 Personal Firewall, you can also control the security level, create a list of sites you know can be trusted, and view a list of blocked ports. The Personal Firewall is actually composed of the following components:

- **Cloaking:** Prevents your computer from being found.
- **Firewall:** examines and filters network traffic.
- **Trojan Backdoor Blocking:** If a hacker has already broken into your system, he or she could have installed a Trojan (small hidden program)

onto your computer (unlike viruses, Trojans do not replicate themselves, but can still wreak havoc on your system).

There is also an Internet Emergency Lock feature that lets you immediately disable all Internet activity if you suspect you are under attack.

For more Personal Firewall and Internet Emergency Lock information, refer to the online help.

To block harmful Internet connections:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002 Settings. The Settings window appears.
2. On the Settings menu, click the Quick Access link. The Quick Access screen appears.
3. Select the *Enable Personal Firewall* check box.
4. Click Apply.

Adjusting Personal Firewall security levels

Anytime your computer connects to another computer the threat of invasion by an outside intruder exists. The more computers connected to your computer, the greater the threat and the higher the probability your computer will be singled out for an attack. Each time you connect to the Internet, there are millions of computers that can also connect to your computer.

Since different users have different needs, PC-cillin provides three levels of security. The High Security level offers maximum protection from outside attacks, while the Low Security level offers minimum protection. Unless you use your computer as a server (use Medium Security level), we recommend you use the default setting: *High*.

To adjust the Personal Firewall security level settings:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002 Settings. The Settings window appears.
2. On the Settings menu, click the Personal Firewall link. The menu expands.
3. Click the Security Level link. The Security Level screen appears.

4. Make sure the *Enable Personal Firewall* check box is selected and under Security Level, choose the level of security.
 - **High (Default):** Cloaking, Trojan backdoor blocking, and Firewall all enabled. This is the default and most secure setting. At this security level, your computer's entry points are invisible, and Trojan backdoor programs are blocked. In addition, a barrier filters and examines both incoming and outgoing Internet traffic. This setting is recommended for the expert Internet user that frequently visits many different Web sites, often transfers files online, and receives a lot of email from numerous accounts. Also recommended for users with always-on Internet connections. Do not use this security level if you want to use your computer as a server. Choose the Medium Security level.
 - **Medium:** Trojan backdoor blocking and Firewall enabled. Use this setting if you want to use your computer as a server. At this security level, Trojan backdoor programs are blocked, and a barrier filters and examines both incoming and outgoing Internet traffic. However, your computer's entry points are visible and server-functions will function normally. Also recommended for the casual Internet user who spends less time online, doesn't often transfer files, and only uses one email account.
 - **Low:** Firewall enabled. At this security level, a barrier filters and examines both incoming and outgoing Internet traffic. This level is recommended for users that rarely go online, don't transfer files over the Internet, and don't use email on their computer.
5. Click Apply.

Accessing PC-cillin online help

PC-cillin's online help provides comprehensive coverage of all the functions and features of PC-cillin 2002. Use the PC-cillin online help to find the answers for your PC-cillin questions.

To access PC-cillin online help:

- On the PC-cillin menu bar, click Help. The online help appears.

In addition, when you are using the program you may also see Help buttons. Click these buttons to view context-sensitive help (relevant help information based on what you are currently viewing).

Getting Started

This chapter contains information about registering your software and upgrading your 30-day trial version software. In addition, it includes information describing how to protect your computer from viruses and other malicious attacks.

The following sections are described in this chapter:

- Registering your software
- Upgrading your trial version software
- Updating your software
- Protecting your computer

Registering your software

Take a few minutes to register your software online and receive the benefits. Trend Micro provides technical support, virus pattern downloads, and program updates for one year to all registered users, after which you must purchase renewal maintenance. In addition, you receive access to technical support, and information regarding future updates and the latest virus threats.

To register your software:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002. The PC-cillin window appears.
2. On the PC-cillin window, click the Standard tab. The Standard mode menu appears.

3. On the Standard mode menu, click the Register link. The Register Now screen appears.
4. Confirm that your full version serial number already exists and click Register Now. The Register Web page loads in your browser.
5. On the Register Web page in the appropriate fields, type your name and email address.
6. Type your email address again to confirm it's the correct address.
7. Click Send. A Confirmation Web page loads and a License Key is sent via email.
8. Copy the License Key from the email and paste it under Step 3 in the Register Now screen.
9. Click Finish.

Congratulations! You have registered your software. You can now use the full functionality of PC-cillin 2002 and receive the benefits.

Upgrading your trial version software

Upgrade your software and register online to take full advantage of PC-cillin 2002. If you use the trial version after 30 days, the virus scanning services are disabled. Upgrading your software to the full version and registering enables you to use the full functionality of PC-cillin 2002. In addition, after you upgrade your software and register online, you receive the following benefits: a year of virus pattern file and scan engine updates, technical support, and information about future updates and the latest virus threats.

To upgrade your trial version software:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002. The PC-cillin window appears.
2. On the PC-cillin window, click the Standard tab. The Standard mode menu appears.
3. On the Standard mode menu, click the Register link. The Register Now screen appears.
4. Under Step 1 on the Register Now screen, type your serial number.

5. Click Upgrade Now.

Congratulations! You have upgraded your trial version software to the full version. You should now continue and register your software.

Updating your software

Since new viruses are constantly being discovered, you need to update your virus pattern files regularly. In addition, as new viruses appear, and existing ones evolve, it becomes necessary to add new functionality to the scan engine. In this section, you can view information about the following:

- Updating PC-cillin
- Updating PC-cillin for Wireless

Updating PC-cillin

Updating your scan engine ensures PC-cillin can act according to the new instructions in the virus pattern file, and successfully identify the virus and clean the infected file.

To update PC-cillin 2002:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002. The PC-cillin window appears.
2. On the PC-cillin window, click the Simple tab. The Simple mode menu appears.
3. Click the Update Now link. The Upgrade Now screen appears.
4. The meter displays the update progress. If you need to halt the update, click Stop. To continue updating, click Update.

Updating PC-cillin for Wireless

To ensure protection against the latest threats on your PDA, you need to regularly update your PC-cillin for Wireless pattern and program files. PC-cillin can download the latest PC-cillin for Wireless files and you can synchronize the files to your PDA.

During installation, you specified your PDA OS type. If you changed PDAs, make sure you set your new PDA OS type in the Settings window.

To update PC-cillin for Wireless:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002. The PC-cillin window appears.
2. On the PC-cillin window, click the Standard tab. The Standard mode menu appears.
3. Click the Sync PDA link. The Sync PDA screen appears.
4. Click your PDA type.
5. Click Sync Now.

Note: You must connect your PDA device to your PC before executing Sync Now. Do not use any applications or remove your PDA device during synchronization.

Using Intelligent Update

Enable Intelligent Update so you never miss the latest Trend Micro update (including: virus pattern files, scan engine, other program files, Personal Firewall rules, and PC-cillin for Wireless files). Ensure PC-cillin 2002 is using the latest updates to prevent hacker attacks, and detect the latest viruses.

To enable Intelligent Update:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002 Settings. The Settings window appears.
2. On the Settings menu, click the Program Update link. The menu expands.
3. Click Intelligent Update. The Intelligent Update screen appears.
4. Select the *Enable Intelligent Update* check box.
5. Click Apply.

Protecting your computer

This section contains information about basic tasks you should perform to protect your computer.

- Enabling the Real-time Monitor
- Scanning a single file
- Scanning folders
- Scanning all drives
- Activating the Emergency Lock
- Creating Rescue Disks

Enabling the Real-time Monitor

The Real-time Monitor “watches” over your system and detects viruses when they arrive at your computer. Every time you open, copy, save, or move a file, the Real-time Monitor ensures the real-time scanner performs a quick check of the file. Because it works in the background, it doesn't interfere with your normal daily computing. In addition, the Real-time Monitor lets you quickly perform common PC-cillin commands.

To enable the Real-time Monitor:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > Real-time Monitor. The Real-time Monitor appears in the system tray.
2. Right-click the Real-time Monitor. A pop-up menu appears. You can choose the following:
 - **Startup PC-cillin**- Displays the PC-cillin window.
 - **Emergency Lock**- Sets the Emergency Lock, which immediately halts all network activity.
 - **Real-time Monitor**- Enables real-time scanning.
 - **Configuration**- Displays the Settings window.
 - **Real-time Status**- Displays Real-time scan information, including the pattern file version and the last scanned file.
 - **Exit**- Disables the Real-time Monitor and asks if you also want to stop the real-time scanning.

Scanning a single file

PC-cillin can easily run a quick scan of any file. PC-cillin scans the file types and executes the necessary virus actions according to the Manual Scan settings.

For the quickest results, use one of the following methods.

To scan a single file using Windows Explorer, do one of the following:

- Right-click the file, and then click PC-cillin.
- Right-click the file you want to scan and click Properties. Click the Virus Property tab.

PC-cillin scans the file.

To scan a single file, drag the file onto the PC-cillin window.

Scanning folders

With PC-cillin, you can scan the entire contents of a folder, including sub-folders. PC-cillin scans the file types and executes the necessary virus actions according to the Manual Scan settings.

For the quickest results, use one of the following methods:

- To scan a folder using Windows Explorer, right-click the folder, and then click PC-cillin.
- To scan a folder, drag the folder onto the PC-cillin window.

Scanning all drives

Scan all drives to make sure your system is virus-free. With one click, PC-cillin scans for infected files on all drives that are connected to your computer.

To scan all drives:

1. Click Start > Programs > Trend Micro PC-cillin 2002 > PC-cillin 2002. The PC-cillin window appears.
2. On the PC-cillin window, click the Simple tab. The Simple mode menu appears.

3. Click the Scan All Drives link. The Scan Files dialog box appears and PC-cillin begins scanning. To stop scanning, click Stop. A confirmation message box appears. Click Yes to stop.

Note: PC-cillin scans the file types and executes the necessary virus actions according to the Manual Scan settings.

Enabling your Personal Firewall

Enable your Personal Firewall so you can connect to the Internet without worrying about someone invading your computer. The Personal Firewall protects you from hackers trying to damage files, steal personal information, or create mischief.

To enable your Personal Firewall:

1. On the PC-cillin window, click Settings. The Settings window appears.
2. On the Settings menu, click the Personal Firewall link. The menu expands.
3. Click the Security Level link. The Security Level screen appears.
4. Select the *Enable Personal Firewall* check box.
5. Click Apply.

Activating the Emergency Lock

If you suspect an attack originating from the Internet, use the Emergency Lock function to quickly halt all Internet activity. Activating the Emergency Lock immediately stops all incoming and outgoing Internet traffic and is particularly useful during times when someone is trying to remotely break into your computer or there is a virus outbreak.

To activate the Emergency Lock:

1. Make sure the Real-time Monitor is displayed in the system tray. If not, click Start > Programs > Trend Micro PC-cillin 2002 > Real-time Monitor.

2. In the system tray, right-click the Real-time Monitor icon and click Emergency Lock, the Real-time Monitor icon changes into a lock . All Internet traffic is stopped. To deactivate the Emergency Lock, on the shortcut menu, clear the check beside Emergency Lock.

Note: If the Real-time Monitor is already displayed in the system tray and you try to open the Real-time Monitor, the Real-time Monitor dialog box appears. You can also activate the Emergency Lock if a Real-time Scan detects a virus. Simply click Emergency Lock on the dialog box that appears.

Creating Rescue Disks

Certain types of boot viruses can prevent your computer from booting normally. To clean these viruses, you need to start your computer from a clean disk and not the infected hard drive. A "rescue disk" is a bootable floppy disk that PC-cillin can create if you are running Microsoft™ Windows 95/98/Me.

Note: Rescue disks should be write protected after they are created. A disk is write protected when you can see through both squares in the upper corners.

Emergency Boot Disk (Disk 1): Contains files necessary to start your computer. Use to start your computer if a boot virus has infected your computer and you cannot start your computer normally.

PCSCAN Files Disk (Disk 2): Contains the scan engine. Use with the Pattern File disks to detect and clean viruses located in the boot sector of your computer.

Pattern File Disks (Disks 3 and others): Contains pattern files to detect the latest viruses. Use with the PCSCAN Files disk to detect and clean viruses located in the boot sector of your computer.

Note: Do not restart your computer using rescue disks that were created for an earlier version of PC-cillin--this can result in data loss.

Before creating your rescue disks make sure you have a writing utensil to label the disks. You need at least five disks to create a complete set of rescue disks.

If you've already got a set of rescue disks from a previous version of PC-cillin, you should create a new set after installing PC-cillin 2002. Likewise, if you created your rescue disks under Windows 95 and have upgraded to Windows 98, you need to create a new set of rescue disks. Of course, you can re-use your old floppies for the new disks. All data on the old disks will be lost in the creation of the new disks.

To create your rescue disks:

1. Obtain some disks and insert one into the floppy drive of your computer.
2. Click Start > Programs > Trend Micro PC-cillin 2002 > Create the Rescue Disks. A message box appears asking for confirmation.
3. Click Yes. The Creating the rescue disks dialog box appears. You can choose where the rescue disk files will be extracted or just use the default location. To change where the rescue disks files will be extracted, click Change and browse to a different folder.
4. Click Next. PC-cillin extracts the rescue disk files to the specified location.
5. Click Complete Rescue Disk set, and then Click Next.
6. Make sure the Target drive is correct and click Next. The Format dialog box appears.
7. Choose your format type (we recommend Full) and click Start. The disk starts formatting.
8. When the formatting is finished, click Close. The Format dialog box closes and PC-cillin starts copying the files to the disk.
9. As each floppy is finished, remove it and immediately label it. Slide up the plastic button that is in the upper left hand corner of the back of the disk to write protect it. The disk is write-protected when you can see through both squares in the upper corners. Creating the rescue disks takes about 10 minutes.
10. Repeat the procedure for each disk, starting from the formatting step.
11. Click Finish.

Note: You cannot make rescue disks on a machine infected with a boot virus. Be sure to clean (or delete) any viruses that have been detected.

Cleaning boot viruses

Boot sector viruses are especially troublesome (and dangerous) because they occupy a sensitive part of the hard drive, the boot sector, and load into memory whenever the system is started. From memory, they spread easily to any files that are subsequently opened and to floppy disks that are used.

To clean a boot virus:

1. Shut down your computer and turn off the power.
2. Insert the rescue disk labeled Emergency Boot Disk (Disk 1) in the floppy drive of your computer.
3. After waiting a few seconds, turn your computer on. Make sure your computer boots from the floppy drive. You may have to make changes to your computer's BIOS in order to boot from the floppy drive instead of the hard drive. Refer to your computer's manual or support Web site for detailed instructions how to perform this.
4. Insert the PCSCAN Files Disk (Disk 2), and then at the DOS prompt type the following:

```
pcscan /V /C
```
5. Press Enter. When prompted, insert the Pattern File Disk 1 and press Enter.
6. When prompted, insert the Pattern File Disk 2 and press Enter.
7. When prompted, insert the Pattern File Disk 3 and press Enter.
8. The last command tells PC-cillin to scan and clean all files on all drives, including the boot sector.

Note: Boot viruses spread easily. If PC-cillin detects a boot virus, it is very likely that one or more of your floppy disks are also infected. Be sure to run the Floppy Scan task and check all your floppies for viruses.

Handling Viruses

With the amount of viruses already “in-the-wild” and the number of viruses created and released, it is very likely you will encounter a virus. This section contains the following topics:

- Virus prevention
- What happens if a virus is detected
- Actions to take if PC-cillin cannot clean the file

Virus prevention

You can take measures to protect your computer from becoming infected by a virus.

- **Use the latest virus pattern file-** Register your software and download the latest versions of the PC-cillin pattern files and program components to ensure PC-cillin uses the latest antivirus technology.
- **Beware of suspicious email attachments-** Email is the most common way viruses and malicious code spread. If an email is sent to you by a stranger, you shouldn't save or run any files attached to the email. However, regardless of who sent you the email, be suspicious of email attachments that contain executable files (.exe, .com).
- **Enable Real-time Scan-** Real-time scanning provides constant protection against viruses. With real-time scanning enabled, you reduce the chance of your computer becoming infected. Because it is so powerful (and because it operates imperceptibly in the background), we recommend that you always keep real-time scanning enabled.

- **Set scheduled scan tasks-** Scan tasks are a quick and easy way to perform a variety of scans. Using scan tasks automates routine antivirus maintenance procedures on your desktop and improves antivirus management efficiency and control over antivirus policy. For more information, refer to the online help topic *About scan tasks*.
- **Keep informed-** Regularly visit the Trend Micro Web site (www.antivirus.com) for the latest virus information and security alerts. In addition, you can learn more about viruses by accessing the online Trend Micro Virus Encyclopedia (www.antivirus.com/vinfo/virusencyclo/).

What happens if a virus is detected

If PC-cillin detects a virus using Real-time Scan, Manual Scan, or an Internet mail scan, PC-cillin notifies you about the virus and the action it takes. The respective actions for Real-time Scan, Manual Scan, or Internet mail scan depend on the setting you have configured for each scan. However, the default scan action for all scans is Clean. So if a file does become infected with a virus, PC-cillin first attempts to clean the file.

Actions to take if PC-cillin cannot clean the file

What do you do if you have updated your pattern files, scan engine and program files and find that an infected file still cannot be cleaned? This depends on the actions you have set for the different PC-cillin scans (Real-time Scan, Manual Scan, Internet mail scan). The default action for the Real-time and Manual Scan is Quarantine. This means PC-cillin will move the file to the Quarantine folder. Files placed in the Quarantine folder are isolated and rendered harmless. After you quarantine the file you have several options, for example, perhaps after the next pattern file update you can clean the file. You can also restore it, send it to Trend Micro for analysis and manual cleaning, or ultimately you can still delete it if you choose.

The following provides further information about alternate methods on how to proceed for different types of viruses.

Backdoor/Trojan-type viruses (Virus name: BKDR_xxx)

Because Trojan-type viruses do not infect other files, but rather destroy or steal information from your computer, there is no way to clean the file. The only way to delete a Trojan virus is to delete the file that is hosting it.

Compressed files

While the Trend Micro scan engine can detect viruses within compressed files, it cannot clean files inside a compressed archive beyond the second layer of compression. To remove the virus from files that are compressed beyond the second layer, you must first decompress the compressed archive.

Insufficient disk space or write-protected diskettes

PC-cillin creates a backup file, *.rb0, before attempting to clean an infected file. This is to prevent files from being corrupted if the cleaning fails. You therefore need to provide enough disk space or you have to copy the infected files to a floppy disk before attempting to clean the files. If the disk is write protected, make it writeable before attempting to clean the file.

Password-protected files

If the infected file is password-protected (for example, a password-protected ZIP or Word file), PC-cillin will not be able to clean it. Please disable the password-protection before attempting to clean the file.

PE-type virus infection (Virus name: PE_xxxx)

Since PE-type viruses (Portable Executable: standard Win32 file format) always stay in memory, the virus code may not be completely cleaned.

To clean a PE-type virus:

1. Start your computer with the rescue disk labeled Emergency Boot Disk (Disk 1).
2. Insert the PC-cillin rescue disk labeled PCSCAN Files Disk (Disk 2) into the floppy drive, and then at the DOS command prompt type:

```
A:\>PCSCAN /V/C
```

Follow the onscreen instructions.

You can now start scanning and cleaning the viruses.

Note: If you do not have emergency rescue disks, refer to *Creating Rescue Disks* on page 4-8.

Understanding viruses and Trojans

This section contains information about the following topics:

- About viruses
- About Trojans

About viruses

Simply put, a computer virus is a program that replicates. To do so, it will need to attach itself to other program files (for example, .exe, .com, .dll) and execute whenever the host program executes. Beyond simple replication, a virus almost always seeks to fulfill another purpose: to cause damage.

Called the damage routine, or payload, the destructive portion of a virus can range from overwriting critical information stored on your hard disk's partition table to scrambling the numbers in your spreadsheets to just taunting you with sounds, pictures, or obnoxious effects.

To learn more about any particular virus, or about viruses in general, you can access the Trend Micro online Virus Encyclopedia or visit our Web site at: www.antivirus.com.

About Trojans

Trojans, or Trojan horses, are small, seemingly harmless programs. To cause damage, these programs must be installed onto your system. Once installed, a Trojan has all the same privileges as the user of the computer and can exploit the system to do something the user did not intend. The main difference between a Trojan and a virus is that Trojans cannot replicate or spread on their own.

Getting Support

Trend Micro is committed to providing service and support that exceeds our user's expectations regardless of their location. This chapter contains information on how to get technical support. Remember, you must register your product to be eligible for support.

The following topics are discussed in this section:

- Contacting Technical Support
- Before Contacting Technical Support
- Visiting the Trend Micro User's page
- Visiting the Technical Support Web site

Contacting Technical Support

Trend Micro provides technical support, virus pattern downloads, and program updates for one year to all registered users, after which you must purchase renewal maintenance.

To speed up your problem resolution, when you contact our staff please provide as much of the following information as you can:

- Product serial number
- PC-cillin program, scan engine, pattern file, version number
- OS name and version and Internet connection type
- Exact text of any error message given
- Steps to reproduce the problem

The best way to receive support is to send an email to our highly trained Technical Support staff or visit our Web site.

Email: `pc-cillin@support.trendmicro.com`

For other ways to contact PC-cillin Technical Support, check the "Support" section of our Web site at:

URL: `www.pc-cillin.com`

Before Contacting Technical Support

While our Technical Support staff is always pleased to handle your inquiries, there are a number of things you can quickly do to try to find the answer you are seeking.

Check your documentation: the manual and online help provide comprehensive information about PC-cillin. Search both documents to see if they contain your solution.

Visit our Technical Support Web site: our Technical Support Web site contains the latest information about all Trend Micro products. Previous user inquiries that have been answered are posted on the support Web site.

Visiting the Trend Micro User's page

Built exclusively for Trend Micro users, visit the Trend Micro user's page to receive the latest news about PC-cillin. As a registered user, you can access information that is not available outside this Web site.

To visit the Trend Micro User's page:

On the PC-cillin menu bar, click Support > Trend Micro User Home Page. The Trend Micro User's page loads in your browser.

Visiting the Technical Support Web site

Visit the Trend Micro Technical Support Web site to find answers to your inquiries. The Trend Micro Technical Support Web site contains the latest updated information about our products.

To visit the Technical Support Web site:

On the PC-cillin menu bar, click Support > Technical Support Home Page. The Technical Support Home Page loads in your browser.

