

SOPHOS



sophos **anti-virus**

User manual

Sophos Anti-Virus for NetWare

Document date: July 2007



About this manual

This user manual explains how to use Sophos Anti-Virus for NetWare and how to configure

- virus scanning
- virus alerts
- disinfection
- logging
- reporting.

The manual also provides help in resolving common problems.

For information on *automatically* installing and updating Sophos Anti-Virus, see one of the following documents:

- If the network uses *Microsoft* networking, see the *Sophos Endpoint Security and Control network startup guide* on the Sophos website or the **Sophos Network Install CD**.
- If the network uses *NDS* networking, see the *Sophos Endpoint Security and Control network startup guide: NetWare edition* on the Sophos website or the **Sophos Network Install CD**.

For information on *manually* installing and updating Sophos Anti-Virus, see the *Sophos Anti-Virus NetWare startup guide* on the **Sophos Anti-Virus Supplementary CD**.

Contents

Using Sophos Anti-Virus

1 Loading and unloading Sophos Anti-Virus	6
2 Using the Sophos Anti-Virus screen	7
3 Scanning the server	9
4 Scheduled scanning	11
5 Viewing the log file	15
6 Disinfection	16

Configuration

7 Configuring immediate or scheduled scanning	22
8 Configuring InterCheck (central reporting)	35
9 Configuring real-time scanning	37
10 Purging checksums (for real-time scanning)	45
11 Setting administration options	46
12 Restoring or saving configuration settings	52
13 Command line options	53

Troubleshooting

14 Troubleshooting	56
--------------------	----

Glossary and index

Glossary	60
Index	62
Technical support	64

Using Sophos Anti-Virus

Loading and unloading Sophos Anti-Virus

Using the Sophos Anti-Virus screen

Scanning the server

Scheduled scanning

Viewing the log file

Disinfection

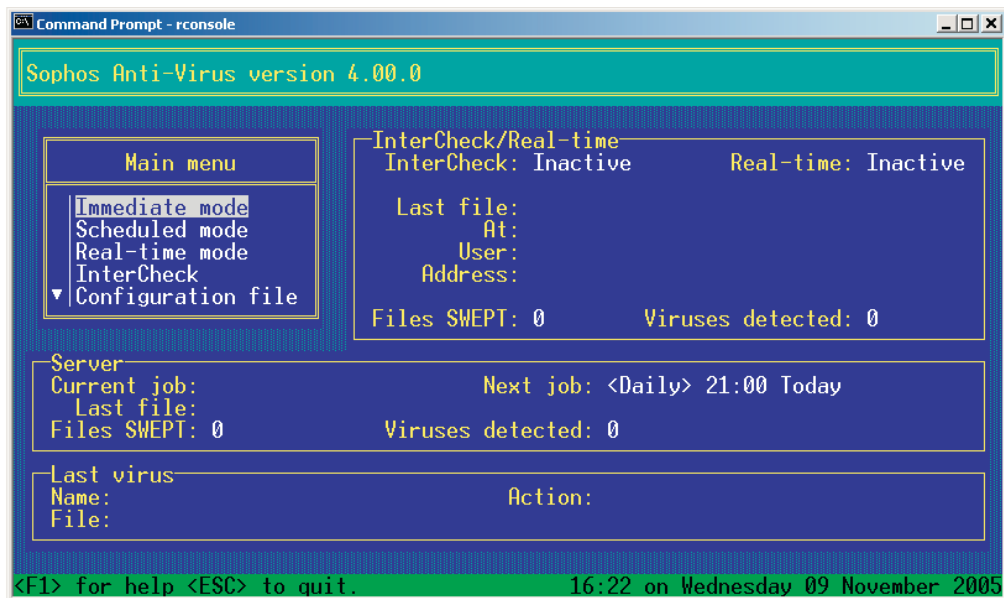
1 Loading and unloading Sophos Anti-Virus

1.1 Loading Sophos Anti-Virus

At a workstation running RCONSOLE, or at the server console, enter
LOAD SWEEP

The main Sophos Anti-Virus screen is displayed. For information on using this screen, see [section 2](#) below.

- ❗ The first time Sophos Anti-Virus is loaded, it prompts for the fully qualified distinguished name of an administrator and a password.



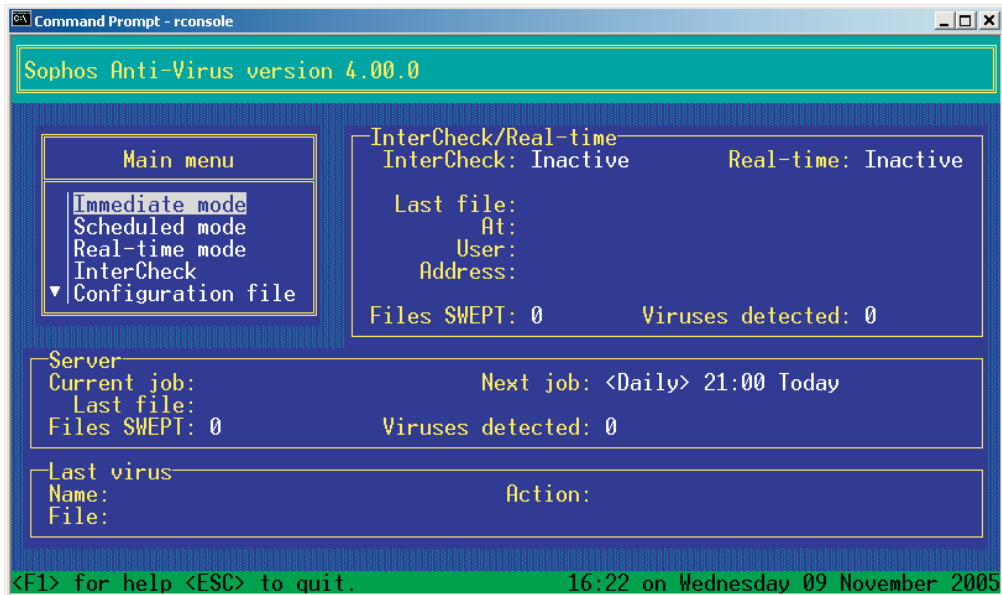
1.2 Unloading Sophos Anti-Virus

To unload Sophos Anti-Virus at any stage, press 'Esc' repeatedly until the **Exit menu** is displayed. Select **Unload SWEEP** and press Return. If you have made changes to the configuration, you will be prompted to save them.



To unload Sophos Anti-Virus from the command line, enter
UNLOAD SWEEP

2 Using the Sophos Anti-Virus screen



The Sophos Anti-Virus screen has a menu and three boxes.

- **Main menu** enables you to configure and start scans (see section 2.1).
- **InterCheck/Real-time** shows whether InterCheck central reporting and Real-time (on-access) scanning are active, and shows details of real-time activity.
- **Server** shows the scanning job currently being run (if any), the next scheduled job, and details of files scanned and viruses found.
- **Last Virus** shows details of the last virus discovered and the action taken.

2.1 The Main menu

The **Main menu** enables you to control and configure scanning and reporting. The options include the following:

- **Immediate mode** scans files on the server now (see [section 3](#)).
- **Scheduled mode** runs scans on the server at set times and on set days (see [section 4](#)).
- **InterCheck** receives reports from workstations (see [section 8](#)).
- **Real-time mode** checks files copied to or accessed on the server (see [section 9](#)).

2.2 Using menus and screens

To use menus and screens in Sophos Anti-Virus for NetWare, do as follows.

Selecting items

To select an option, position the selection bar on it (using the cursor up/down keys) and press Return.

Closing a screen

To quit a screen and return to the previous one, press 'Esc'.

Adding or removing items from a list

To add an item to a list, press 'Insert'. To delete an item from a list, position the selection bar on the item and press 'Delete'.

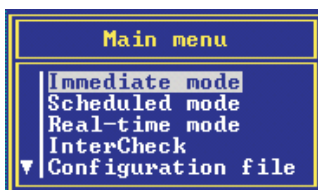
3 Scanning the server

This section describes immediate scanning. For details of Scheduled scanning, see [section 4](#). For details of Real-time scanning, see [section 9](#).

3.1 To start a scan

To scan the server for viruses now (an immediate scan)

1. On the **Main** menu, select **Immediate Mode** and press Return.



2. In the **Immediate Mode** screen, select **Start** and press Return.



Sophos Anti-Virus checks the file server and displays the results in the **Server** window. It also enters the results in the SWEEP.LOG file in the SWEEP directory on the server.

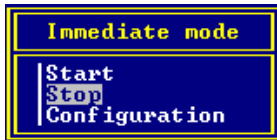
To configure immediate scanning, in the **Immediate Mode** screen, select **Configuration**. See [section 7](#) for details.

- ❗ If you want Sophos Anti-Virus to run a scan as soon as it is loaded, enter
LOAD SWEEP -I
- ❗ If a *scheduled* scan is running and you try to start an *immediate* scan, a menu is displayed containing options to postpone or cancel the immediate scan. If you choose **Postpone**, the immediate scan runs when the scheduled scan is finished.

3.2 Stopping a scan

To stop an immediate scan that is in progress

1. On the **Main** menu, select **Immediate Mode** and press Return.
2. In the **Immediate Mode** screen, select **Stop** and press Return.



4 Scheduled scanning

4.1 Creating a scheduled job

To schedule Sophos Anti-Virus to run at set times on specified days of the week, do as follows.

1. On the **Main menu**, select **Scheduled mode** and press Return.



2. A list of **Scheduled jobs** is displayed. By default, there is a job called Daily that runs at 21.00 each day. Press 'Insert' to add a new job.



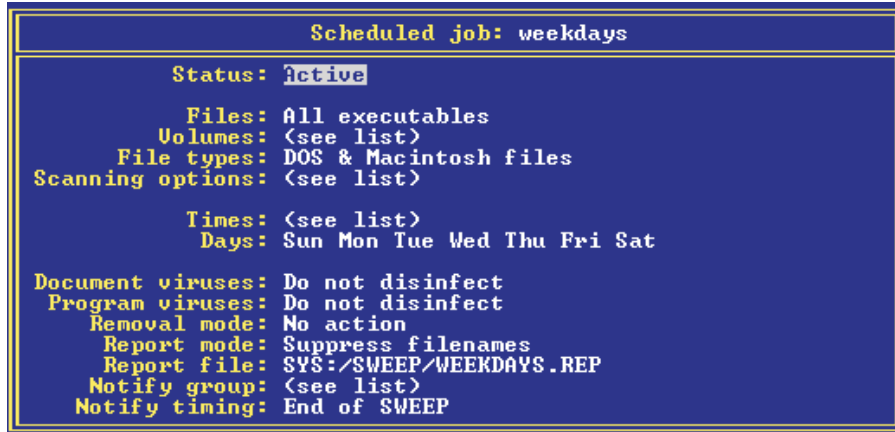
3. In the **Enter job name** text box, type a name and press Return.



4. In the **Scheduled jobs** list, select the new job and press Return.



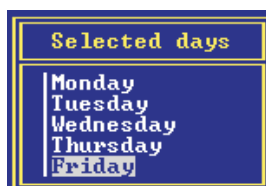
- In the **Scheduled job: <jobname>** screen, the configuration settings for the job are displayed. The job is already **Active** by default (i.e. it will run at the times shown). Select **Times** and press Return.



- In the **Times** text box, press 'Insert', type a time and press Return.



- In the **Scheduled job: <jobname>** screen, select **Days**. By default all the days of the week are included. To remove a day, select it and press 'Delete'. To add a day, press 'Insert' and select a day from the menu that is displayed.



For details of the other configuration options for scheduled jobs, see [section 7](#).

- ⚠ If an *immediate* scan is taking place and a *scheduled* scan is due to start, the immediate scan is stopped and a message written to the log file.

4.2 Editing a scheduled job

To edit a scheduled job

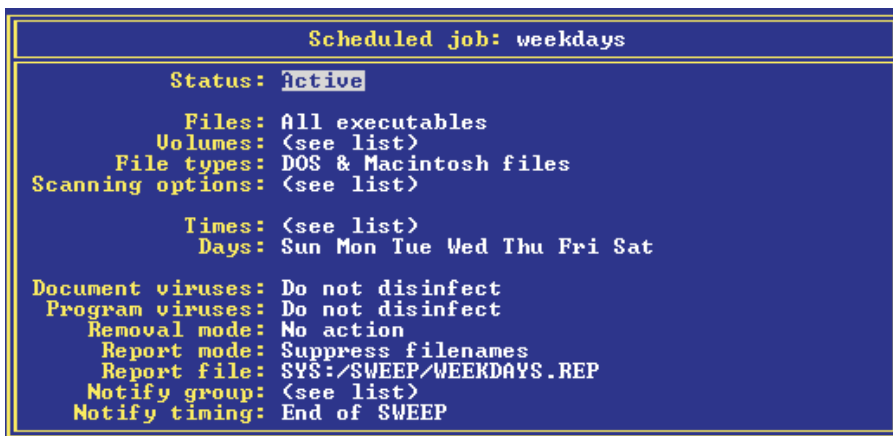
1. On the **Main menu**, select **Scheduled Mode** and press Return.



2. In the **Scheduled jobs** list, select the job to be edited and press Return.



3. In the **Scheduled job: <jobname>** screen, specify the times and days as described in section 4.1.



4.3 Removing a scheduled job

To remove a scheduled job

1. On the Main menu, select **Scheduled mode** and press Return.



2. In the **Scheduled jobs** list, select the job to be removed and press 'Delete'.



4.4 Stopping a scheduled job

To stop a scheduled job that has already started

1. On the **Main menu**, select **Immediate mode** (not Scheduled mode) and press Return.



2. In the **Immediate mode** screen, select **Stop** and press Return.



5 Viewing the log file

To view the Sophos Anti-Virus log file, do as follows.

1. On the **Main menu**, click **Administration** and press Return.



2. The **Administration** menu is displayed. Select **Log file** and press Return.

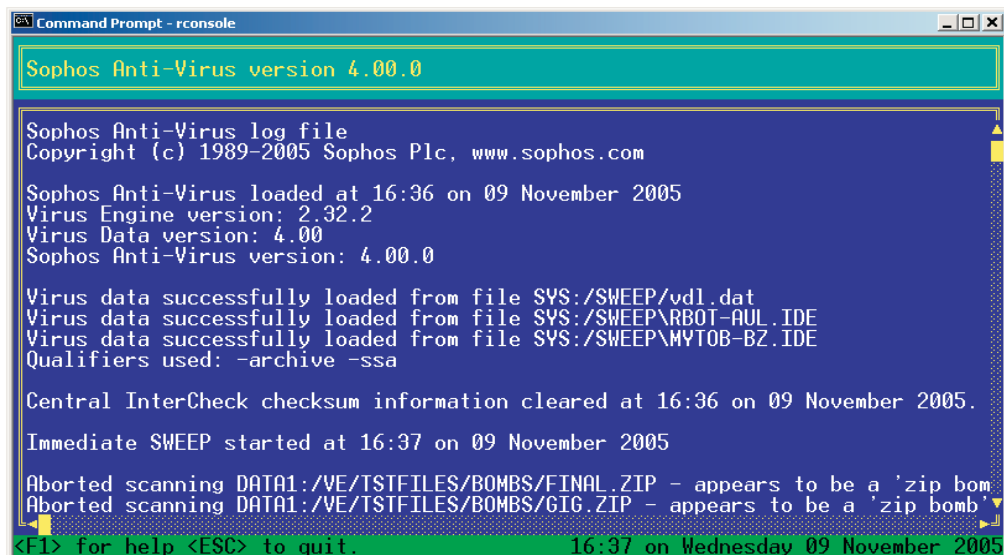


3. In the **Log file** screen, select **View** and press Return.



The log file is displayed. The latest entries are at the end of the file.

- 💡 To go directly to the end of the log file, press Ctrl+PgDn (or, on versions of RCONSOLE that do not support this key combination, press Ctrl+x).



6 Disinfection

This section provides some general information about disinfection. ***It does not explain how to disinfect a computer of specific viruses***, as disinfection methods are varied and can be virus-specific.

- ❗ **It is recommended that you get information about the virus (see below), then either use the Sophos website for help with disinfection or contact Sophos technical support.**
- ❗ This section describes how to disinfect infected items on a NetWare server. For information on disinfecting client workstations, see the Sophos Anti-Virus documentation for that platform.

6.1 Getting information about the virus

If Sophos Anti-Virus reports a virus, first isolate the infected computers from the network and internet.

Write down the name of the virus, then, from an uninfected computer, look up its virus analysis on the Sophos website. The virus analysis search page is located at

www.sophos.com/virusinfo/analyses

The analysis tells you what types of files the virus infects, and provides information about disinfection. It may also include a link to detailed disinfection instructions.

If there are no instructions, or if the virus analysis tells you to seek advice, contact Sophos [technical support](#).

6.2 Disinfection

Sophos Anti-Virus can automatically disinfect documents containing document viruses and can automatically disinfect some infected programs.

- ❗ Disinfected programs may be unstable, and put valuable data at risk. We recommend that disinfection of programs is used only as a temporary measure, and that you subsequently replace disinfected programs from original installation disks, a clean computer or sound backups.

To attempt disinfection of documents or programs with an immediate scan, do as follows.

1. On the **Main menu**, select **Immediate mode** and press Return.

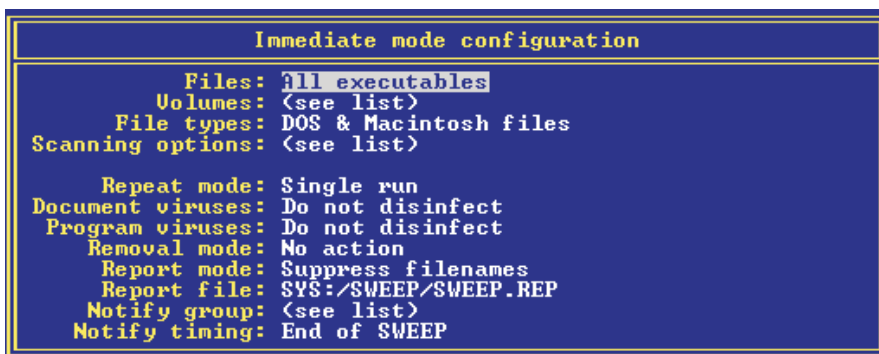


2. In the **Immediate mode** screen, select **Configuration** and press Return.

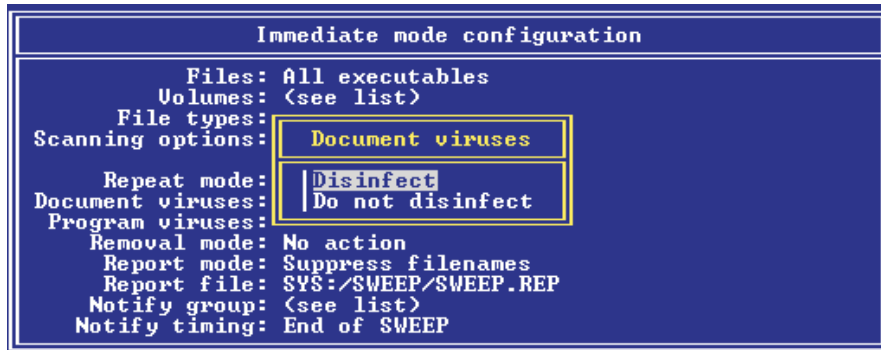


3. To attempt disinfection of *documents*, in the **Immediate mode configuration** screen, select **Document viruses** and press Return.

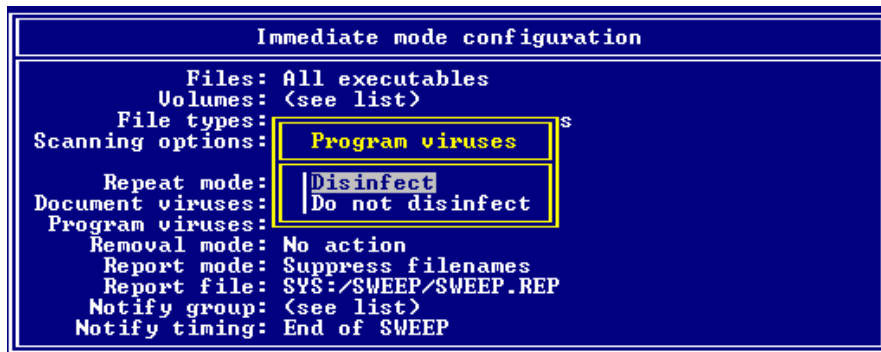
To attempt disinfection of *programs*, in the **Immediate mode configuration** screen, select **Program viruses** and press Return.



4. To attempt disinfection of *documents*, in the **Document viruses** screen, select **Disinfect** and press Return.



- To attempt disinfection of *programs*, in the **Program viruses** screen, select **Disinfect** and press Return.



5. Exit from the configuration screen. In the **Immediate mode** screen, select **Start** and press Return.
6. In the **Sophos Anti-Virus** screen, watch the results of the scan in the **Server** window. If the number of viruses reported in the on-screen log decreases, continue running scans until no viruses are found.

If disinfection fails, you should carry out a manual disinfection, specific to that virus. This is described on the Sophos website, either in its virus analysis, or on the web page that describes how to disinfect that *type* of virus.

6.3 Recovering from virus side-effects

How you recover from a virus infection depends on how the virus affected the infected computer. Some viruses have no side-effects, whereas others corrupt or delete data.

Some viruses gradually make minor changes to data. This type of corruption can be very hard to detect. It is therefore very important that you read the virus analysis on the [Sophos website](#), and check documents carefully after disinfection.

Sound backups are crucial. If you did not have them before you were infected, ensure you create or obtain them in case of future infections.

Sometimes you can recover data from disks damaged by viruses. Sophos can supply utilities for repairing the damage caused by some viruses. Contact Sophos [technical support](#) for help.

Configuration

Configuring immediate or scheduled scanning

Configuring InterCheck (central reporting)

Configuring real-time scanning

Purging checksums (for real-time scanning)

Restoring or saving configuration settings

Command line options

7 Configuring immediate or scheduled scanning

- ❓ Immediate mode scans the server now. Scheduled mode scans the server at set times you specify.

You configure immediate and scheduled scanning separately.

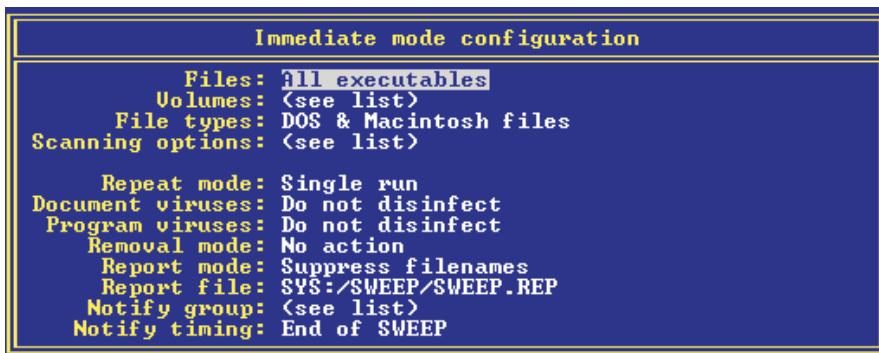
1. On the **Main menu**, select **Immediate mode** or **Scheduled mode** and press Return.



2. In the next screen, select **Configuration** and press Return.



3. The configuration screen is displayed.



You can specify

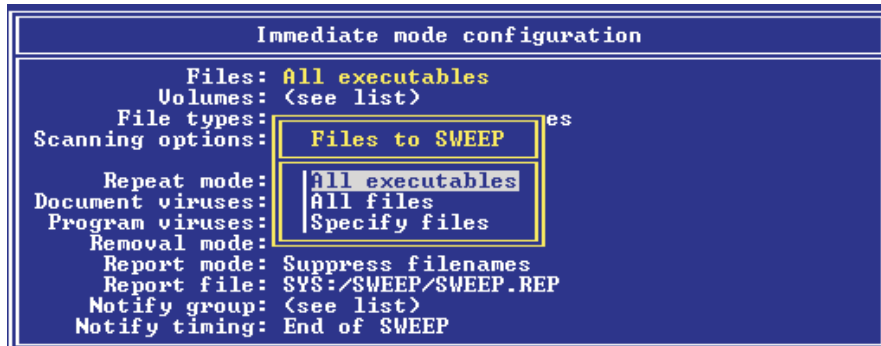
- which types of files are scanned (Files)
- which volumes are scanned (Volumes)
- whether DOS and Mac files are scanned (File types)
- how files are scanned (Scanning options)

- whether Sophos Anti-Virus is run once or as a background process (Repeat mode)
- whether to disinfect infected documents (Document viruses)
- whether to disinfect infected programs (Program viruses)
- how to remove infected files (Removal mode)
- specify what is included in the report file (Report mode)
- where to create the report file
- which users to notify of viruses (Notify group)
- when to notify users of viruses (Notify timing).

For details of all the options, see the following sections.

7.1 Files

This option specifies the files or file types that will be scanned.



All executables

By default, Sophos Anti-Virus checks all the file types listed in the 'Executables' list.

- ❗ To view or modify the executables list, go to the **Administration** menu, select **Executables** and then **View/Modify**.

All files

If this option is selected, Sophos Anti-Virus scans all files regardless of their extension.

Specify files

If this option is selected, Sophos Anti-Virus scans a set of files specified by you. A list of the files currently selected is displayed.



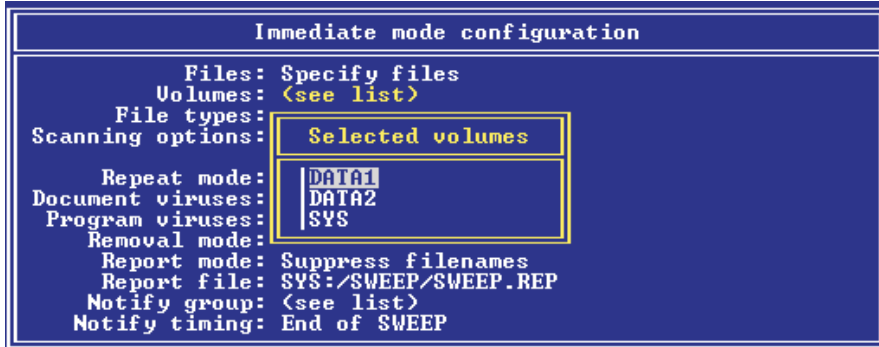
To remove files from the list, select them and press 'Delete'.

To add files to the list, press 'Insert' and enter the filename(s).

When adding new files, an entry such as `USERS*.DOC` instructs Sophos Anti-Virus to scan all `.DOC` files in the given directory. To scan in the given directory, and all subdirectories below it, use the recursion operator at the start of the entry, e.g. `>USERS*.DOC`. Conventional wildcard characters are supported.

7.2 Volumes

This option specifies the volumes to be scanned.

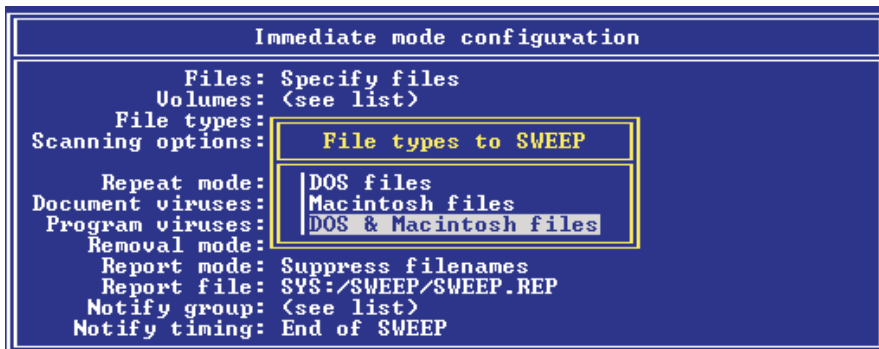


By default a list of the local or shared volumes is displayed. Volumes that are not mounted are marked by a * after the volume name. Press 'Delete' to remove volumes and 'Insert' to add new volumes.

❗ Only **mounted** volumes in the list are scanned.

7.3 File types

This option specifies scanning for DOS or Macintosh files on the server.

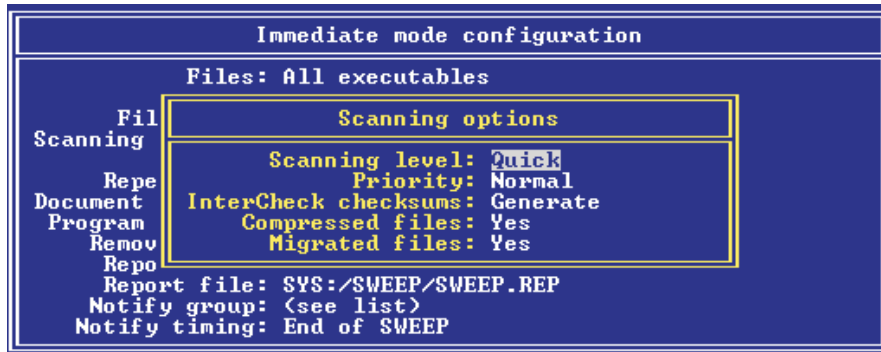


You can configure Sophos Anti-Virus to examine

- DOS files (including Windows files) for DOS viruses.
- Macintosh files for Macintosh and document viruses.
- Both DOS and Macintosh files. This is the default setting.

7.4 Scanning options

This set of options specifies the level and priority of scanning.



The options are as follows.

7.4.1 Scanning level



Quick scanning checks only the parts of a file that are likely to contain a virus. Quick scanning is sufficient for normal operation and is the default setting.

Full scanning examines every part of a file. The Full level is more secure, but is slower than Quick scanning.

7.4.2 Priority



Low priority minimises impact on network performance. Use it when the server is likely to be busy.

Normal priority maximises scanning speed. This is the default setting.

7.4.3 InterCheck checksums



This option is useful only if you run real-time scanning (see [section 9](#)).

When an immediate or scheduled scan checks a file and finds it to be virus-free, it can add the file's checksum to a list. This list is used by real-time scanning, which checks the checksum of a file against this list, and only scans it if the checksum is different (i.e. if the file has been modified).

Select **Generate** to create a checksum list. This is the default setting.

7.4.4 Compressed files



Sophos Anti-Virus can look for viruses inside files compressed with PKLite, LZEXE and Diet. The default setting is **Yes**.

- 🔗 Sophos Anti-Virus can also be configured to scan inside archive files. For more details, see the `-ARCHIVE` option in [section 13](#).

7.4.5 Migrated files



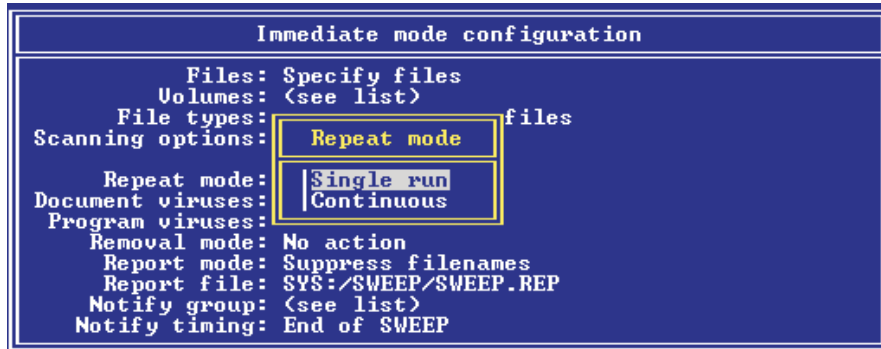
You can configure Sophos Anti-Virus to avoid checking files that have been migrated (i.e. moved to another server or to other media) with Cheyenne's Hierarchical Storage Management system.

If the **Migrated files** option is set to **Yes**, Sophos Anti-Virus checks a file to see whether it is migrated or not. If the file is migrated, checking causes it to be demigrated. This is the default setting.

If the option is set to **No**, Sophos Anti-Virus passes over migrated files, so that running a virus check does not cause demigration. Sophos Anti-Virus will not report viruses in these files.

7.5 Repeat mode

This option specifies whether Sophos Anti-Virus is run once or continuously. It is available for immediate scanning only.



Single run

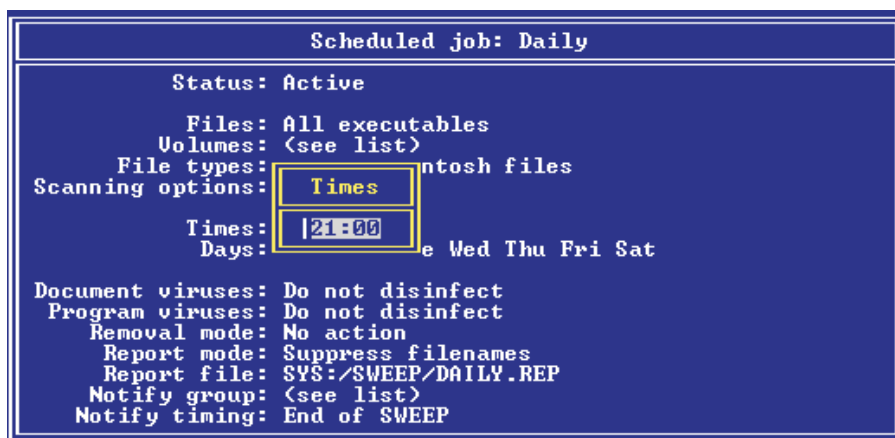
Select this if you want Sophos Anti-Virus to run once.

Continuous

Select this if you want Sophos Anti-Virus to run an immediate scan continuously. If the server will sometimes be busy, you can run this scan at low priority (see [section 7.4.2](#)).

7.6 Times

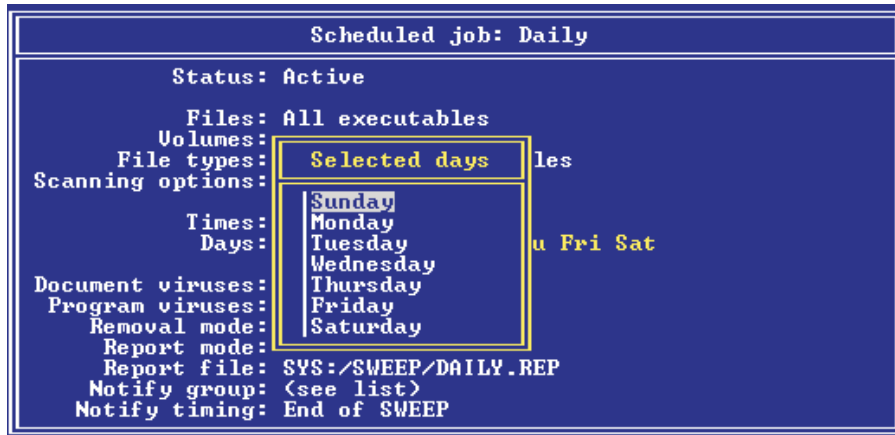
This option specifies the times when a scheduled job is run. It is available for scheduled scanning only.



To add a time, press 'Insert' and type a time. To remove a time, select it and press 'Delete'.

7.7 Days

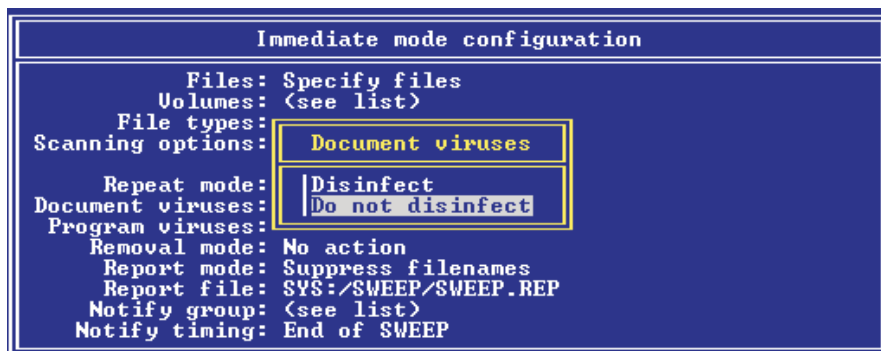
This option specifies the day(s) when a scheduled job is run.



To remove a day, select it and press 'Delete'. To add a day, press 'Insert', select a day from the menu and press Return.

7.8 Document viruses

This option specifies disinfection of files containing document viruses.



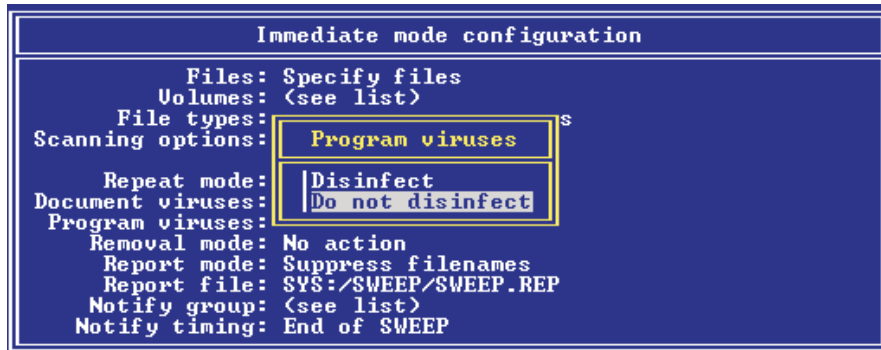
By default, Sophos Anti-Virus does not disinfect files containing document viruses.

Select **Disinfect** if you want Sophos Anti-Virus to attempt to disinfect documents automatically. If disinfection fails, the chosen removal mode (see [section 7.10](#)) is applied.

- Occasionally a document can be infected with more than one document virus. In that case, you must scan it (with disinfection enabled) more than once, until you have eliminated all the document viruses.

7.9 Program viruses

This option specifies disinfection of files containing program viruses.



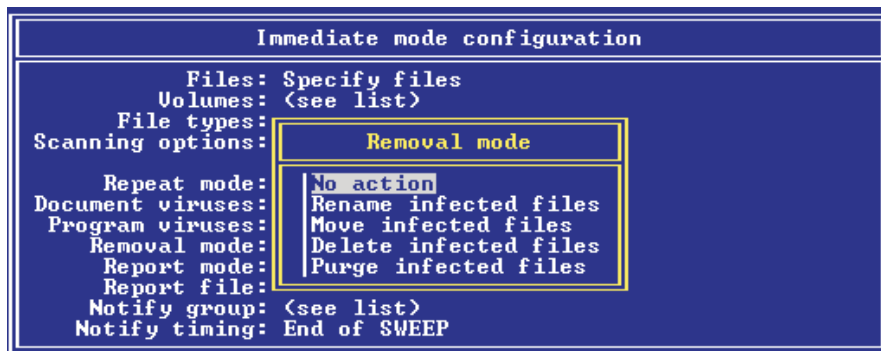
By default, Sophos Anti-Virus does not disinfect files containing program viruses.

Select **Disinfect** if you want Sophos Anti-Virus to attempt to disinfect programs automatically. If disinfection fails, the chosen removal mode (see section 7.10) is applied.

- ❗ Occasionally a program can be infected with more than one program virus. In that case, you must scan it (with disinfection enabled) more than once, until you have eliminated all the program viruses.

7.10 Removal mode

This option specifies the action that Sophos Anti-Virus takes when a virus is found.



No action

Sophos Anti-Virus takes no action. This is the default setting.

Rename infected files

The last character of the file extension is changed to a digit.

For example INFECTED.COM will be renamed to INFECTED.C00, or if INFECTED.C00 already exists, INFECTED.COM will be renamed to INFECTED.C01 and so on. If more than 10 files with such extensions exist, an error will be reported.

Note that renaming a COM or EXE file to C00 or EX0 will prevent it from being directly executed by the user.

Move infected files

The infected files are moved to the isolation directory and renamed to have extension 000, 001 etc.

- ❗ It is important to set the access rights to this directory so that only authorised users are allowed to examine its contents (see Novell documentation for details on using utilities to set directory rights). This ensures that it acts as a 'quarantine area' from which users cannot recover data or run infected files.

Delete infected files

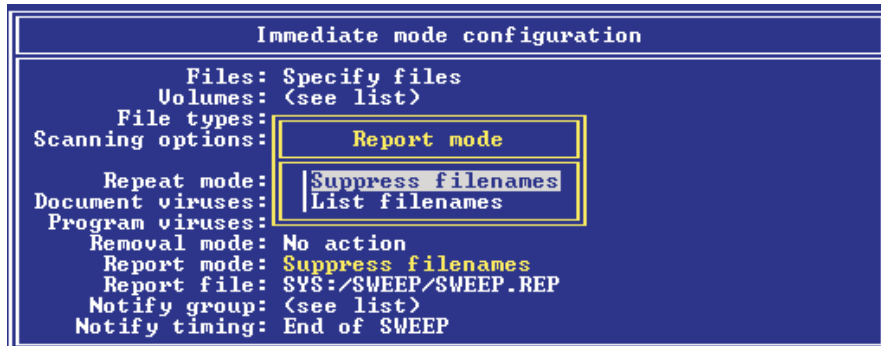
This deletes infected files. Deleted files can be recovered easily under NetWare.

Purge infected files

This purges infected files. Once a file is purged it cannot be recovered.

7.11 Report mode

This option specifies what is included in the report file.



Suppress filenames

Select this if you want only infected items and errors to be recorded. This is the default setting.

List filenames

Select this if you want Sophos Anti-Virus to record in the report file the name of every item examined.

- ⓘ This option typically produces large report files because the name of every file checked is entered. This option is useful for periodic audit purposes.

7.12 Report file

This option specifies a report filename.



By default, the report file for immediate scans is SWEEP.REP in the server SWEEP directory, and the file for scheduled scans is given the name of the job, with a .REP extension.

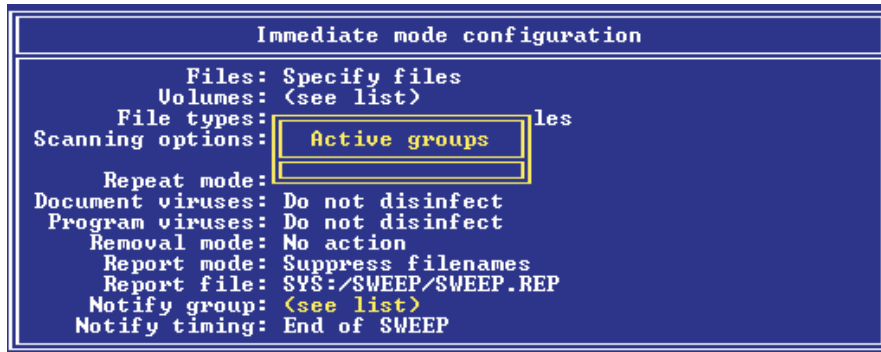
To specify a different report filename, enter the required filename.

7.13 Notify group

This option specifies groups of users who receive virus reports.

- ❗ If you are using a version of NetWare that does not support eDirectory, contact Sophos technical support.

Selecting **Notify group** displays any currently selected groups.



To add a group, press 'Insert', which displays the eDirectory browser. Browse the tree and select a group.

To remove a group, highlight its entry in the **Active groups** screen and press 'Delete'.

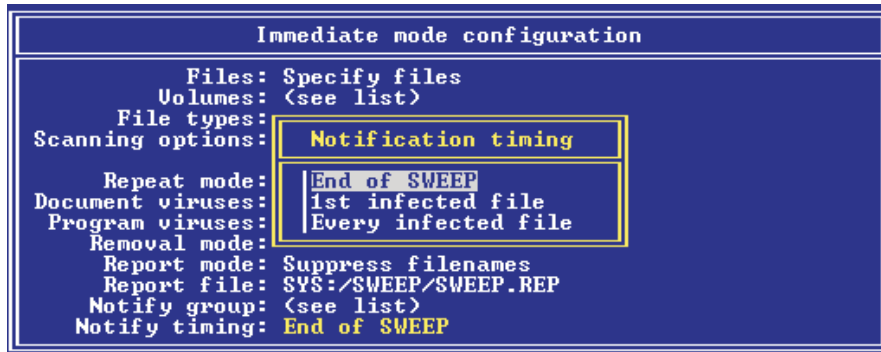
Sophos Anti-Virus attempts to deliver a virus message via connections on the local server. If it cannot do so, it attempts to send the message (along with any stored messages) via the user's connections on their default server.

If the message cannot be delivered via connections on either server, Sophos Anti-Virus will store the message and deliver it when the user next acquires a licensed connection on the local server.

To make use of this service, a user should set their default server field using NWADMIN/NETADMIN and ensure that they have a licensed connection on this server. They will then be notified of viruses found by Sophos Anti-Virus for NetWare running on any server in the eDirectory tree, provided that an appropriate Notify group has been selected on each of these servers.

7.14 Notification timing

This option specifies when users are notified of a virus discovery.



End of SWEEP

Select this if you want users to be notified of a virus discovery at the end of the scan. This is the default setting.

1st infected file

Select this if you want users to be notified on discovery of the first infected file.

Every infected file

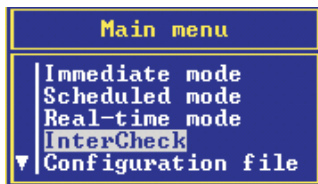
Select this if you want users to be notified on discovery of every infected file.

8 Configuring InterCheck (central reporting)

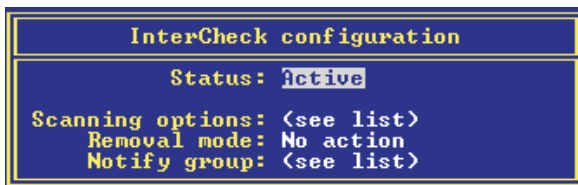
- ❓ InterCheck mode enables the NetWare server to receive virus reports from client workstations that are running InterCheck on-access scanning.

You can configure InterCheck central reporting as follows.

1. On the **Main menu**, select **InterCheck** and press Return.



2. The **InterCheck configuration** screen is displayed.



You can specify

- whether InterCheck central reporting is enabled (Status)
- which groups of users are notified of virus finds (Notify group).

- ❓ Scanning options and Removal mode refer to on-access scanning over the network, which is no longer used in Sophos Anti-Virus.

8.1 Status

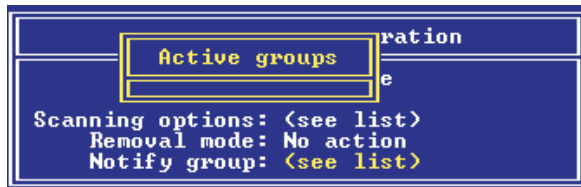
This option enables or disables central virus reporting.



By default, central reporting is **Inactive**. Select **Active** to start it.

8.2 Notify group

This option specifies which groups of users are notified of virus finds.



To add a group, press 'Insert' to display the eDirectory browser, and select a group. To remove a group, select the group in the list and press 'Delete'. See [section 7.13](#) for details.

9 Configuring real-time scanning

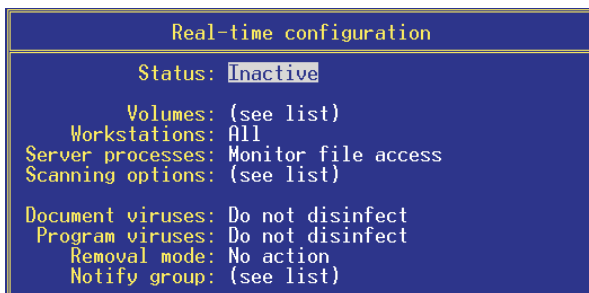
- ❓ Real-time mode scans files on the server when they are accessed.
- 💡 You should use Real-time scanning only if you have client workstations that cannot run InterCheck on-access scanning.

You can configure real-time scanning as follows.

1. On the **Main menu**, select **Real-time mode** and press Return.



2. The **Real-time configuration** screen is displayed.



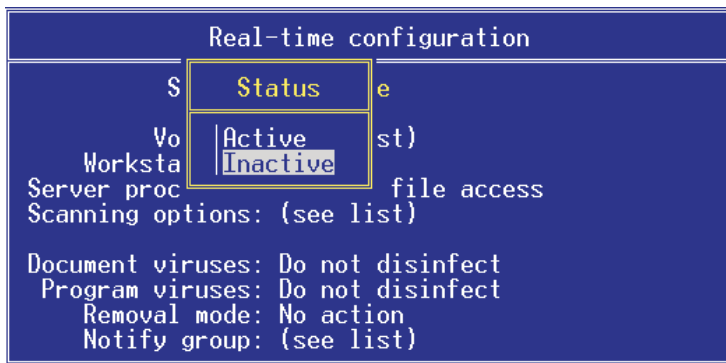
You can specify

- whether Real-time scanning is enabled (Status)
- how each volume is scanned (Volumes)
- which client workstations activate real-time scanning when they access files on the server (Workstations)
- which processes on the server activate real-time scanning (Server processes)
- how files are scanned (Scanning options)
- whether to disinfect infected documents (Document viruses)
- whether to disinfect infected programs (Program viruses)
- how to remove infected files (Removal mode)
- which users to notify of viruses (Notify group).

For details of all the options, see the following sections.

9.1 Status

This option enables or disables real-time scanning.

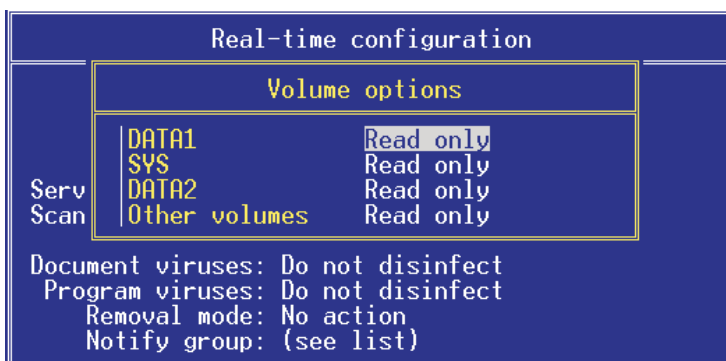


By default, real-time scanning is **Inactive**. Select **Active** to start real-time scanning.

- ❗ You can exclude particular volumes from real-time scanning. See the Volumes option below.

9.2 Volumes

This option specifies how real-time scanning is applied to each volume.



Read only

If this is selected, every time a file on the volume is read from, that file is scanned. This is the default setting.

Write only

If this is selected, every time a file on the volume is written to, that file is scanned.

Read and write

If this is selected, every time a file on the volume is read from or written to, that file is scanned.

None

If this is selected, real-time scanning is not used for that volume.

Other volumes

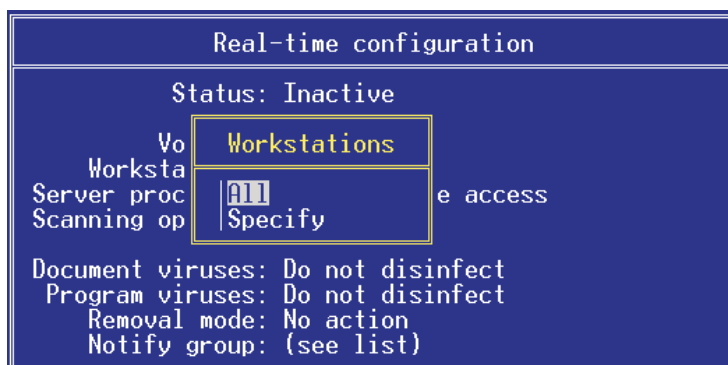
This refers to volumes that don't usually appear in the list (e.g. virtual volumes created by backup software).

- ⓘ Only **mounted** volumes in the list are scanned.

You can delete from the list volumes that are not currently mounted and that are not represented by a Volume object in the eDirectory tree. To do this, select the volume and press 'Delete'.

9.3 Workstations

This option enables you to specify which client workstations will activate real-time scanning when they access files on the server.

**All**

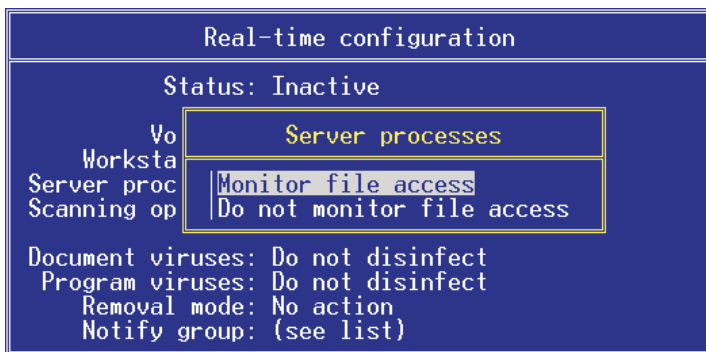
Select this if you want all workstations to activate real-time scanning. This is the default setting.

Specify

Select this to restrict real-time scanning to any workstations, e.g. DOS clients, which are not protected by InterCheck on-access scanning.

9.4 Server processes

This option specifies whether processes running on the server activate real-time scanning or not.



Monitor file access

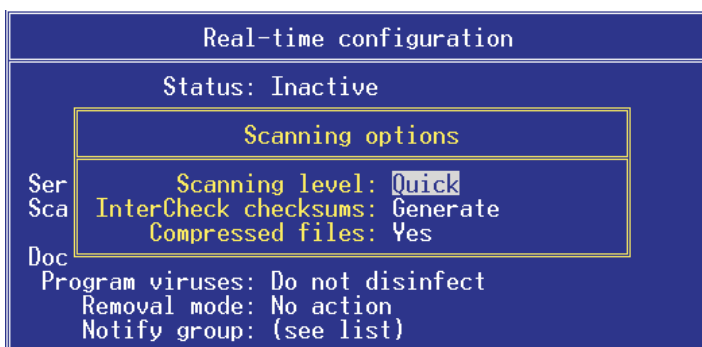
This activates real-time scanning for all file accesses, whether originating from other processes on the server itself (e.g. by another NLM), or from file operations from outside the server. This is the default setting.

Do not monitor file access

This activates real-time scanning only for file accesses originating from outside the server. This might be useful if, for example, a backup NLM is run on the server.

9.5 Scanning options

This set of options specifies the level and priority of scanning.



The options are as follows.

9.5.1 Scanning level



Quick scanning checks only the parts of a file that are likely to contain a virus. Quick scanning is sufficient for normal operation and is the default setting.

Full scanning examines every part of a file. The Full level is more secure, but is slower than Quick scanning.

9.5.2 InterCheck checksums



When Sophos Anti-Virus scans a file on the server and finds it to be virus-free, it can add its checksum to a central list. This list is used by real-time scanning, which checks the checksum of a file against this list, and only scans that file if its checksum is found to differ from the checksum on the list.

Select **Generate** to create a checksum list. This is the default setting.

9.5.3 Compressed files

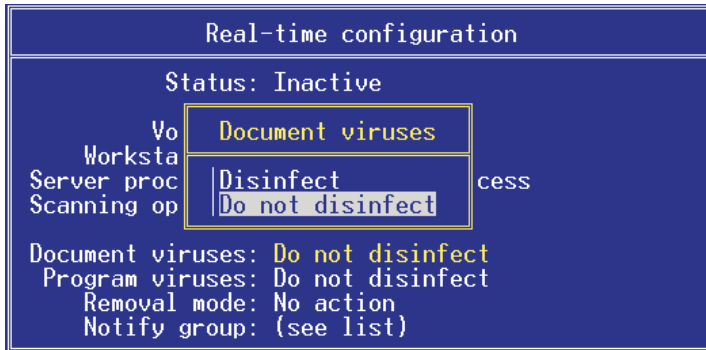


Sophos Anti-Virus is capable of looking for viruses inside files compressed with PKLite, LZEXE and Diet.

- 💡 Sophos Anti-Virus can also be configured to scan inside archive files. For more details, see the `-ARCHIVEOA` option in [section 13](#).

9.6 Document viruses

This option specifies disinfection of files containing document viruses.

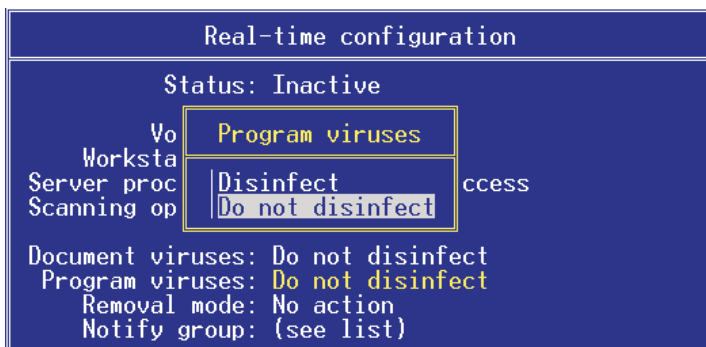


By default, Sophos Anti-Virus does not disinfect files containing document viruses.

Select **Disinfect** if you want Sophos Anti-Virus to attempt to disinfect documents automatically. If disinfection fails, the chosen removal mode (see [section 9.8](#)) is applied.

9.7 Program viruses

This option specifies disinfection of files containing program viruses.

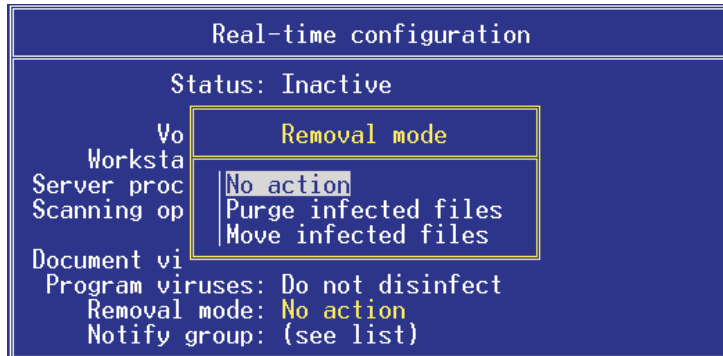


By default, Sophos Anti-Virus does not disinfect files containing program viruses.

Select **Disinfect** if you want Sophos Anti-Virus to attempt to disinfect programs automatically. If disinfection fails, the chosen removal mode (see [section 9.8](#)) is applied.

9.8 Removal mode

This option specifies how Sophos Anti-Virus deals with infected files.



No action

Sophos Anti-Virus takes no action. This is the default setting.

Move infected files

The infected files are moved to the isolation directory and renamed to have extension 000, 001 etc.

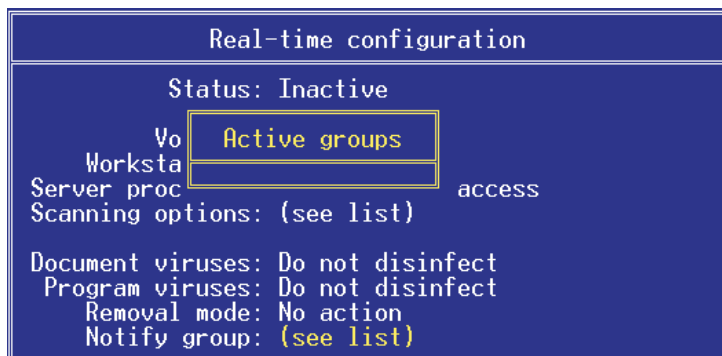
- ❗ It is important to set the access rights to this directory so that only authorised users are allowed to examine its contents (see Novell documentation for details on using utilities to set directory rights). This ensures that it acts as a 'quarantine area' from which users cannot recover data or run infected files.

Purge infected files

This purges infected files. Once a file is purged it cannot be recovered.

9.9 Notify group

This option specifies which groups of users are notified of virus finds.



To add a group, press 'Insert' to display the eDirectory browser, and select a group. To remove a group, select the group in the list and press 'Delete'. See [section 7.13](#) for details.

10 Purging checksums (for real-time scanning)

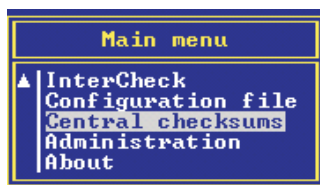
Central checksums are used only by real-time scanning.

When Sophos Anti-Virus scans a file and finds it to be virus-free, it can add its checksum to a list (see [section 9.5.2](#)). Real-time scanning checks the checksum of a file against this list, and only scans the file if the checksum differs.

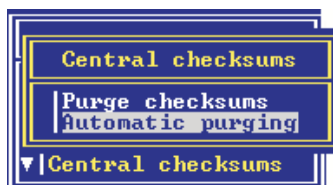
The list needs to be purged every time Sophos Anti-Virus is updated so that it always lists items authorised with the most recent version.

- ❗ By default, the checksum list is purged when Sophos Anti-Virus is loaded, even if Sophos Anti-Virus has not been updated.

1. On the **Main menu**, select **Central checksums** and press Return.



2. The **Central checksums** screen is displayed.



Purge checksums

This purges the checksum file immediately. You are prompted for confirmation.

Automatic purging

If you select this, Sophos Anti-Virus purges the checksum file automatically. You are prompted to specify when purging occurs.



Purge on virus detection enables the file to be purged every time a virus is detected. The default setting is **No**.

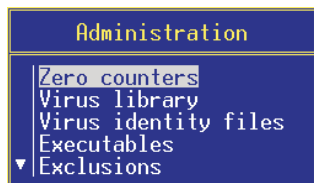
11 Setting administration options

This section describes how to set administration options and how to view the virus library and the log file.

1. On the **Main menu**, click **Administration** and press Return.



2. The **Administration** menu is displayed.



You can

- reset on-screen counters, e.g. for files scanned, viruses etc (Zero counters)
- view the virus library (Virus library)
- view the currently loaded virus identity files (Virus identity files)
- specify the file types to be treated as executables (Executables)
- exclude files from scanning (Exclusions)
- administer the log file (Log file)
- specify auto-updating (Auto-updating).

11.1 Zero counters

This option zeroes the on-screen counters (such as the number of files checked and viruses detected).

11.2 Virus library

This option displays a list of the viruses that Sophos Anti-Virus can detect.

After you have added new virus identities to the server, you can open the virus library view to check that the number of viruses detected has increased. This confirms that Sophos Anti-Virus is using the new identities.

```

Command Prompt - rconsole
Sophos Anti-Virus version 4.00.0

The library contains identities for 113527 threats:

04h                04h-609           10 past 3         10 past 3-b
100 Percent-681    1000              1000-b            1024
1024PrScr          1028              1061              1063
1067               1077              1097              1099
1099-b            1121              1125              1259
12Monkeys-432     12Monkeys-452    12Monkeys-466    1315
1320               1345              1360              1376
1385               1443              1480              150
1526               1550              1575-a           1575-b
1575-c            1575-e           1575-f           1575-g
1575-i            15Years          15Years-c        1600
16850             1689              17690            1792
1876              187killa         1906              191-a
191-b             196               1stVIR-3032      1stVIR-3173
2048              226               226-b            2371
2384-KIT          2435              2717             2K-674
2ndhalf           2UP               303              33

<F1> for help <ESC> to quit.           16:20 on Wednesday 09 November 2005

```

11.3 Virus identity files

This option displays a list of the virus identity files that are currently loaded.

```

Command Prompt - rconsole
Sophos Anti-Virus version 4.00.0

IDE Files 78

AGENT-EN.IDE
AGENT-EU.IDE
AGOB-ADS.IDE
AGOBO-TS.IDE
AGOBO-TW.IDE
AGOBOTTU.IDE
BACBANAN.IDE
BAGLE-AP.IDE
BAGLEDLW.IDE
BANCB-HA.IDE
BANKE-GD.IDE
BRONTO-A.IDE
BRONTO-D.IDE
BRONTO-E.IDE
CHODE-J.IDE
DADOBR-H.IDE
DAGONI-A.IDE

<F1> for help <ESC> to quit.           16:09 on Wednesday 09 November 2005

```

11.4 Executables

This option enables you to modify the list of file types that Sophos Anti-Virus treats as executable files.



View/modify

This displays a list of file extensions to be treated as executables. Press 'Insert' to insert a new entry and 'Delete' to delete a highlighted entry.

This list is used for immediate and scheduled scanning if the **Files** configuration option is set to **All Executables** (see [section 7.1](#)).

The list is also used by real-time scanning.

Set default

This option replaces the existing list of file extensions, as shown by the **View/modify** option, with the default list.

If you use the default list, it is automatically updated with new extensions when Sophos Anti-Virus is updated, if necessary. If you do not use the default list, you must apply any such updates to the list manually, by inserting or deleting entries.

11.5 Exclusions

This option specifies files and subdirectories to be excluded from virus-checking.



Press 'Insert' to insert a new entry and 'Delete' to delete an entry from the list.

Files may be specified by the full path (volume, directory and full filename), relative path or filename only. If filename only is used, files of that name will be excluded regardless of the directory they appear in. The wildcards ? and * can be used. For example

???.pdf

excludes all files with a three-character name and a .pdf extension.

`SYS:/MIKE/NEW`

excludes a file with this path or all files in this directory.

`MIKE/NEW`

excludes all files whose path ends with `MIKE/NEW`.

`SYS:/MIKE/B??A`

excludes all files that match `B??A` in the `SYS:/MIKE` directory.

`SYS:/MIKE/B??A/*.*`

excludes all files in all directories that match `SYS:/MIKE/B??A`.

When you use the recursion operator `>`, the last part of the path is always considered to be a filename, not a directory. For example

`>SYS:/MIKE/INFO`

excludes all files that match `INFO` in the `SYS:/MIKE` directory and all its subdirectories.

Exclusions apply to all forms of scanning (immediate, scheduled and real-time).

11.6 Log file

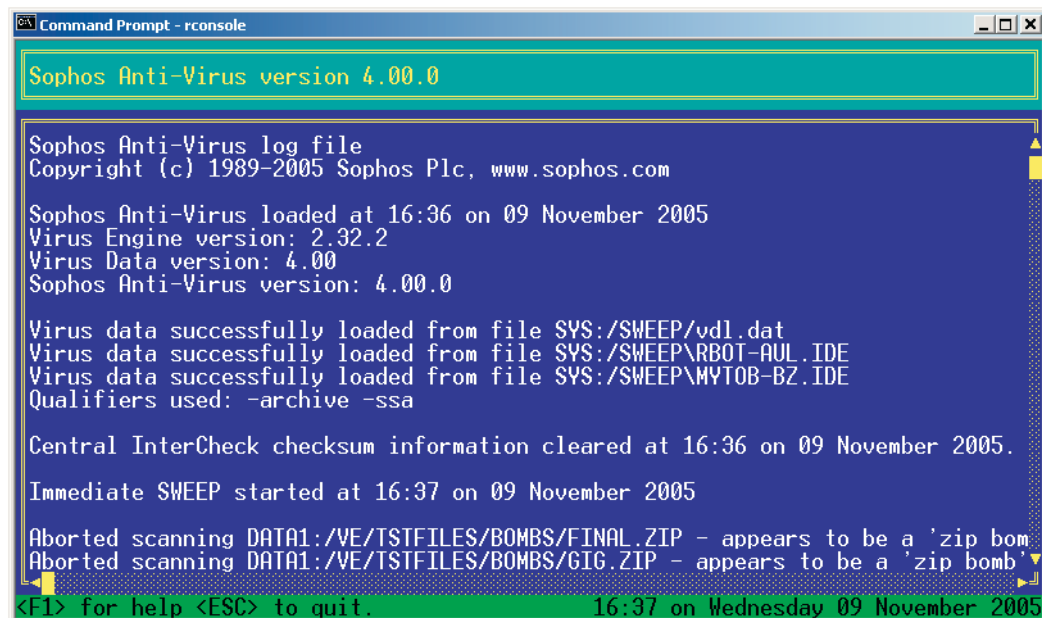
This option enables you to view and administer the log file.



View

This displays the log file. The latest entries are at the end of the file.

- ❗ To go directly to the end of the log file, press Ctrl+PgDn (or, on versions of RCONSOLE that do not support this key combination, press Ctrl+x).



Clear

This purges the log file.

Maximum size

This option specifies the maximum size of the log file. Enter a figure (in KB). When the log file exceeds this size, the oldest entries in the file are discarded.



11.7 Auto-updating

This option enables you to configure Sophos Anti-Virus to check for an updated version of the Sophos Anti-Virus for NetWare files on the server, and to perform an update automatically.



Status

By default, auto-updating is **Active**. To disable automatic updating, select **Inactive**.

Directory

This configures the path in which Sophos Anti-Virus will check for an update of the Sophos Anti-Virus for NetWare files. By default, this is set to SYS:SWEEP\NLMINST, but any path on any volume can be specified.

The auto-updating directory must be a directory other than the one from which Sophos Anti-Virus was loaded (typically SYS:SWEEP).


The auto-updating directory can only be set to a directory on the local server.

Timing

This option determines when Sophos Anti-Virus will check for the presence of an update.

If set to 'On arrival', Sophos Anti-Virus will check for an update every five minutes and initiate the updating process as soon as an update is detected.

If set to 'Specified', Sophos Anti-Virus will check for an update and initiate updating only at the specified time.

-  Sophos recommends that you select **Specified** and specify a time when Sophos Anti-Virus will not be performing an immediate or scheduled job. If a scanning job is in progress when updating is initiated, the job will be terminated early.

12 Restoring or saving configuration settings

The **Configuration file** option enables you to restore previous configuration settings for Sophos Anti-Virus, or save changes you have made in the settings, at any time.

1. On the **Main menu**, select **Configuration file** and press Return.



2. The **Configuration file** screen is displayed.



Read configuration

Select this option if you want Sophos Anti-Virus to read and use the settings already in the configuration file.

Sophos Anti-Virus does this by default whenever it is loaded.

- ❗ When you update Sophos Anti-Virus for NetWare, you can restore the previous configuration settings by using this option.

Save configuration

Select this option to save any changes you have made to the configuration settings.

- ❗ If you make changes to the configuration, you are prompted to save them when you unload Sophos Anti-Virus.

13 Command line options

The command line options listed in this section enable you to configure scanning and alerts. They are case-insensitive.

-ARCHIVE Scan archive files (immediate and scheduled scans only)

If Sophos Anti-Virus is loaded with this option, it scans inside archive files when it performs immediate or scheduled scans. The archive types that can be scanned are listed in the release notes.

Alternatively, you can specify scanning of particular types of archive, e.g. to scan TAR archives, enter

```
LOAD SWEEP -TAR
```

Precede the option with an N to exclude an archive type from checking, e.g.

```
LOAD SWEEP -ARCHIVE -NTAR
```

would scan all archive types except TAR.

Note that when -ARCHIVE is used in combination with individual options, later options override earlier ones.

-ARCHIVEOA Scan archive files (real-time scans only)

If Sophos Anti-Virus is loaded with this option, it scans inside archive files when it performs real-time scans. The archive types that can be scanned are listed in the release notes.

- ❗ You can't specify scanning of *particular types* of archive for real-time scans.

-BW Black and white display

If using a black and white or monochrome display, you can achieve better contrast if Sophos Anti-Virus is started with this option.

-I Start immediate scan

If Sophos Anti-Virus is loaded with this option, it starts an immediate scan.

Sophos Anti-Virus can load and start from the AUTOEXEC.NCF file, if the administrator wants it to do so.

-IDEDIR Use alternative directory for virus identity files (IDEs)

This option enables you to specify an alternative directory for individual IDEs. For example

```
LOAD SWEEP -IDEDIR=SYS:/SAVIDES
```

directs Sophos Anti-Virus to read IDEs from the SAVIDES directory instead of the default directory (SYS:/SWEEP or the directory specified with -WD).

-PRESERVELAD Don't restore "last accessed" date of files scanned

If you load Sophos Anti-Virus with the option -PRESERVELAD=NO, Sophos Anti-Virus doesn't restore the "last accessed" date of files after it has scanned them. This is to avoid problems with certain backup software that would otherwise back up every file that has been scanned, regardless of whether it had changed.

-SSNA Scan files that Sophos Anti-Virus incorrectly identifies as "zip bombs"

By default, Sophos Anti-Virus stops scanning "zip bombs" when detected.

- ❓ "Zip bombs" are malicious files that are designed to disrupt the action of anti-virus scanners. These files usually take the form of innocent looking archive files that, when unpacked in order to be scanned, require enormous amounts of time, disk space, or memory.

When a "zip bomb" is detected, Sophos Anti-Virus displays a message such as

```
Aborted scanning C:\TEMP\BOMB.ZIP - appears to be a 'zip bomb'.
```

Occasionally, Sophos Anti-Virus incorrectly identifies files that have complex and/or multiple levels of archiving as "zip bombs", and stops scanning them. To scan such files, reload Sophos Anti-Virus using the option -SSNA, for example

```
LOAD SWEEP -SSNA
```

and then rescan them.

- ❗ Use this option only if absolutely necessary. If a genuine "zip bomb" is accessed with this option, Sophos Anti-Virus continues to scan it.

-WD Use non-standard directory

By default, Sophos Anti-Virus creates and uses the directory SYS:SWEEP for all file-based operations. By using

```
LOAD SWEEP -WD=<directory>
```

it can be made to use the directory <directory>.

- 💡 If this option is used, InterCheck on any client workstations that report to the NetWare server must be set up to use the same directory.

Troubleshooting

14 Troubleshooting

This section provides answers to some common problems that you may encounter when using Sophos Anti-Virus for NetWare.

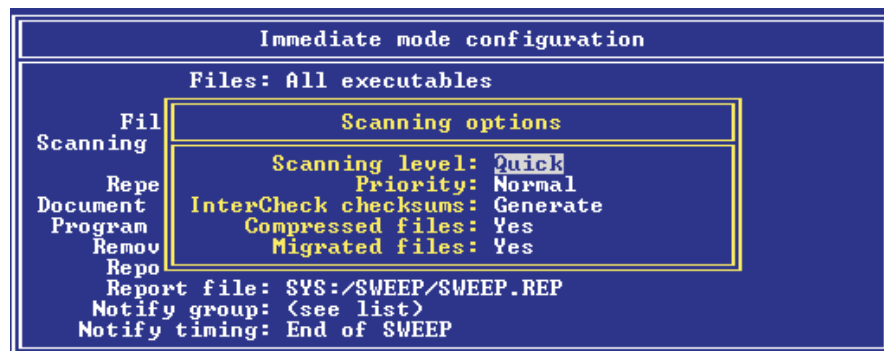
If your problem is not described in this section, refer to the Sophos website www.sophos.com which includes a support knowledgebase, virus analyses, the latest IDEs, product downloads and technical articles.

If your problem is not described on the website, contact Sophos [technical support](#).

14.1 Sophos Anti-Virus slows the server down

If you run Sophos Anti-Virus in **Normal** priority mode, it may noticeably slow down the server.

If your server slows down, make sure priority is set to **Low**. Check the **Priority** option in **Immediate mode configuration** and in the **Scheduled job configuration** menu for each scheduled job.



14.2 Sophos Anti-Virus uses a high proportion of processing time

To see the percentage of processing time being used on the file server, use the Novell program MONITOR.NLM.

When the network is idle, the usage may be 1% or 2%. When you run an immediate scan with Sophos Anti-Virus, or while a scheduled scan is running, usage may jump to over 70%.

However, Sophos Anti-Virus utilises any processing time **during which the server would otherwise be idle**. If other requests for resources are made, Sophos Anti-Virus gives up those resources to the requesting process. Sophos Anti-Virus should not impact on server performance.

14.3 Scheduled scans do not run

For scheduling to work, Sophos Anti-Virus for NetWare must remain loaded. The user must not unload the software either via the menu system, or by using the UNLOAD command.

- ❗ In NetWare, several processes can run at the same time. You can switch between screens by pressing 'Alt' + 'Esc'.

14.4 Scanning runs slowly

Full scan

By default, Sophos Anti-Virus performs a quick scan, which scans only the parts of files likely to contain viruses. However, if scanning is set to full, it scans everything, and takes significantly longer to carry out a scan. See [section 7.4.1](#).

- ❗ **Full scanning is needed in order to detect some viruses, but should only be enabled on a case-by-case basis (e.g. on advice from Sophos technical support).**

Checking all files

By default, Sophos Anti-Virus checks only files defined as executables. If it is configured to check all files the process takes longer. If you would like to scan other specific extensions, as well as executable files, add those extensions to the list of extensions Sophos Anti-Virus defines as executables. For more information see [section 7.1](#).

14.5 Virus fragment reported

If a virus fragment is reported, contact Sophos [technical support](#) for advice.

The report of a virus fragment indicates that part of a file matches part of a virus. There are three possible causes:

Variant of a known virus

Many new viruses are based on existing ones, so that code fragments typical of a known virus may appear in files infected with a new one. If a virus fragment is reported, it is possible that Sophos Anti-Virus has detected a new virus, which could become active.

Corrupted virus

Many viruses contain bugs in their replication routines that cause them to infect target files incorrectly. An inactive portion of the virus (possibly a

substantial part) may appear within the host file, and this is detected by Sophos Anti-Virus. A corrupted virus cannot spread.

Database containing a virus

When running a full scan, Sophos Anti-Virus may report that there is a virus fragment in a database file.

Glossary and index

Glossary

Checksum	A value calculated from item(s) of data. InterCheck creates a list of checksums of the files on each client. If the checksum of a file is found to have changed, it is sent for scanning as it may have been infected with a virus.
CID	Central installation directory; a central copy of Sophos Anti-Virus files from which Sophos Anti-Virus is installed and updated automatically on the server and workstations. You must create a different CID for each platform on the network, and remember to keep every CID up to date.
Document virus	A type of virus that uses macros in a data file to become active in memory and attach itself to other data files. Unlike other types of virus, document viruses can attain a degree of platform independence.
Executables	By default Sophos Anti-Virus will check only files it defines as executables (even when full scanning is enabled). It is possible to configure Sophos Anti-Virus to check all files or to change the list of files defined as executables. See section 7.1 .
Full scan	If configured to perform full scanning, Sophos Anti-Virus scans all files and all parts of files in the area it has been configured to scan. A full scan takes significantly longer than a quick scan. It is occasionally necessary in order to locate certain viruses. See section 7.4.1 .
IDE	Virus identity file; enables Sophos Anti-Virus to detect a specific virus. You need IDEs to protect your computer against new viruses discovered since your version of Sophos Anti-Virus was compiled.
Immediate scan	A virus scan that is triggered by the user from the Sophos Anti-Virus screen. It is possible to configure what is scanned, how it is scanned and what action should be taken if a virus is found.

InterCheck	In Sophos Anti-Virus for NetWare, InterCheck is the component of Sophos Anti-Virus that enables it to receive virus reports from clients. On Windows or Macintosh clients, InterCheck is the component of Sophos Anti-Virus that intercepts files as they are accessed, and uses checksumming to determine whether or not they should be sent for virus scanning.
NLM	NetWare Loadable Module; a program which runs as a process on a Novell NetWare file server.
Quick scan	The default scan type. Sophos Anti-Virus scans only the parts of files that can potentially contain executable code. See section 7.4.1 .
Real-time scanning	In Sophos Anti-Virus for NetWare, real-time scanning is the component of Sophos Anti-Virus that checks files for viruses as they are accessed by clients. It is not necessary to enable real-time scanning on the NetWare server if clients are running InterCheck locally.
Scheduled scan	A virus scan that is scheduled by the user to take place at a particular time. As with immediate scanning, it is possible to configure what is scanned, how it is scanned and what action should be taken if a virus is found.
Virus	A computer program that can spread across computers and networks by attaching itself to a program (such as a macro or boot sector) and making copies of itself.

Index

A

- administration options 46–51
- archive files 53
- automatic updating 51

C

- central virus reporting
 - configuring 35–36
- checksum files
 - central 27, 41, 45
- command line options 53
- compressed files
 - real-time scanning 41
 - scanning 27
- configuration
 - restoring 52
 - saving 52

D

- disinfection 16–19, 29, 30

E

- excluding files from checking 48
- executables list 47

F

- files defined as executables 47
- files scanned 24
- full scanning 26, 41

I

- IDEs
 - specifying location 54
- immediate scanning
 - compressed files 27
 - configuring 22–34
 - disinfection 29, 30
 - migrated files 27
 - notification timing 34
 - notify group 33
 - priority 26
 - removal mode 30
 - report file 32
 - report mode 32
 - scanning level 26
 - specifying file types 25–54
 - specifying files 24
 - specifying volumes 25
- infected documents
 - dealing with 29, 42

- infected file
 - deleting 31
 - moving 31, 43
 - purging 31, 43
 - renaming 31
- infected programs
 - dealing with 30, 42
- InterCheck 7
- InterCheck server
 - configuring 35

L

- loading Sophos Anti-Virus 6
- log file
 - clearing 50
 - maximum size 50
 - viewing 50

M

- Macintosh virus 25
- menus
 - main 7
 - using 8
- migrated files
 - scanning 27

N

- notification 33
 - timing 34

Q

- quick scanning 26, 41

R

- real-time scanning 7
 - compressed files 41
 - configuring 37–44
 - enabling 38
 - scanning level 41
 - server processes 40
 - volumes 38
- recursion operator 24
- repeat mode 28
- reporting 32

S

- scanning the server 9
- scheduled scanning 11–14
 - compressed files 27
 - configuring 22–34
 - days 29
 - disinfection 29, 30
 - migrated files 27
 - notification timing 34
 - notify group 33
 - priority 26
 - removal mode 30
 - report file 32
 - report mode 32
 - scanning level 26
 - specifying file types 25–54
 - specifying files 24
 - specifying volumes 25–54
 - times 28
 - troubleshooting 57
- Sophos Anti-Virus
 - InterCheck 7
 - main menu 7
 - real-time scanning 7
 - screen 7
- SWEEP.REP 32
- SYSCON 31

T

- troubleshooting 56–58

U

- unloading Sophos Anti-Virus 6
- updating
 - auto-updating 51–54

V

- virus
 - fragment 57
 - information 16
 - library 47
 - Macintosh 25
 - recovery from 19
 - side-effects 19
- volumes 25
- volumes scanned 25, 38

Z

- zero counters 46
- zip bomb 54

Technical support

For technical support, visit

www.sophos.com/support

If you contact technical support, provide as much information as possible, including Sophos software version number(s), operating system(s) and patch level(s), and the exact text of any error messages.

Copyright 2002–2007 Sophos Group. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise unless you are either a valid licensee where the documentation can be reproduced in accordance with the licence terms or you otherwise have the prior permission in writing of the copyright owner.

Sophos and Sophos Anti-Virus are registered trademarks of Sophos Plc and Sophos Group. All other product and company names mentioned are trademarks or registered trademarks of their respective owners.