

# PVA Virus Scan Integration Module

## Frequently Asked Questions

### **1. We already have anti-virus (AV) software. Why should we use yours?**

Virus Scan is not AV software. It integrates with your AV software to protect your Content Server repository. Our module captures the files at upload time and uses the command line function of your AV software to scan them before they are stored in Content Server.

### **2. We run our AV software regularly on every PC. Why do we need your module?**

It's possible that someone could bring in a file from outside your system or download an infected email attachment, and upload it to CS between AV scans. The Virus Scan module catches files and scans them in real time before they get into your database.

### **3. Well, our people already scan files for viruses before they upload them to Content Server. Why should we use your module?**

In addition to scanning files at upload time, the Virus Scan Module also allows you to scan the files already stored in your repository. AV software is 'reactive,' meaning that AFTER a virus has been identified, your AV software is updated to detect and disable it. In the meantime, you or your users could have unknowingly uploaded files that were infected with the new viruses before you updated your AV software. Using Virus Scan to scan your repository can help you find the infected files your AV software may have missed.

### **4. Won't your module add to our system load?**

No. Virus Scan performance depends on your machine and your AV software. There is minimal, if any, noticeable degradation at upload time. Batch scan performance depends on the machine, also. Batch scans can be scheduled to run after hours to avoid any impact on operations. The overhead is similar to what you experience on a PC with a virus scanning solution installed.

### **5. What about workflow attachments?**

The Virus Scan module will capture and scan workflow attachments at upload time.

### **6. What upload methods does Virus Scan monitor?**

Drag-n-Drop (WebDAV or HTML5), Content Server explorer, Add Document, Enterprise Connect, Tempo Box, and API-type functions.

## **7. How is your module licensed?**

There are two options for licensing.

1. **Server Licensing:** The module is licensed per server regardless of the number of users. We recommend one license for every server on which files will be uploaded (Production/front-end, Admin, back-end servers accessed by users, etc.), and any server on which you will perform a repository scan. Each customer is required to purchase a year of maintenance and technical support with the module. After the first year, the customer will have the option to renew the maintenance annually.
2. **User Licensing:** The module is licensed based on the number of active users. The Per User price includes both license and maintenance fees. Per User fees are payable monthly or quarterly, and require a monthly or quarterly Content Server License Overview screenshot to confirm the number of users. This option is usually chosen by companies who provide Content Server in a hosted or cloud environment to their end users.

## **8. I don't see our AV software listed on your Virus Scan data sheet. Does that mean your module is not compatible with it?**

No. If your AV allows command-line scanning, then our module can be tailored to integrate with it. After you purchase the module, we will tailor it for your AV as part of the maintenance agreement (no extra charge).