

# Malware Scans

## Armor Knowledge Base

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### Run A Malware Scan

In the **Malware Protection** screen, you can run a manual scan for your virtual machine or instance.



- The **Scan** button will display for a particular virtual machine or instance if the sub-agent has heartbeated within the last four hours, AND a scan is not already in progress for that virtual machine or instance.
- The **Scan** button will NOT display if an initial scan has not been performed by Trend Micro, nor if the sub-agent has not heartbeated for that particular virtual machine or instance within the last four hours.
- The **Scan** button will be disabled if there are five active scans running on the account.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Security**.
2. Click **Malware Protection**.
3. Within the **Malware Protection Service** table, locate the desired virtual machine or instance, then click **Scan**.
  - a. The **Scan** column will display **Scanning** while the scan is running.



The number of active scans will display in the top right corner of the table.

### View Malware Scan Activity

In the **Malware Protection** screen, on the **Scan Activity** tab, you can view details on current and past scans.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Security**.
2. Click **Malware Protection**.
3. Click **Scan Activity**.



The number of active scans will display in the top right corner of the table.

Column	Description
<b>Name</b>	This column displays the name of the virtual machine or instance.
<b>User</b>	This column displays the name of the user who initiated the scan.
<b>Time Started</b>	This column displays the date and time that the scan was initiated.
<b>Last Updated</b>	This column displays the date and time of the last status check for the scan.
<b>Status</b>	This column displays the status of the scan: <ul style="list-style-type: none"><li>• <b>Pending</b> indicates that the scan is currently in the queue.</li><li>• <b>Started</b> indicates that the scan has been initiated, but is still in-progress.</li><li>• <b>Completed</b> indicates that the scan has run successfully.</li><li>• <b>Paused</b> indicates that the scan has been paused.</li><li>• <b>Resumed</b> indicates that the scan has resumed running (after being paused).</li><li>• <b>Failed</b> indicates that the scan did not run successfully.</li></ul>

## Troubleshooting

Armor troubleshoots servers that contain **Malware Protection** subcomponents in a **Warning** or **Critical** status. To troubleshoot with Armor, you must submit a support ticket.

1. In the Armor Management Portal (AMP), click **Support**, and then click **Tickets**.
2. Click **Create a Ticket**.
3. Select or search for the desired category for your ticket request type.
4. Complete the missing fields.
  - a. In **Description**, enter useful details that can help Armor quickly troubleshoot the problem.
5. Click **Create**.
6. To view the status of your ticket, in the left-side navigation, click **Support**, and then click **Tickets**.



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