

File Antivirus: File being deleted directly instead of being disinfected or quarantined

Open the eScan protection center > File antivirus > Objects > Check if the “action in case of virus detection” is set to disinfect and if disinfection is not possible then Quarantine.

If this setting is already there then it is clear that the problem is with the database and it needs to be modified with the help of QA team.

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