

TrustPort, a.s.

TrustPort Antivirus 2012

BartPE Plugin

User Manual

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<http://www.trustport.com>

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1. What is the TrustPort Antivirus BartPE Plugin?

TrustPort Antivirus BartPE Plugin is an antivirus product, which is located on a boot CD / DVD / Flash memory and enables the user to boot the computer from this CD, regardless of the system located on the infected computer. This enables the removal of malicious code from the infected computer, which cannot be removed with conventional methods. Some cases where this program may be used include; during the installation of the antivirus program on to an already infected computer, or in case there is a penetration of malicious code on to the computer despite the fact that the computer already has an antivirus program (if an antivirus program does not have an updated a database of virus definitions), and the antivirus program is not able to remove this malicious code. The reason may be that the malicious code runs even before the resident protection of the antivirus and blocks access to the infected files.

It is for these cases that the antivirus product TrustPort Antivirus BartPE Plugin is intended. By starting the computer from the boot CD prevents the malicious code from being run on the infected computer, and it is therefore possible to remove the virus.

TrustPort Antivirus BartPE Plugin is not supplied on the boot CD, but it is necessary firstly to create this bootable CD on a non-infected computer.

What is needed to create the boot CD?

- License of the product TrustPort Antivirus, TrustPort Internet Security or TrustPort Total Protection.
- Installation medium running Windows XP service pack SP1 or higher or with Windows Server 2003.
- PE Builder - software for the creation of a BartPE boot media.
- Burning CD / DVD drive.
- In cases where on your computer you are using non-standard drivers for access to the hard drive and network card, you will also need these drivers.

The steps for creating a boot CD are described in Chapter 3. [In depth description how to create boot CD with TrustPort Antivirus BartPE Plugin.](#)

2. Basic description how to create boot CD with TrustPort Antivirus Plugin

1) Install TrustPort Antivirus on a non infected computer.

Actual version of TrustPort Antivirus can be downloaded here:

<http://www.trustport.com/en/download>

2) Update the database of virus samples.

3) Install PE Builder.

Download the installation package PE Builder from web pages

<http://www.nu2.nu/pebuilder/> from the download section and install it to the folder C:\pebuilder3110. We recommend downloading version 3.1.10a.

4) Create a Plugin TrustPort Antivirus for PE Builder.

In the Easy GUI -> Antivirus -> More functions -> Prepare BartPE Plugin. After choose the folder C:\pebuilder3110\Plugin and click on „OK“.

5) Copy the installation set Windows XP with the service pack SP1.

Copy the installation set Windows XP with the service pack SP1 or higher, or with Windows Server 2003 to the folder c:\xpinst.

Windows Vista, or Windows 7 cannot be used.

6) Create the boot CD BartPE with the help of application PE Builder.

Turn on the application pebuilder.exe, which can be found in the section C:\PEBuilder. Into the field „Source :“ enter c:\xpinst and choose „Burn to CD/DVD“.

3. In depth description how to create a boot CD with TrustPort Antivirus BartPE Plugin.

TrustPort Antivirus BartPE Plugin is not supplied on a previously prepared medium (CD/DVD), but it is firstly necessary to prepare this boot CD on a clean non infected computer.

The steps for creating the boot CD :

1. Installation of TrustPort Antivirus on a clean non infected computer.

Install TrustPort Antivirus, TrustPort Internet Security or TrustPort Total Protection on a clean non infected computer.

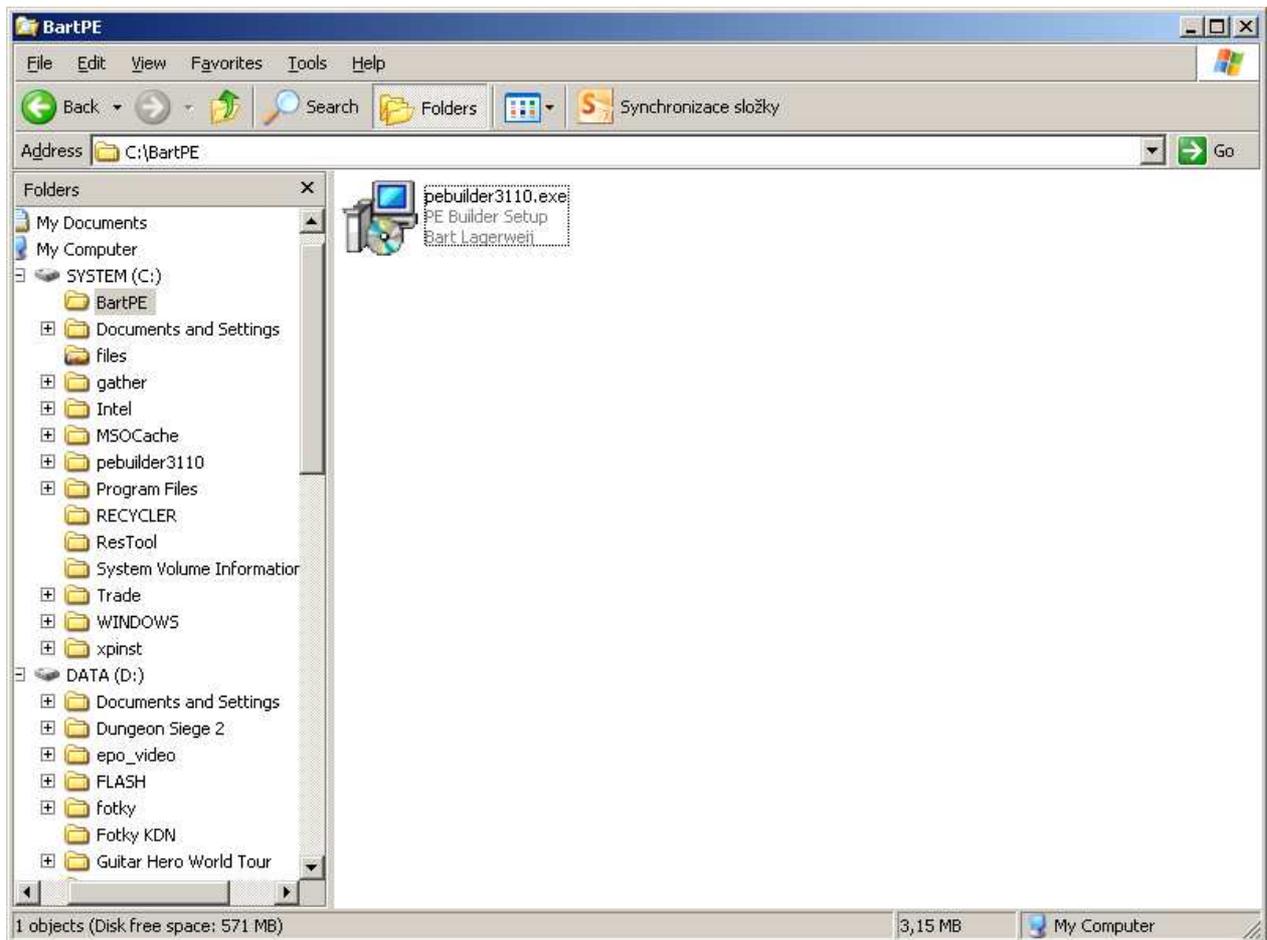
After the installation update the antivirus program and its database of virus definitions.

2. Installation of the PE Builder.

Download the installation package PE Builder from the web pages <http://www.nu2.nu/pebuilder/> from the download section.

We recommend downloading version 3.1.10a-
<http://www.nu2.nu/download.php?sFile=pebuilder3110a.exe>

With the help of the Windows Explorer we create a new folder on the hard disk named PEBuilder and we copy the installation package into this folder.

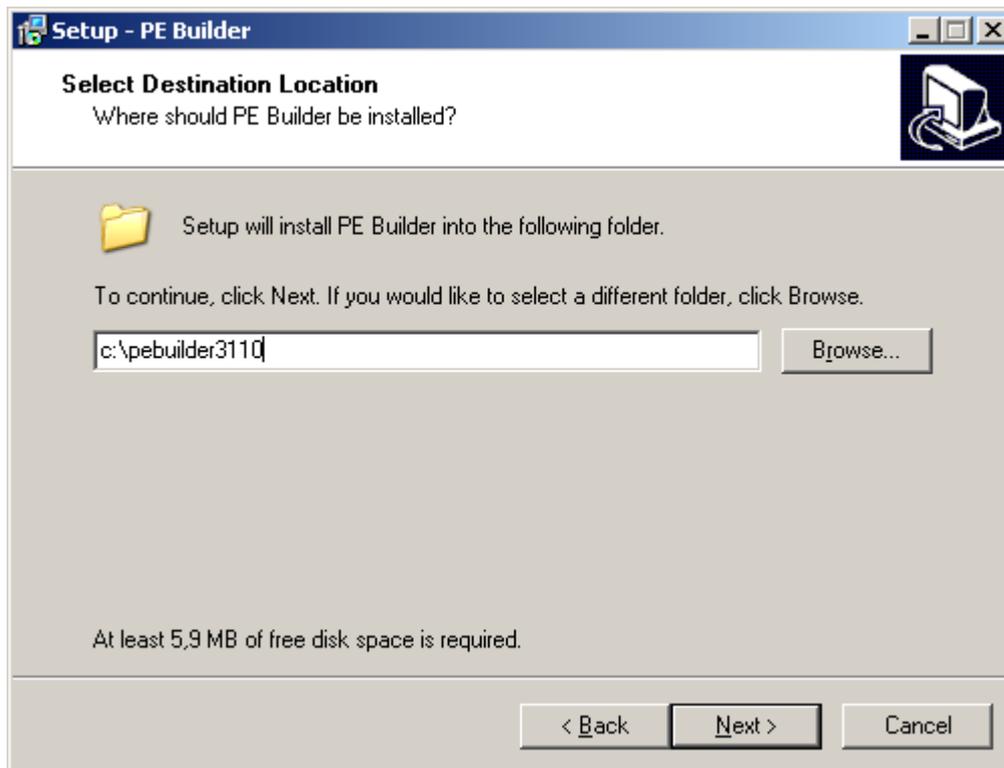


By double clicking on the installation package pebuilder3110a.exe the installation is enabled.

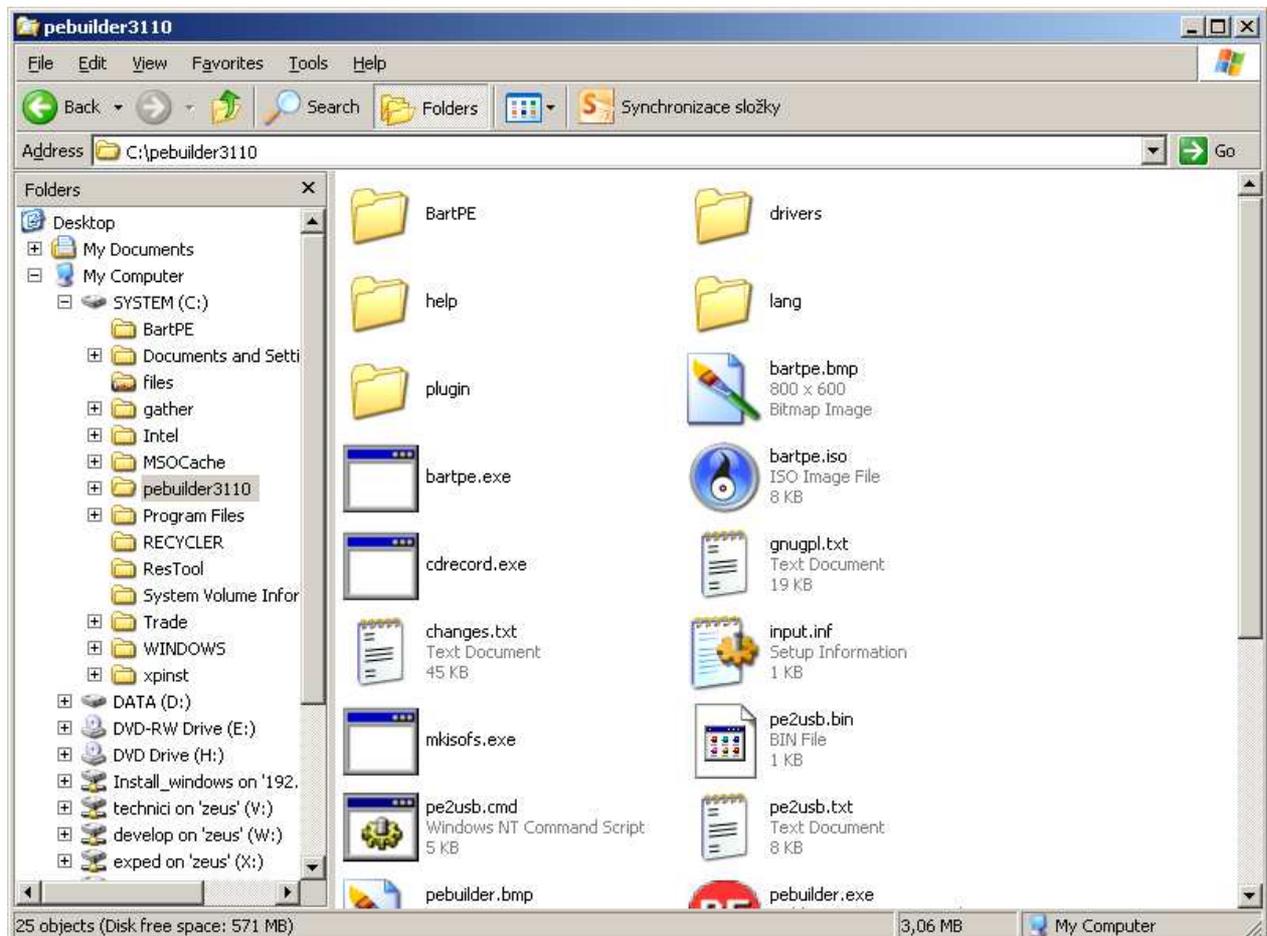
Choose the language which will be used for the PE Builder.



Install PE Builder into folder C:\pebuilder3110.



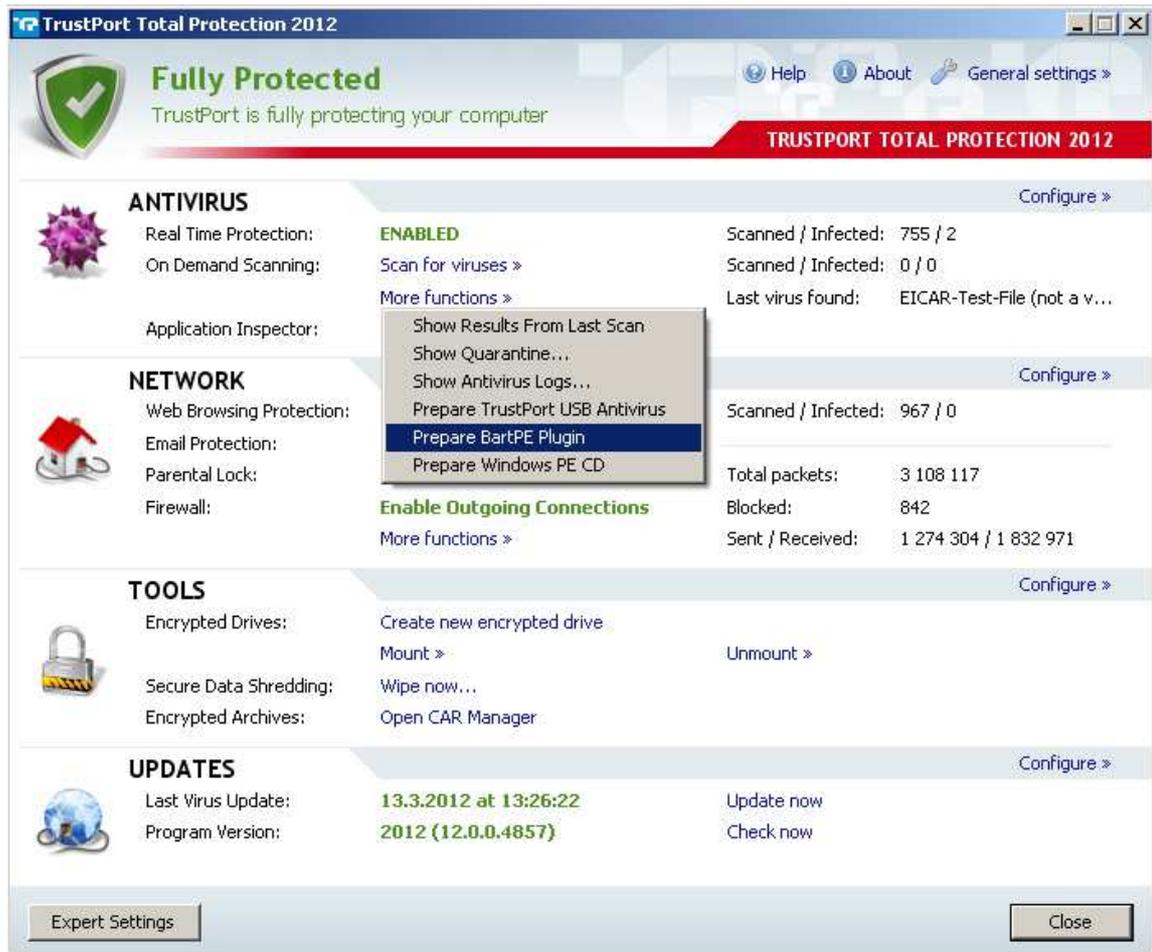
After the installation the content of the folder C:\pebuilder3110 will look like this:



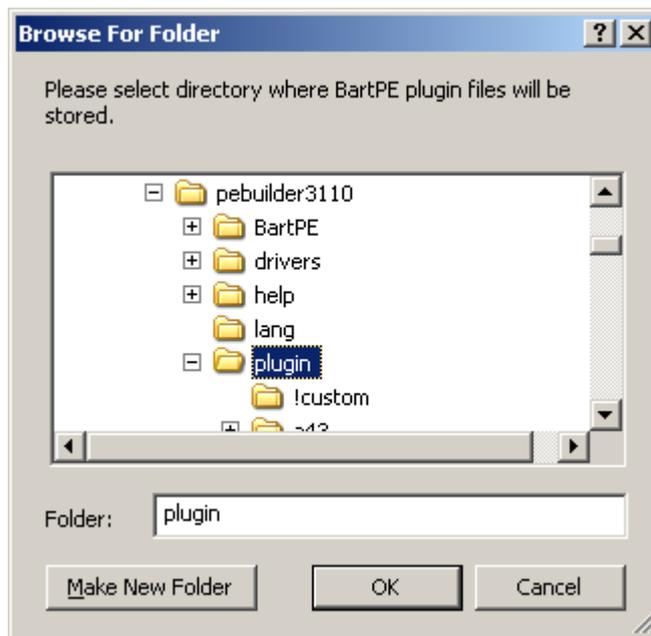
3. Creation of the TrustPort Antivirus Plugin for the PE Builder.

Now create the Plugin for the PE Builder and store it to the folder C:\pebuilder3110\plugin.

Firstly open Easy GUI -> Antivirus -> More functions -> Prepare BartPE Plugin.



After click on „Prepare BartPE Plugin“ find the folder c:\pebuilder3110\plugin and confirm by clicking on „OK“. After pressing the „OK“ button, the associated files will be copied to the folder c:\pebuilder\plugin.



In the case that on your computer you are using non standard controls (not supported by PE Builder) for accessing the hard disk or for the network card, you must also copy these controls to the folder `c:\pebuilder3110\plugin`. Without these controls access would not be possible to the hard disk, also the actualization of TrustPort BartPE Plugin would also not be possible.

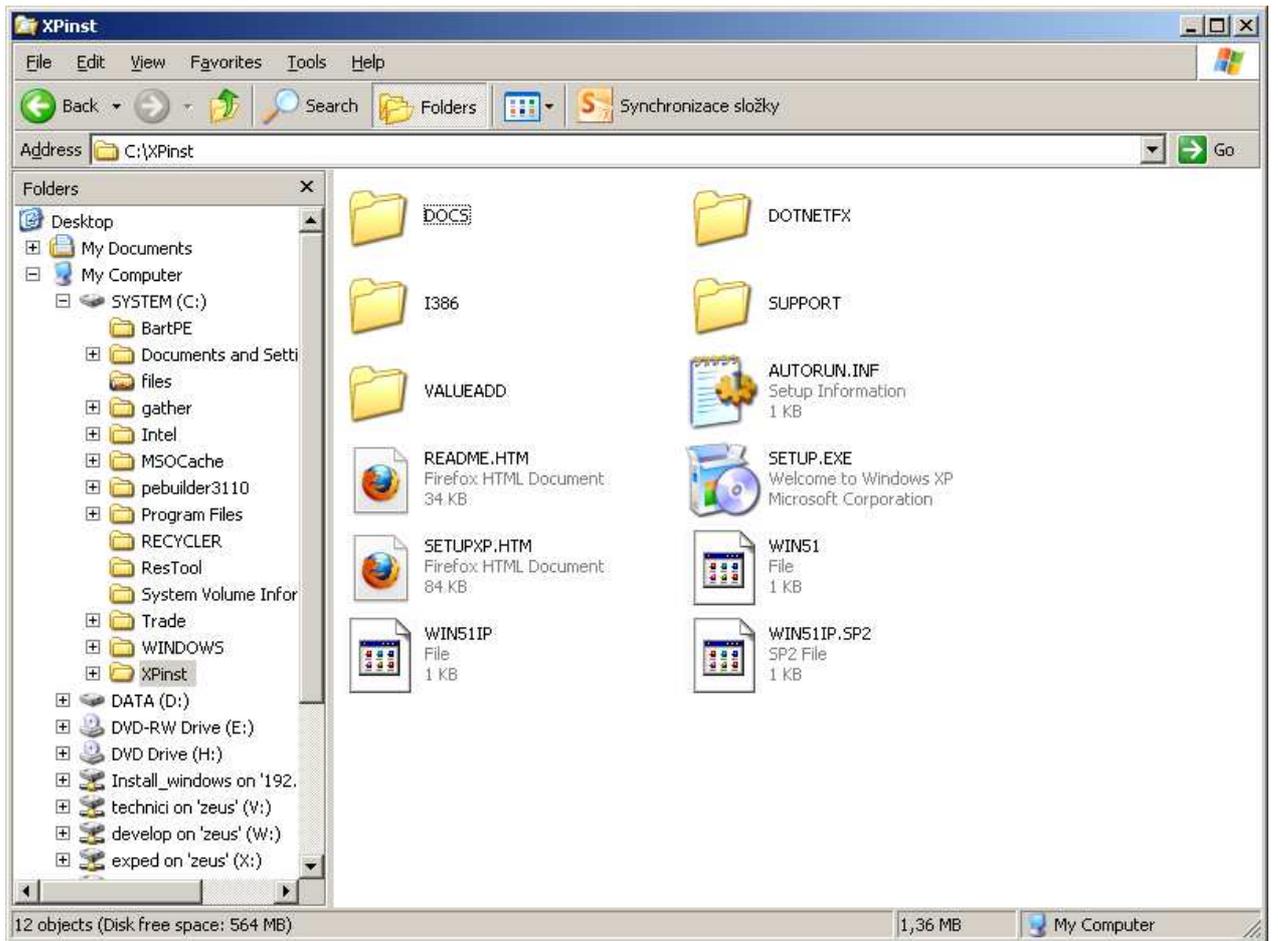
More information about the Plugins for the PE Builder can be found here: <http://www.nu2.nu/pebuilder/plugins/>

4. Copy of the installation set Windows XP.

For the creation of the boot CD BartPE medium with TrustPort Antivirus BartPE Plugin you must have an installation medium containing the operation system Windows XP with service pack SP1 or higher. Installation medium containing Windows XP without the service pack, Windows Vista or Windows 7 cannot be used.

Insert this installation medium into the CD mechanism of the computer where you are creating the boot disk and copy its content to the directory `C:\XPinst`.

It is necessary to have enough free space on the disk, the installation set of Windows XP takes approximately 600 MB. After the copying of the installation set the folder looks like the following `C:\XPinst`:



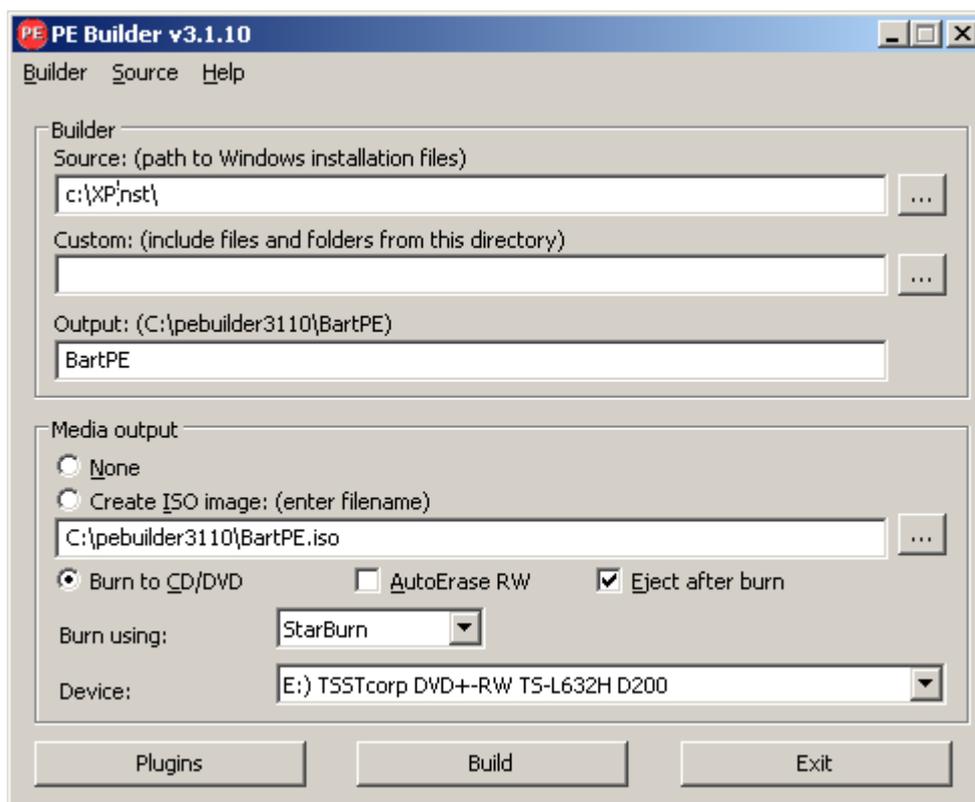
5. Creating the boot disk BartPE with the help of the application PE Builder.

Now enable the application pebuilder.exe, which we installed earlier (Point 3 Installation of the PE Builder) into the folder C:\pebuilder3110.

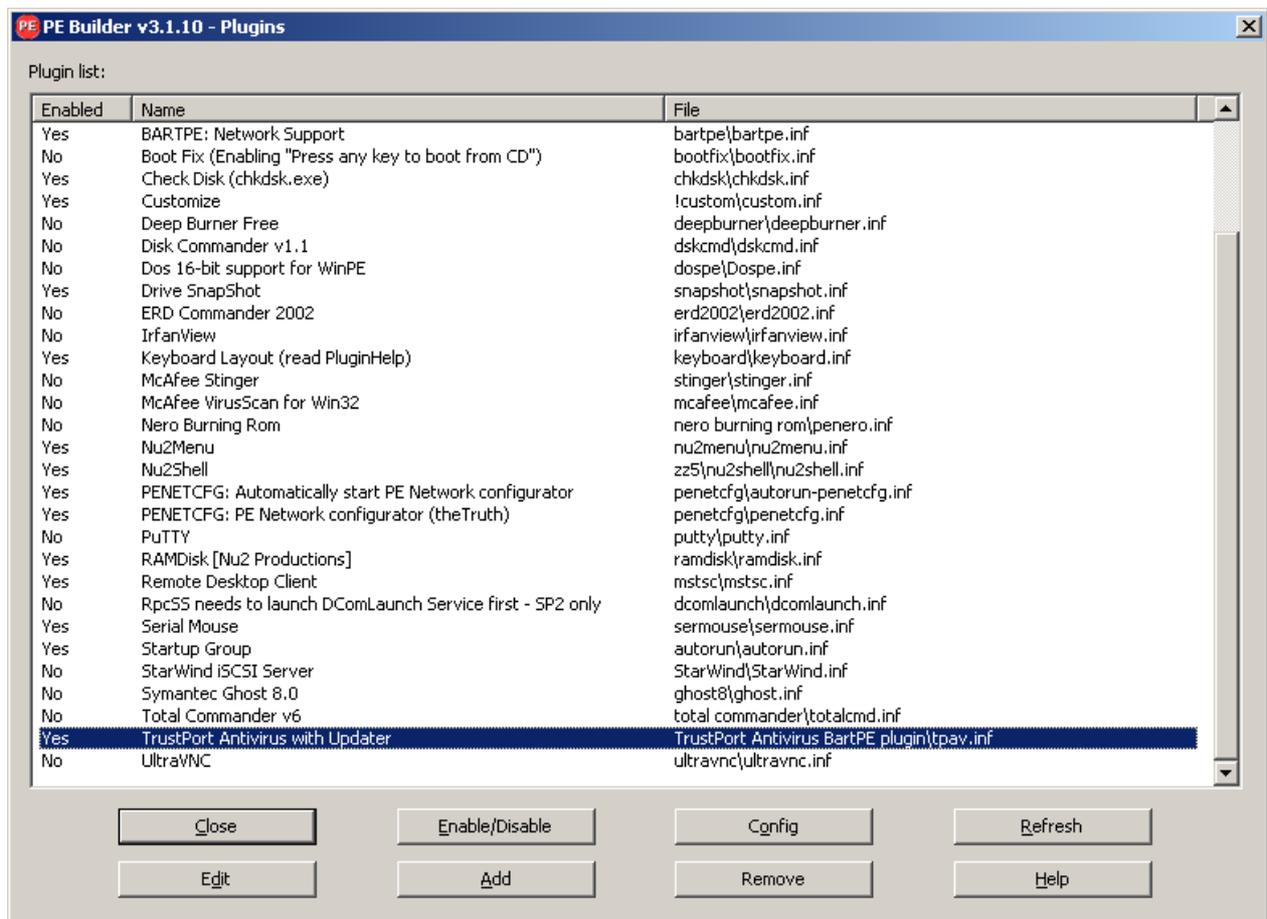
Into the field „Source: (path to Windows installation files)“ enter the folder to where you copied the installation set Windows XP, which means enter „C:\XPinst“.

In the section „Media output“ click on the option „Burn to CD/DVD“. In the field „Burn using:“ leave setting „StarBurn“.

In the field „Device“ you can choose the configuration for the burning of the media (only if you have more configurations to choose from).

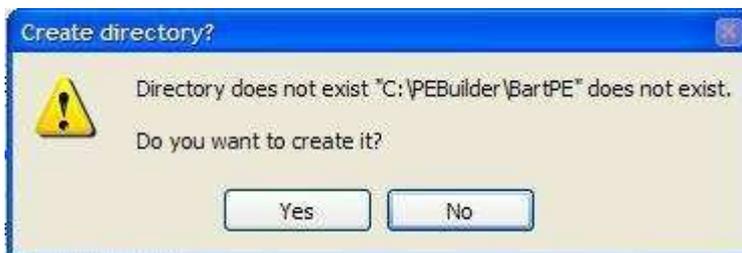


To check whether you correctly addend the TrustPort Antivirus BartPE Plugin, you can click on "Plugins" and verify that there is this Plugin present.



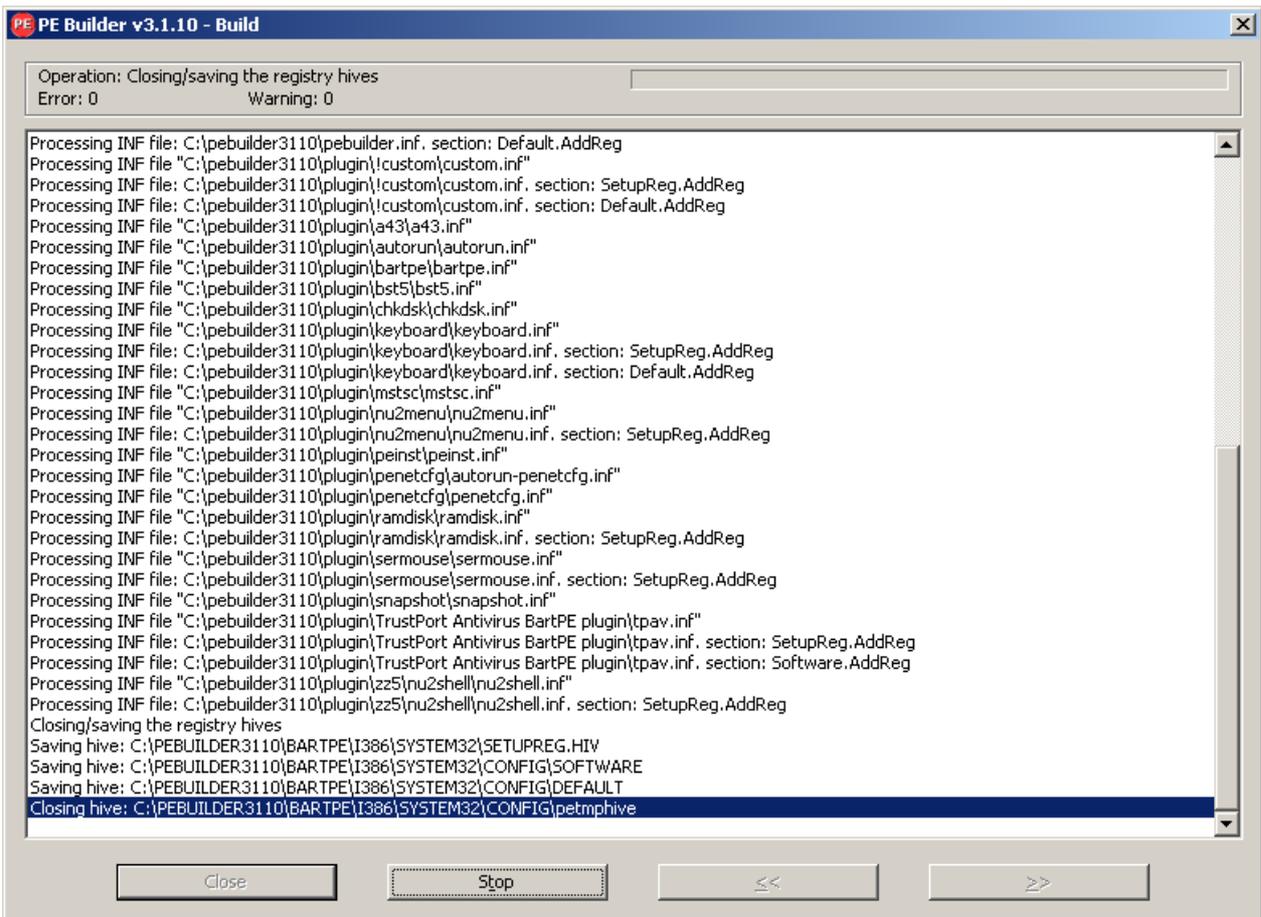
If everything is correct click on „Close“, insert an empty medium into the CD/DVD burner and after enable the creation of a boot CD by clicking on „Build“.

By clicking on „Yes“ you confirm the creation of the folder „C:\pebuilder3110\BartPE“.

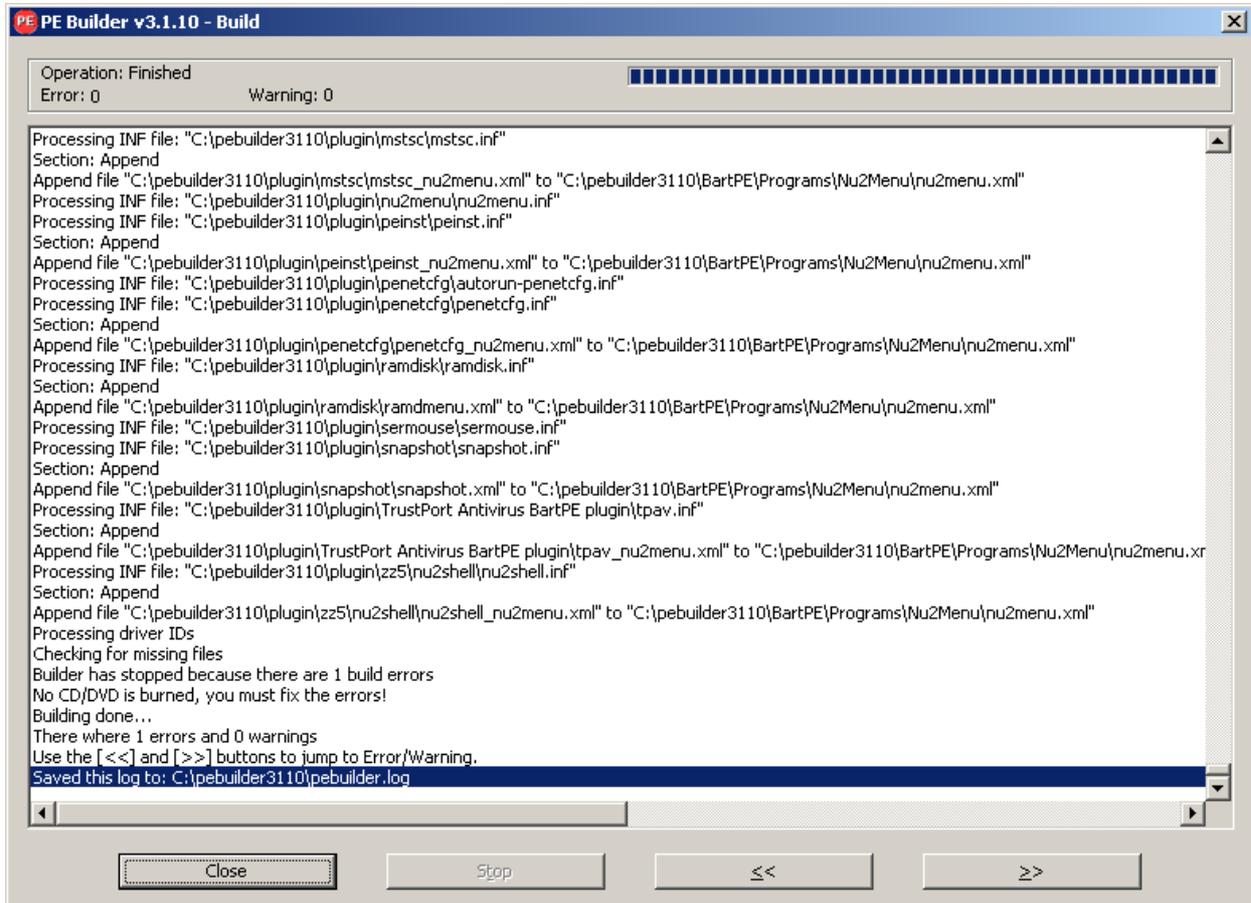


By clicking on „Agree“ you confirm the licensing terms regarding Microsoft Windows XP.

After this the process for creating a boot CD is enabled.



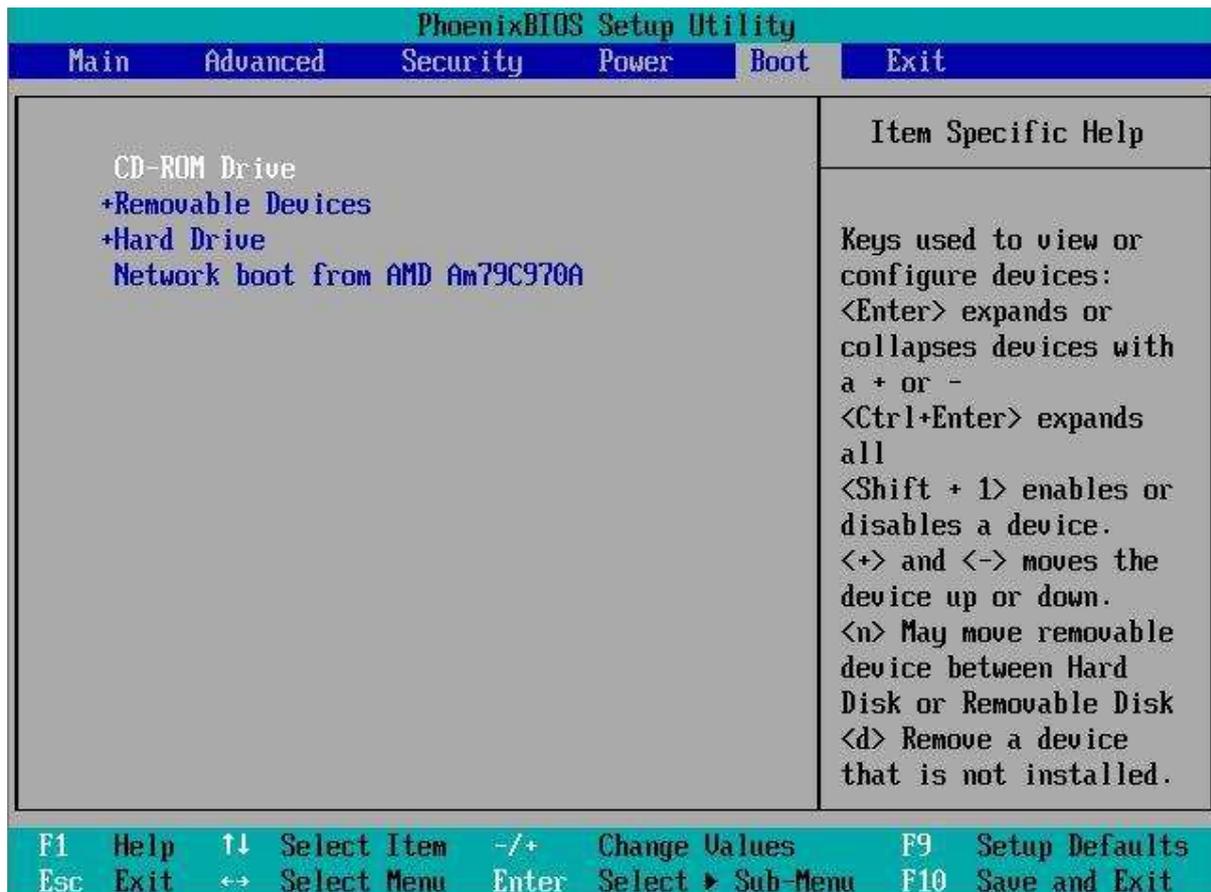
After the process has finished you can click on „Close“ and „Exit“ to exit the PE Builder and delete the prepared boot Bart PE disk with the TrustPort Antivirus Plugin from the system.



4. Using BartPE boot disk with the TrustPort Antivirus Plugin.

Once you have the boot BartPE medium with the TrustPort Antivirus Plugin (more Chapter 3. In depth description how to create boot CD with TrustPort Antivirus plugin), from this media you can start the virus infected computer and use it to remove the virus.

For you to be able to start the computer from the boot CD, you must firstly have the setting booting from CD-ROM not hard disk set in BIOS.



We can reach BIOS by pressing F2 on the keyboard or the Delete button during the loading process of the computer (depends on the manufacturer). You need to set booting from CD-ROM as the first priority means placing it highest on the list. Before exiting BIOS do not forget to save your changes by pressing F10.

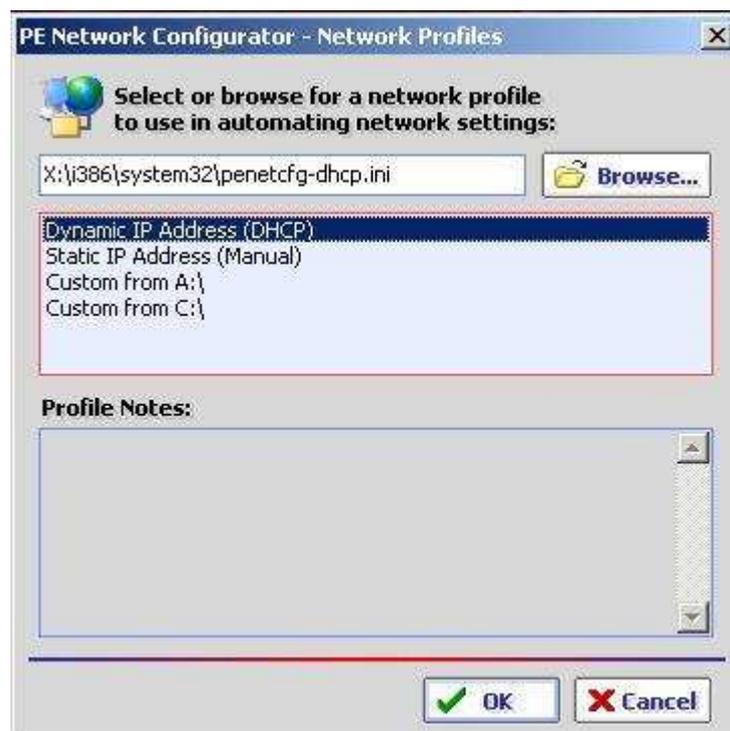
After you can insert the boot CD into the CD-ROM and start the computer from it.

After a short while a window will appear with a message asking if you want to use a network card or not. Choose the option „Yes“ otherwise you will not be able to actualize the antivirus program TrustPort Antivirus and the database of

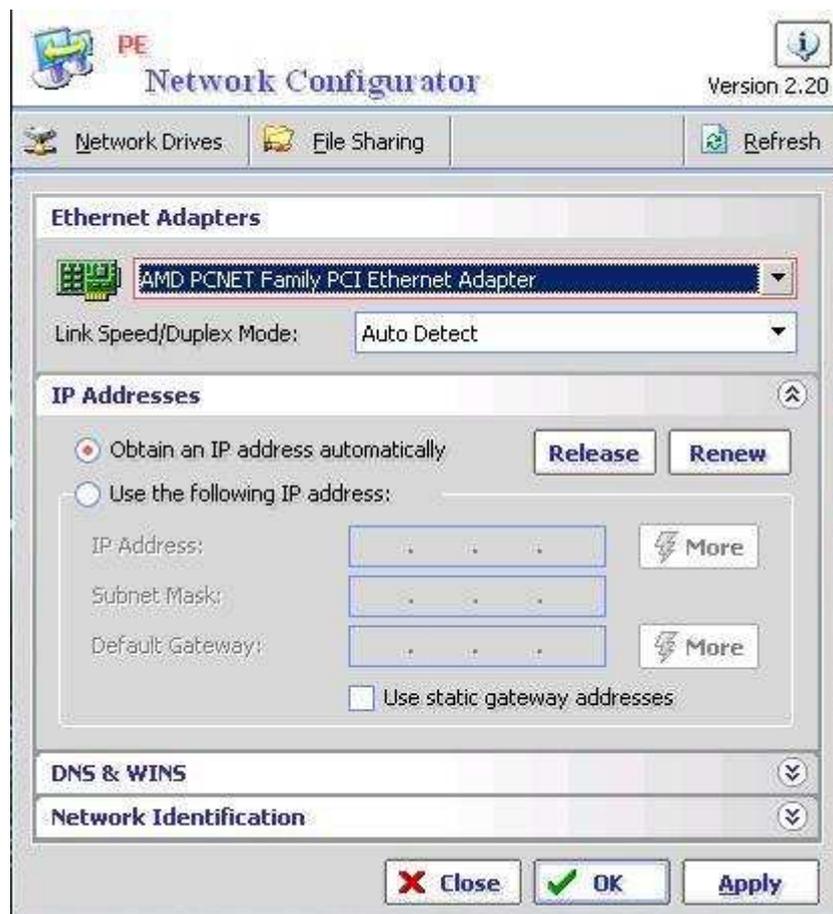
the virus definitions, and therefore you will not be able to remove all the latest threats. For the successful actualization of the antivirus program it is necessary to have an internet connection.



In the next step you can select whether the IP address of your computer will be automatically assigned by the DHCP server (option Dynamic IP Address (DHCP)), or you will manually configure it yourself (option Static IP Address (manual)). Choose the option you normally use and click on „OK“.



After the detection of the network card it is possible to either leave the automatic assigning of IP address, or you can set the IP address manually. In the second option set the IP address, Subnet Mask and Default Gateway.



If you have set everything correctly and you have an internet connection, you can enable the actualization of TrustPort Antivirus.

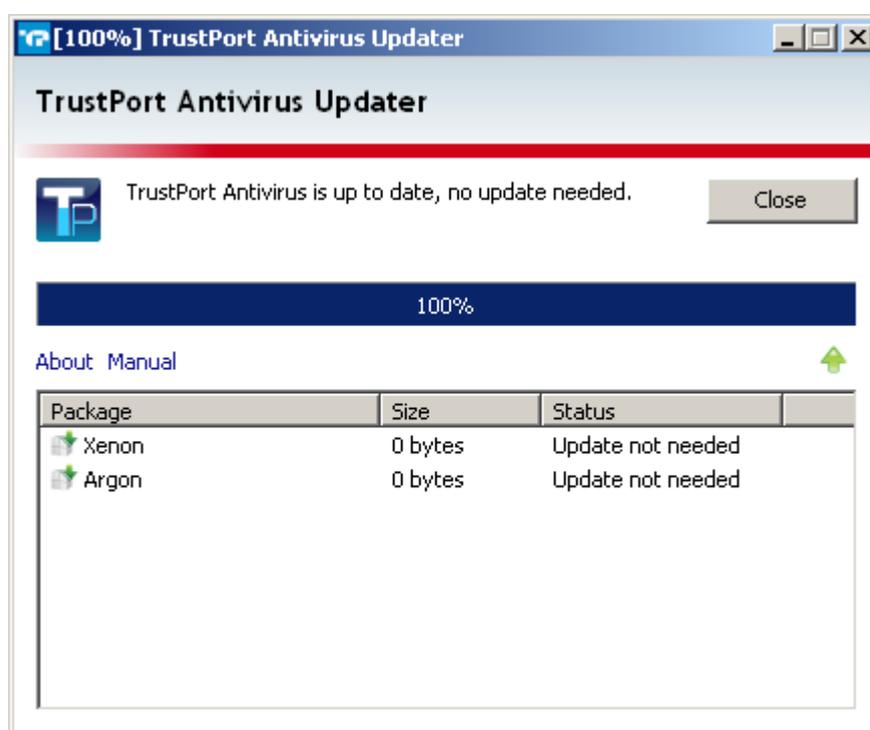
In the case that the actualization does not work correctly, it could be because of the following reasons:

- The network card settings are not correct
- You do not have a current internet connection
- You are using non standard controls on your computer which are not supported by the PE-Builder. In this case you must add these controls when creating the boot BartPE media (more info in section Creation of the TrustPort Antivirus BartPE Plugin).

Click in the left bottom corner on „GO“ and then choose „Programs“, „TrustPort Antivirus“ and „Update TrustPort Antivirus“.



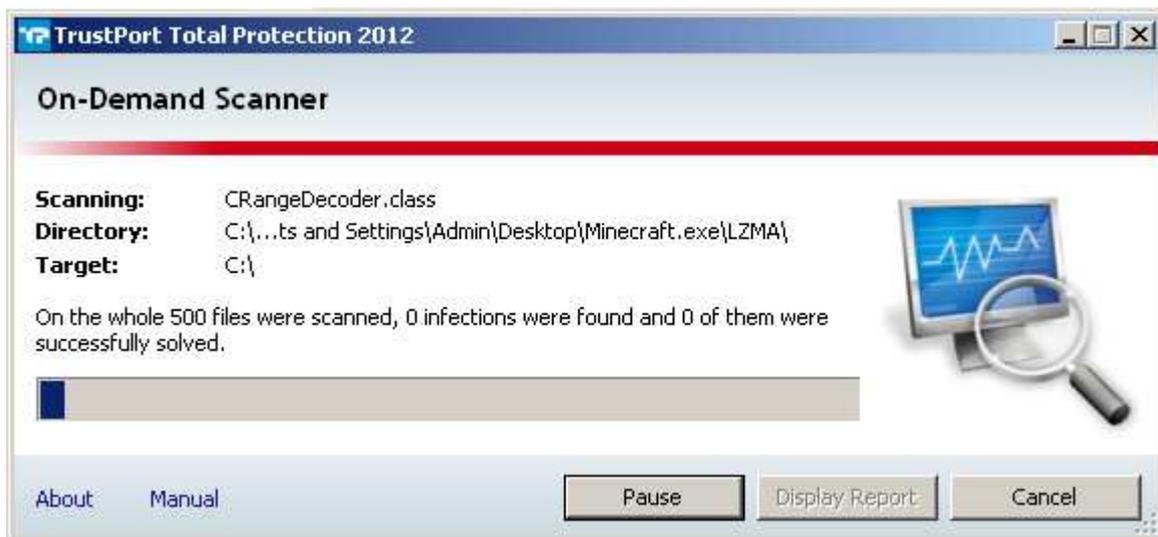
Actualization of TrustPort Antivirus occurring ...



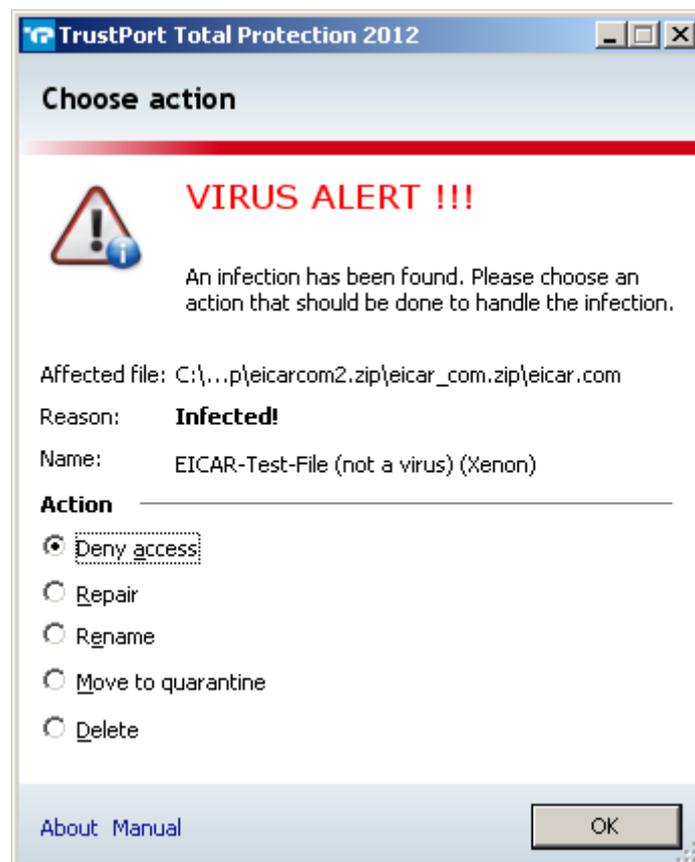
After the actualization of TrustPort Antivirus, you can start removing the virus from the computer by clicking on „GO“ in the bottom left corner and then by choosing „Programs“, „TrustPort Antivirus“ and „Scan all local disks“.



Scanning of the virus infected computer is occurring...



In the event that an infection has been found, the user then has to determine which action to choose. It is possible to delete the infected file, rename it, or it can be left alone.



5. Possible problems

Problem :

1. The infected hard disk is not accessible.

Cause: You are most like using controls for the hard disk which are not supported by the PE Builder.

Solution: During the creation of BartPE media it is necessary to add the required controls. You will find more information about this problem in Chapter 3 „ [Creation of the TrustPort Antivirus BartPE Plugin.](#)“

2. Actualization of TrustPort Antivirus cannot occur, network disks are not accessible.

Cause: Network interface is not configured properly.

Solution: Click on „GO“ , choose „System“ , „Network“ , „PE Network Configurator“ and configure the network interface.

Cause: You are using non standard controls for the network card which are not supported by the PE Builder.

Solution: During the creation of the BartPE media it is necessary to add the required controls. You will find more information about this problem in Chapter 3 „ [Creation of the TrustPort Antivirus BartPE Plugin.](#)“

3. Scanning of the hard disk cannot be switched on, the actualization process of the virus samples ends with the message „Unexpected error“.

Cause: Un-sufficient operating memory RAM.

Solution: TrustPort Antivirus BartPE Plugin can be used on computers which have a minimal of 512 MB RAM. You need to raise the size of the operating memory.

6. Contacts

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