

# F-Secure Mobile Anti-Virus

for Pocket PC

User's Guide



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## How This Guide Is Organized

F-Secure Mobile Anti-Virus for Pocket PC User's Guide describes how to install and use F-Secure Mobile Anti-Virus for Pocket PC. It is divided into the following chapters and appendices:

**Chapter 1. *Introduction.*** Provides general information about the functionality and features of F-Secure Mobile Anti-Virus for Pocket PC.

**Chapter 2. *Installation.*** Explains how to install F-Secure Mobile Anti-Virus for Pocket PC.

**Chapter 3. *User Interface.*** Describes the F-Secure Mobile Anti-Virus user interface.

**Chapter 4. *Startup and Shutdown.*** Explains how to start and shut down F-Secure Mobile Anti-Virus.

**Chapter 5. *Configuration.*** Gives instructions on configuring the scanning and update settings.

**Chapter 6. *Virus Scan.*** Explains how to scan files for viruses.

**Chapter 7. *What to Do If a Virus Is Found.*** Explains how to view details of infected files and what to do if a virus is found.

**Chapter 8. *Updating.*** Explains how to keep F-Secure Mobile Anti-Virus up-to-date.

**Chapter 9. *Troubleshooting.*** Provides solutions to common problems.

**Technical Support.** Provides the contact information for assistance.

**About F-Secure Corporation.** Describes the company background and products.

## Conventions Used in F-Secure Guides

This section describes the symbols, fonts, and terminology used in this guide.

### Symbols



**WARNING:** The warning symbol indicates a situation with a risk of irreversible destruction to data.



**IMPORTANT:** An exclamation mark provides important information that you need to consider.



**REFERENCE** - A book refers you to related information on the topic available in another document.



**NOTE** - A note provides additional information that you should consider.



**TIP** - A tip provides information that can help you perform a task more quickly or easily.

⇒ An arrow indicates a one-step procedure.

### Fonts

**Arial bold (blue)** is used to refer to menu names and commands, to buttons and other items in a dialog box.

*Arial Italics (blue)* is used to refer to other chapters in the manual, book titles, and titles of other manuals.

*Arial Italics (black)* is used for file and folder names, for figure and table captions, and for directory tree names.

Courier New is used for messages on your computer screen.

**Courier New bold** is used for information that you must type.

**SMALL CAPS (BLACK)** is used for a key or key combination on your keyboard.

[Arial underlined \(blue\)](#) is used for user interface links.

Times New Roman regular is used for window and dialog box names.

## PDF Document

This manual is provided in PDF (Portable Document Format). The PDF document can be used for online viewing and printing using Adobe® Acrobat® Reader. When printing the manual, please print the entire manual, including the copyright and disclaimer statements.

## For More Information

Visit F-Secure at <http://www.f-secure.com> for documentation, training courses, downloads, and service and support contacts.

In our constant attempts to improve our documentation, we would welcome your feedback. If you have any questions, comments, or suggestions about this or any other F-Secure document, please contact us at [documentation@f-secure.com](mailto:documentation@f-secure.com).

# 1

## INTRODUCTION

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## 1.1 F-Secure Mobile Anti-Virus for Pocket PC

In this guide, F-Secure Mobile Anti-Virus for Pocket PC is referred to as F-Secure Mobile Anti-Virus.

F-Secure Mobile Anti-Virus is an antivirus program that protects data stored on your Pocket PC against malicious code attacks. It automatically scans all files when they are accessed. When F-Secure Mobile Anti-Virus detects an infected file, it immediately quarantines it to protect all other data on your Pocket PC.

For the F-Secure Mobile Anti-Virus application to work effectively, you must keep it up-to-date. You can keep the application up-to-date by downloading the latest virus definition databases and application upgrades automatically from your update server.

## 1.2 Key Features

F-Secure Mobile Anti-Virus has the following key features:

### Extensive scanning

The application automatically scans all files when they are accessed (if you have selected real-time scanning). Viruses are scanned on your Pocket PC so it is protected from malicious code even if you transfer programs from other Pocket PCs or PCs that do not have antivirus software installed. You can also manually scan your Pocket PC for viruses whenever you want.

### Automatic Updates

The application automatically downloads regular updates to keep the virus definition database up-to-date (if you have selected automatic updates). This enables finding and removing even the most recently found viruses and ensures that you always have the best possible protection. F-Secure Mobile Anti-Virus also offers the possibility to receive updates using a wireless connection (GSM/GPRS dial-up or WLAN).

# 2

## INSTALLATION

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## 2.1 System Requirements

To use F-Secure Mobile Anti-Virus, your Pocket PC must meet the following minimum requirements:

Table 2-1: Pocket PC Requirements

Operating System:	<ul style="list-style-type: none"><li>■ Windows Mobile 2003 software for Pocket PC,</li><li>■ Windows Mobile 2003 Second Edition software for Pocket PC, or</li><li>■ Windows Mobile 2003 Second Edition software for Pocket PC Phone Edition</li></ul>
Supported devices:	<ul style="list-style-type: none"><li>■ QTEK 9090 (Windows Mobile 2003 Second edition Pocket PC phone edition)</li><li>■ T-Mobile MDA compact (Pocket PC 2003 SE Phone edition)</li><li>■ MDA II (Pocket PC 2003)</li><li>■ MDA III (Windows Mobile 2003 Second edition Pocket PC phone edition)</li></ul>

You can install F-Secure Mobile Anti-Virus also using your computer. To do that, you must have Microsoft ActiveSync 3.5 or later installed on your computer. If you have an earlier version, you can download the latest version from the Microsoft Pocket PC website, <http://www.Microsoft.com/PocketPC/>

## 2.2 Installing F-Secure Mobile Anti-Virus

You can install the application in one of the following ways:

- Directly on your Pocket PC; see “*Direct Installation*”, 17
- By connecting your Pocket PC to your computer and using Active Sync; see “*Installation Using Your Computer*”, 17

## 2.2.1 Direct Installation

### For installing the application directly on your Pocket PC:

1. Transfer the installation file (.cab file) to your Pocket PC.
2. In File Explorer, locate the application installation package.
3. Tap the .cab file to start the installation process. The installer automatically places all the application components into the correct folders.
4. After installing the application, you are prompted to restart your Pocket PC. Tap **Yes**.
5. After you restart your Pocket PC, the Product Activation wizard is launched. Follow the instructions on the screen. For more information on activating the application, see “*First-time Start-Up (Activation)*”, 26.


## 2.2.2 Installation Using Your Computer

For installing the application on your Pocket PC using a computer, you must have the .exe file on the computer.

### To install F-Secure Mobile Anti-Virus using a computer:

1. Run the installation program manually by tapping the F-Secure Mobile Anti-Virus .exe file.
2. If your Pocket PC is connected to the computer, the ActiveSync pushes the installation files to your Pocket PC and installs all application components into the correct folders  
If your Pocket PC is not connected to the computer during the installation process, the ActiveSync installs the application components during the next ActiveSync session.
3. After installing the application, you are prompted to restart your Pocket PC. Tap **Yes**.
4. After you restart your Pocket PC, the Product Activation wizard is launched. Follow the instructions on the screen. For more information on activating the application, see “*First-time Start-Up (Activation)*”, 26.

## 2.3 Uninstalling F-Secure Mobile Anti-Virus

 **IMPORTANT:** *If you need to uninstall the application from your Pocket PC, make sure that you do not have any quarantined or infected files in your Pocket PC.*


You can uninstall the application either directly from your Pocket PC or through a computer using ActiveSync.

### To uninstall the application from your Pocket PC:

1. Close the application by tapping **Exit** on the **File** menu.
2. On the **Start** menu, tap **Settings**, and then tap **Remove programs**.
3. Tap **Yes** when you are prompted if you want to uninstall the application.

All the application components are removed.

### To uninstall the application using your computer:

 **IMPORTANT:** *If you installed the application locally on your Pocket PC, you can uninstall it only using ActiveSync.*

1. Close the application by selecting **Exit** on the **File** menu.
2. All the applications that have been installed using ActiveSync appear on the ActiveSync application list. To view the list of installed applications, click **Add/Remove Programs** on the ActiveSync **Tools** menu.
3. From the list of installed applications, select **F-Secure Mobile Anti-Virus**, and click **Remove**.

All the application components are removed.

# 3

## USER INTERFACE

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## 3.1 Main View

The F-Secure Mobile Anti-Virus main view displays:

- Real-time scanning status
- Update status
- Subscription status
- Infection status

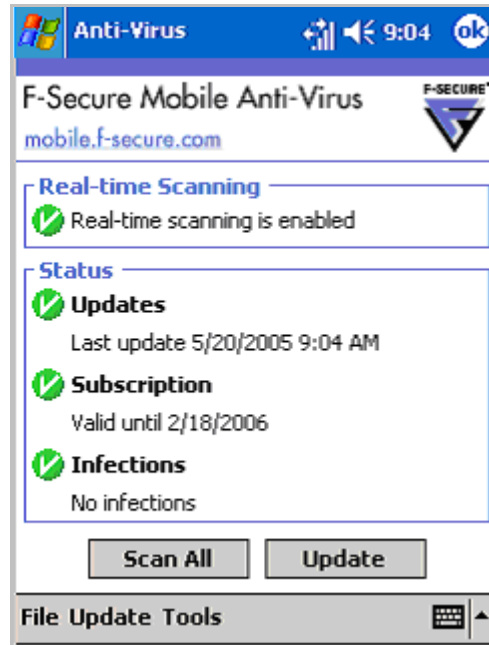


Figure 3-1 Main view

## 3.1.1 Main View Buttons

The main view has two buttons:

- **Scan All** - scan all files on your Pocket PC for viruses
- **Activate** (available if activation has not been completed) - activate the application (first-time start-up), OR
- **Update** (available if activation has been completed) - download the latest update

## 3.1.2 Main View Menus

The menus on the main view are:

- File menu
- Update menu
- Tools menu


### File Menu

The **File** menu has the following commands:

- **Scan all** - scan all files on your Pocket PC for viruses
- **Infections...** (available if there are infections in the system) - open the Infected files view
- **Exit** - shut down the application



**IMPORTANT:** *If you shut down the application, the infected files are not quarantined and the system is not protected against viruses.*

Tapping the  icon at the top right corner of the main view hides the user interface, but keeps the application running on the background. If you have selected real-time scanning, all files are automatically scanned for viruses when they are accessed.

## Update Menu

The **Update** menu has the following commands:

- **Activate Anti-Virus** (available if activation has not been completed) - activate the application (first-time start-up)
- **Update...** (available if activation has been completed) - download the latest update
- **Subscribe** (available if activation has been completed) - display the Subscribe screen



*Depending on how and where you purchased the product, the **Update** menu may have either a **Subscribe** or **Cancel Subscription** command.*

## Tools Menu

The **Tools** menu has the following commands:

- **Settings** - edit the Anti-Virus configuration
- **About** - display information about the application, such as copyright information and the software version

## 3.2 About Anti-Virus

The About Anti-Virus view displays the following information:

- Application version information
- Scanner version
- Copyright information
- URL to F-Secure Corporation's international web page

## 3.3 Today Screen

After the application has been successfully started, a status icon (F-Secure logo) is displayed at the bottom of the Today screen (Figure 3-2). The status icon indicates if your Pocket PC is protected.

⇒ Tap the F-Secure status icon to bring F-Secure Mobile Anti-Virus into view.

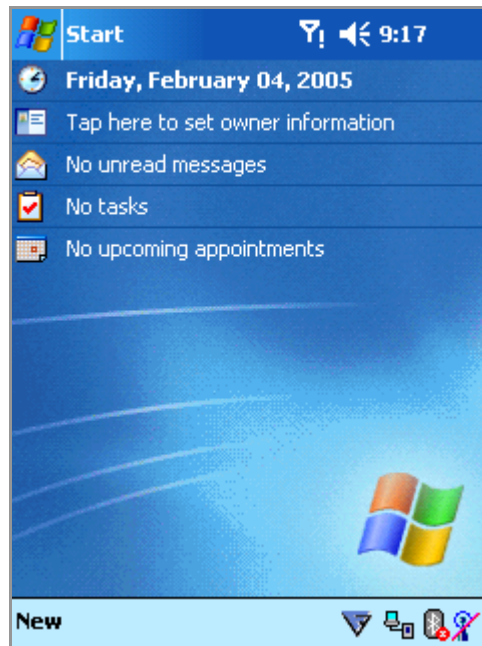


Figure 3-2 Today screen



# 4

## STARTUP AND SHUTDOWN

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## 4.1 Starting F-Secure Mobile Anti-Virus

After successfully installing the application, you need to activate it (first-time start-up). For more information about the activation, see “*First-time Start-Up (Activation)*”, 26.

Next time when you turn on your Pocket PC, the application starts up automatically (normal start-up). If you have selected real-time scanning, the real-time scanner is started. You should scan all files to ensure your Pocket PC is clean. We also recommend scanning your Pocket PC whenever prompted by the application. For more information about the normal start-up, see “*Normal Start-Up*”, 30

### 4.1.1 First-time Start-Up (Activation)

Activating F-Secure Mobile Anti-Virus is a three step process:

*Step 1. Start the Activation Process, 26*

*Step 2. Get an Activation Code, 27*

*Step 3. Update F-Secure Mobile Anti-Virus, 28*

#### *Step 1. Start the Activation Process*


After you have installed the application and restarted your Pocket PC, the Product Activation Welcome screen is displayed. Tap **Yes** to start the activation process



*If files are missing or corrupted, or there is not enough memory to start the application, an error message is displayed. For more information, see **Chapter 9. Troubleshooting**.*

## Step 2. Get an Activation Code

There are three ways to activate the antivirus update subscription. Select one of the following options that is displayed on your Pocket PC:

- Activate the free evaluation period. Tap the **Free Evaluation** button and tap **Next**.
  -  *When the 30 day free evaluation period is over you must reactivate your service account with a subscription number.*
- Purchase an activation code from the F-Secure eStore. Open the website <http://www.f-secure.com/estore>, find the link for F-Secure Mobile Anti-Virus and purchase an activation code. Type the activation code into the boxes and tap **Next**.
- If your mobile phone was given to you by your work, contact your Information Technology department and they can provide you with a activation code. Type the activation code into the boxes and tap **Next**.

### Step 3. Update F-Secure Mobile Anti-Virus

1. A new virus definition database is downloaded automatically.

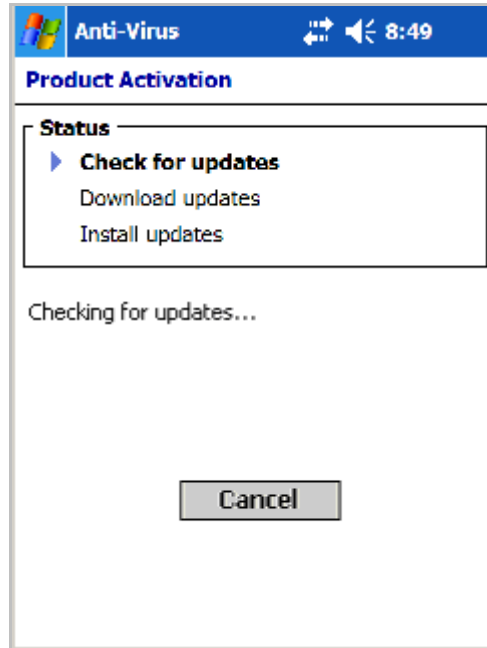






Figure 4-1 Product Activation Wizard - Checking for updates

The Product Activation screen displays the following icons:


Table 4-1: Product Activation Screen Icons

Icon	Description
	The task is currently active.
	The task has been completed successfully.
	The task has failed because of an error.

2. If an application upgrade is available, tap **Yes** to download it. Tap **No** to continue the activation process without downloading the upgrade.

 *If the virus definition database version requires an application upgrade, it is downloaded automatically.*

3. When the download is complete, a screen informs you that the activation is complete and the virus protection is up-to-date.

 *If the application could not connect to the update server, the updating failed, or the subscription could not be authenticated, an error message is displayed. For more information on update errors, see [Chapter 9. Troubleshooting](#).*

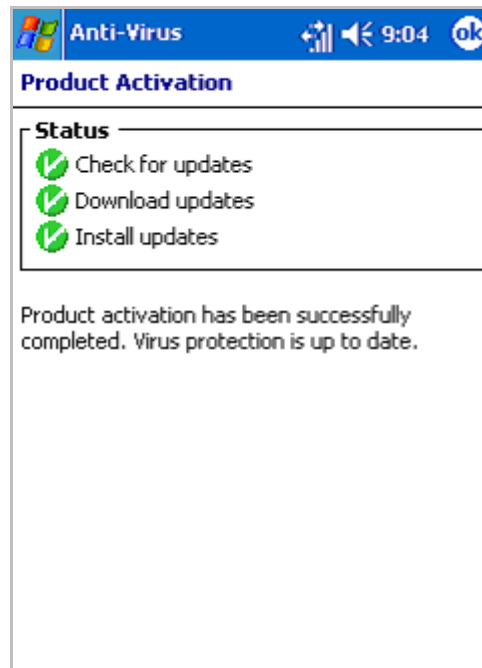



Figure 4-2 Product Activation Wizard - Activation completed

4. If new updates were downloaded, you will be prompted to scan your Pocket PC. Tap **Yes**.


 *We strongly recommend scanning your Pocket PC whenever prompted by the application.*


## 4.1.2 Normal Start-Up

Normal start-up is executed when you open the application after successfully completing the activation. The application starts automatically when you switch on your Pocket PC. During the start-up process, the application checks whether the virus definition database is up-to-date.


If there were known infections when F-Secure Mobile Anti-Virus was last running and you chose not to delete the infected files, next time you start F-Secure Mobile Anti-Virus, you are prompted to run a full scan.

### To start F-Secure Mobile Anti-Virus:

1. Open the application by tapping **Start→Programs→**  **Anti-Virus**.
2. If you are prompted to run a virus scan, press **Yes**.

 *Tapping **No** cancels the query and takes you back to the main view.*

## 4.2 Shutting Down F-Secure Mobile Anti-Virus

 **WARNING: By shutting down F-Secure Mobile Anti-Virus, you exit the application. After you exit the application, the system is not protected against viruses as you cannot use real-time scanning and keep the infected files in the quarantine.**


### To shut down F-Secure Mobile Anti-Virus:

1. From the **File** menu, select **Exit**.
2. In the Confirm Exit message, tap **Yes** to shut down the application.

## 4.3 Hiding User Interface

Hiding the user interface keeps the application running in the background.

**To hide the F-Secure Mobile Anti-Virus user interface:**

⇒ Tap the  icon on the main view. The application user interface is hidden. Hiding the user interface allows you to use real-time scanning and to keep the files in the quarantine.



# 5

## CONFIGURATION

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## 5.1 Overview

Configuring F-Secure Mobile Anti-Virus involves setting up the configuration options that help you protect your Pocket PC against viruses and harmful content in all file types. Correctly configured, F-Secure Mobile Anti-Virus detects and deletes all malware that enters your Pocket PC through wireless IP connectivity, infrared connections and removable memory cards. The configuration options include settings for:

- **Real-time scanning** - check the box to select real-time scanning
- **Automatic updates** - check the box to select automatic updates



**IMPORTANT:** *You must have an active connection to the Internet for the application to check for updates. The application does NOT open a connection itself*


## 5.2 Setting Configuration Options

To set the configuration options:

1. Open the Settings screen by selecting **Settings** from the **Tools** menu.
2. On the Settings screen, select the desired options:
  - **Real-time scanning** - check the box to set the application to automatically scan files for malicious content when files are accessed or modified.  
If you select real-time scanning, the application runs in the background, and when a virus is found in a file, it is immediately quarantined and added to the file list for further processing.
  - **Automatic updates** - check the box to set the application to automatically download updates.



*You can manually update F-Secure Mobile Anti-Virus whenever you want by selecting **Update** from the Main View*

3. Tap the  icon at the top right corner.

# 6

## VIRUS SCAN

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## 6.1 Overview

F-Secure Mobile Anti-Virus is configured to provide you with complete protection against malicious code attacks. If real-time scanning is enabled, when the data on your Pocket PC is accessed or modified, the application automatically scans it for malicious content.

F-Secure Mobile Anti-Virus detects all malware that enters your Pocket PC through wireless network and infrared connections, and removable memory cards. If you want to make sure there are no infected files in your Pocket PC, you can manually scan all the data for viruses whenever you want.



**IMPORTANT:** *If you do not select real-time scanning, you should remember to run a manual scan each time you transfer new data to your Pocket PC.*

## 6.2 Scanning Options

There are two scanning options you can use: real-time and manual scanning:

- **Real-time scanning** (recommended) - set the application to automatically scan files for malicious content when they are accessed or modified. When you select real-time scanning, the application runs in the background. When a virus is found in a file, the file is immediately quarantined and added to the file list for further processing.




**IMPORTANT:** *If you do not select real-time scanning, you should remember to run a manual scan each time you transfer new data to your Pocket PC.*

- **Manual scanning** - manually run a full scan on your Pocket PC.

## 6.3 Running a Manual Scan

To run a manual scan:

1. Start the application by tapping the **Start→Programs→**  **Anti-Virus**.
2. Do one of the following:
  - In the main view, tap the **Scan all** icon.
  - On the **File** menu, tap **Scan All**.
3. The F-Secure Mobile Anti-Virus scans all the data on your Pocket PC.

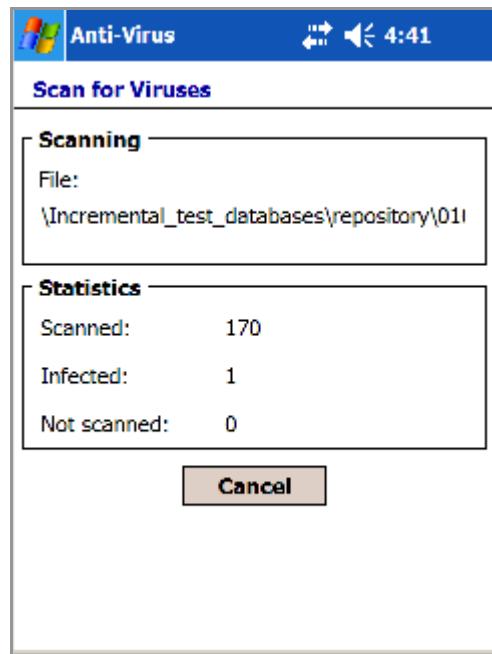


Figure 6-1 Scanning for Viruses

4. When scanning is complete, the scanning results are displayed.

## 6.4 Viewing Scan Results

When scanning is complete, the scanning results are displayed. If viruses were detected during scanning, you are prompted to view the infections. For more information on viewing infections, see “[Viewing Details of Infected Files](#)”, 44.

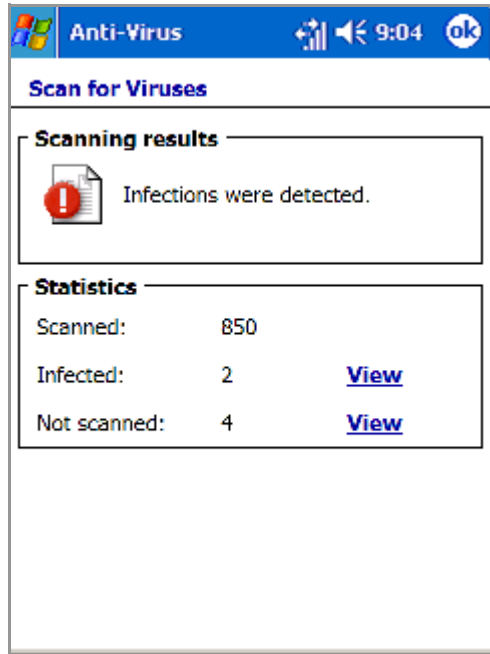





Figure 6-2 Scan for Viruses - Scanning results

An icon appears in the Scanning Results screen. See the table below for more information.

Table 6-1: Scanning Results Screen Icons

Icon	Explanation
	No infections were detected.
	Infections were detected.
	Scanning was stopped by user.

The Scanning Results screen displays the following statistics:

- Scanned:** The number of the files that were scanned.
- Infected:** The number of the infections found. For more information about removing infected files, see “[What to Do If a Virus Is Found](#)”, 48.
- Not scanned:** The number of the files that were not scanned during the scan. A file cannot be scanned if another program is using it during the scan.

## 6.4.1 Viewing List of Not Scanned Files

### To view the list of not scanned files:

- ⇒ In the Scanning Results screen (Figure 6-2), tap the **View** link on the Not Scanned line. The Not Scanned Files screen (Figure 6-3) is displayed.



The **View** link is visible only if infections were detected during scanning.

## 6.4.2 Viewing Details of Not Scanned Files

To view the details of not scanned files:

1. In the Not Scanned Files screen, tap a file and then tap the **Details** button.

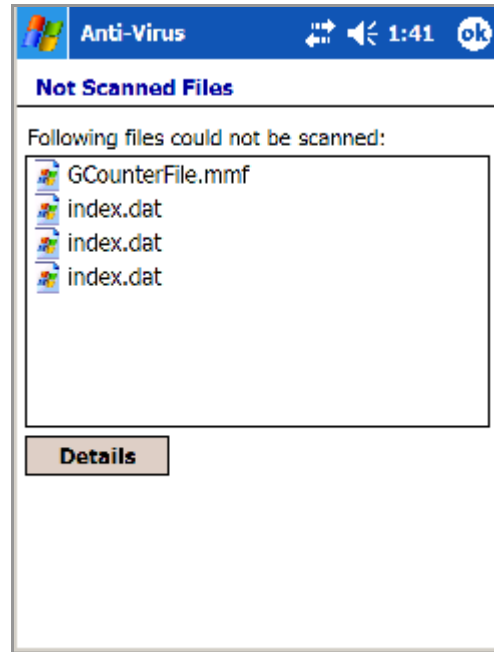


Figure 6-3 Not Scanned Files

2. The Not Scanned File Details screen (Figure 6-4) is displayed

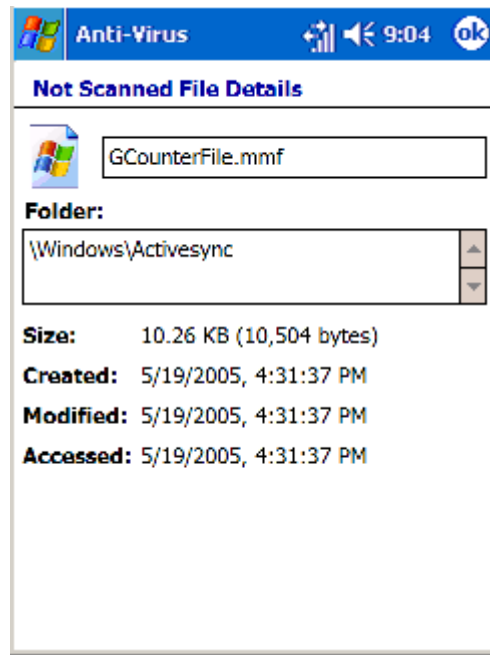



Figure 6-4 Not Scanned File Details

The following information is displayed on the not scanned file:

- File name
- Folder
- Size
- Dates when the file was:
  - Created
  - Modified
  - Accessed
- Other information, for example, whether the file has been locked by another process.

3. Tap the  icon to return to the Not Scanned Files screen



# 7

## WHAT TO DO IF A VIRUS IS FOUND

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## 7.1 Overview

F-Secure Mobile Anti-Virus works in the background and scans your files automatically. When it finds a virus in a file, the infected file is automatically quarantined. The quarantined file is locked up and cannot be accessed. You can afterwards delete or release the infected file. If you delete an infected file, it is removed completely. If you release an infected file, it is not quarantined any more and the system is not protected from the viruses the file contains.

## 7.2 Viewing Details of Infected Files

### To view details of the infected file(s):

1. If the application detects viruses during a scan, you are prompted to view the detected infection(s).
2. Tap **Yes** to view the infected file(s), or **No** to close the view.



*You can view the infections also by tapping the [View](#) link in the Scanning Results screen.*

The Infected Files screen (Figure 7-1) contains a list of infected files on your Pocket PC. The first column of the text indicates the name of the infected file and the second part shows the state of the file (quarantined, released).



*If only one infected file is detected, the Infected File Details screen (Figure 7-3) is displayed.*

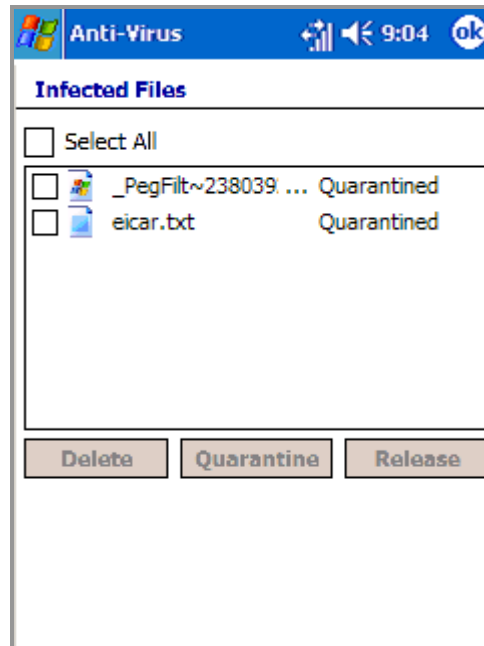


Figure 7-1 Infected Files



You can find in-depth virus descriptions in the F-Secure web site: <http://mobile.f-secure.com/>

3. Tap and hold the name of the infected file, and tap **Details** on the pop-up menu.

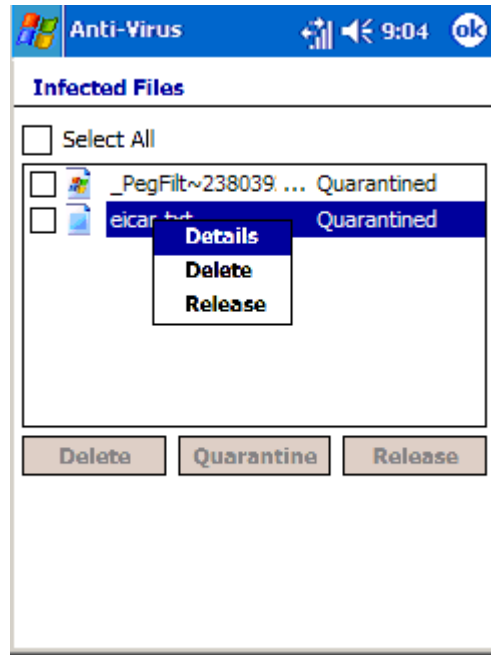


Figure 7-2 Infected Files - View details

4. The Infected File Details screen displays the name of the infected file, the full path, a list of infections that the file contains, and if the file has been quarantined.

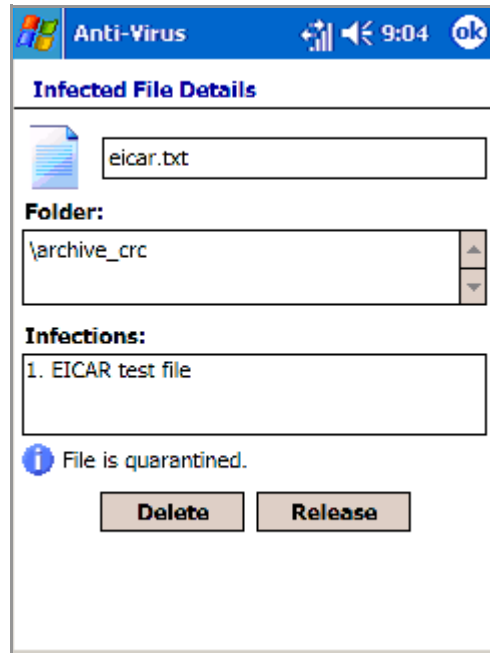


Figure 7-3 Infected File Details

## 7.3 What to Do If a Virus Is Found

When F-Secure Mobile Anti-Virus finds a virus in a file, you can process the infected file(s) in one of the following ways:

Action	Description
<b>Delete</b>	The file is removed.
<b>Quarantine</b>	The file is locked up and cannot be accessed when F-Secure Mobile Anti-Virus is running in the background.
<b>Release</b>	The file is not quarantined any more and the system is not protected from the viruses it contains. Be aware of the risks involved in releasing infected files.




**IMPORTANT:** If F-Secure Mobile Anti-Virus finds viruses in your e-mail, remember to delete the infected attachments also from Microsoft Outlook on your computer.

### To process infected files:

1. In the Infected Files screen, tap the check box next to the name of the infected file that you want to process.



*Alternatively, you can tap and hold the name of the infected file, and select the desired action from the pop-up menu.*

2. Tap one of the buttons at the bottom of the screen to select the desired action:
  - **Delete** - a confirmation message prompts you to confirm the deletion.
  - **Quarantine**
  - **Release** - a confirmation message prompts you to confirm releasing the file.
3. Tap the  icon to return to the main view.

# 8

## UPDATING

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## 8.1 Overview

You can keep F-Secure Mobile Anti-Virus up to date by downloading the latest virus definition databases and application upgrades from antivirus update server. The virus definition database contains information of all the viruses that the application can find during the scan. If you have selected automatic updates, F-Secure Mobile Anti-Virus downloads new updates daily when it detects an open Internet connection. You can also manually download the updates.

Only an up-to-date virus definition database enables finding and removing even the most recently found viruses, and ensure you the best possible protection.



**IMPORTANT:** *You must have an active connection to the Internet for the application to check for updates. The application does NOT open a connection itself.*

## 8.2 Viewing Update Information

You can see the date of the last update on the application main view (Figure 8-1).



Figure 8-1 Main view

The following information is displayed:

<b>Real-time scanning</b>	The status (enabled/disabled) of real-time scanning.
<b>Update</b>	The date of the last update.
<b>Subscription</b>	The expiration date of the antivirus service. You should renew your subscription prior to the expiration.
<b>Infections</b>	The number of infections detected.



*Your F-Secure Mobile Anti-Virus includes a license. When your license is valid, you can freely update your F-Secure Mobile Anti-Virus. When your license expires, you can update your F-Secure Mobile Anti-Virus only after renewing your license.*

## 8.3 Updating F-Secure Mobile Anti-Virus

You can run a manual update, or you can set an automatic update. You need an active connection to the Internet for checking updates.

### 8.3.1 Automatic Updates

When you have selected the Automatic Update feature, the application downloads new updates daily when it detects an open Internet connection.



**IMPORTANT:** *You must have an active connection to the Internet for the application to check for updates. The application does NOT open a connection itself.*

For information about selecting automatic updates, see “[Setting Configuration Options](#)”, 34.

### 8.3.2 Manual Updates

**To run a manual update:**

1. Do one of the following to launch the Update wizard:
  - Tap the **Update** icon on the main view.
  - From the **Update** menu, select **Update**.

- The Update Wizard Confirm Update screen is displayed. Tap **Yes** to connect to the update server.



Figure 8-2 Update Wizard - Confirm Update

- The application connects to the update server and downloads the latest virus definition database. The application takes the virus definition database update into use immediately.
- If a new application upgrade is available, you are prompted to download it. Tap **Yes** to download the upgrade or **No** to continue without downloading it.
  - i** *If the application upgrade is required, you are not prompted to download the upgrade, but it will be downloaded automatically. If you select not to download the upgrade, only the virus definitions database update is downloaded.*

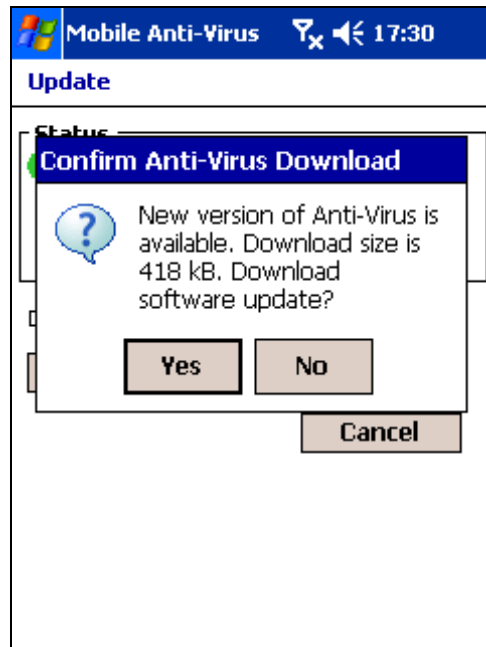


Figure 8-3 Update Wizard - Application Upgrade Available

5. After you have completed downloading new updates, you are prompted to scan your Pocket PC. Tap **Yes** to run a full scan. For information on scan results, see "[Viewing Scan Results](#)", 38.

# 9

## TROUBLESHOOTING

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## 9.1 Questions and Answers

**Q. How do I know that the application is working?**

A. You can copy the EICAR antivirus test file into your Pocket PC. The test file is not a virus. After the virus scan, you should be informed that the EICAR Test File was found. You can download the test file from <http://www.eicar.com/>.

**Q. Do I lose all my data when I delete an infected application?**

A. It depends on the infected application and the infection. You do not lose any data that the infected application kept in a separate database. Only the application will be deleted and after you reinstall it, you can continue to use the application as usual. However, in some cases you might lose some of your data, so back up your files regularly.

## 9.2 Not Enough Memory to Start the Application

**Q. I receive a 'Not enough memory to start the Anti-Virus' message during the application startup. What should I do?**

A. Close some applications and try again.

## 9.3 Application Unable to Start Because Some Files Are Missing or Corrupted

**Q. During the application startup, I receive an 'Anti-Virus is unable to start because some files are missing or corrupted' message. What can I do?**

A. This message is displayed when a resource or application file, or files required for updating antivirus are missing. Reinstall the product to fix the problem and then try again.

## 9.4 Unable to Connect to Update Server/Update Failure

**Q. I am unable to get the updates. What can I do?**

- A. Check the Internet access point settings with your operator. You should also check that the date and time settings in your Pocket PC are correct.



*The Internet access point settings are operator-specific.*

## 9.5 Update Service Could Not Authenticate Your Pocket PC

**Q. I get a notification that the antivirus service is unable to transfer subscription to my Pocket PC. Why?**

- A. This error message is displayed when the update server cannot authenticate the subscription. Reasons for the authentication failure can be as follows:
- You have accessed the F-Secure Mobile Anti-Virus installation folder files.
  - There have been more than four attempts to move the F-Secure Mobile Anti-Virus installation and service subscription to another Pocket PC.

## 9.6 Service Has Expired or About to Expire

**Q.** What should I do when one of the following messages appear on my Pocket PC screen?

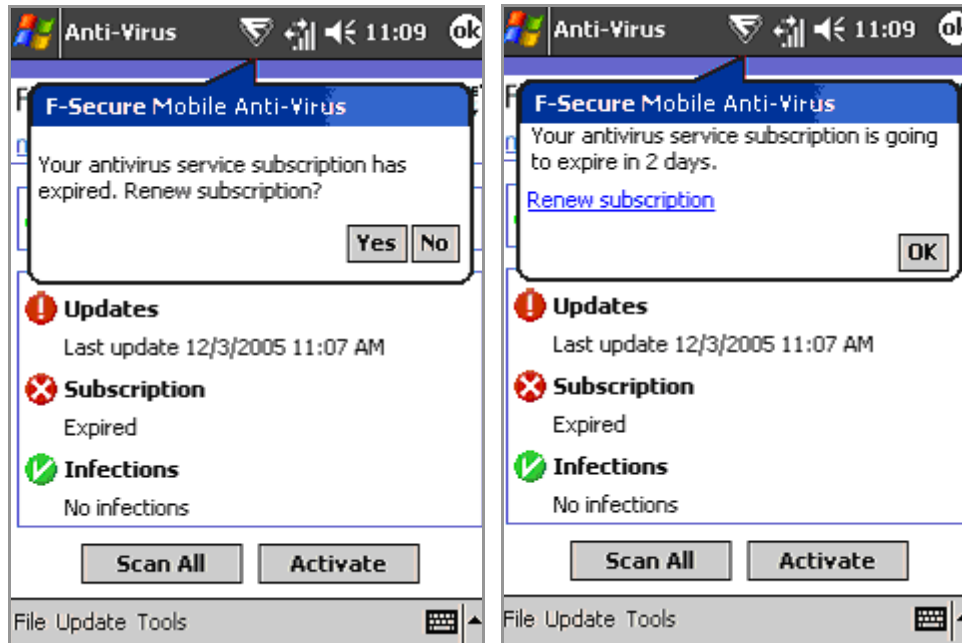


Figure 9-1 Service Expired or About to Expire

- A. If your subscription has expired or is about to expire, the application notifies you by showing one of the above messages.

If your subscription has expired and you want to renew it, press **Yes** to purchase more subscription service time. The other message simply reminds you that your subscription is going to expire in a number of days. The message will disappear in few seconds.



*The subscription options are operator-specific.*

## 9.7 Virus Definition Database Corrupted or Missing and Virus Protection Not Updated

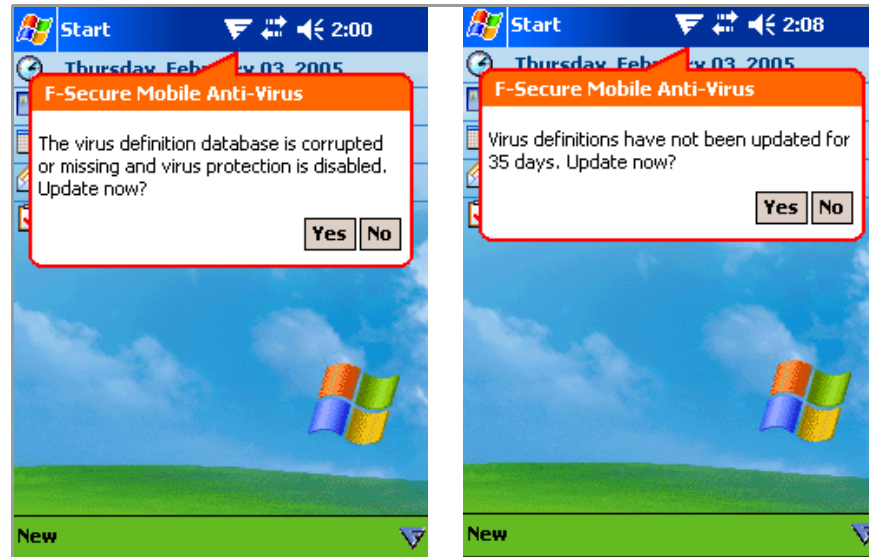



Figure 9-2 Virus Definition Database Corrupted or Missing

- Q. My virus definition database seems to be corrupted or it has not been updated for x days. What should I do?**
- A. You should immediately update your virus definition database. After that, from the **Tools** menu, select **Settings**, tap to select the **Enable real-time scanning** option, and then tap the  icon.



# Technical Support

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## Overview

F-Secure Technical Support is available by e-mail or from our Web site. Please include the following information with your support request:

- The version number of any F-Secure product (including the build number).
- The name and the version number of your operating system (including the build number).
- The Pocket PC handheld model name.
- A detailed description of the problem, including any error messages displayed by the F-Secure Mobile Anti-Virus for Pocket PC, and any other details, which could help us reproduce the problem.

## Web-Based Support

The F-Secure Support Center can be found at <http://www.F-Secure.com/support/> and our wireless site at <http://www.F-Secure.com/wireless>, which has more detailed information about Pocket PC related issues.

## Electronic Mail Support

You can request technical assistance from [Handheld-Support@F-Secure.com](mailto:Handheld-Support@F-Secure.com).

If you have questions about F-Secure not covered in the manual or on-line services at <http://www.F-Secure.com/>, you can contact F-Secure Corporation directly, either from our web site or by sending us e-mail.

# About F-Secure Corporation

F-Secure Corporation is the fastest growing publicly listed company in the antivirus and intrusion prevention industry with more than 50% revenue growth in 2004. Founded in 1988, F-Secure has been listed on the Helsinki Stock Exchange since 1999. We have our headquarters in Helsinki, Finland, and offices in USA, France, Germany, Italy, Sweden, the United Kingdom and Japan. F-Secure is supported by service partners, value added resellers and distributors in over 50 countries. F-Secure protection is also available through mobile handset manufacturers such as Nokia and as a service through major Internet Service Providers, such as Deutsche Telekom, France Telecom and Charter Communications. The latest real-time virus threat scenario news are available at the F-Secure Antivirus Research Team weblog at <http://www.f-secure.com/weblog/>.

## Services for Individuals and Businesses

F-Secure services and software protect individuals and businesses against computer viruses and other threats coming through the Internet or mobile networks. Our award-winning solutions include antivirus and desktop firewall with intrusion prevention, antispam and antispymware solutions. Our key strength is our proven speed of response to new threats. For businesses our solutions feature a centrally-managed and well-integrated suite of solutions for workstations and servers alike. Focused partners offer security as a service for companies that do not wish to build in-house security expertise.

Visit our website at <http://www.f-secure.com/products/> to learn more about our products and services.

