

Anti-virus and Firewall Programs with Web Manager

Anti-Virus and Firewall Protection

Anti-virus and Firewall Programs

Anti-virus software consists of computer programs that attempt to identify, thwart and eliminate computer viruses and other malicious software (malware).

Anti-virus software typically uses two different techniques to accomplish this:

- Examining (scanning) files to look for known viruses matching definitions in a virus dictionary.
- Identifying suspicious behavior from any computer program which might indicate infection. Such analysis may include data captures, port monitoring and other methods.

Most commercial anti-virus software uses both of these approaches, with an emphasis on the virus dictionary approach.

Virus Dictionary Approach

In the virus dictionary approach, when the anti-virus software examines a file, it refers to a dictionary of known viruses (usually downloaded as an update with virus subscriptions) that the authors of the anti-virus software have identified. If a piece of code in the file matches any virus identified in the dictionary, then the anti-virus software can take one of the following actions:

- attempt to repair the file by removing the virus itself from the file
- quarantine the file (such that the file remains inaccessible to any programs)
- delete the infected file

Suspicious Behavior Approach

The suspicious behavior approach, by contrast, doesn't attempt to identify known viruses, but instead monitors the behavior of all programs. If one program tries to write data to an executable program, for example, the anti-virus software can flag this suspicious behavior, alert a user and ask what to do, or simply disallow access to the file or files required by the program.

McAfee

McAfee products are used and tested on *Artsystems* computers and servers. *McAfee* products are recommended, as they do not interfere with the FTP transfer (upload) mechanism within the Web Manager software.

Clients using ANY other products should seriously consider switching to *McAfee* to avoid problems when interacting with Web servers and scripting actions produced by Web applications. Web Manager Technical Support will not assist in troubleshooting products other than *McAfee*.

Other Products

Anti-virus and firewall products must be configured to allow full server and Internet access for Web Manager Software and associated files. Please consult the Anti-virus manufacturer for details or support around your particular product.

This may include such configurations as:

- excluding .kit files from the virus scanning process
- allowing full control in permissions for the webmanager.exe
- may include other settings particular to your product

NOTE: Please consult the product manufacturer for support and details regarding ALL products other than *McAfee*.

McAfee products can be purchased at www.mcafee.com

For most home and small business networks, *McAfee Internet Security Suite* offers ample virus and security protection.

If further assistance is needed, please contact Artsystems Support.

Artsystems Support 212-620-5500 x 2

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