

Symantec™ Mobile AntiVirus for Windows Mobile User's Guide



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Introducing Symantec Mobile AntiVirus

This chapter includes the following topics:

- [About Symantec Mobile AntiVirus](#)
- [How Symantec Mobile AntiVirus works](#)
- [For more information](#)

About Symantec Mobile AntiVirus

Symantec Mobile AntiVirus provides secure mobile computing through comprehensive, reliable protection against malicious attacks that are directed at devices.

How Symantec Mobile AntiVirus works

The Symantec Mobile AntiVirus components work together to protect the devices from threats.

To understand how Symantec Mobile AntiVirus works, you need to know the following:

- [How the devices are protected](#)
- [How virus protection and Symantec Mobile AntiVirus are updated](#)
- [How events are logged](#)

How the devices are protected

Symantec Mobile AntiVirus uses virus definitions files to identify known viruses. As files are accessed on the device, Auto-Protect provides automatic, real-time virus scanning. Users can also perform on-demand scans. When Symantec Mobile AntiVirus scans a suspicious file, it blocks access to the file and prompts users to repair the file (if possible), delete the file, or quarantine the file.

What happens when Symantec Mobile AntiVirus finds a virus

When Symantec Mobile AntiVirus identifies a suspicious file, it does the following:

- Blocks access to the file.
- Displays a dialog box that provides information about the potentially infected file and the option of deleting the file, repairing the file (if possible), or sending the file to the Quarantine.
- Logs the found virus in the Activity Log.
See [“About the Activity Log”](#) on page 17.

How virus protection and Symantec Mobile AntiVirus are updated

Symantec™ Security Response provides users with regular updates to virus definitions files to keep their virus protection current. In addition, Symantec may also provide software updates to Symantec Mobile AntiVirus.

You obtain virus definitions and product updates directly from the Symantec LiveUpdate server.

See [“Updating devices”](#) on page 15.

How events are logged

Users can view this data directly on the device.

See [“About the Activity Log”](#) on page 17.

For more information

The product documentation provides assistance for using your Symantec products. You can find the information that you need on your device and on the Web.

Use online Help

Online Help is available on your device.

To access device Help

- 1 On your device, open the **AntiVirus** shortcut.
- 2 Select **AntiVirus > Help**.
- 3 Select **View > Contents**.

Explore the Symantec service and support Web site

On the Symantec service and support Web site, you can find the latest protection and program updates, patches, online tutorials, Knowledge Base articles, and virus removal tools.

To explore the Symantec service and support Web site

- 1 On the Internet, go to the following URL:
<http://www.symantec.com/techsupp/>
- 2 Follow the links to the information that you want.

Installing Symantec Mobile AntiVirus

This chapter includes the following topics:

- [Before you install](#)
- [System requirements](#)
- [Installing Symantec Mobile AntiVirus](#)
- [Testing the installation](#)
- [Uninstalling Symantec Mobile AntiVirus](#)

Before you install

You must uninstall all previous versions of Symantec AntiVirus for Handhelds before you can install Symantec Mobile AntiVirus 4.0.

System requirements

[Table 2-1](#) lists the supported devices and their system requirements.

Table 2-1 Device requirements

Operating system or component	Minimum requirements
Pocket PC 2003/Pocket PC 2003 SE/Windows Mobile 2003/Windows Mobile 2003 SE/Windows Mobile 5.0/Windows Smartphone 2003/Windows Smartphone 2003 SE/Windows Smartphone 2005	<ul style="list-style-type: none">■ Installation footprint: 2500 KB■ Optional software: Microsoft® ActiveSync® 4.0 or later

Table 2-1 Device requirements (*continued*)

Operating system or component	Minimum requirements
LiveUpdate Wireless	Wireless Internet hardware support using the regular TCP/IP stack.

Installing Symantec Mobile AntiVirus

Install by using the installation wizard on the CD.

Installing Symantec Mobile AntiVirus on the devices

You can install by using the installation wizard on the CD, and then synchronizing the device with your desktop computer.

Installing Symantec Mobile AntiVirus by using the installation wizard

Appropriate synchronization software must be installed on the computer that you are using for installation. You must also have administrator privileges on the computer.

Symantec Mobile AntiVirus installation software determines whether you have appropriate synchronization software installed, and installs Symantec Mobile AntiVirus for your devices.

To install to devices by using the installation wizard

- 1 Insert the Symantec Mobile AntiVirus CD into the CD-ROM drive of the computer on which your device software is installed.
- 2 Click **Install Symantec Mobile AntiVirus to device(s)**.
- 3 Once installed, an icon for Symantec Mobile AntiVirus appears on the device's Programs screen.

Testing the installation

You can verify that Symantec Mobile AntiVirus is active by downloading the standard European Institute for Computer Anti-Virus Research (EICAR) test file, and copying it to the device.

To test the installation

- 1 Download the EICAR test file from www.eicar.org

You may need to temporarily disable antivirus scanning on your computer to access the EICAR test file. Make sure that you re-enable antivirus scanning on your computer after you are finished.

- 2 Copy the EICAR file to the device.

A successful installation of Symantec Mobile AntiVirus displays a dialog box when the EICAR test file is copied to the device.

Uninstalling Symantec Mobile AntiVirus

At some point, you may need to uninstall Symantec Mobile AntiVirus.

To uninstall Symantec Mobile AntiVirus on the devices

- 1 Tap **Start > Settings**.
- 2 At the bottom of the screen, on the System tab, tap **Remove Programs**.
- 3 Tap **Symantec Mobile AntiVirus**, and then tap **Remove**.

Protecting devices with Symantec Mobile AntiVirus

This chapter includes the following topics:

- [About scanning for and responding to viruses](#)

About scanning for and responding to viruses

When Symantec Mobile AntiVirus detects a virus, the user can take an action. The type of action that the user takes depends on the nature of the virus.

About Auto-Protect scans

As users access files on the devices, Auto-Protect provides real-time virus scanning.

When Auto-Protect detects a suspicious file, it blocks access to the file and presents a dialog box that lets users do one of the following:

Delete	This action deletes the infected file and is the recommended action.
Repair	This action attempts to repair the infected file. This action appears only if repair is possible.
Quarantine	This action moves the infected file to the Quarantine. Infected files in the secured Quarantine cannot spread viruses into other areas of the device.

Temporarily turn off Auto-Protect

Auto-Protect constantly monitors and scans the files that the device is accessing. When a virus or virus-like activity is detected, the potentially malicious file is blocked, and an alert appears.

By default, Auto-Protect is turned on. It is recommended that Auto-Protect remain turned on at all times.

In some cases, you may receive an alert about a file that does not actually contain a virus. To use the file and avoid the warning, temporarily turn off Auto-Protect.

To turn off Auto-Protect

- 1 On your device, open the **AntiVirus** shortcut.
- 2 Uncheck **Auto-Protect**.

Updating devices

This chapter includes the following topics:

- [Updating devices](#)
- [Scheduling updates or reminders](#)

Updating devices

Update devices with the latest virus definitions files regularly.

You can access Symantec Mobile AntiVirus updates by using LiveUpdate Wireless. LiveUpdate Wireless is installed when you install Symantec Mobile AntiVirus.

If the device does not have an active Internet connection, LiveUpdate Wireless tries to create a network connection. The connection fails if the device isn't configured with an Internet access point.

Symantec Mobile AntiVirus supports the following types of updates:

Virus definitions file updates	Symantec products use virus definitions files to identify viruses. Symantec Security Response researches and responds to new virus threats and provides customers with updates of virus definitions files as new viruses emerge.
Software updates	Symantec occasionally provides software updates to Symantec products.
Engine updates	Symantec occasionally provides antivirus scan engine updates to take into account new types of threats that have been identified.

To search for updates

- 1 On your device, open the **AntiVirus** shortcut.
- 2 Select **Tools > LiveUpdate**.

LiveUpdate Wireless connects to the Symantec LiveUpdate Wireless server, where it searches for available virus definitions files, software, and engine updates.

After you update your device with the latest virus definitions file, your device is protected from the most current virus threats.

Scheduling updates or reminders

Scheduled updates automatically check for and install virus definitions file and engine updates on devices. Reminders prompt users to check for updates. The default setting is to remind users to check for updates.

You can enable and configure scheduled updates to occur at a specified interval.

[Table 4-1](#) describes the LiveUpdate Wireless schedule settings.

Table 4-1 LiveUpdate Wireless schedule settings

Setting	Description
Perform scheduled updates	Determines whether scheduled updates are enabled. If enabled, you must specify a type (update or reminder to update), a starting time and date, and a frequency.

[Table 4-2](#) describes the LiveUpdate Wireless proxy settings.

Table 4-2 LiveUpdate Wireless proxy settings

Setting	Description
Use HTTP Proxy	Determines whether a proxy server is enabled. If enabled, you must specify a server name and port number. The acceptable range for port number is 0 to 65535.
Require Authentication	Determines whether authentication is enabled. If enabled, you must specify user name and password.

Working with the Activity Log

This chapter includes the following topics:

- [About the Activity Log](#)

About the Activity Log

The device maintains a local history of antivirus activity.

When the log is full

When the Activity Log reaches 100 KB in size, Symantec Mobile AntiVirus first compacts the log file, which creates more space. If compacting the log file does not create enough space, entries are deleted (oldest first) until the size drops below 100 KB.

Service and support solutions

This chapter includes the following topics:

- [About online support](#)
- [About phone support](#)
- [Support for old and discontinued versions](#)
- [Subscription policy](#)
- [Worldwide service and support](#)

About online support

Symantec offers a range of technical support and customer service options on the Internet at the following address:

<http://service.symantec.com/techsupp/>

On the Symantec support Web site, you can search our technical support knowledge base for help with technical issues, such as installing, configuring, or troubleshooting your Symantec product. You can also find help with subscriptions, rebates, registration, and other nontechnical issues.

The Symantec Web site contains answers to the most common customer questions.

About phone support

If you have a question or problem that you cannot resolve on the support Web site by yourself, the Web site provides a link to information about fee-based phone support. This support is available to all registered customers. Click the link for

technical support. The online options display first, followed by the telephone contact options.

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Technical information may still be available through the support Web site at the following address:

<http://service.symantec.com>

Subscription policy

This renewable service includes protection updates and new product features as available throughout the service period. Please note that features may be added, modified or removed during the service period.

Service period lengths vary by Symantec product. After your initial service period ends, you must renew your service subscription before you can update and use your protection. When you run LiveUpdate near the end of your service period, you are prompted to subscribe for a nominal charge. Simply follow the instructions on the screen to renew.

Worldwide service and support

Support solutions vary by country. For Symantec and International Partner locations outside of the United States, connect to the following address and select your language:

<http://service.symantec.com>

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