

File Antivirus: eScan Protection Center icon / eScan Monitor is disabled / greyed-out

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Perform the below checks to fix the issue.

Check 1:

Try to resume eScan protection:

Right click on the escan protection center icon and click on "Resume protection" and check if it gets enabled or not.

Check 2:

Check the registration status of eScan whether it has been activated or not with the license key. To do this, click on windows "Start button then on Programs > eScan for windows > eScan Registration"

Check 3:

Check the computers / system's date and time whether set to current date and time or not. If not then reset to current one and restart the system.

Check 4:

Check if the latest eScan hotfix (espatch1.exe) is installed or not, If not then install the same from the below link and restart the system once and check the status of eScan

Download link of eScan hotfix:

<http://escanav.com/hotfix>

Check 5:

Browse to c:\program files\escan\log folder and open the file **MONVIR.LOG** in a notepad.

Then scroll down at the end of that file and check for the error message / error code number displayed for the recent date and then apply the solution as shared below for the respective error found:

Error Code:

0x80047000

Solution:

--Possibly Missing Vc++ Redistributable Package.

Reinstall the package from \Program Files\eScan\vista\ folder.

For 32 bit systems, execute "vcredist_x86.exe"

For 64 bit systems. execute "vcredist_x64.exe"

Restart the system and then check the status.

If still not resolved, then install latest escan hotfix and check after restarting the system.

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Or else;

Replace C:\Program Files\eScan\vdb32\SCAN.DLL from other working system.

- Replace C:\Program Files\eScan\Vista\MSVL64.DLL from other working system.

- Restart the system once

Error Code:

0x80004005

Solution:

--Error In Bases, Or Scanning Engine, Usually an unknown error. Check for Other Error code if any.

--Else download eScan's weekly updates (esupdatebd.exe) from below link and restart the system once.

http://escanav.com/english/content/products/generic_eScan/escan_mailscan_weeklyupdates.asp

Error Code:

0x80040261

Solution:

--Error on reading files due to disk errors. Update files seems to be corrupted.

Check for disk errors by scheduling checkdisk.

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>

After system restart, re-download the latest escan updates or else download the weekly offline update file (esupdatebd.exe) to update escan to the recent date.

Error Code:

0x8004025c

Solution:

--It may be using version 10 key in version 9 or version 8. It may not be register.

Error Code:

0x80004001

Solution:

--Check whether avpm.exe is present in .\program files\escan folder. If not, then copy file from other system.

If still, the problem is not resolved, then please follow the below procedure:

Open Registry Editor and browse to the below registry entry:

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HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders

Change the Value Data of "Common AppData" to C:\ProgramData (Delete the existing value data and enter the above value as it is.)

Then, browse to c:\program files\escan folder and execute INSTSCAN.EXE.
This should resolve the said problem.

Error Code:
0x80040266

Solution:

- Update files seems to be corrupted due to disk errors.
- Schedule Chkdsk /f and restart the system and redownload the updates once.

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>

Error Code:
Error. Starting Filter Library Threads And Connecting Them To The Filter Driver (1). Reason: CANT_START_SERVICE (0xc1000007). Error: Loading Monitor Failed. Result Code: 0x80004005

(OR)

Error. Starting Filter Library Threads And Connecting Them To The Filter Driver (1). Reason: CANT_CONNECT_TO_SERVICE (0xc100000b). Error: Loading Monitor Failed. Result Code: 0x80004005

Solution:

- Reinstall the latest Service Pack of the appropriate Windows Operating System available on Microsoft's website on the existing eScan installed.
- Re-install eScan, if it does not get enable even after reinstalling the service pack.

Error Code:
Error. Starting Filter Library Threads And Connecting Them To The Filter Driver. Reason: INVALID_DRIVER_VERSION (0xc1000016). Error: Loading Monitor Failed. Result Code: 0x80004005

Solution:

- Check for disk errors by scheduling checkdisk and then check after system restart.
- 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>

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Error Code:

Initializing Monitor Interface

[ESCANMON] => Error Opening Monitor Status Event. So Waiting For The AvpmApp To Start. Reason: The system cannot find the file specified. (0x2)

[MONINTER] => Error: Unable To Open The Monitor Event/Events. Reason: 2

[ESCANMON] => Error Opening Monitor Complete Events (0, LoadMwMonitorComplete)

[ESCANMON] => Unable To Create Monitor Handling Resources. Reason: 183

Solution:

- After eScan installation, the system may have not been restarted. Restart the computer once to complete the installation process. Also, check for disk errors on that system and schedule check disk command from command prompt as: **CHKDSK /F** to run on next system restart.

Refer to below error codes found in MWAV.LOG:

Error Code:

0x8004025f

Solution:

--Check for disk errors by scheduling checkdisk.

The eScan updates may not have got applied due to disk errors. Restart the pc to fix the disk errors and then try to download the updates and then restart the system again and check the escan monitor status.

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>

Error code:

Loading AV Library [DB]...

- ERROR!!! MS_Initialize return **8004025d**

- ERROR!!! Unable to load AV!

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-Download the latest hotfix of eScan from below link and then restart the pc once and check.

<http://escanav.com/hotfix>

Unique solution ID: #1162

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