

QUICK HEAL TECHNOLOGIES (P) LTD.

Quick Heal for Novell I Netware

User Guide

**QUICK HEAL
FOR NOVELL NETWARE**

User Guide

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Visit us at <http://www.quickheal.com>

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You Cannot:

- Sublicense, rent or lease any portion of the software.
- Debug, decompile, disassemble, modify, translate, reverse engineer the software

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About this document

This user guide contains all the information you need to install and use Quick Heal Protection. Once familiar you can also use it for reference. Full care has been taken to incorporate all details with the latest developments in the shipping.

Conventions

Convention	Meaning
Bold font	Menu titles, commands, window titles, dialog elements, etc.
Note	Additional Information, Important Information, Notes etc.
To do this: ... 1. Step 1. 2. ...	Action that must be follow
[switch] —function of the switch.	Command line switches

Technical Support

If you call Technical Support and have the necessary information on hand we will be able to help you more efficiently.

Global Support

Quick Heal Technologies (P) Ltd.
Office No 201, 1st Floor, Sunrise Apartment,
775/3 Ketkar Path, Opposite Kamala Nehru Park,
Pune - 411 004, India.
Tel: 91-20-65223883/ 65223892
Fax: 91-20-66025985
E-mail: support@quickheal.com

For more details please visit us at <http://www.quickheal.com/>

When is the best time to call?

Quick Heal Technologies provides technical support between 10.00 AM to 18.00 PM (Indian Standard time).

What should I have ready before calling?

- Your Serial Number which is included in the boxed version of the products. If you have purchased our products on-line then you will find the serial number in the mail confirming your order.
- Information about your computer: brand, processor type, RAM capacity, the size of your hard drive and free space on it, as well as information about other peripherals.
- Your operating system: name, version number, language.
- What is the version of installed anti-virus and what is the virus database.
- What software is installed on your computer?
- Is your computer connected to a network? If yes — contact your system administrators first. If they can't solve your problem they should contact technical support themselves.
- Details: when did the problem first appear? What had you been doing before the problem appeared?

Note. Very often this information allows us to resolve your problem quickly.

What should I say to the technical support personnel?

Please be as specific as possible and provide maximum details. Remember that the specialist is basing on the information that you provide.

Introduction

The main function of Quick Heal for Novell NetWare is protecting the server by computer viruses, prevent their spreading and disinfect the infected files. Quick Heal for Novell NetWare provides a robust and real-time protection against viruses. This protection runs on the server and scanning every files operation. It scans access requests and allows the operation to proceed or denied it if a virus was found (or other limitation). It informs to specified workstations on every infection event that occurred on server. Quick Heal for Novell NetWare is able to remove all known viruses.

Installing Quick Heal

Quick Heal has a very simple installation procedure. While you are installing, simply read each installation screen, follow the instructions, and then click Next to continue.

Getting Prepared

Before installing Quick Heal on Novell remember following important guidelines:

- Novell Netware Server should be cleaned before installing Quick Heal.
- Quick Heal should be installed on a Novell server from a client system with administrative rights.
- License key file should be provided during installation to register Quick Heal.

System Requirements

- Intel based processor, 133 MHz or Higher.
- 100 MB hard disk space.
- 64 MB memory recommended.
- Novell Netware server 4.0 or above.

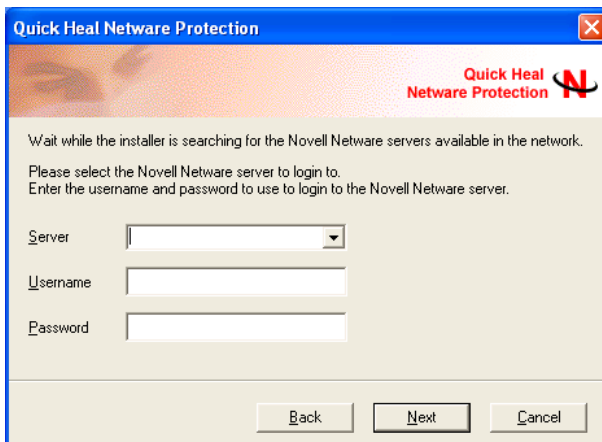
Installation

To install Quick Heal on Novell Network Server please follow the below given steps:

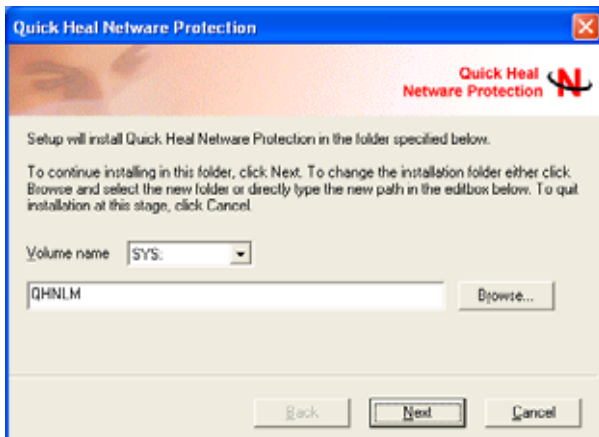
- 1) Log on to a Novell Network Server from Novell client using a domain administrator account.
- 2) Check that Sys volume e.g. sys on Novell (Z :) is accessible from Novell client.
- 3) Insert Quick Heal CD into CD-ROM.
- 4) Execute QHSETUP.EXE
- 5) It will initiate Quick Heal Installation Wizard. Click on **Next** to continue.



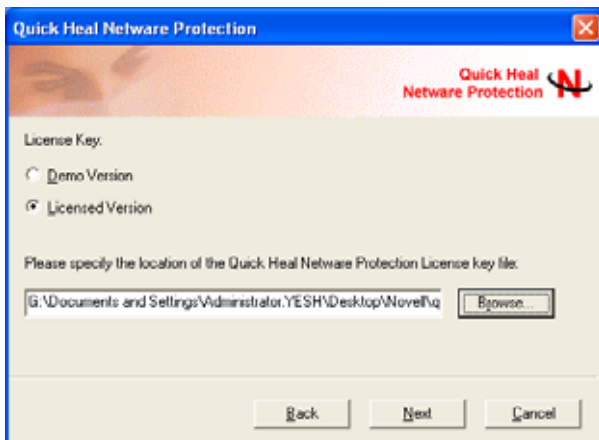
- 6) Select Novell Network server on which you want to install Quick Heal and provide necessary administrative username and password to log on to the Novell server.



- 7) By default Quick Heal will get installed on SYS: \QHNLN. Click on **Browse** to change default installation path.



- 8) Select demo version to install demo otherwise select License Version and give a path of license key. Click on **Next** to proceed to next step.



- 9) Read the instruction given in wizard and proceed with the installation.
10) Click on **Finish** to finish the installation.

Note.

Real time protection is also configured to protect the server from next restart. Please restart the Netware Server.

Using Quick Heal

This chapter contains how to use Quick Heal on Demand Scanner and Real Time Scanner on Novell Network.

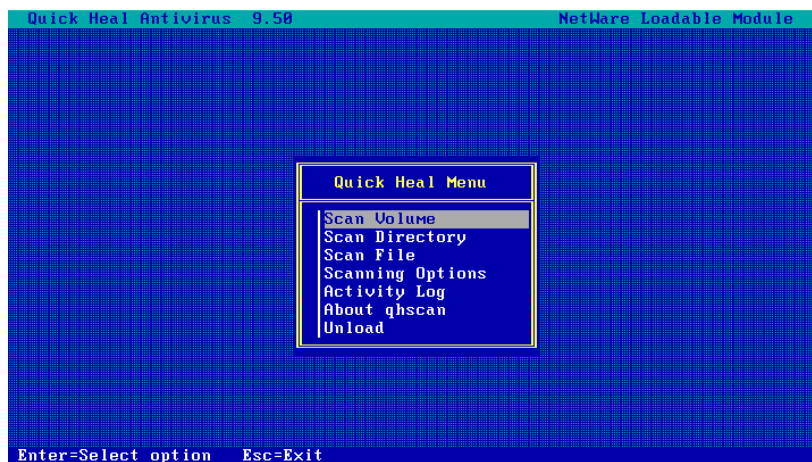
Using Quick Heal On Demand Scanner

Quick Heal is very easy to use. It has a very large anti-virus database, which is constantly being updated as new viruses appear. The main features of Quick Heal on Demand Scanner are:

- Detects and disinfects viruses.
- Detects and disinfects polymorphic viruses.
- Scans inside archive and packed files.

Quick Heal on Demand Scanner can be executed by giving following command on Novell system console.

Load **QHSCAN.NLM** or Load **Sys:\QHNLM\QHSCAN.NLM**

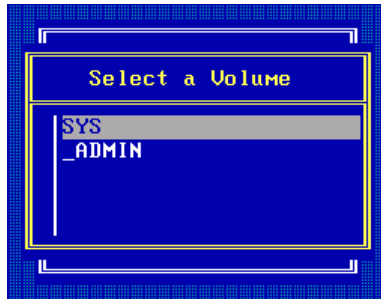


Press **Enter** to select an option from menu.

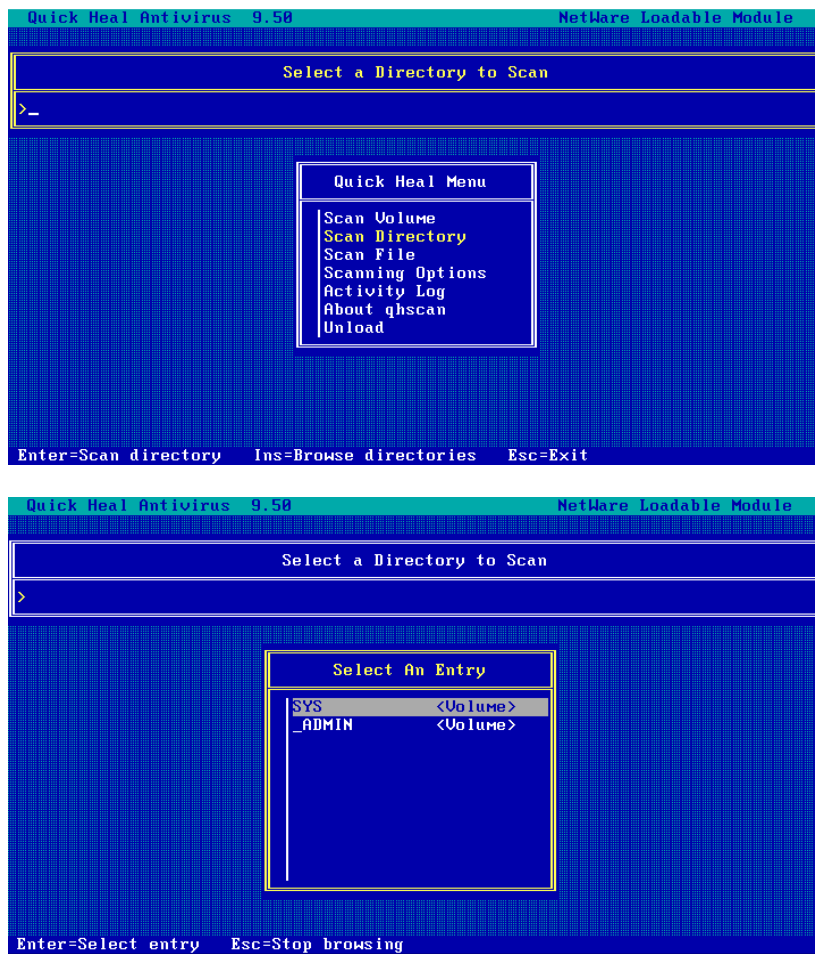
Press **Esc** to unload on demand scanner.

Quick Heal Menu

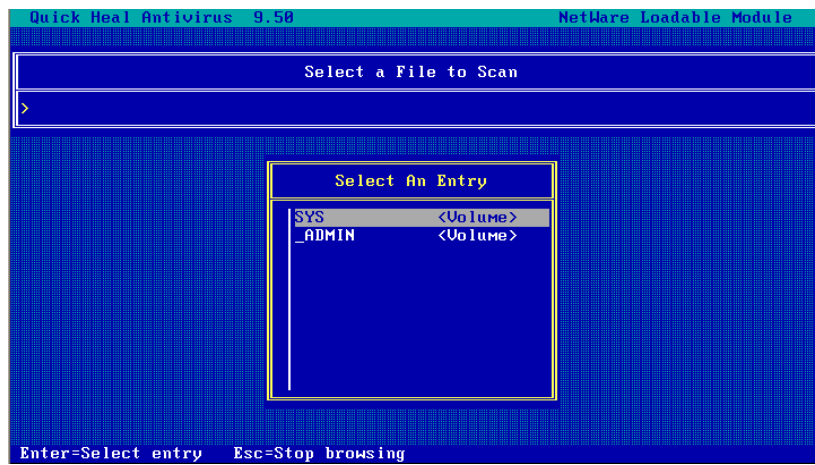
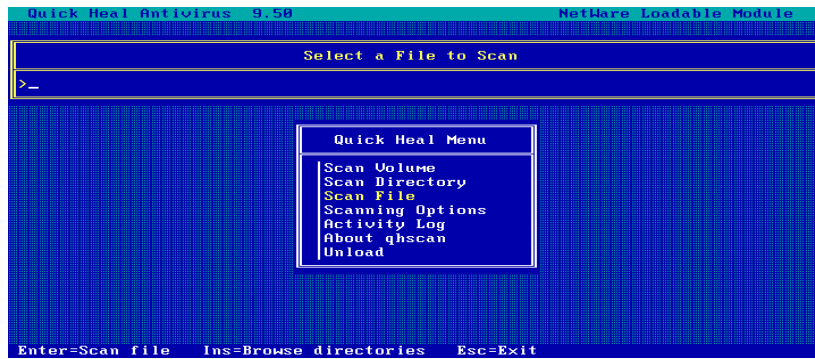
Scan Volume: Use this option to scan volume on the Novell NetWare Server. To scan a volume, Select volume and press **Enter** to start scanning.



Scan Directory: Use this option you can scan folder/directory. To scan directory, Select directory and press **Enter** to start scanning.

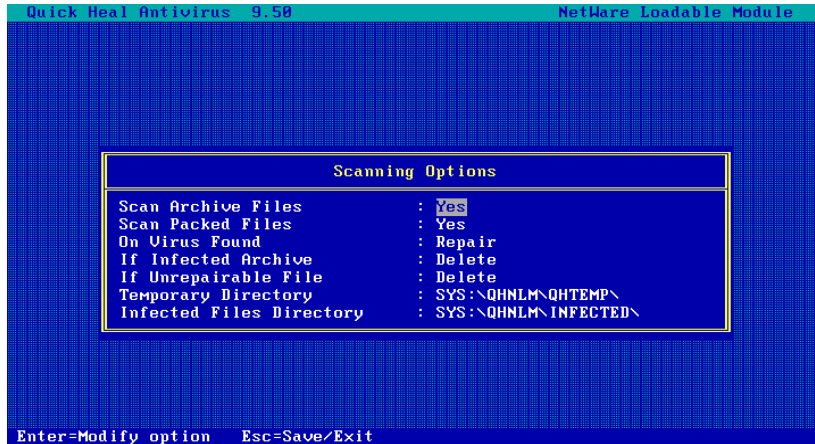


Scan File — Use this option to scan file for any viral infection. To scan a file, type the file path and press **Enter** to proceed with scanning.



Scanning Options

Quick Heal on Demand Scanner contains following options for scanning:



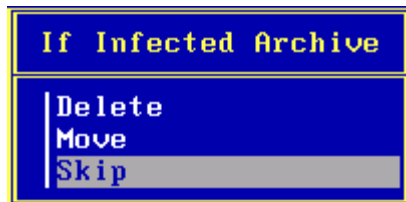
Scan Archive Files — Quick Heal scans inside following compress files i.e. ARJ, CAB, CHM, GZIP, RAR, TAR and ZIP. By default On Demand Scanner is set to scan inside compress file. Select **No** if you do not want to scan inside archive files.



Scan Packed Files — Quick Heal scans executable files packed by LZE. By default Quick Heal is set to scan packed files. To disable packed files scanning, Select **No** to Scan Packed files.



On Virus Found — Set what action to be taken if virus found while scanning.



If Infected Archive — Set what action to be taken if virus found in an infected archive. By default Skip is set. To delete the archives select **Delete**. Select Move to move infected archive file at different location.

If Unrepairable File — Set what action to be taken if virus file is Unrepairable. By default Move is set. Select **Delete** to delete Unrepairable file and press **Enter** to save the changes.

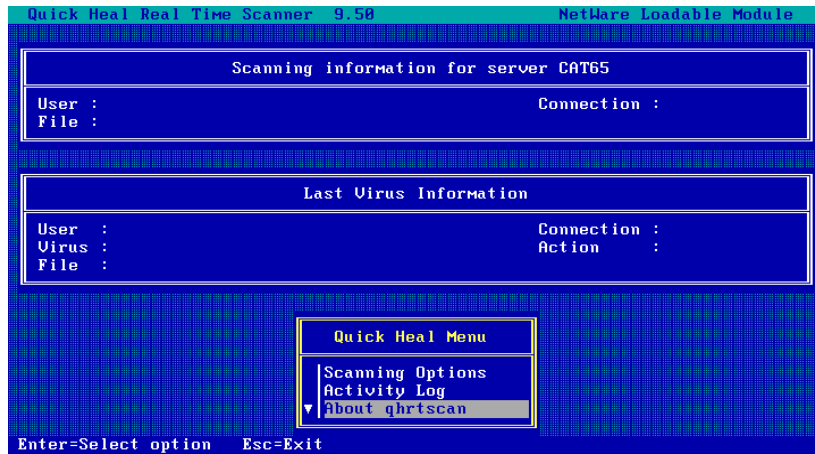


Temporary Directory — Quick Heal Scanner while scanning extract compress files in the specified temporary folder. By default this folder is set to SYS: \QHNLMOHTEMP. To change the default path, select Temporary Directory option and press **Enter**. Type the new folder path and press **Enter** to apply the changes.

Infected Files Directory — By default Quick Heal on Demand scanner moves Unrepairable files into SYS: \QHNLMINFECTED folder. To change the default path, select Infected Files Directory option and press **Enter**.

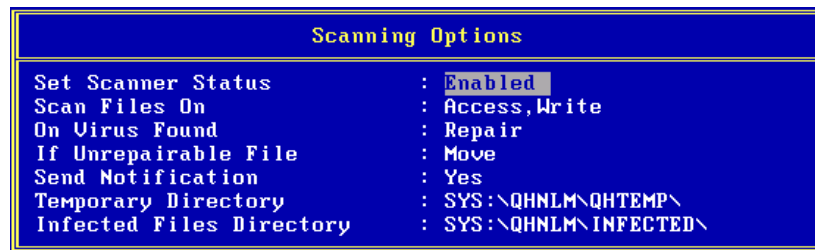
Using Quick Heal Real Time Scanner

Quick Heal Real Time scanner protects the Novell Netware Server from the computer viruses. It continuously monitors the files operation activity on Server. It doesn't take enough resources while monitoring the server. Quick Heal Real Time Protection contains following options:



Scanning options

Quick Heal Real Time Scanner contains following options:



Set Scanner Status - By default Real Time Scanner is enabled. To disable it press **Enter** and select **Disable**.



Scan Files On — By default Quick Heal Real Time scanner scans a file when it access or write. To scan a file when it is being written on the volume, select Scan Files On option from menu and press **Enter**. Select Write option and press **Enter** to save the changes.



On Virus Found — Set what action to be taken if it found virus. By default Repair option is selected. To delete virus select Delete and press **Enter** to save the changes.



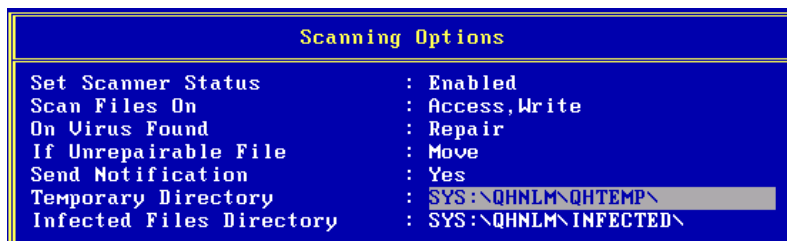
If Unrepairable File - Select the option Delete/Move if Unrepairable virus found.



Send Notification - This feature will prompt workstations if virus occurrence on the server during file operation activities.



Temporary Directory - While scanning of executive archive files, Real Time Scanner by default extracts them into SYS: \QHNL\QHTEMP\ folder. This path can be changed.



Infected files directory - By default infected files will be moved in SYS: \QHNLML\INFECTED\ folder. To change the default path, select Infected Files Directory option and press **Enter**.



Activity Log

Activity log contains the detailed information of virus scanning done by Quick Heal on Demand scanner and Real Time Scanner. It provides the complete details of virus occurrence and action took by both modules.

Quick Heal on Demand Scanner generates its log file at SYS:\QHNLM\QHSCAN.RPT. This file gets overwrite at every scan. Quick Heal Real Time Scanner generates SYS:\QHNLM\QHRTSCAN.RPT. This file gets appended at every virus occurrences.

```
Quick Heal Real Time Scanner 9.50 NetWare Loadable Module
Activity Log
Quick Heal Real Time Scanner unloaded. Thursday, 28 February, 2008, 13:21:44
Quick Heal Real Time Scanner loaded. Thursday, 28 February, 2008, 13:21:49
Version : 9.50
Virus Database : 01 March, 2008
Esc=Exit SYS:\QHNLM\QHRTSCAN.RPT
```

About Qhrtscan

About QHRTSCAN contains the information of Quick Heal Version, Virus Database along with Company Name.

```
Quick Heal Real Time Scanner
Copyright (c) 2008 Quick Heal Technologies (P) Ltd.
All Rights Reserved.
Version: 9.50
Virus Database: 01 March, 2008
Licensed to:
Virus Bulletin
Serial Number: F-188380C3A8
```

Unload Scanner

To unload the Quick Heal Real Time Protection, select Unload Scanner and press **Yes**.



Note. It is not advisable to unload the Real Time Protection. Unloading will make Netware server vulnerable from viruses.

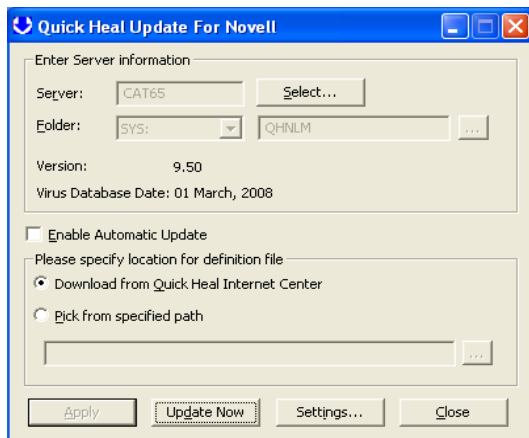
Updating Quick Heal

Update is must for Quick Heal to protect your computer against the threats of new viruses. Latest update provides detection and disinfections for latest viruses including worms, trojans, backdoors etc.

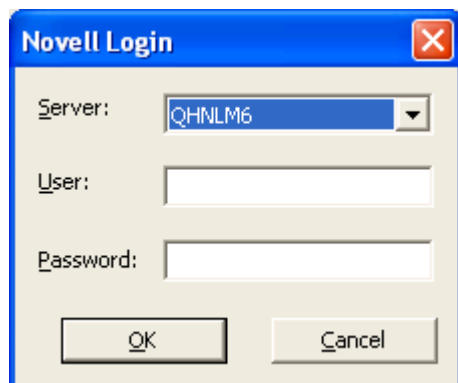
Automatic Update For Quick Heal Novell Protection:

Quick Heal gets updated automatically. For this you need to have internet connection on the Novell client on which update system is installed. To configure update, take below given steps on the Novell client where Quick Heal update system is installed.

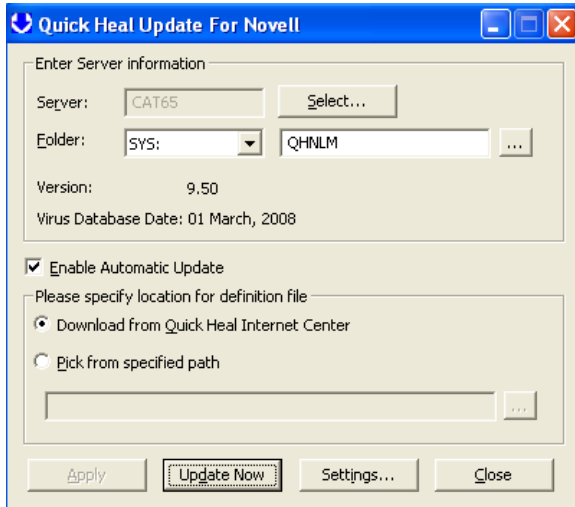
- 1) Click on Quick Heal NLM Update from **Start, Programs, Quick Heal NLM Update**.



- 2) Select Novell Server and Provide necessary authentication to log on to Novell server. Click On **OK**.

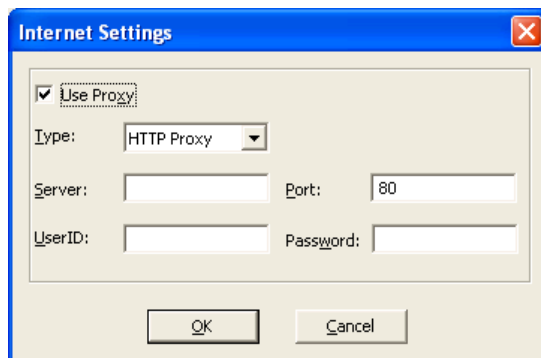


- 3) Choose Quick Heal installation folder by clicking on **Browse I-con**.



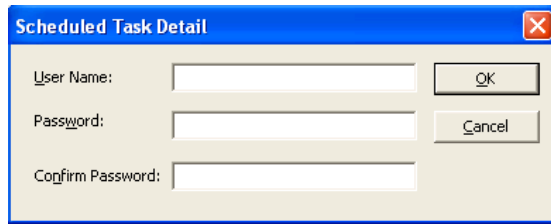
- 4) To update Quick Heal automatically, check **“Enable Automatic Update”**.
5) Select **“Download from Quick Heal Internet Center”** to download updates directly from Internet.
6) If you are using Internet connection through proxy then take below given steps to apply Internet settings for proxy.

- Click on **Settings**
- Enable Use Proxy and select proxy type.
- Specify **Proxy Server IP** in the server field.
- Specify **Proxy Port** in the port field.
- Enter the user name and password if your proxy server needs **Authentication**
- Click on **OK**.



- 7) Select **“Pick from specified path”** to pick update files from specific location.
8) Click on **Apply**.

- 9) In case of Windows 2k and XP Clients, it will popup a Schedule Task Detail window as shown below. Enter User Name, Password and Confirm Password on Windows NT/XP/2003/2003 which allows schedule scan to be executed on the system.



Scheduled Task Detail

User Name: OK

Password: Cancel

Confirm Password:

- 10) To update immediately, Click on **Update Now**.
11) Click on **Close**.

Note

Quick Heal checks for update every 2 hours and on every reboot.

Uninstalling Quick Heal

To uninstall Quick Heal from Novell Netware Server and Quick Heal NLM Update system from Novell Client please follow the below given steps:

Un-installation of Quick Heal NLM Update system:

1. To open Quick Heal NLM Update window, click on **Start**, point to **Programs**, point to **Quick Heal NLM Update** and then click **Quick Heal NLM Uninstaller**.
2. It will give a confirmation dialog i.e. **"Do you really want to uninstall Quick Heal NLM?"**
3. Click on **Yes**.
4. It will remove all the files and folders related to Quick Heal NLM Update system.
5. Click on **OK**.

Un-installation of Quick Heal:

1. Unload Quick Heal Real Time Scanner.
2. Delete QHNLN folder from SYS: \
3. Remove following lines from Autoexec.ncf. Autoexec.ncf. these files can be found in SYSTEM folder of Novell NetWare server.

**Search Add SYS: \QHNLN\
LOAD SYS: \QHNLN\QHRTSCAN**