## How to enable emails when using McAfee Virus Protection.

Due to updates in McAfee antivirus software some practices may experience problems when submitting returns, this is caused by the enhanced security settings preventing any un-authorised programs for sending emails. To resolve this Escro must be added to the McAfee's list of allowed programs, please follow the instructions below to resolve this.

### Step 1

Navigate to your toolbar at the bottom of the screen and right click on the McAfee Virus Protection icon to bring up the menu below.

Last Result

Last Run

Select VirusScan Console... and click to open.

#### Step 2

Task

🐚 VirusScan Console

<u>T</u>ask <u>E</u>dit <u>V</u>iew T<u>o</u>ols <u>H</u>elp

📜 Buffer Overflow Protection

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You should now be presented with the VirusScan Console window below.

Status

Enabled

Enabled



VirusScan Console...

# Double click on **Access Protection** to open the properties window.

On-Delivery E-mail Scanner	Enabled No unwanted progra			<b>3</b> .	Access Protection Properties					
♥ On-Access Scanner 않Quarantine Manager Policy ♥ Full Scan 웹 AutoUpdate	Enabled The quarantine fold Not Scheduled Daily, 17:00	Cancelled, nothing f The Update succeeded	05 Novemb 05 Novemb	A	Access Protection Reports Access Protection Rules Prevent intrusions by restricting access to specif You can block access to pots and pot ranges, file, and generate log anties and/or Alet Manga an outbreak occurs, you can block destructive McAlee processes from being terminated.	ied ports, fil lock down jer and ePc code from a	es, folders, an hares, files, a icy Orchestrat ccessing the c	d shares. This can b nd directories to read or events when atter computer until a DAT	e critical both before and during outbreak d-only, block the execution of a specific myst are made to access blocked items. file is released. You can also prevent	cs. If
VirusScan Console					Enable Access Protection					
Step 3 Now the property resemble the ima	v window is op age on the righ	en it should nt.	ł		Categories Anti-visus Standard Protection Anti-visus Maximum Protection Common Standard Protection Common Navimum Protection Vistual Machine Protection User-defined Rules	Block V V V V V V V V	Report	Rules Prevent registry Prevent user rig Prevent remote Prevent hijackin Prevent Windon Prevent Mindon Prevent IRC co Prevent use of	editor and Task Manager from being dis phile policies from being altered i creation/modification of executable and creation of autorun files og of EXE and other executable extensis was Process spooling maling woms from sending mall minumication	abl co ons
Select Anti-virus	s Standard Pr	otection				<				>

Prevent McAfee services from being stopped

Select Anti-virus Standard Protection from the list on the left and select the rule stating "Prevent mass mailing worms from sending mail" from the list on the right. Double click on this rule or click on the

Edit button below the box to open the rule for editing.

#### Step 4

Once opened, the editing window should resemble the one below on the left.

Dula Nama
Rule Manie:
Prevent mass mailing worms from sending mail
Processes to include:
*
Processes to exclude:
RESRCMON.EXE, rpcserv.exe, SP5Notific*, thebat.exe, thunde*.exe, tomcat.exe, tomcat5.exe, tomcat5w.exe, VMIMB.EXE, webproxy.exe, WinMail.exe, winpm-32.exe
OK Cancel

**Step 5** Using the scroll bar on the right, scroll down to the end of the exclusion list and add a comma then the following text: **fv\_\*.exe** to the end of the list.

OK Cancel

Apply

Help

Rule Name:	, tomcat5.exe, t
Prevent mass mailing worms from	n sending mail xe, fv_*.exe
Processes to include:	
•	
Processes to exclude:	
Processes to exclude: thunde*.exe, tomcat.exe, tomc WinMail.exe, winpm-32.exe, fv_	atS. no, tomcatSw.exe, VMIMB.EXE, webproxy.exe, *.exe

Emails should now be enabled whilst your computer is running McAfee virus protection.

If you require any further assistance, please contact the EScro helpdesk on (01463) 667315.