ESET Mobile Antivirus

For Symbian

Installation Manual

and User Guide

ESET Mobile Antivirus for Symbian

ESET Mobile Antivirus for Symbian was developed by ESET, spol. s r.o. For more information visit www.eset.com.

ESET, spol. s r.o. reserves the right to change any of the described application software without prior notice.

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REV.20090911-001

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1. Installation of ESET Mobile Antivirus

1.1 Minimum system requirements

To install ESET Mobile Antivirus for Symbian, your mobile device must meet following system requirements:

ESET Mobile Antivirus for Symbian	System Requirements
Operating System	S60 3rd Edition Feature Pack 1 or 2 S60 5th Edition
Memory	1MB

1.2 Installation

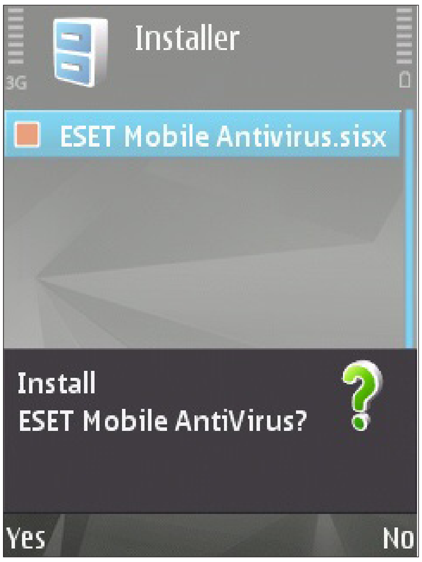
Save all open documents and exit all running applications before installing.

You can install ESET Mobile Antivirus for Symbian directly on your device or use your computer.

1.2.1 Installation on your device

To install ESET Mobile Antivirus directly on your device, download the .sisx installation file onto your device by WiFi, Bluetooth file transfer or email attachment.

Go to **My Content > File manager** to locate the file. Tap it to launch the installer and follow the prompts of the installation process.



Install
ESET Mobile AntiVirus?

Figure 1-1: Installing ESET Mobile Antivirus

NOTE: The Symbian user interface varies by device model. The installation file may appear in a different menu or folder on your device.

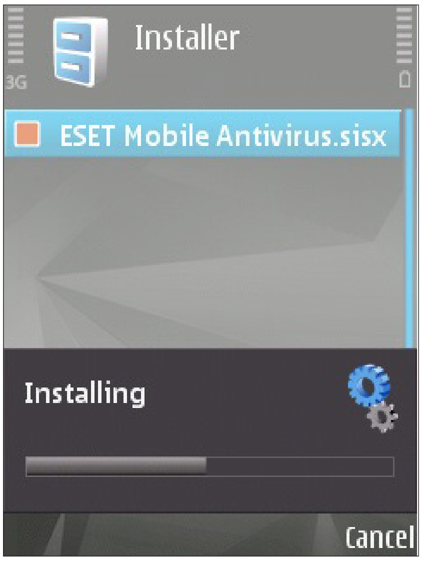
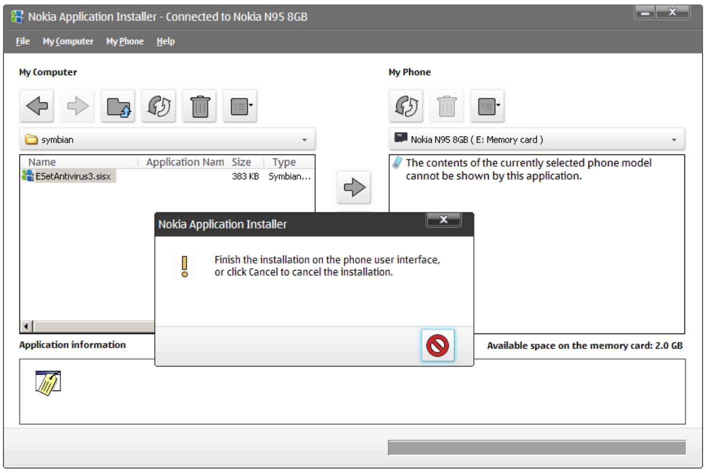


Figure 1-2: Installation progress

After installation, you can modify the program settings. However, the default configuration provides the maximum level of protection against malicious programs.

1.2.2 Installation using your computer

To install ESET Mobile Antivirus using your computer (Nokia PC Suite in Microsoft Windows), please connect your mobile device to the computer. After the device is recognized, run the downloaded installation package (.sisx file) and follow the instructions in the installation wizard.

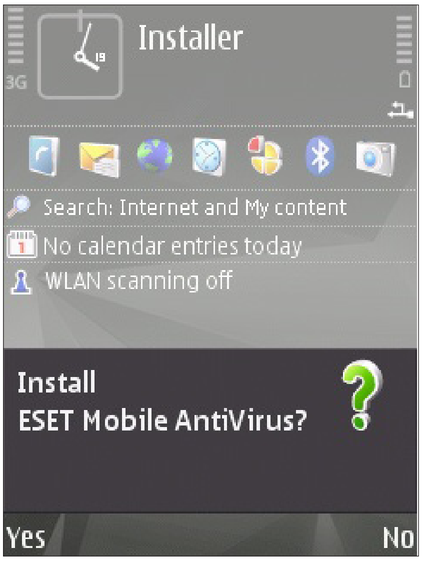

Nokia Application Installer - Connected to Nokia N95 8GB
File
My Computer
My Phone
Help
My Computer
My Phone
symbian
Nokia N95 8GB (E: Memory card)
Name
Application Nam
Size
Type
ESetAntivirus3.sisx
383 KB
Symbian…
Application information
Available space on the memory card: 2.0 GB
Nokia Application Installer

The contents of the currently selected phone model cannot be shown by this application.

Finish the installation on the phone user interface, or click Cancel to cancel the installation.

Figure 1-3: Launching the installer on your computer

Then follow the prompts on your mobile device.



Installer

Search: Internet and My content

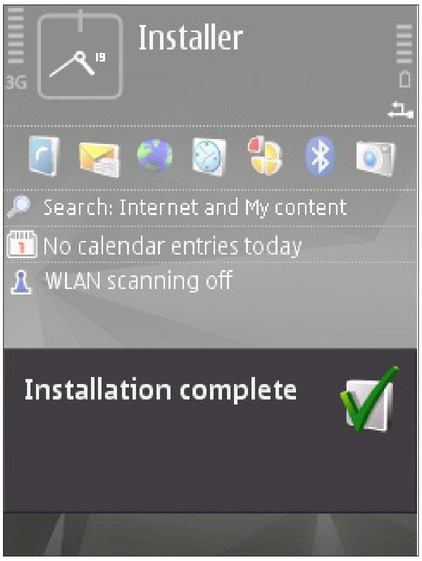
No calendar entries today

WLAN scanning off

Install
ESET Mobile AntiVirus?

Figure 1-4: Installing the .sisx file on your device

When installation is complete, the installer displays a message indicating that the program was successfully installed on your mobile device (Figure 1-5).



Installer

Search: Internet and My content

No calendar entries today

WLAN scanning off

Installation complete

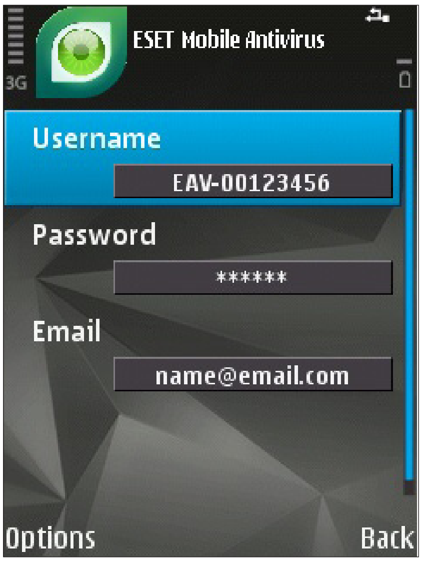
Figure 1-5: Installation is complete

After successful installation, activate ESET Mobile Antivirus by following the steps in section 1.3, "Product activation".

1.3 Product activation

After successful installation, ESET Mobile Antivirus for Symbian must be activated. If you are not prompted to activate your product, tap **Options > Activate** from the ESET Mobile Antivirus main program window.

Enter the license information you received from your local distributor into **Username** and **Password** fields, then enter valid email address in the **Email** field and tap **Options > Activate** to complete activation.



ESET Mobile Antivirus

Username: EAV-00123456

Password: ******

Email: name@email.com

Figure.1-6: Program activation

NOTE: During activation, the device must be connected to the internet. Small amount of data will be downloaded. These transfers are charged according to your mobile provider.

1.4 Uninstallation

To uninstall ESET Mobile Antivirus from your mobile device, tap **My Content > Applications > App. manager**.

NOTE: The Symbian user interface varies by device model. These options may be slightly different on your device.

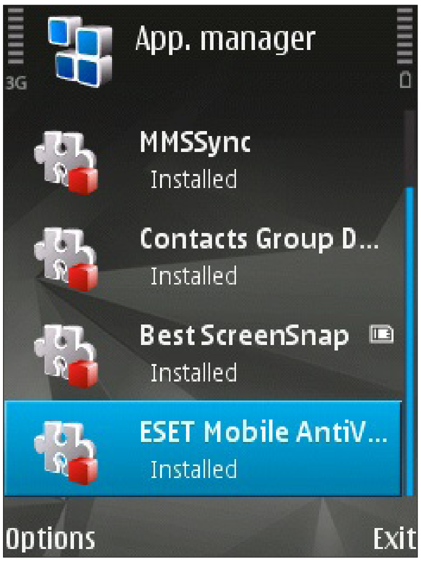


Figure 1-7: Application manager

Select **ESET Mobile Antivirus**, then select **Options > Remove** and confirm your choice by selecting **Yes**.

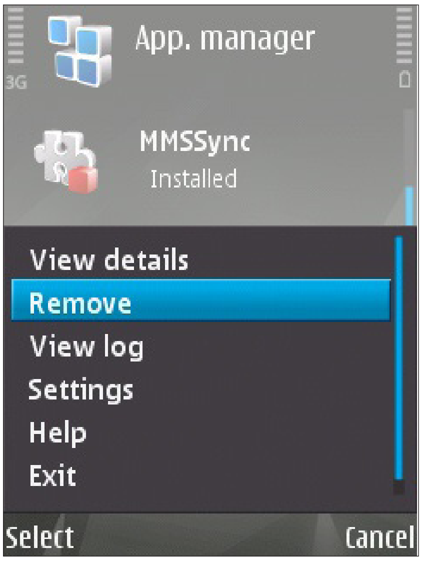
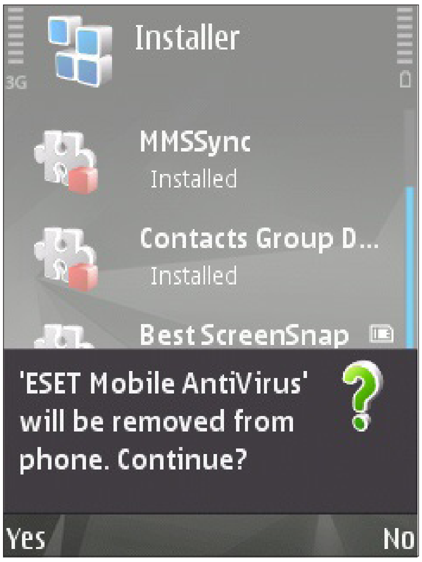


Figure 1-8: Removing ESET Mobile Antivirus



'ESET Mobile AntiVirus' will be removed from phone. Continue?

Figure 1-9: Confirm uninstallation

2. On-Access scanner

The main ESET Mobile Antivirus for Symbian window (**My Content > Applications > ESET Mobile Antivirus**) is the starting point for all instructions in this manual.

The On-access scanner checks files that you interact with in real time. Files that are run, opened or saved are checked for viruses automatically. Scanning takes place before any action is performed on a file, ensuring maximum protection with default settings. The On-access scanner launches automatically at system startup.

2.1 Settings

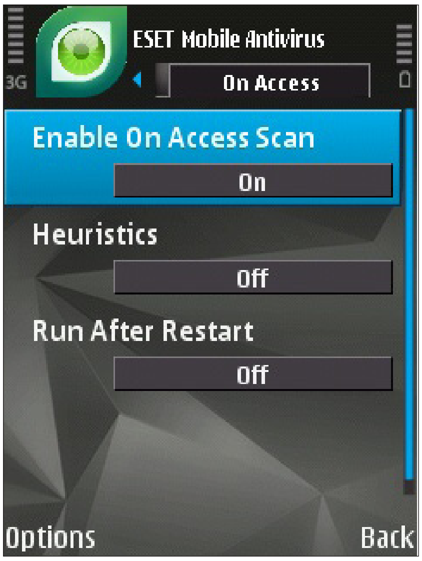
Tap **Options > Settings > On Access** to enable or disable the following options:

- **Enable On Access Scan** – If selected, the On-access scanner runs in the background.

- **Heuristics** – Select this option to apply heuristic scanning techniques.

  Heuristics proactively identifies new malware not yet detected by the virus signature database by analyzing code and recognizing typical virus behavior.

- **Run After Restart** – If selected, the On-access scanner will automatically initiate after restart.



Enable On Access Scan
On
Heuristics
Off
Run After Restart
Off

Figure 2-1: On-access scanner settings

3. On-Demand scanner

You can use the On-demand scanner to check your mobile device for the presence of infiltrations. By default, specific, predefined file types are scanned.

To run the On-demand scanner, tap **Options > Scan**.

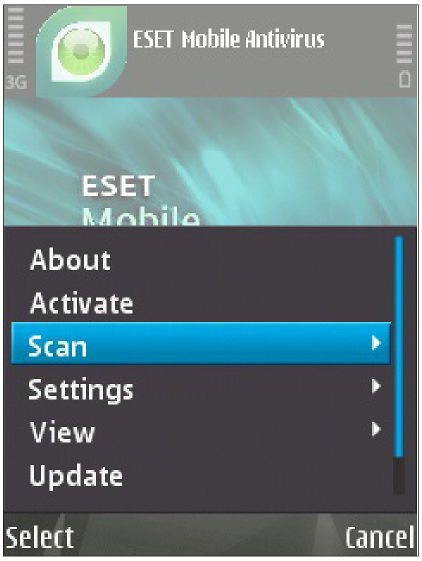


Figure 3-1: On-demand scan

3.1 Running a Whole device scan

A **Whole Device** scan checks memory, running processes, their dependent dynamic link libraries (DLLs) and files that are part of internal and removable storage.

NOTE: The memory scan is not performed by default. To activate it, tap **Options > Settings > General** and switch the **Memory Scan** to **On**.

To run a **Whole Device** scan, tap **Options > Scan > Whole Device**.

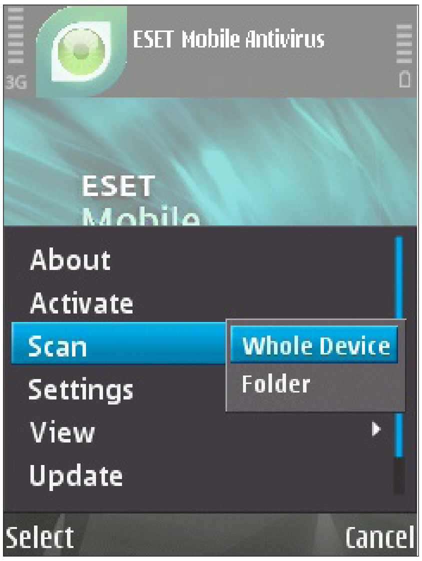


Figure 3-2: Whole Device scan

The program scans system memory first (including running processes and their dependent DLLs) and then scans files and folders. The full path and file name of each scanned file will be displayed briefly.

3.2 Scanning a folder

To scan a particular folder on your device, tap **Options > Scan > Folder**.

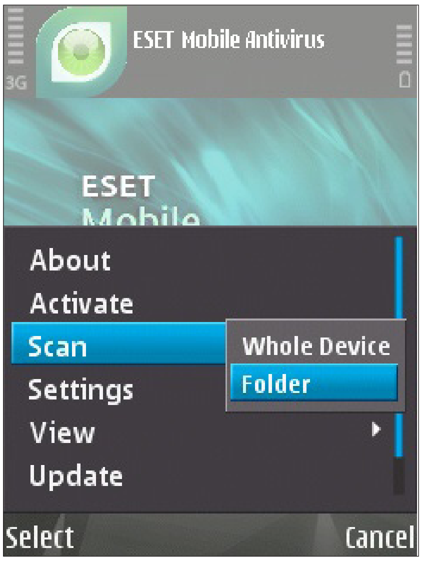


Figure 3-3: Scanning a folder

Select the memory for your device or memory card and then specify the folder you wish to scan.

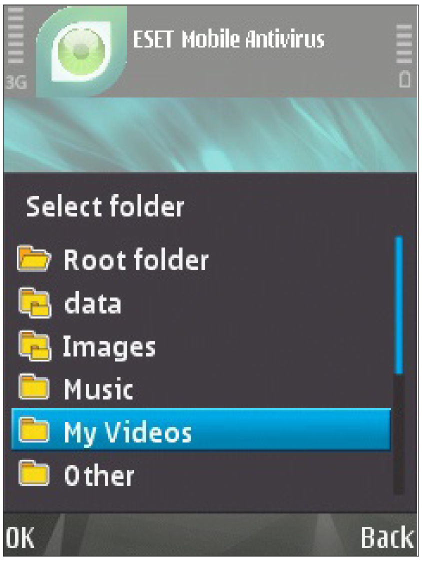


Figure 3-4: Selecting a folder to scan

The memory Scan will also be performed if it is enabled in **Options > Settings > General > Memory Scan**.

NOTE: To abort a scan in progress, tap **Cancel** in the bottom right corner.

3.3 Settings

To modify scanning parameters, tap **Options > Settings > General**.

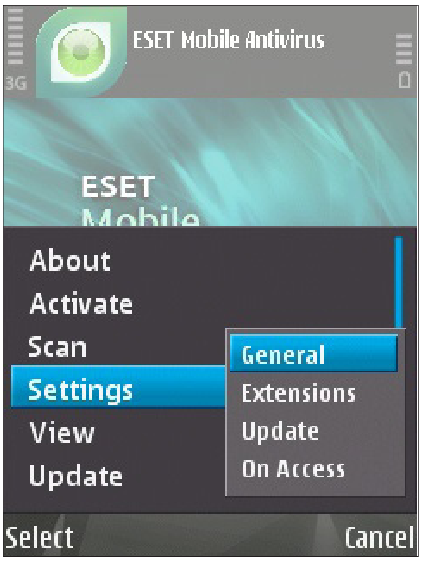
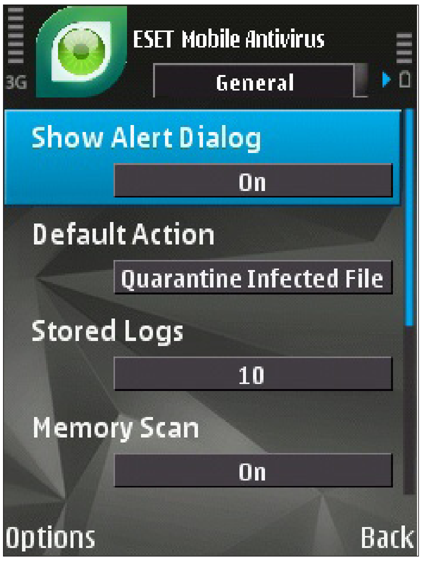


Figure 3-5: Settings

The **General** settings window allows you to specify which action to take if a virus is found. Switch the **Show Alert Dialog** option to **On** to display virus alert notifications.



Show Alert Dialog: On

Default Action: Quarantine Infected File

Stored Logs: 10

Memory Scan: On

Figure 3-6: General settings

The **Default Action** option allows you to select an action to be performed automatically for infected files. You can choose from the following options:

- **Quarantine Infected File**
- **Delete Infected File**
- **Do Nothing** (not recommended)

The **Stored Logs** option allows you to define the maximum number of logs to be stored.

If the **Memory Scan** option is set to **On**, the device memory will automatically be scanned for malicious programs prior to the actual file scan.

If the **Heuristics** option is set to **On**, ESET Mobile Antivirus uses heuristic scanning techniques. Heuristics is an algorithm-based detection method that analyzes code and searches for typical virus behavior. Its main advantage is the ability to identify malicious software not yet known by the current virus signature database.

Archive Nesting allows you to specify the depth of nested archives to be scanned.

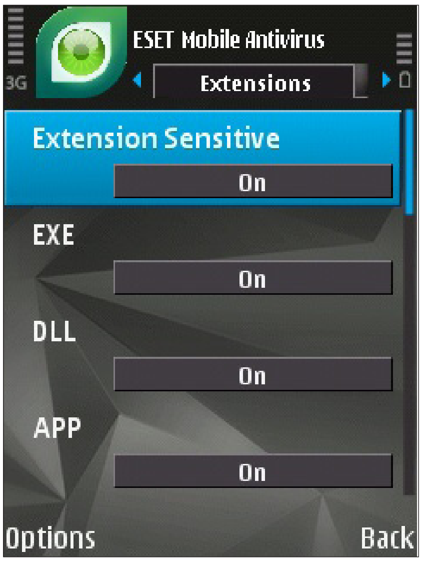
Set **Archive Deletion** to **On** to automatically delete archive files containing infected objects.

3.4 Scan objects setup

To specify the file types to be scanned on your mobile device, tap **Options > Settings > Extensions**.

The **Extensions** window will display, showing the most common file types exposed to infiltration. Select On for the file types you wish to be scanned and select **Off** to exclude an extension from scanning.

To scan all files, switch the **Extension Sensitive** option to Off.



Extension Sensitive: On

EXE: On

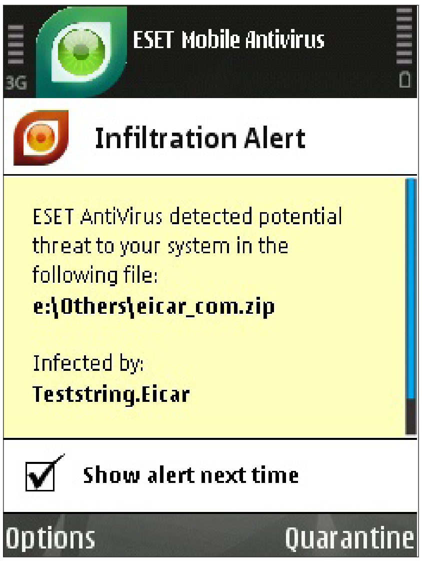
DLL: On

APP: On

Figure 3-7: Extensions setup

4. Virus found

If a virus is found, ESET Mobile Antivirus will prompt you to take an action.



ESET AntiVirus detected potential threat to your system in the following file:
e:\Others\eicar_com.zip

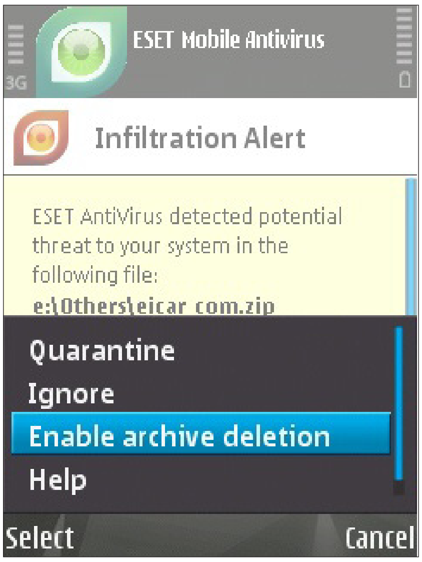
Infected by:
Teststring.Eicar

☑ Show alert next time

Figure 4-1: Virus alert dialog

We recommend you select **Options > Delete**. If you select **Quarantine**, the file will be moved from its original location to quarantine. If you select **Ignore**, no action will be performed and the infected file will remain on your mobile device.

If an infiltration is detected in an archive (e.g., .zip file), you can enable archive deletion by tapping **Options > Enable archive deletion** and then delete the archive (**Options > Delete**).



ESET AntiVirus detected potential threat to your system in the following file:
e:\Others\eicar_com.zip

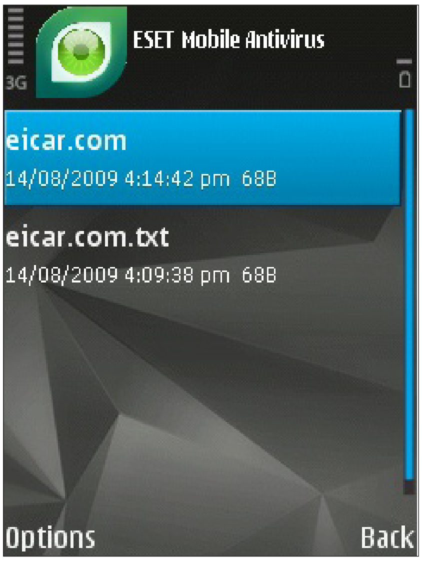
Figure 4-2: Virus alert dialog

4.1 Quarantine

The main task of the quarantine is to safely store infected files. Files should be quarantined if they cannot be cleaned, if it is not safe or advisable to delete them or if they are being falsely detected by ESET Mobile Antivirus.

Files stored in the quarantine folder can be viewed in a log that displays the date and time of quarantine. The original location of the infected file is shown inside of each log entry.

You can restore quarantined files by tapping **Options > View > Quarantine List > Options > Restore** (each file will be restored to its original location).



eicar.com
14/08/2009 4:14:42 pm 68B

eicar.com.txt
14/08/2009 4:09:38 pm 68B

Figure 4-3: Quarantine List

You can also choose to permanently remove the files by tapping **Options > Delete**. If you wish to select multiple files, tap **Options > Mark/Unmark** and make your selection.

5. Update

By default, ESET Mobile Antivirus is installed with an update task to ensure that the program is updated regularly. You can also perform updates manually.

After installation, we recommend you run the first update manually. To do so, tap **Options > Update**.

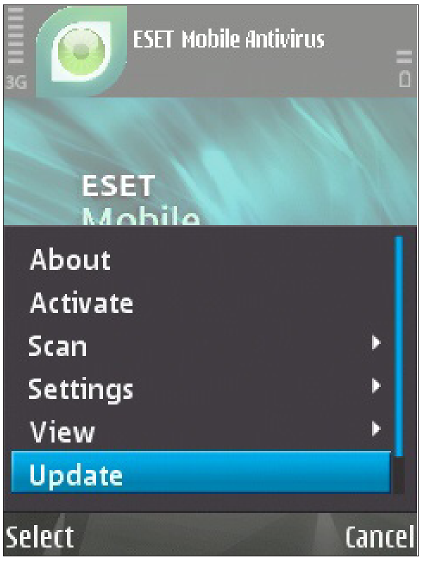
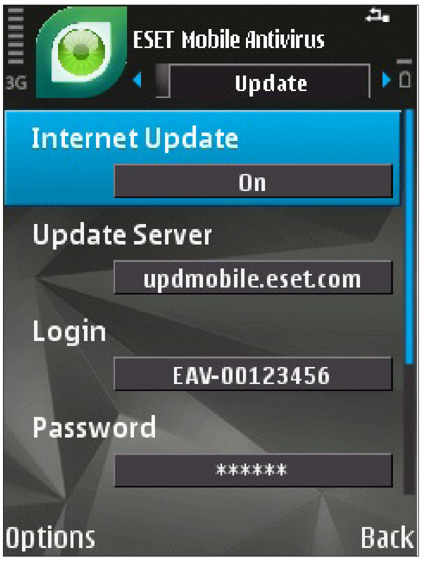


Figure 5-1: Running the update manually

5.1 Settings

To configure the update settings, tap **Options > Settings > Update**.

The **Internet Update** option enables or disables automatic updates. To set the time interval for the automatic update, use the **Auto Update** option. You can also specify the **Update Server** from which updates are downloaded (we recommend leaving the default setting of **updmobile.eset.com**). In the **Login** and **Password** fields, enter the username and password you received after purchasing ESET Mobile Antivirus.



Internet Update
On

Update Server
updmobile.eset.com

Login
EAV-00123456

Password
******

Figure 5-2: Update settings

NOTE: To prevent unnecessary bandwidth usage, virus signature database updates are issued as needed, when a new threat occurs. While virus signature database updates are free with your active license, you may be charged by your mobile service provider for data transfers. Please check with your mobile service provider.

6. Viewing logs and statistics

The **Logs** section (**Options > View > Logs**) stores all file scan results and scan status reports, along with information about infected, quarantined and deleted files.

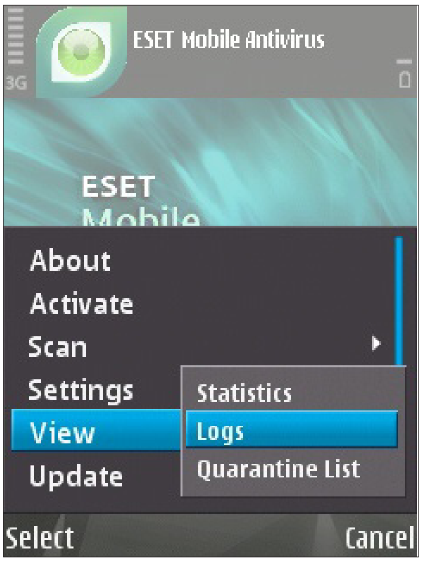
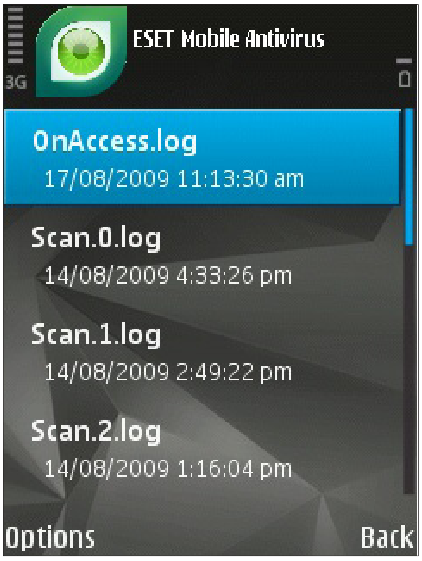


Figure 6-1: Opening scan log

Logs are created when a scan is initiated or when an infiltration is detected. All infected files are highlighted in red. At the end of each log entry is the reason why the file is included in the log.



OnAccess.log
17/08/2009 11:13:30 am

Scan.0.log
14/08/2009 4:33:26 pm

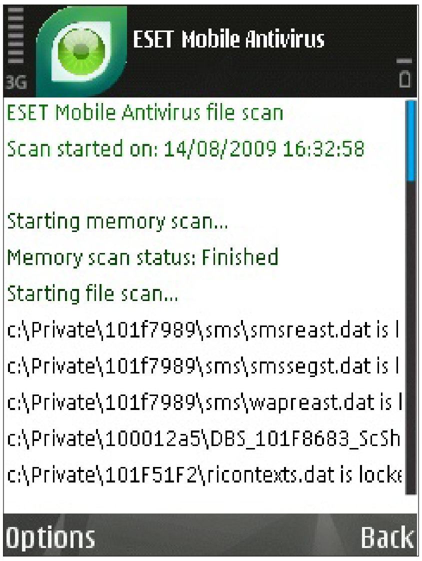
Scan.1.log
14/08/2009 2:49:22 pm

Scan.2.log
14/08/2009 1:16:04 pm

Figure 6-2: Viewing logs

System logs contain the following information:

- Date and time of the event
- Log file name (usually in the form "Eset_AntiVirus_UI.number.log")
- Scanned files
- Actions performed or errors encountered during the scan

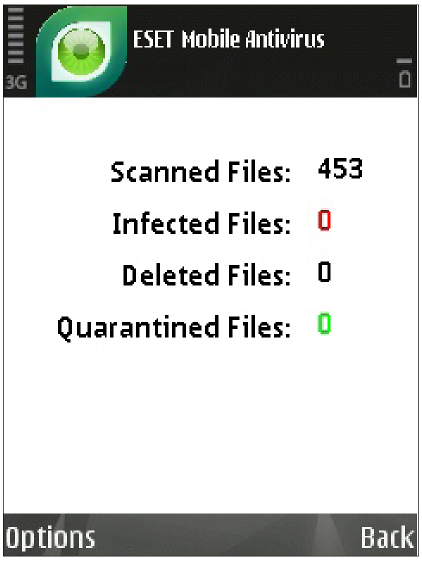


```
ESET Mobile Antivirus file scan
Scan started on: 14/08/2009 16:32:58

Starting memory scan...
Memory scan status: Finished
Starting file scan...
c:\Private\101f7989\sms\smsreast.dat is l
c:\Private\101f7989\sms\smssegst.dat is l
c:\Private\101f7989\sms\wapreast.dat is l
c:\Private\100012a5\DBS_101F8683_ScSh
c:\Private\101F51F2\ricontexts.dat is lock
```

Figure 6-3: Log details

The **Statistics** screen (**Options > View > Statistics**) displays a summary of files scanned by the On-access scanner.



Scanned Files: 453
Infected Files: 0
Deleted Files: 0
Quarantined Files: 0

Figure 6-4: Statistics

7. Troubleshooting

This section provides solutions to common questions about ESET Mobile Antivirus.

7.1 Connection to update server failed

This error message is displayed after an unsuccessful update attempt if the program is not able to contact the update servers.

Try the following solutions:

1. **Check your Internet connection**

   Open your Internet browser to http://www.eset.com to verify that you are connected to the Internet

2. **Check if the program is using the correct update server.**

   To check the server address, tap **Options > Settings > Update** and you should see **updmobile.eset.com** in the **Update Server** field.

7.2 Unsuccessful Installation

If an error message displays when you begin installation, the most common cause is installing the wrong version of ESET Mobile Antivirus to your device. When downloading the installation file from the ESET homepage, please make sure you are downloading the correct product version for your device.

8. Technical support

For administrative assistance or technical support related to ESET Mobile Antivirus or any other ESET security product, our Customer Care specialists are available to help. To find a solution to your technical support issue, you can choose from the following options:

To find answers to the most frequently asked questions, access the ESET Knowledgebase, here:
http://kb.eset.com

The Knowledgebase contains an abundance of useful information for resolving the most common issues with categories and an advanced search.

To contact ESET Customer Care, use the support request form available here:
http://eset.com/support/contact.php