Dr.WEB®

Agent for Windows

Defend what you create

User Manual

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Dr.Web Agent
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User Manual
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Doctor Web Head Office
2-12A, 3rd str. Yamskogo polya
Moscow, Russia
125124

Web site: www.drweb.com
Phone: +7 (495) 789-45-87

Refer to the official web site for regional and international office information.

Doctor Web

Doctor Web develops and distributes Dr.Web® information security solutions which provide efficient protection from malicious software and spam.

Doctor Web customers can be found among home users from all over the world and in government enterprises, small companies and nationwide corporations.

Dr.Web antivirus solutions are well known since 1992 for continuing excellence in malware detection and compliance with international information security standards. State certificates and awards received by the Dr.Web solutions, as well as the globally widespread use of our products are the best evidence of exceptional trust to the company products.

We thank all our customers for their support and devotion to the Dr.Web products!

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Chapter 1. Welcome to Dr.Web® Enterprise Security Suite

1.1. Conventions and Abbreviations

The following conventions are used in the Manual.

Table 1. Conventions

Symbol	Comment
ℹ Note, that	Marks important notes or instructions.
⚠ Warning	Warns about possible errors.
Dr.Web Agent	Names of **Dr.Web** products and components.
Antivirus network	A term in the position of a definition or a link to a definition.
<IP-address>	Placeholders.
Cancel	Names of buttons, windows, menu items and other user interface elements.
CTRL	Keyboard keys names.
`C:\Windows\`	Names of files and folders, code examples, input to the command line and application output.
Appendix A	Cross-references or Internal Hyperlinks to web pages.

The following abbreviations will be used in the Manual without further interpretation:

- **Dr.Web GUS** — **Dr.Web Global Update System**,
- FDD — Floppy Disk Drive - portable magnetic data carrier,

- GUI — Graphical User Interface, a GUI version of a program — a version using a GUI,
- LAN — Local area network,
- OS — operating system,
- PC — personal computer,
- UAC – User Account Control – is a technology and security infrastructure introduced with Microsoft. It aims to improve the security of Microsoft Windows by limiting application software to standard user privileges until an administrator authorizes an increase or elevation,
- URL — Uniform Resource Locator - compact string of characters used to identify or name a resource on the Internet.

1.2. Dr.Web® Enterprise Security Suite Antivirus

Dr.Web Enterprise Security Suite is designed to organize and control integrated, complex and reliable antivirus protection of computers of a company.

Protected computers are united in an antivirus network, which is managed by the administrator through the **Enterprise Server**. The antivirus protection of company's employees computers is automated and administered centrally, which provides for a reliable safety level, while user interference is minimal.

Dr.Web Enterprise Security Suite provides for

- centralized (without user intervention) installation of the antivirus packages on computers,
- centralized setup of antivirus packages on protected computers,
- centralized virus databases and program files updates on protected computers,
- monitoring of virus events and the state of antivirus packages and OS on all protected computers.

Dr.Web Agents are installed on protected computers. These programs provide for computer protection and connection with the **Enterprise Server**, through which antivirus programs and their components are updated and set up in general.

⚠ Do not install other antivirus programs, including other **Dr.Web** programs, on computers with an installed **Dr.Web Agent**.

The settings users can change are described in Section Dr.Web Agent Administration.

Chapter 2. Dr.Web Agent Component

2.1. Main Functions and Parameters of the Dr.Web Agent

Computers are protected from virus threats and spam by means of programs included in the antivirus package of **Dr.Web Enterprise Security Suite**.

The **Dr.Web Agent** facilitates administration of computer protection and connection to the **Enterprise Server**.

The Dr.Web Agent serves the following functions:

- installs, updates and sets up the antivirus package, starts scannings, and performs other tasks given by the **Enterprise Server**;
- allows to call for execution the **Dr.Web** antivirus package files through a special interface;
- sends the results of tasks execution to the **Enterprise Server**;
- sends notifications of predefined events in the operation of the antivirus package to the **Enterprise Server**.

Users can implement the following actions through the Dr. Web Agent:

- schedule checkups (scanning) of the computer for viruses;
- start scanning the computer if necessary;
- change the settings of certain components of the **Dr.Web Antivirus** including some settings of the **Agent**;
- view the statistics of virus events on the computer and other information about the **Dr.Web** program.

A user may change the settings of the **Agent** and the components provided he has corresponding permissions to such actions. A more detailed information is given in the descriptions of the settings of concrete components.

2.2. System Requirements

No other antivirus software (including other versions of **Dr.Web** antivirus programs) should be installed on the workstations of an antivirus network managed by **Dr.Web ESS**.

The Dr.Web Agent and the full antivirus package require

1. Minimal requirements:
   - Intel® Pentium® IV 1.6 GHz;
   - RAM 512 MB.
2. Recommended requirements:
   - Intel® Pentium® IV 2.4 GHz or faster;
   - RAM not less than 1 GB.
3. Not less than 180 MB of available disk space for executable files + extra disk space for logs and temporary files;
4. Operating systems (see Appendix B. The Complete List of Supported OS Versions):

   a) Microsoft® Windows® 98 OS, Windows Me OS, Windows NT4 OS (SP6) and later. Depending on OS, the following components can be installed:

Component	OS
SpIDer Gate, **SelfPROtect** and **Office Control**	Windows 2000 with SP4 and later.
FireWall	Windows 2000 with SP4 + Update Rollup 1 and later.

Component	OS
SpIDer Guard NT4	• Windows 98, • Windows ME, • Windows NT4 (SP6a), • Windows 2000 with SP4 without Update Rollup1, • Windows XP without SP and with SP1, • Windows 2003 without SP.
SpIDer Guard G3	• Windows 2000 with SP4 and Update Rollup1, • Windows XP c SP2 and later, • Windows 2003 c SP1 and later, • Windows Vista and later.
SpIDer Mail NT4	• Windows 98, • Windows NT4 with SP6a.
SpIDer Mail	All supported OS later than systems for **SpIDer Mail NT4** version which are above-listed.
Dr.Web Browser-Plugin for Outlook	Windows 2000 with SP4 and later.

b) Microsoft® Windows Mobile® OS;

c) Novell® NetWare® OS;

d) Mac OS® X;

e) UNIX® system-based OS: Linux® OS, FreeBSD® OS or Solaris™ OS.

5. For **Dr.Web for Outlook** plug-in the the Microsoft Outlook client from the Microsoft Office package is required:
   - Outlook 2000 (Outlook 9),
   - Outlook 2002 (Outlook 10 or Outlook XP),
   - Office Outlook 2003 (Outlook 11),
   - Office Outlook 2007,

- Office Outlook 2010.

6. The **Dr.Web Agent** context help requires Windows® Internet Explorer® 6.0 or later.

2.3. Installation and Removal of Antivirus Software

2.3.1. Installation of Dr.Web Agent

Before the software installation, please note the System Requirements section.

> ⚠ **Dr.Web Agent** should be installed under Administrator account of the respective computer.

Enterprise Agent and the antivirus package can be installed in two ways:

1. Remotely – on the **Server** through the network. Performed by the antivirus network administrator. No user interference required (see a detailed description of the creation procedure of an antivirus station and remote installation of the antivirus software in Administrator Manual **Dr.Web Enterprise Security Suite Antivirus**).

> ⚠ Remote installation of **Dr.Web Agents** is possible only on workstations under Windows NT4 operating systems and later.

2. Locally – directly on the user’s machine. May be performed both by the administrator or the user. For installation, you can use the following files:

   - `esinst.exe` Installation Package.
   - `drwinst.exe` **Agent** Network Installer.

See the description of local installation and removal of the antivirus software below.

2.3.1.1. Installation of Dr.Web Dr.Web Agent via the Installation Package

If there is any antivirus software installed on the computer, the installer will attempt to remove it before starting the installation. In case of a failure, you will have to uninstall the antivirus software by yourself.

To install the Dr.Web Enterprise Agent and antivirus package:

1. Download **Agent** installation file. To do this, follow the link received from the antivirus network administrator.
2. Run the downloaded `esinst.exe` file. A window of the **Installation Wizard** of the **Dr.Web Antivirus** will be opened.
3. Before installation, Wizard asks you to confirm that there is no antivirus programs on you computer. Make sure, that there is no antivirus software (including other versions of **Dr.Web** programs) installed on your computer and set the **I do not have other anti-viruses installed on my computer** flag. Click **Next**.
4. In the next window, choose the type of installation:
   - **Quick (Recommended)** - the most simple type of installation.
   - **Custom** - the type of installation that allows you to choose antivirus components to install on your computer.
   - **Administrative** - the most detailed type of installation. Allows you to set/change all parameters of installation and antivirus software.
5. If you choose **Custom** or **Administrative** types of installation, in the next window you will be offered to overview the components of **Dr.Web** antivirus package. Set the flags for components you want to install on your computer.

In the **Installation folder** field specify the path to install the antivirus software. To set/change the default path, click the **Browse** and specify the necessary path.

Click **Next**.

For the **Custom** type of the installation, go to the step **9**.

6. If you choose **Administrative** type of installation, in the next window specify the settings of **Network installer**:

   - In the **Dr.Web Enterprise Server** field, set the network address of the **Server** from which the **Agent** and the antivirus package will be installed. If you specified **Server** address while launching the installer, it will be automatically set in this field.

> If you use the installer, created in the **Dr.Web Control Center**, the **Dr.Web Enterprise Server** field will be set automatically.

If you do not know the **Server** address, click the **Find** button. The window for network searching of active **Servers** will be opened. Specify the necessary fields (in format: *<Server_name>*@*<IP-address>*/*<network_prefix>*: *<port>*) and click **Find**. In the list of founded **Servers** choose one for installation of the antivirus software and click **OK**.

   - In the **Dr.Web Enterprise Server public key** field, specify the path to the public key (`drwcsd.pub`) on your computer (if launching the installer from the Server via network, the key will be copied to the temporary files and after the installation it will be moved to the installation folder).
   - In the **Installation directory** field, specify the path to your computer for the antivirus software installation. By default, it is the `Dr.Web Enterprise Suite` folder located at the `Program files` at the system disk.
   - In the **Use compression during download** section, select the traffic compression option: **Yes** - use compression, **No** - do not use compression, **Maybe** - **Server** choice.

- The **Add Dr.Web Agent to windows firewall exclusion list** flag prescribes to add ports and interfaces of **Agent** for an exception for your operating system firewall (except Windows 2000 OS). It is recommended to set the flag. It will help to avoid errors, e.g. during the automatic updates of the antivirus software and virus bases.
- Set the **Register Agent in system list of installed software** flag, if necessary.

7. For the **Administrative** type of the installation: in the next window specify the settings of **Agent**:

   - In the **Authorization** section the parameters for **Agent** authorization at **Server** are set. For the **Automatic (Default)** option, the mode of the station access defines at **Server**. For the **Manual** option, you must specify the authorization parameters: the station **Identifier** and its **Password** for the access to **Server**. The station will have access permission without manually confirmation by the administrator at **Server**.

   If you use the installer, created in the **Control Center**, **Identifier** and **Password** fields will be set automatically.

   - In **Compression** and **Encryption** sections set modes of traffic between **Agent** and **Server** (for more details, see the **Traffic Encryption and Compression** at the **Administrator manual**).

   Click **Next**.

8. The installation of **Agent** and antivirus components will start (does not require user intervention).
9. After the installation is complete, the Installation Wizard will request to restart you computer. Click **Finish** for the Installation Wizard closedown.
10. Restart the computer.

2.3.1.2. Installation of Dr.Web Dr.Web Agent via the Network Installer

If the network installer is run in the normal installation mode (i.e. without `-uninstall` switch) on stations where the installation has already been performed, this will not incur any actions. The installer program terminates with a help window, contains available switches.

You must uninstall the **Agent** before the installation.

There are two modes of installation via the Network installer:

1. Background mode.
2. Graphical mode.

Installation of Dr.Web Agent in the Background Mode of the Installer

To install Dr.Web Enterprise Agent and antivirus package in the background mode of the installer:

1. From the workstation, on which you want to install the antivirus software, run the `drwinst.exe` programm, located at:
   - Network catalog of **Agent** installation. After **Server** installation, it is `Installer` folder (the shared hidden resource) of the **Enterprise Server** installation folder. You can change this resource further.
   - Installation page of the **Dr.Web Control Center**, which is available at the following address: `http://`*<Server_address>*: *<port_number>*`/install/` where <*Server_address*> is the IP address or DNS name of the computer on which **Enterprise Server** is installed. And the <*port_number*> should be `9080` (or `9081` for https).

   By default, the `drwinst` instruction launched without parameters will use the **Multicast** mode to scan the network for **Enterprise Servers**.

When you use the **Multicast** mode to find active **Servers**, the **Agent** installation is performed from the first founded **Server**. If the `pub` key is not fitted to the **Server** key, installation will be failed. In this case, expressly specify the **Server** address (as described below).

The `drwinst` command may be used with switches:

- If the **Multicast** mode is not used to detect the **Server**, it is recommended to specify a domain name for the **Enterprise Server** in the DNS service and use this name when installing the **Agent**:

`drwinst` *<Server_DNS_name>*

It is especially useful in case you would like to reinstall the **Enterprise Server** on a different computer.

- You can expressly specify the **Server** address as follows:

`drwinst 192.168.1.3`

- Using the `–regagent` switch during the installation will allow you to register the **Agent** in the **Add or Remove Programs** list.
- To launch the installation in the graphical mode, use the `–interactive` parameter.

The complete list of **Network Installer** parameters is describe in the Appendix **H4. Network Installer** at the **Administrator manual**.

2. After the installation, the software of **Enterprise Agent** is installed on your computer (antivirus package is not installed yet).
3. After the station has been approved at the **Server** (if it is required by **Enterprise Server** settings), the antivirus package will be automatically installed.

4. Restart the computer on **Agent** request.

Installation of Dr.Web Agent in the Graphical Mode of the Installer

To install Dr.Web Enterprise Agent and antivirus package in the graphical mode of the installer:

1. From the workstation, on which you want to install the antivirus software, run the `drwinst.exe` with the `–interactive` parameter. The `drwinst.exe` programm is located at:
   - Network catalog of **Agent** installation. After **Server** installation, it is `Installer` folder (the shared hidden resource) of the **Enterprise Server** installation folder. You can change this resource further.
   - Installation page of the **Dr.Web Control Center**, which is available at the following address:
     `http://`*<Server_address>*`:`*<port_number>*`/install/`
     where <*Server_address*> is the IP address or DNS name of the computer on which **Enterprise Server** is installed. And the <*port_number*> should be `9080` (or `9081` for https).

   A window of the **Installation Wizard** of the **Dr.Web Antivirus** will be opened.

2. Before the installation, the Wizard asks you to confirm that there is no antivirus programs on you computer. Make sure, that there is no antivirus software (including other versions of **Dr.Web** programs) installed on your computer and set the **I do not have other anti-viruses installed on my computer** flag. Click **Next**.
3. In the next window choose type of installation:
   - **Quick (Recommended)** - the most simple type of installation. All parameters are set automatically. Next, go to step **7**.
   - **Custom** - the type of the installation that allows you to choose the antivirus components to install on your computer.

- **Administrative** - the most detailed type of installation. Allows you to set/change all parameters of the installation and the antivirus software.

4. If you choose **Custom** or **Administrative** types of installation, in the next window you will be offered to overview the components of **Dr.Web** antivirus package. Set flags for the components you want to install on your computer.

   In the **Installation path** field specify the path to install the antivirus software. To set/change the default path, click the **Browse** and specify the necessary path.

   Click **Next**.

   If you chose **Custom** type of installation, go to the step **7**.

5. For the **Administrative** type of the installation: in the next window specify the settings of the **Network installer**:

   - In the **Dr.Web Enterprise Server** field, set the network address of the **Server** from which the **Agent** and the antivirus package will be installed. If you specified the **Server** address while launching the installer, it will be automatically set in this field. If you do not know the **Server** address, click the **Find** button. The window for network searching of active **Servers** will be opened. Specify the necessary fields in format: *<Server_name>*`@`*<IP-address>*`/` *<network_prefix>*: *<port>* and click **Find**. In the list of founded **Servers** choose the one for the installation of the antivirus software and click **OK**.
   - In the **Dr.Web Enterprise Server public key** field, specify the path to the public key (`drwcsd.pub`) on your computer (if launching the installer from the **Server** via network, the key will be copied to the temporary files and after the installation it will be moved to the installation folder).
   - In the **Installation directory** field, specify the path to the antivirus software installation. By default, it is the `Dr.Web Enterprise Suite` folder located at the `Program files` at the system disk.

- At the **Use compression during download** section, select the traffic compression option: **Yes** - use compression, **No (Default)** - do not use compression, **Possible** - **Server** choice.
- The **Add Dr.Web Agent to windows firewall exclusion list** flag prescribes to add the ports and interfaces of the **Agent** for an exception for your operating system firewall (except the Windows 2000 OS). It is recommended to set the flag. It will help to avoid errors, e.g. during the automatic updates of the antivirus software and virus bases.
- Set the **Register Agent in system list of installed software** flag, if necessary.

6. For the **Administrative** type of the installation: in the next window specify the settings of the **Agent**:
   - In the **Authorization** section set parameters for **Agent** authorization at **Server.** For the **Automatic (Default)** option, authorization parameters (ID and password) are generated at the **Server** automatically, and the mode of the station access is defined at **Server**. For the **Manual** option, you must specify following authorization parameters: the station **Identifier** and its **Password** for access to the **Server**. The station will have access permission without manually confirmation by administrator at **Server**.
   - In **Compression** and **Encryption** sections set modes of traffic between **Agent** and **Server** (for more details, see the **Traffic Encryption and Compression** at the **Administrator manual**).

   Click **Next**.

7. Installation of **Agent** will start. When installation is complete, click **Finish** for Installation Wizard closedown.
8. After the station has been approved at the **Server** (if it is required by **Enterprise Server** settings or if the **Manual** option has not been set at step 6 during **Administrative** installation), the antivirus package will be automatically installed.
9. Restart the computer on **Agent** request.

2.3.2. Removal of Dr.Web Agent

To remove the **Agent** and the antivirus package locally, this option must be allowed at the **Server**.

After removing the antivirus software, your computer will not be protected from viruses and other malware.

You can remove the station antivirus software (**Dr.Web Agent** and antivirus package):

1. By means of standard Windows OS services.
2. By using the Agent installer.

Removal by Means of Standard Windows OS Services

This removing method will be available only if you installed the **Agent** by using the graphical installer and set the **Register Agent in system list of installed software** flag.

If the **Agent** installed in the background mode of the installer, the removing of the antivirus software with the standard Windows OS services will be available only if the –`regagent` switch was used for installation.

To remove the antivirus software, select:

- for Windows 98, Windows NT, Windows ME, Windows 2000 OS: **Start** → **Settings** → **Control Panel** → **Add or Remove Programs**.
- for Windows XP, Windows 2003 OS (depending on **Start** menu view):
    - Start Menu: **Start** → **Control Panel** → **Add or Remove Programs**.

    - Classic Start Menu: **Start** → **Settings** → **Control Panel** → **Add or Remove Programs**.

- for Windows Vista OS or later (depending on **Start** menu view):
    - Home View: **Start** → **Control Panel** → **Programs and Features**.
        - Classic View: **Programs and Features**.
        - Home View: **Programs** → **Programs and Features**.
    - Classic View: **Start** → **Settings** → **Control Panel** → **Programs and Features**.

In the opened list, select **Dr.Web Agent** and click the **Remove** button (or **Remove/Change** depending on the version of Windows OS). The station antivirus software will be removed.

Removal by Using the Agent Installer

To remove the **Dr.Web Agent** software and the antivirus package from a workstation by using the **Agent** installer, run the `drwinst` instruction with the `–uninstall` parameter (or with `–uninstall –interactive` parameters, if you want to control the process) in the installation folder of the **Agent** (by default `C:\Program Files\DrWeb Enterprise Suite`).

2.4. Dr.Web Agent Interface Start and Shutdown

The **Dr.Web Agent** is started automatically after the installation and at every Windows OS load.

The **Dr.Web Agent** launched under Windows OS displays an icon in the Taskbar notification area.

The **Exit** command of the context menu of the **Agent** just removes the icon from the notification area of the **Taskbar**. The Agent continues its operation.

The **Agent** icon is automatically shown in the notification area of the **Taskbar** when the **Agent** is launched after Windows OS start. To display the icon (if it was removed by the **Exit** command) without restarting the computer, you can start the **Agent** interface by means of the **Start AgentUI** command on the Windows **Start** menu → **Programs** → **Dr.Web Enterprise Suite**.

To run the Agent interface under other user account (e.g., under account with administrative rights):

1. Open the Windows OS **Start** menu → **Programs** → **Dr.Web Enterprise Suite**.
2. Right-click the **Start AgentUI** item and select **Run as** option in the context menu.
3. In the opened window, enter the necessary account login and password and click **OK**.

   The **Agent** interface will be run under specified user account.

2.5. Dr.Web Agent Administration

The **Dr.Web Agent** launched under Windows OS displays an icon in the notification area of the **Taskbar**.

When you point the mouse cursor to the **Agent** icon, an informational popup window appears with data about statistics of virus events, status of the antivirus software components and date of last update (see also Informational Messages).

The functions of the **Dr.Web Agent** available for editing and viewing are called from the context menu of the **Dr.Web Agent** icon. Right-click the icon and select the necessary command.

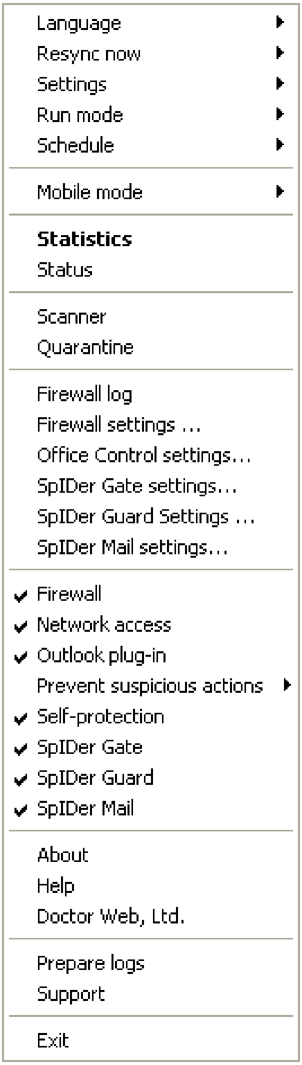


Figure 2-1. Dr.Web Agent context menu

The context menu includes

- **Exit** - remove the **Dr.Web Agent** icon from the notification area of the **Taskbar** (see p. Dr.Web Agent Interface Start and Shutdown).

- **Support** - go to the web page of **Dr.Web Technical Support** service to receive subscriber's technical support.
- **Prepare logs** - archive (zip) log files and files with system data to send to the technical support.
- **Doctor Web, Ltd** - go to the site of **Dr.Web** Company.
- **Help** - open **Dr.Web Agent** help.
- **About** - view information about the program and its version. From the information window you can go to the web site of **Dr. Web** Company or to the web page of **Dr.Web Technical Support** service.
- **SpIDer Mail -** enable/disable the **File Monitor SpIDer Mail**.

  SpIDer Mail is an e-mail monitor. With default settings, **SpIDer Mail** automatically intercepts all calls of any mail programs on your computer to mail servers.

- **SpIDer Guard** - enable/disable the **SpIDer Guard** File Monitor.

  SpIDer Guard constantly resides in the main memory checking all opened files on-access and monitors running processes for virus-like activity.

- **SpIDer Gate -** enable/disable the **SpIDer Gate** HTTP Monitor.

  By configuring **SpIDer Gate** you can turn on or turn off monitoring of incoming and outgoing traffic and list applications which traffic you want or do not want to monitor.

- **Self-protection** - enable/disable the **SelfPROtect** system monitor.

  This component protects **Dr.Web** files and catalogs from unpermitted or unintentional interference, for example deletion or modification by viruses. When the **System Monitor** is enabled, only **Dr.Web** programs may access the indicated resources.

- In the **Prevent suspicious actions** drop-down list the following options are available:

    - **Protect HOSTS system file -** forbid modifications of the HOSTS file. The operating system uses this file when connecting to the Internet. Changes to this file may indicate virus infection.
    - **Protect critical system objects** - protect critical objects of the operating system such as register etc.
- **Network access** - when the item is selected, it is allowed to access the LAN and the Internet, otherwise the access is blocked.
- **Outlook plug-in** - enable/disable the **Dr.Web for Outlook** plug-in.

  Dr.Web for Outlook checks e-mail sent/received via the Microsoft Outlook mail application.
- **Firewall** - enable/disable the **Dr.Web Firewall**.

  Dr.Web Firewall protects your computer from unauthorized access and prevents leak of vital data through networks.

To learn more about this component functions and dialog boxes, open the application and press F1.

Detailed information about other menu items is given in Chapter 3 of this Manual. To open the necessary section, click the respective item of the context menu on figure 2-1.

The number of settings available on the context menu of the **Dr.Web Agent** icon can vary subject to the configuration of the workstation set by the means of the antivirus network. The antivirus network administrator can limit user's rights to administer and set up the antivirus tools installed on his computer.

If some items of the context menu are not available, it may be for the following two reasons:

1. Permissions to change these settings are disabled at the **Server** by the antivirus network administrator.
2. The user has no administrator rights on this computer.

The context menu of an **Agent** started without administrator rights under Windows Vista and later OS includes an additional item **Administrator** (see figure 2-2). This menu item enables the user to start the **Agent** under administrator rights and fully access to the functionality of the **Agent**, namely all menu items approved at the **Enterprise Server** will become available.

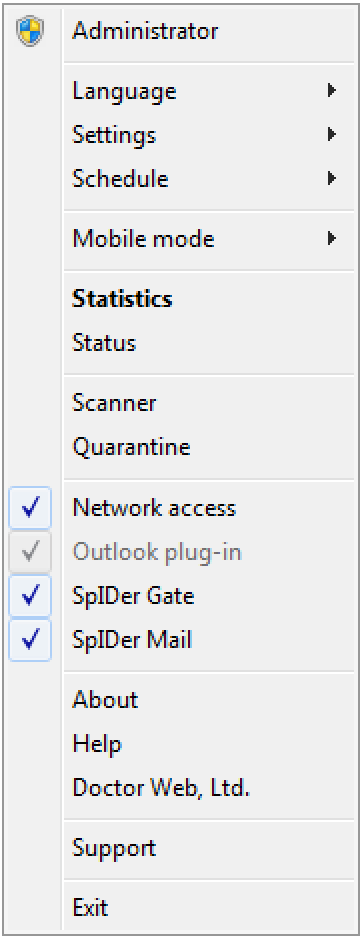


Figure 2-2. Context menu of the Dr.Web Agent under a Windows 7 OS user

The context menu of an **Agent** started with administrator rights under Windows Vista and later OS in case then the UAC (User Account Control - technology and security infrastructure introduced with Microsoft. It aims to improve the security of Microsoft Windows by limiting application software to standard user privileges until an administrator authorizes an increase or elevation. Administrator can disable UAC in the Control panel) is enabled, includes an additional item **User**. This menu item enables the user to start the **Agent** without administrator rights.

In all dialog boxes of the **Dr.Web Agent**, to receive help, press F1. To learn about the function of any element of the windows, right-click it.

The **Dr.Web Agent** icon can have different aspects depending on whether the workstation is connected to the **Server** and other parameters.

Possible variants and the components statuses corresponding to them are given in Table 2.

Table 2. Possible aspects of the icon and components statuses corresponding to them

Icon	Description	Status
	The black picture on the green background.	The **Agent** is operating normally and is connected to the **Server**.
	A crossed Server icon on the basic background.	The **Server** is unavailable.
	An exclamation mark in a yellow triangle over the icon.	The **Agent** requests to restart the computer, or components **SelfPROtect** or **Spider Guard** are disabled.
→	The background of the icon changes color from green to red.	An error occurred during updating of the package components.

Icon	Description	Status
🔴	The background of the icon is constantly red.	The **Agent** is stopped or not running.
🟡	The background of the icon is yellow.	The **Agent** is working in the mobile mode.

Chapter 3. Dr.Web Agent Functionality

3.1. Setting the Interface Language

Changing the language of all antivirus components could be done only through the **Dr.Web Agent.**

To change the language of the **Dr.Web Agent** and **Dr.Web** antivirus components, select **Language** on the context menu of its icon. In the drop-down-list, specify the necessary language of the interface.

3.2. Updating the Antivirus Software

Dr.Web software updates are loaded and installed automatically as they become available. Still in critical situations you can manually update the software components (upon prior consultation with the administrator).

To update the antivirus software installed on your computer, click **Resync now** on the context menu.

- When the icon background turns from green to red, you must force synchronization of the components that failed to update. For this, select **Resync now** → **Only failed components** in the **Agent** context menu.
- When it is necessary to update all installed components of the antivirus (e.g., when the **Agent** has not been connected to the **Server** for a long time, etc.), on the context menu select **Resync now** → **All components**.

3.3. Dr.Web Agent Settings

To access **Dr.Web Agent** settings, on the context menu of the **Agent** click **Settings**.

In the drop-down list of the **Settings** menu you can mark the type of notifications about virus events on your PC that you want to receive:

- **Major messages** - receive only important messages. Such notifications include messages about:
  - the launching errors of the antivirus software or some of the components;
  - the updating errors of the antivirus software or some of the components, is displayed right after error of update procedure;
  - the necessity to restart a computer after updating, is displayed right after update procedure;
  - necessity of message with reboot requirement to finish components installation.
- **Minor messages** - receive only minor messages. Such notifications include messages about
  - the starting of remote scanning;
  - the stoping of remote scanning;
  - the beginning of updating of the antivirus software or some of the components;
  - the end of successful updating of the antivirus software or some of the components.
- **Virus messages** - receive only messages about viruses. This type of notification includes messages about virus(es) detection by one of the antivirus software components.

To do this, set the flag near the respective menu item (click the item).

If you want to receive all groups of messages, set all three flags. Otherwise only messages of selected groups will be shown (see also p. Informational Messages).

To enable system time synchronization with the **Server**, set the **Sinchronyze time** flag. In this mode, the **Agent** adjusts the system time on your computer in correspondence with the time on the **Server.**

To view or change **Server** connection settings, select **Connection** (see p. Server Connection Settings).

To view or change parameters of logging of virus events on your computer, select **Log level** (see p. Log Level of Detail).

Connection and **Log level** options are available on the **Settings** menu only if user has:

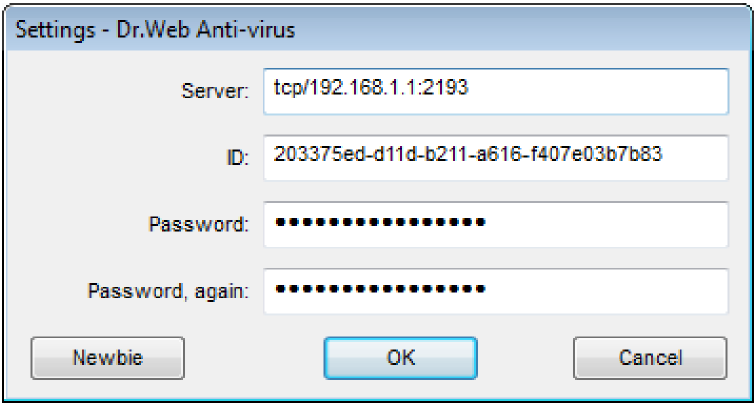
1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

3.3.1. Server Connection Settings

To view and edit the settings of connection with the **Enterprise Server**, on the context menu click **Settings** → **Connection.**

The **Connection** option is available on the **Settings** menu only if the user is granted with the permissions to change the settings. The permissions are set at the **Server** by the antivirus network administrator.

In the dialog box for setting a connection with the **Enterprise Server** you can change the parameters of connection to the current **Server** or set up a connection with a new **Enterprise Server**.



Server: tcp/192.168.1.1:2193

ID: 203375ed-d11d-b211-a616-f407e03b7b83

Password: ****************

Password, again: ****************

Figure 3-1. Server Connection Settings.

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

Enterprise Server connection settings should be altered only upon coordination with the antivirus network administrator, or your computer will be disconnected from the network.

If necessary, change the parameters:

- **Server** - **Enterprise Server** name or IP address,
- **ID** - identifier assigned to your computer for registration at the **Server**,
- **Password** - **Agent** password to connect to the **Server**.

To close the window and save the changes, click **OK**.

To close the window and skip the changes, click **Cancel**.

To reset all **Server** connection settings, click **Newbie**. The **Agent** will be disconnected from the **Server** and the antivirus package on your computer will not be able to provide ultimate safety. To set up a connection to the **Server** again, you will have to enter new **Server** registration data in this dialog box. After the registration has been confirmed by the antivirus network administrator, your computer will be reconnected to the **Enterprise Server**.

3.3.2. Log Level of Detail

To change the level of detail of events logging on your computer, on the context menu click **Settings** → **Log level**.

The **Log level** option is available on the **Settings** menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

Select the necessary value (**Debug3** - logging in maximum detail, **Critical error** - logging in minimum detail, only critical errors are registered):

- **Debug**, **Debug 1**, **Debug 2**, **Debug 3** — instruct to log debugging events. The options are displayed in the ascending order according to the level of detail. **Debug** instructs to log in the minimum level of detail; **Debug 3** instructs to log in the maximum level of detail.
- **Trace**, **Trace 1**, **Trace 2**, **Trace 3** — enable tracing events. The options are displayed in the ascending order according to the level of detail. **Trace** instructs to log in the minimum level of detail; **Trace 3** instructs to log in the maximum level of detail.
- **Info** — display information messages,
- **Notice** — display important information messages,
- **Warning** — warn about errors,
- **Error** — notify of operation errors,
- **Critical error** — instructs to inform only about most severe errors.

3.4. Agent and Server Interaction Mode

To view and edit the parameters of **Agent** interaction with the **Server,** select **Run mode** on the **Agent** context menu.

The **Run mode** option is available on context menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

The following items are available on the **Mode** drop-down list:

- **Connect to Dr.Web Enterprise Server** - use this option to send statistics to the Administrator and receive **Server** instructions and **Dr.Web** updates.
- **Accept Jobs** - use this option to accept virus check jobs from the Administrator of your Antivirus network.
- **Accept Updates** - use this option to receive regular updates of antivirus components and virus databases.
- **Accumulate Events** - use this option to collect and disable sending an information about virus events on your computer.

  If this option is enabled, the **Agent** interacting with the **Server**, but the following information will not be sent to the **Server**:

  - periodically statistic,
  - information about viruses,
  - **Agent** and antivirus package configuration changes,
  - information about lunching and stopping of antivirus components.

  This information is not critical and do not affect to the **Agent** operability. Information is stored and will be sent at the next connection to the **Server** after disabling **Accumulate Events** option.

This option can be useful in case of low-capacity of the network channel.

3.5. Schedule Setting

Against the permissions at the **Server**, you may edit and view the schedule of the antivirus **Scanner**:

- set and edit the local checks schedule;
- view the centralized checks schedule.

To do this, select the respective item on the drop-down menu of the **Schedule** command of the **Agent** context menu.

3.5.1. Local Schedule. The List of Local Jobs

Against the permissions at the **Server**, you may create your own schedule, to which you may add certain types of jobs to check the computer.

The **Local** item is available on the **Schedule** menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

By clicking **Schedule** → **Local** on the context menu you can view your own schedule.

If you want to schedule a task to scan your computer, click **Add** and select the type of job in the opened window:

- Hourly

- Daily
- Weekly
- Monthly
- Every N minutes
- Startup

If you need to edit an assigned job, select it in the list and click **Edit**.

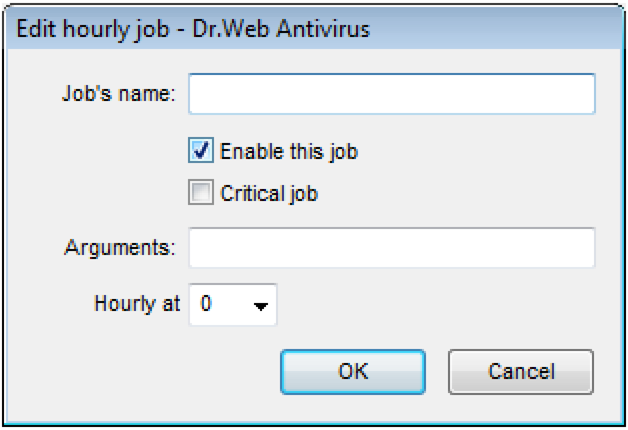
To remove a job, select it in the list and click **Remove**.

You can start scanning immediately by selecting the **Scanner** command on the context menu of the Dr.Web Agent icon or on the Windows **Start** menu → **Programs**.

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

3.5.1.1. Hourly Job

This job type is performed every hour on the specified minute of the hour.



Edit hourly job - Dr.Web Antivirus

Job's name:

☑ Enable this job

□ Critical job

Arguments:

Hourly at 0

Figure 3-2. Hourly job dialog box

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

In the dialog box of an hourly job (see Figure 3-2) you can set the following parameters:

- **Job's name** - type a name of the task.
- To enable the job, set the flag **Enable this job**.

  To disable the job, clear the flag. The job will remain on the list but will not be executed.

- Set the **Critical job** flag to perform the job at the next **Dr.Web Agent** launch, if execution of this job is omitted (the **Dr.Web Agent** is switched off at the due time). If a task is omitted several times within a certain period of time, then it will be performed only once after the **Dr.Web Agent** has been launched.
- **Arguments** - specify, when necessary, additional job launch parameters. Use the command-line parameters specified in Appendix A. Scanner Command-Line Switches.

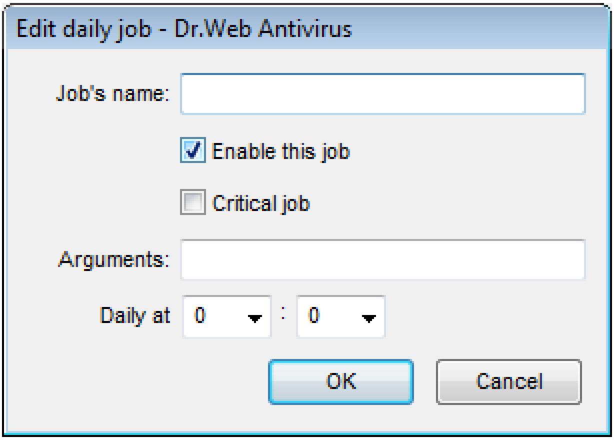
- **Hourly at** - specify the minute when the job should be performed.

To close the window and save the parameters of the task, click **OK**.

To close the window without saving the changes/new task, click **Cancel**.

3.5.1.2. Daily Job

This job type is performed every day at the specified time.



Edit daily job - Dr.Web Antivirus

Job's name:

☑ Enable this job

□ Critical job

Arguments:

Daily at 0 : 0

Figure 3-3. Daily job dialog box

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

In the dialog box of a daily job (see Figure 3-3) you can set the following parameters:

- **Job's name** - type a name of the task.
- To enable the job, set the flag **Enable this job**.

To disable the job, clear the flag. The job will remain on the list but will not be executed.

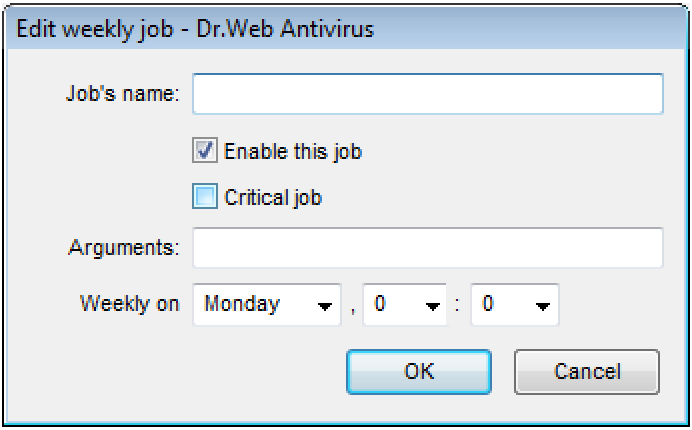
- Set the **Critical job** flag to perform the job at next **Dr.Web Agent** launch, if execution of this job is omitted (the **Dr.Web Agent** is switched off at the due time). If a task is omitted several times within a certain period of time, then it will be performed only once after the **Dr.Web Agent** has been launched.
- **Arguments** - specify, when necessary, additional job launch parameters. Use the command-line parameters specified in Appendix A. Scanner Command-Line Switches.
- **Daily at** - specify the hour and the minute when the job should be performed.

To close the window and save the parameters of the task, click **OK**.

To close the window without saving the changes/new task, click **Cancel**.

3.5.1.3. Weekly Job

This job type is performed every week on the specified weekday at the fixed time.



Edit weekly job - Dr.Web Antivirus

Job's name:

☑ Enable this job

□ Critical job

Arguments:

Weekly on Monday , 0 : 0

Figure 3-4. Weekly job dialog box

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

In the dialog box of a weekly job (see Figure 3-4) you can set the following parameters:

- **Job's name** - type a name of the task.
- To enable the job, set the flag **Enable this job**.

  To disable the job, clear the flag. The job will remain on the list but will not be executed.

- Set the **Critical job** flag to perform the job at next **Dr.Web Agent** launch, if execution of this job is omitted (the **Dr.Web Agent** is switched off at the due time). If a task is omitted several times within a certain period of time, then it will be performed only once after the **Dr.Web Agent** has been launched.
- **Arguments** - specify, when necessary, additional job launch parameters. Use the command-line parameters specified in Appendix A. Scanner Command-Line Switches.

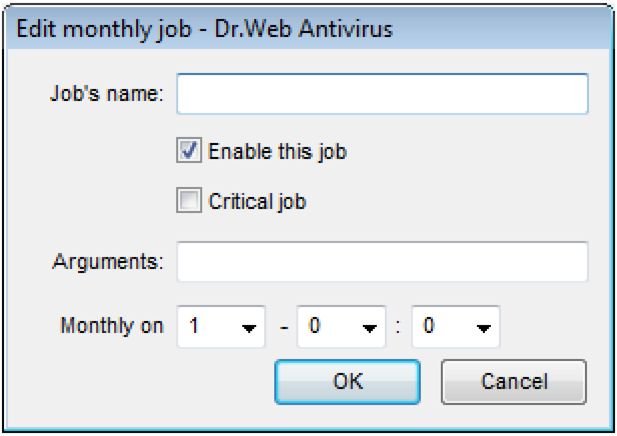
- **Weekly on** - specify the day of week, the hour and the minute when the job should be performed.

To close the window and save the parameters of the task, click **OK**.

To close the window without saving the changes/new task, click **Cancel**.

3.5.1.4. Monthly Job

This job type is performed every month on the specified day of month at the fixed time.



Edit monthly job - Dr.Web Antivirus

Job's name:

☑ Enable this job

□ Critical job

Arguments:

Monthly on 1 - 0 : 0

Figure 3-5. Monthly job dialog box

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

In the dialog box of a monthly job (see Figure 3-5) you can set the following parameters:

- **Job's name** - type a name of the task.
- To enable the job, set the flag **Enable this job**.

To disable the job, clear the flag. The job will remain on the list but will not be executed.

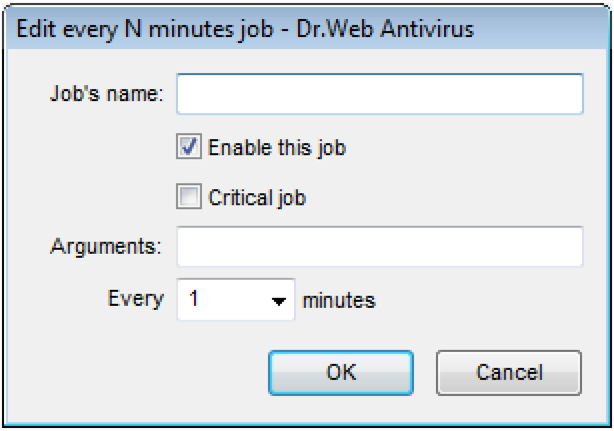
- Set the **Critical job** flag to perform the job at next **Dr.Web Agent** launch, if execution of this job is omitted (the **Dr.Web Agent** is switched off at the due time). If a task is omitted several times within a certain period of time, then it will be performed only once after the **Dr.Web Agent** has been launched.
- **Arguments** - specify, when necessary, additional job launch parameters. Use the command-line parameters specified in Appendix A. Scanner Command-Line Switches.
- **Monthly at** - specify the day of month, the hour and the minute when the job should be performed.

To close the window and save the parameters of the task, click **OK**.

To close the window without saving the changes/new task, click **Cancel**.

3.5.1.5. Every N Minutes Job

This job type is performed in a certain time span set in minutes.



Edit every N minutes job - Dr.Web Antivirus

Job's name:

☑ Enable this job

□ Critical job

Arguments:

Every 1 minutes

Figure 3-6. Job dialog box

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

In the dialog box of a job (see Figure 3-6) you can set the following parameters:

- **Job's name** - type a name of the task.
- To enable the job, set the flag **Enable this job**.

  To disable the job, clear the flag. The job will remain on the list but will not be executed.

- Set the **Critical job** flag to perform the job at next **Dr.Web Agent** launch, if execution of this job is omitted (the **Dr.Web Agent** is switched off at the due time). If a task is omitted several times within a certain period of time, then it will be performed only once after the **Dr.Web Agent** has been launched.
- **Arguments** - specify, when necessary, additional job launch parameters. Use the command-line parameters specified in Appendix A. Scanner Command-Line Switches.
- **Every <...> minutes** - specify a time span in minutes.

To close the window and save the parameters of the task, click **OK**.

To close the window without saving the changes/new task, click **Cancel**.

3.5.1.6. Startup Job

This job type is performed at computer startup.

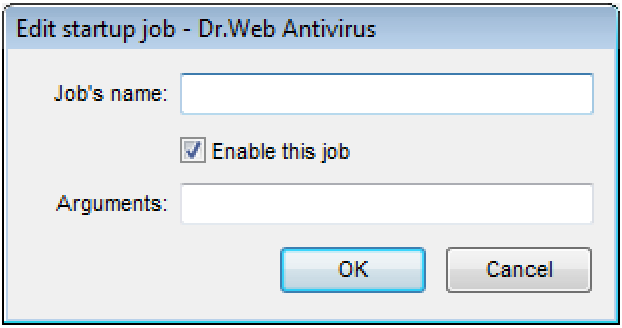


Figure 3-7. Job dialog box

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

In the dialog box of a job (see Figure 3-7) you can set the following parameters:

- **Job's name** - type a name of the task.
- To enable the job, set the flag **Enable this job**.

  To disable the job, clear the flag. The job will remain on the list but will not be executed.

- **Arguments** - specify, when necessary, additional job launch parameters. Use the command-line parameters specified in Appendix A. Scanner Command-Line Switches.

To close the window and save the parameters of the task, click **OK**.

To close the window without saving the changes/new task, click **Cancel**.

3.5.2. Centralized Schedule

In the window of the centralized checkups schedule you can view scanning tasks assigned by the **Enterprise Server** to be performed in the antivirus network.

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

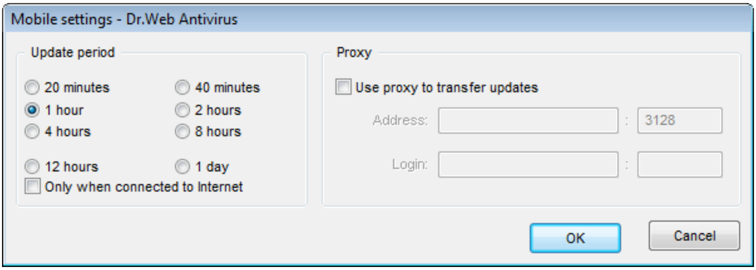
3.6. Mobile Mode Settings

If your computer (laptop) has no connection to **Enterprise Server**(s) for a long time, to receive updates opportunely from the **Dr.Web GUS,** you are well advised to set the **Agent** to the mobile mode of operation. To do this, on the context menu of the **Agent** icon in the notification area of the **Taskbar**, select **Mobile mode** → **Enabled**. The icon will turn yellow.

In the mobile mode the **Agent** tries to connect to the **Server** three times and, if unsuccessful, performs an HTTP update. The **Agent** tries continuously to find the **Server** at an interval of about a minute.

The **Mobile mode** option will be available on the context menu provided that the mobile mode of using the **Dr.Web GUS** has been allowed in the station permissions.

To adjust the settings of the mobile mode, select **Mobile mode** → **Settings**.



Mobile settings - Dr.Web Antivirus

Update period

○ 20 minutes ○ 40 minutes
● 1 hour ○ 2 hours
○ 4 hours ○ 8 hours
○ 12 hours ○ 1 day
□ Only when connected to Internet

Proxy

□ Use proxy to transfer updates

Address: : 3128

Login: :

Figure 3-8. Mobile mode settings dialog box

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

In the **Update period** section, set the frequency of checking the availability of updates on the **GUS**:

- **20 minutes** - check for updates every 20 minutes.
- **40 minutes** - check for updates every 40 minutes.
- **1 hour** - check for updates every hour.
- **2 hours** - check for updates every 2 hours.
- **4 hours** - check for updates every 4 hours.
- **8 hours** - check for updates every 8 hours.
- **12 hours** - check for updates every 12 hours.
- **1 day** - check for updates once a day.

If necessary, set the **Only when connected to Internet** flag.

When using a proxy server, set the **Use proxy to transfer updates** flag and specify the address and the port of the proxy server, and parameters of authorization. In this case, the following fields will become active:

- **Address** - type the address and the port of the proxy server.
- **Login** - type the login and the password for authorization at the proxy server.

In the mobile mode, to initiate updating immediately, select **Mobile mode** → **Start update**.

When the **Agent** is functioning in the mobile mode, the **Agent** is not connected to the **Enterprise Server**. All changes made for this workstation at the **Server**, will take effect once the **Agent** mobile mode is switched off and the connection with the **Server** is re-established. In the mobile mode, only virus databases are updated.

To switch off the mobile mode, on the context menu of the **Agent** icon select **Mobile mode** and clear the **Enabled** option. The color of the icon will change from yellow to green, and the **Agent** will be reconnected to the **Server**.

3.7. Viewing the Statistics

To view the statistics of your workstation, select **Statistics** on the **Agent** context menu or double-click the **Agent** icon. A window with a table containing all the statistics on the antivirus software operation will open.

The first column contains those **Dr.Web** components that were launched at least once during the current session on your computer. But if the component did not scan (there are not scanned objects), it is not displayed in the statistics list.

In the other columns the number of objects checked in the current session is specified.

These scanned objects are classified as follows:

- infected objects,
- modifications,
- suspicious,
- activities.

Then the number of the following categories of treated objects is specified:

- cured,
- deleted,
- renamed,
- moved,
- blocked.

Then the number of errors and the scanning speed are given.

For more about these statistics categories, please refer to the **Statistics Tab** section of the **Dr.Web for Windows** help built in **Dr. Web Antivirus** programs.

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

3.8. Viewing the Antivirus Software Status

To view the status of the antivirus software installed on your workstation, select **Status** on the **Agent** context menu.

In the top of the opened window you can view general information:

- total number of records in the virus databases,
- last update time,
- version of the **Agent** installed on the computer,
- scanning activity (whether the **Scanner** is working or not).

The status window includes the following tabs:

- **Databases**. Contains detailed information about all virus databases installed:
  - virus database file name,

  - virus database version,
  - number of records in a virus database,
  - virus database creation date.
- **Components**. Contains detailed information about all **Dr.Web Antivirus** components installed on the workstation:
  - component name,
  - component status: **running** or **not running**.
- **Modules**. Contains detailed information about all **Dr.Web Antivirus** modules:
  - product module file name,
  - full module version,
  - module description - its functional name.

In the bottom of the status window, you can find

- status bar displaying the status of the antivirus software. It shows important notifications (see p. Agent Settings). When the **Agent** is running without errors, a message "**No action required**" is displayed;
- **Agent ID** (unique identification number).

In all dialog boxes of the **Dr.Web Agent**, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

3.9. Informational Messages

The user is notified about system events by means of popup windows emerging near the **Agent** icon.

The messages in popups can contain miscellaneous information:

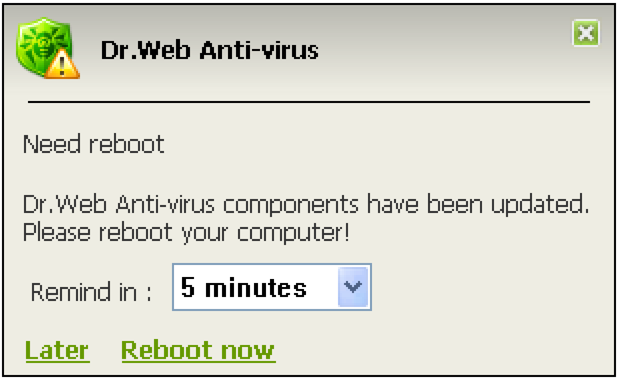
- Notifications – detailed information about actions performed or to be performed over the antivirus software or your PC.
- **Agent** summary – combined data about the operation and status of the antivirus software.

- Messages from the administrator.

Notifications

Informational messages may notify about virus events and actions of the antivirus software on your PC (for more, see p. Agent Settings).

Besides the function of informing, popup messages may also perform control functions. For example, the dialog box prompting to restart the PC after antivirus components have been updated (see Figure 3-9) has the buttons to restart the PC or delay the restart message for specified time slot. To do this, choose the necessary time slot in the drop-down list.


Dr.Web Anti-virus

Need reboot

Dr.Web Anti-virus components have been updated.
Please reboot your computer!

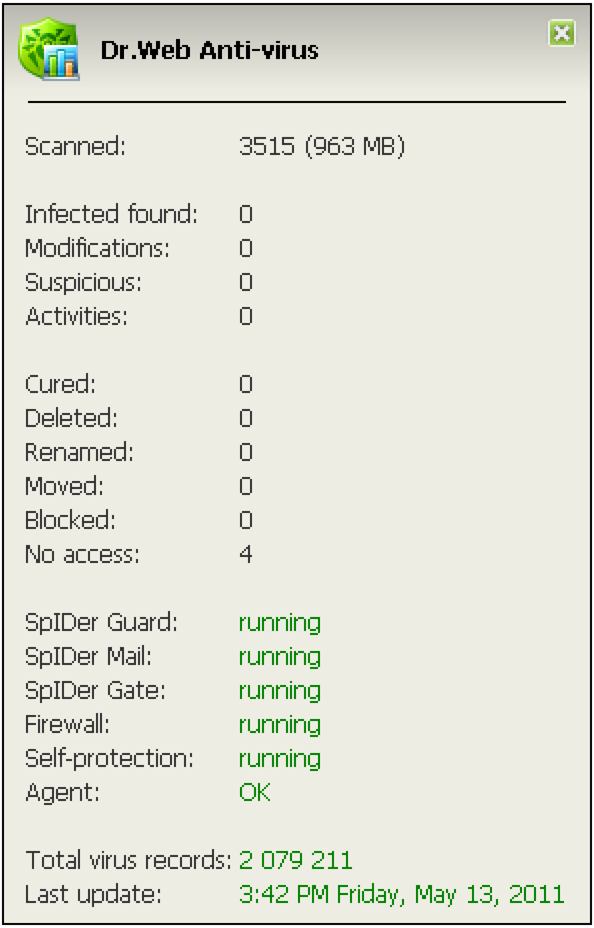
Remind in : 5 minutes

Figure 3-9. Notification from the Dr.Web Agent

Agent Summary

When you point the mouse cursor to the **Agent** icon, an informational popup window appears with data about:

- the statistics of virus events (see also p. Viewing the Statistics),
- the status of the antivirus software components,
- the date of last update.



Dr.Web Anti-virus

```
Scanned:             3515 (963 MB)

Infected found:      0
Modifications:       0
Suspicious:          0
Activities:          0

Cured:               0
Deleted:             0
Renamed:             0
Moved:               0
Blocked:             0
No access:           4

SpIDer Guard:        running
SpIDer Mail:         running
SpIDer Gate:         running
Firewall:            running
Self-protection:     running
Agent:               OK

Total virus records: 2 079 211
Last update:         3:42 PM Friday, May 13, 2011
```

Figure 3-10. Message window of the Dr.Web Agent

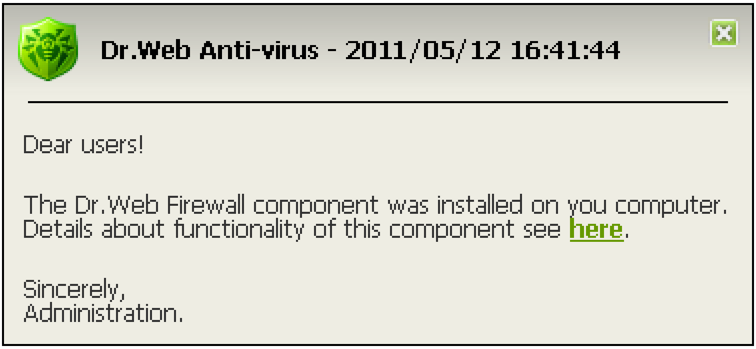
Messages from the Administrator

The user may receive informational messages from the antivirus network administrator including:

- message text;

- hyperlinks to Internet resources;
- company logo (or any other graphic presentation);
- exact date of message receipt in the title of the window.

These messages appear as popup windows (see Figure 3-11).



Dr.Web Anti-virus - 2011/05/12 16:41:44

Dear users!

The Dr.Web Firewall component was installed on you computer.
Details about functionality of this component see here.

Sincerely,
Administration.

Figure 3-11. Message window from the administrator (provider)

Windows with messages from the administrator are be displayed until the user closes them, unlike popup windows with notifications and **Agent** summary, which are hidden after having been inactive for a certain period of time.

Chapter 4. Starting the Antivirus Scanner

The **Scanner** command of the **Agent** context menu starts the antivirus **Scanner** of **Dr.Web** to check your computer for viruses and malware. When you start the **Scanner**, its main window will opens (for more, see the **Dr.Web for Windows** help, section **Scanner's main window**). At start the **Scanner** performs a preliminary check of your files, then you may instruct a more comprehensive scanning in one of the modes.

Against the permissions at the **Server**, you may optimize the antivirus check parameters: select the objects to check, types of actions over detected objects, etc. in **Scanner** settings (for more, see the **Dr.Web for Windows** help, section **Dr.Web Scanner for Windows**).

To open the **Dr.Web for Windows** help, press F1 in any window of the Scanner. To receive help about any element of the windows, right-click it.

Chapter 5. Quarantine

To view and edit the **Quarantine**, select **Quarantine** on the **Agent** context menu. A new window with table that contains **Quarantine** current state opens.

Quarantine of **Dr.Web Antivirus** serves for isolation of files that are suspicious as malware.

On each logical drive, where suspicious files are detected, the **Quarantine** folders are created. Hidden **Quarantine** folder named `DrWeb Quarantine` is being created in the root of the disk. User do not have access rights to files of the **Quarantine** folder.

When infected objects are detected at the removable storage accessible for writing, the `DrWeb Quarantine` folder will be created on the storage and infected objects will be replaced to this folder.

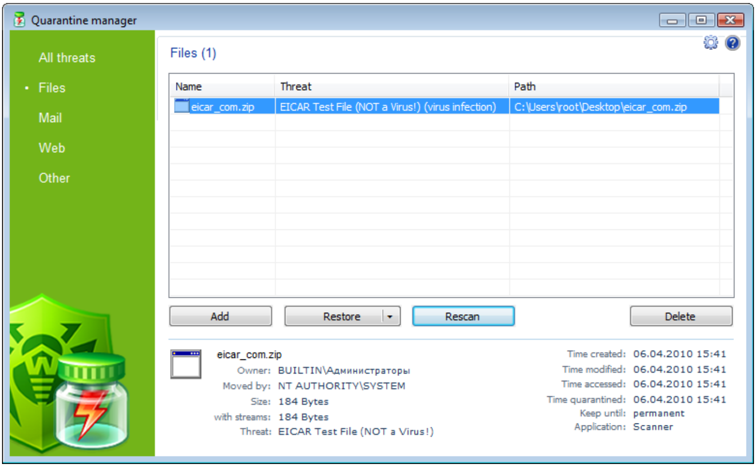
Quarantine files located on a hard disk are encrypted.

Quarantine files located on a removable storage are not encrypted.

Stations with **Quarantine** module must be operated by OS, on which the installation of **SpIDer Guard G3** is available (see p. System Requirements).

Otherwise, **Quarantine** will not be able to manage files from the `Infected.!!!` folder (stored in the installation folder) and information on **Quarantine** contents will not be sent to the **Server**.

5.1. Interface Setup



Name	Threat	Path
eicar_com.zip	EICAR Test File (NOT a Virus!) (virus infection)	C:\Users\root\Desktop\eicar_com.zip

eicar_com.zip
Owner: BUILTIN\Администраторы
Moved by: NT AUTHORITY\SYSTEM
Size: 184 Bytes
with streams: 184 Bytes
Threat: EICAR Test File (NOT a Virus!)

Time created: 06.04.2010 15:41
Time modified: 06.04.2010 15:41
Time accessed: 06.04.2010 15:41
Time quarantined: 06.04.2010 15:41
Keep until: permanent
Application: Scanner

Figure 5-1. Quarantine window.

In the center of the window the table with the **Quarantine** state is displayed. The following columns are included by default:

- **Name** - name list of the objects in the **Quarantine**,
- **Threat** - malware classification, which is assigned by the **Antivirus** during automatic replace to the **Quarantine**,
- **Path** - full path of the object before replacing to the **Quarantine**.

You can display the columns with detailed information similar to the data in the bottom of the **Quarantine** window.

To configure the columns displaying:

1. Open the context menu of the table header. To do this, right-click the header of the table.
2. Select the **Customize columns** item.
3. In the opened window, set the flags for the items you want to display in the table. Clear the flags for the items you want to hide.

   a) Click **Check all** to set flags for all items.
   b) Click **Uncheck all** to clear all flags.

4. To change the columns sequence in the table, select the corresponding column in the list and click one of the following buttons:
   a) **Move up** – to move the column to the table beginning (to the head of the settings list and to the left in the objects table).
   b) **Move down** – to move the column to the table end (to the foot of the settings list and to the right in the objects table).
5. To save changes in the settings, click **OK**. To close window without saving, click **Cancel**.

In the bottom of the **Quarantine** window the detailed information about selected items is displayed.

5.2. Quarantine Properties

To configure Quarantine parameters:

1. Click the ⚙ button in the **Quarantine** window.
2. The **Quarantine properties** window will be opened. In this window you can change the following parameters:
   - The **Set quarantine size** section allows you to configure the amount of disk space for **Quarantine** folder. Move the slider to change upper allowance of **Quarantine** size, which is counting as percentage of total disk space (for several logical drives, this size counts for every drive which include the **Quarantine** folder). The 100% value means unlimited **Quarantine** folder size.
   - In the **View** section, set the **Show backup files** flag to display backup copies of **Quarantine** files in the object table.
3. To save changes in the properties, click **OK**. To close window without saving, click **Cancel**.

Backup copies are created automatically during moving files to the **Quarantine**. Even if **Quarantine** files are kept permanently, their backup copies are kept temporarily (see also p. Quarantine Cleanup).

Click the ? button to display the help file.

5.3. Quarantine Contents Management

The left pane serves to filter the **Quarantine** objects to display. Click the corresponding option to display all **Quarantine** objects or just specified groups: files, mail objects, web pages or all other objects, not classified.

> In the **Quarantine** window users can see only those files that are available by access rights.
>
> To view hidden objects, run the `dwqrui.exe` **Quarantine** file from the installation folder or the **Dr.Web Agent** interface under an administrative account.

Use the following buttons to manage the **Quarantine**:

- **Add** - add the file to the **Quarantine**. Select the necessary file in the opened file system browser.
- **Restore** - remove the file from the **Quarantine** and restore the original location of the file, i.e. restore the file to the folder where it had resided before it was moved to the **Quarantine**.

> Use this option only when you are sure that the objects are not harmful.

In the drop-down menu the following item is available: **Restore to** - restore the file to the folder specified by the user.

- **Rescan** - scan the file one more time. If after rescanning a file, it will be detected as uninfected, **Quarantine** will offer to restore the file.

- **Remove** - delete the file from the **Quarantine** and from the system.

To manage several objects simultaneously, select necessary objects in the **Quarantine** window, press and hold CTRL or SHIFT and select necessary action in the drop-down menu.

5.4. Quarantine Cleanup

Automatic Quarantine Cleanup

In case of disk overflow, the **Quarantine** cleanup is executed:

1. Backup copies of **Quarantine** files will be deleted in the first place.
2. In a shortage of disk space, **Quarantine** files with expired storage time will be deleted.

> If the **Quarantine** is overflowed and automatically cleanup failed, moving files to the **Quarantine** will proceed with an error. In this case, you can enlarge the **Quarantine** size in the **Quarantine properties** → **Set quarantine size** section or delete **Quarantine** files manually.

Complete Quarantine Cleanup

To delete all **Quarantine** contents, do one of the following:

1. Open **Quarantine** manager via the **Agent** context menu, **Quarantine** option. Select all files in **Quarantine** window and click **Delete**.
2. Use **Disk Cleanup** system function to clean disk drive.

   To launch this function, do one of the following:

- Use the Windows OS **Start** menu → **Programs** → **Accessories** → **System tools** → **Disk cleanup**. If you have several logical disk drives, select the disk, which **Quarantine** you want to cleanup.
- Use the system file browser: in the context menu of the disk, which **Quarantine** you want to cleanup, select **Properties** → **Disk cleanup**.

In the **Disk cleanup** window, in the **Files to delete** list, set the **Dr.Web Quarantine** flag and click **OK**. **Quarantine** contents will be deleted.

Chapter 6. Dr.Web Firewall

Dr.Web Firewall protects your computer from unauthorized access and prevents leak of vital data through networks. It monitors connection attempts and data transfer and helps you block unwanted or suspicious connections both on network and application levels.

By default, once installation completes **Dr.Web Firewall** starts learning usual behaviour of your operating system by intercepting all new (unknown to the firewall) connection attempts and prompting you to select the necessary action.

The training process of **Dr.Web Firewall** are described in detail in the **Dr.Web for Windows** Manual, the **Training Dr.Web Firewall** section.

To open the **Dr.Web for Windows** help, press F1 in any window of the **Dr.Web Firewall**.

Via the **Agent** context menu, you can:

1. Open the FireWall Settings.
2. List the Event Log.

6.1. Dr.Web Firewall Settings

Against the permissions at the **Server**, you may set up the **Dr.Web Firewall**. To do this, select **Firewall settings** on the **Agent** context menu.

The **Firewall settings** option is available on the **Agent** context menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

A window with **Dr.Web Firewall** settings will open. The administration options of **Dr.Web Firewall** are described in detail in the **Dr.Web for Windows** Manual, the **Dr.Web Firewall Setting** section.

To open the **Dr.Web for Windows** help, press F1 in any window of the **Dr.Web Firewall**.

6.2. Dr.Web Firewall Log

Against the permissions at the **Server**, you may list the **Dr.Web Firewall** event log. To do this, select **Firewall log** on the **Agent** context menu.

The **Firewall log** option is available on the **Agent** context menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

A window with **Dr.Web Firewall** log will open. The **Dr.Web Firewall** Event log is described in detail in the **Dr.Web for Windows** Manual, the **Event Logging** section.

To open the **Dr.Web for Windows** help, press F1 in any window of the **Dr.Web Firewall**.

Chapter 7. Office Control Settings

Dr.Web Office Control helps limit user access to certain local resources and web sites.

This allows you to maintain integrity of important files and protect them from virus infection, as well as prevent unauthorized access to confidential data on your computer.

With **Office Control** you can protect files and folders stored on local disks or removable devices (as long as they are connected to the computer), as well as deny access to removable storages completely.

By controlling Internet access you can protect users from visiting websites which promote violence, gambling or other undesirable topics, or limit available websites to those which you list in **Office Control** settings.

By default, the monitor blocks access to all folders of the **Dr.Web Antivirus**.

Against the permissions at the **Server**, you may set up the **Office Control** module.

Administrators of your Antivirus network have the right to change settings of **Office Control**. Administrator settings automatically override user settings.

To configure the Office Control:

1. On the **Agent** context menu, select **Office Control settings.**

The **Office Control settings** option is available only if user has:

1. Permissions to configure **Office Control**. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

2. Enter the password to access the **Office Control**.

The list of resources is password-protected from editing. The password is set at the first usage of the module. You can change the password in the **Office Control** settings window or ask the **Enterprise Security Suite** administrator to do it.

You can change the password by clicking the **Change password** button in the **Settings** window.

3. A window opens that contains the following tabs:
    - **URL Filter** (described in detail in the **Dr.Web for Windows** Help, the **URL Filter Tab** section).
    - **Local Access** (described in detail in the **Dr.Web for Windows** Help, the **Local Access Tab** section).

   To open the **Dr.Web for Windows** help, press F1 in any window of the **Office Control**.

4. Click ? (**Help**) to get help on a window.
5. To save changes without closing the window, click **Apply**.
6. To save changes and close the window, click **OK**. To close the windows without saving changes, click **Cancel**.

Chapter 8. SpIDer Gate Settings

SpIDer Gate is an antivirus HTTP monitor. By default, **SpIDer Gate** automatically checks incoming HTTP-traffic and blocks all malicious objects. HTTP is used by Web browsers, download managers and other applications which exchange data with Web servers, i.e. which work with the Internet.

The **SpIDer Gate** module is installed by default. It constantly resides in main memory and starts automatically with the operating system.

By configuring **SpIDer Gate** settings you can completely disable or enable monitoring of incoming and outgoing traffic, compose a list of applications whose HTTP traffic (data transferred through the HTTP protocol) should always be checked or exclude certain applications from monitoring.

Modification of check parameters of the HTTP monitor **SpIDer Gate** may be allowed or blocked by the **Enterprise Security Suite** administrator.To view or configure **SpIDer Gate** settings, select **SpIDer Gate settings** in the **Agent** context menu.

The **SpIDer Gate settings** option is available on the **Agent** context menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

By default, the monitor checks all HTTP traffic (data transferred through the HTTP protocol). Use **SpIDer Gate** settings to configure HTTP monitoring.

The administration options of **SpIDer Gate** are described in detail in the **Dr.Web for Windows** Manual, the **SpIDer Gate Settings** section.

To open the **Dr.Web for Windows** help, press F1 in any window of the **SpIDer Gate**.

Chapter 9. SpIDer Guard Settings

SpIDer Guard for Windows is an antivirus guard (also called a monitor). The program constantly resides in the main memory checking all opened files on-access and monitors running processes for virus-like activity.

SpIDer Guard loads automatically at every Windows startup and cannot be unloaded during the current Windows session. If necessary, for example, to perform a task which consumes a lot of processor resources, you can temporarily disable **SpIDer Guard**.

With the default settings, **SpIDer Guard** performs on-access scanning of files that are being created or changed on the hard drives and all files that are opened on removable media and network drives. It scans the files in the same way as **Dr.Web Scanner** but with "milder" settings. Also, **SpIDer Guard** constantly monitors running processes for virus-like activity and, if such is detected, blocks malicious processes and reports to you.

By default, **SpIDer Guard** operates in background mode, that is, it attempts to avert detected virus threats automatically without asking for your instructions. You can change settings to configure automatic reaction to different virus events.

Setup the Guard

SpIDer Guard settings are differ depending on installed guard version. There are two versions of **SpIDer Guard**:

- SpIDer Guard G3,
- SpIDer Guard NT4.

The OS version is defined automatically before the guard installation, and corresponding **SpIDer Guard** version get installed (see System Requirements).

9.1. SpIDer Guard G3 Settings

The default settings are optimal for most uses. Do not change them unnecessarily.

To configure SplDer Guard settings:

1. On the **Agent** context menu select **SpIDer Guard Settings.**

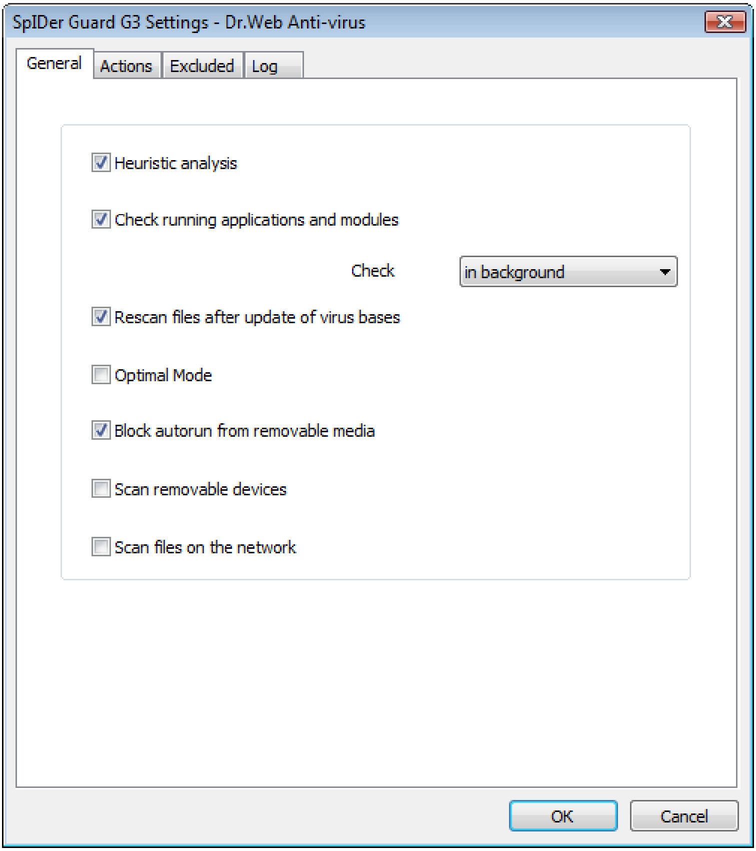
   The **SpIDer Guard settings** option is available on the **Agent** context menu only if user has:

   1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
   2. Administrator rights on the computer.

2. A window opens that contains the following pages:
   - The Scanning page, where you select a scan mode for files and processes.
   - The Actions page, where you can configure reactions of **SpIDer Guard** to various virus events.
   - The Exclusions page, where you can configure folders and files to be excluded from **SpIDer Guard** checks.
   - The Log page, where you can set the mode of **SpIDer Guard** logging.
3. Configure options as necessary.
4. After editing, click **OK** to save changes or **Cancel** to discard them.

To receive help about the active window with **SpIDer Guard** settings, press F1. To learn about the function of any element of the window, right-click it.

9.1.1. General



☑ Heuristic analysis

☑ Check running applications and modules

Check: in background

☑ Rescan files after update of virus bases

□ Optimal Mode

☑ Block autorun from removable media

□ Scan removable devices

□ Scan files on the network

Figure 9-1. SpIDer Guard settings window. General tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Genetal** tab, you can select a scan mode for files and processes:

- Set the **Heuristic analysis** flag to use heuristic analyzer when scanning object on-the-fly.

To use signature analysis only, clear this flag.

- The **Check running applications and modules** flag instructs to scan program files running at present. To set the scanning mode for files of running processes, select one of the following from the drop-down list:
  - **In background** - instructs to scan modules in the background mode, i.e. run-time scanning after modules launching.
  - **At application launch** - instructs to scan modules before their launching.
- Set the **Rescan files after update of virus bases** flag to rescan all active modules running at present and infected files after virus bases update. If this flag is cleared, only infected files will be rescanned after virus bases update.
- The **Optimal mode** flag sets up the checking mode, that defines what actions with objects require scanning "on-the-fly" by **SpIDer Guard**:
  - If the **Optimal mode** flag is set, **SpIDer Guard** scans files on hard drives only in several cases of access to these files: launch for execution, creation, writing (attempt of writing) to existing files or boot sectors.
  - If the **Optimal mode** flag is cleared, **SpIDer Guard** scans files on hard drives in any cases of access to these files: launch for execution, creation, writing (attempt of writing) to existing files or boot sectors and in any cases of opening files, including read-only.

Disabling the **Optimal** mode ensures maximum protection, but considerably decrease computer performance.

To set modes for scanning objects on removable media and network drives, use **Scan removable devices** and **Scan files on the network** flags.

Details and recommendations

The **Optimal** mode is recommended for use after a thorough scan of all hard drives by **Dr.Web Scanner**. With this mode activated, **SpIDer Guard** prevents penetration of new viruses and other malicious objects via removable devices into your computer while preserving performance by omitting knowingly "clean" objects from repeated scans.

On the Actions tab, you can configure reaction of **SpIDer Guard** on detections of malicious objects.

> ⚠ Operating system may register some removable devices as hard drives (e.g. portable USB hard drives). Scan such devices with **Dr.Web Scanner** on connection.

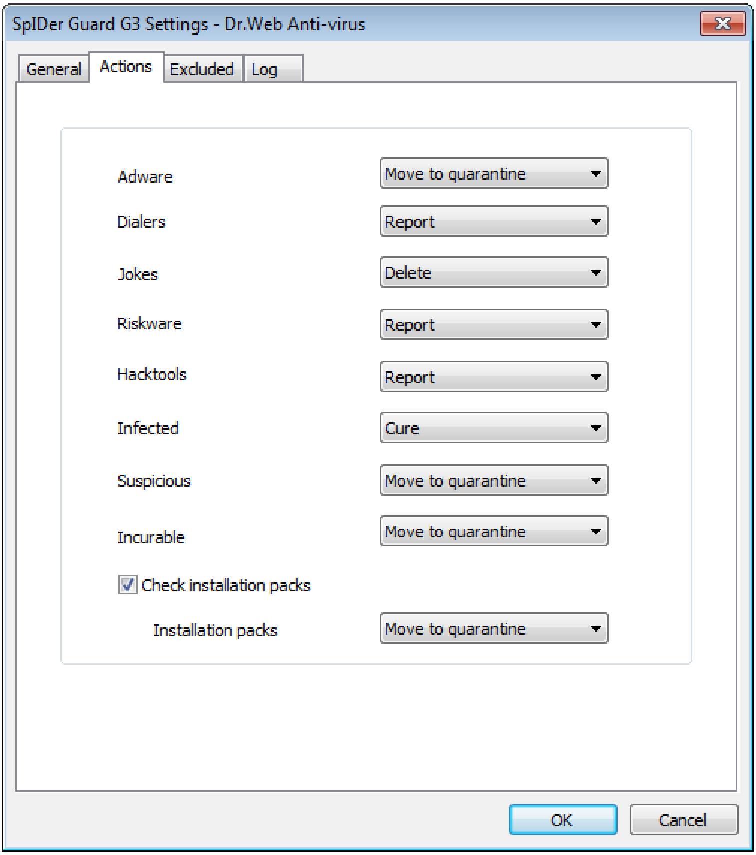
- The **Block autorun from removable media** flag disables autoplay option for portable data storages such as CD/DVD, flash memory, etc. This option helps to protect you computer from viruses transmitted via removable media.
- Set the **Scan removable devices** flag to scan files on removable storages (CD and DVD disks, floppy disks (FDD), flash drives and other data carriers connectable through USB and etc.) in any cases of access to these files including opening read-only files.

  If the **Scan removable devices** flag is cleared, **SpIDer Guard** scans only those files that are launched from removable storages.

- Set the **Scan files on the network** flag to scan those files on network drives that are launched for execution and in cases of all opening files including read-only files.

  If the **Scan files on the network** flag is cleared, **SpIDer Guard** scans only those files that are launched from network drives.

9.1.2. Actions



SpIDer Guard G3 Settings - Dr.Web Anti-virus

Adware	Move to quarantine
Dialers	Report
Jokes	Delete
Riskware	Report
Hacktools	Report
Infected	Cure
Suspicious	Move to quarantine
Incurable	Move to quarantine

☑ Check installation packs

Installation packs	Move to quarantine

Figure 9-2. SpIDer Guard settings window. Actions tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Actions** tab, you can configure reactions of **SpIDer Guard** to various virus events. For different types of objects, actions are assigned separately.

The following actions for detected virus threats are provided:

- **Cure** - instructs **SpIDer Guard** to try to restore the original state of an object before infection. If the object is incurable, or the attempt of curing fails, the action set for incurable viruses is applied.

  Available for known viruses except Trojan programs that are deleted on detection, and infected files within complex objects such as archives, mail boxes or file containers.

- **Delete** - delete the object.
- **Move to quarantine** - move the object to the special Quarantine folder.
- **Report** - display informational message about virus detection (notification modes are described below).
- **Ignore** - skip the object without performing any action or displaying a notification.

If you select to **Ignore**, no action is performed as compared to when you select to **Report** user on virus detection, that is, no warning is displayed and detection of an adware program is ignored.

Table 3. Reactions of SpIDer Guard to various virus events

Oblect	Action				
	Cure	Delete	Move to quarantine	Report	Ignore
Adware		+	+/*	+	+
Dialers		+	+	+/*	+
Jokes		+/*	+	+	+
Riskware		+	+	+/*	+
Hacktools		+	+	+/*	+
Infected	+/*	+	+		
Suspicious		+	+/*	+	+

Oblect	Action				
	Cure	Delete	Move to quarantine	Report	Ignore
Incurable		+	+/*		
Installation packs		+	+/*	+	+

Conventions

+	action is enabled for this type of objects
+/*	action is set as default for this type of object

To set actions on virus threats detection, use the following options:

- In the **Adware** drop-down list set the **Guard** reaction to the detection of this type of unsolicited software.
- In the same way setting the **Guard** reaction to the detection of other types of unsolicited software such as:
    - Dialers;
    - Jokes;
    - Riskware;
    - Hakctools.
- The **Infected files** drop-down list sets the **Guard** reaction to the detection of a file infected with a known virus.
- The **Suspicious files** drop-down list sets the **Guard** reaction to the detection of a file presumably infected with a virus (upon a reaction of the heuristic analyzer).
- The **Incurable files** drop-down list sets the **Guard** reaction to the detection of a file infected with a known incurable virus (and in case an attempt to cure a file failed).
- **Check installation packs** option instructs to scan installation files "on-the-fly".

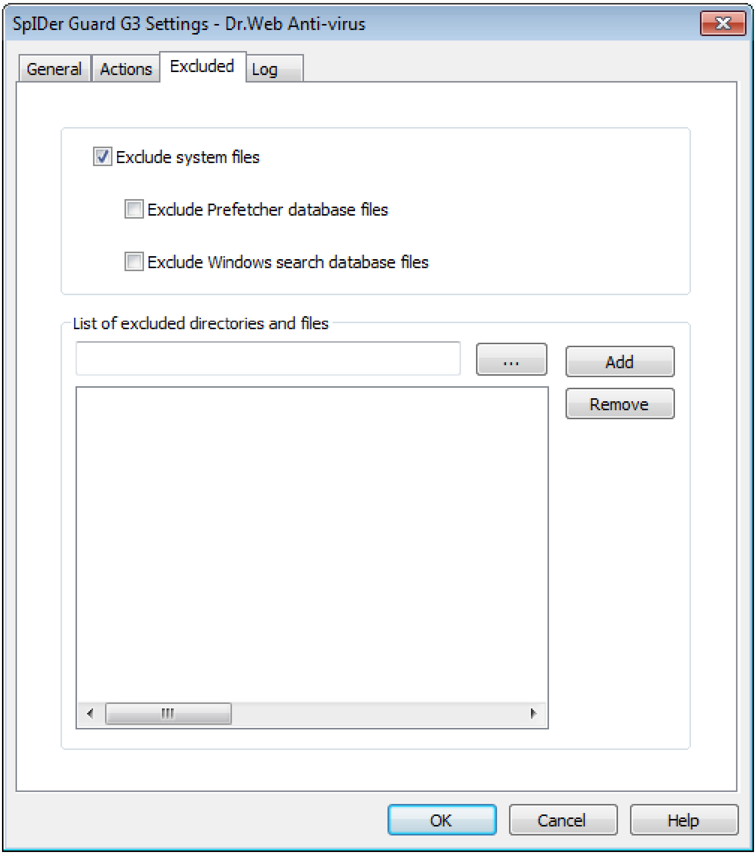
    To configure this option, select the action from the drop-down list to execute in case of detection the virus in the installation packages.

Configuring Notifications

After performing reaction you configured, **SpIDer Guard** displays a notification above the **Dr.Web Agent** icon in the taskbar notification area. If necessary, you can disable notifications.

To configure notifications for **SpIDer Guard**, set or clear the **Virus messages** flag in the **Settings** drop-down list of the **Agent** context menu.

9.1.3. Excluded



SpIDer Guard G3 Settings - Dr.Web Anti-virus

☑ Exclude system files

□ Exclude Prefetcher database files

□ Exclude Windows search database files

List of excluded directories and files

Figure 9-3. SpIDer Guard settings window. Excluded tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Excluded** tab, you can specify folders and files to be excluded from **SpIDer Guard** checks.

The **Exclude system files** flag instructs to exclude from scanning system files, which are included in the internal list of **SpIDer Guard** component. This list is composed for each Windows OS version according to recommendations from the Microsoft® company on using the antivirus software.

If the **Exclude system files** flag is set, the following options are available:

- **Exclude Prefetcher database files** flag instructs to exclude from scanning database files of the Prefetcher (Microsoft Windows operating system component, which accelerates OS's bootstrap loading and decrease programs loading time at the expense of storing information, which is used for loading) system component.
- **Exclude Windows search database files** flag instructs to exclude from scanning database files of Windows OS search service.

In the **List of excluded directories and files** section, you can list folders and files which you want to exclude from scanning (for example, **Quarantine** folders, `Program files` folder, temporary files (swap files), etc.).

By default, the list is empty. You can add either definite files and folders, or use masks to exclude from scanning a group of files.

To configure list of exclusions

1. To add a file or folder to the list of exclusions, do one of the following:
   - To add an existing file or folder, click the <**...**> button and select it in the standard dialog window. You can also enter the full path to the file or folder.
   - To exclude from scanning all files or folder with particular name, enter the name without path.
   - To exclude a group of files of folders, enter the mask that determines their names.

   ▸ More about masks

   > The mask defines template for an object definition. It may contain regular characters from the file names and special characters like the following:

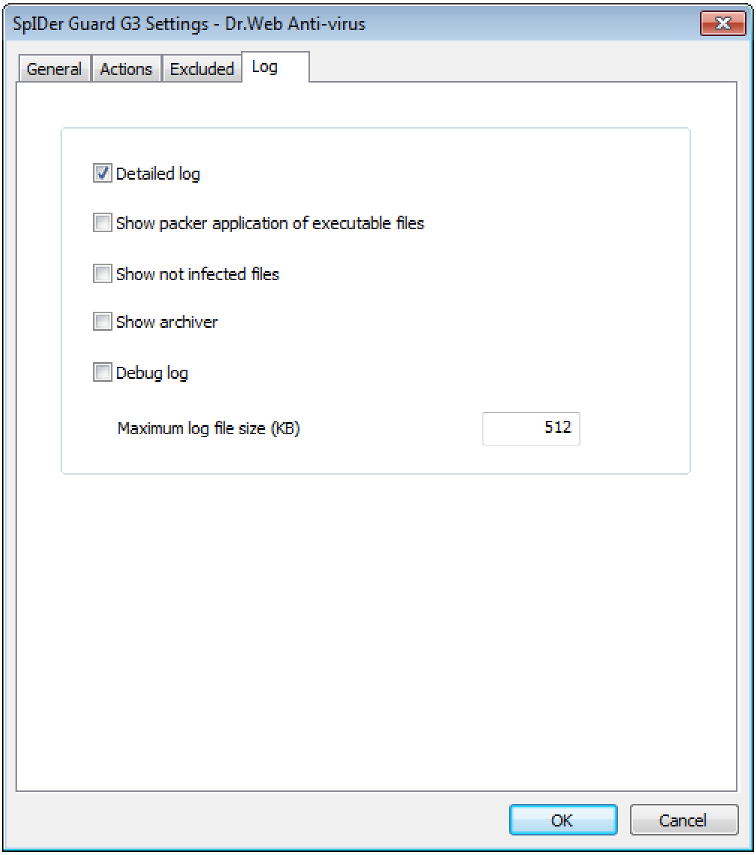
- `*` replaces any (including the empty one) sequence of any symbols;
- `?` replaces any one symbol in the specified position.

Examples:

- **Report*.doc** defines all Microsoft Word documents which names start with the word `Report`, e.g. `ReportFebruary.doc`, `Report121209.doc` etc.
- ***.exe** defines all executable files, i.e. that have the `EXE` extension, e.g. `setup.exe`, `iTunes.exe` etc.
- **photo????09.jpg** defines all `JPG` images which names start with the word `photo`, end with `09` and contain exact number of 4 other characters in the middle, e.g. `photo121209.jpg`, `photoJune09.jpg`, `photo----09.jpg` etc.

2. Click **Add**.
3. To add other files and folders to the list, repeat steps 1 to 2.
4. To remove a file or folder from the list, select the corresponding item and click **Remove**.

9.1.4. Log



☑ Detailed log

□ Show packer application of executable files

□ Show not infected files

□ Show archiver

□ Debug log

Maximum log file size (KB) 512

Figure 9-4. SpIDer Guard settings window. Log tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Log** tab, you can specify the logging mode and specific logging information.

The **SpIDer Guard** log is stored in the `spiderg3.log` file that is located in the **Enterprise Security Suite** installation folder. It is recommended to keep a log file and analyze it regularly.

To detail the log file, set the mode flags and types of information for logging.

To configure logging mode, use the following options:

- **Detailed log** – in this mode, **SpIDer Guard** logs the most important actions and an additional data. It is recommended to use this mode when determining objects that **SpIDer Guard** checks most often. If necessary, you can exclude those objects from scans, which may increase computer performance.
- **Debug log** – in this mode, **SpIDer Guard** logs all details on its activity. This may result in considerable log growth. It is recommended to use this mode only when errors occur or by request of **Dr.Web Technical Support**.

To configure the types of information for logging, use the following options:

- The **Show packer application of executable files** flag instructs to log messages about detected executable files packed with special packers, and the names of these packers.
- The **Show not infected files** flag instructs to log information about all scanned objects, including uninfected objects, that will be marked with `Ok` mark (this mode may considerably increase the log file size). This flag is not set by default.
- The **Show archiver** flag instructs to log information about the archives scanned and their contents, as well as error reports (for example, if it failed to unpack as it was password protected). This flag is not set by default.

The **Maximum log file size (KB)** field allow to limit log file size by setting maximum permissible size in KB.

9.2. SpIDer Guard NT4 Settings

The default settings are optimal for most uses. Do not change them unnecessarily.

To configure the SplDer Guard NT4 monitor:

The **SpIDer Guard Settings** option is available on the **Agent** context menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

1. To view or modify the **Guard** launch parameters, operation and alert settings, on the **Agent** context menu select **SpIDer Guard Settings** → **Scan settings**. The settings are described in detail in the SpIDer Guard Settings section.
2. To view or modify the **Guard** launch parameters, operation and alert settings, on the **Agent** context menu select **SpIDer Guard Settings** → **Control**. The administration options are described in detail in the Controlling SpIDer Guard section.
3. After editing, click **OK** to save changes or **Cancel** to discard them.

In all sections, to receive help about the active window, press F1. To learn about the function of any element of the window, right-click it.

9.2.1. Scan Options

The default settings are optimal for most uses. Do not change them unnecessarily.

To configure SpIDer Guard settings:

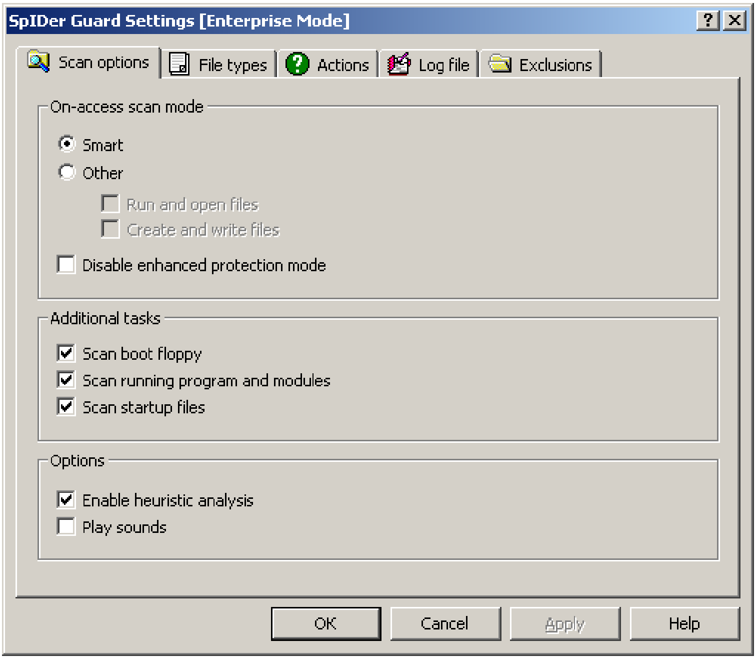
1. On the **Agent** context menu select **SpIDer Guard Settings** → **Scan settings**.

   The **SpIDer Guard settings** option is available on the **Agent** context menu only if user has:

   1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
   2. Administrator rights on the computer.

2. A window, containing the following pages, will open:
   - The Scan options page, where you select a scan mode for files and processes.
   - The File types page, where you can configure files to be scanned by **SpIDer Guard**, according to conditions from the Scan options page.
   - The Actions page, where you can configure reactions of **SpIDer Guard** to various virus events.
   - The Log file page, where you can set the mode of **SpIDer Guard** logging.
   - The Exclusions page, where you can configure folders and files to be excluded from **SpIDer Guard** checks.
3. Configure options as necessary.
4. After editing, click **OK** to save the changes or **Cancel** to cancel them.

9.2.1.1. Scan Options



SpIDer Guard Settings [Enterprise Mode]

On-access scan mode

● Smart

○ Other

□ Run and open files

□ Create and write files

□ Disable enhanced protection mode

Additional tasks

☑ Scan boot floppy

☑ Scan running program and modules

☑ Scan startup files

Options

☑ Enable heuristic analysis

□ Play sounds

Figure 9-5. SpIDer Guard settings window. Scan options tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Scan options** tab, you can select a scan mode for files and processes.

On-access Scan Mode

In **On-access scan mode** section, you can set up the checking mode, that defines what actions with objects require scanning "on-the-fly" by **SpIDer Guard**:

- If the **Optimal mode** option button is selected, **SpIDer Guard** scans files on hard drives only in several cases of access to these files: launch for execution, creation, writing (attempt of writing) to existing files or boot sectors.

  But on removable devices and network drives, **SpIDer Guard** scans files in any cases of access to these files: launch for execution, creation, writing (attempt of writing) to existing files or boot sectors and in any cases of opening files, including read-only.

- If the **Other** option button is selected, the following options are available:
  - **Run and open files** - instructs to scan files during launch for execution and in any cases of opening files, including read-only.
  - **Create and write files** - instructs to scan files during creation and writing (attempt of writing) to existing files or boot sectors.

  Via these flags, you can individually set the level of your computer protection.

When both **Run and open files** and **Create and write files** flags are set, it ensures maximum protection but considerably decrease computer performance.

‣ Details

The **Optimal** mode is recommended for use after a thorough scan of all hard drives by **Dr.Web Scanner**. With this mode activated, **SpIDer Guard** prevents entry of new viruses and other malicious objects via removable devices into your computer while preserving performance by omitting "clean" objects from repeated scans.

On the Actions tab, you can configure reaction of **SpIDer Guard** on detections of malicious objects.

> ⚠ Operating system may register some removable devices such as hard drives (e.g. portable USB hard drives). Scan such devices with **Dr.Web Scanner** on connection.

- The **Disable enhanced protection mode** flag instructs to disable enhanced protection mode. By default, the enhanced protection mode is enabled. In this mode **SpIDer Guard** immediately checks all files, the scanning of which is specified in the program settings, and all other opened files are queued for check (files opened for reading in the **Smart** and **Create and write files** modes). With computer resources available, the **Guard** also checks these files.

Additional Tasks

- Set the **Scan boot floppy** flag to check whether a floppy is left in the disk drive, and, if positive, scan it for viruses (if the floppy is infected, the PC may become infected at the next start).
- Set the **Scan running program and module** flag to scan program files running at present.
- Set the **Scan startup files** flag to scan all autorun files (`Autorun` folder, system `*.ini` files, Windows OS registry files).

Options

- Set the **Heuristic analysis** flag to use heuristic analyzer during scanning object on-the-fly.

  To use signature analysis only, clear this flag (see also Detection Methods).

- Set **Play sounds** flag to enable sound notifications. By default, sounds are disabled.

9.2.1.2. File Types

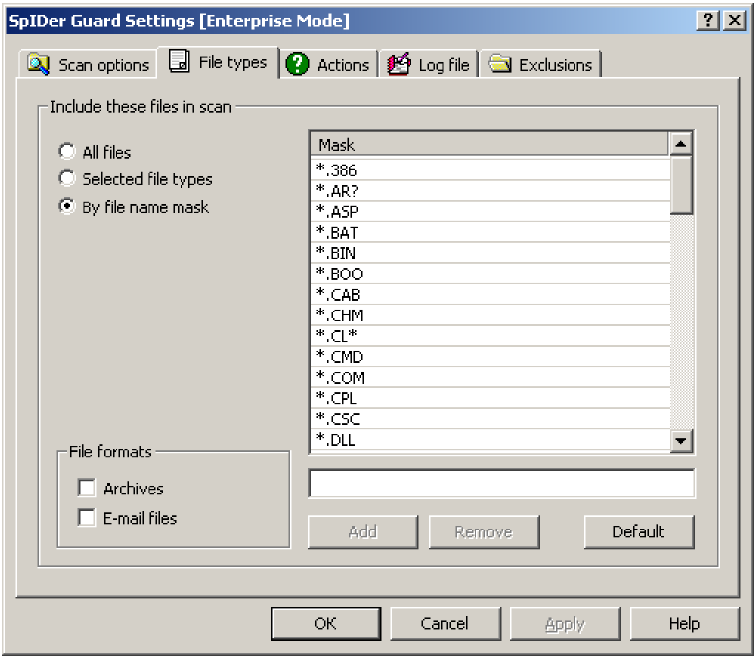


Figure 9-6. SpIDer Guard settings window. FileTypes tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **File types** tab, you can specify the additional restrictions to the files which must be scanned according to conditions specified in Scan options tab.

In the **Include these files in scan** section, you can select the types of files to be scanned by guard:

- The **All files** mode is selected by default and instructs to check all files according to conditions specified in Scan options tab. The mode provides the maximum protection.

- **Selected file types** and **By file name mask** modes instruct to check only those files, which extensions and names are included in the list, specified on the right pane of the tab. The list is enabled if at least one of these flags is enabled.

  By default, this list includes extensions of main file types which can contain viruses and main types of archives. You can edit this list.

To configure list of included files

1. To add a file to the list of scanned files, do one of the following:
   - To set the list of extensions of scanned files, set the **Selected file types** option and specify file extensions in the field under the list.
   - To set a group of particular files, set the **By file name mask** option and specify the mask that determines their names in the field under the list.

   ▸ More about masks

   > The mask defines template for an object definition. It may contain regular characters from the file names and following special characters:
   >
   > - `*` replaces any (including the empty one) sequence of any symbols;
   > - `?` replaces any one symbol in the specified position.
   >
   > Examples:
   >
   > - **Report*.doc** defines all Microsoft Word documents which names start with the word `Report`, e.g. `ReportFebruary.doc`, `Report121209.doc` etc.
   > - ***.exe** defines all executable files, i.e. that have the `EXE` extension, e.g. `setup.exe`, `iTunes.exe` etc.
   > - **photo????09.jpg** defines all `JPG` images which names start with the word `photo`, end with `09` and contain exact number of 4 other characters in the middle, e.g. `photo121209.jpg`, `photoJune09.jpg`, `photo----09.jpg` etc.

2. Click **Add**.

3. To add other files to the list, repeat steps 1 to 2.
4. To remove a file from the list of scanned files, select the corresponding item and click **Remove**.
5. To restore the default list, click **Default**.

In the **File formats** section, you can set the scan mode for **Archives** and **E-mail files**:

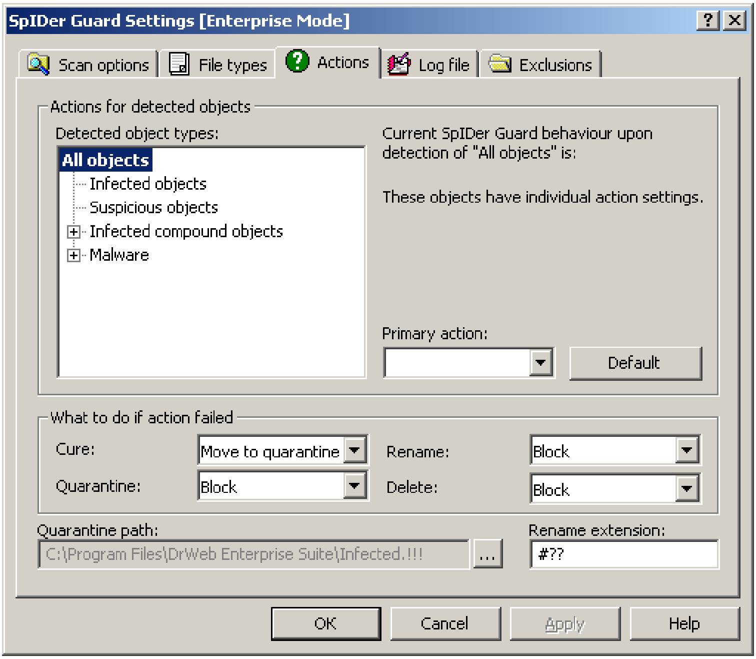
- Set the **Archive** flag to scan files within archives. By default, the files within archives are not scanned, even when the type or the mask of the archived file is specified in the list of file types or file masks (if there is an infected file in the archive, virus is detected by guard during the archive extraction before it can infect the computer).

> Enabling this option will exceptionally decrease computer performance.

- Set the **E-mail files** flag to scan email attachments. Mailboxes are not scanned by default (if a file inside a mail attachment is infected, the **Guard** will detect the virus during the attachment extraction before it can infect the computer).

> Enabling mailboxes checking will exceptionally decrease computer performance.
>
> To avoid the intrusion of viruses through e-mail messages, use the **SpIDer Mail**.

9.2.1.3. Actions



SpIDer Guard Settings [Enterprise Mode]

Actions for detected objects

Detected object types:

- All objects
  - Infected objects
  - Suspicious objects
  - ⊞ Infected compound objects
  - ⊞ Malware

Current SpIDer Guard behaviour upon detection of "All objects" is:

These objects have individual action settings.

Primary action:

What to do if action failed

Cure: Move to quarantine

Rename: Block

Quarantine: Block

Delete: Block

Quarantine path: C:\Program Files\DrWeb Enterprise Suite\Infected.!!!

Rename extension: #??

Figure 9-7. SpIDer Guard settings window. Actions tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Actions** tab, you can specify the reaction of **Spider Guard** on detection of infected or suspicious files and malicious software. The reactions are set according to the type of the virus event.

Actions Setup

All types of malicious objects are represented in the hierarchical list in the left part of pane. When an object is selected, the default program reaction to its detection is displayed in the right part of the pane. The action specified in the current settings and the action to be taken if the first action fails are shown.

You can edit program reactions to the detection of each type of objects separately.

To set actions for detected malicious objects:

1. To modify the settings for the first action, specify the primary reaction of the program in the **Primary action** drop-down list.
2. In the **What to do if action failed** section, you can specify another action to be applied if following primary actions fail: cure, move to **Quarantine**, rename, delete.

Possible Actions

The following actions for detected virus threats are available:

- **Cure** - instructs **SpIDer Guard** to try to restore the original state of an object before infection. If the object is incurable, or the attempt to cure fails, the action for incurable viruses is applied.

  Available for known viruses except Trojan programs that are deleted on detection, and infected files within complex objects such as archives, mail boxes or file containers.

- **Delete -** delete the infected or suspicious objects (for boot sectors no actions are applied).

By default, the program does not check and does not allow to delete file archives. If the file archives check is enabled (this type of check will substantially degrade computer performance), you can enable the **Delete** action for archives. To do this, open the program configuration file (`drweb32.ini` in the program installation folder) in a text editor, add a string:

```
EnableDeleteArchiveAction=Yes
```

in the `[SpIDerGuardNT]` section (if such line already exists, replace `No` with `Yes`) and save the file.

Files inside archives cannot be treated separately. If the **Delete** action is selected for an archive, the whole archive will be deleted.

- **Move to quarantine** - instructs to move infected or suspicious objects to the quarantine folder specified in the **Quarantine path** field (by default, it is the `infected.!!!` subfolder in the program installation folder).
- **Report** - display informational message about virus detection (in the Virus Alert Window).
- **Block** - instructs to block access to files checking of which called the **Guard** reaction. Access to these files is unblocked after the computer restarts or if **SpIDer Guard** is temporarily suspended.
- **Ignore** - skip the object without performing any action or displaying a notification.

If you select **Ignore**, no action is performed as compared to when you select to **Report** user on virus detection, that is, no warning is displayed and detection of an adware program is ignored.

- **Rename -** instructs to rename the extension of infected or suspicious object according to the mask specified in the **Rename extension** field (by default it is `#??`, i.e. replace the first character of the extension with `#`).

Table 4. SpIDer Guard actions on infected and malicious objects

Action	Object	
	Infected	Suspicious
Cure	+/*	
Delete	+	+
Move to quarantine	+	+/*
Report	+	+
Block	+	+
Ignore		+

Action	Object	
	Infected	Suspicious
Rename	+	+

Table 5. SpIDer Guard Action on compound objects

Action	Compound objects		
	Archives	E-mails	Containers
Move to quarantine	+/*	+	+/*
Report	+	+/*	+
Block	+	+	+
Ignore	+	+	+
Rename	+	+	+

Table 6. SpIDer Guard actions on malicious software

Action	Malicious software				
	Adware	Dialers	Jockes	Riskware	Hacktools
Delete	+	+	+	+	+
Move to quarantine	+	+	+	+	+
Report	+/*	+/*	+/*	+	+/*
Block	+	+	+	+	+
Ignore	+	+	+	+/*	+
Rename	+	+	+	+	+

Conventions

+	action is enabled for this type of objects
+/*	action is set as default for this type of object

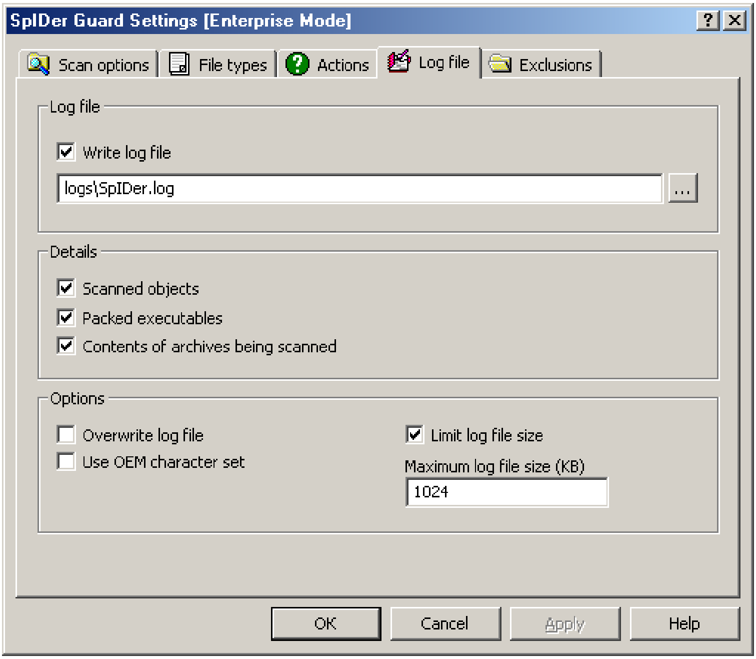
On detection of objects containing **Adware** and **Dialers**, the **Guard** in **Dr.web for Servers** applies the **Move to quarantine** action, the **Guard** in **Dr.Web for Workstations** applies the **Inform** action.

Reaction on Detection

On detection of infected or suspicious object the following reactions depending on the **Guard** version are available:

- **Spider Guard** in **Dr.Web for workstations** by default requests for user reaction. The **Guard** generates a Virus Alert Window, in which the necessary program action can be manually specified.
- **SpIDer Guard** in **Dr.Web for Windows servers** will automatically make attempts to avert the virus threat by default.

9.2.1.4. Log File



SpIDer Guard Settings [Enterprise Mode]

Scan options | File types | Actions | Log file | Exclusions

Log file

☑ Write log file

logs\SpIDer.log

Details

☑ Scanned objects

☑ Packed executables

☑ Contents of archives being scanned

Options

□ Overwrite log file

□ Use OEM character set

☑ Limit log file size

Maximum log file size (KB): 1024

Figure 9-8. SpIDer Guard settings window. Log file tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Log** tab, you can specify the logging mode and specific logging information.

It is recommended to keep a log file and analyze it regularly.

Log File

In the **Log file** section you can specify the general settings for the log file.

Set the **Write log file** flag to write a log file on **Spider Guard** operation.

You can also specify the name and location of the file in the corresponding field. By default, the **SpIDer Guard** log is stored in the `logs/SpiDer.log` that is located in the **Enterprise Security Suite** installation folder.

Details

In the **Details** section you can specify the additional information, that will be logged.

To configure the types of information for logging, use the following options:

- The **Scanned objects** flag instructs to log information about all scanned objects, including uninfected objects, that will be marked with `Ok` mark (this mode may considerably increase the log file size). This flag is not set by default.
- The **Packed executables** flag instructs to log messages about detected executable files packed with special packers, and the names of these packers.
- The **Contents of archives being scanned** flag instructs to log information about the archives scanned and their contents, as well as error reports (for example, if it failed to unpack as it was password protected). This flag is not set by default.

Options

In the **Options** section the additional information for report is specified:

- Set the **Overwrite log file** flag to to overwrite the file at the beginning of each session (delete the old log file and write the new one). Clear this flag to add new entries to the end of the existing log file.
- Set the **Use OEM character set** flag to write the log file in DOS-encoding.
- To limit log file size, set the **Limit log file size** flag and specify the maximum permissible size of the file in kilobytes in the **Maximum log file size (Kb)** field. When the size exceeds the maximum value, the log file is cleared and information is written from the beginning.

9.2.1.5. Exclusions

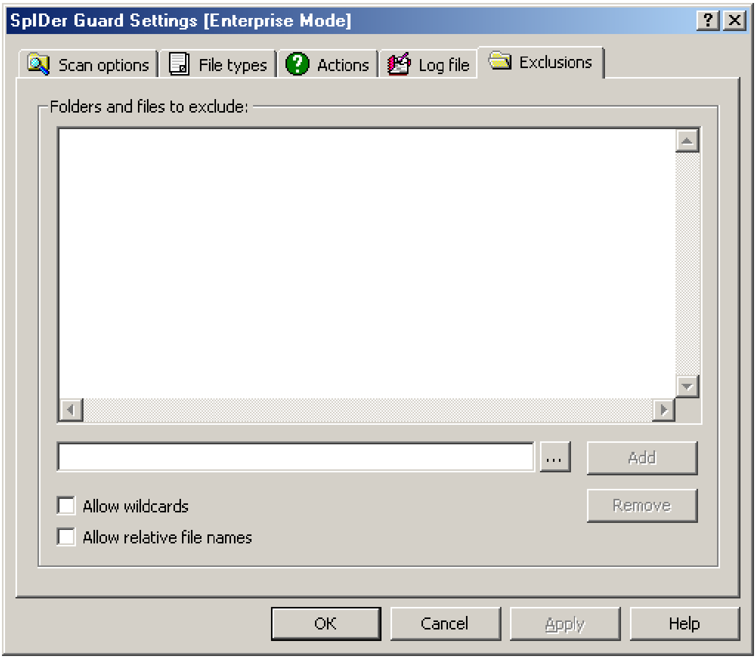

SpIDer Guard Settings [Enterprise Mode]
?
Scan options
File types
Actions
Log file
Exclusions
Folders and files to exclude:
...
Add
Remove
Allow wildcards
Allow relative file names
OK
Cancel
Apply
Help

Figure 9-9. SpIDer Guard settings window. Exclusions tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Exclusions** tab, you can specify folders and files to be excluded from **SpIDer Guard** checks.

In the **Folders and files to exclude** section, you can list the folders and files which you want to exclude from scanning (for example, **Quarantine** folders, Program files folder, temporary files (swap files), etc.).

By default, the list is empty. You can add either definite files and folders, or use masks to exclude from scanning a group of files.

To configure list of exclusions

1. To add a file or folder to the list of exclusions, do one of the following:
   - To add an existing file or folder, click the <**...**> button and select it in the standard File Manager window. You can also enter the full path to the file or folder.
   - To exclude from the check all files and folders with the specified name without the certain path, select **Allow relative file names** flag and type the name in the field. To exclude from scanning all files or folders with particular name, enter the name without a path.
   - To exclude a group of files and folders, set the **Allow wildcards** flag and specify the mask that determines their names in the field.

   ▸ More about masks

   The mask defines template for an object definition. It may contain regular characters from the file names and special characters like the following:

   - `*` replaces any (including the empty one) sequence of any symbols;
   - `?` replaces any one symbol in the specified position.

   Examples:

   - **Report*.doc** defines all Microsoft Word documents which names start with the word `Report`, e.g. `ReportFebruary.doc`, `Report121209.doc` etc.

- ***.exe** defines all executable files, i.e. that have the `EXE` extension, e.g. `setup.exe`, `iTunes.exe` etc.
- **photo????09.jpg** defines all `JPG` images which names start with the word `photo`, end with `09` and contain exact number of 4 other characters in the middle, e.g. `photo121209.jpg`, `photoJune09.jpg`, `photo----09.jpg` etc.

2. Click **Add**.
3. To add other files and folders to the list, repeat steps 1 to 2.
4. To remove a file or folder from the list, select the corresponding item and click **Remove**.

9.2.2. Controlling

The default settings are optimal for most uses. Do not change them unnecessarily.

To configure SpIDer Guard controls:

1. On the **Agent** context menu select **SpIDer Guard Settings** → **Control**.

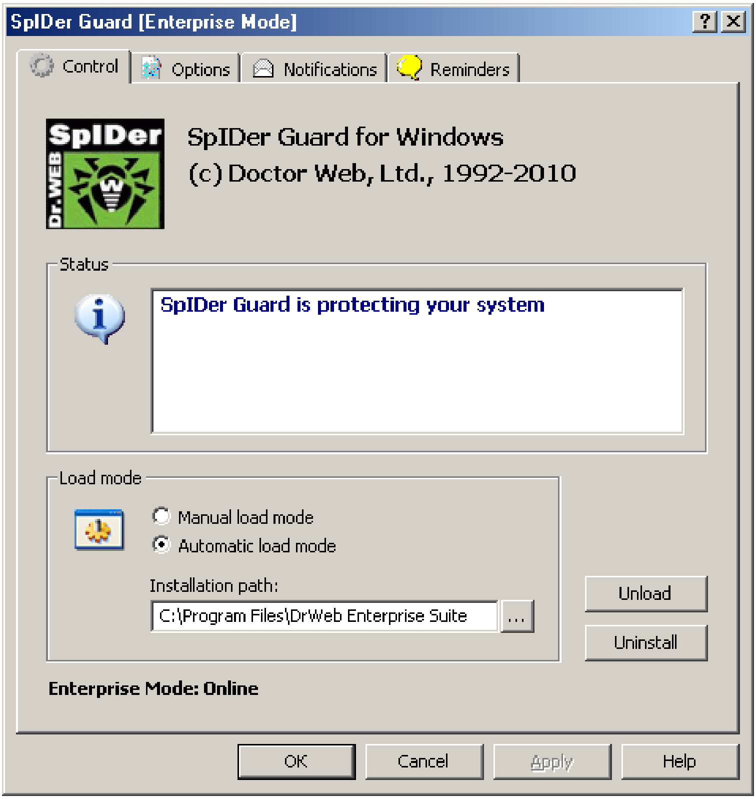
The **SpIDer Guard settings** → **Control** option is available on the **Agent** context menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

2. A window opens that contains the following pages:
   - Control;
   - Options;
   - Notifications;
   - Reminders.

3. Configure options as necessary.
4. After editing, click **OK** to save the changes or **Cancel** to cancel them.

9.2.2.1. Control



SpIDer Guard [Enterprise Mode]

SpIDer Guard for Windows
(c) Doctor Web, Ltd., 1992-2010

Status

SpIDer Guard is protecting your system

Load mode

○ Manual load mode
● Automatic load mode

Installation path: C:\Program Files\DrWeb Enterprise Suite

Enterprise Mode: Online

Figure 9-10. SpIDer Guard Control panel. Control tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Control** tab, you can set the load mode of **Spider Guard** and perform (or cancel) the registration of the component in the OS.

In the **Load mode** section, you can specify the load mode:

- If **Manual load mode** is selected, to lunch the **Guard**, click the **Load** button. To terminate the **Guard** in this mode, click **Unload**.
- If **Automatic load mode** is selected, the **Guard** is loaded automatically at every Windows OS launch.

To register the **Guard** in the operation system, click **Install**, to cancel the registration – click **Uninstall**.

After installation, the **Antivirus** is launched automatically at each operation system start according to its standard settings. However, you can change the load mode of **SpIDer Guard** by disabling automatic mode.

After **Antivirus** installation, by default settings, the loading of the guard starts automatically every time Windows starts. To change the **SpIDer Guard** load mode, disable the automatic load mode.

To disable SpIDer Guard automatic loading:

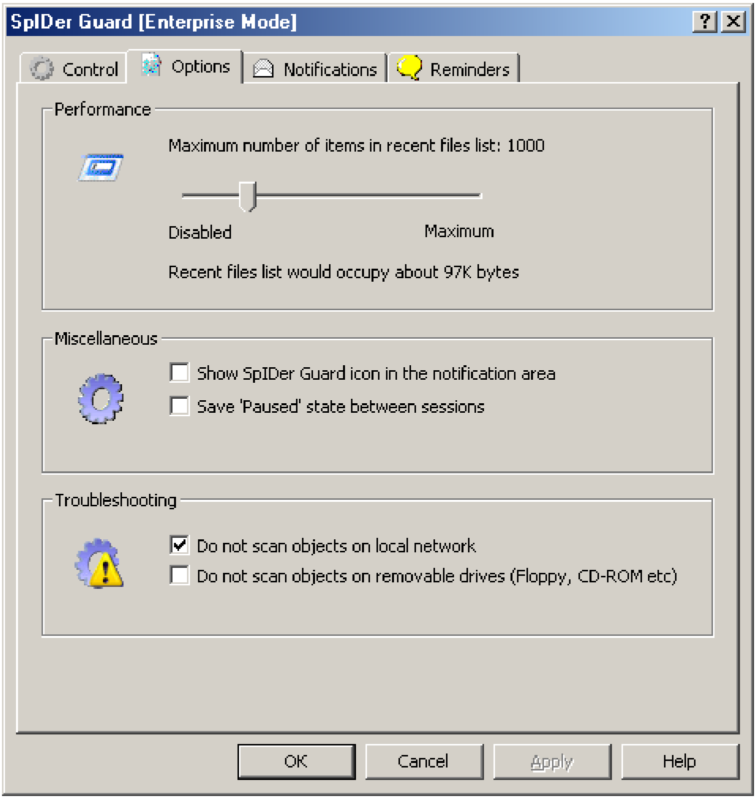
1. Select the **Control** tab in Control panel of **SpIDer Guard**.

> The **SpIDer Guard settings** → **Control** option is available on the **Agent** context menu only if user has:
>
> 1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
> 2. Administrator rights on the computer.

2. In the **Load mode** section, select **Manual load mode**.
3. Click **OK**.

At the next Windows OS start, the program will not be loaded automatically. If necessary, it can be loaded manually, by clicking **Load** in the pane described above. The **Guard** started in the **Manual load** mode can be terminated by clicking **Unload**.

9.2.2.2. Options



Performance

Maximum number of items in recent files list: 1000

Disabled — Maximum

Recent files list would occupy about 97K bytes

Miscellaneous

□ Show SpIDer Guard icon in the notification area

□ Save 'Paused' state between sessions

Troubleshooting

☑ Do not scan objects on local network

□ Do not scan objects on removable drives (Floppy, CD-ROM etc)

Figure 9-11. SpIDer Guard Control panel. Options tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Options** tab, you can specify the options for **Spider Guard**.

Performance

In the **Performance** section, you can specify the size of the scanned files list, saved in memory cache.

Move the slider to select the size of the list.

Unless changed, files in this list will not be scanned again. By default, the parameter value is set to 100, which corresponds to approximately 9 KB of required memory per each logical drive. If the system has enough available memory, it is worthwhile increasing the parameter value to 500-1000. The parameter is applicable to the **Run and open files** check mode and to the **Smart** mode, when files on network drives and removable media are scanned.

Miscellaneous

In the Miscellaneous section, the following settings are available:

- Set the **Show SpIDer Guard icon in the notification area** flag to display the **SpIDer Guard** icon in Windows OS Taskbar notification area (An element of the Microsoft Windows Desktop that displays the icons of active applications and is located in the right part of the taskbar, which by default is positioned in the bottom of the desktop).
- Set the **Save 'Paused' state between sessions** flag to save paused state after a system restart if the monitoring was paused in the current session.

Troubleshooting

In the **Troubleshooting** section, the following settings are available:

- Set the **Do not scan objects on local network** flag to scan files on network drives only when these files are launched from network drives.

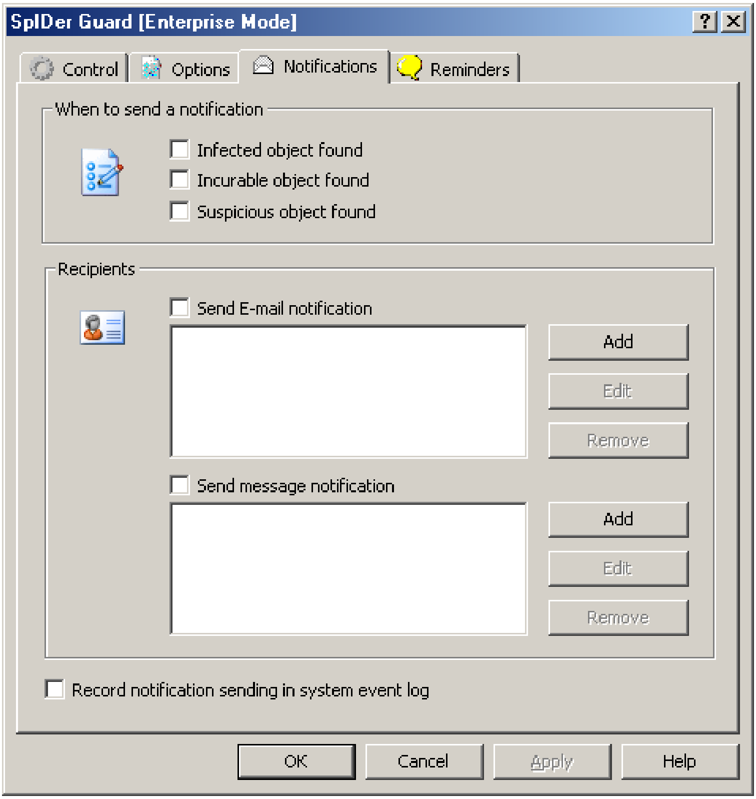
  If the **Do not scan objects on local network** flag is cleared, **SpIDer Guard** scans files from network drives when these files are launched for execution and in any cases of opening files including read-only files.

- Set the **Do not scan objects on removable drives (Floppy, CDROM, etc.)** flag to scan files on removable storages only when these files are launched.

  If the **Do not scan objects on removable drives (Floppy, CDROM, etc.)** flag is cleared, **SpIDer Guard** scans files on removable storages (CD and DVD disks, floppy disks (FDD), flash drives and other data carriers connectible through USB and etc.) in any cases of access to these files including opening read-only files.

Operating system may register some removable devices as hard drives (e.g. portable USB hard drives). Scan such devices with **Dr.Web Scanner** on connection.

9.2.2.3. Notifications



When to send a notification

□ Infected object found

□ Incurable object found

□ Suspicious object found

Recipients

□ Send E-mail notification

□ Send message notification

□ Record notification sending in system event log

Figure 9-12. SpIDer Guard Control panel. Notifications tab.

To get information on options available in other tabs, click the name of this tab in the picture

On **Notifications** tab, you can edit settings of various virus events notifications: the list of events to cause notifications, the way of their dispatch and the list of recipients.

In the **When to send a notification** section, set flags for virus events types to notify.

In the **Recipients** section, set the mode of the notifications sending:

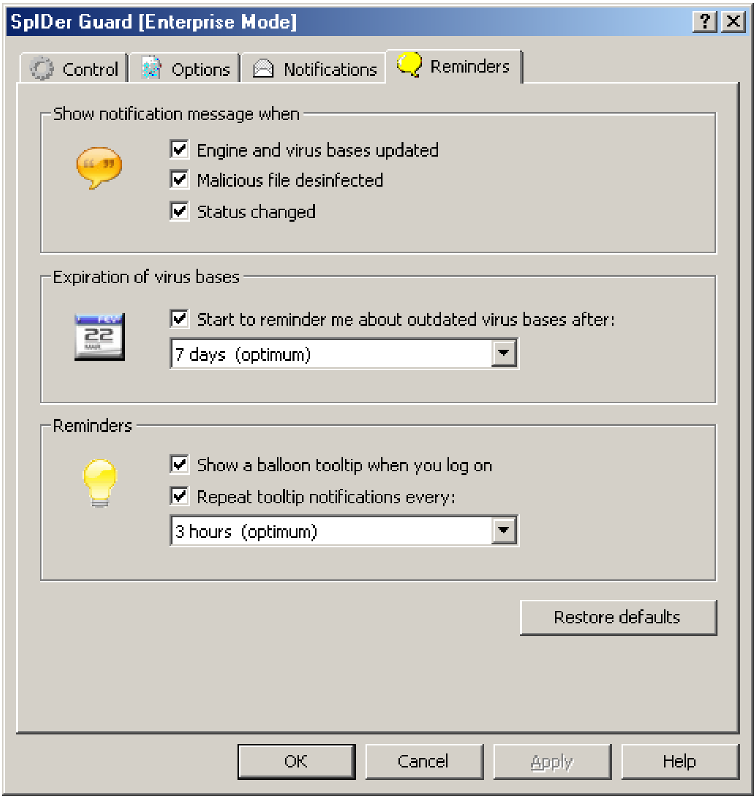
- Set the **Send E-mail notification** flag to send notifications about the selected events via e-mail.
- Set the **Send message notification** flag to send notifications about the selected events via the local network.

> **Send E-mail notifications** and **Send message notifications** flags are independent and could be set simultaneously.

After this, create or edit the list of recipients for selected notification modes:

1. To add a new address to the list of e-mail recipients, click **Add** next to the e-mail list. A window to edit e-mail addresses will open.
2. To add a new address to message recipients in the local network, click **Add** next to the network addresses list. A window to edit network addresses will open.
3. To delete an element from any list, select it in the list and click **Remove**.
4. To edit any element in the list, select it in the list and click **Edit.** The window to edit e-mail addresses or to edit network addresses will open.

9.2.2.4. Reminders



SpIDer Guard [Enterprise Mode]

Show notification message when

☑ Engine and virus bases updated

☑ Malicious file desinfected

☑ Status changed

Expiration of virus bases

☑ Start to reminder me about outdated virus bases after:

7 days (optimum)

Reminders

☑ Show a balloon tooltip when you log on

☑ Repeat tooltip notifications every:

3 hours (optimum)

Figure 9-13. SpIDer Guard Control panel. Reminders tab.

To get information on options available in other tabs, click the name of this tab in the picture

On the **Reminders** tab, you can specify the settings for reminders. Reminders are pop-up messages which appear above the **SpIDer Guard** icon in Windows OS Taskbar notification area (An element of the Microsoft Windows Desktop that displays the icons of active applications and is located in the right part of the taskbar, which by default is positioned in the bottom of the desktop), if the mode of the icon displaying is specified.

In the **Show notification message when** section, select the list of events to bring up reminders:

- **Engine and virus bases updated** - notify when the antivirus engine and virus databases are updated.
- **Malicious file disinfected** - notify when an infected file is detected and neutralized.
- **Status changed** - notify when **Spider Guard** functioning is changed (disabled, enabled).

In the **Expiration of virus bases** section, set the **Start to reminder me about outdated virus bases after** flag to show reminders, if the virus databases were not updated during the time period specified in the drop-down list.

In the **Reminders** section, you can specify the mode of notifications appearance:

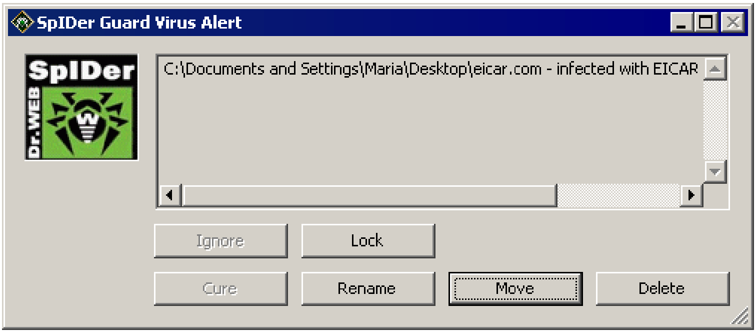
- **Show a balloon tip when you log on** - to show reminder every time the OS starts.
- **Repeat tooltip notification every** - to enable notifications repeating every time slot selected in the drop-down list.

Click **Restore defaults** to restore recommended default settings.

9.2.3. Additional dialogs

9.2.3.1. Virus Alert Window

Virus Alert Window is opened, if the **Guard** detects an infected or suspicious object, if in the program settings the reaction is set to **Report**.



C:\Documents and Settings\Maria\Desktop\eicar.com - infected with EICAR

Figure 9-14. Virus alert window of Guard reaction request

The set of accessible buttons depends on the type of a virus event and the type of an infected object (for archives, mail files and file containers some reactions are inaccessible).

- The **Ignore** button instructs to take no action, if a suspicious object is found.
- The **Lock** button instructs to block access to a file, if it's checking caused reaction of the **Guard**. Access to the file is unblocked after the computer restarts or if the **SpIDer Guard** is temporarily suspended.
- The **Cure** button (accessible only if a supposedly curable virus is found, and is inaccessible for archives of any type) instructs the **Guard** to cure the object infected by a known virus. If the virus is incurable, or the curing fails, the window will open again with options for incurable viruses.
- The **Rename** button instructs to rename the extension of the infected or suspicious file according to the default settings.
- The **Move** button instructs to move the infected or suspicious file to the default **Quarantine** folder.
- The **Delete** button instructs to delete the infected or suspicious file (for boot sectors no actions will be taken). With the default settings, it is inaccessible for all types of archives.

9.2.3.2. Edit E-mail Addresses

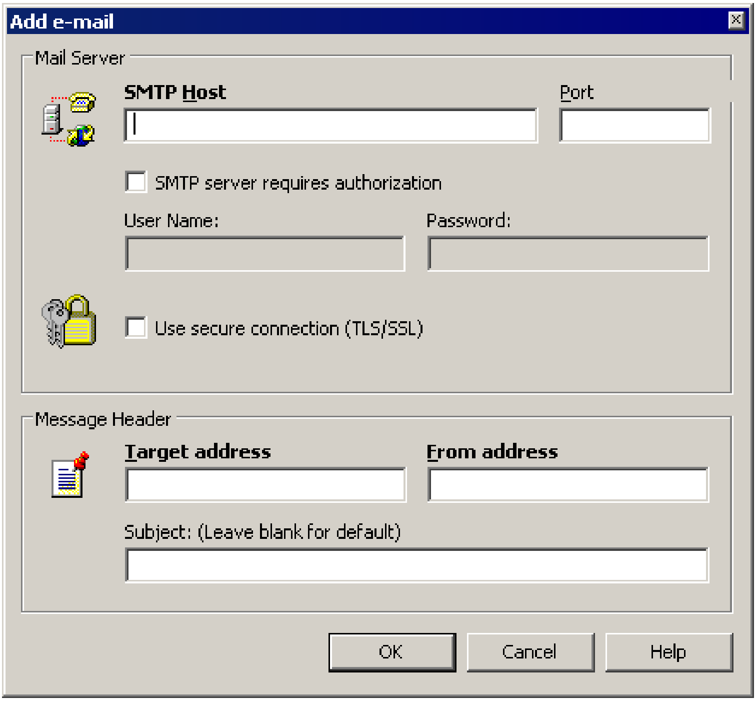


Figure 9-15. Setting the E-mail address window

In the **Add e-mail** window you can specify the address and settings of an e-mail to send the virus event notifications.

Mail Server

In the **Mail server** section you can specify the SMTP-server settings for outgoing e-mail.

The following parameters are obligatory:

- **SMTP Host** - IP address or domain name of the SMTP server to send the e-mails.

- **Port** - port number used by the SMTP-server.

If the authorization on SMTP-server is required, set the **SMTP-server requires authorization** flag and specify the **Username** and **Password** fields for access to the outgoing mail server.

If secure connection in terms of the TLS and SSL protocols is required, set the **Use secure connection (TLS/SSL)** flag.

Message Header

In the **Message Header** section, you can specify e-mail attributes.

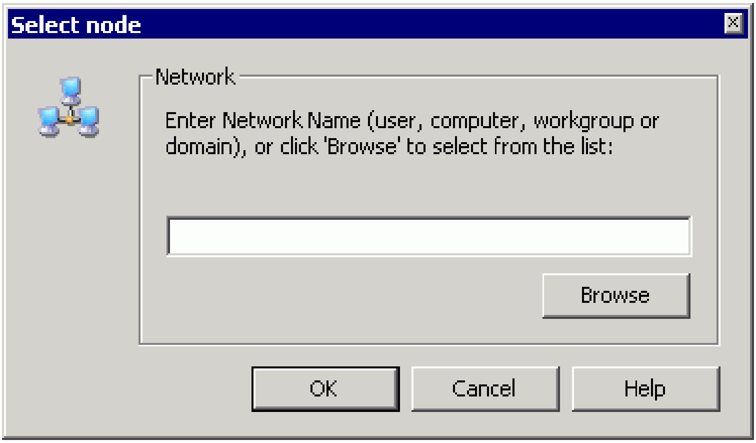
Specify the following e-mail addresses:

- In the **Target address** field, specify the e-mail address on which the virus event notifications will be sent.
- In the **From address** field, specify the e-mail address to set as a sender in the messages about virus situation.

You can specify the message subject in the **Subject** field. If this field is left empty, the subject of the e-mail will be set by default settings.

Specify the subject of e-mail message, if necessary. Leave the field empty to use the default subject.

9.2.3.3. Edit Network Addresses


Select node

Network

Enter Network Name (user, computer, workgroup or domain), or click 'Browse' to select from the list:

Figure 9-16. Setting the computer LAN address window

In this window you can specify a computer address in a Microsoft network to add it into the list of notification recipients.

Type a computer network address in the **Enter Network Name** field or click **Browse** to find a computer via the Network Explorer.

Chapter 10. SpIDer Mail

SpIDer Mail is an antivirus mail scanner that installs by default, runs automatically at Windows OS startup and constantly resides in memory.

If you have an "Antivirus + Anti-spam" license, **SpIDer Mail** also scans mail for spam messages using **Dr.Web Anti-spam**.

The default **SpIDer Mail** settings are optimal for beginners, provide maximum protection and require minimum user interference. However, by default **SpIDer Mail** may block some options of mail programs (for example, sending a message to multiple addresses might be considered as mass distribution, incoming mail is not scanned for spam), useful information from safe text part of infected messages becomes unavailable in case of automatically deletion. Advanced users can configure mail scanning settings and reaction of **SpIDer Mail** to various virus events.

Mail Processing

SpIDer Mail supports automatic interception of e-mail messages when mail clients connect to mail servers via the following standard protocols and ports:

- The POP3 protocol, port 110;
- The SMTP protocol, port 25;
- The IMAP4 protocol, port 143;
- The NNTP protocol, port 119.

In some cases when automatic interception of POP3, SMTP, IMAP4 or NNTP traffic is impossible, you can configure **SpIDer Mail** manually.

Any incoming messages are intercepted by **SpIDer Mail** before they are received by mail clients. Messages are scanned for viruses with the maximum possible level of detail. If no viruses or suspicious objects are found, then messages are passed on to the mail program in a "transparent" mode, as if they were received immediately from the server. Similar procedure is applied for outgoing messages before they are sent to servers.

Dr.Web Anti-spam

This option is available when the use of **Dr.Web Anti-spam** is licensed with your key file.

Dr.Web Anti-spam technologies consist of several thousand rules that can be divided into several groups:

- **Heuristic analysis** – A highly intelligent technology that empirically analyzes all parts of a message: header, message body, and attachments, if any.
- **Detection of evasion techniques** – This advanced anti-spam technology allows detecting evasion techniques adopted by spammers to bypass anti-spam filters.
- **HTML-signature analysis** – Messages containing HTML code are compared with a list of known patterns from the anti-spam library. Such comparison, in combination with the data on sizes of images typically used by spammers, helps protect users against spam messages with HTML-code linked to online content.
- **Semantic analysis** – The words and phrases of a message – both visible to the human eye and hidden – are compared with words and phrases typical of spam using a special dictionary.
- **Anti-scamming** – Scam (as well as pharming messages) is the most dangerous type of spam including so-called “Nigerian” scams, loan scams, lottery and casino scams and false messages from banks and credit organizations. A special module of **Dr. Web anti-spam** is used to filter scams.
- **Technical spam** – Bounces are delivery-failure messages sent by a mail server. Such messages are also sent by a mail worm. Therefore bounces are as unwanted as spam.

SpIDer Mail Reactions

By default, **SpIDer Mail** reacts on detection of infected incoming messages as well as messages that were not scanned (for example, due to complicated structure) as follows:

- Malicious code is removed from infected messages, then messages are delivered as usual. This action is called *curing* the message.
- Messages with suspicious objects are moved to Quarantine as separate files; the mail client receives a notification about this. This action is called *moving* the message.
- Messages that were not scanned and safe messages are passed on to the mail client.
- All deleted or moved messages are also deleted from the POP3 or IMAP4 mail server.

Infected or suspicious outgoing messages are not sent to the server, a user is notified that a message will not be sent (usually the mail program will save such message).

If an unknown virus distributing through e-mail is detected on the computer, **SpIDer Mail** can detect signs of typical viruses "behavior" (for example, attempts at mass distribution). By default, this option is enabled.

SpIDer Mail uses Dr.Web Anti-spam spam filter which allows to scan mail for spam messages. By default, this option is enabled.

Mail Checks by Other Components

Dr.Web Scanner can also detect viruses in mail boxes of several formats, but **SpIDer Mail** has several advantages:

- Not all formats of popular mailboxes are supported by **SpIDer Guard** and **Dr.Web Scanner**. When using **SpIDer Mail**, the infected messages are not even delivered to mailboxes.

- **Dr.Web Scanner** does not check mailboxes at the moment of the mail receipt, but either on user demand or according to schedule. Furthermore, this action is resource-consuming and takes a lot of time.

Thus, with all the components in their default settings, **SpIDer Mail** detects viruses and suspicious objects distributed via e-mail first and prevents them from infiltrating into your computer. **SpIDer Mail** operation is rather resource-sparing; scanning of e-mail files can be performed without other components.

Setup the SpIDer Mail

SpIDer Mail settings are differ depending on installed guard version. There are two versions of **SpIDer Mail**:

- SpIDer Mail,
- SpIDer Mail NT4.

The OS version is defined automatically before the guard installation, and corresponding **SpIDer Guard** version get installed (see System Requirements).

If necessary, for example, to perform a task which consumes a lot of processor resources, you can temporarily disable **SpIDer Mail**.

10.1. SpIDer Mail Settings

The default settings are optimal for most uses. Do not change them unnecessarily.

To configure SplDer Mail settings:

1. On the **Agent** context menu select **SpIDer Mail Settings.**

The **SpIDer Mail Settings** option is available on the **Agent** context menu only if user has:

1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
2. Administrator rights on the computer.

2. A window opens that contains the following pages:
   - The **AV Check** page, where you can configure reactions of **SpIDer Mail** to various virus events (described in detail in the **Dr.Web for Windows** Help, the **AV Check Page** section).
   - The **Antispam** page, where you can configure **Dr.Web Anti-spam** (described in detail in the **Dr.Web for Windows** Help, the **Antispam Page** section).
   - The **Exclusions** page, where you can list applications whose mail traffic you want to exclude from monitoring with **SpIDer Mail** (described in detail in the **Dr.Web for Windows** Help, the **Exclusions Page** section).
   - The **Interception** page, where you can configure interception of connections between mail clients and servers (described in detail in the **Dr.Web for Windows** Help, the **Interception Page** section).
   - The **Log** page, where you can select the mode of keeping records in the log file (described in detail in the **Dr.Web for Windows** Help, the **Log Page** section).

In all dialog boxes, to receive help about the active window, press F1.

3. Configure options as necessary.
4. After editing, click **OK** to save the changes or **Cancel** to cancel them.

10.2. SpIDer Mail NT4 Settings

The default settings are optimal for most uses. Do not change them unnecessarily.

To configure SplDer Mail NT4 settings:

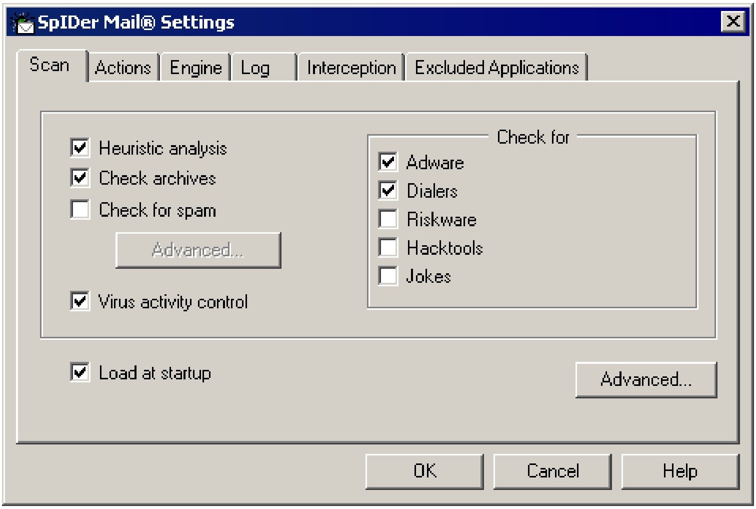
1. On the **Agent** context menu select **SpIDer Mail Settings.**

   The **SpIDer Mail Settings** option is available on the **Agent** context menu only if user has:

   1. Permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.
   2. Administrator rights on the computer.

2. A window opens that contains the following pages:
   - The Scan, where you can configure e-mail scan mode.
   - The Actions, where you can configure reactions of **SpIDer Mail** to various virus events.
   - The Engine, where you can set the antivirus engine parameters.
   - The Log, where you can select the mode of keeping records in the log file.
   - The Interception, where you can configure interception of connections between mail clients and servers.
   - The Excluded applications, where you can list applications whose mail traffic you want to exclude from monitoring with **SpIDer Mail**.
3. Configure options as necessary.
4. After editing, click **OK** to save the changes or **Cancel** to cancel them.

10.2.1. Scan Tab



☑ Heuristic analysis
☑ Check archives
☐ Check for spam
☑ Virus activity control

Check for
☑ Adware
☑ Dialers
☐ Riskware
☐ Hacktools
☐ Jokes

☑ Load at startup

Figure 10-1. SpIDer Mail settings window. Scan tab.

To get information on options available in other tabs, click the name of this tab in the picture

In this tab the e-mail scan mode is set.

In this group, you can select the following options for e-mail scans. It is recommended to keep these settings:

- The **Heuristic analysis** flag instructs **SpIDer Mail** to use heuristic analysis when scanning e-mail which allows detecting suspicious objects, i.e. infected with viruses that are yet unknown, with high probability. This options enabled by default. To detect known threats only, disable this option.
- The **Check archives** flag instructs **SpIDer Mail** to check contents of archives in mail. This option is enabled by default. To accelerate **SpIDer Mail**, clear the **Check archives** flag to disable this option.

When **SpIDer Guard** is enabled constantly, this default setting does not compromise security of your computer. If a file within an archive is infected, the malicious object will be detected and neutralized by **SpIDer Guard** immediately when you try to extract archived files. Including archives into constant scans may considerably reduce computer performance.

- The **Virus activity control** flag instructs **SpIDer Mail** to detect peculiar signs of mass distribution of viruses via e-mail. When operating in this mode, **SpIDer Mail** may block your attempts at sending messages to several addresses. In such case, disable this option. This option is enabled by default.

You can specify spam-check of your e-mail on this tab:

- The **Check for spam** flag enables spam-filtering of incoming messages.

It is possible to configure the spam filter only if the **Dr.Web** application is licensed to work in the "Antivirus + Anti-spam" mode (authorized by the key file).

The Spam filter settings can be set in the SpIDer Mail Spam Settings window. Click **Advanced** to open this window.

The mail guard detects, apart from messages with infected objects, messages containing other types of unsolicited programs:

- **Adware**,
- **Dialers**,
- **Riskware**,
- **Hacktools**,
- **Jokes**.

To change the set of the unsolicited programs to be detected, set flags against the types of unsolicited programs you want to be detected, and clear flags against the types of programs you do not want to be detected.

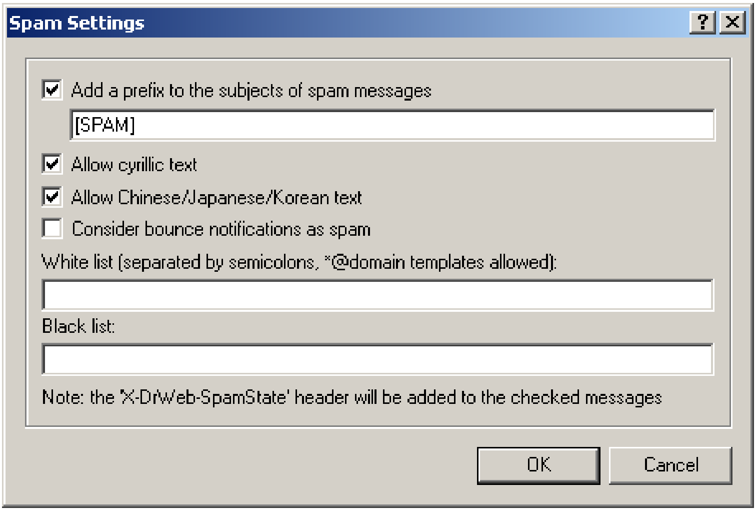
By default, the **SpIDer Mail** is prescribed to detect **Adware** and **Dialers** only.

> The mail guard reaction to detection of unsolicited programs is similar to the reaction to detection of infected messages, specified in the Actions tab.

The **Load at startup** flag is set by default. The program automatically starts at every Windows OS startup. You can clear this flag, in this case the program can be started manually.

To set e-mail check additional parameters, click Advanced in the lower right corner of the window.

10.2.1.1. Spam Settings



Spam Settings

☑ Add a prefix to the subjects of spam messages

[SPAM]

☑ Allow cyrillic text

☑ Allow Chinese/Japanese/Korean text

□ Consider bounce notifications as spam

White list (separated by semicolons, *@domain templates allowed):

Black list:

Note: the 'X-DrWeb-SpamState' header will be added to the checked messages

Figure 10-2. SpIDer Mail settings window.

To get information on options available in other tabs, click the name of this tab in the picture

If you use IMAP/NNTP protocols, configure your e-mail client to download complete messages from the e-mail server at once – without previewing their headers. This is important for correct operation of the spam filter.

The **Add prefix to the subjects of the spam messages** flag instructs **SpIDer Mail** to add a special prefix to the subjects of spam messages. This prefix can be specified in the field below. Using a prefix will allow you to create filter rules for spam in those mail clients (for example, MS Outlook Express), where it is not possible to enable filtering by headers.

The **Allow Cyrillic text** flag instructs the spam filter to analyze messages with Cyrillic encoding. If the flag is not set, it is highly possible that messages with Cyrillic encoding will be regarded as spam.

The **Allow Chinese/Japanese/Korean text** flag functions the same as described above.

In the **White list** and **Black list** fields, white and black lists of senders' addresses are specified.

- If the sender's address is on the white list, the message is not scanned for spam.

  ▸ List filling methods

  - To add a definite sender, enter the full email address (for example, `friend@mail.com`). This ensures delivery of all messages from this sender.
  - Addresses must be divided by the ";" symbol.
  - To add a group of sender addresses, enter the mask that determines their names. The mask defines template for an object definition. It may contain regular characters from the e-mail addresses and special * character, replaces any (including the empty one) sequence of any symbols.

    For Example, the following addresses are available:

    - `mailbox@domain.com`
    - `*box@domain.com`

- `mailbox@dom*`
- `*box@dom*`

The * symbol can be set at the start or at the end of an address only.

The @ symbol is obligatory.

- To ensure delivery of messages sent from any email address within a domain, use the * character instead of the username in the address. For example, if you enter `*@example.net`, **SpIDer Mail** will deliver without scanning the messages from all senders within the `example.net` domain.
- To ensure delivery of messages sent from email address with a certain user name from any domain, use the * character instead of the domain name in the address. For example, if you enter `ivanov@*`, **SpIDer Mail** will deliver without scanning the messages from all senders with the `ivanov` mailbox name.

- If the sender’s address is on the black list, the message will be automatically regarded as spam.

List filling methods

- To add a definite sender, enter the full email address (for example, `spam@spam.ru`). All messages from this address will be automatically regarded as spam.
- Addresses must be divided by the ";" symbol.
- To add a group of sender addresses, enter the mask that determines their names. The mask defines template for an object definition. It may contain regular characters from the e-mail addresses and special * character, replaces any (including the empty one) sequence of any symbols.

  For Example, the following addresses are available:

  - `mailbox@domain.com`
  - `*box@domain.com`

- `mailbox@dom*`
- `*box@dom*`

⚠ The `*` symbol can be set at the start or at the end of an address only.

The `@` symbol is obligatory.

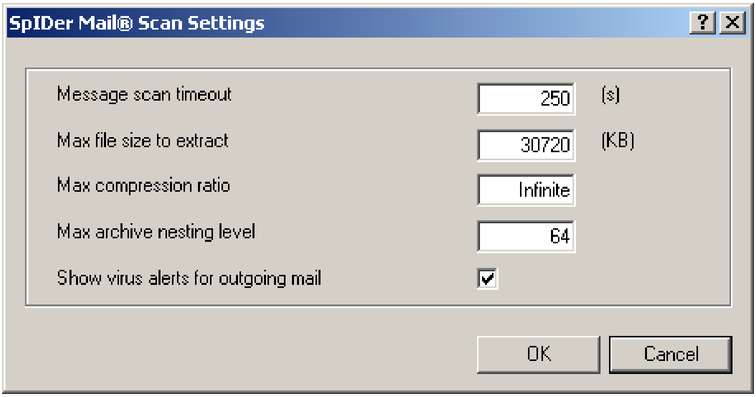
- To regard as spam messages sent from any email address within a domain, use the `*` character instead of the username in the address. For example, if you enter `*@spam.ru`, **SpIDer Mail** will regard as spam messages from all senders within the `spam.ru` domain.
- To regard as spam messages sent from email address with a certain user name from any domain, use the `*` character instead of the domain name in the address. For example, if you enter `ivanov@*`, **SpIDer Mail** will regard as spam messages from all senders with the `ivanov` mailbox name.
- Addresses from the recipient domain are not processed. For example, if the recipient mailbox (your mailbox) is in the `mail.ru` domain, then senders addresses from `mail.ru` domain will not be processed with anti-spam filter.

The following headers will be added to all scanned messages:

- **X-DrWeb-SpamState: Yes/No**. **Yes** shows that the message is spam. **No** says that **SpIDer Mail** does not regard the message as spam.
- **X-DrWeb-SpamVersion: version**. **Version** – version of the **Vade Retro** spam filter library.

If the spam filter wrongly regards certain messages as spam, you are advised to forward such messages to special e-mail addresses for analysis. It is designed to improve the spam filter performance. Messages which are wrongly regarded as spam should be forwarded to vrnonspam@drweb.com, and unblocked spam messages should be forwarded to vrspam@drweb.com. Forward the messages as attachments. Do not include them to the message body.

10.2.1.2. Advanced scan settings



SpIDer Mail® Scan Settings

Message scan timeout 250 (s)

Max file size to extract 30720 (KB)

Max compression ratio Infinite

Max archive nesting level 64

Show virus alerts for outgoing mail ☑

Figure 10-3. SpIDer Mail settings window.

To get information on options available in other tabs, click the name of this tab in the picture

In this window advanced e-mail scan settings are set.

In this group, you can set conditions under which **SpIDer Mail** should acknowledge too complicated messages whose scanning is time consuming as unchecked:

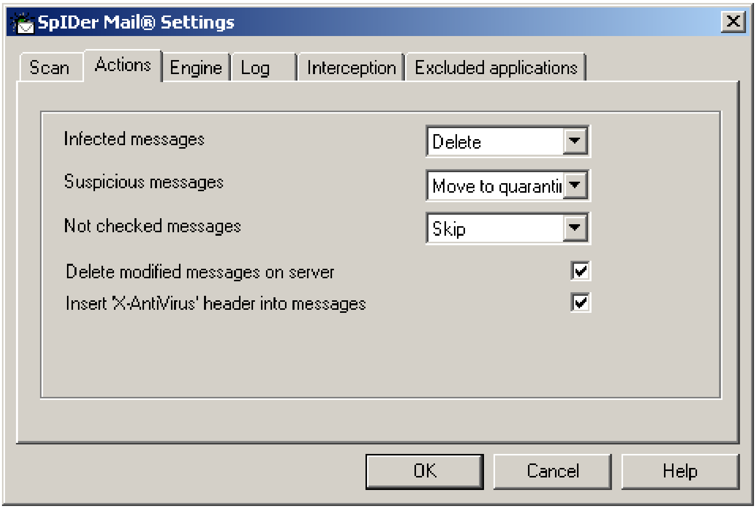
- **Message scan timeout** - the maximum message scanning time. If exceeded, **SpIDer Mail** stops the scan and acknowledges message as unchecked.
- **Max file size to extract** - the maximum file size at unpacking.

If the size of extracted files will exceed the limit, **SpIDer Mail** neither unpacks, not scans the archive.

- **Max compression ratio** - the maximum archives compression rate. If the compression rate of the archive exceed the limit, **SpIDer Mail** neither unpacks, not scans the archive.
- **Max archive nesting level** - the maximum nesting level for archived files. During scan, **SpIDer Mail** proceeds unpacking and scanning the archive until this limit is exceeded.

The **Show virus alerts for outgoing mail** flag is selected by default. The program generates a message window notifying of the denial to deliver an infected message to an SMTP server. As a rule, the same message is generated by the mail program; in such case the flag can be cleared.

10.2.2. Actions Tab



Infected messages: Delete

Suspicious messages: Move to quarantii

Not checked messages: Skip

Delete modified messages on server ☑

Insert 'X-AntiVirus' header into messages ☑

Figure 10-4. SpIDer Mail settings window. Actions tab.

To get information on options available in other tabs, click the name of this tab in the picture

In this tab, reactions of **SpIDer Mail** to detection of infected or suspicious files in e-mail are specified.

Actions Setup

To set actions on virus threats detection, use the following options:

- The **Infected messages** drop-down list, set the **SpIDer Mail** reaction to the detection of a letter containing an infected object.
- The **Suspicious messages** drop-down list, set the **SpIDer Mail** reaction to the detection of a letter containing an object presumably infected with a virus (upon a reaction of the heuristic analyzer).
- The **Not checked messages** drop-down list, set the **SpIDer Mail** reaction to the detection of unchecked letters.

The **Delete modified messages on server** flag is set by default. It instructs to delete messages incoming from a POP3/IMAP4 server for which the **Delete** or **Quarantine** action is specified, regardless of the mail program settings.

Set the **Insert 'X-AntiVirus' header into messages** flag to add to all scanned messages the following headers:

- **X-DrWeb-SpamState: Yes/No**. **Yes** shows that the message is spam. **No** says that **SpIDer Mail** does not regard the message as spam.
- **X-DrWeb-SpamVersion: version**. **Version** – version of the **Vade Retro** spam filter library.

Possible Reactions

The following actions for detected virus threats are available:

- **Delete** – in this case the mail guard does not pass a message to the mail client; instead of a deleted message, the mail program receives a notification of the action performed.

- **Quarantine** – in this case a message is placed to the Quarantine; it is also not transferred to the mail program, the mail program receives a notification of the action made.
- **Skip** – to transfer messages to the mail program as usually.

For outgoing messages any setting other than **Skip** results in the denial to pass the message to a SMTP server.

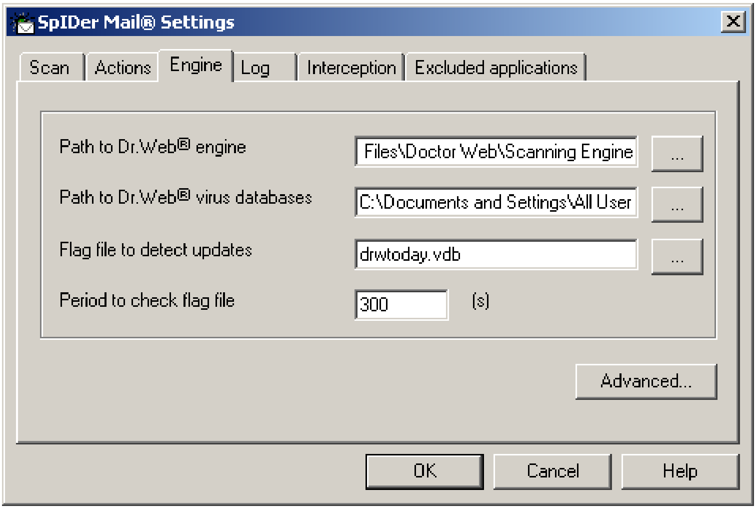
Table 7. SpIDer Mail actions

Object	**Action**		
	Delete	**Quarantine**	**Skip**
Infected messages	+	+/*	
Suspicious messages	+	+/*	+
Not checked messages	+	+	+/*

Conventions

+	action is enabled for this type of objects
+/*	action is set as default for this type of object

10.2.3. Engine Tab



Path to Dr.Web® engine: Files\Doctor Web\Scanning Engine

Path to Dr.Web® virus databases: C:\Documents and Settings\All User

Flag file to detect updates: drwtoday.vdb

Period to check flag file: 300 (s)

Figure 10-5. SpIDer Mail settings window. Engine tab.

To get information on options available in other tabs, click the name of this tab in the picture

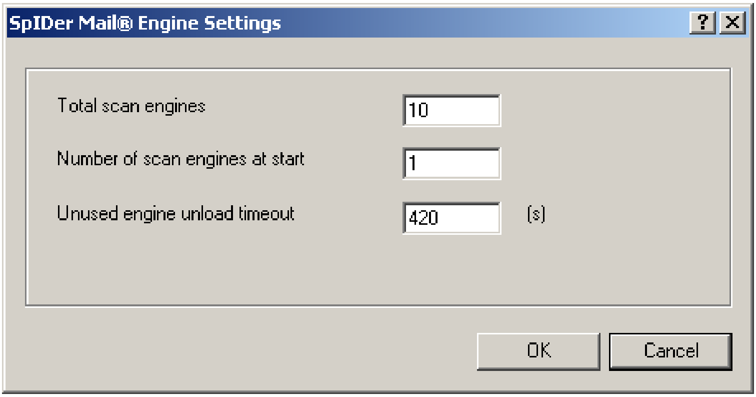
In this tab the antivirus engine parameters are set.

You can specify a non-standard location of the antivirus engine (the search module) and the virus databases.

If during the mail guard session there was an update by the automatic updating utility, **SpIDer Mail** immediately loads the databases updated. If databases were updated in another way (for example, they were copied to the installation folder), the mail guard can also load the updated databases without reloading the program. This is periodically checked by the flag file (by default, a "hot add-on" of the database). A change of the flag file means it is high time to update the databases. You can specify the name and the location of the flag file, as well as the interval between the checks (300 seconds, by default).

Click **Advanced** to configure additions settings of the antivirus engine.

10.2.3.1. Additional Settings of Search Modules


SpIDer Mail® Engine Settings

Total scan engines: 10

Number of scan engines at start: 1

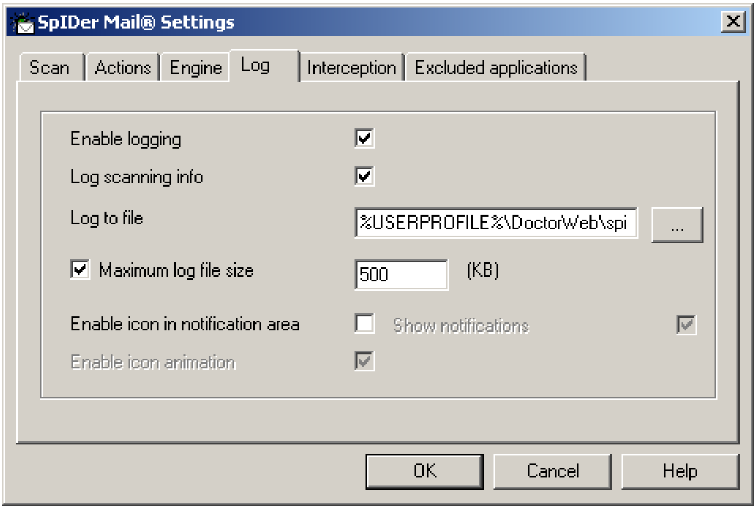
Unused engine unload timeout: 420 (s)

Figure 10-6. SpIDer Mail settings window

In this window additional settings for search modules are specified.

- In the **Total scan engines** field, maximum number of simultaneously loaded search engines is specified.
- In the **Numbers of scan engines at start** field, number of search engines loaded at the **SpIDer Mail** launch is specified.
- In the **Unused engines unload timeout** field, time interval after which unused search engines are unloaded is specified.

10.2.4. Log Tab



SpIDer Mail® Settings

Enable logging ☑

Log scanning info ☑

Log to file %USERPROFILE%\DoctorWeb\spi ...

☑ Maximum log file size 500 (KB)

Enable icon in notification area ☐ Show notifications ☑

Enable icon animation ☑

Figure 10-7. SpIDer Mail settings window. Log tab.

To get information on options available in other tabs, click the name of this tab in the picture

In this tab the **SpIDer Mail** log file parameters are set.

The **Enable logging** flag instructs **SpIDer Mail** to write a log file. The flag is set by default.

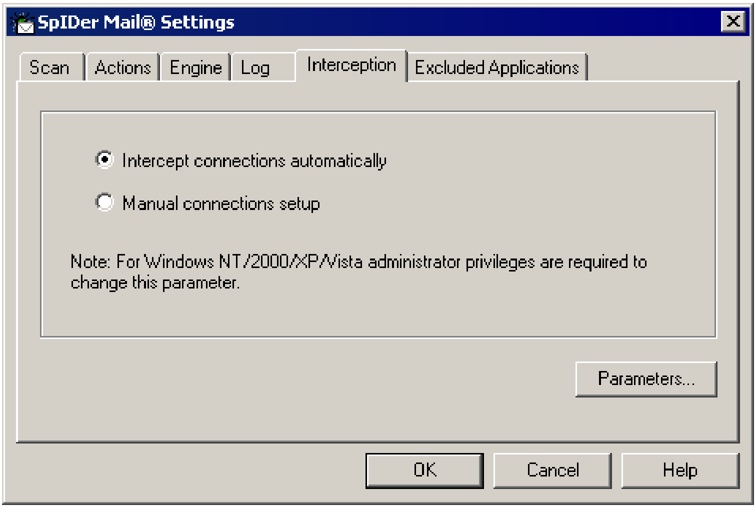
You can specify the following logging parameters:

- Set the **Log scanning info** flag instructs to log information about all scanned objects, including uninfected objects.
- In the **Log to file** field you can specify the name and the path to the log file. Click ... to select the file in the file browser.
- To limit log file size, set the **Maximum log file size** flag and specify the maximum permissible size of the file in kilobytes.

You can specify additional parameters:

- Set the **Enable icon in the notification area** flag to show the **SpIDer Mail** icon in the Taskbar notification area.
- Set the **Enable icon animation** flag to enable the **SpIDer Mail** icon blinking in the Taskbar notification area.
- Set the **Show notifications** flag to enable a bubble help above the **SpIDer Mail** icon notifying about the program version, the number of virus signatures, etc. The bubble help appears immediately after the program start.

10.2.5. Interception Tab


SpIDer Mail® Settings

● Intercept connections automatically

○ Manual connections setup

Note: For Windows NT/2000/XP/Vista administrator privileges are required to change this parameter.

Figure 10-8. SpIDer Mail settings window. Interception tab.

To get information on options available in other tabs, click the name of this tab in the picture

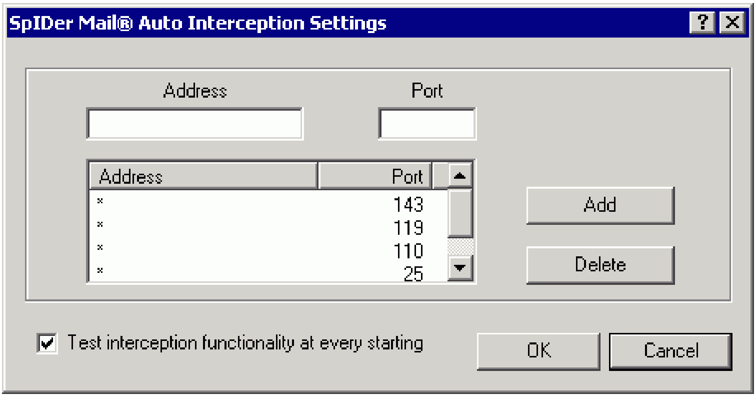
In this tab the interception parameters of connections with POP3/SMTP/IMAP4/NNTP servers are set.

Select the interception mode:

- the automatic mode is the most convenient;
- the manual mode should be used in cases when automatic interception is impossible for all or several intercepted server addresses (the same mode should be applied for all addresses).

Having selected the mode, click the **Parameters** button. A window with interception settings of the mode selected will open.

10.2.5.1. Automatic Interception Mode



SpIDer Mail® Auto Interception Settings

Address	Port
*	143
*	119
*	110
*	25

☑ Test interception functionality at every starting

Figure 10-9. SpIDer Mail Auto Interception settings window.

In this window the automatic interception mode settings are specified.

The list of intercepted addresses of mail servers by default contains four lines:

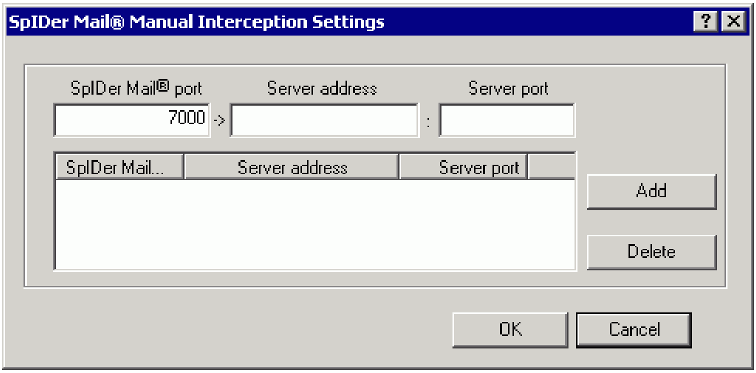
- any addresses on port 143 - standard IMAP4 servers,
- any addresses on port 119 - standard NNTP servers,
- any addresses on port 110 - standard POP3 servers,
- any addresses on port 25 - standard SMTP servers.

The list can be edited:

1. To add an element in the list, enter corresponding data in **Address** and **Port** fields and click **Add**.
2. To remove the element from the list, select this element in the list and click **Delete**.

The **Test interception functionality at every starting** flag is set by default, in this case the program is instructed to test the automatic interception functionality. If automatic interception of at least one connection fails, select the manual interception mode.

10.2.5.2. Manual Interception Mode



SpIDer Mail® port: 7000

Figure 10-10. SpIDer Mail Manual Interception settings window.

In this window, you can configure manual interception of mail traffic. In this mode, **SpIDer Mail** serves as a proxy between mail programs and servers and intercepts those connections only that are explicitly defined in the settings. To use this mode, you need also to configure mail programs.

The list in this window establishes a correspondence between settings of mail servers and **SpIDer Mail**. By default, the list is empty. You can add necessary connection parameters.

To configure manual mail interception

1. List all mail servers whose connections you want to intercept, and then number the servers successively in the ascending order. It is recommended to start numbering from 7000. The assigned numbers are call *SpIDer Mail ports*.

> ⚠ **SpIDer Mail** supports POP3, SMTP, IMAP4, and NNTP mail servers.

2. In the **SpIDer Mail** settings window, click **Interception**.
3. Select the manual interception mode, then click **Connection Settings**.
4. In the settings window, enter the following information:
   - **SpIDer Mail port** - the SpIDer Mail port that you assigned for the mail server.
   - **Server address** - the domain name or IP address of the server.
   - **Server port** - Ehe port number that the mail server uses.
5. Click **Add**.
6. To add other servers, repeat steps 4 to 5. To stop intercepting connections to a mail server, select the corresponding item and click **Remove**.
7. After editing, click **OK** to save the changes or **Cancel** to cancel them.
8. Configure all mail clients to support the manual interception mode.

To configure mail clients

In the settings of your mail client, set the following:

- addresses of the incoming and outgoing mail servers to `localhost`;

- mail server port to the *SpIDer Mail port* number that you assigned to the corresponding mail server.

Usually, to assign those settings, you need to specify the following string:

`localhost`**:<*SpIDer_Mail_port*>**

where <*SpIDer_Mail_port*> is the number selected by you for the mail server.

▸ Example

> If you assigned a `7000` *SpIDer Mail port* to a mail server that uses the `110` port and the `pop.mail.ru` address, then set mail client to connect to `localhost` via the `7000` port.

10.2.6. Exluded Applications Tab

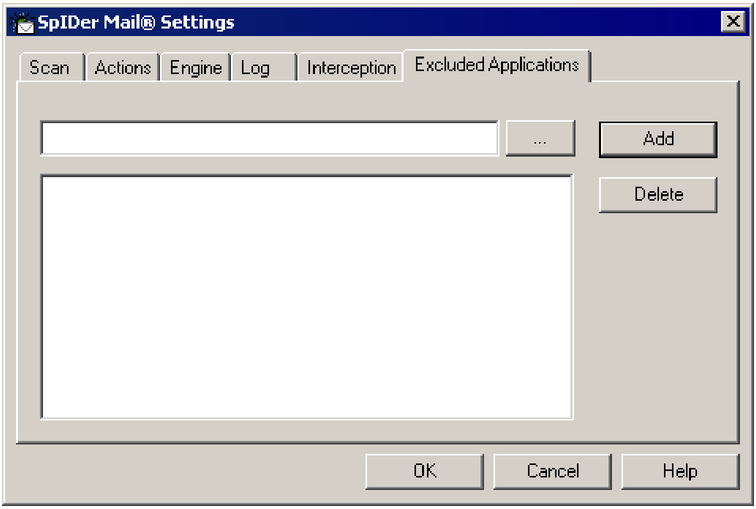


Figure 10-11. SpIDer Mail settings window. Excluded Applications tab.

To get information on options available in other tabs, click the name of this tab in the picture

In this pane you can specify the list of applications, whose mail traffic will not be intercepted and checked by **SpIDer Mail**.

To configure an application list:

1. Enter the path to the executable file of the application. Alternatively you can click the ... button and select the file in the standard window of the OS.
2. Click the **Add** button on the right. The application will be added to the list below.
3. To remove an application from the list, select its executable file in the list and click **Delete**.

Chapter 11. Dr.Web for Outlook

General Functions

Dr.Web for Outlook plug-in performs the following functions:

- Antivirus check of e-mail attachments transferred via SMTP, POP3 and HTTP protocols.
- Check of e-mail attachments transferred via SSL encrypted connections.
- Spam check.
- Detection and neutralizing of malicious objects.
- Malware detection.
- Heuristic analysis for additional protection against unknown viruses.

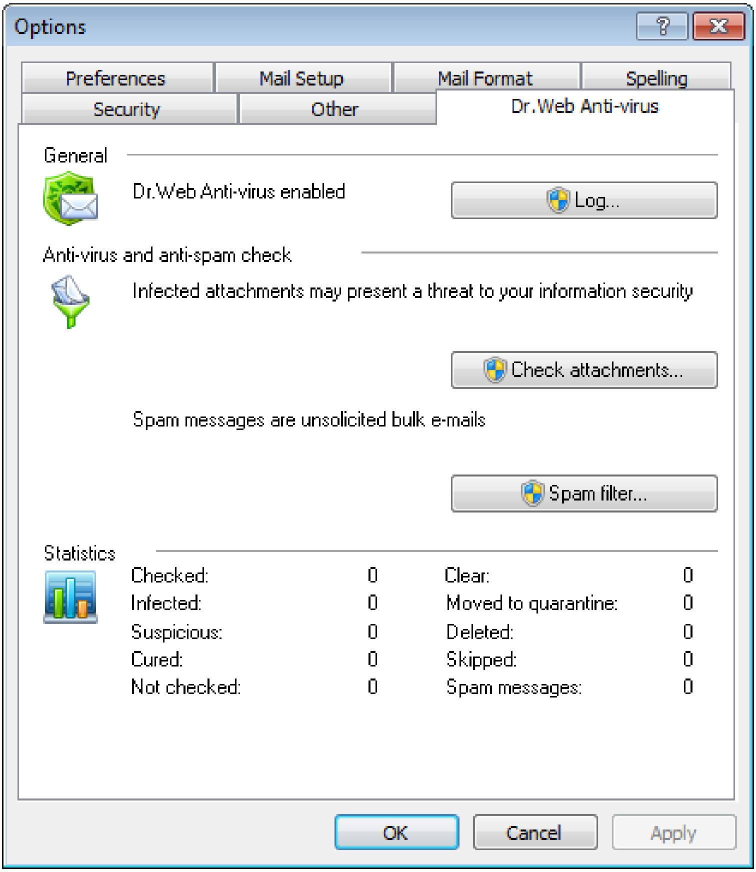
Enabling/Disabling

To enable or disable **Dr.Web for Outlook** plug-in, use the **Agent** context menu.

Dr.Web for Outlook Plug-In Configuring

You can set up the parameters of the plug-in operation and review the statistics at the Microsoft Outlook mail application, in the **Service** → **Parameters** → **Dr.Web Anti-virus** tab.

The **Dr.Web Anti-virus** tab of Microsoft Outlook parameters are active only if user has permissions to change these settings. The permissions are set at the **Server** by the antivirus network administrator.



Dr.Web Anti-virus enabled

Infected attachments may present a threat to your information security

Spam messages are unsolicited bulk e-mails

Checked:	0	Clear:	0
Infected:	0	Moved to quarantine:	0
Suspicious:	0	Deleted:	0
Cured:	0	Skipped:	0
Not checked:	0	Spam messages:	0

Figure 11-1. Microsoft Outlook settings window. Dr.Web Anti-Virus tab.

On **Dr.Web Anti-Virus** tab, the current protection status is displayed (enabled/disabled) and it provided the access to the following program functions:

- Log - allows to configure the program logging.
- Check attachments - allows to configure the e-mails check and to specify the program actions for the detected malicious objects.

- Spam filter - allows to specify the program actions for spam and to create black and white lists of e-mail addresses.
- Statistics - allows to review the number of checked and processed objects.

11.1. Virus Check

Dr.Web for Outlook uses different detection methods. The infected objects are processed according to the actions defined by user: the program can cure the infected objects, remove them or move them to Quarantine to isolate them from the rest of the system.

11.1.1. Malicious Objects

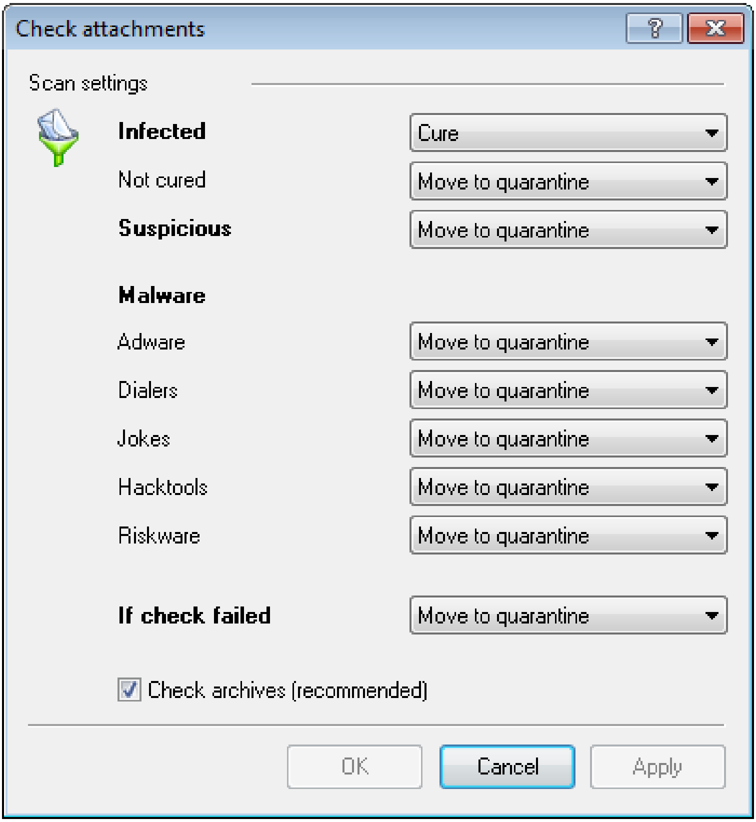
Dr.Web for Outlook detects the following malicious objects:

- Infected archives,
- Bomb viruses in files or archives,
- Adware,
- Hacktools,
- Dialer programs,
- Joke programs,
- Riskware.

11.1.2. Actions

Dr.Web for Outlook allows to specify the program reaction to detection of infected or suspicious files and malicious objects during e-mail attachments check.

To configure the virus check of e-mail attachments and to specify the program actions for the detected malicious objects, in the Microsoft Outlook mail application, in the **Service** → **Parameters** → **Dr.Web Anti-virus** tab, click **Check attachments**.



Check attachments

Scan settings

Infected	Cure
Not cured	Move to quarantine
Suspicious	Move to quarantine
Malware	
Adware	Move to quarantine
Dialers	Move to quarantine
Jokes	Move to quarantine
Hacktools	Move to quarantine
Riskware	Move to quarantine
If check failed	Move to quarantine

☑ Check archives (recommended)

Figure 11-2. Check attachments window.

The **Check attachment** window will be available only for users with administrative rights.

For Windows Vista and later OS, after clicking **Check attachments**:

- if UAC is enabled: administrator is requested to confirm program actions, user without administrative rights is requested to enter accounting data of system administrator.

- if UAC is disabled: administrator can change program settings, user does not have the access to change program settings.

In the **Check attachments** window, specify the actions for different types of checked objects and also for the check failure. You can also enable/disable checking the archives.

To set actions on virus threats detection, use the following options:

- The **Infected** drop-down list sets the reaction to the detection of a file infected with a known virus:
- The **Not cured** drop-down list sets the reaction to the detection of a file infected with a known incurable virus (and in case an attempt to cure a file failed).
- The **Suspicious** drop-down list sets the reaction to the detection of a file presumably infected with a virus (upon a reaction of the heuristic analyzer).
- In the **Malware** section, set the reaction to the detection of types of unsolicited software such as:
  - Dialers;
  - Jokes;
  - Riskware;
  - Hakctools.
- The **If checked failed** drop-down list allows to configure actions, if attachment can not be checked, e.g. if attached file is corrupted of password protected.
- The **Check archives (recommended)** flag allows to enable or disable checking of attached archived files. Set this flag, to enable checking, clear - to disable.

For different types of objects, actions are assigned separately.

The following actions for detected virus threats are provided:

- **Cure** (only for infected objects) - instructs to try to restore the original state of an object before infection.

- **As incurable** (only for infected objects) - means, that the action specified for incurable objects will be performed.
- **Delete** - delete the object.
- **Move to quarantine** - move the object to the special Quarantine folder.
- **Skip** - skip the object without performing any action or displaying a notification.

Table 8. Reactions to various virus events

Object	Action				
	Cure	As incurable	Delete	Move to quarantine	Skip
Infected	+/*	+			
Not Cured			+	+/*	
Suspicious			+	+/*	+
Adware			+	+/*	+
Dialers			+	+/*	+
Jokes			+	+/*	+
Hacktools			+	+/*	+
Riskware			+	+/*	+
If check failed			+	+/*	+

Conventions

+	action is enabled for this type of objects
+/*	action is set as default for this type of object

11.2. Check for Spam

Dr.Web for Outlook checks e-mails for spam by means of spam filter **Vade Retro** and filters the messages according to the user defined settings.

To configure the check for spam, in the Microsoft Outlook mail application, in the **Service** → **Parameters** → **Dr.Web Anti-virus** tab, click **Spam filter**. The window with spam filter settings will be opened.

The **Spam Filter** section is available when the use of **Dr. Web Anti-spam** is licensed with your key file.

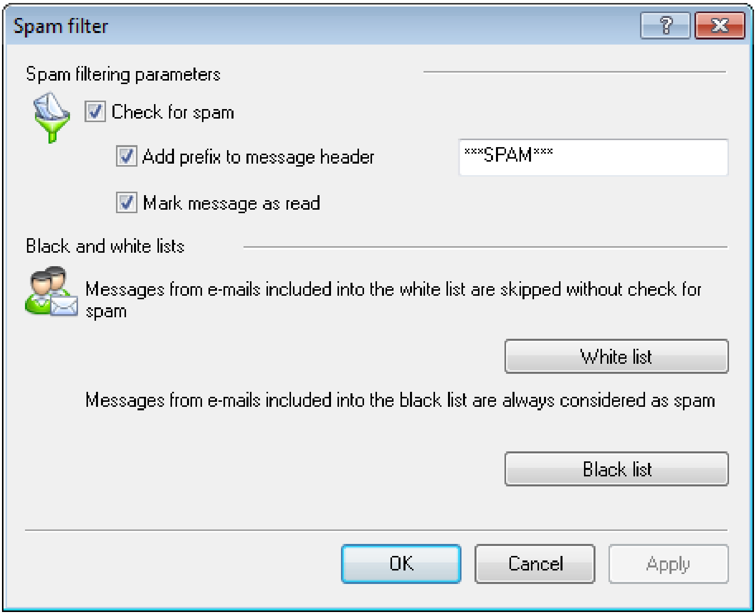
If your license does not support the **Spam filter**, its settings are not available and the e-mails check for spam is not performed.

The **Spam Filter** window will be available only for users with administrative rights.

For Windows Vista and later OS, after clicking **Spam Filter**:

- if UAC is enabled: administrator is requested to confirm program actions, user without administrative rights is requested to enter accounting data of system administrator.
- if UAC is disabled: administrator can change program settings, user does not have the access to change program settings.

11.2.1. Spam Filter Settings



Spam filter

Spam filtering parameters

☑ Check for spam

☑ Add prefix to message header ***SPAM***

☑ Mark message as read

Black and white lists

Messages from e-mails included into the white list are skipped without check for spam

Messages from e-mails included into the black list are always considered as spam

Figure 11-3. Spam filter settings window.

To configure parameters of the spam filter operation:

- Set the **Check for spam** flag to enable Spam filter.
- You can add special text to the spam message header by set the **Add prefix to message header** flag. The added prefix text is specified to the right of the flag. The default prefix is *****SPAM*****.
- The checked messages can be marked as read in the message options. To mark messages as read on spam check, set the **Mark message as read** flag. By default this flag is set.
- You can also configure white and black lists.

If spam filter defines certain messages incorrectly, you are advised to forward such messages to special e-mail addresses for analysis.

▸ Details

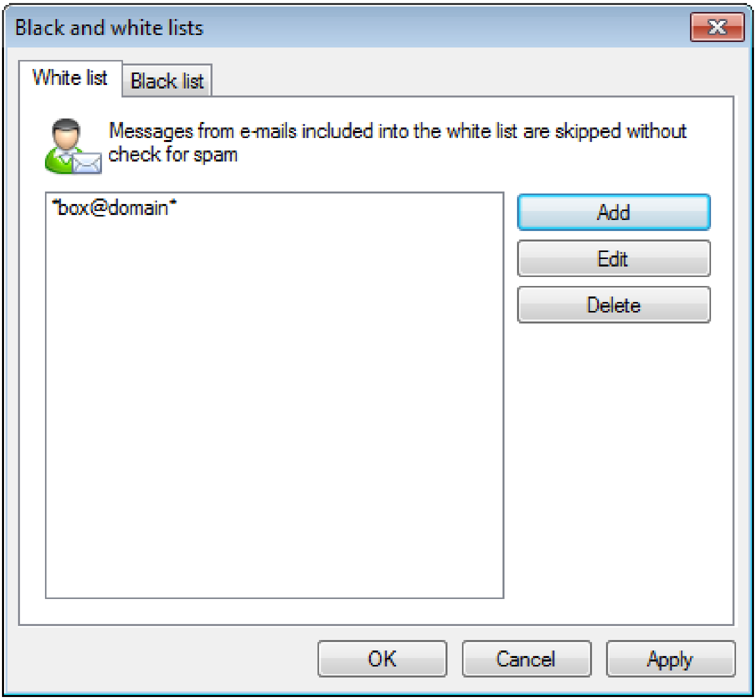
- Messages which are wrongly regarded as spam should be forwarded to vrnonspam@drweb.com
- Unblocked spam messages should be forwarded to vrspam@drweb.com

Forward messages as attachments; do not include them to the message body.

11.2.2. Black and White Lists

Black and white lists are used for messages filtration.

To review and to edit the black and white lists, click **Black list** or **White list** respectively on the **Spam filter** window.



Messages from e-mails included into the white list are skipped without check for spam

box@domain

Figure 11-4. Black and white lists settings window.

To add an address to white or black list:

1. Click **Add**.
2. In the **Edit list** window, enter the address (see white and black lists filling methods).
3. Click **OK**.

To change and address in the list:

1. Select the address you want to change and click **Edit**.
2. Change the address.
3. Click **OK**.

To delete an address:

1. Select the address in the list.
2. Click **Delete**.

In the **Black and White lists** window, click **OK** to save changes.

White List

If the sender's address is on the white list, the message is not scanned for spam. But, if domain name of receiver and sender addresses are matched, and this domain name is specified in the white list using the * sign, this letter will be checked for spam.

‣ List filling methods

- To add a definite sender, enter the full email address (for example, `friend@mail.com`). This ensures delivery of all messages from this sender.
- Each element of the list can contain only one e-mail address or one mask that determines e-mail addresses.
- To add a group of sender addresses, enter the mask that determines their names. The mask defines template for an object definition. It may contain regular characters from the e-mail addresses and special * character, replaces any (including the empty one) sequence of any symbols.

  For Example, the following addresses are available:

  - `mailbox@domain.com`
  - `*box@domain.com`
  - `mailbox@dom*`
  - `*box@dom*`

The `*` symbol can be set at the start or at the end of an address only.

The `@` symbol is obligatory.

- To ensure delivery of messages sent from any email address within a domain, use the `*` character instead of the username in the address. For example, if you enter `*@example.net`, **SpIDer Mail** will deliver without scanning the messages from all senders within the `example.net` domain.
- To ensure delivery of messages sent from email address with a certain user name from any domain, use the `*` character instead of the domain name in the address. For example, if you enter `ivanov@*`, **SpIDer Mail** will deliver without scanning the messages from all senders with the `ivanov` mailbox name.

Black List

If the sender's address is on the black list, the message will be automatically regarded as spam.

‣ List filling methods

- To add a definite sender, enter the full email address (for example, `spam@spam.ru`). All messages from this address will be automatically regarded as spam.
- Each element of the list can contain only one e-mail address or one mask that determines e-mail addresses.
- To add a group of sender addresses, enter the mask that determines their names. The mask defines template for an object definition. It may contain regular characters from the e-mail addresses and special * character, replaces any (including the empty one) sequence of any symbols.

  For Example, the following addresses are available:

  - `mailbox@domain.com`
  - `*box@domain.com`
  - `mailbox@dom*`
  - `*box@dom*`

The `*` symbol can be set at the start or at the end of an address only.

The `@` symbol is obligatory.

- To regard as spam messages sent from any email address within a domain, use the `*` character instead of the username in the address. For example, if you enter `*@spam.ru`, **SpIDer Mail** will regard as spam messages from all senders within the `spam.ru` domain.
- To regard as spam messages sent from email address with a certain user name from any domain, use the `*` character instead of the domain name in the address. For example, if you enter `ivanov@*`, **SpIDer Mail** will regard as spam messages from all senders with the `ivanov` mailbox name.
- Addresses from the recipient domain are not processed. For example, if the recipient mailbox (your mailbox) is in the `mail.ru` domain, then senders addresses from `mail.ru` domain will not be processed with anti-spam filter.

11.3. Logging

Dr.Web for Outlook registers errors and application events in the following logs:

- Windows Event Log;
- Text Dr.Web debug log.

11.3.1. Event Log

Dr.Web for Outlook registers the following information in the Windows Event Log:

- Plug-in starts and stops.
- License key file parameters: license validation, license expiration date (information is written during program launch, during program operating and when key file is changed).

- License errors: the key file is absent, permissions for usage of program modules is absent in the key file, licence is blocked, the key file is corrupted (information is written during program launch and during program operating).
- Parameters of program modules: Scanner, engine, virus bases (information is written during program launch and modules update).
- Information on threats detection.
- License expiration notifications (a message is registered in 30, 15, 7, 3, 2 and 1 days before expiration).

To view Event Log

1. On the **Control Panel**, select **Administrative Tools** → **Event Viewer**.
2. In the tree view, select **Application**. The list of events, registered in the log by user applications, will be opened. The source of **Dr.Web for Outlook** messages is the **Dr.Web for Outlook** application.

11.3.2. Debug Text Log

The following information can be registered in the **Dr.Web for Outlook** text log:

- License validity status.
- Malware detection reports per each detected malicious object.
- Read-write errors or errors while scanning for archives or password-protected files.
- Parameters of program modules: Scanner, engine, virus bases.
- Core failures.
- License expiration notifications (A message is registered in 30, 15, 7, 3, 2 and 1 days before expiration).

Enabling the program logging in the Log file decreases server performance, therefore it is recommended to enable logging only in case of errors occurrence in operation of **Dr. Web for Outlook**.

Configure logging

1. On **Dr.Web Anti-virus** tab, click **Log**. The window of log settings will open.
2. Specify the detailing level (0 - 5) for logging:
   - level **0** corresponds to disable logging,
   - level **5** means the maximum level of details for the program logging.

   By default, logging is disabled.
3. Specify the maximum log file size (in kilobytes).
4. Click **OK** to save changes.

The **Log** window will be available only for users with administrative rights.

For Windows Vista and later OS, after clicking **Log**:

- if UAC is enabled: administrator is requested to confirm program actions, user without administrative rights is requested to enter accounting data of system administrator.
- if UAC is disabled: administrator can change program settings, user does not have the access to change program settings.

View program log

To open the text log, click **Show in folder**. By default, the log is created in `DrWebOutlook.log` file located at the `DoctorWeb` folder of the user profile folder.

`DrWebOutlook.log` file is individual for each system user.

11.4. Statistics

In the Microsoft Outlook mail application, in the **Service** → **Parameters** → **Dr.Web Anti-virus** tab, statistic information about total number of objects, which have been checked and treated by the program is listed.

These scanned objects are classified as follows:

- **Checked** - total number of checked messages.
- **Infected** - number of messages with viruses.
- **Suspicious** - number of messages presumably infected with a virus (upon a reaction of the heuristic analyzer).
- **Cured** - number of objects successfully cured by the program.
- **Not checked** - number of objects, which can not be checked or error has occurred during scan.
- **Clear** - number of messages, which are not infected.

Then the number of the following categories of treated objects is specified:

- **Moved to quarantine** - number of objects, which have been moved to Quarantine.
- **Deleted** - number of objects, deleted from the system.
- **Skipped** - number of objects, skipped without changes.
- **Spam messages** - number of objects, detected as spam.

Statistics File

By default, statistics file is `drwebforoutlook.stat` file located at the `DoctorWeb` folder of the user profile folder. To clear statistics, delete this file.

`drwebforoutlook.stat` statistics file is individual for each system user.

Statistic of the **Dr.Web for Outlook** application is transferred to the **Agent** to be sent to the **Server** jointly with statistics from other antivirus components of **Dr.Web Enterprise Security Suite**.

Appendix A. Scanner Command-Line Switches

When scanning task is launched, it is performed by **Dr.Web Scanner**. If necessary, you can specify additional parameters of the checkup. You can enter the following switches (separated by spaces) in the **Arguments** entry field:

- `/@`*<file_name>* or `/@+`*<file_name>* instructs to scan objects listed in the specified file. Each object is specified in a separate line of the list-file. It can be either a full path with the file name or the `?boot` string which means that scanning of boot sectors should be performed. For the GUI version of the scanner the file names with mask and directory names should be specified there. The list-file can be prepared manually in any text editor; this can also be done automatically via applications using the scanner to check certain files. After the scanning is completed, the scanner deletes the list-file, if used without the + character.
- `/AL` – to scan all files in the given device, or in the given folder, regardless the extensions or the internal format.
- `/AR` – to scan files inside the archives. At present, the scanning of archives (without curing) created by the ARJ, PKZIP, ALZIP, AL RAR, LHA, GZIP, TAR, BZIP2, 7-ZIP, ACE, etc. archivers, as well as of MS CAB-archives – Windows Cabinet Files (QUANTUM packing is not supported yet) and ISO-images of optical disks (CD and DVD) is available. As it is specified (`/AR`) the switch instructs to inform a user when an archive with infected or suspicious files is detected. If the switch is supplemented with the `D`, `M` or `R` modifier, other actions are taken:
    - `/ARD` – delete;
    - `/ARM` – move (by default, to the Quarantine folder);
    - `/ARR` – rename (by default, the first symbol of the extension is replaced by the `#` character).
    - The switch may end with the `N` modifier, and in this case the name of the archiver after the name of the archived file will not be printed.

- /CU – actions with infected files and boot sectors of drives. The curable objects are cured and the incurable files are deleted without additional D, M or R modifiers (if different action is not specified by the /IC switch). Other actions taken towards infected files:
  - /CUD – delete;
  - /CUM – move (by default, to the Quarantine folder);
  - /CUR – rename (by default, the first symbol of extension is replaced by the # character).
- /SPR, /SPD or /SPM – actions with suspicious files:
  - /SPR – rename;
  - /SPD – delete;
  - /SPM – move.
- /ICR, /ICD or /ICM – actions with infected files which cannot be cured:
  - /ICR – rename;
  - /ICD – delete;
  - /ICM – move.
- /MW – actions with all types of unsolicited programs. As it is specified (/MW) the switch instructs to inform a user. If the switch is supplemented with the D, M, R or I modifier, other actions are taken:
  - /MWD – delete;
  - /MWM – move (by default, to the Quarantine folder);
  - /MWR – rename (by default, the first symbol of extension is replaced by the # character);
  - /MWI – ignore. Actions with certain types of unsolicited programs are specified by the /ADW, /DLS, /JOK, /RSK, /HCK switches.
- /DA – to scan the computer once a day. The next check date is logged into the configuration file and that is why it should be accessible for writing and subsequent rewriting.
- /EX – to scan files with extensions listed in the configuration file by default, or, if unavailable, these are EXE, COM, DLL,

SYS, VXD, OV?, BAT, BIN, DRV, PRG, BOO, SCR, CMD, 386, FON, DO?, XL?, WIZ, RTF, CL*, HT*, VB*, JS*, INF, PP?, OBJ, LIB, PIF, AR?, ZIP, R??, GZ, Z, TGZ, TAR, TAZ, CAB, HLP, MD?, INI, MBR, IMG, CSC, CPL, MBP, SH, SHB, SHS, SHT*, MSG, CHM, XML, PRC, ASP, LSP, MSO, OBD, THE*, EML, NWS, SWF, MPP, TBB.

If an element of the list of scanned objects contains the explicit file extension, and it is used with special characters `*` and `?`, all files specified in this element of the list will be scanned and not only those matching this list of extensions.

- `/FN` – to load Russian letters to the video display decoder (for **Dr.Web for DOS** only).
- `/GO` – batch mode of the program. All questions implying answers from a user are skipped; solutions implying a choice are taken automatically. This mode is useful for automatic scanning of files, for example, during a daily or weekly check of the hard disk.
- `/SCP:` <*n*> – sets the priority of the scanning process, where <*n*> is a number ranging from 1 to 50.
- `/SHELL` – for the GUI version of the scanner. The switch disables the splash screen display, scanning of the memory and autorun files. The earlier saved lists of paths to files and folders scanned by default are not loaded for scanning. This mode allows to use the GUI version of the scanner instead of the console version to scan only those objects which are listed in the command line switches.
- `/ST` – sets stealth mode of the GUI version of the scanner. The program operates without any windows opened and self-terminates. But, if during scanning virus objects were detected, the scanner window will be opened after the scanning is completed. Such scanner mode presupposes, that the list of the scanned objects is specified in the command line.
- `/HA` – to perform heuristic scanning of files and search for unknown viruses in them.
- `/INI:` <*path*> – use alternative configuration file with specified

name or path.

- `/NI` – do not use parameters specified in `drweb32.ini` configuration file.
- `/LNG:` *<file_name>* or `/LNG` – use alternative language resources file (`DWL`-file) with specified name or path, and if the path is not specified – the inbuilt (English) language.
- `/ML` – scan files of e-mail format (UUENCODE, XXENCODE, BINHEX and MIME). As it is specified (`/ML`) the switch instructs to inform a user if an infected or suspicious object is detected in a mail archive. If the switch is supplemented with the `D`, `M` or `R` modifier, other actions are taken:
  - `/MLD` – delete;
  - `/MLM` – move (by default, to the Quarantine folder);
  - `/MLR` – rename (by default, the first symbol of extension is replaced by the `#` character);
  - In addition the switch may be supplemented by an extra modifier `N` (at the same basic modifiers may also be set). In this case information output about mail archive messages is disabled.
- `/NS` – disable interrupting of computer scanning. With this switch specified, a user will not be able to interrupt scanning by pressing ESC.
- `/OK` – display full list of scanned objects and mark the uninfected ones with **Ok**.
- `/PF` – prompt on, if multiple floppies are scanned.
- `/PR` – prompt for confirmation before action.
- `/QU` – the scanner checks the objects specified in the command line (files, disks, folders) and then automatically terminates (for the GUI version of the scanner only).
- `/RP`*<file_name>* or `/RP+`*<file_name>* – log to the file specified in the switch. If no name is specified, log to a default file. If the `+` character is present, the file is appended. If there is no character, a new one is created.
- `/NR` – do not create a log file.
- `/SD` – scan subfolders.

- /SO – enable sounds.
- /SS – save the mode, specified during the current program launch in the configuration file when the program terminates.
- /TB – scan boot sectors and master boot records (MBR) of the hard drive.
- /TM – search for viruses in main memory (including Windows OS system area). Available for scanners for Windows OS only.
- /TS – search for viruses in autorun files (in Autorun directory, system INI-files, Windows OS registry). Used only in scanners for Windows OS.
- /UPN – disable the output of the names of the programs used for packing, conversion or vaccination of the scanned executable files to the log file by the scanners.
- /WA – do not terminate the program until any key is pressed, if viruses or suspicious objects are found (for console scanners only).
- /? – display short help on the program.

Certain switches allow the "–" character to be used at the end. In such "negative" form the switch means cancellation of the mode. Such option can be useful if a certain mode is enabled by default, or with the settings specified earlier in the configuration file. Here is the list of the command line switches allowing the "negative" form:
/ADW /AR /CU /DLS /FN /HCK /JOK /HA /IC /ML /MW /OK /PF /PR /RSK /SD /SO /SP/SS /TB /TM /TS /UP /WA

For /CU, /IC and /SP switches the "negative" form cancels any actions specified in the description of these switches. This means that infected and suspicious objects will be reported but no actions will be applied.

For /INI and /RP switches the "negative" form is written as /NI and /NR accordingly.

For /AL and /EX switches the "negative" form is not allowed. However, specifying one of them cancels the other.

If several alternative parameters are found in the command line, the last of them takes effect.

Appendix B. The Complete List of Supported OS Versions

UNIX system-based OS

Linux glibc 2.7 and later

FreeBSD 7.3 and later

Sun Solaris 10 (only for Intel platform)

Windows OS:

- 32 bit:

Windows 98

Windows Millennium Edition

Windows NT4 (SP6a)

Windows 2000 Professional (SP4 also with Update Rollup 1)

Windows 2000 Server (SP4 also with Update Rollup 1)

Windows XP Professional (also with SP1 and later)

Windows XP Home (also with SP1 and later)

Windows Server 2003 (also with SP1 and later)

Windows Vista (also with SP1 and later)

Windows Server 2008 (also with SP1 and later)

Windows 7

- 64 bit:

Windows Server 2003 (also with SP1 and later)

Windows Vista (also with SP1 and later)

Windows Server 2008 (also with SP1 and later)

Windows Server 2008 R2

Windows 7

SelfPROtect, Spider Gate, Office Control, FireWall

- 32 bit:

Windows 2000 Professional (SP4 also with Update Rollup 1)
Windows 2000 Server (SP4 also with Update Rollup 1)
Windows XP Professional (also with SP1 and later)
Windows XP Home (also with SP1 and later)
Windows Server 2003 (also with SP1 and later)
Windows Vista (also with SP1 and later)
Windows Server 2008 (also with SP1 and later)
Windows 7

- 64 bit:

Windows Server 2003 (also with SP1 and later)
Windows Vista (also with SP1 and later)
Windows Server 2008 (also with SP1 and later)
Windows Server 2008 R2
Windows 7

Windows Mobile OS

Windows Mobile 2003
Windows Mobile 2003 Second Edition
Windows Mobile 5.0
Windows Mobile 6.0
Windows Mobile 6.1

Novell NetWare OS

Novell NetWare 3.12
Novell NetWare 3.2
Novell NetWare 4.11
Novell NetWare 4.2

Novell NetWare 5.1

Novell NetWare 6.0

Novell NetWare 6.5

Mac OS X

Mac OS 10.4 (Tiger)
Mac OS 10.4 Server (Tiger Server)
Mac OS 10.5 (Leopard)
Mac OS 10.5 Server (Leopard Server)
Mac OS 10.6 (Snow Leopard)
Mac OS 10.6 Server (Snow Leopard Server)

Functionality of **Agent** for Windows Mobile and Novell NetWare OS described in **Dr.Web Agent for Windows Mobile** and **Dr.Web Agent for Novell NetWare** user manuals.

Appendix C. Detection Methods

The **Dr.Web antivirus solutions** use several malicious software detection methods simultaneously, and that allows them to perform thorough checks on suspicious files and control software behaviour:

1. The scans begin with *signature analysis*, which is performed by comparison of file code segments to the known virus signatures. A *signature* is a finite continuous sequence of bytes which is necessary and sufficient to identify a specific virus. To reduce the size of the signature dictionary, the **Dr.Web antivirus solutions** use signature checksums instead of using complete signature sequences. Checksums uniquely identify signatures which preserves correctness of virus detection and neutralization. The **Dr.Web virus databases** are composed so that some entries can be used to detect not just specific viruses, but whole classes of threats.
2. On completion of signature analysis, the **Dr.Web antivirus solutions** use the unique **Origins Tracing™** method to detect new and modified viruses which use the known infection mechanisms. Thus the **Dr.Web** users are protected against such viruses as notorious blackmailer Trojan.Encoder.18 (also known as gpcode). In addition to detection of new and modified viruses, the **Origins Tracing** mechanism allowed to considerably reduce the number of false triggering of the **Dr.Web** heuristics analyser.
3. The detection method used by the *heuristics analyser* is based on certain knowledge about attributes that characterize malicious code. Each attribute or characteristic has weight coefficient which determines the level of its severity and reliability. Depending on the sum weight of a file, the heuristics analyzer calculates the probability of unknown virus infection. As any system of hypothesis testing under uncertainty, the heuristics analyser may commit type I or type II errors (omit viruses or raise false alarms).

While performing any of the abovementioned checks, the **Dr.Web antivirus solutions** use the most recent information about known malicious software. As soon as experts of **Dr.Web Virus Laboratory** discover new threats, the update for virus signatures, behaviour characteristics and attributes is issued. In some cases updates can be issued several times per hour. Therefore even if a brand new virus passes through the **Dr.Web resident guards** and penetrates the system, then after update the virus is detected in the list of processes and neutralized.

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