Single Product Review

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MicroWorld Technologies

eScan Internet Security Suite Version 10

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About MicroWorld Technologies

MicroWorld was established in 1994 and is one of the leading providers in the field of IT-software solutions. The focus is on content security and communication software. MicroWorld has subsidiaries in the United States and India and has recourse to a distribution network of partners and resellers worldwide.

MicroWorld's most important products are eScan, MailScan, X-Spam and eConceal. eScan-Internet-Security-Suite, which is to the subject matter of this review, is a comprehensive security solution, designed and developed to protect personal computers from threats such as viruses, spyware, adware, malware, key loggers, hackers, spammers, privacy invasion, offensive contents and much more. MicroWorld's products have already won rigorous tests performed by renowned and independent experts of the security industry, among others also many awards for their excellent service.

Latest test results can be found on www.av-comparatives.org

Website & Information

MicroWorld's website (www.mwti.com) is neatly arranged and clearly structured. Obviously deliberately redundant graphics are abandoned here and the attention is focused on the essential contents of the website.

The layout is correctly displayed by all common browsers and can basically be navigated by Screen-Reader. Thus also physically handicapped people have access to products and support; the page is barrier-free.

The website's framing adheres to the tried and trusted 3-columns-layout which even less experienced Internet surfers should get familiar with quickly.

Right at the beginning one will conspicuously find the offered products clearly separated into their application fields on the left side. Thus the home user is not offered a fussy list of different versions, for instance, but only the two products matching his interests. The procedure is a similar one for small and big companies even though the range of products for those two business fields is self-evidently strikingly diversified.

The sector most important in our opinion is placed prominently and clearly perceptible at first sight on the right side of the website:

Help & Support

The free US-support number including information about the 24/7 technical support is placed right on top. Right underneath a link to MicroWorld's forum, which is also based upon the established "phpbb"-forum and provides quick access to important documents as well as further questions and information, can be found.

The **Live-Support function** is placed a little bit below this but stands out clearly due to its

graphical outwork. Especially within our fast moving times assistance which is as quick and competent as possible has become incredibly important. MicroWorld's Live-Help!-module provides fast and efficient support in this point, which particularly inexperienced Internet users will appreciate.

Download of Test Version

Thus all important functions of the website are easily accessible and we now turn to getting a test version of eScan Internet Security Suite.

So we click into the sector home user and select the suitable product for our Windows platform there. Apart from this, eScan is also offered for Linux desktops. On the summary page following to this all important functions of eScan Internet Security Suite are shortly presented once again.

There is an appealing artwork of the package and right underneath a link to direct product purchase. Payment hereby is processed Digital River via an SSL-secured module which is supposed to ensure failure-free transaction. But as it is common with almost every software producer, here, too, a free test version valid for 30 days can be downloaded quick and easy. The related color-coded link is placed at the bottom of the function summary.

However, before the test version can be downloaded some standard information about oneself has to be revealed. The actual download-link is subsequently e-mailed to you a few seconds later. Once this little hurdle has been cleared, download proceeds fast and without any problems.

Installation

We have stored the test version on our desktop and now initiate the actual installation with double click on the set-up file. First we select our preferred language and click on "OK" which leads us to the actual welcome message.

Since now we know we are installing the appropriate product we proceed and accept the mandatory "Licence Agreement". The set-up follows the unitary standard and thus we enter the installation object which is already being correctly suggested by the set-up in the

next step. The installation of eScan Internet Security Suite 10 is very easy and fast to complete. Any PC-User will be able to do it.

As final step the set-up asks if you already own a valid licence or prefer to test the product. We decided for the test.
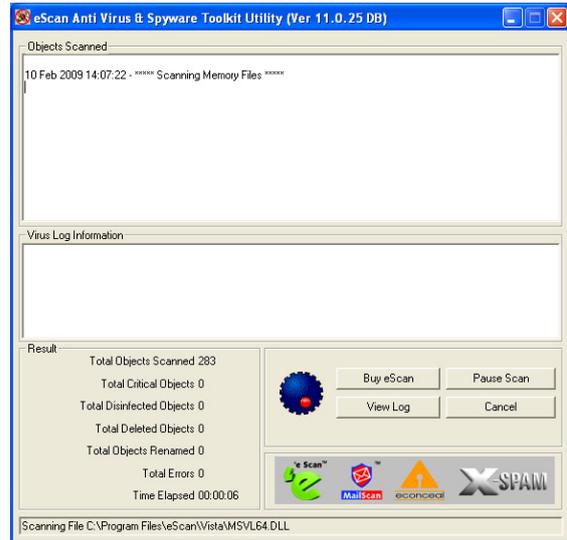
Only a few minutes after the set-up has quickly scanned our computer for the most common threats it completes by demanding a reboot.

Subsequent to this reboot we find a new icon in our start menu by the aid of which the central functions of eScan Internet Security Suite can be controlled. Additionally it displays the current signature and point of the last update by moving the mouse. On the whole you can say the installation proceeds fast and reliably with only very few steps. It also sticks out positively that the program conducts an update of internal data bases immediately after re-start and without displaying any further messages which should be in the average user's interest and support his security demands.

First Steps

Since we have now installed the program and automatically updated it to the latest we wish

to now turn our attention to the actual functions.

As being briefly mentioned already, all important functions can be accessed by means of the little red icon in the start menu. If you click on the taskbar icon with the right mouse button, you can open the Protection Center, stop the protection function, directly check the computer for risks and initiate a manual update.

To be on the safe side, we actuate a manual update right away, which contacts the MicroWorld update server within seconds and downloads required updates if necessary. A brief summary subsequently informs about which new updates have been put in. Since we have installed eScan on a used PC we wish to now check that one for viruses.

So with the right mouse button we click on the taskbar icon again and select "Scan My Computer" within the menu. A Protection Center window opens immediately and eScan starts examining the system.
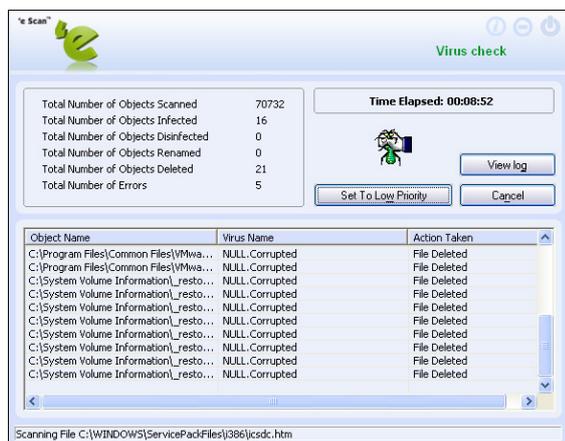
It positively sticks out here that scanning does barely slow down the PC. However, in case the system should get too slow there is the option to lower the scan's priority (button "Set To Low Priority") and thus leave more resources to other processes. Particularly users of older PCs will very much appreciate this function.

Especially game players and users of video cutting software every once in a while will depend on any resource the PC can offer. Unfortunately, there is no separate game-play mode here as it is already common for other producers. However, the entry "Pause Protection" located in the taskbar icon menu offers itself for this purpose as it temporarily deactivates eScan. Perhaps in this point it might be considered to implement a checkback for deactivation duration.

eScan Protection Center

eScan Protection Center is the center of Internet Security Suite and comprises all data and settings. It is arranged optically neat and clear and indicates the status of the single functions right at the start.

At this point it also becomes clearly obvious into which sub-functions eScan Internet Security Suite parts:

File Anti-Virus: File Anti-Virus protects the system from viruses, spyware, adware and other threats in real-time as soon as files are being accessed.

Mail Anti-Virus: Mail Anti-Virus scans all in- and outbound emails for potential threats. Anti-Spam: Anti-Spam is based upon NILP-technology (Non Intrusive Learning Pattern) and intelligently scans all emails for spam. Web-Protection: Web-Protection actively bars

viruses from unnoticed entering of the system throughout your online activities. Firewall: The firewall observes all in- and outbound network activities of the system and reliably protects it from all network based attacks.

Endpoint Security: Endpoint Security reliably protects the system from infections by malicious programs and / or portable storage media like for instance USB-sticks.

Privacy Control: The Privacy-Control protects your personal data from various threats by erasing all temporary information from your system.

Each of these functions can be separately configured as well as started or cancelled under "Protection". If you want to know details you can additionally view several settings of the single functions as well as statistics and reports. Most home users, though, should be served very well with the standard settings and will only need further access to the configuration in special cases. The most frequent scenarios for a manual virus scan are comprised under the item "Scan". Here you can for instance scan only the most essential units of the system or commission a complete scan.

Particularly beneficial is also the function "Scan USB drives" to all those who frequently connect a friend's USB stick with their PC. Self-evidently there is also an item "**Custom Scan"**

under which a manually configured scan can be initiated.

Finally several settings for automatic updates can be selected under the item "Update". This is also where the proxy-settings for Internet connections hide. However, if against all expectations anything should go completely wrong, the sector "Tools" applies to handle this.

Here you will, besides information about the system and the sending of debug information, find two interesting functions for direct assistance in emergency cases: "Download Latest Hotfix" and "Restore Windows Default Settings":

Download Latest Hotfix: a click on this button actuates eScan to download the latest hotfixes from the website. However, a functioning Internet connection is required therefore.

Restore Windows Default Settings: a click on this button restores all Windows settings which might have been possibly alternated by viruses or malware back to their standards. As last in the sector of Protection Center we would like to mention the option to allocate one password to all settings. Thus unauthorized individuals or children can not that easily cheat Internet Security Suite and harm important function by error or purpose.

Live Support

There is an additional button "Help" in the Protection Center which refers to the three most important information sources available on the Internet: Live Chat, eScan Online Support and MicroWorld's forum. A printable manual is not included at least with the download version, though.

Conclusions

eScan Internet Security Suite 10 is a successful product in every respect which is easily usable by just everyone from the ultimate noob to professional home users.

The Suite most of all impresses by the range of its performance and its sparing use of resources. A lucid clearness of the Protection Center and the excellent support complete the total result.

The only things to possibly be criticised are the lack of a game-player mode and the option to create a Boot-CD.

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