Help Document Series: Running a full scan with VirusScan

This guide will explain how to run a full scan on your Clark owned computer and how to review the results.

Running full scan on the local computer.

Step 1
Right-click on the McAfee Shield icon located in the Windows taskbar located in the bottom right hand corner next to the system clock. Select Managed Features and then VirusScan Enterprise from the menu.

NOTE: This may cause the Windows User Account Control prompt to appear. Please click Yes when asked in order to launch the Virus Scan Console window.

Step 2
Verify that the AutoUpdate – Last Run entry at the bottom of the console has succeeded within the past 5 days. If it has not, select the AutoUpdate task and then click the Play button (the green triangle in the toolbar above). Wait for the update to finish before proceeding to step 3.

Step 3
Click on the Full Scan option and then click the Play button (the green triangle) on the upper part of the window. This will spawn the On-Demand Scan Progress window and the scan will begin.

Note: Depending on the size and number of local drives the scan can take between one and two hours.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508-793-7745 or helpdesk@clarku.edu.
Step 4
When the scan is finished review the results in the On-Demand Scan Progress window. If Nothing Found is listed in the lower left hand corner the scan has not detected any threats on the computer.

If any entries are listed in the window please make note if they were cleaned or deleted. If any threats are listed as unable to be deleted or cleaned immediately contact the ITS Help Desk for assistance.

Once you are finished reviewing the results the Close button close the On-Demand Scan Progress window. Once this is done the red X can be used to close the Virus Scan Console window.

Note: Due to the complex nature of spyware and viruses the full scan may be the first in a series of maintenance checks required to clean a Clark owned computer. Please make sure to let the ITS Help Desk know the results of your scan and if you notice any changes in the computer's behavior post scan.