File Antivirus: How to restore Quarantined files

Open eScan Protection Center (ePC), click on "**File Anti-Virus**", click on "**View Quarantined Objects**".

All the quarantined files will be shown here.

Incase, any of your genuine application's file has been wrongly quarantined by escan file anti-virus module then do provide us the sample of that file to us in a password-protected zip format so that we can check the same in our lab and can update our database to whitelist the file (if found to be cleaned and not a malware file) from being wrongly detected as a malicious file.

To submit Sample / False Positive refer to the below link:

http://escanav.com/english/content/support_training/support/submitsample.asp

To restore the quarantined file to its original path, you need to first "Pause" the eScan's Potetcion and then click on "**File Anti-Virus**", click on "**View Quarantined Objects**", right-click on the file which you want to restore from the list displayed and click on "**Restore**".

This will restore back the quarantined file(s) to their previous path / location. You may then zip those file(s) in a password-protected zip format and send it to us so that we can check whether those are genuine files which needs to be whitelisted or are malware files.

Do note that if the same file is executed/accesssed later after resuming eScan Protetcion will get quarantined again . That's because the proper cleaning routine will not be available in eScan for that file and so we request to send such files to us so that such files will not get quarantined in future once we update its proper detection and cleaning routine in our global anti-virus updates.

When a file gets quarantined by eScan's real-time scanner, it gets saved in **C:\ProgramFiles\eScan\INFECTED** folder.

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Refer to below information on files available in the C:\Program Files\eScan\INFECTED folder:

1) "**Pinfect.zip**": This password-protected zip file is created automatically when you run a manual scan. This file stores/backups the suspicious files found in the system during the scan. This file (pinfect.zip) will not be shown in   "Anti-Virus" > "View Quarantined Objects".

2) "**VirBackup.dit**": This file contains the details about the list of the files being quarantined by escan and the encrypted file name assigned to that quarantined file. You may open this file in notepad to search for the particular file (if quarantined) and can also view the assigned encrypted file name to it. This file (VirBackup.dit) will not be shown in "Anti-Virus" > "View Quarantined Objects".

3) "**{ }**": This is the actual file being quarantined by eScan which is saved in an encrypted format.

    This file name (original name) will be shown in "Anti-Virus" > "View Quarantined Objects".
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