

Using Trend Micro "Housecall"



biz anyware

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Trend Micro offer antivirus solutions. One of the features that they have is what they call "HouseCall". Basically it is a virus scanner that will search through your machine looking for anything that resembles a virus. It will then attempt to clean the virus from the machine.

You can start Trend Micro's Housecall by visiting <http://housecall.trendmicro.com.au/> and staying online while you go through the process of starting the application scanning.

The application may take a while to start, as it is a comprehensive virus scanner.

Once you visit the Housecall website you will be greeted with a screen that is similar to the below. Find the link that asks you to start scanning. (Circled below).

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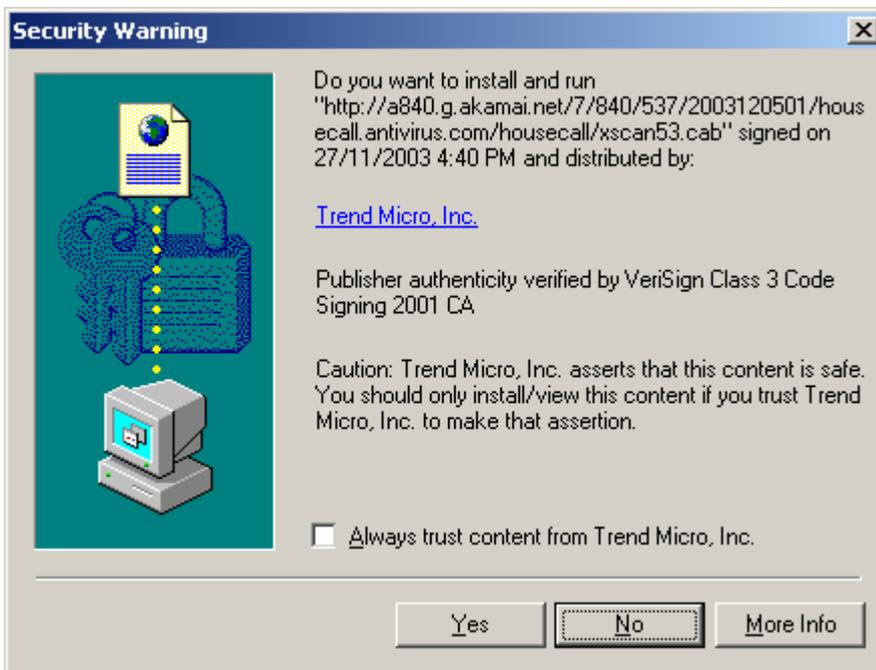
The screenshot shows the Trend Micro HouseCall website. At the top, there is a 'Global Sites' dropdown menu with options for Japan, Taiwan, China, and South Korea. Below this is a search bar. The main navigation menu includes Home, Products, Purchase, Support, Security Info, Partners, and About Us. The 'Products' menu is expanded, showing Desktop, PC-cillin Internet Security, PC-cillin Wireless, HouseCall (selected), and OfficeScan Corporate Edition. The main content area features a 'HouseCall' header, a 'VIRUS ALERT' section with four medium risk alerts, and a 'Scan Your PC' section with a 'Scan Now, It's Free!' link. A 'More Info' sidebar on the right contains links for Overview, Reviews, Comparison, Statistics, Support, FAQs, Scan Now, Customer Advisory, and Download. A red circle highlights the 'Scan Your PC' section, and a red arrow points to the 'Scan Now, It's Free!' link.

The next screen will ask you which country you are in. Example below.

HouseCall Scan Now

Please Select your Location:

Select Australia and click on the Go button. The following window may appear if you haven't already used House Call (or haven't used Housecall recently).



Click on the **Yes** button in order to have the program setup ready on your machine. Once it is setup, a screen similar to the below screen will appear.

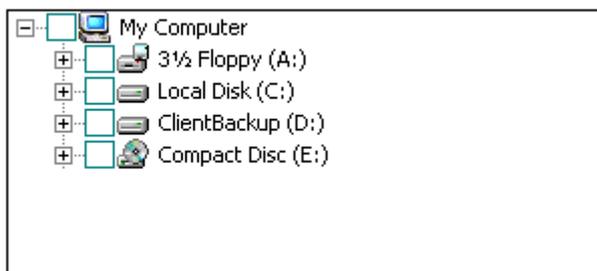
HouseCall Scan Now

Give your PC a FREE check-up!

HouseCall is a demonstration of the power of Web-based technologies that Trend Micro is developing to make deployment and management of virus protection in corporate settings fast and easy. Check for [latest virus alerts](#)

More Info

- > Overview
- > Reviews
- > Comparison
- > Statistics
- > Support
- > FAQs
- > **Scan Now**
- > Customer Advisory
- > Download

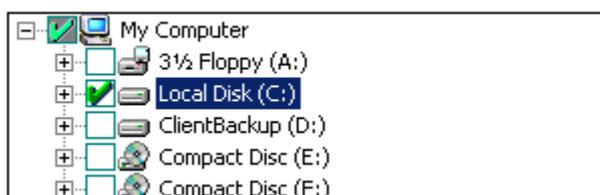


Auto Clean



Note: A small screen saying that it is downloading updates may appear. Leave this screen until it has finished as this will be the latest virus definition that the scanner will use to search for viruses on your computer.

Most computers have only 1 hard disk or local disk in them. This hard disk is normally called **C:** in order to get "HouseCall" to scan the hard disk you will need to click on the box beside the **C:**. This will then "tick" the drive so that it will be scanned. Example shown below.



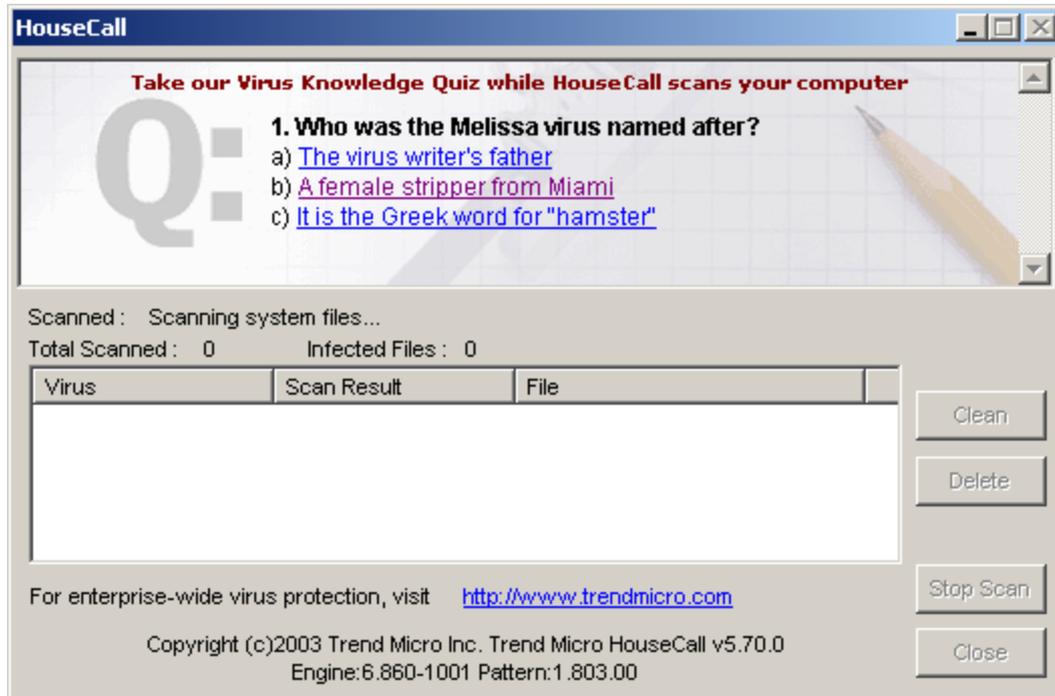
Note: In this example, the computer used actually has 2 local disks which are C: and D: but only C: is going to be checked because D: doesn't have a tick. If you have more than 1 local disk then you can tick all of the local disks so that they are all checked.

CDRom drives don't normally need to be checked as a virus cannot write itself onto a CDRom disk.

SCAN

Once the drives that you want to check are ticked, you can then press the button.

Once pressed a screen similar to the below will appear.



The system will start scanning. (There is a little quiz at the top, which can be ignored if you would like.) As the scanner goes through the system it will check each file. If it finds something that it doesn't agree with then it will ask you to either Clean it or Delete it.

Most of the newer viruses cannot be cleaned, so it is often easier to just delete it.

With any luck your machine will not have any virus infected files but if it does this tool will hopefully take care of it. If it does have a virus then it is best practice to reboot the machine once the scan is complete then restart the whole virus scanning procedure to make sure that the virus has been properly dealt with.

If you have further viral flare-ups then it is best to look at purchasing a proper Antivirus Product such as:

- McAfee <http://www.mcafee.com>
- Trend Micro <http://www.trendmicro.com.au>
- Vet antivirus <http://www.vet.com.au>
- Norton <http://www.symantec.com>

Contact Biz AnyWare on 08 9226 4990 or via the website <http://www.bizanyware.com.au> for more help.

