

eScan for Windows: Internal Error !!!

While performing a manual scan or on system startup a message pops-up as below:

"Internal Error!!! this could be because of incorrect system date setting or missing signature files or corrupt files. Please send MWAV.LOG file to support@escanav.com"

The possible reasons for getting this "Internal Error" message may be either there are disk errors on that system or the virus definitions / updates of eScan are corrupt or may have not been downloaded properly.

First, please make sure that there are no disk errors on your system. Refer to the below link which will assist you in executing /scheduling Windows CheckDisk tool both from Windows Graphical User Interface (GUI) mode and through Command Prompt:

<http://download1.mwti.net/wiki/index.php/Escan/english/eScan-FAQ131>

Once the errors are fixed (if found any) then after restarting the pc try to download the updates of eScan again and then check if you are getting the same error message or not.

If still, you find the same issue, then make sure that you have installed the latest eScan hotfix also which is available at the below link:

<http://escanav.com/hotfix>

Refer to the below link to get assistance in checking the eScan version installed on your computer.

<http://download1.mwti.net/wiki/index.php/Escan/english/eScan-FAQ120>

Do restart the pc once after installing the latest eScan hotfix and then check whether the issue is resolved or not.

If still, the issue is unresolved, then please provide the remote connection of that system to us by following the below mentioned procedure so that we can analyse the system and can assist you in resolving the said issue.

To do this, right-click on the "eScan Protection Center" icon displayed on the task bar and then click on "eScan Remote Support".

(OR)

Click on the Windows "Start" button, then on "Programs" - "eScan for windows" - "eScan Remote Support".

(OR)

Goto C:\Program Files\Common Files\MicroWorld\WGWIN folder and execute/run the file "tvqsapp.exe".

Do join us on our "Live Online Support" by visiting www.escanav.com and Provide us the eScan Remote Support (ERS) ID and Password that is generated on your pc.

We will then connect to your pc and will fix the said problem.

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Unique solution ID: #1160

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