## 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.

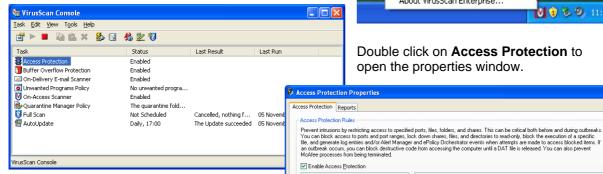
## Step 1

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.

Select VirusScan Console... and click to open.

## Step 2

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



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

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Prevent registry editor and Task Manager from being disabli
Prevent user rights policies from being altered
Prevent tennote creation/modification of executable and co
Prevent remote creation of automor files
Prevent higacking of EXE and other executable extensions
Prevent Myndows Process soodier.

<u>E</u>dit... <u>D</u>elete <u>N</u>ew..

OK Cancel Apply

Prevent IRC communic Prevent use of tftp.exe

VirusScan Console...

On-Demand Scan...

Update Now...

Disable On-Access Scan

On-Access Scan Properties...

**On-Access Scan Statistics** 

On-Access Scan Messages... Open Access Protection Log File

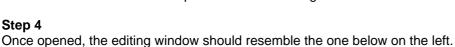
About VirusScan Enterprise...



Now the property window is open it should resemble the image on the right.

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

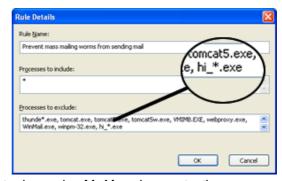
**Edit button** below the box to open the rule for editing.





**Step 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: hi \*.exe to the end of the list.

Prevent McAfee services from being stopped



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.