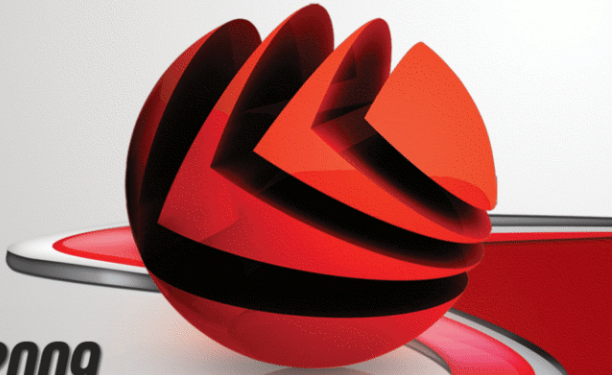
bitdefender



# ANTIVIRUS 2009

## User's guide

bitdefender

# BitDefender Antivirus 2009

## *User's guide*

Published 2008.10.29



### Legal Notice


bitdefender

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# Preface

This guide is intended to all users who have chosen **BitDefender Antivirus 2009** as a security solution for their personal computers. The information presented in this book is suitable not only for computer literates, it is accessible to everyone who is able to work under Windows.

This book will describe for you **BitDefender Antivirus 2009**, the Company and the team who built it, will guide you through the installation process, will teach you how to configure it. You will find out how to use **BitDefender Antivirus 2009**, how to update, test and customize it. You will learn how to get best from BitDefender.

We wish you a pleasant and useful lecture.

# 1. Conventions Used in This Book

## 1.1. Typographical Conventions

Several text styles are used in the book for an improved readability. Their aspect and meaning are presented in the table below.

| Appearance | Description |
|---|---|
| `sample syntax` | Syntax samples are printed with `monospaced` characters. |
| http://www.bitdefender.com | The URL link is pointing to some external location, on http or ftp servers. |
| support@bitdefender.com | E-mail addresses are inserted in the text for contact information. |
| “Preface” (p. xiii) | This is an internal link, towards some location inside the document. |
| `filename` | File and directories are printed using `monospaced` font. |
| **option** | All the product options are printed using **strong** characters. |
| `sample code listing` | The code listing is printed with `monospaced` characters. |

## 1.2. Admonitions

The admonitions are in-text notes, graphically marked, bringing to your attention additional information related to the current paragraph.

***Note***
The note is just a short observation. Although you can omit it, the notes can provide valuable information, such as specific feature or a link to some related topic.

***Important***
This requires your attention and is not recommended to skip over it. Usually, it provides non-critical but significant information.

***Warning***
This is critical information you should treat with increased caution. Nothing bad will happen if you follow the indications. You should read and understand it, because it describes something extremely risky.

# 2. The Book Structure

The book consists of several parts containing major topics. Moreover, a glossary is provided to clarify some technical terms.

**Installation.** Step by step instructions for installing BitDefender on a workstation. This is a comprehensive tutorial on installing **BitDefender Antivirus 2009**. Starting with the prerequisites for a successfully installation, you are guided through the whole installation process. Finally, the removing procedure is described in case you need to uninstall BitDefender.

**Basic Administration.** Description of basic administration and maintenance of BitDefender.

**Advanced Administration.** A detailed presentation of the security capabilities provided by BitDefender. You are taught how to configure and use all BitDefender modules so as to efficiently protect your computer against all kind of malware threats (viruses, spyware, rootkits and so on).

**Getting Help.** Where to look and where to ask for help if something unexpected appears.

**BitDefender Rescue CD.** Description of the BitDefender Rescue CD. It helps understand and use the features offered by this bootable CD.

**Glossary.** The Glossary tries to explain some technical and uncommon terms you will find in the pages of this document.

# 3. Request for Comments

We invite you to help us improve the book. We have tested and verified all of the information to the best of our ability. Please write to tell us about any flaws you find in this book or how you think it could be improved, to help us provide you with the best documentation possible.

Let us know by sending an e-mail to documentation@bitdefender.com.

***Important***
Please write all of your documentation-related e-mails in English so that we can process them efficiently.

# Installation

# 1. System Requirements

You may install BitDefender Antivirus 2009 only on computers running the following operating systems:

- Windows XP with Service Pack 2 (32/64 bit) or higher
- Windows Vista (32/64 bit) or Windows Vista with Service Pack 1
- Windows Home Server

Before installation, make sure that your computer meets the minimum hardware and software requirements.

***Note***
To find out the Windows operating system your computer is running and hardware information, right-click **My Computer** on the desktop and then select **Properties** from the menu.

## 1.1. Hardware Requirements

### *For Windows XP*

- 800 MHz or higher processor
- 256 MB of RAM Memory (1GB recommended)
- 170 MB available hard disk space (200 MB recommended)

### *For Windows Vista*

- 800 MHz or higher processor
- 512 MB of RAM Memory (1 GB recommended)
- 170 MB available hard disk space (200 MB recommended)

### *For Windows Home Server*

- 800 MHz or higher processor
- 512 MB of RAM Memory (1 GB recommended)
- 170 MB available hard disk space (200 MB recommended)

## 1.2. Software Requirements

- Internet Explorer 6.0 (or higher)
- .NET Framework 1.1 (also available in the installer kit)

Antiphishing protection is provided only for:

- Internet Explorer 6.0 or higher
- Mozilla Firefox 2.0
- Yahoo! Messenger 8.1
- Windows Live (MSN) Messenger 8.5

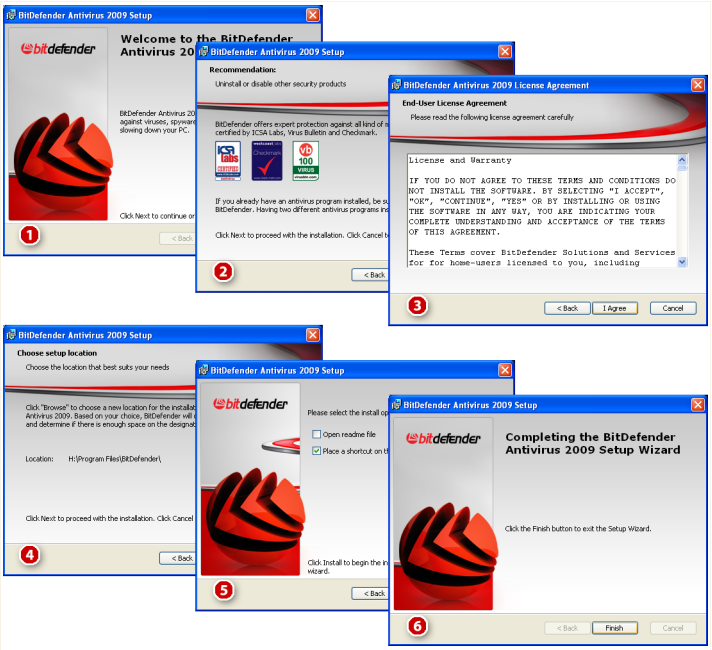
Instant Messaging (IM) encryption is provided only for:

- Yahoo! Messenger 8.1
- Windows Live (MSN) Messenger 8.5

# 2. Installing BitDefender

Locate the setup file and double-click it. This will launch a wizard, which will guide you through the setup process.

Before launching the setup wizard, BitDefender will check for newer versions of the installation package. If a newer version is available, you will be prompted to download it. Click **Yes** to download the newer version or **No** to continue installing the version then available in the setup file.




**Installation Steps**

Follow these steps to install BitDefender Antivirus 2009:

1. Click **Next** to continue or click **Cancel** if you want to quit installation.
2. Click **Next**.

   BitDefender Antivirus 2009 alerts you if you have other antivirus products installed on your computer. Click **Remove** to uninstall the corresponding product. If you want to continue without removing the detected products, click **Next**.

   ***Warning***
   It is highly recommended that you uninstall any other antivirus products detected before installing BitDefender. Running two or more antivirus products at the same time on a computer usually renders the system unusable.

3. Please read the License Agreement and click **I agree**.

   ***Important***
   If you do not agree to these terms click **Cancel**. The installation process will be abandoned and you will exit setup.

4. By default, BitDefender Antivirus 2009 will be installed in `C:\Program Files\BitDefender\BitDefender 2009`. If you want to change the installation path, click **Browse** and select the folder in which you would like BitDefender to be installed.

   Click **Next**.

5. Select options regarding the installation process. Some of them will be selected by default:

   - **Open readme file** - to open the readme file at the end of the installation.
   - **Place a shortcut on the desktop** - to place a shortcut to BitDefender Antivirus 2009 on your desktop at the end of the installation.
   - **Eject CD when installation is complete** - to have the CD ejected at the end of the installation; this option appears when you install the product from the CD.
   - **Turn off Windows Defender** - to turn off Windows Defender; this option appears only on Windows Vista.

   Click **Install** in order to begin the installation of the product. If not already installed, BitDefender will first install .NET Framework 1.1.

   Wait until the installation is completed.

6. Click **Finish**. You will be asked to restart your system so that the setup wizard can complete the installation process. We recommend doing so as soon as possible.

***Important***

After completing the installation and restarting the computer, a registration wizard and a configuration wizard will appear. Complete these wizards in order to register and configure BitDefender Antivirus 2009 and to create a BitDefender account.

If you have accepted the default settings for the installation path, you can see in `Program Files` a new folder, named `BitDefender`, which contains the subfolder `BitDefender 2009`.

# 2.1. Registration Wizard

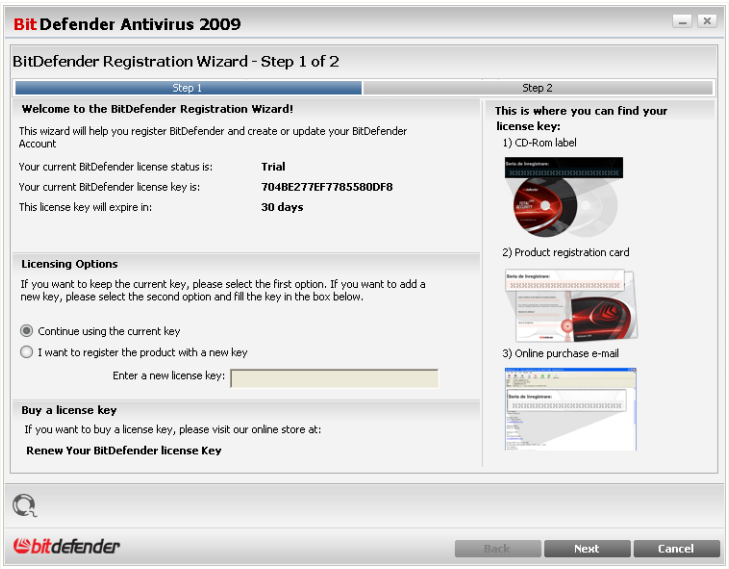
The first time you start your computer after installation, a registration wizard will appear. The wizard helps you register BitDefender and configure a BitDefender account.

You MUST create a BitDefender account in order to receive BitDefender updates. The BitDefender account also gives you access to free technical support and special offers and promotions. If you loose your BitDefender license key, you can log in to your account at http://myaccount.bitdefender.com to retrieve it.

***Note***

If you do not want to follow this wizard, click **Cancel**. You can open the registration wizard anytime you want by clicking the **Register** link, located at the bottom of the user interface.

## 2.1.1. Step 1/2 - Register BitDefender Antivirus 2009




**Registration**

You can see the BitDefender registration status, the current license key and how many days are left until the license expires.

To continue evaluating the product, select **Continue using the current key**.

To register BitDefender Antivirus 2009:

1. Select **I want to register the product with a new key**.
2. Type the license key in the edit field.

*Note*

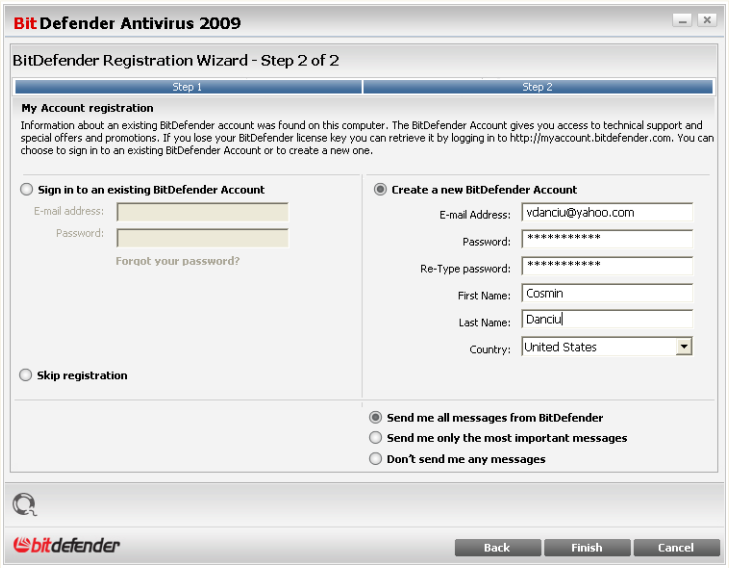
You can find your license key:

- on the CD label.
- on the product registration card.
- in the online purchase e-mail.

If you do not have a BitDefender license key, click the provided link to go to the BitDefender online store and buy one.

Click **Next** to continue.

## 2.1.2. Step 2/2 - Create a BitDefender Account




**Account Creation**

If you do not want to create a BitDefender account at the moment, select **Skip registration** and click **Finish**. Otherwise, proceed according to your current situation:

- "I do not have a BitDefender account" (p. 9)
- "I already have a BitDefender account" (p. 9)

***Important***

You must create an account within 15 days after installing BitDefender (if you register it, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update.

## I do not have a BitDefender account

To create a BitDefender account, select **Create a new BitDefender account** and provide the required information. The data you provide here will remain confidential.

- **E-mail address** - type in your e-mail address.
- **Password** - type in a password for your BitDefender account. The password must be at least six characters long.
- **Re-type password** - type in again the previously specified password.
- **First name** - type in your first name.
- **Last name** - type in your last name.
- **Country** - select the country you reside in.

*Note*
Use the provided e-mail address and password to log in to your account at http://myaccount.bitdefender.com.

To successfully create an account you must first activate your e-mail address. Check your e-mail address and follow the instructions in the e-mail sent to you by the BitDefender registration service.

Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options:

- **Send me all messages from BitDefender**
- **Send me only the most important messages**
- **Don't send me any messages**

Click **Finish**.

## I already have a BitDefender account

BitDefender will automatically detect if you have previously registered a BitDefender account on your computer. In this case, provide the password of your account.

If you already have an active account, but BitDefender does not detect it, select **Sign in to an existing BitDefender Account** and provide the e-mail address and the password of your account.

If you have forgotten your password, click **Forgot your password?** and follow the instructions.

Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options:

- **Send me all messages from BitDefender**
- **Send me only the most important messages**
- **Don't send me any messages**

Click **Finish**.

## 2.2. Configuration Wizard

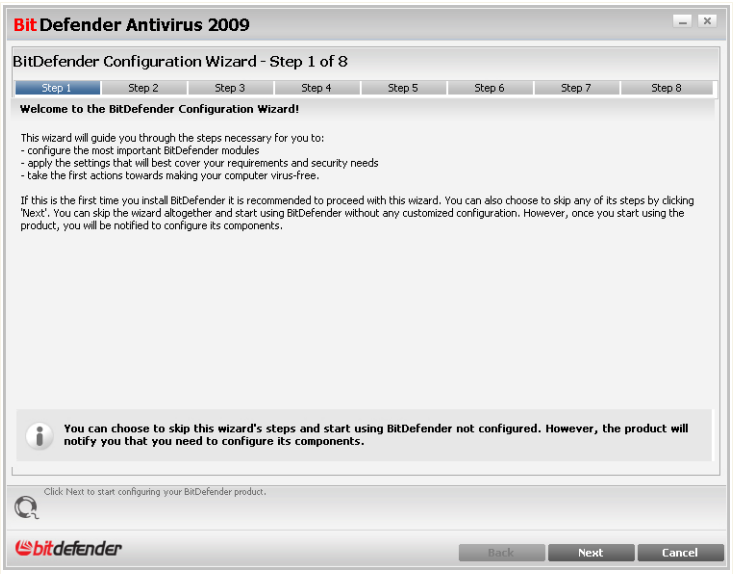
Once you have completed the registration wizard, a configuration wizard will appear. The wizard helps you configure specific product modules and set BitDefender to perform important security tasks.

Completing this wizard is not mandatory; however, we recommend you do so in order to save time and ensure your system is safe even before BitDefender Antivirus 2009 is installed.

***Note***

If you do not want to follow this wizard, click **Cancel**. BitDefender will notify you about the components that you need to configure when you open the user interface.

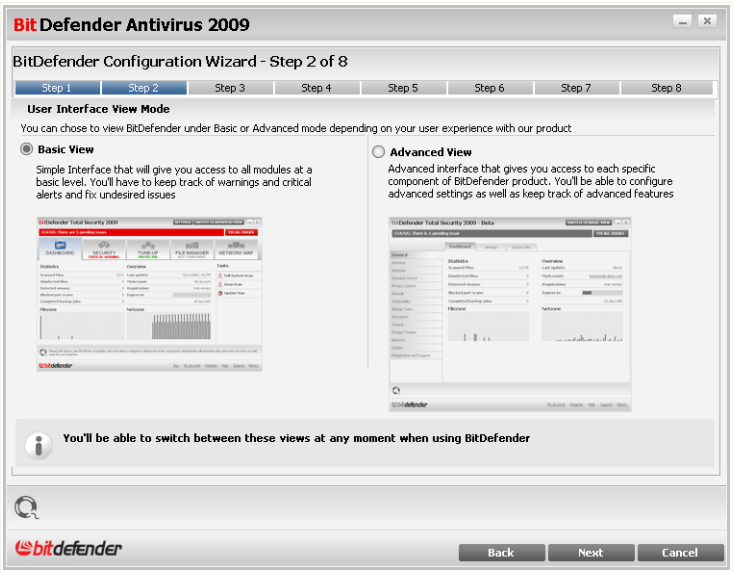
## 2.2.1. Step 1/8 - Welcome Window




**Welcome Window**

Click **Next** to continue.

## 2.2.2. Step 2/8 - Select View Mode



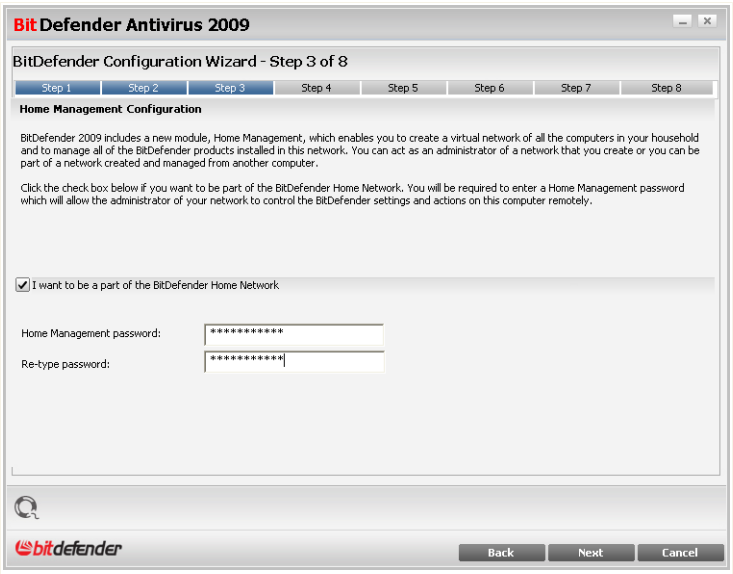

**View Modes**

Choose between the two user interface view modes depending on your user experience with BitDefender:

- **Basic View.** Simple interface suited for beginners and users who want to perform basic tasks and easily solve problems. You just have to keep track of the BitDefender warnings and alerts and fix the issues that appear.
- **Advanced View.** Advanced interface suited for more technical users who want to fully configure the product. You can configure each product component and perform advanced tasks.

Click **Next** to continue.

## 2.2.3. Step 3/8 - Configure BitDefender Network




**BitDefender Network Configuration**

BitDefender enables you to create a virtual network of the computers in your household and to manage the BitDefender products installed in this network.

If you want this computer to be part of the BitDefender Home Network, follow these steps:

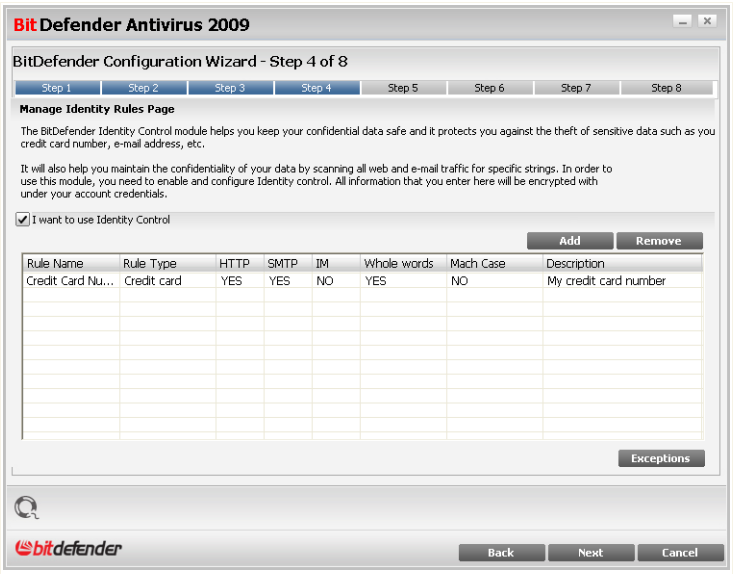
1. Select **I want to be a part of the BitDefender Home Network**.
2. Type the same administrative password in each of the edit fields.

***Important***

The password enables an administrator to manage this BitDefender product from another computer.

Click **Next** to continue.

## 2.2.4. Step 4/8 - Configure Identity Control




**Identity Control Configuration**

Identity Control protects you against the theft of sensitive data when you are online. Based on the rules you create, Identity Control scans the web, e-mail and instant messaging traffic leaving your computer for specific character strings (for example, your credit card number). If there is a match, the respective web page, e-mail or instant message is blocked.

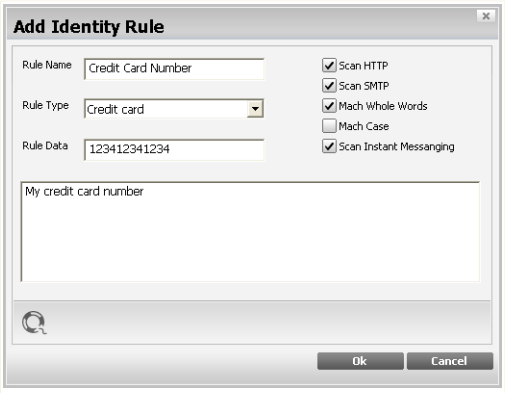
If you want to use Identity Control, follow these steps:

1. Select **I want to configure it now**.
2. Create rules to protect your sensitive data. For more information, please refer to “Creating Identity Control Rules” (p. 15).
3. If needed, define specific exceptions to the rules you have created. For more information, please refer to “Defining Identity Control Exceptions” (p. 16).

Click **Next** to continue.

## Creating Identity Control Rules

To create an Identity Control rule, click **Add**. The configuration window will appear.




**Identity Control Rule**

You must set the following parameters:

- **Rule Name** - type the name of the rule in this edit field.
- **Rule Type** - choose the rule type (address, name, credit card, PIN, SSN etc).
- **Rule Data** - type the data you want to protect in this edit field. For example, if you want to protect your credit card number, type all or part of it here.

> ***Note***
> If you enter less than three characters, you will be prompted to validate the data. We recommend you to enter at least three characters in order to avoid the mistaken blocking of messages and web pages.

You can choose to apply the rule only if the rule data matches whole words or if the rule data and the detected string case match.

In order to easily identify the information the rule blocks, provide a detailed rule description in the edit box.

To specify the type of traffic to scan, configure these options:

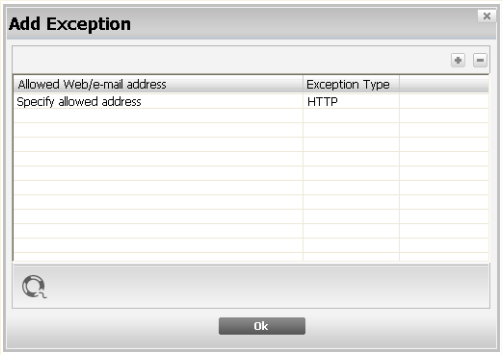
- **Scan HTTP** - scans the HTTP (web) traffic and blocks the outgoing data that matches the rule data.
- **Scan SMTP** - scans the SMTP (mail) traffic and blocks the outgoing e-mail messages that contain the rule data.
- **Scan Instant Messaging** - scans the Instant Messaging traffic and blocks the outgoing chat messages that contain the rule data.

Click **OK** to add the rule.

## Defining Identity Control Exceptions

There are cases when you need to define exceptions to specific identity rules. Let's consider the case when you create a rule that prevents your credit card number from being sent over HTTP (web). Whenever your credit card number is submitted on a website from your user account, the respective page is blocked. If you want, for example, to buy footwear from an online shop (which you know to be secure), you will have to specify an exception to the respective rule.

To open the window where you can manage exceptions, click **Exceptions**.




**Identity Control Exceptions**

To add an exception, follow these steps:

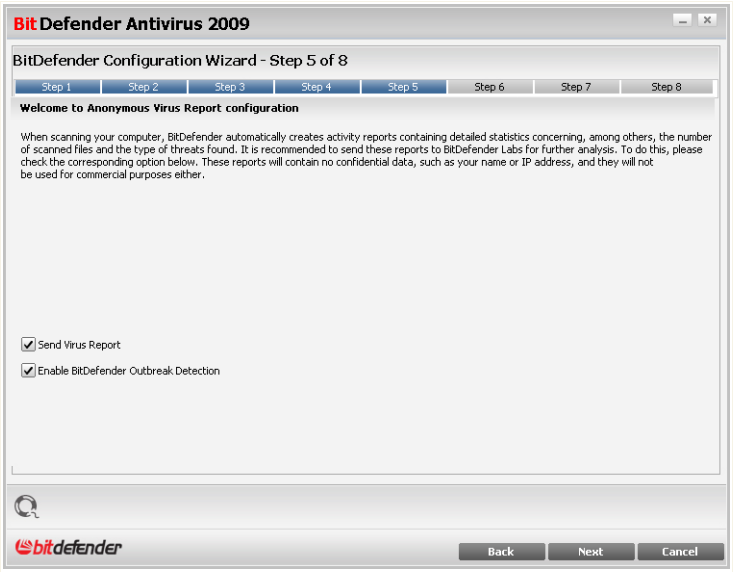
1. Click the **Add** button to add a new entry in the table.
2. Double-click **Specify allowed address** and provide the web address or the mail address that you want to add as exception.

3. Double-click **Choose type** and choose from the menu the option corresponding to the type of address previously provided.
   - If you have specified a web address, select **HTTP**.
   - If you have specified an e-mail address, select **SMTP**.

To remove an exception, select it and click the **Remove** button.

Click **OK** to close the window.

## 2.2.5. Step 5/8 - Configure Virus Reporting




**Virus Reporting Options**

BitDefender can send to the BitDefender Labs anonymous reports regarding viruses found on your computer in order to keep track of virus outbreaks.

You can configure the following options:

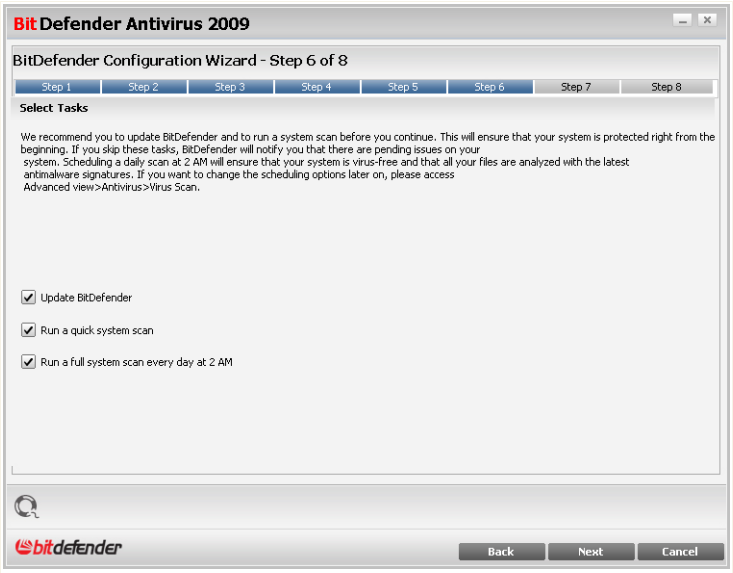
- **Send virus reports** - send to the BitDefender Labs reports regarding the viruses identified in your computer.

- **Enable BitDefender Outbreak Detection** - send to the BitDefender Labs reports regarding potential virus-outbreaks.

*Note*
The reports will contain no confidential data, such as your name or IP address, and they will not be used for commercial purposes.

Click **Next** to continue.

## 2.2.6. Step 6/8 - Select the Tasks to Be Run




**Task Selection**

Set BitDefender Antivirus 2009 to perform important tasks for the security of your system. The following options are available:

- **Update the BitDefender engines (may require reboot)** - during the next step, an update of the BitDefender engines will be performed in order to protect your computer against the latest threats.

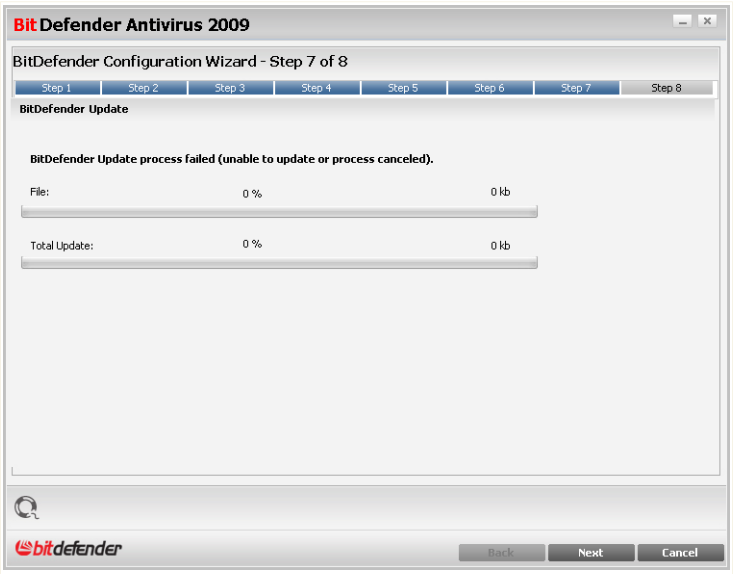
- **Run a quick system scan (may require reboot)** - during the next step, a quick system scan will be run so as to allow BitDefender to make sure that your files from the `Windows` and `Program Files` folders are not infected.
- **Run a full system scan every day at 2 AM** - runs a full system scan every day at 2 AM.

*Important*
We recommend that you have these options enabled before moving on to the next step in order to ensure the security of your system.

If you select only the last option or no option at all, you will skip the next step.

Click **Next** to continue.

## 2.2.7. Step 7/8 - Wait for the Tasks to Complete




**Task Status**

Wait for the task(s) to complete. You can see the status of the task(s) selected in the previous step.

Click **Next** to continue.

## 2.2.8. Step 8/8 - Finish


**Finish**

Select **Open my BitDefender Account** to enter your BitDefender account. Internet connection is required.

Click **Finish**.

# 3. Upgrade

In order to upgrade an older version of BitDefender to BitDefender Antivirus 2009, follow these steps:

1. Remove the older version of BitDefender from your computer. For more information, please refer to the help file or user manual of the product.
2. Restart the computer.
3. Install BitDefender Antivirus 2009 as described in the "*Installing BitDefender*" (p. 4) section of this user guide.

# 4. Repairing or Removing BitDefender

If you want to repair or remove **BitDefender Antivirus 2009**, follow the path from the Windows start menu: **Start** → **Programs** → **BitDefender 2009** → **Repair or Remove**.

You will be requested to confirm your choice by clicking **Next**. A new window will appear where you can select:

- **Repair** - to re-install all program components installed by the previous setup.

  If you choose to repair BitDefender, a new window will appear. Click **Repair** to start the repairing process.

  Restart the computer when prompted and, afterwards, click **Install** to reinstall BitDefender Antivirus 2009.

  Once the installation process is completed, a new window will appear. Click **Finish**.

- **Remove** - to remove all installed components.

  *Note*
  We recommend that you choose **Remove** for a clean re-installation.

  If you choose to remove BitDefender, a new window will appear.

  *Important*

  **Windows Vista only!** By removing BitDefender, you will no longer be protected against malware threats, such as viruses and spyware. If you want Windows Defender to be enabled after uninstalling BitDefender, select the corresponding check box.

  Click **Remove** to start the removal of BitDefender Antivirus 2009 from your computer.

  During the removal process you will be prompted to give us your feedback. Please click **OK** to take an online survey consisting of no more than five short questions. If you do not want to take the survey, just click **Cancel**.

  Once the removal process is completed, a new window will appear. Click **Finish**.

  *Note*
  After the removal process is over, we recommend that you delete the `BitDefender` folder from `Program Files`.

## An error occurred while removing BitDefender

If an error has occurred while removing BitDefender, the removal process will be aborted and a new window will appear. Click **Run UninstallTool** to make sure that BitDefender has been completely removed. The uninstall tool will remove all the files and registry keys that were not removed during the automatic removal process.

# Basic Administration

# 5. Getting Started

Once you have installed BitDefender your computer is protected.

## 5.1. Start BitDefender Antivirus 2009

The first step in getting the best from the BitDefender is to start the application.

To access the BitDefender Antivirus 2009 main interface, use the Windows Start menu, by following the path **Start** → **Programs** → **BitDefender 2009** → **BitDefender Antivirus 2009** or quicker, double click the **BitDefender icon** in the system tray.

## 5.2. User Interface View Mode

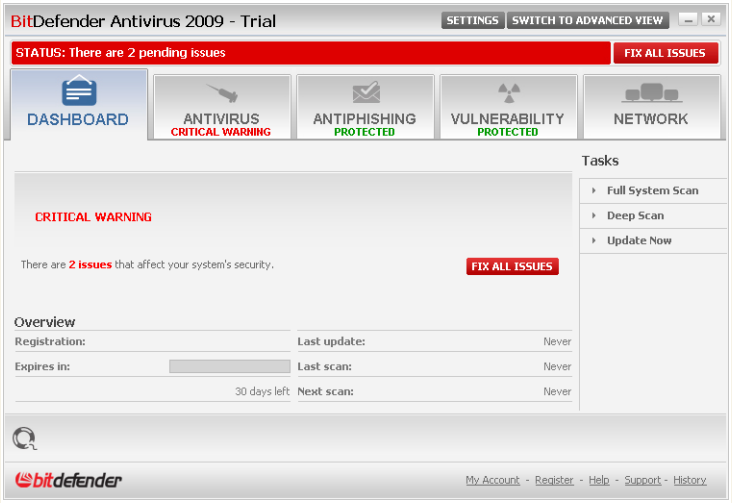
BitDefender Antivirus 2009 meets the need of either very technical people or computer beginners. So, the graphical user interface is designed to suit each and every category of users.

You can chose to view BitDefender under Basic or Advanced mode depending on your user experience with our product.

*Note*
You can easily select one of these windows by clicking, respectively, the **Switch to Basic View** button or the **Switch to Advanced View** button.

### 5.2.1. Basic View

Basic View is a simple interface that gives you access to all modules at a basic level. You'll have to keep track of warnings and critical alerts and fix undesired issues.




**Basic View**

- As you can easily notice, in the upper part of the window there are two buttons and a status bar.

| Item | Description |
|---|---|
| Settings | Opens a windows where you can easily enable or disable important security modules. |
| Switch to Advanced View | Opens the Advanced View window. This is where you can see the full list of modules and to be able to configure in detail each of the component. The BitDefender will remember this option the next time you will open the user interface. |
| Status | Contains information about and helps you fix the security vulnerabilities of your computer. |

- In the middle of the window there are five tabs.

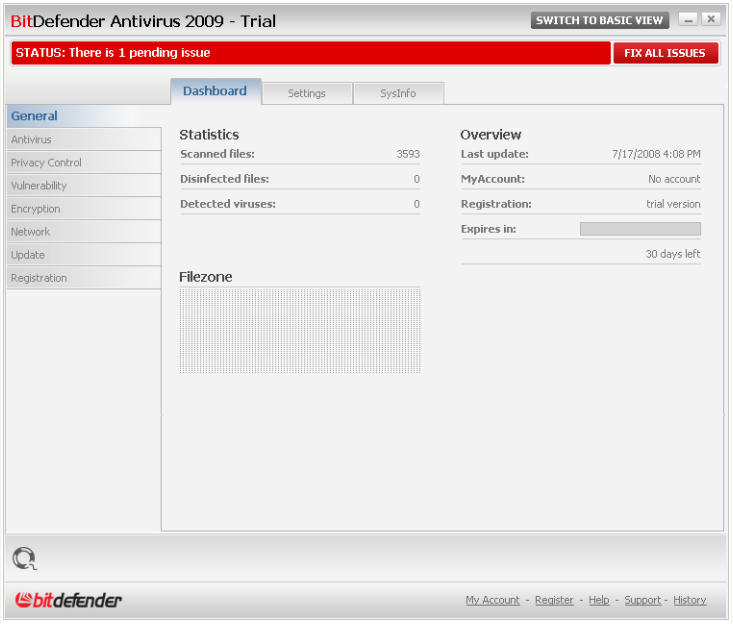
| Tab | Description |
|---|---|
| Dashboard | Displays meaningful product statistics and your registration status together with links to the most important on-demand tasks. |
| Antivirus | Displays the status of the antivirus module that helps you keep your BitDefender up to date and your computer virus free. |
| Antiphishing | Displays the status of the antiphishing module that ensures that all web pages access by you via Internet Explorer or Firefox are safe. |
| Vulnerability | Displays the status of the vulnerability module that helps you keep crucial software on your PC up-to-date. |
| Network | Displays the BitDefender home network structure. |

- Furthermore, the BitDefender Basic View window contains several useful shortcuts.

| Link | Description |
|---|---|
| My Account | Allows you to create or to login to your BitDefender account. BitDefender account provides you free access to technical support. |
| Register | Allows you to enter a new license key or to view the current license key and the registration status. |
| Help | Gives you access to a help file that learn you how to use BitDefender. |
| Support | Allows you to contact the BitDefender support team. |
| History | Allows you to see a detailed history of all tasks performed by BitDefender on your system. |

## 5.2.2. Advanced View

Advanced View gives you access to each specific component of BitDefender product. You'll be able to configure advanced settings as well as keep track of advanced features.




**Advanced View**

- As you can easily notice, in the upper part of the window there are a button and a status bar.

| Item | Description |
|---|---|
| Switch to Basic View | Opens the Basic View window. This is where you can see the basic BitDefender interface including the main modules (Security, Tune-Up, File Manager, Network) and a dashboard. The BitDefender will remember this option the next time you will open the user interface. |
| Status | Contains information about and helps you fix the security vulnerabilities of your computer. |

- On the left side of the window there is a menu containing all security modules.

| Module | Description |
|---|---|
| General | Allows you to access the general settings or to view the dashboard and detailed system info. |
| Antivirus | Allows you to configure your virus shield and scanning operations in detail, to set exceptions and to configure the quarantine module. |
| Privacy Control | Allows you to prevent data theft from your computer and protect your privacy while you are online. |
| Encryption | Allows you to encrypt Yahoo and Windows Live (MSN) Messenger communications. |
| Vulnerability | Allows you to keep crucial software on your PC up-to-date. |
| Game/Laptop Mode | Allows you to postpone the BitDefender scheduled tasks while your laptop runs on batteries and also to eliminate all alerts and pop-ups when you are playing. |
| Network | Allows you to configure and manage several computers in your household. |
| Update | Allows you to obtain info on the latest updates, to update the product and to configure the update process in detail. |
| Registration | Allows you to register BitDefender Antivirus 2009, to change the license key or to create a BitDefender account. |

- Furthermore, the BitDefender Advanced View window contains several useful shortcuts.

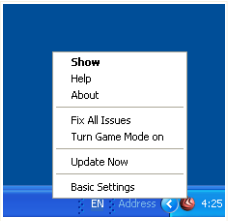
| Link | Description |
|---|---|
| My Account | Allows you to create or to login to your BitDefender account. BitDefender account provides you free access to technical support. |
| Register | Allows you to enter a new license key or to view the current license key and the registration status. |
| Help | Gives you access to a help file that learn you how to use BitDefender. |
| Support | Allows you to contact the BitDefender support team. |

| Link | Description |
|---|---|
| History | Allows you to see a detailed history of all tasks performed by BitDefender on your system. |

## 5.3. BitDefender Icon in the System Tray

To manage the entire product more quickly, you can also use the BitDefender Icon in the System Tray.

If you double-click this icon, the BitDefender will open. Also, by right-clicking the icon, a contextual menu will allow you to quickly manage the BitDefender product.



BitDefender Icon

- **Show** - opens the BitDefender.
- **Help** - opens the help file that explained the BitDefender Antivirus 2009 in detail.
- **About** - opens the BitDefender web page.
- **Fix all issues** - helps you remove security vulnerabilities.
- **Turn on / off Game Mode** - turns Game Mode on / off.
- **Update now** - starts an immediate update. A new window will appear where you can see the update status.
- **Basic settings** - allows you to easily enable or disable important security modules. A new window will appear where you can activate / inactivate them with a simple click.

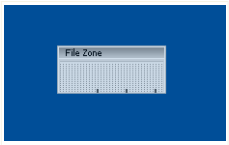
While in Game Mode, you can see the letter G over the BitDefender icon.

If there are critical issues affecting the security of your system, an exclamation mark is displayed over the BitDefender icon. You can hover the mouse over the icon to see the number of issues affecting the system's security.

## 5.4. Scan Activity Bar

The **Scan activity bar** is a graphic visualization of the scanning activity on your system.

The gray bars (the **File Zone**) show the number of scanned files per second, on a scale from 0 to 50.




Activity Bar

*Note*
The Scan activity bar will notify you when real-time protection is disabled by displaying a red cross over the **File Zone**.

You can use the **Scan activity bar** to scan objects. Just drag the objects that you want to be scanned and drop them over it. For more information, please refer to "*Drag&Drop Scanning*" (p. 123).

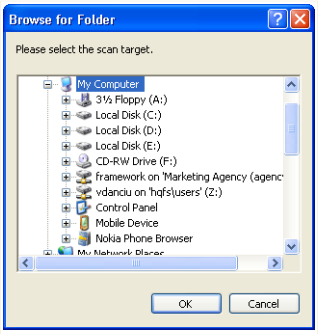
When you no longer want to see the graphic visualization, just right-click it and select **Hide**. To completely hide this window, follow these steps:

1. Click **Switch to Advanced View** (if you are in **Basic View**).
2. Click the **General** module from the left side menu.
3. Click the **Settings** tab.
4. Clear the **Enable the Scan Activity bar (on screen graph of product activity)** check box.

# 5.5. BitDefender Manual Scan

If you want to quickly scan a certain folder, you can use the BitDefender Manual Scan.

To access the BitDefender Manual Scan, use the Windows Start menu, by following the path **Start → Programs → BitDefender 2009 → BitDefender Manual Scan** The following window will appear:




BitDefender Manual Scan

All you have to do is browse the folders, select the folder you want to be scanned and click **OK**. The BitDefender Scanner will appear and guide you through the scanning process.

## 5.6. Game Mode

The new Game Mode temporarily modifies protection settings so as to minimize their impact on system performance. While in Game Mode, the following settings are applied:

- Minimize processor time & memory consumption
- Postpone automatic updates & scans
- Eliminate all alerts and pop-ups
- Scan only the most important files

While in Game Mode, you can see the letter `G` over the BitDefender icon.

### 5.6.1. Using Game Mode

If you want to turn Game Mode on, use one of the following methods:

- Right-click the BitDefender icon in the system tray and select **Turn on Game Mode**.
- Press `Ctrl+Shift+Alt+G` (the default hotkey).

*Important*
Do not forget to turn Game Mode off when you finish. To do this, use the same methods you did when you turned it on.

### 5.6.2. Changing Game Mode Hotkey

If you want to change the hotkey, follow these steps:

1. Click **Switch to Advanced View** (if you are in **Basic View**).
2. Click **Game / Laptop Mode** from the left side menu.
3. Click the **Game Mode** tab.
4. Click the **Advanced Settings** button.
5. Under the **Use HotKey** option, set the desired hotkey:
   - Choose the modifier keys you want to use by checking one the following: Control key (`Ctrl`), Shift key (`Shift`) or Alternate key (`Alt`).
   - In the edit field, type the letter corresponding to the regular key you want to use.

For example, if you want to use the `Ctrl+Alt+D` hotkey, you must check only `Ctrl` and `Alt` and type `D`.

***Note***
Removing the checkmark next to **Use HotKey** will disable the hotkey.

## 5.7. Integration into Web Browsers

BitDefender protects you against phishing attempts when you are surfing the Internet. It scans the accessed web sites and alerts you if there are any phishing threats. A White List of web sites that will not be scanned by BitDefender can be configured.

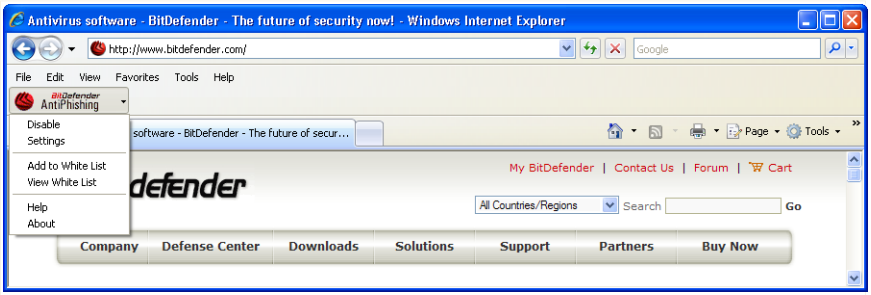
BitDefender integrates directly through an intuitive and easy-to-use toolbar into the following web browsers:

- Internet Explorer
- Mozilla Firefox

You can easily and efficiently manage antiphishing protection and the White List using the BitDefender Antiphishing toolbar integrated into one of the above web browsers.

The antiphishing toolbar, represented by the **BitDefender icon**, is located on the topside of browser. Click it in order to open the toolbar menu.

***Note***
If you cannot see the toolbar, open the **View** menu, point to **Toolbars** and check **BitDefender Toolbar**.




**Antiphishing Toolbar**

The following commands are available on the toolbar menu:

- **Enable / Disable** - enables / disables the BitDefender Antiphishing toolbar.

  *Note*
  If you choose to disable the antiphishing toolbar, you will no longer be protected against phishing attempts.

- **Settings** - opens a window where you can specify the antiphishing toolbar's settings.

  The following options are available:
  - **Enable Scanning** - enables antiphishing scanning.
  - **Ask before adding to whitelist** - prompts you before adding a web site to the White List.

- **Add to White List** - adds the current web site to the White List.

  *Note*
  Adding a site to the White List means that BitDefender will not scan the site for phishing attempts anymore. We recommend you to add to the White List only sites that you fully trust.

- **View White List** - opens the White List.

  You can see the list of all the web sites that are not checked by the BitDefender antiphishing engines.

  If you want to remove a site from the White List so that you can be notified about any existing phishing threat on that page, click the **Remove** button next to it.

  You can add the sites that you fully trust to the White List, so that they will not be scanned by the antiphishing engines anymore. To add a site to the White List, provide its address in the corresponding field and click **Add**.

- **Help** - opens the help file.
- **About** - opens a window where you can see information about BitDefender and where to look for help in case something unexpected appears.

## 5.8. Integration into Messenger

BitDefender offers encryption capabilities to protect your confidential documents and your instant messaging conversations through Yahoo Messenger and MSN Messenger.

By default, BitDefender encrypts all your instant messaging chat sessions provided that:

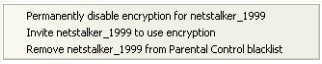
- Your chat partner has a BitDefender version installed that supports IM Encryption and IM Encryption is enabled for the instant messaging application used for chatting.
- You and your chat partner use either Yahoo Messenger or Windows Live (MSN) Messenger.

***Important***
BitDefender will not encrypt a conversation if a chat partner uses a web-based chat application, such as Meebo, or other chat application that supports Yahoo Messenger or MSN.

You can easily configure instant messaging encryption using the BitDefender toolbar from the chat window.

By right-clicking the BitDefender toolbar you will be provided with the following options:

- Permanently enabling / disabling encryption for a certain chat partner
- Inviting a certain chat partner to use encryption
- Removing a certain chat partner from Parental Control blacklist

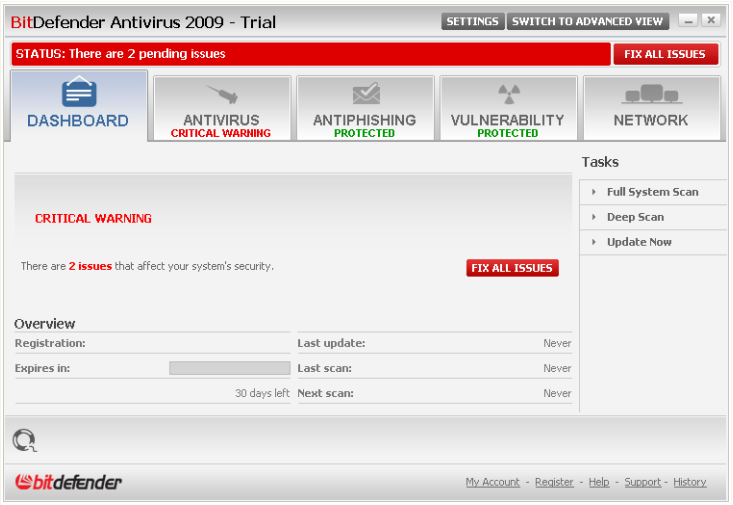



**Instant Messaging Encryption Options**

Just click one of the above mentioned options in order to use it.

# 6. Dashboard

By clicking the Dashboard tab you will be provided with meaningful product statistics and your registration status together with links to the most important on-demand tasks.




**Dashboard**

# 6.1. Overview

This is where you can see a summary of statistics regarding the update status, your account status, registration and license information.

| Item | Description |
|---|---|
| **Last update** | Indicates the date when your BitDefender product was last updated. Please perform regular updates in order to have a fully protected system. |
| **My account** | Indicates the e-mail address that you can use to access your on-line account to recover your lost BitDefender license key |

| Item | Description |
|---|---|
| | and to benefit from BitDefender support and other customized services. |
| **Registration** | Indicates your license key type and status. To keep your system safe you must renew or upgrade BitDefender if your key has expired. |
| **Expires in** | Indicates the number of days left until the license key expires. |

To update BitDefender just click the **Update Now** button from the tasks section.

To create or to login to your BitDefender account, follow these steps.

1. Click the **My Account** link from the bottom of the window. A web page will open.
2. Type your username and password and click the **Login** button.
3. To create a BitDefender account, select **You don't have an account?** and provide the required information.

*Note*
The data you provide here will remain confidential.

To register BitDefender Antivirus 2009, follow these steps.

1. Click the **My Account** link from the bottom of the window. A one-step registration wizard will open.
2. Click the **I want to register the product with a new key** radio button.
3. Type the new license key in the corresponding textbox.
4. Click **Finish**.

To buy a new license key, follow these steps.

1. Click the **My Account** link from the bottom of the window. A one-step registration wizard will open.
2. Click the **Renew Your BitDefender License Key** link. A web page will open.
3. Click the **Buy Now** button.

## 6.2. Tasks

This is where you can find links to the most important security tasks: full system scan, deep scan, update now.

The following buttons are available:

- **Full System Scan** - starts a full scan of your computer (archives excluded).
- **Deep Scan** - starts a full scan of your computer (archives included).
- **Update Now** - starts an immediate update.

## 6.2.1. Scanning with BitDefender

To scan your computer for malware, run a particular scan task by clicking the corresponding button. The following table presents the available scan tasks, along with their description:

| Task | Description |
|---|---|
| **Full System Scan** | Scans the entire system, except for archives. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others. |
| **Deep Scan** | Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others. |

*Note*
Since the **Deep System Scan** and **Full System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

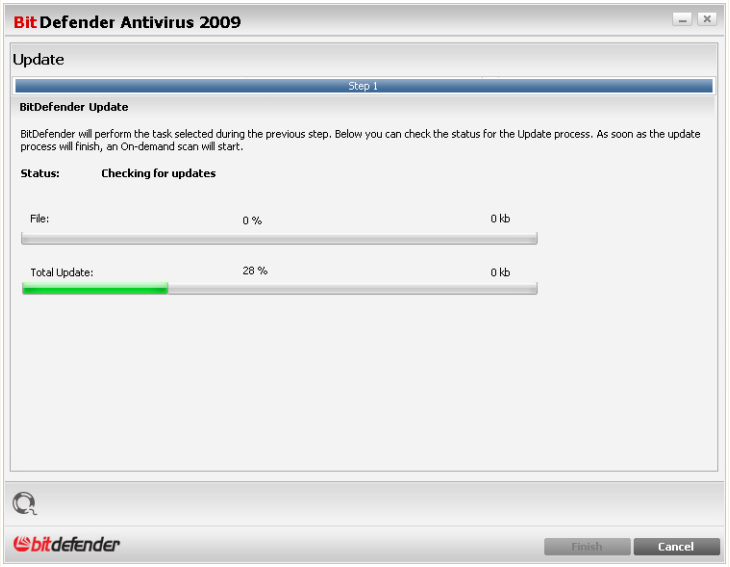
When you initiate an on-demand scanning process, whether a quick or a full scan, the BitDefender Scanner will appear.

Follow the three-step guided procedure to complete the scanning process.

## 6.2.2. Updating BitDefender

New malware is found and identified every day. This is why it is very important to keep BitDefender up to date with the latest malware signatures.

By default, BitDefender checks for updates when you turn on your computer and **every hour** after that. However, if you want to update BitDefender, just click **Update Now**. The update process will be initiated and the following window will appear immediately:




**Updating BitDefender**

In this window you can see the status of the update process.

The update process is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update process will not affect product operation and, at the same time, all vulnerabilities will be excluded.

If you want to close this window, just click **Cancel**. However, this will not stop the update process.

*Note*
If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update BitDefender by user request.

**Restart the computer if required.** In case of a major update, you will be asked to restart your computer.

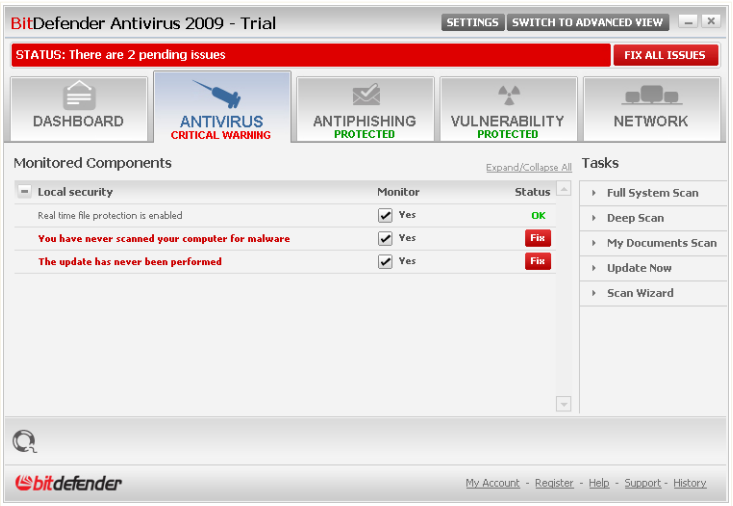
Click **Reboot** to immediately reboot your system.

If you want to reboot your system later, just click **OK**. We recommend that you reboot your system as soon as possible.

# 7. Antivirus

BitDefender comes with an Antivirus module that helps you keep your BitDefender up to date and your computer virus free.

To enter the Antivirus module, click the **Antivirus** tab.




**Antivirus**

The Antivirus module consists of two sections:

- **Monitored Components** - Allows you to see the full list of monitored components for each security module. You can choose which of the modules to be monitored. It is recommended to enable monitoring all components.
- **Tasks** - This is where you can find links to the most important security tasks: full system scan, deep scan, update now.

# 7.1. Monitored Components

The monitored component is the following:

| Category | Description |
|---|---|
| **Local security** | This is where you can check the status of each security modules that protects objects stored on your computer (files, registry, memory, etc). |

Click the box labeled "+" to open a category or click the one labeled "-" to close it.

## 7.1.1. Local security

We know it's important to be noticed whenever a problem can affect your computer's security. By monitoring each security modules, BitDefender Antivirus 2009 will let you know not only when you configure the settings that might affect your computer's security, but when you forget to do important tasks.

The issues concerning local security are described in very explicit sentences. In line with each sentence, if there is something that might affect your computer's security, you will see a red status button called **Fix**. Otherwise, a green **OK** status button is displayed.

| Issue | Description |
|---|---|
| **Real time file protection is enabled** | Ensures that all files are scanned as they are accessed by you or by an application running on this system. |
| **You have scanned your computer for malware today** | It is highly recommended to run an on demand scan as soon as possible to check if files stored on your computer are malware free. |
| **Automatic update is enabled** | Please keep automatic update enabled to ensure that the malware signatures of your BitDefender product are updated on a regular basis. |
| **Updating now** | Product and malware signatures update is being performed. |

When the status buttons are green, the security risk of your system is at a minimum. To turn the buttons green, follow these steps:

1. Click the **Fix** buttons to fix security vulnerabilities one by one.
2. If one issue is not fixed on the spot, follow the wizard to fix it.

If you want to exclude an issue from monitoring, just clear the **Yes, monitor this component** checkbox.

## 7.2. Tasks

This is where you can find links to the most important security tasks: full system scan, deep scan, update now.

The following buttons are available:

- **Full System Scan** - starts a full scan of your computer (archives excluded).
- **Deep Scan** - starts a full scan of your computer (archives included).
- **Scan My Documents** - starts a quick scan of your documents and settings.
- **Update Now** - starts an immediate update.
- **Custom scan**

### 7.2.1. Scanning with BitDefender

To scan your computer for malware, run a particular scan task by clicking the corresponding button. The following table presents the available scan tasks, along with their description:

| Task | Description |
|---|---|
| **Full System Scan** | Scans the entire system, except for archives. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others. |
| **Deep Scan** | Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others. |
| **Scan My Documents** | Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup. |
| Custom scan | Use this task to choose specific files and folders to be scanned. |

***Note***

Since the **Deep System Scan** and **Full System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

When you initiate an on-demand scanning process, whether a quick or a full scan, the BitDefender Scanner will appear.

Follow the three-step guided procedure to complete the scanning process.

## Custom scan

By clicking the **Custom scan** button and following the wizard, you can create custom scan tasks and optionally save them as quick tasks.

### Step 1/4 - Welcome Window

This is just a welcome page.


**Welcome Window**

This wizard will help you scan your computer for any threat that might affect it. You will be able to select specific folders and/or files to be scanned as well as define the actions to be taken on infected files. You will also receive a scan report that will help you assess the security level of your system. Please go through each step and configure the scanning process according to your needs.

***Note***
To skip this step in future scans just select the corresponding checkbox.

Click **Next** to continue or click **Cancel** if you want to quit the wizard.

### *Step 2/4 - Select Items to be Scanned*

In this step, you can choose the files and folders to be scanned.


**Select Items to be Scanned**

Click Browse to select specific folders and/or files from your computer.

The following options are available:

| Option | Description |
|---|---|
| **Scan all selected items** | Select this option to scan only the items selected before. |
| **Scan program files only** | Select this option to scan only programs and applications. |
| **Scan only user defined extensions** | Select this option to scan only the specific extensions that you would like to be scanned. A new textbox will appear where you can type them.<br><br>***Note***<br>Extensions must be separated by a semicolon (e.g.: exe;com;ivd;) |

Click **Next** to continue or click **Cancel** if you want to quit the wizard.

### *Step 3/4 - Select the Actions to be Taken*

In this step, you can choose what actions should be taken against the found threats and you can select a scanning options by using the slider.


**Select the Actions to be Taken**

You can select from the corresponding menu the action to be taken:

- **When an infected file is found**
- **When a suspicious file is found**
- **When a hidden file is found**

At the same time, you can configure the protection level of the scanning. You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

There are 4 protection levels:

| *Protection level* | *Description* |
|---|---|
| **High** | Offers high security. The resource consumption level is high.<br><br>■ scan all files and archives<br>■ scan for viruses and spyware |

| Protection level | Description |
|---|---|
| | ■ scan for hidden files and proceses |
| **Medium** | Offers medium security. The resource consumption level is moderate.<br>■ scan all files<br>■ scan for viruses and spyware |
| **Low** | Covers basic security needs. The resource consumption level is very low.<br>■ scan programs files only<br>■ scan for viruses |
| **Custom** | This is where you can select your own scanning options. Click Customize and set the scan level.<br>Select the check-box(es) for each type of malware you want to be searched on your computer during the scanning process. |

Click **Next** to continue or click **Cancel** if you want to quit the wizard.

### *Step 4/4 - Set Additional Options*

In this step, you can set additional options before starting the scanning.


**Set Additional Options**

To save the scanning task in order to use it as such in the future, select the corresponding checkbox and type a convenient name into the textbox.

*Note*
A new button with the above mentioned name will appear under the tasks menu.

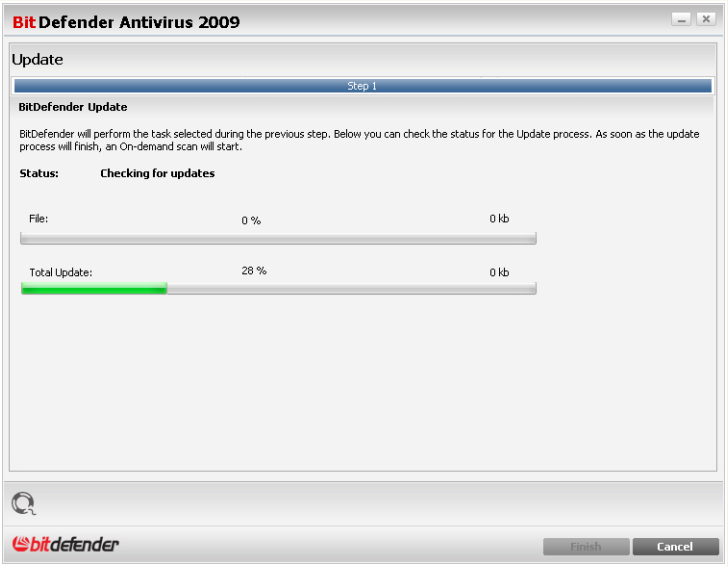
If you want to shut down the computer after scanning select the corresponding checkbox.

Click **Start Scan** and follow the three-step guided procedure to complete the scanning process.

## 7.2.2. Updating BitDefender

New malware is found and identified every day. This is why it is very important to keep BitDefender up to date with the latest malware signatures.

By default, BitDefender checks for updates when you turn on your computer and **every hour** after that. However, if you want to update BitDefender, just click **Update Now**. The update process will be initiated and the following window will appear immediately:




**Updating BitDefender**

In this window you can see the status of the update process.

The update process is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update process will not affect product operation and, at the same time, all vulnerabilities will be excluded.

If you want to close this window, just click **Cancel**. However, this will not stop the update process.

*Note*
If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update BitDefender by user request.

**Restart the computer if required.** In case of a major update, you will be asked to restart your computer.

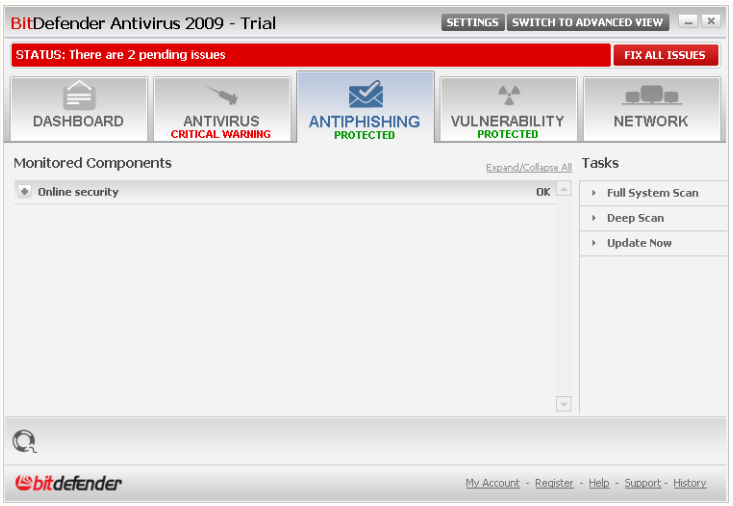
Click **Reboot** to immediately reboot your system.

If you want to reboot your system later, just click **OK**. We recommend that you reboot your system as soon as possible.

# 8. Antiphishing

BitDefender comes with an Antiphishing module that ensures that all web pages access by you via Internet Explorer or Firefox are safe.

To enter the Antiphishing module, click the **Antiphishing** tab.




**Antiphishing**

The Antiphishing module consists of two sections:

- **Monitored Components** - Allows you to see the full list of monitored components for each security module. You can choose which of the modules to be monitored. It is recommended to enable monitoring all components.
- **Tasks** - This is where you can find links to the most important security tasks: full system scan, deep scan, update now.

# 8.1. Monitored Components

The monitored component is the following:

| Category | Description |
|---|---|
| **Online security** | This is where you can check the status of each security modules that protects your online transactions and your computer while connected to internet. |

Click the box labeled "+" to open a category or click the one labeled "-" to close it.

### 8.1.1. Online security

The issues concerning online security are described in very explicit sentences. In line with each sentence, if there is something that might affect your computer's security, you will see a red status button called **Fix**. Otherwise, a green **OK** status button is displayed.

| Issue | Description |
|---|---|
| **Conversation encryption for IM is enabled** | If your IM contacts have BitDefender 2009 installed, all IM discussions via Yahoo! Messenger and Windows Live Messenger will be encrypted. It is recommended to have conversation encryption for IM enabled to ensure that your IM conversations remain private. |
| **Firefox antiphishing protection is enabled** | BitDefender protects you against phishing attempts when you are surfing the Internet. |
| **Internet Explorer antiphishing protection is enabled** | BitDefender protects you against phishing attempts when you are surfing the Internet. |

When the status buttons are green, the security risk of your system is at a minimum. To turn the buttons green, follow these steps:

1. Click the **Fix** buttons to fix security vulnerabilities one by one.
2. If one issue is not fixed on the spot, follow the wizard to fix it.

If you want to exclude an issue from monitoring, just clear the **Yes, monitor this component** checkbox.

## 8.2. Tasks

This is where you can find links to the most important security tasks: full system scan, deep scan, update now.

The following buttons are available:

- **Full System Scan** - starts a full scan of your computer (archives excluded).
- **Deep Scan** - starts a full scan of your computer (archives included).
- **Scan My Documents** - starts a quick scan of your documents and settings.
- **Update Now** - starts an immediate update.
- **Custom scan**

### 8.2.1. Scanning with BitDefender

To scan your computer for malware, run a particular scan task by clicking the corresponding button. The following table presents the available scan tasks, along with their description:

| Task | Description |
|---|---|
| **Full System Scan** | Scans the entire system, except for archives. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others. |
| **Deep Scan** | Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others. |
| **Scan My Documents** | Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup. |
| Custom scan | Use this task to choose specific files and folders to be scanned. |

*Note*

Since the **Deep System Scan** and **Full System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

When you initiate an on-demand scanning process, whether a quick or a full scan, the BitDefender Scanner will appear.

Follow the three-step guided procedure to complete the scanning process.

## Custom scan

By clicking the **Custom scan** button and following the wizard, you can create custom scan tasks and optionally save them as quick tasks.

### Step 1/4 - Welcome Window

This is just a welcome page.


**Welcome Window**

This wizard will help you scan your computer for any threat that might affect it. You will be able to select specific folders and/or files to be scanned as well as define the actions to be taken on infected files. You will also receive a scan report that will help you assess the security level of your system. Please go through each step and configure the scanning process according to your needs.

**Note**
To skip this step in future scans just select the corresponding checkbox.

Click **Next** to continue or click **Cancel** if you want to quit the wizard.

### Step 2/4 - Select Items to be Scanned

In this step, you can choose the files and folders to be scanned.


**Select Items to be Scanned**

Click Browse to select specific folders and/or files from your computer.

The following options are available:

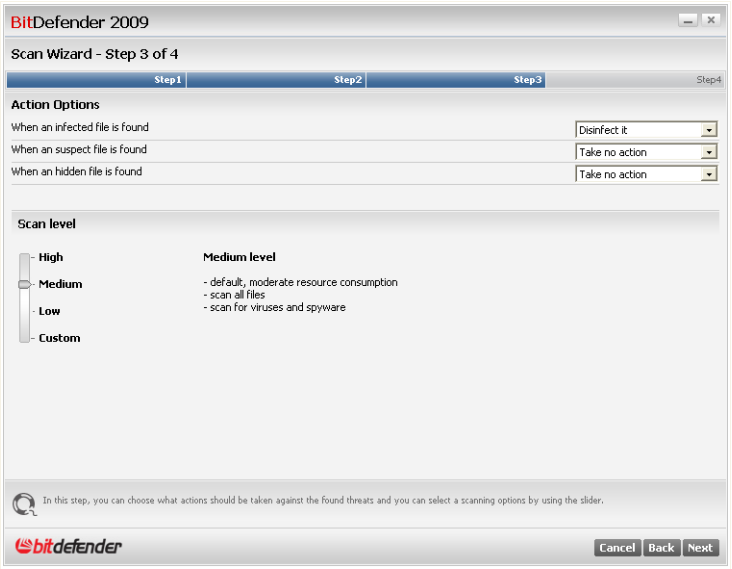
| Option | Description |
|---|---|
| **Scan all selected items** | Select this option to scan only the items selected before. |
| **Scan program files only** | Select this option to scan only programs and applications. |

| Option | Description |
|---|---|
| **Scan only user defined extensions** | Select this option to scan only the specific extensions that you would like to be scanned. A new textbox will appear where you can type them.<br><br>***Note***<br>Extensions must be separated by a semicolon (e.g.: exe;com;ivd;) |

Click **Next** to continue or click **Cancel** if you want to quit the wizard.

### *Step 3/4 - Select the Actions to be Taken*

In this step, you can choose what actions should be taken against the found threats and you can select a scanning options by using the slider.




**Select the Actions to be Taken**

You can select from the corresponding menu the action to be taken:

- **When an infected file is found**
- **When a suspicious file is found**
- **When a hidden file is found**

At the same time, you can configure the protection level of the scanning. You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

There are 4 protection levels:

| *Protection level* | *Description* |
|---|---|
| **High** | Offers high security. The resource consumption level is high.<br><br>■ scan all files and archives<br>■ scan for viruses and spyware<br>■ scan for hidden files and proceses |
| **Medium** | Offers medium security. The resource consumption level is moderate.<br><br>■ scan all files<br>■ scan for viruses and spyware |
| **Low** | Covers basic security needs. The resource consumption level is very low.<br><br>■ scan programs files only<br>■ scan for viruses |
| **Custom** | This is where you can select your own scanning options. Click Customize and set the scan level.<br><br>Select the check-box(es) for each type of malware you want to be searched on your computer during the scanning process. |

Click **Next** to continue or click **Cancel** if you want to quit the wizard.

### *Step 4/4 - Set Additional Options*

In this step, you can set additional options before starting the scanning.


**Set Additional Options**

To save the scanning task in order to use it as such in the future, select the corresponding checkbox and type a convenient name into the textbox.

*Note*
A new button with the above mentioned name will appear under the tasks menu.

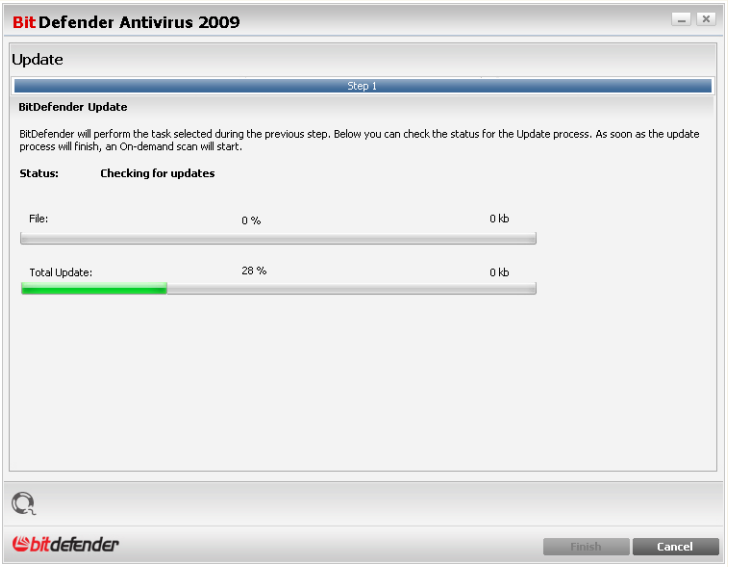
If you want to shut down the computer after scanning select the corresponding checkbox.

Click **Start Scan** and follow the three-step guided procedure to complete the scanning process.

## 8.2.2. Updating BitDefender

New malware is found and identified every day. This is why it is very important to keep BitDefender up to date with the latest malware signatures.

By default, BitDefender checks for updates when you turn on your computer and **every hour** after that. However, if you want to update BitDefender, just click **Update Now**. The update process will be initiated and the following window will appear immediately:




**Updating BitDefender**

In this window you can see the status of the update process.

The update process is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update process will not affect product operation and, at the same time, all vulnerabilities will be excluded.

If you want to close this window, just click **Cancel**. However, this will not stop the update process.

*Note*
If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update BitDefender by user request.

**Restart the computer if required.** In case of a major update, you will be asked to restart your computer.

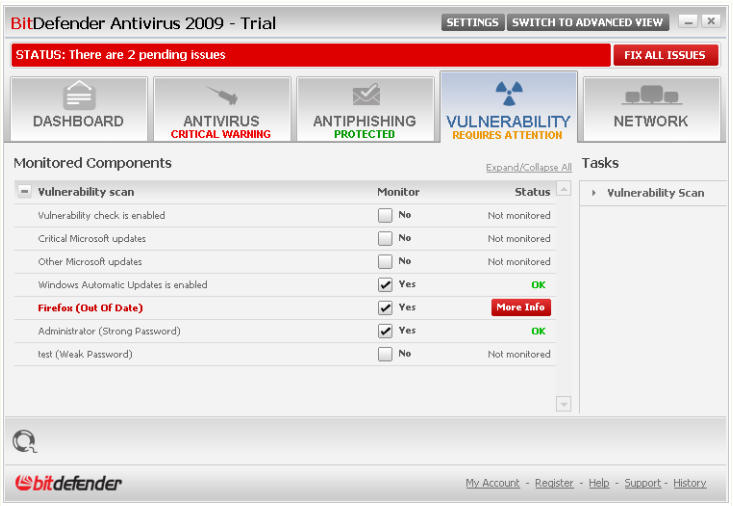
Click **Reboot** to immediately reboot your system.

If you want to reboot your system later, just click **OK**. We recommend that you reboot your system as soon as possible.

# 9. Vulnerability

BitDefender comes with a Vulnerability module that helps you keep crucial software on your PC up-to-date.

To enter the Vulnerability module, click the **Vulnerability** tab.




**Vulnerability**

The Vulnerability module consists of two sections:

- **Monitored Components** - Allows you to see the full list of monitored components for each security module. You can choose which of the modules to be monitored. It is recommended to enable monitoring all components.
- **Tasks** - This is where you can find link to one of the most important security task.

# 9.1. Monitored Components

The monitored component is the following:

| Category | Description |
|---|---|
| **Vulnerability scan** | This is where you can check whether crucial software on your PC is up-to-date. Passwords to Windows accounts are checked against security rules. |

Click the box labeled "+" to open a category or click the one labeled "-" to close it.

## 9.1.1. Vulnerability scan

The issues concerning vulnerabilities are described in very explicit sentences. In line with each sentence, if there is something that might affect your computer's security, you will see a red status button called **Fix**. Otherwise, a green **OK** status button is displayed.

| Issue | Description |
|---|---|
| **Vulnerability check is enabled** | Monitors Microsoft Windows Updates, Microsoft Windows Office Updates and Microsoft Windows accounts passwords to ensure that your OS is up to date and is not vulnerable to password bypass. |
| **Critical Microsoft updates** | Install available critical Microsoft updates. |
| **Other Microsoft updates** | Install available non-critical Microsoft updates. |
| **Windows Automatic Updates is enabled** | Install new Windows security updates as soon as they become available. |
| **Admin (Strong Password)** | Indicates the password's strength for specific users. |

When the status buttons are green, the security risk of your system is at a minimum. To turn the buttons green, follow these steps:

1. Click the **Fix** buttons to fix security vulnerabilities one by one.
2. If one issue is not fixed on the spot, follow the wizard to fix it.

If you want to exclude an issue from monitoring, just clear the **Yes, monitor this component** checkbox.

## 9.2. Tasks

This is where you can find link to one of the most important security tasks.

The following button is available:

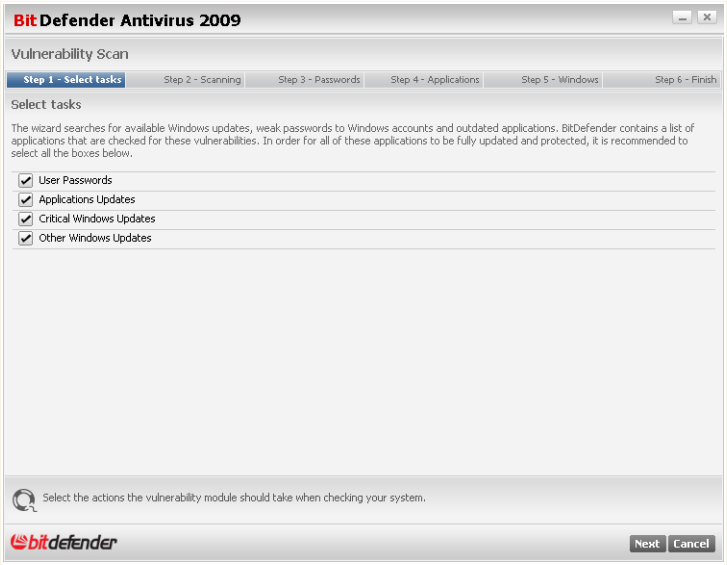
- **Vulnerability Scan**

### 9.2.1. Searching for Vulnerabilities

Vulnerability Scan checks Microsoft Windows Updates, Microsoft Windows Office Updates and the passwords to your Microsoft Windows accounts to ensure that your OS is up to date and that it is not vulnerable to password bypass.

To check your computer for vulnerabilities, click **Vulnerability Scan** and follow the wizard.

## Step 1/6 - Select Vulnerabilities to Check




**Vulnerabilities**

Click **Next** to check the system for the selected vulnerabilities.

## Step 2/6 - Checking for Vulnerabilities


**Vulnerability Check**

Wait for BitDefender to finish checking for vulnerabilities.

## Step 3/6 - Change Weak Passwords


**User Passwords**

You can see the list of the Windows user accounts configured on your computer and the level of protection their password provides.

Click **Fix** to modify the weak passwords. A new window will appear.


**Change Password**

Select the method to fix this issue:

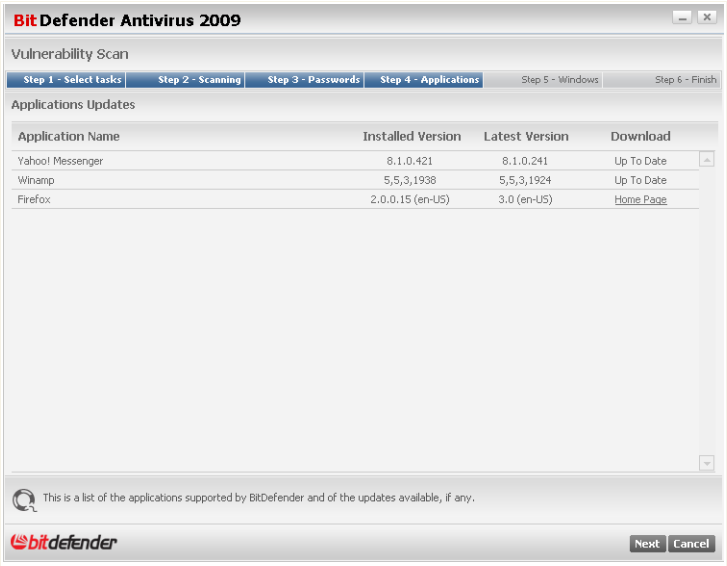
- **Force user to change password at next login.** BitDefender will prompt the user to change the password the next time the user logs on to Windows.
- **Change user password.** You must type the new password in the edit fields.

> ***Note***
> For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @).

Click **OK** to change the password.

Click **Next**.

## *Step 4/6 - Update Applications*




**Applications**

You can see the list of applications checked by BitDefender and if they are up to date. If an application is not up to date, click the provided link to download the latest version.

Click **Next**.

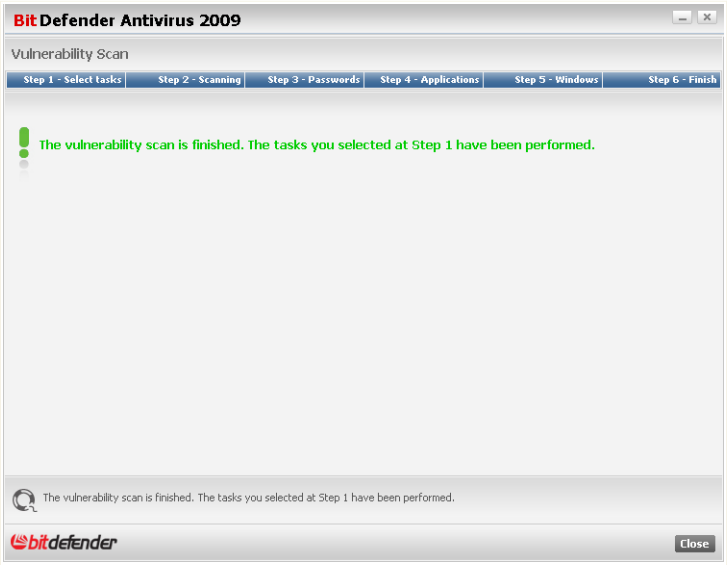
## Step 5/6 - Update Windows


**Windows Updates**

You can see the list of critical and non-critical Windows updates that are not currently installed on your computer. Click **Install All System Updates** to install all the available updates.

Click **Next**.

## Step 6/6 - View Results



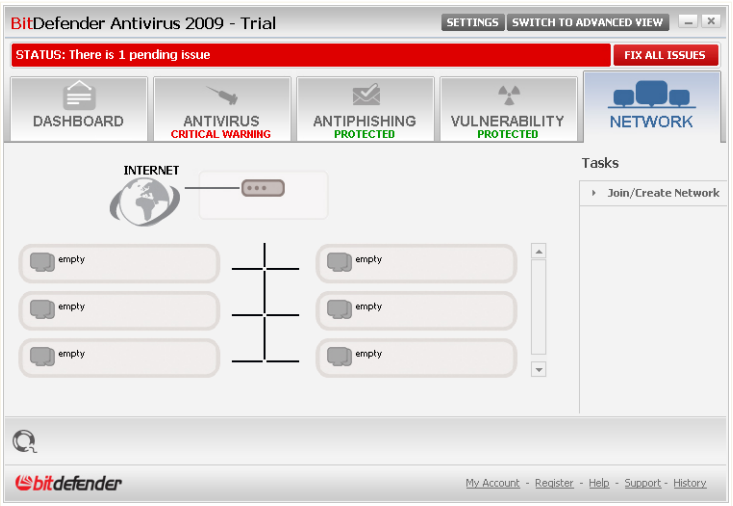

**Results**

Click **Close**.

# 10. Network

The Network module allows you to manage the BitDefender products installed on your home computers from a single computer.

To enter the Network module, click the **File Manager** tab.




**Network**

To be able to manage the BitDefender products installed on your home computers, you must follow these steps:

1. Join the BitDefender home network on your computer. Joining the network consists in configuring an administrative password for the home network management.
2. Go to each computer you want to manage and join the network (set the password).
3. Go back to your computer and add the computers you want to manage.

## 10.1. Tasks

Initially, one button is available only.

- **Join/Create Network** - allows you to set the network password, thus entering the network.

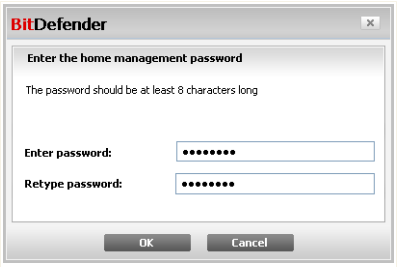
After joining the network, several more buttons will appear.

- **Leave Network** - allows you to leave the network.
- **Manage Network** - allows you to add computer to your network.
- **Scan All** - allows you to scan all managed computers at the same time.
- **Update All** allows you to update all managed computers at the same time.
- **Register All** allows you to register all managed computers at the same time.

## 10.1.1. Joining the BitDefender Network

To join the BitDefender home network, follow these steps:

1. Click **Join/Create network**. You will be prompted to configure the home management password.




**Configure Password**

2. Type the same password in each of the edit fields.
3. Click **OK**.

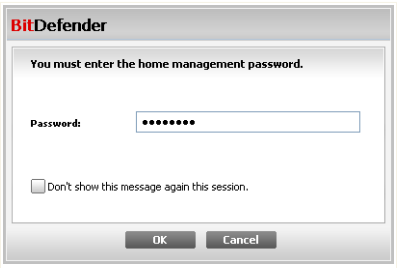
You can see the computer name appearing in the network map.

## 10.1.2. Adding Computers to the BitDefender Network

Before you can add a computer to the BitDefender home network, you must configure the BitDefender home management password on the respective computer.

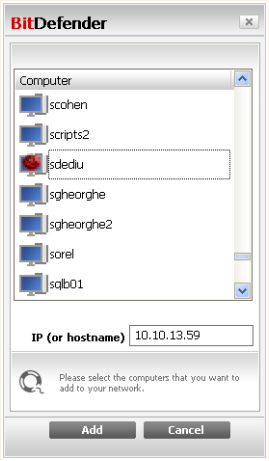
To add a computer to the BitDefender home network, follow these steps:

1. Click **Manage Network**. You will be prompted to provide the local home management password.




**Enter Password**

2. Type the home management password and click **OK**. A new window will appear.




**Add Computer**

You can see the list of computers in the network. The icon meaning is as follows:

- Indicates an online computer with no BitDefender products installed.
- Indicates an online computer with BitDefender installed.

- Indicates an offline computer with BitDefender installed.

3. Do one of the following:
   - Select from the list the name of the computer to add.
   - Type the IP address or the name of the computer to add in the corresponding field.
4. Click **Add**. You will be prompted to enter the home management password of the respective computer.

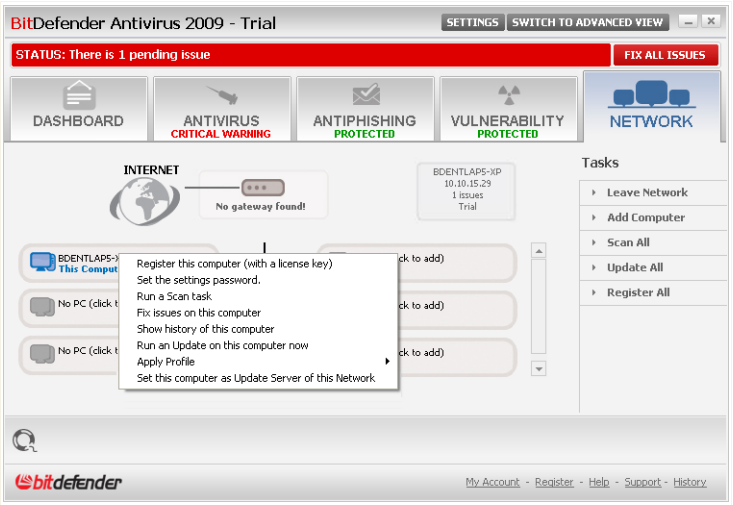

**Authenticate**

5. Type the home management password configured on the respective computer.
6. Click **OK**. If you have provided the correct password, the selected computer name will appear in the network map.

***Note***
You can add up to five computers to the network map.

## 10.1.3. Managing the BitDefender Network

Once you have successfully created a BitDefender home network, you can manage all BitDefender products from a single computer.



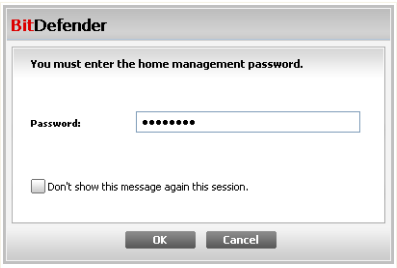

**Network Map**

If you move the mouse cursor over a computer from the network map, you can see brief information about it (name, IP address, number of issues affecting the system security, BitDefender registration status).

If you right-click a computer name in the network map, you can see all the administrative tasks you can run on the remote computer.

- **Register this computer**
- **Set the settings password**
- **Run a scan task**
- **Fix issues on this computer**
- **Show history of this computer**
- **Run an update on this computer now**
- **Apply profile**
- **Run a Tuneup task on this computer**
- **Set this computer as Update Server of this Network**

Before running a task on a specific computer, you will be prompted to provide the local home management password.




Enter Password

Type the home management password and click **OK**.

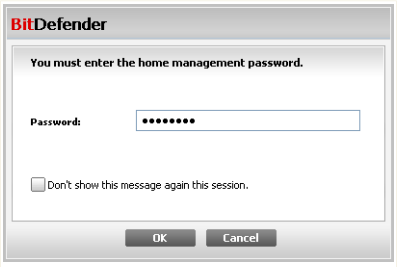
*Note*

If you plan to run several tasks, you might want to select **Don't show this message again this session**. By selecting this option, you will not be prompted again for this password during the current session.

## 10.1.4. Scanning All Computers

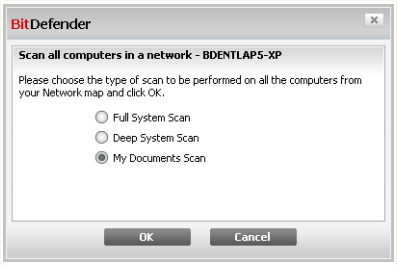
To scan all managed computers, follow these steps:

1. Click **Scan All**. You will be prompted to provide the local home management password.




Enter Password

2. Select a scan type.
   - **Full System Scan** - starts a full scan of your computer (archives excluded).
   - **Deep Scan** - starts a full scan of your computer (archives included).
   - **Scan My Documents** - starts a quick scan of your documents and settings.



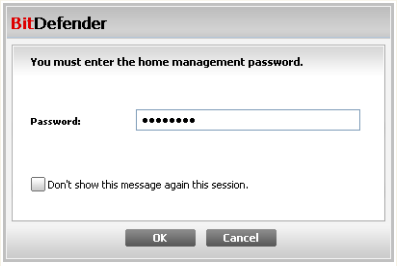

**Select Scan Type**

3. Click **OK**.

## 10.1.5. Updating All Computers

To update all managed computers, follow these steps:

1. Click **Update All**. You will be prompted to provide the local home management password.



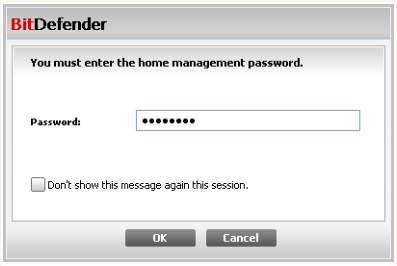

**Enter Password**

2. Click **OK**.

## 10.1.6. Registering All Computers

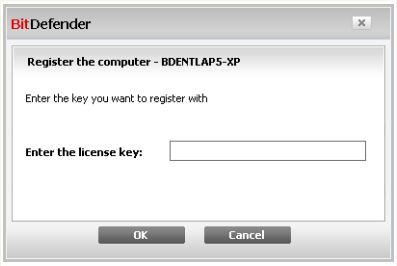
To register all managed computers, follow these steps:

1. Click **Register All**. You will be prompted to provide the local home management password.




**Enter Password**

2. Enter the key you want to register with.



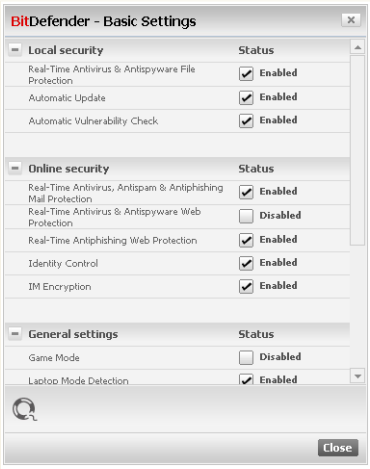

**Register All**

3. Click **OK**.

# 11. Basic Settings

The Basic Settings module is the place where you can easily enable or disable important security modules.

To enter the Basic Settings module, click the **Settings** button from the upper part of the Basic View.




**Basic Settings**

The available security modules have been grouped into several categories.

| Category | Description |
|---|---|
| **Local security** | This is where you can enable / disable real time file protection or the automatic update. |
| **Online security** | This is where you can enable / disable real time mail and web protection. |
| **General settings** | This is where you can enable / disable game mode, laptop mode, passwords, scan activity bar and more. |

Click the box labeled "+" to open a category or click the one labeled "-" to close it.

## 11.1. Local security

You can enable / disable security modules with one click.

| Security module | Description |
|---|---|
| **Real-Time Antivirus & Antispyware File Protection** | Real-time file protection ensures that all files are scanned as they are accessed by you or by an application running on this system. |
| **Automatic Update** | Automatic update ensures that the newest BitDefender product and signature files are downloaded and installed automatically on a regular base. |
| **Automatic Vulnerability Check** | Automatic vulnerability check ensures that crucial software on your PC are up-to-date. |

## 11.2. Online security

You can enable / disable security modules with one click.

| Security module | Description |
|---|---|
| **Real-Time Antiphishing Web Protection** | Real-time web antiphishing protection ensures that all files downloaded via HTTP are scanned for phishing attempts. |
| **Identity control** | Identity Control helps you keep confidential data safe by scanning all web and mail traffic for specific strings. |
| **IM Encryption** | If your IM contacts have BitDefender 2009 installed, all IM conversations via Yahoo! Messenger and Windows Live Messenger will be encrypted. |

## 11.3. General settings

You can enable / disable security related items with one click.

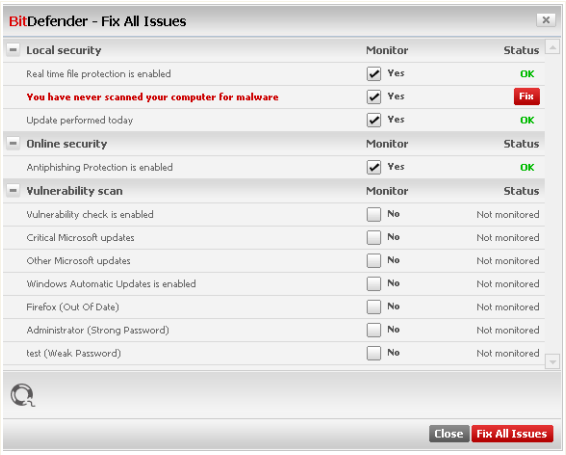
| Item | Description |
|---|---|
| **Game Mode** | Game Mode temporarily modifies protection settings so as to minimize their impact on system performance during games. |

| Item | Description |
|---|---|
| **Laptop Mode** | Laptop Mode temporarily modifies protection settings so as to minimize their impact on the life of your laptop battery. |
| **Settings Password** | This ensures that the BitDefender settings can only be changed by the person who knows this password. |
| **BitDefender News** | By enabling this option, you will receive important company news, product updates or new security threats from BitDefender. |
| **Products Notification Alerts** | By enabling this option, you will receive information alerts. |
| **Scan Activity Bar** | The Scan Activity Bar is a small, transparent bar indicating the progress of the BitDefender scanning activity. The green flowing line shows the scanning activity on your local system. The red flowing line shows the scanning activity on your internet connection. |
| **Load BitDefender at Startup** | By enabling this option, BitDefender user interface is loaded at startup. This option does not affect the protection level. |
| **Send Virus Reports** | By enabling this option, virus scanning reports are sent to BitDefender labs for analysis. Please note that these reports will contain no confidential data, such as your name or IP address, and that they will not be used for commercial purposes. |
| **Outbreak Detection** | By enabling this option, reports regarding potential virus-outbreaks are sent to BitDefender labs for analysis. Please note that these reports will contain no confidential data, such as your name or IP address, and that they will not be used for commercial purposes. |

# 12. Status Bar

As you can easily notice, in the upper part of BitDefender Antivirus 2009 window there is a status bar displaying the number of pending issues. Click the **Fix All Issues** button to easily remove any threats to your computer security. A security status window will appear.

The security status displays a systematically organized and easily manageable list of security vulnerabilities on your computer. BitDefender Antivirus 2009 will let you know whenever a problem can affect your computer's security.




**Status Bar**

# 12.1. Local security

We know it's important to be noticed whenever a problem can affect your computer's security. By monitoring each security modules, BitDefender Antivirus 2009 will let you know not only when you configure the settings that might affect your computer's security, but when you forget to do important tasks.

The issues concerning local security are described in very explicit sentences. In line with each sentence, if there is something that might affect your computer's security,

you will see a red status button called **Fix**. Otherwise, a green **OK** status button is displayed.

| *Issue* | *Description* |
|---|---|
| **Real time file protection is enabled** | Ensures that all files are scanned as they are accessed by you or by an application running on this system. |
| **You have scanned your computer for malware today** | It is highly recommended to run an on demand scan as soon as possible to check if files stored on your computer are malware free. |
| **Automatic update is enabled** | Please keep automatic update enabled to ensure that the malware signatures of your BitDefender product are updated on a regular basis. |
| **Updating now** | Product and malware signatures update is being performed. |

When the status buttons are green, the security risk of your system is at a minimum. To turn the buttons green, follow these steps:

1. Click the **Fix** buttons to fix security vulnerabilities one by one.
2. If one issue is not fixed on the spot, follow the wizard to fix it.

If you want to exclude an issue from monitoring, just clear the **Yes, monitor this component** checkbox.

## 12.2. Online security

The issues concerning online security are described in very explicit sentences. In line with each sentence, if there is something that might affect your computer's security, you will see a red status button called **Fix**. Otherwise, a green **OK** status button is displayed.

| *Issue* | *Description* |
|---|---|
| **Conversation encryption for IM is enabled** | If your IM contacts have BitDefender 2009 installed, all IM discussions via Yahoo! Messenger and Windows Live Messenger will be encrypted. It is recommended to have conversation encryption for IM enabled to ensure that your IM conversations remain private. |

| Issue | Description |
|---|---|
| **Firefox antiphishing protection is enabled** | BitDefender protects you against phishing attempts when you are surfing the Internet. |
| **Internet Explorer antiphishing protection is enabled** | BitDefender protects you against phishing attempts when you are surfing the Internet. |

When the status buttons are green, the security risk of your system is at a minimum. To turn the buttons green, follow these steps:

1. Click the **Fix** buttons to fix security vulnerabilities one by one.
2. If one issue is not fixed on the spot, follow the wizard to fix it.

If you want to exclude an issue from monitoring, just clear the **Yes, monitor this component** checkbox.

## 12.3. Vulnerability scan

The issues concerning vulnerabilities are described in very explicit sentences. In line with each sentence, if there is something that might affect your computer's security, you will see a red status button called **Fix**. Otherwise, a green **OK** status button is displayed.

| Issue | Description |
|---|---|
| **Vulnerability check is enabled** | Monitors Microsoft Windows Updates, Microsoft Windows Office Updates and Microsoft Windows accounts passwords to ensure that your OS is up to date and is not vulnerable to password bypass. |
| **Critical Microsoft updates** | Install available critical Microsoft updates. |
| **Other Microsoft updates** | Install available non-critical Microsoft updates. |

| Issue | Description |
|---|---|
| **Windows Automatic Updates is enabled** | Install new Windows security updates as soon as they become available. |
| **Admin (Strong Password)** | Indicates the password's strength for specific users. |

When the status buttons are green, the security risk of your system is at a minimum. To turn the buttons green, follow these steps:

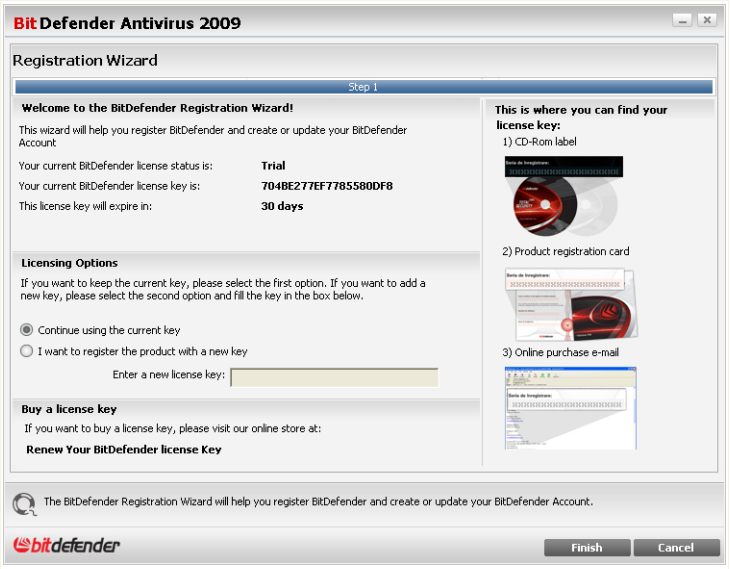
1. Click the **Fix** buttons to fix security vulnerabilities one by one.
2. If one issue is not fixed on the spot, follow the wizard to fix it.

If you want to exclude an issue from monitoring, just clear the **Yes, monitor this component** checkbox.

# 13. Registration

BitDefender Antivirus 2009 comes with 30-day trial period. If you want to register BitDefender Antivirus 2009, to change the license key or to create a BitDefender account, click the **Register** link, located at the bottom of the BitDefender window. The registration wizard will appear.

## 13.1. Step 1/1 - Register BitDefender Antivirus 2009




**Registration**

You can see the BitDefender registration status, the current license key and how many days are left until the license expires.

To register BitDefender Antivirus 2009:

1. Select **I want to register the product with a new key**.
2. Type the license key in the edit field.

***Note***

You can find your license key:

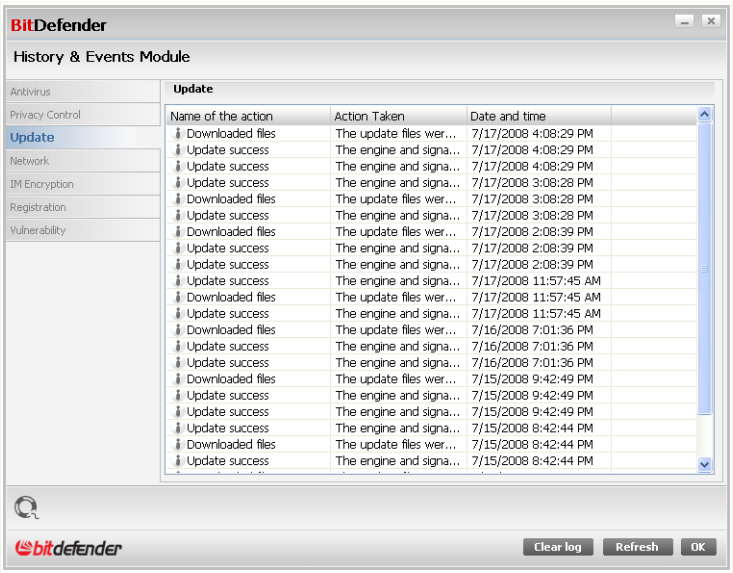
- on the CD label.
- on the product registration card.
- in the online purchase e-mail.

If you do not have a BitDefender license key, click the provided link to go to the BitDefender online store and buy one.

Click **Finish**.

# 14. History

The **History** link at the bottom of the BitDefender Security Center window opens another window with the BitDefender history & events. This window offers you an overview of the security-related events. For instance, you can easily check if the update was successfully performed, if malware was found on your computer etc.




**Events**

In order to help you filter the BitDefender history & events, the following categories are provided on the left side:

- **Antivirus**
- **Privacy Control**
- **Update**
- **Network**

A list of events is available for each category. Each event comes with the following information: a short description, the action BitDefender took on it when it happened,

and the date and time when it occurred. If you want to find out more information about a particular event in the list, double click that event.

Click **Clear Log** if you want to remove old logs or **Refresh** to make sure the latest logs are displayed.

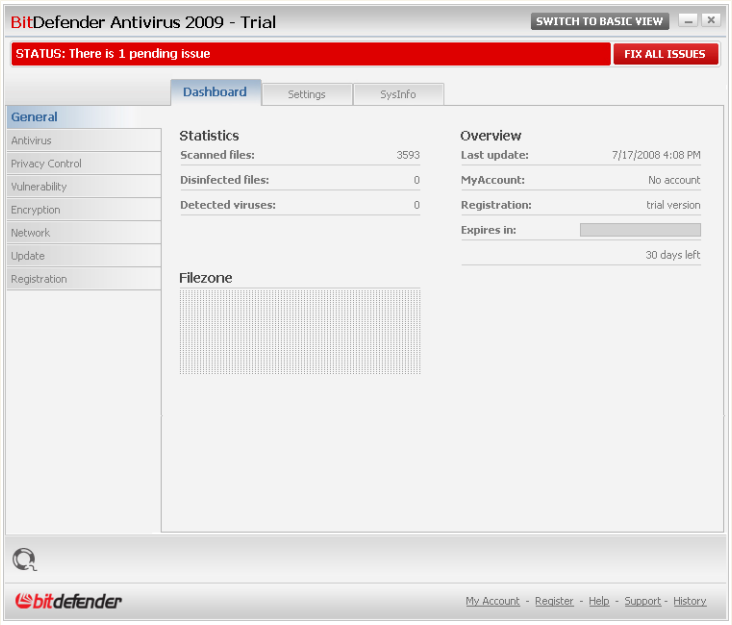
# Advanced Administration

# 15. General

The General module provides information on the BitDefender activity and the system. Here you can also change the overall behavior of BitDefender.

## 15.1. Dashboard

To see product activity statistics and your registration status, go to **General>Dashboard** in the Advanced View.




**Dashboard**

The dashboard consists of several sections:

- **Statistics** - Displays important information regarding the BitDefender activity.
- **Overview** - Displays the update status, your account status, registration and license information.

- **Filezone** - Indicates the evolution of the number of objects scanned by BitDefender Antimalware. The height of the bar indicates the intensity of the traffic during that time interval.

## 15.1.1. Statistics

If you want to keep an eye on the BitDefender activity, a good place to start is the Statistics section. You can see the following items:

| Item | Description |
|---|---|
| Scanned files | Indicates the number of files that were checked for malware at the time of your last scan. |
| Disinfected files | Indicates the number of files that were disinfected at the time of your last scan. |
| Detected viruses | Indicates the number of viruses that were found on your system at the time of your last scan. |

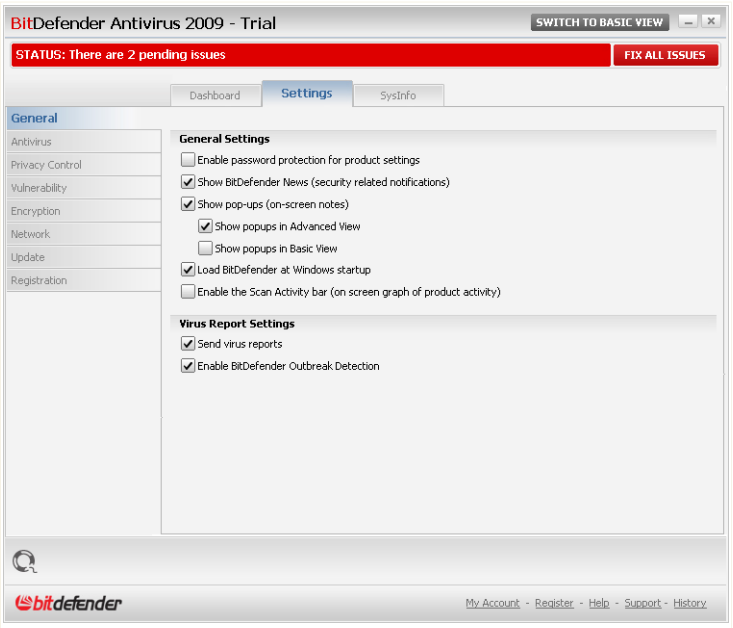
## 15.1.2. Overview

This is where you can see a summary of statistics regarding the update status, your account status, registration and license information.

| Item | Description |
|---|---|
| Last update | Indicates the date when your BitDefender product was last updated. Please perform regular updates in order to have a fully protected system. |
| My account | Indicates the e-mail address that you can use to access your on-line account to recover your lost BitDefender license key and to benefit from BitDefender support and other customized services. |
| Registration | Indicates your license key type and status. To keep your system safe you must renew or upgrade BitDefender if your key has expired. |
| Expires in | Indicates the number of days left until the license key expires. |

# 15.2. Settings

To configure general settings for BitDefender and to manage its settings, go to **General>Settings** in the Advanced View.




**General Settings**

Here you can set the overall behavior of BitDefender. By default, BitDefender is loaded at Windows startup and then runs minimized in the taskbar.

## 15.2.1. General Settings

- **Enable password protection for product settings** - enables setting a password in order to protect the BitDefender configuration.

> ***Note***
> If you are not the only person with administrative rights using this computer, it is recommended that you protect your BitDefender settings with a password.

If you select this option, the following window will appear:


Enter password

Type the password in the **Password** field, re-type it in the **Retype password** field and click **OK**.

Once you have set the password, you will be asked for it whenever you want to change the BitDefender settings. The other system administrators (if any) will also have to provide this password in order to change the BitDefender settings.

*Important*
If you forgot the password you will have to repair the product in order to modify the BitDefender configuration.

- **Show BitDefender News (security related notifications)** - shows from time to time security notifications regarding virus outbreaks, sent by the BitDefender server.
- **Show pop-ups (on-screen notes)** - shows pop-up windows regarding the product status. You can configure BitDefender to display pop-ups only when using the Basic View or the Advanced View.
- **Load BitDefender at Windows startup** - automatically launches BitDefender at system startup. We recommend you to keep this option selected.
- **Enable the Scan Activity bar (on screen graph of product activity)** - displays the Scan Activity bar whenever you log on to Windows. Clear this check box if you do not want the Scan Activity bar to be displayed anymore.

*Note*
This option can be configured only for the current Windows user account.

## 15.2.2. Virus Report Settings

- **Send virus reports** - sends to the BitDefender Labs reports regarding viruses identified in your computer. It helps us keep track of virus-outbreaks.

The reports will contain no confidential data, such as your name, IP address or others, and will not be used for commercial purposes. The information supplied will contain only the virus name and will be used solely to create statistic reports.

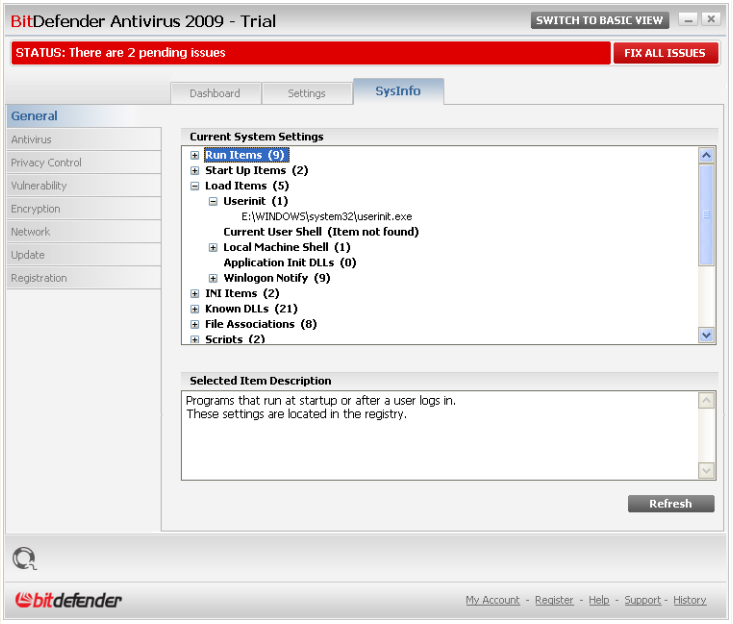
- **Enable BitDefender Outbreak Detection** - sends to the BitDefender Labs reports regarding potential virus-outbreaks.

  The reports will contain no confidential data, such as your name, IP address or others, and will not be used for commercial purposes. The information supplied will contain only the potential virus and will be used solely to detect new viruses.

## 15.3. System Information

BitDefender allows you to view, from a single location, all system settings and the applications registered to run at startup. In this way, you can monitor the activity of the system and of the applications installed on it as well as identify possible system infections.

To obtain system information, go to **General>System Info** in the Advanced View.




**System Information**

The list contains all the items loaded when starting the system as well as the items loaded by different applications.

Three buttons are available:

- **Restore** - changes a current file association to default. Available for the **File Associations** settings only!
- **Go to** - opens a window where the selected item is placed (the **Registry** for example).

> ***Note***
> Depending on the selected item, the **Go to** button may not appear.

- **Refresh** - re-opens the **System Info** section.

# 16. Antivirus

BitDefender protects your computer from all kinds of malware (viruses, Trojans, spyware, rootkits and so on). The protection BitDefender offers is divided into two categories:

- Real-time protection - prevents new malware threats from entering your system. BitDefender will, for example, scan a word document for known threats when you open it, and an e-mail message when you receive one.

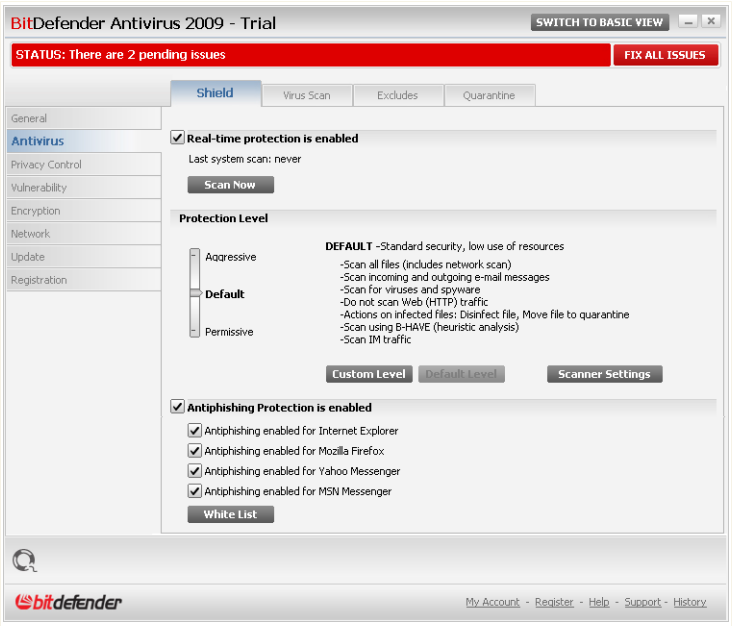
  ***Note***
  Real-time protection is also referred to as on-access scanning - files are scanned as the users access them.

- On-demand scanning - allows detecting and removing the malware that already resides in the system. This is the classic scan initiated by the user - you choose what drive, folder or file BitDefender should scan, and BitDefender scans it - on-demand. The scan tasks allow you to create customized scanning routines and they can be scheduled to run on a regular basis.

## 16.1. Real-time Protection

BitDefender provides continuous, real-time protection against a wide range of malware threats by scanning all accessed files, e-mail messages and the communications through Instant Messaging Software applications (ICQ, NetMeeting, Yahoo Messenger, MSN Messenger). BitDefender Antiphishing prevents you from disclosing personal information while browsing the Internet by alerting you about potential phishing web pages.

To configure real-time protection and BitDefender Antiphishing, go to **Antivirus>Shield** in the Advanced View.




**Real-time Protection**

You can see whether Real-time protection is enabled or disabled. If you want to change the Real-time protection status, clear or select the corresponding check box.

***Important***
To prevent viruses from infecting your computer keep **Real-time protection** enabled.

To start a quick system scan, click **Scan Now**.

## 16.1.1. Configuring Protection Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

There are 3 protection levels:

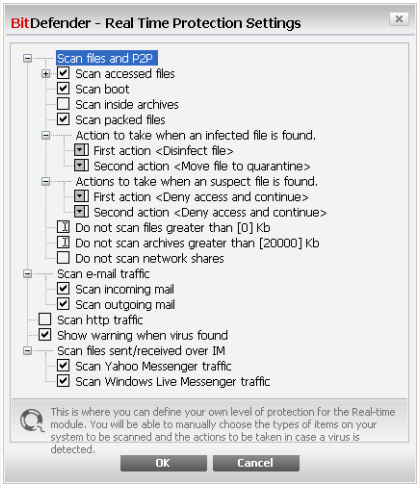
| Protection level | Description |
|---|---|
| **Permissive** | Covers basic security needs. The resource consumption level is very low.<br>Programs and incoming mail messages are only scanned for viruses. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/deny access. |
| **Default** | Offers standard security. The resource consumption level is low.<br>All files and incoming&outgoing mail messages are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/deny access. |
| **Aggressive** | Offers high security. The resource consumption level is moderate.<br>All files, incoming&outgoing mail messages and web traffic are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/deny access. |

To apply the default real-time protection settings click **Default Level**.

## 16.1.2. Customizing Protection Level

Advanced users might want to take advantage of the scan settings BitDefender offers. The scanner can be set to scan only specific file extensions, to search for specific malware threats or to skip archives. This may greatly reduce scanning times and improve your computer's responsiveness during a scan.

You can customize the **Real-time protection** by clicking **Custom level**. The following window will appear:




**Shield Settings**

The scan options are organized as an expandable menu, very similar to those used for exploration in Windows. Click the box with "+" to open an option or the box with "-" to close an option.

***Note***
You can observe that some scan options, although the "+" sign appears, cannot be opened. The reason is that these options weren't selected yet. You will observe that if you select them, they can be opened.

- **Scan accessed files and P2P transfers options** - scans the accessed files and the communications through Instant Messaging Software applications (ICQ, NetMeeting, Yahoo Messenger, MSN Messenger). Further on, select the type of the files you want to be scanned.

| *Option* | | *Description* |
|---|---|---|
| **Scan accessed files** | **Scan all files** | All the accessed files will be scanned, regardless their type. |
| | **Scan program files only** | Only the program files will be scanned. This means only the files with the following extensions: `.exe`; `.bat`; `.com`; `.dll`; `.ocx`; |

| Option | | Description |
|---|---|---|
| | | .scr; .bin; .dat; .386; .vxd; .sys; .wdm; .cla; .class; .ovl; .ole; .exe; .hlp; .doc; .dot; .xls; .ppt; .wbk; .wiz; .pot; .ppa; .xla; .xlt; .vbs; .vbe; .mdb; .rtf; .htm; .hta; .html; .xml; .xtp; .php; .asp; .js; .shs; .chm; .lnk; .pif; .prc; .url; .smm; .pdf; .msi; .ini; .csc; .cmd; .bas; .eml and .nws. |
| | **Scan user defined extensions** | Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";". |
| | **Scan for riskware** | Scans for riskware. Detected files will be treated as infected. The software that includes adware components might stop working if this option is enabled.<br>Select **Skip dialers and applications from scan** if you want to exclude these kind of files from scanning. |
| **Scan boot** | | Scans the system's boot sector. |
| **Scan inside archives** | | The accessed archives will be scanned. With this option on, the computer will slow down. |
| **Scan packed files** | | All packed files will be scanned. |
| **First action** | | Select from the drop-down menu the first action to take on infected and suspicious files. |
| | **Deny access and continue** | In case an infected file is detected, the access to this will be denied. |
| | **Clean file** | Disinfects infected files. |
| | **Delete file** | Deletes infected files immediately, without any warning. |
| | **Move file to quarantine** | Moves infected files into the quarantine. |

| Option | | Description |
|---|---|---|
| **Second action** | | Select from the drop-down menu the second action to take on infected files, in case the first action fails. |
| | **Deny access and continue** | In case an infected file is detected, the access to this will be denied. |
| | **Delete file** | Deletes infected files immediately, without any warning. |
| | **Move file to quarantine** | Moves infected files into the quarantine. |
| **Do not scan files greater than [x] Kb** | | Type in the maximum size of the files to be scanned. If the size is 0 Kb, all files will be scanned, regardless their size. |
| **Do not scan archives greater than [20000] Kb** | | Type in the maximum size of the archives to be scanned in kilobytes (KB). If you want to scan all archives, regardless of their size, type 0. |
| **Do not scan network shares** | | If this option is enabled, BitDefender will not scan the network shares, allowing for a faster network access.<br>We recommend you to enable this option only if the network you are part of is protected by an antivirus solution. |

- **Scan e-mail traffic** - scans the e-mail traffic.

  The following options are available:

| Option | Description |
|---|---|
| **Scan incoming mails** | Scans all incoming e-mail messages. |
| **Scan outgoing mails** | Scans all outgoing e-mail messages. |

- **Scan http traffic** - scans the http traffic.
- **Show warning when a virus is found** - opens an alert window when a virus is found in a file or in an e-mail message.

For an infected file the alert window will contain the name of the virus, the path to it, the action taken by BitDefender and a link to the BitDefender site where you can find more information about it. For an infected e-mail the alert window will contain also information about the sender and the receiver.

In case a suspicious file is detected you can launch a wizard from the alert window that will help you to send that file to the BitDefender Lab for further analysis. You can type in your e-mail address to receive information regarding this report.

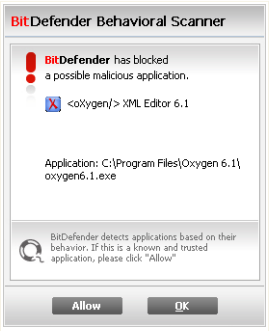
- **Scan files received/sent over IM.** To scan the files you receive or send using Yahoo Messenger or Windows Live Messenger, select the corresponding check boxes.

Click **OK** to save the changes and close the window.

## 16.1.3. Configuring the Behavioral Scanner

The Behavioral Scanner provides a layer of protection against new threats for which signatures have not yet been released. It constantly monitors and analyses the behavior of the applications running on your computer and alerts you if an application has a suspicious behavior.

The Behavioral Scanner alerts you whenever an application tries to perform a possible malicious action and prompts you for action.

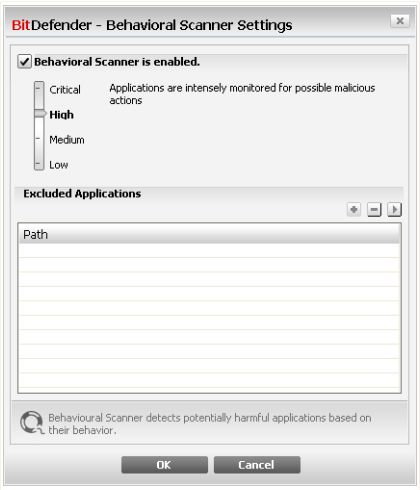



**Behavioral Scanner Alert**

If you know and trust the detected application, click **Allow**. The Behavioral Scanner will no longer scan the application for possible malicious behavior.

If you want to immediately close the application, click **OK**.

To configure the Behavioral Scanner, click **Scanner Settings**.




**Behavioral Scanner Settings**

If you want to disable the Behavioral Scanner, clear the **Behavioral Scanner is enabled** check box.

***Important***
Keep the Behavioral Scanner enabled in order to be protected against unknown viruses.

## Configuring the Protection Level

The Behavioral Scanner protection level automatically changes when you set a new real-time protection level. If you are not satisfied with the default setting, you can manually configure the protection level.

***Note***
Keep in mind that if you change the current real-time protection level, the Behavioral Scanner protection level will change accordingly.

Drag the slider along the scale to set the protection level that best fits your security needs.

| Protection level | Description |
|---|---|
| **Critical** | Applications are strictly monitored for possible malicious actions. |
| **High** | Applications are intensely monitored for possible malicious actions. |
| **Medium** | Applications are moderately monitored for possible malicious actions. |
| **Low** | Applications are monitored for possible malicious actions. |

### Managing Excluded Applications

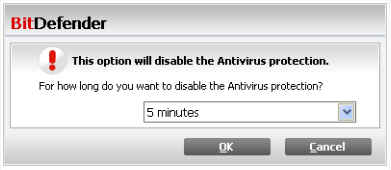
You can configure the Behavioral Scanner not to check specific applications. The applications that are not currently checked by the Behavioral Scanner are listed in the **Excluded Applications** table.

To manage the excluded applications, you can use the buttons placed at the top of the table:

- **Add** - exclude a new application from scanning.
- **Remove** - remove an application from the list.
- **Edit** - edit an application path.

## 16.1.4. Disabling Real-time Protection

If you want to disable real-time protection, a warning window will appear.




**Disable Real-time Protection**

You must confirm your choice by selecting from the menu how long you want the real-time protection to be disabled. You can disable real-time protection for 5, 15 or 30 minutes, for an hour, permanently or until the system restart.

***Warning***
This is a critical security issue. We recommend you to disable real-time protection for as little time as possible. If real-time protection is disabled, you will not be protected against malware threats.

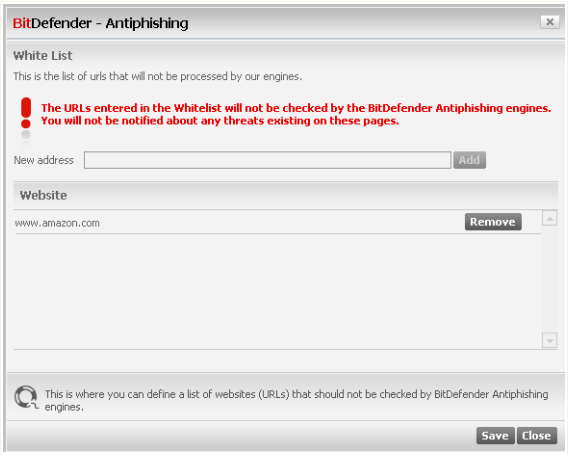
## 16.1.5. Configuring Antiphishing Protection

BitDefender provides real-time antiphishing protection for:

- Internet Explorer
- Mozilla Firefox
- Yahoo! Messenger
- Windows Live (MSN) Messenger

You can choose to disable the antiphishing protection completely or for specific applications only.

You can click **White List** to configure and manage a list of web sites that should not be scanned by BitDefender Antiphishing engines.




**Antiphishing White List**

You can see the web sites that BitDefender does not currently check for phishing content.

To add a new web site to the white list, type its url address in the **New address** field and click **Add**. The white list should contain only web sites you fully trust. For example, add the web sites where you currently shop online.

***Note***

You can easily add web sites to the white list from the BitDefender Antiphishing toolbar integrated into your web browser.

If you want to remove a web site from the white list, click the corresponding **Remove** button.

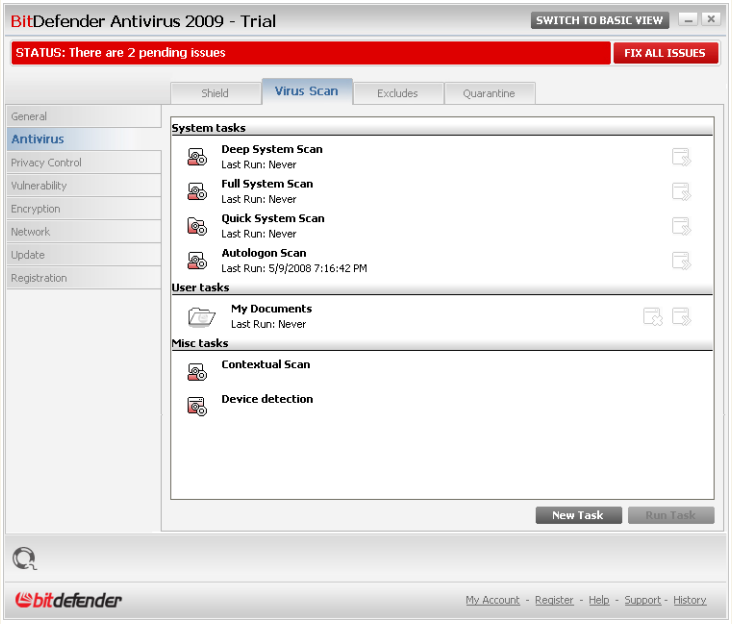
Click **Close** to save the changes and close the window.

## 16.2. On-demand Scanning

The main objective for BitDefender is to keep your computer clean of viruses. This is first and foremost done by keeping new viruses out of your computer and by scanning your e-mail messages and any new files downloaded or copied to your system.

There is a risk that a virus is already lodged in your system, before you even install BitDefender. This is why it's a very good idea to scan your computer for resident viruses after you've installed BitDefender. And it's definitely a good idea to frequently scan your computer for viruses.

To configure and initiate on-demand scanning, go to **Antivirus>Scan** in the Advanced View.




**Scan Tasks**

On-demand scanning is based on scan tasks. Scan tasks specify the scanning options and the objects to be scanned. You can scan the computer whenever you want by running the default tasks or your own scan tasks (user-defined tasks). You can also schedule them to run on a regular basis or when the system is idle so as not to interfere with your work

## 16.2.1. Scan Tasks

BitDefender comes with several tasks, created by default, which cover common security issues. You can also create your own customized scan tasks.

Each task has a **Properties** window that allows you to configure the task and to see the scan results. For more information, please refer to “*Configuring Scan Tasks*” (p. 110).

There are three categories of scan tasks:

- **System tasks** - contains the list of default system tasks. The following tasks are available:

| Default Task | Description |
|---|---|
| **Deep System Scan** | Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others. |
| **Full System Scan** | Scans the entire system, except for archives. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others. |
| **Quick System Scan** | Scans the `Windows`, `Program Files` and `All Users` folders. In the default configuration, it scans for all types of malware, except for rootkits, but it does not scan memory, the registry or cookies. |
| **Autologon Scan** | Scans the items that are run when a user logs on to Windows. By default, the autologon scan is disabled.<br>If you want to use this task, right-click it, select **Schedule** and set the task to run **at system startup**. You can specify how long after the startup the task should start running (in minutes). |

*Note*
Since the **Deep System Scan** and **Full System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

- **User tasks** - contains the user-defined tasks.

  A task called `My Documents` is provided. Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.
- **Misc tasks** - contains a list of miscellaneous scan tasks. These scan tasks refer to alternative scanning types that cannot be run from this window. You can only modify their settings or view the scan reports.

Three buttons are available to the right of each task:

- **Schedule** - indicates that the selected task is scheduled for later. Click this button to open the **Properties** window, Scheduler tab, where you can see the task schedule and modify it.
- **Delete** - removes the selected task.

*Note*
Not available for system tasks. You cannot remove a system task.

- **Scan Now** - runs the selected task, initiating an immediate scan.

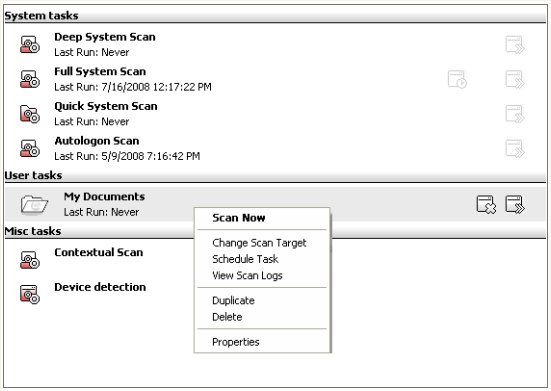
To the left of each task you can see the **Properties** button, that allows you to configure the task and view the scan logs.

## 16.2.2. Using Shortcut Menu

A shortcut menu is available for each task. Right-click the selected task to open it.

The following commands are available on the shortcut menu:

- **Scan Now** - runs the selected task, initiating an immediate scan.
- **Paths** - opens the **Properties** window, Paths tab, where you can change the scan target of the selected task.




**Shortcut Menu**

*Note*
In the case of system tasks, this option is replaced by **Show Task Paths**, as you can only see their scan target.

- **Schedule** - opens the **Properties** window, Scheduler tab, where you can schedule the selected task.

- **Logs** - opens the **Properties** window, Logs tab, where you can see the reports generated after the selected task was run.
- **Clone** - duplicates the selected task. This is useful when creating new tasks, as you can modify the settings of the task duplicate.
- **Delete** - deletes the selected task.

*Note*
Not available for system tasks. You cannot remove a system task.

- **Open** - opens the **Properties** window, Overview tab, where you can change the settings of the selected task.

*Note*
Due to the particular nature of the **Misc Tasks** category, only the **Logs** and **Open** options are available in this case.

## 16.2.3. Creating Scan Tasks

To create a scan task, use one of the following methods:

- Duplicate an existing task, rename it and make the necessary changes in the Properties window.
- Click **New Task** to create a new task and configure it.

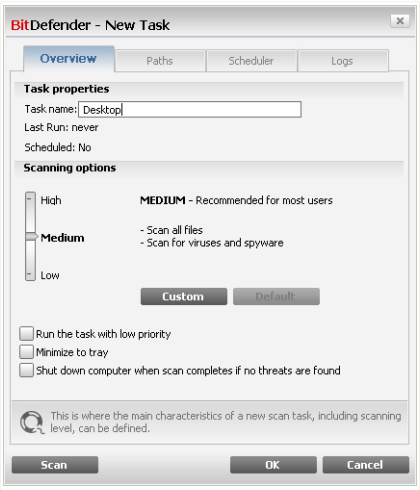
## 16.2.4. Configuring Scan Tasks

Each scan task has its own **Properties** window, where you can configure the scan options, set the scan target, schedule the task or see the reports. To open this window click the **Open** button, located on the right of the task (or right-click the task and then click **Open**).

*Note*
For more information on viewing logs and the **Logs** tab, please refer to "*Viewing Scan Logs*" (p. 129).

### Configuring Scan Settings

To configure the scanning options of a specific scan task, right-click it and select **Properties**. The following window will appear:




**Overview**

Here you can see information about the task (name, last run and schedule status) and set the scan settings.

### *Choosing Scan Level*

You can easily configure the scan settings by choosing the scan level. Drag the slider along the scale to set the appropriate scan level.

There are 3 scan levels:

| *Protection level* | *Description* |
|---|---|
| **Low** | Offers reasonable detection efficiency. The resource consumption level is low.<br>Programs only are scanned for viruses. Besides the classical signature-based scan, the heuristic analysis is also used. |
| **Medium** | Offers good detection efficiency. The resource consumption level is moderate.<br>All files are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. |

| Protection level | Description |
|---|---|
| **High** | Offers high detection efficiency. The resource consumption level is high.<br>All files and archives are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. |

A series of general options for the scanning process are also available:

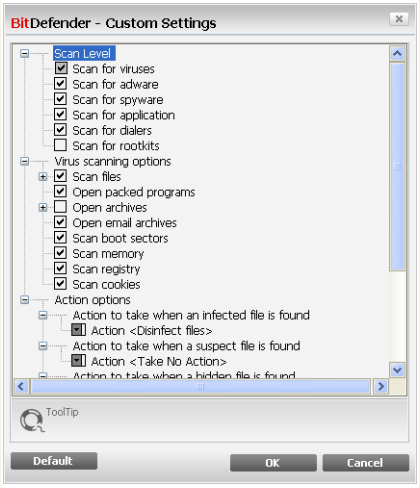
- **Run the task with Low priority.** Decreases the priority of the scan process. You will allow other programs to run faster and increase the time needed for the scan process to finish.
- **Minimize scan window on start to systray.** Minimizes the scan window to the system tray. Double-click the BitDefender icon to open it.
- **Shut down the computer when scan completes if no threats are found**

Click **OK** to save the changes and close the window. To run the task, just click **Scan**.

### *Customizing Scan Level*

Advanced users might want to take advantage of the scan settings BitDefender offers. The scanner can be set to scan only specific file extensions, to search for specific malware threats or to skip archives. This may greatly reduce scanning times and improve your computer's responsiveness during a scan.

Click **Custom** to set your own scan options. A new window will appear.




**Scan Settings**

The scan options are organized as an expandable menu, very similar to those used for exploration in Windows. Click the box with "+" to open an option or the box with "-" to close an option.

The scan options are grouped into 3 categories:

- **Scan Level.** Specify the type of malware you want BitDefender to scan for by selecting the appropriate options from the **Scan Level** category.

| *Option* | *Description* |
|---|---|
| **Scan for viruses** | Scans for known viruses.<br>BitDefender detects incomplete virus bodies, too, thus removing any possible threat that could affect your system's security. |
| **Scan for adware** | Scans for adware threats. Detected files will be treated as infected. The software that includes adware components might stop working if this option is enabled. |

| Option | Description |
|---|---|
| **Scan for spyware** | Scans for known spyware threats. Detected files will be treated as infected. |
| **Scan for application** | Scan for legitimate applications that can be used as a spying tool, to hide malicious applications or for other malicious intent. |
| **Scan for dialers** | Scans for applications dialing high-cost numbers. Detected files will be treated as infected. The software that includes dialer components might stop working if this option is enabled. |
| **Scan for rootkits** | Scans for hidden objects (files and processes), generally known as rootkits. |

- **Virus scanning options.** Specify the type of objects to be scanned (file types, archives and so on) by selecting the appropriate options from the **Virus scanning options** category.

| Option | | Description |
|---|---|---|
| **Scan files** | **Scan all files** | All files are scanned, regardless of their type. |
| | **Scan program files only** | Only the program files will be scanned. This means only the files with the following extensions: `exe`; `bat`; `com`; `dll`; `ocx`; `scr`; `bin`; `dat`; `386`; `vxd`; `sys`; `wdm`; `cla`; `class`; `ovl`; `ole`; `exe`; `hlp`; `doc`; `dot`; `xls`; `ppt`; `wbk`; `wiz`; `pot`; `ppa`; `xla`; `xlt`; `vbs`; `vbe`; `mdb`; `rtf`; `htm`; `hta`; `html`; `xml`; `xtp`; `php`; `asp`; `js`; `shs`; `chm`; `lnk`; `pif`; `prc`; `url`; `smm`; `pdf`; `msi`; `ini`; `csc`; `cmd`; `bas`; `eml` and `nws`. |
| | **Scan user defined extensions** | Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";". |
| **Open packed programs** | | Scans packed files. |
| **Open archives** | | Scans inside archives. |

| Option | Description |
|---|---|
| | Scanning archived files increases the scanning time and requires more system resources. You can click the **Archive size limit** field and type the maximum size of the archives to be scanned in kilobytes (KB). |
| **Open e-mail archives** | Scans inside mail archives. |
| **Scan boot sectors** | Scans the system's boot sector. |
| **Scan memory** | Scans the memory for viruses and other malware. |
| **Scan registry** | Scans registry entries. |
| **Scan cookies** | Scans cookie files. |

- **Action options.** Specify the action to be taken on the each category of detected files using the options in the **Action options** category.

*Note*
To set a new action, click the current action and select the desired option from the menu.

- Select the action to be taken on the infected files detected. The following options are available:

| Action | Description |
|---|---|
| **None (log objects)** | No action will be taken on infected files. These files will appear in the report file. |
| **Disinfect files** | Remove the malware code from the infected files detected. |
| **Delete files** | Deletes infected files immediately, without any warning. |
| **Move files to Quarantine** | Moves infected files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. |

- Select the action to be taken on the suspicious files detected. The following options are available:

| Action | Description |
|---|---|
| **None (log objects)** | No action will be taken on suspicious files. These files will appear in the report file. |
| **Delete files** | Deletes suspicious files immediately, without any warning. |
| **Move files to Quarantine** | Moves suspicious files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. |

*Note*
Files are detected as suspicious by the heuristic analysis. We recommend you to send these files to the BitDefender Lab.

- Select the action to be taken on the hidden objects (rootkits) detected. The following options are available:

| Action | Description |
|---|---|
| **None (log objects)** | No action will be taken on hidden files. These files will appear in the report file. |
| **Move files to Quarantine** | Moves hidden files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. |
| **Make visible** | Reveals hidden files so that you can see them. |

- **Archived files action options.** Scanning and handling files inside archives are subject to restrictions. Password-protected archives cannot be scanned unless you provide the password. Depending on the archive format (type), BitDefender may not be able to disinfect, isolate or delete infected archived files. Configure the actions to be taken on the archived files detected using the appropriate options from the **Archived files action options** category.
  - Select the action to be taken on the infected files detected. The following options are available:

| Action | Description |
|---|---|
| **Take no action** | Only keep record of infected archived files in the scan log. After the scan is completed, you can open the scan log to view information on these files. |
| **Disinfect files** | Remove the malware code from the infected files detected. Disinfection may fail in some cases, such as when the infected file is inside specific mail archives. |
| **Delete files** | Immediately remove infected files from the disk, without any warning. |
| **Move files to Quarantine** | Move infected files from their original location to the quarantine folder. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. |

- Select the action to be taken on the suspicious files detected. The following options are available:

| Action | Description |
|---|---|
| **Take no action** | Only keep record of suspicious archived files in the scan log. After the scan is completed, you can open the scan log to view information on these files. |
| **Delete files** | Deletes suspicious files immediately, without any warning. |
| **Move files to Quarantine** | Moves suspicious files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. |

- Select the action to be taken on the password-protected files detected. The following options are available:

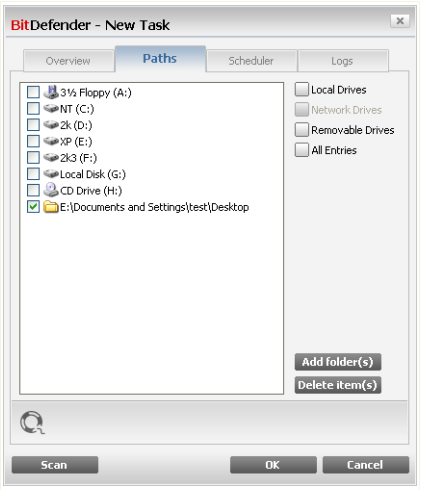
| Action | Description |
|---|---|
| **Log as not scanned** | Only keep record of the password-protected files in the scan log. After the scan is completed, you can open the scan log to view information on these files. |
| **Prompt for password** | When a password-protected file is detected, prompt the user to provide the password in order to scan the file. |

*Note*
If you choose to ignore the detected files or if the chosen action fails, you will have to choose an action in the scanning wizard.

If you click **Default** you will load the default settings. Click **OK** to save the changes and close the window.

## Setting Scan Target

To set the scan target of a specific user scan task, right-click the task and select **Paths**. The following window will appear:




**Scan Target**

You can see the list of local, network and removable drives as well as the files or folders added previously, if any. All checked items will be scanned when running the task.

The section contains the following buttons:

- **Add Items(s)** - opens a browsing window where you can select the file(s) / folder(s) that you want to be scanned.

  ***Note***
  You can also use drag and drop to add files/folders to the list.

- **Remove Item(s)** - removes the file(s) / folder(s) previously selected from the list of objects to be scanned.

  ***Note***
  Only the file(s) / folder(s) that were added afterwards can be deleted, but not those that were automatically "seen" by BitDefender.

Besides the buttons explained above there are also some options that allow the fast selection of the scan locations.

- **Local Drives** - to scan the local drives.
- **Network Drives** - to scan all network drives.
- **Removable Drives** - to scan removable drives (CD-ROM, floppy-disk unit).
- **All Entries** - to scan all drives, no matter if they are local, in the network or removable.

*Note*
If you want to scan your entire computer, select the checkbox corresponding to **All Entries**.

Click **OK** to save the changes and close the window. To run the task, just click **Scan**.

### *Viewing the Scan Target of System Tasks*

You can not modify the scan target of the scan tasks from the **System Tasks** category. You can only see their scan target.

To view the scan target of a specific system scan task, right-click the task and select **Show Task Paths**. For **Full System Scan**, for example, the following window will appear:


**Scan Target of Full System Scan**

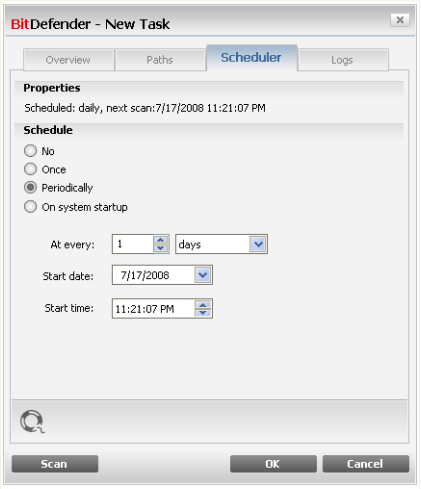
**Full System Scan** and **Deep System Scan** will scan all local drives, while **Quick System Scan** will only scan the `Windows` and `Program Files` folders.

Click **OK** to close the window. To run the task, just click **Scan**.

## Scheduling Scan Tasks

With complex tasks, the scanning process will take some time and it will work best if you close all other programs. That is why it is best for you to schedule such tasks when you are not using your computer and it has gone into the idle mode.

To see the schedule of a specific task or to modify it, right-click the task and select **Schedule Task**. The following window will appear:




**Scheduler**

You can see the task schedule, if any.

When scheduling a task, you must choose one of the following options:

- **Not Scheduled** - launches the task only when the user requests it.
- **Once** - launches the scan only once, at a certain moment. Specify the start date and time in the **Start Date/Time** fields.

- **Periodically** - launches the scan periodically, at certain time intervals(hours, days, weeks, months, years) starting with a specified date and time.

  If you want the scan to be repeated at certain intervals, select **Periodically** and type in the **At every** edit box the number of minutes/hours/days/weeks/ months/years indicating the frequency of this process. You must also specify the start date and time in the **Start Date/Time** fields.

- **On system startup** - launches the scan at the specified number of minutes after a user has logged on to Windows.

Click **OK** to save the changes and close the window. To run the task, just click **Scan**.

## 16.2.5. Scanning Objects

Before you initiate a scanning process, you should make sure that BitDefender is up to date with its malware signatures. Scanning your computer using an outdated signature database may prevent BitDefender from detecting new malware found since the last update. To verify when the last update was performed, click **Update>Update** in the settings console.

***Note***
In order for BitDefender to make a complete scanning, you need to shut down all open programs. Especially your email-client (i.e. Outlook, Outlook Express or Eudora) is important to shut down.

### Scanning Methods

BitDefender provides four types of on-demand scanning:

- Immediate scanning - run a scan task from the system / user tasks.
- Contextual scanning - right-click a file or a folder and select BitDefender Antivirus 2009.
- Drag&Drop scanning - drag and drop a file or a folder over the Scan Activity Bar.
- Manual scanning - use BitDefender Manual Scan to directly select the files or folders to be scanned.

#### *Immediate Scanning*

To scan your computer or part of it you can run the default scan tasks or your own scan tasks. This is called immediate scanning.

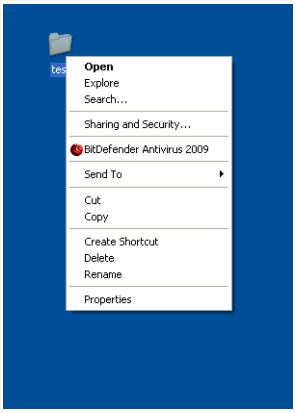
To run a scan task, use one of the following methods:

- double-click the desired scan task in the list.
- click the **Scan now** button corresponding to the task.
- select the task and then click **Run Task**.

The BitDefender Scanner will appear and the scanning will be initiated. For more information, please refer to "*BitDefender Scanner*" (p. 125).

### *Contextual Scanning*

To scan a file or a folder, without configuring a new scan task, you can use the contextual menu. This is called contextual scanning.




**Contextual Scan**

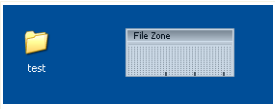
Right-click the file or folder you want to be scanned and select **BitDefender Antivirus 2009**.

The BitDefender Scanner will appear and the scanning will be initiated. For more information, please refer to "*BitDefender Scanner*" (p. 125).

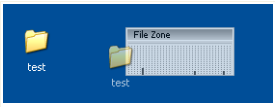
You can modify the scan options and see the report files by accessing the **Properties** window of the **Contextual Menu Scan** task.

### *Drag&Drop Scanning*

Drag the file or folder you want to be scanned and drop it over the **Scan Activity Bar** as shown below.




Drag File




Drop File

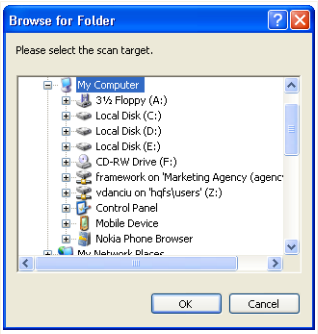
The BitDefender Scanner will appear and the scanning will be initiated. For more information, please refer to "*BitDefender Scanner*" (p. 125).

### *Manual Scanning*

Manual scanning consists in directly selecting the object to be scanned using the BitDefender Manual Scan option from the BitDefender program group in the Start Menu.

***Note***
Manual scanning is very useful, as it can be performed when Windows works in Safe Mode, too.

To select the object to be scanned by BitDefender, in the Windows Start menu, follow the path **Start → Programs → BitDefender 2009 → BitDefender Manual Scan**. The following window will appear:




**Manual Scanning**

Choose the object that you want to be scanned and click **OK**.

The BitDefender Scanner will appear and the scanning will be initiated. For more information, please refer to "*BitDefender Scanner*" (p. 125).

## *BitDefender Scanner*

When you initiate an on-demand scanning process, the BitDefender Scanner will appear. Follow the three-step guided procedure to complete the scanning process.

### *Step 1/3 - Scanning*

BitDefender will start scanning the selected objects.


**Scanning**

You can see the scan status and statistics (scanning speed, elapsed time, number of scanned / infected / suspicious / hidden objects and other).

***Note***
The scanning process may take a while, depending on the complexity of the scan.

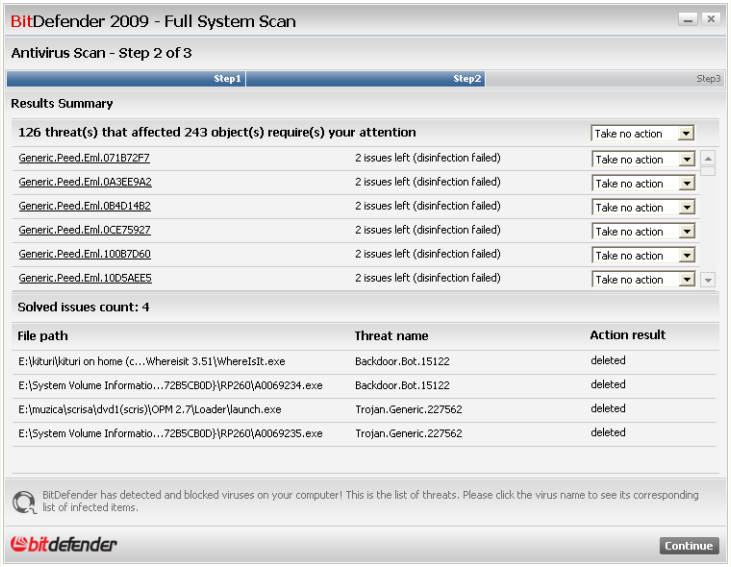
To temporarily stop the scanning process, just click **Pause**. You will have to click **Resume** to resume scanning.

You can stop scanning anytime you want by clicking **Stop&Yes**. You will go directly to the last step of the wizard.

Wait for BitDefender to finish scanning.

### *Step 2/3 - Select Actions*

When the scanning is completed, a new window will appear, where you can see the scan results.




**Actions**

You can see the number of issues affecting your system.

The infected objects are displayed in groups, based on the malware they are infected with. Click the link corresponding to a threat to find out more information about the infected objects.

You can choose an overall action to be taken for all issues or you can select separate actions for each group of issues.

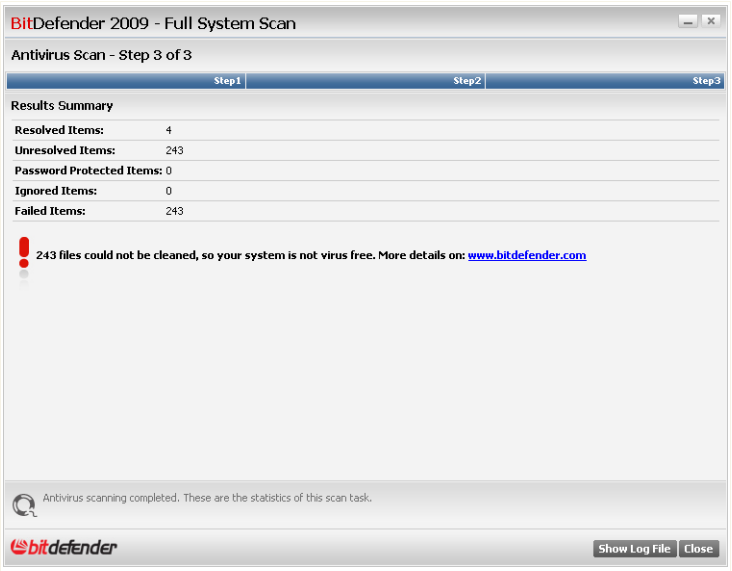
The following options can appear on the menu:

| *Action* | *Description* |
|---|---|
| **Take No Action** | No action will be taken on the detected files. |
| **Disinfect** | Disinfects infected files. |
| **Delete** | Deletes detected files. |
| **Unhide** | Makes hidden objects visible. |

Click **Continue** to apply the specified actions.

### *Step 3/3 - View Results*

When BitDefender finishes fixing the issues, the scan results will appear in a new window.




**Summary**

You can see the results summary. Click **Show log file** to view the scan log.

***Important***
If required, please restart your system in order to complete the cleaning process.

Click **Close** to close the window.

#### *BitDefender Could Not Solve Some Issues*

In most cases BitDefender successfully disinfects the infected files it detects or it isolates the infection. However, there are issues that cannot be solved.

In these cases, we recommend you to contact the BitDefender Support Team at www.bitdefender.com. Our support representatives will help you solve the issues you are experiencing.

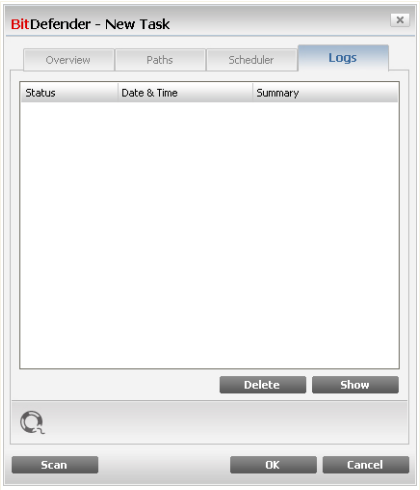
***BitDefender Detected Suspect Files***

Suspect files are files detected by the heuristic analysis as potentially infected with malware the signature of which has not been released yet.

If suspect files were detected during the scan, you will be requested to submit them to the BitDefender Lab. Click **OK** to send these files to the BitDefender Lab for further analysis.

## 16.2.6. Viewing Scan Logs

To see the scan results after a task has run, right-click the task and select **Logs**. The following window will appear:




**Scan Logs**

Here you can see the report files generated each time the task was executed. For each file you are provided with information on the status of the logged scanning process, the date and time when the scanning was performed and a summary of the scanning results.

Two buttons are available:

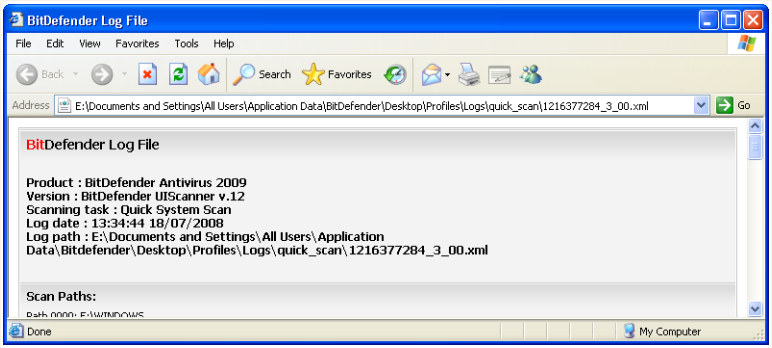
- **Delete** - to delete the selected scan log.
- **Show** - to view the selected scan log. The scan log will open in your default web browser.

***Note***
Also, to view or delete a file, right-click the file and select the corresponding option from the shortcut menu.

Click **OK** to save the changes and close the window. To run the task, just click **Scan**.

### *Scan Log Example*

The following figure represents an example of a scan log:




**Scan Log Example**

The scan log contains detailed information about the logged scanning process, such as scanning options, the scanning target, the threats found and the actions taken on these threats.

## 16.3. Objects Excluded from Scanning

There are cases when you may need to exclude certain files from scanning. For example, you may want to exclude an EICAR test file from on-access scanning or `.avi` files from on-demand scanning.

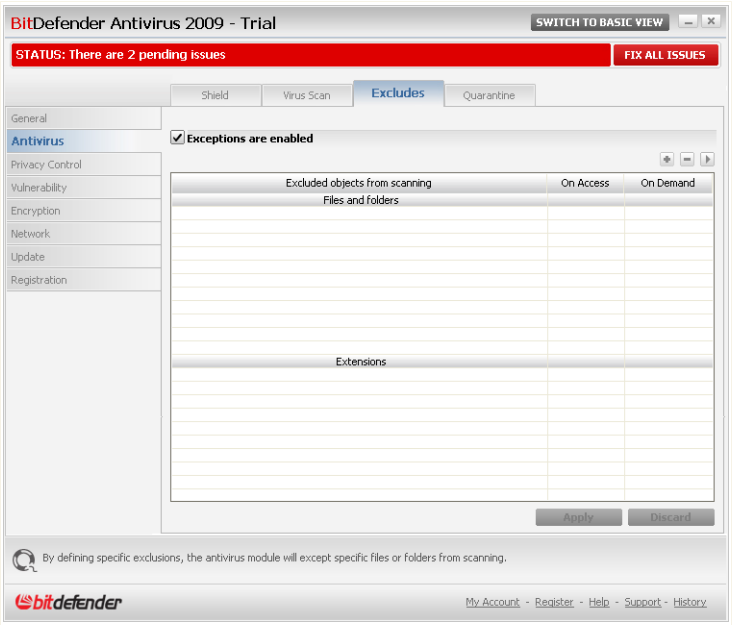
BitDefender allows excluding objects from on-access or on-demand scanning, or from both. This feature is intended to decrease scanning times and to avoid interference with your work.

Two types of objects can be excluded from scanning:

- **Paths** - the file or the folder (including all the objects it contains) indicated by a specified path will be excluded from scanning.
- **Extensions** - all files having a specific extension will be excluded from scanning.

*Note*
The objects excluded from on-access scanning will not be scanned, no matter if they are accessed by you or by an application.

To see and manage the objects excluded from scanning, go to **Antivirus>Exceptions** in the Advanced View.




**Exceptions**

You can see the objects (files, folders, extensions) that are excluded from scanning. For each object you can see if it is excluded from on-access, on-demand scanning or both.

***Note***
The exceptions specified here will NOT apply for contextual scanning.

To remove an entry from the table, select it and click the **Delete** button.

To edit an entry from the table, select it and click the **Edit** button. A new window will appear where you can change the extension or the path to be excluded and the type of scanning you want them to be excluded from, as needed. Make the necessary changes and click **OK**.

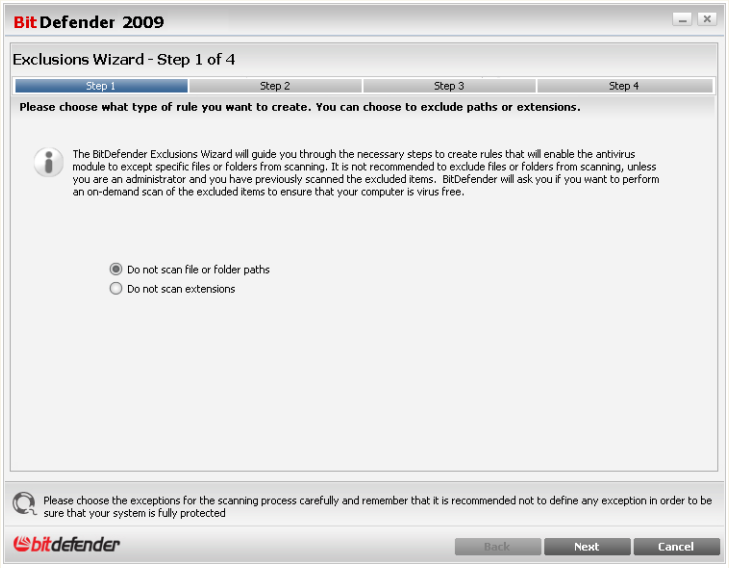
***Note***
You can also right-click an object and use the options on the shortcut menu to edit or delete it.

You can click **Discard** to revert the changes made to the rule table, provided that you have not saved them by clicking **Apply**.

## 16.3.1. Excluding Paths from Scanning

To exclude paths from scanning, click the **Add** button. You will be guided through the process of excluding paths from scanning by the configuration wizard that will appear.

## Step 1/4 - Select Object Type

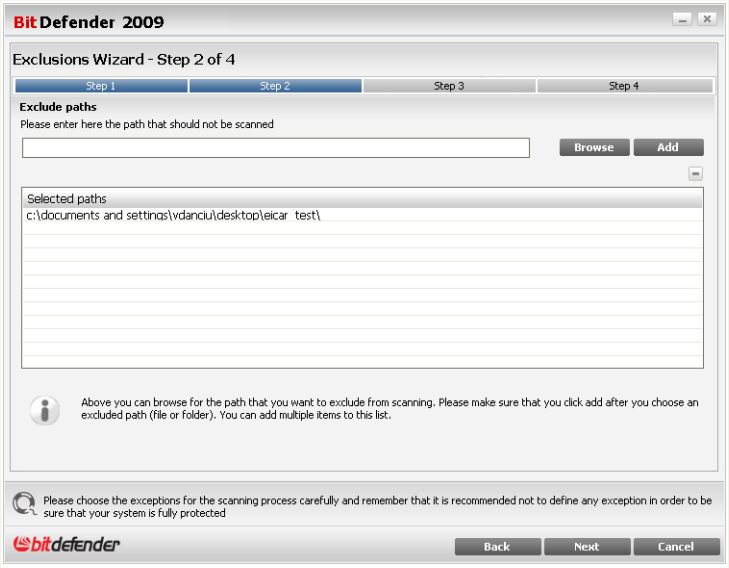



**Object Type**

Select the option of excluding a path from scanning.

Click **Next**.

## Step 2/4 - Specify Excluded Paths




**Excluded Paths**

To specify the paths to be excluded from scanning use either of the following methods:

- Click **Browse**, select the file or folder that you want to be excluded from scanning and then click **Add**.
- Type the path that you want to be excluded from scanning in the edit field and click **Add**.

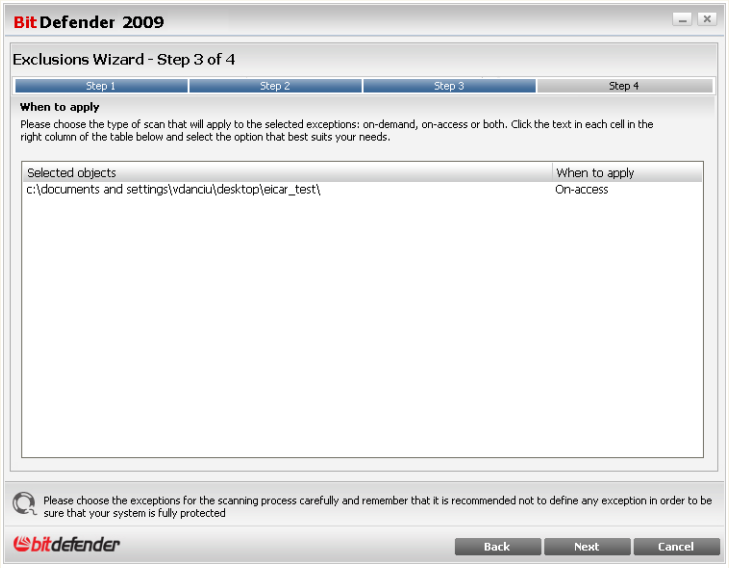
*Note*
If the provided path does not exist, an error message will appear. Click **OK** and check the path for validity.

The paths will appear in the table as you add them. You can add as many paths as you want.

To remove an entry from the table, select it and click the **Delete** button.

Click **Next**.

## Step 3/4 - Select Scanning Type



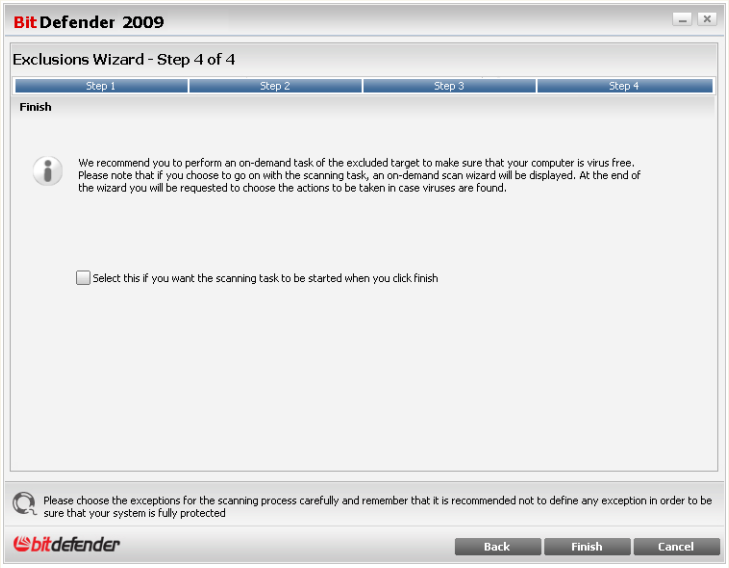

**Scanning Type**

You can see a table containing the paths to be excluded from scanning and the type of scanning they are excluded from.

By default, the selected paths are excluded from both on-access and on-demand scanning. To change when to apply the exception, click on the right column and select the desired option from the list.

Click **Next**.

### Step 4/4 - Scan Excluded Files




**Scan Excluded Files**

It is highly recommended to scan the files in the specified paths to make sure that they are not infected. Select the check box to scan these files before excluding them from scanning.

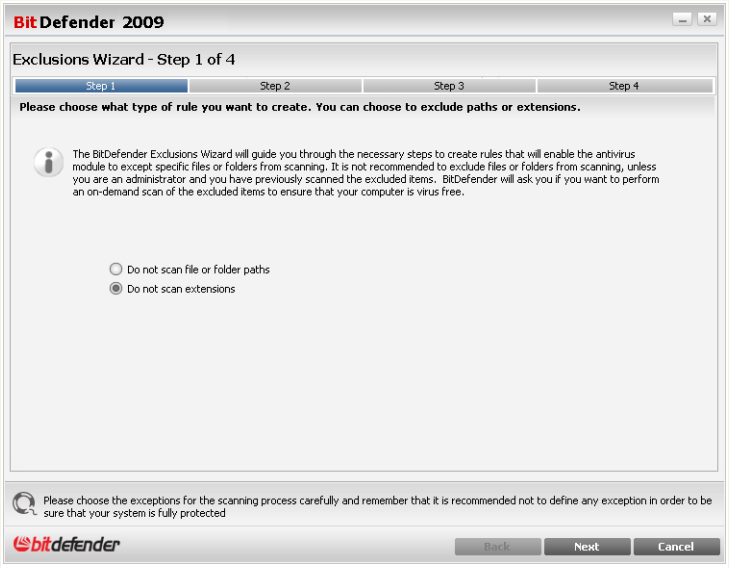
Click **Finish**.

Click **Apply** to save the changes.

## 16.3.2. Excluding Extensions from Scanning

To exclude extensions from scanning, click the **Add** button. You will be guided through the process of excluding extensions from scanning by the configuration wizard that will appear.

## Step 1/4 - Select Object Type

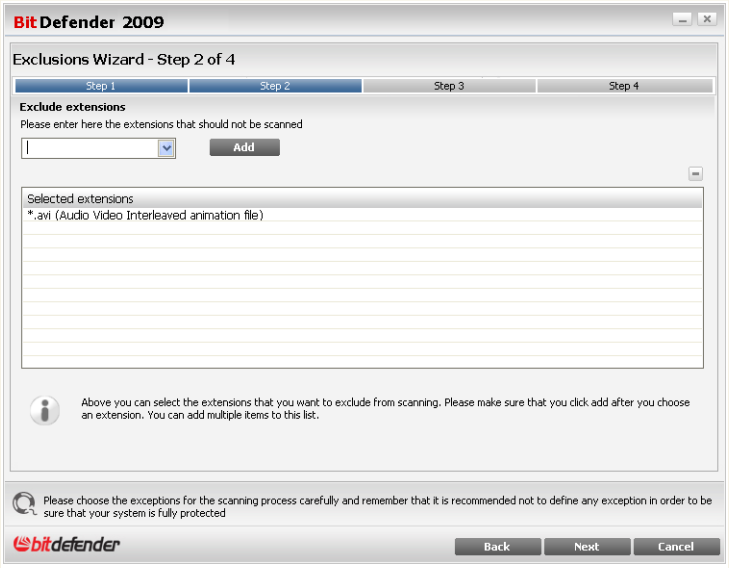



**Object Type**

Select the option of excluding an extension from scanning.

Click **Next**.

## Step 2/4 - Specify Excluded Extensions




**Excluded Extensions**

To specify the extensions to be excluded from scanning use either of the following methods:

- Select from the menu the extension that you want to be excluded from scanning and then click **Add**.

> ***Note***
> The menu contains a list of all the extensions registered on your system. When you select an extension, you can see its description, if available.

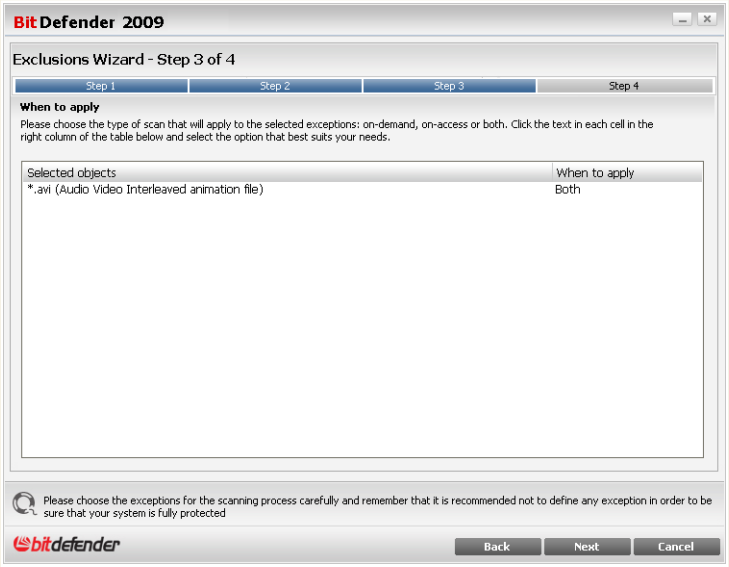
- Type the extension that you want to be excluded from scanning in the edit field and click **Add**.

The extensions will appear in the table as you add them. You can add as many extensions as you want.

To remove an entry from the table, select it and click the **Delete** button.

Click **Next**.

## Step 3/4 - Select Scanning Type




**Scanning Type**

You can see a table containing the extensions to be excluded from scanning and the type of scanning they are excluded from.

By default, the selected extensions are excluded from both on-access and on-demand scanning. To change when to apply the exception, click on the right column and select the desired option from the list.

Click **Next**.

### Step 4/4 - Select Scanning Type


**Scanning Type**

It is highly recommended to scan the files having the specified extensions to make sure that they are not infected.

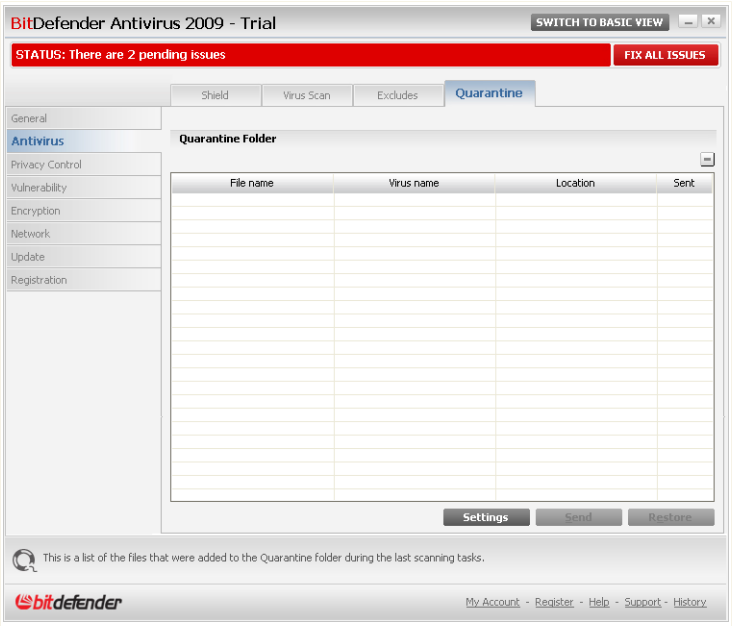
Click **Finish**.

Click **Apply** to save the changes.

## 16.4. Quarantine Area

BitDefender allows isolating the infected or suspicious files in a secure area, named quarantine. By isolating these files in the quarantine, the risk of getting infected disappears and, at the same time, you have the possibility to send these files for further analysis to the BitDefender lab.

To see and manage quarantined files and to configure the quarantine settings, go to **Antivirus>Quarantine** in the Advanced View.




**Quarantine**

The Quarantine section displays all the files currently isolated in the Quarantine folder. For each quarantined file, you can see its name, the name of the detected virus, the path to its original location and the submission date.

*Note*
When a virus is in quarantine it cannot do any harm because it cannot be executed or read.

## 16.4.1. Managing Quarantined Files

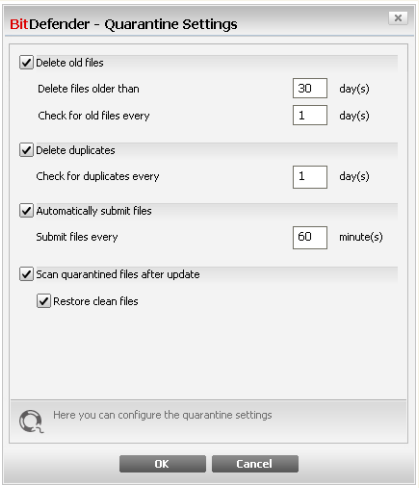
To delete a selected file from quarantine, click the **Remove** button. If you want to restore a selected file to its original location, click **Restore**.

You can send any selected file from the quarantine to the BitDefender Lab by clicking **Send**.

**Contextual Menu.** A contextual menu is available, allowing you to manage quarantined files easily. The same options as those mentioned previously are available. You can also select **Refresh** to refresh the Quarantine section.

## 16.4.2. Configuring Quarantine Settings

To configure the quarantine settings, click **Settings**. A new window will appear.




**Quarantine Settings**

Using the quarantine settings, you can set BitDefender to automatically perform the following actions:

**Delete old files.** To automatically delete old quarantined files, check the corresponding option. You must specify the number of days after which the quarantined files should be deleted and frequency with which BitDefender should check for old files.

*Note*
By default, BitDefender will check for old files every day and delete files older than 30 days.

**Delete duplicates.** To automatically delete duplicate quarantined files, check the corresponding option. You must specify the number of days between two consecutive checks for duplicates.

***Note***
By default, BitDefender will check for duplicate quarantined files every day.

**Automatically submit files.** To automatically submit quarantined files, check the corresponding option. You must specify the frequency with which to submit files.

***Note***
By default, BitDefender will automatically submit quarantined files every 60 minutes.

**Scan quarantined files after update.** To automatically scan quarantined files after each update performed, check the corresponding option. You can choose to automatically move back the cleaned files to their original location by selecting **Restore clean files**.

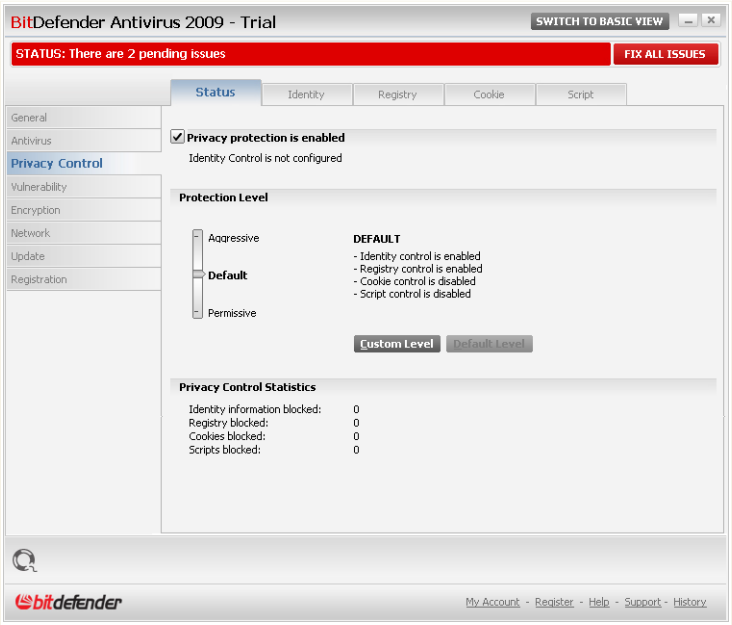
Click **OK** to save the changes and close the window.

# 17. Privacy Control

BitDefender monitors dozens of potential “hotspots” in your system where spyware might act, and also checks any changes made to your system and software. It is effective in blocking Trojan horses and other tools installed by hackers, who try to compromise your privacy and send your personal information, like credit card numbers, from your computer to the hacker.

## 17.1. Privacy Control Status

To configure the Privacy Control and to view information regarding its activity, go to **Privacy Control>Status** in the Advanced View.




**Privacy Control Status**

You can see whether Privacy Control is enabled or disabled. If you want to change the Privacy Control status, clear or select the corresponding check box.

***Important***
To prevent data theft and protect your privacy keep the **Privacy Control** enabled.

The Privacy Control protects your computer using these important protection controls:

- Identity Control - protects your confidential data by filtering all outgoing web (HTTP), e-mail (SMTP) and instant messaging traffic according to the rules you create in the Identity section.
- Registry Control - asks for your permission whenever a program tries to modify a registry entry in order to be executed at Windows start-up.
- Cookie Control - asks for your permission whenever a new website tries to set a cookie.
- Script Control - asks for your permission whenever a website tries to activate a script or other active content.

At the bottom of the section you can see the **Privacy Control statistics**.

## 17.1.1. Configuring Protection Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

There are 3 protection levels:

| *Protection level* | *Description* |
|---|---|
| **Permissive** | Only **Registry control** is enabled. |
| **Default** | **Registry control** and **Identity Control** are enabled. |
| **Aggressive** | **Registry control**, **Identity Control** and **Script Control** are enabled. |

You can customize the protection level by clicking **Custom level**. In the window that will appear, select the protection controls you want to enable and click **OK**.

Click **Default Level** to position the slider at the default level.

## 17.2. Identity Control

Keeping confidential data safe is an important issue that bothers us all. Data theft has kept pace with the development of Internet communications and it makes use of new methods of fooling people into giving away private information.

Whether it is your e-mail or your credit card number, when they fall into the wrong hands such information may cause you damage: you may find yourself drowning in spam messages or you might be surprised to access an emptied account.

Identity Control protects you against the theft of sensitive data when you are online. Based on the rules you create, Identity Control scans the web, e-mail and instant messaging traffic leaving your computer for specific character strings (for example, your credit card number). If there is a match, the respective web page, e-mail or instant message is blocked.

You can create rules to protect any piece of information you might consider personal or confidential, from your phone number or e-mail address to your bank account information. Multiuser support is provided so that users logging on to different Windows user accounts can configure and use their own identity protection rules. The rules you create are applied and can be accessed only when you are logged on to your Windows user account.

Why you use Identity Control?

- Identity Control is very effective in blocking keylogger spyware. This type of malicious applications records your keystrokes and sends them over the Internet to a malicious person (hacker). The hacker can find out sensitive information from the stolen data, such as bank account numbers and passwords, and use it to gain personal benefits.

  Supposing such an application manages to avoid antivirus detection, it cannot send the stolen data by e-mail, web or instant messages if you have created appropriate identity protection rules.

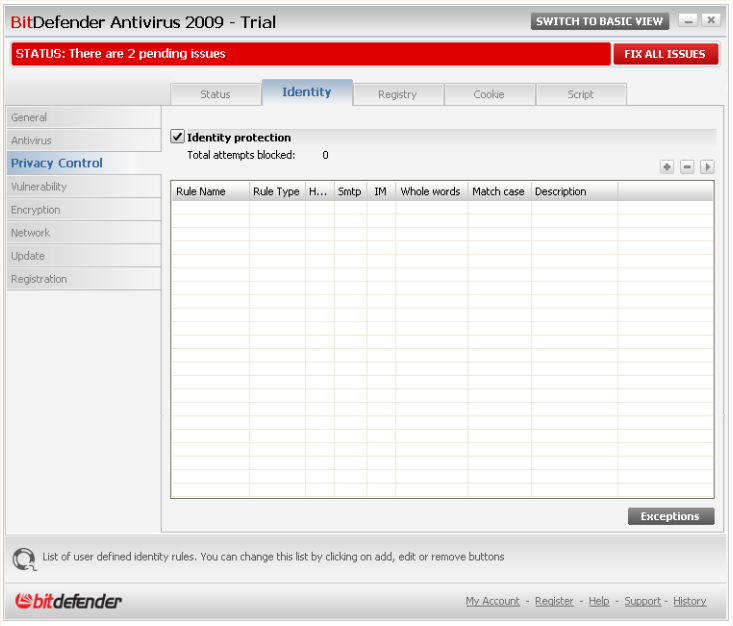
- Identity Control can protect you from phishing attempts (attempts to steal personal information). The most common phishing attempts make use of a deceiving e-mail to trick you into submitting personal information on a fake web page.

  For example, you may receive an e-mail claiming to be from your bank and requesting you to urgently update your bank account information. The e-mail provides you with a link to the web page where you must provide your personal information. Although they seem to be legitimate, the e-mail and the web page the misleading link directs you to are fake. If you click the link in the e-mail and submit your personal

information on the fake web page, you will disclose this information to the malicious persons who organized the phishing attempt.

If appropriate identity protection rules are in place, you cannot submit personal information (such as your credit card number) on a web page unless you have explicitly defined an exception for the respective web page.

To configure Identity Control, go to **Privacy Control>Identity** in the Advanced View.




**Identity Control**

If you want to use Identity Control, follow these steps:

1. Select the **Identity Control** check box.
2. Create rules to protect your sensitive data. For more information, please refer to "*Creating Identity Rules*" (p. 148).
3. If needed, define specific exceptions to the rules you have created. For more information, please refer to "*Defining Exceptions*" (p. 151).

## 17.2.1. Creating Identity Rules

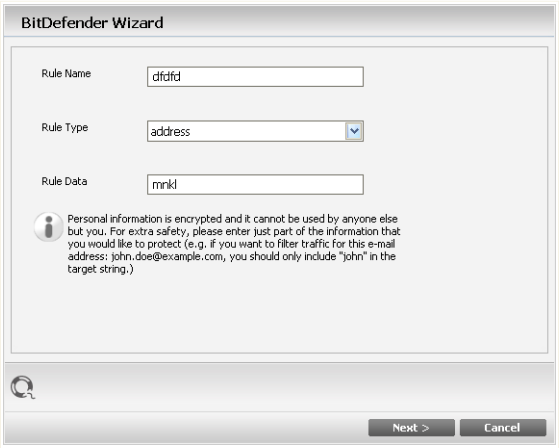
To create an identity protection rule, click the **Add** button and follow the configuration wizard.

### Step 1/4 - Welcome Window


**Welcome Window**

Click **Next**.

## Step 2/4 - Set Rule Type and Data




**Set Rule Type and Data**

You must set the following parameters:

- **Rule Name** - type the name of the rule in this edit field.
- **Rule Type** - choose the rule type (address, name, credit card, PIN, SSN etc).
- **Rule Data** - type the data you want to protect in this edit field. For example, if you want to protect your credit card number, type all or part of it here.

> ***Note***
> If you enter less than three characters, you will be prompted to validate the data. We recommend you to enter at least three characters in order to avoid the mistaken blocking of messages and web pages.

All of the data you enter is encrypted. For extra safety, do not enter all of the data you wish to protect.

Click **Next**.

## Step 3/4 - Select Traffic


**Select Traffic**

Select the type of traffic you want BitDefender to scan. The following options are available:

- **Scan HTTP** - scans the HTTP (web) traffic and blocks the outgoing data that matches the rule data.
- **Scan SMTP** - scans the SMTP (mail) traffic and blocks the outgoing e-mail messages that contain the rule data.
- **Scan Instant Messaging** - scans the Instant Messaging traffic and blocks the outgoing chat messages that contain the rule data.

You can choose to apply the rule only if the rule data matches whole words or if the rule data and the detected string case match.

Click **Next**.

### Step 4/4 - Describe Rule


**Describe Rule**

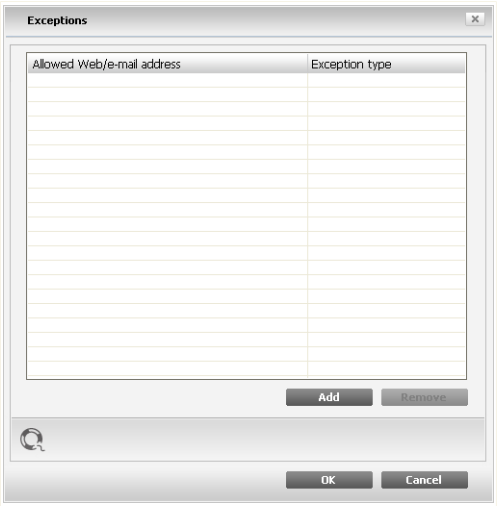
Enter a short description of the rule in the edit field. Since the blocked data (character string) is not displayed in plain text when accessing the rule, the description should help you easily identify it.

Click **Finish**. The rule will appear in the table.

## 17.2.2. Defining Exceptions

There are cases when you need to define exceptions to specific identity rules. Let's consider the case when you create a rule that prevents your credit card number from being sent over HTTP (web). Whenever your credit card number is submitted on a website from your user account, the respective page is blocked. If you want, for example, to buy footwear from an online shop (which you know to be secure), you will have to specify an exception to the respective rule.

To open the window where you can manage exceptions, click **Exceptions**.




**Exceptions**

To add an exception, follow these steps:

1. Click **Add** to add a new entry in the table.
2. Double-click **Specify allowed address** and provide the web site, the e-mail address or the IM contact that you want to add as exception.
3. Double-click **Choose type** and choose from the menu the option corresponding to the type of address previously provided.
   - If you have specified a web address, select **HTTP**.
   - If you have specified an e-mail address, select **SMTP**.
   - If you have specified an IM contact, select **IM**.

To remove an exception from the list, select it and click **Remove**.

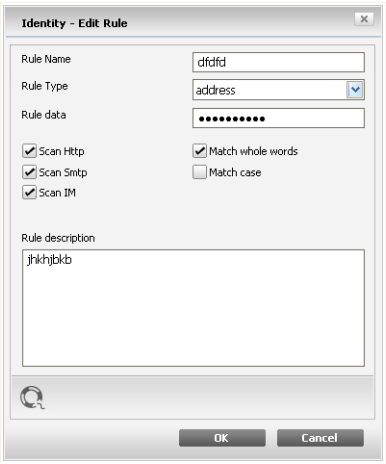
Click **OK** to save the changes.

## 17.2.3. Managing Rules

You can see the rules created so far listed in the table.

To delete a rule, select it and click the **Delete** button.

To edit a rule select it and click the **Edit** button or double-click it. A new window will appear.




Edit Rule

Here you can change the name, description and parameters of the rule (type, data and traffic). Click **OK** to save the changes.

# 17.3. Registry Control

A very important part of the Windows operating system is called the **Registry**. This is where Windows keeps its settings, installed programs, user information and so on.

The **Registry** is also used to define which programs should be launched automatically when Windows is started. Viruses often use this in order to be automatically launched when the user restarts his computer.

**Registry Control** keeps an eye on the Windows Registry - this is again useful for detecting Trojan horses. It will alert you whenever a program will try to modify a registry entry in order to be executed at Windows start-up.


**Registry Alert**

You can see the program that is trying to modify Windows Registry.

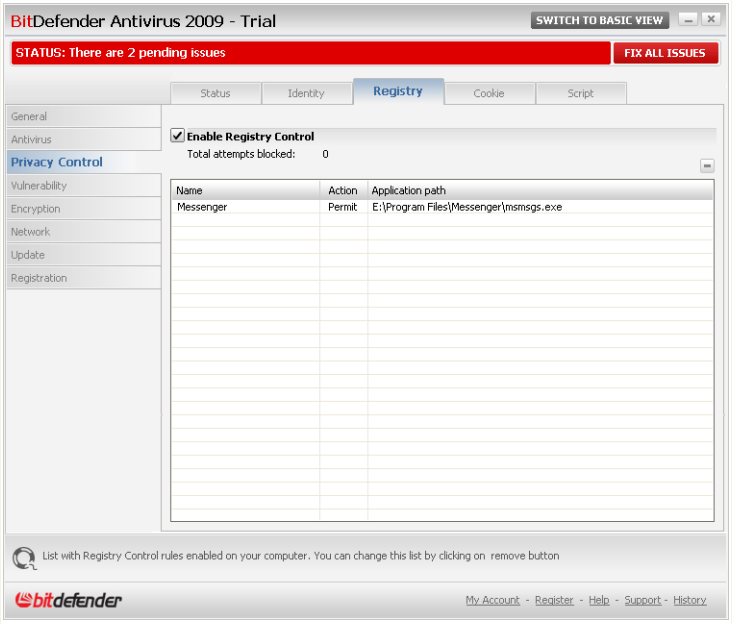
If you do not recognize the program and if it seems suspicious, click **Block** to prevent it from modifying Windows Registry. Otherwise, click **Allow** to permit the modification.

Based on your answer, a rule is created and listed in the rules table. The same action is applied whenever this program tries to modify a registry entry.

***Note***

BitDefender will usually alert you when you install new programs that need to run after the next startup of your computer. In most cases, these programs are legitimate and can be trusted

To configure Registry Control, go to **Privacy Control>Registry** in the Advanced View.




**Registry Control**

You can see the rules created so far listed in the table.

To delete a rule, select it and click the **Delete** button.

# 17.4. Cookie Control

Cookies are a very common occurrence on the Internet. They are small files stored on your computer. Websites create these cookies in order to keep track of specific information about you.

Cookies are generally made to make your life easier. For example they can help the website remember your name and preferences, so that you don't have to enter them on every visit.

But cookies can also be used to compromise your privacy, by tracking your surfing patterns.

This is where **Cookie Control** helps. When enabled, **Cookie Control** will ask for your permission whenever a new website tries to set a cookie:


**Cookie Alert**

You can see the name of the application that is trying to send the cookie file.

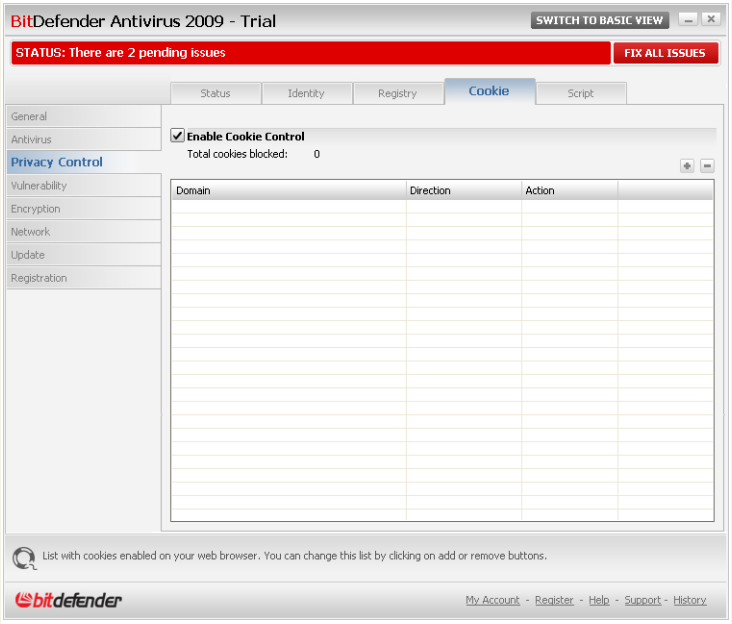
Check **Remember this answer** option and click **Yes** or **No** and a rule will be created, applied and listed in the rules table. You will no longer be notified the next time when you connect to the same site.

This will help you to choose which websites you trust and which you don't.

*Note*

Because of the great number of cookies used on the Internet today, **Cookie Control** can be quite bothersome to begin with. At first, it will ask a lot of questions about sites trying to place cookies on your computer. As soon as you add your regular sites to the rule-list, surfing will become as easy as before.

To configure Cookie Control, go to **Privacy Control>Cookie** in the Advanced View.




**Cookie Control**

You can see the rules created so far listed in the table.

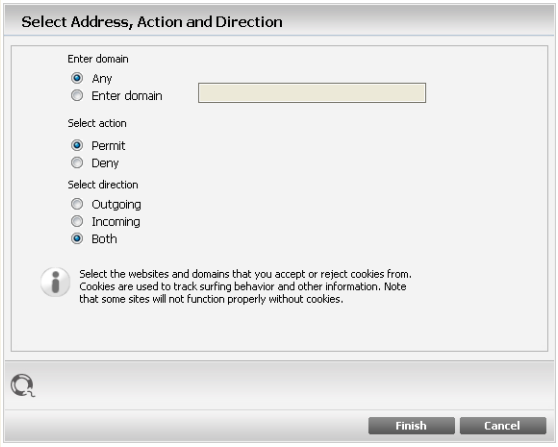
*Important*
The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

To delete a rule, select it and click the **Delete** button. To modify the rule parameters, double-click the rule and make the desired changes in the configuration window.

To manually add a rule, click the **Add** button and configure the rule parameters in the configuration window.

## 17.4.1. Configuration Window

When you edit or manually add a rule, the configuration window will appear.




**Select Address, Action and Direction**

You can set the parameters:

- **Domain address** - type in the domain on which the rule should apply.
- **Action** - select the action of the rule.

| *Action* | *Description* |
|---|---|
| **Permit** | The cookies on that domain will execute. |
| **Deny** | The cookies on that domain will not execute. |

- **Direction** - select the traffic direction.

| *Type* | *Description* |
|---|---|
| **Outgoing** | The rule applies only for the cookies that are sent out back to the connected site. |
| **Incoming** | The rule applies only for the cookies that are received from the connected site. |
| **Both** | The rule applies in both directions. |

***Note***
You can accept cookies but never return them by setting the action to **Deny** and the direction to **Outgoing**.

Click **Finish**.

# 17.5. Script Control

Scripts and other codes such as ActiveX controls and Java applets, which are used to create interactive web pages, can be programmed to have harmful effects. ActiveX elements, for example, can gain total access to your data and they can read data from your computer, delete information, capture passwords and intercept messages while you're online. You should only accept active content from sites you fully know and trust.

BitDefender lets you choose to run these elements or to block their execution.

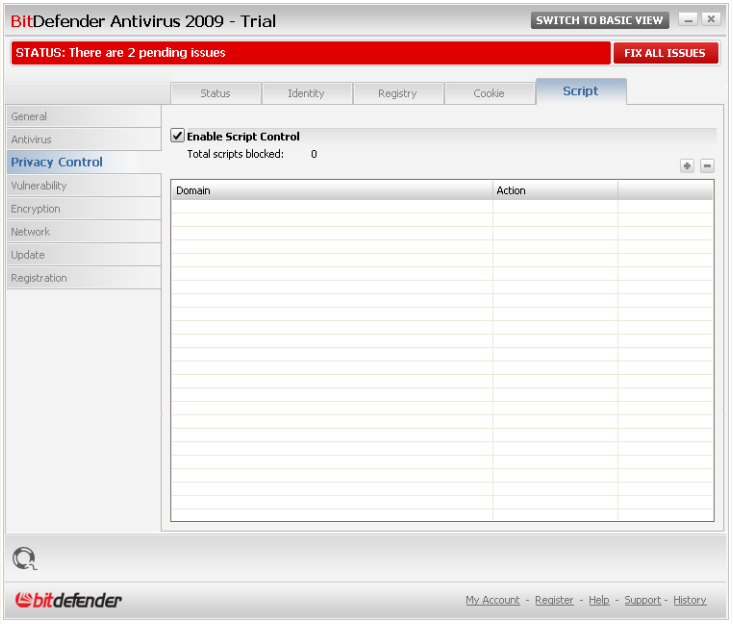
With **Script Control** you will be in charge of which websites you trust and which you don't. BitDefender will ask you for permission whenever a website tries to activate a script or other active content:


**Script Alert**

You can see the name of the resource.

Check **Remember this answer** option and click **Yes** or **No** and a rule will be created, applied and listed in the rules table. You will no longer be notified when the same site tries to send you active content.

To configure Script Control, go to **Privacy Control>Script** in the Advanced View.




**Script Control**

You can see the rules created so far listed in the table.

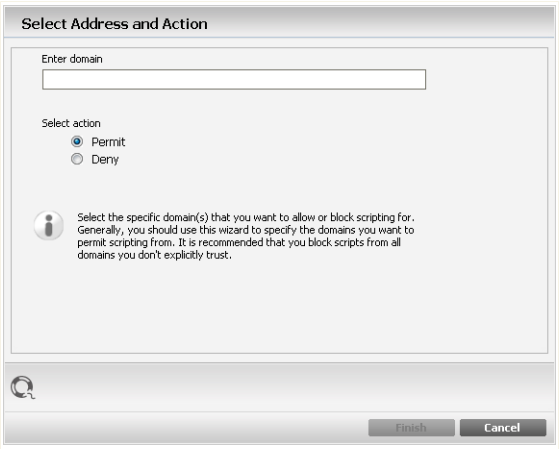
***Important***
The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

To delete a rule, select it and click the **Delete** button. To modify the rule parameters, double-click the rule and make the desired changes in the configuration window.

To manually create a rule, click the **Add** button and configure the rule parameters in the configuration window.

## 17.5.1. Configuration Window

When you edit or manually add a rule, the configuration window will appear.




**Select Address and Action**

You can set the parameters:

- **Domain address** - type in the domain on which the rule should apply.
- **Action** - select the action of the rule.

| Action | Description |
|---|---|
| **Permit** | The scripts on that domain will execute. |
| **Deny** | The scripts on that domain will not execute. |

Click **Finish**.

# 18. Instant Messaging (IM) Encryption

By default, BitDefender encrypts all your instant messaging chat sessions provided that:

- Your chat partner has a BitDefender version installed that supports IM Encryption and IM Encryption is enabled for the instant messaging application used for chatting.
- You and your chat partner use either Yahoo Messenger or Windows Live (MSN) Messenger.

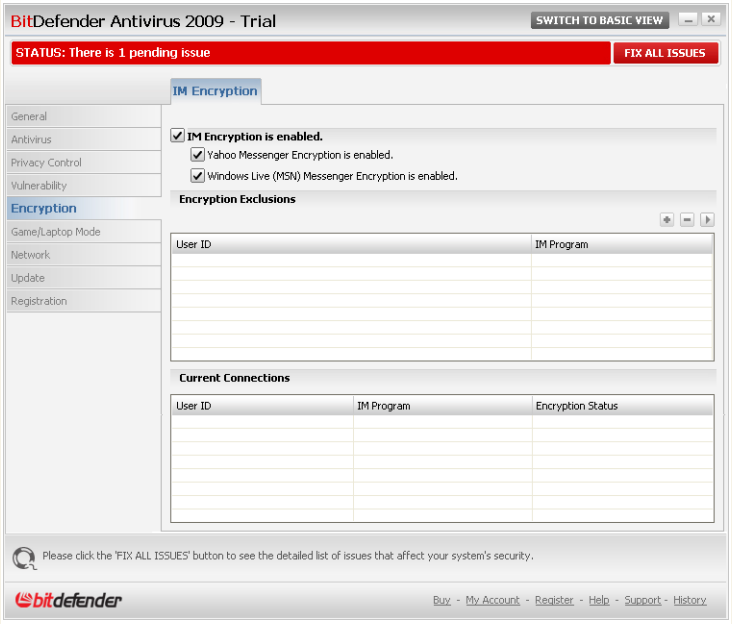
***Important***

BitDefender will not encrypt a conversation if a chat partner uses a web-based chat application, such as Meebo, or other chat application that supports Yahoo Messenger or MSN.

To configure instant messaging encryption, go to **Encryption>IM Encryption** in the Advanced View.

***Note***

You can easily configure instant messaging encryption using the BitDefender toolbar from the chat window. For more information, please refer to "*Integration into Messenger*" (p. 34).




**Instant Messaging Encryption**

By default, IM Encryption is enabled for both Yahoo Messenger and Windows Live (MSN) Messenger. You can choose to disable IM Encryption for a specific chat application only or completely.

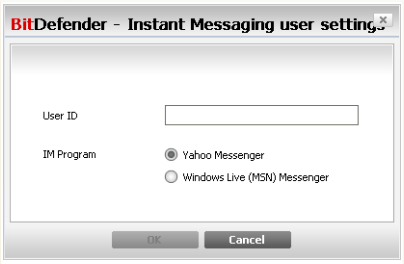
Two tables are displayed:

- **Encryption Exclusions** - lists the user IDs and the associated IM program for which encryption is disabled. To remove a contact from the list, select it and click the **Remove** button.
- **Current Connections** - lists the current instant messaging connections (user ID and associated IM program) and whether or not they are encrypted. A connection may not be encrypted for these reasons:
  - You explicitly disabled encryption for the respective contact.
  - Your contact does not have installed a BitDefender version that supports IM encryption.

# 18.1. Disabling Encryption for Specific Users

To disable encryption for a specific user, follow these steps:

1. Click the **Add** button to open the configuration window.




**Adding Contacts**

2. Type in the edit field the user ID of your contact.
3. Select the instant messaging application associated with the contact.
4. Click **OK**.

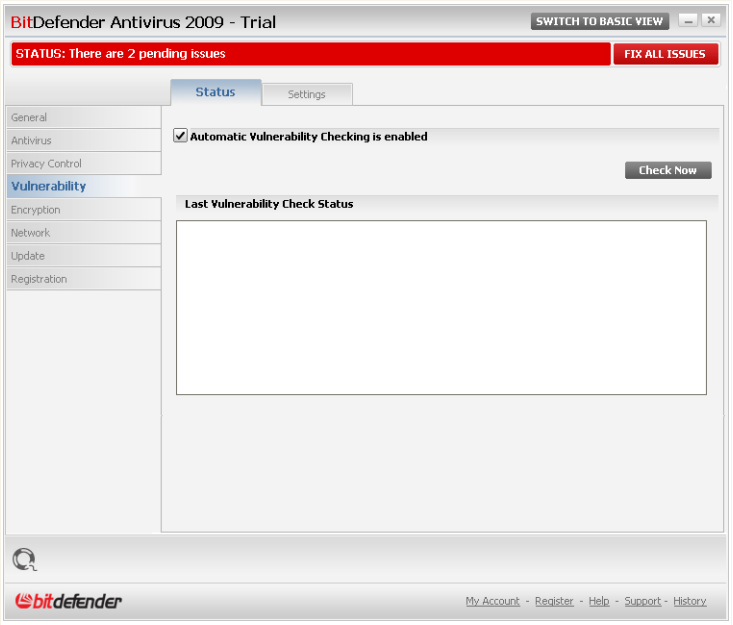
# 19. Vulnerability

An important step in protecting your computer against malicious persons and applications is to keep up to date the operating system and the applications you regularly use. Moreover, to prevent unauthorized physical access to your computer, strong passwords (passwords that cannot be easily guessed) must be configured for each Windows user account.

BitDefender regularly checks your system for vulnerabilities and notifies you about the existing issues.

## 19.1. Status

To configure the automatic vulnerability checking or run a vulnerability check, go to **Vulnerability>Status** in the Advanced View.




**Vulnerability Status**

The table displays the issues covered in the last vulnerability check and their status. You can see the action you have to take to fix each vulnerability, if any. If the action is **None**, then the respective issue does not represent a vulnerability.

***Important***
To be automatically notified about system or application vulnerabilities, keep the **Automatic Vulnerability Checking** enabled.

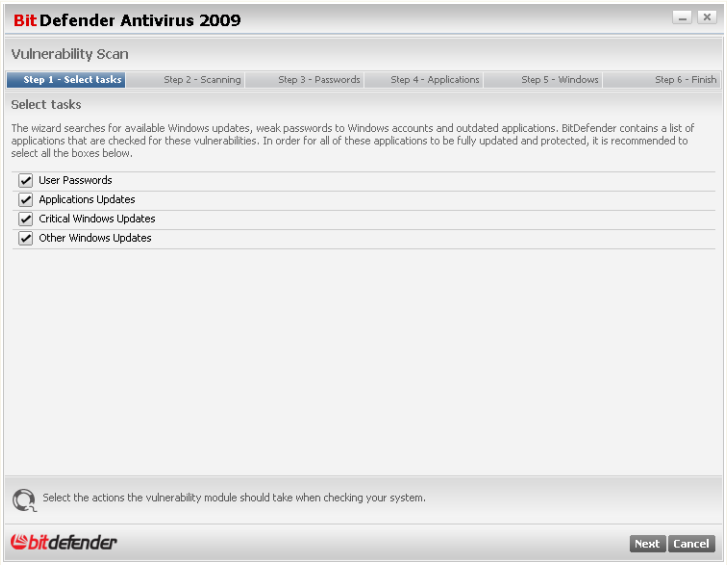
### 19.1.1. Fixing Vulnerabilities

To fix a specific vulnerability, double click it and, depending on the issue, proceed as follows:

- If Windows updates are available, click **Install All System Updates** to install them.
- If an application is outdated, use the **Home Page** link provided to download and install the latest version of that application.
- If a Windows user account has a weak password, force the user to change the password at the next logon or change the password yourself.

You can click **Check Now** and follow the wizard to fix vulnerabilities step by step.

## Step 1/6 - Select Vulnerabilities to Check




**Vulnerabilities**

Click **Next** to check the system for the selected vulnerabilities.

## Step 2/6 - Checking for Vulnerabilities


**Vulnerability Check**

Wait for BitDefender to finish checking for vulnerabilities.

## Step 3/6 - Change Weak Passwords


**User Passwords**

You can see the list of the Windows user accounts configured on your computer and the level of protection their password provides.

Click **Fix** to modify the weak passwords. A new window will appear.


**Change Password**

Select the method to fix this issue:

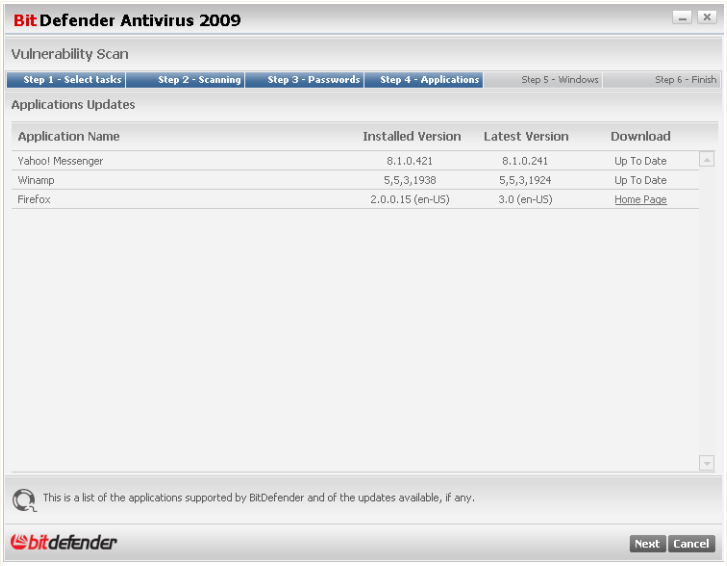
- **Force user to change password at next login.** BitDefender will prompt the user to change the password the next time the user logs on to Windows.
- **Change user password.** You must type the new password in the edit fields.

> ***Note***
> For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @).

Click **OK** to change the password.

Click **Next**.

## *Step 4/6 - Update Applications*




**Applications**

You can see the list of applications checked by BitDefender and if they are up to date. If an application is not up to date, click the provided link to download the latest version.

Click **Next**.

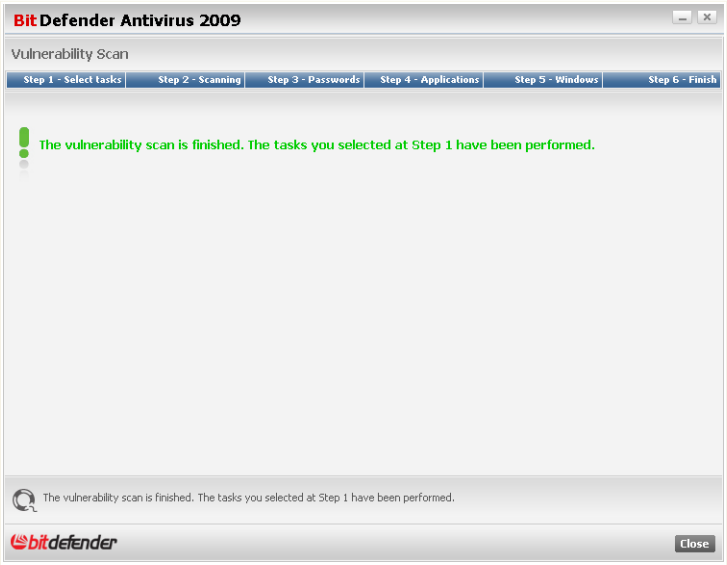
## Step 5/6 - Update Windows


**Windows Updates**

You can see the list of critical and non-critical Windows updates that are not currently installed on your computer. Click **Install All System Updates** to install all the available updates.

Click **Next**.

### Step 6/6 - View Results

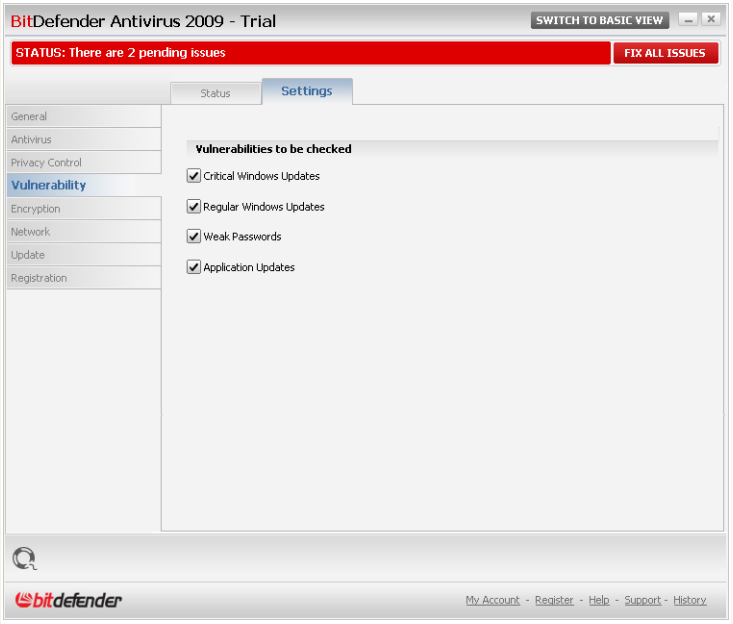



**Results**

Click **Close**.

## 19.2. Settings

To configure the settings of the automatic vulnerability checking, go to **Vulnerability>Settings** in the Advanced View.




**Automatic Vulnerability Checking Settings**

Select the check boxes corresponding to the system vulnerabilities you want to be regularly checked.

- **Critical Windows Updates**
- **Regular Windows Updates**
- **Weak Passwords**
- **Applications Updates**

*Note*
If you clear the check box corresponding to a specific vulnerability, BitDefender will no longer notify you about the related issues.

# 20. Game / Laptop Mode

The Game / Laptop Mode module allows you to configure the special operation modes of BitDefender:

- Game Mode temporarily modifies the product settings so as to minimize the resource consumption when you play.
- Laptop Mode prevents scheduled tasks from running when the laptop is running on battery in order to save battery power.

## 20.1. Game Mode

Game Mode temporarily modifies protection settings so as to minimize their impact on system performance. While in Game Mode, the following settings are applied:

- All BitDefender alerts and pop-ups are disabled.
- The BitDefender real-time protection level is set to **Permissive**.
- Updates are not performed by default.

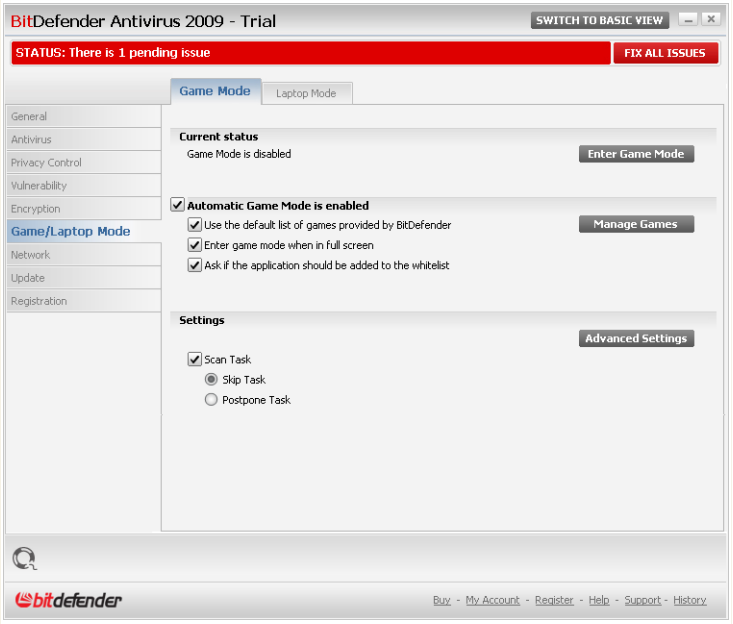
> ***Note***
> To change this setting, go to Update>Settings and clear the **Don't update if Game Mode is on** check box.

- Scheduled scan tasks are by default disabled.

By default, BitDefender automatically enters Game Mode when you start a game from the BitDefender's list of known games or when an application goes to full screen. You can manually enter Game Mode using the default `Ctrl+Alt+Shift+G` hotkey. It is strongly recommended that you exit Game Mode when you finished playing (you can use the same default `Ctrl+Alt+Shift+G` hotkey).

> ***Note***
> While in Game Mode, you can see the letter `G` over the BitDefender icon.

To configure Game Mode, go to **Game / Laptop Mode>Game Mode** in the Advanced View.




**Game Mode**

At the top of the section, you can see the status of the Game Mode. You can click **Enter Game Mode** or **Exit Game Mode** to change the current status.

## 20.1.1. Configuring Automatic Game Mode

Automatic Game Mode allows BitDefender to automatically enter Game Mode when a game is detected. You can configure the following options:

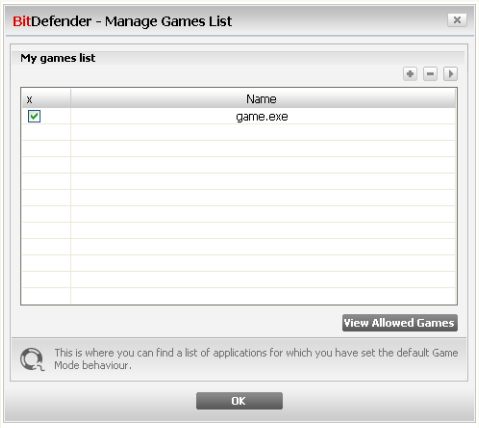
- **Use the default list of games provided by BitDefender** - to automatically enter Game Mode when you start a game from the BitDefender's list of known games. To view this list, click **Manage Games** and then **View Allowed Games**.
- **Enter game mode when in full screen** - to automatically enter Game Mode when an application goes to full screen.

- **Add the application to the game list?** - to be prompted to add a new application to the game list when you leave full screen. By adding a new application to the game list, the next time you start it BitDefender will automatically enter Game Mode.

*Note*
If you do not want BitDefender to automatically enter Game Mode, clear the **Automatic Game Mode** check box.

## 20.1.2. Managing the Game List

BitDefender automatically enters Game Mode when you start an application from the game list. To view and manage the game list, click **Manage Games**. A new window will appear.




**Game List**

New applications are automatically added to the list when:

- You start a game from the BitDefender's list of known games. To view this list, click **View Allowed Games**.
- After leaving full screen, you add the application to the game list from the prompt window.

If you want to disable Automatic Game Mode for a specific application from the list, clear its corresponding check box. You should disable Automatic Game Mode for regular applications that go to full screen, such as web browsers and movie players.

To manage the game list, you can use the buttons placed at the top of the table:

- **Add** - add a new application to the game list.
- **Remove** - remove an application from the game list.
- **Edit** - edit an existing entry in the game list.

### Adding or Editing Games

When you add or edit an entry from the game list, the following window will appear:


**Add Game**

Click **Browse** to select the application or type the full path to the application in the edit field.

If you do not want to automatically enter Game Mode when the selected application is started, select **Disable**.

Click **OK** to add the entry to the game list.

## 20.1.3. Configuring Game Mode Settings

To configure the behaviour on scheduled tasks, use these options:

- **Scan Task** - to prevent scheduled scan tasks from running while in Game Mode. You can choose one of the following options:

| Option | Description |
|---|---|
| **Skip Task** | Do not run the scheduled task at all. |
| **Postpone Task** | Run the scheduled task immediately after you exit Game Mode. |

## 20.1.4. Changing Game Mode Hotkey

You can manually enter Game Mode using the default `Ctrl+Alt+Shift+G` hotkey. If you want to change the hotkey, follow these steps:

1. Click **Advanced Settings**. A new window will appear.


**Advanced Settings**

2. Under the **Use HotKey** option, set the desired hotkey:
   - Choose the modifier keys you want to use by checking one the following: Control key (`Ctrl`), Shift key (`Shift`) or Alternate key (`Alt`).
   - In the edit field, type the letter corresponding to the regular key you want to use.

   For example, if you want to use the `Ctrl+Alt+D` hotkey, you must check only `Ctrl` and `Alt` and type `D`.
3. Click **OK** to save the changes.

*Note*
Removing the check mark next to **Use HotKey** will disable the hotkey.

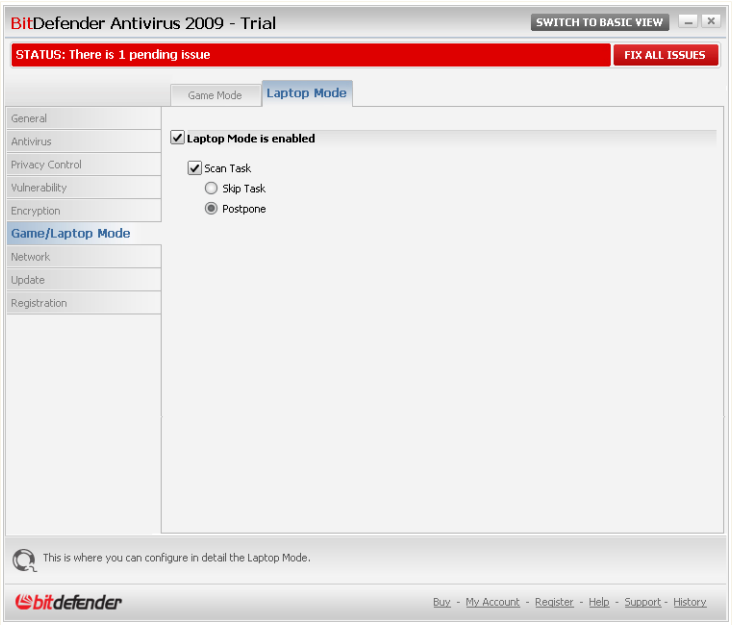
## 20.2. Laptop Mode

Laptop Mode is especially designed for laptop and notebook users. Its purpose is to minimize BitDefender's impact on power consumption while these devices are running on battery.

While in Laptop Mode, scheduled tasks are by default not performed.

BitDefender detects when your laptop has switched to battery power and it automatically enters Laptop Mode. Likewise, BitDefender automatically exits Laptop Mode, when it detects the laptop is no longer running on battery.

To configure Laptop Mode, go to **Game / Laptop Mode>Laptop Mode** in the Advanced View.




**Laptop Mode**

You can see whether Laptop Mode is enabled or not. If Laptop Mode is enabled, BitDefender will apply the configured settings while the laptop is running on battery.

## 20.2.1. Configuring Laptop Mode Settings

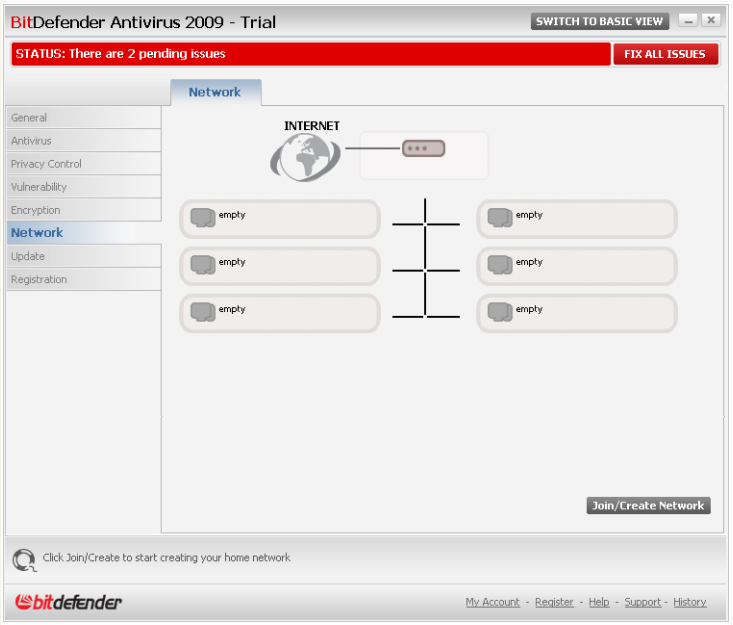
To configure the behaviour on scheduled tasks, use these options:

- **Scan Task** - to prevent scheduled scan tasks from running while in Laptop Mode. You can choose one of the following options:

| Option | Description |
|---|---|
| **Skip Task** | Do not run the scheduled task at all. |
| **Postpone Task** | Run the scheduled task immediately after you exit Laptop Mode. |

# 21. Network

The Network module allows you to manage the BitDefender products installed on your home computers from a single computer.




**Network Map**

To be able to manage the BitDefender products installed on your home computers, you must follow these steps:

1. Join the BitDefender home network on your computer. Joining the network consists in configuring an administrative password for the home network management.
2. Go to each computer you want to manage and join the network (set the password).
3. Go back to your computer and add the computers you want to manage.

## 21.1. Joining the BitDefender Network

To join the BitDefender home network, follow these steps:

1. Click **Join/Create network**. You will be prompted to configure the home management password.


**Configure Password**

2. Type the same password in each of the edit fields.
3. Click **OK**.

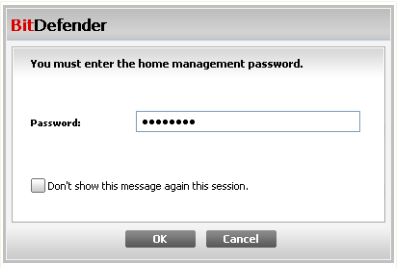
You can see the computer name appearing in the network map.

## 21.2. Adding Computers to the BitDefender Network

Before you can add a computer to the BitDefender home network, you must configure the BitDefender home management password on the respective computer.

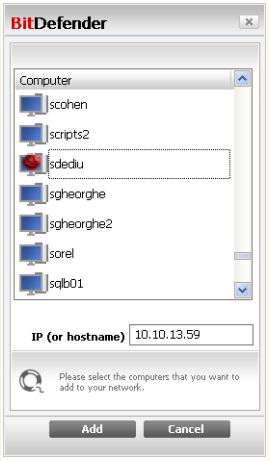
To add a computer to the BitDefender home network, follow these steps:

1. Click **Manage Network**. You will be prompted to provide the local home management password.




**Enter Password**

2. Type the home management password and click **OK**. A new window will appear.




**Add Computer**

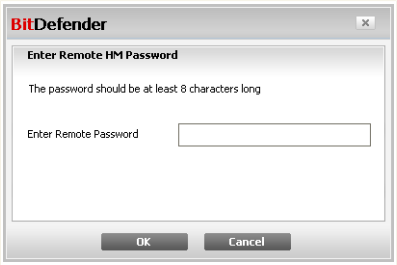
You can see the list of computers in the network. The icon meaning is as follows:

- Indicates an online computer with no BitDefender products installed.
- Indicates an online computer with BitDefender installed.
- Indicates an offline computer with BitDefender installed.

3. Do one of the following:

- Select from the list the name of the computer to add.
- Type the IP address or the name of the computer to add in the corresponding field.

4. Click **Add**. You will be prompted to enter the home management password of the respective computer.



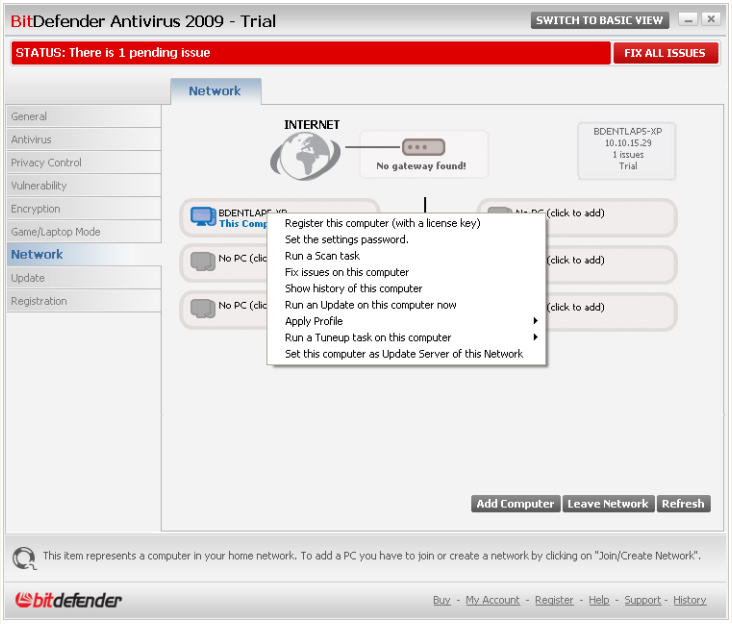

**Authenticate**

5. Type the home management password configured on the respective computer.
6. Click **OK**. If you have provided the correct password, the selected computer name will appear in the network map.

***Note***
You can add up to five computers to the network map.

## 21.3. Managing the BitDefender Network

Once you have successfully created a BitDefender home network, you can manage all BitDefender products from a single computer.




**Network Map**

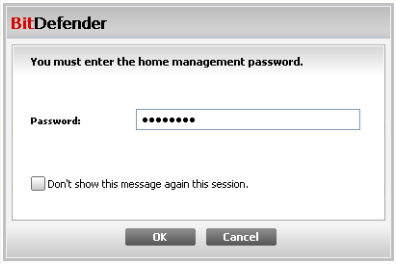
If you move the mouse cursor over a computer from the network map, you can see brief information about it (name, IP address, number of issues affecting the system security, BitDefender registration status).

If you right-click a computer name in the network map, you can see all the administrative tasks you can run on the remote computer.

- **Register this computer**
- **Set the settings password**
- **Run a scan task**
- **Fix issues on this computer**
- **Show history of this computer**
- **Run an update on this computer now**
- **Apply profile**

- **Run a Tuneup task on this computer**
- **Set this computer as Update Server of this Network**

Before running a task on a specific computer, you will be prompted to provide the local home management password.




**Enter Password**

Type the home management password and click **OK**.

*Note*

If you plan to run several tasks, you might want to select **Don't show this message again this session**. By selecting this option, you will not be prompted again for this password during the current session.

# 22. Update

New malware is found and identified every day. This is why it is very important to keep BitDefender up to date with the latest malware signatures.

If you are connected to the Internet through broadband or DSL, BitDefender takes care of this itself. By default, it checks for updates when you turn on your computer and every **hour** after that.

If an update is detected, you may be asked to confirm the update or the update is performed automatically, depending on the automatic update settings.

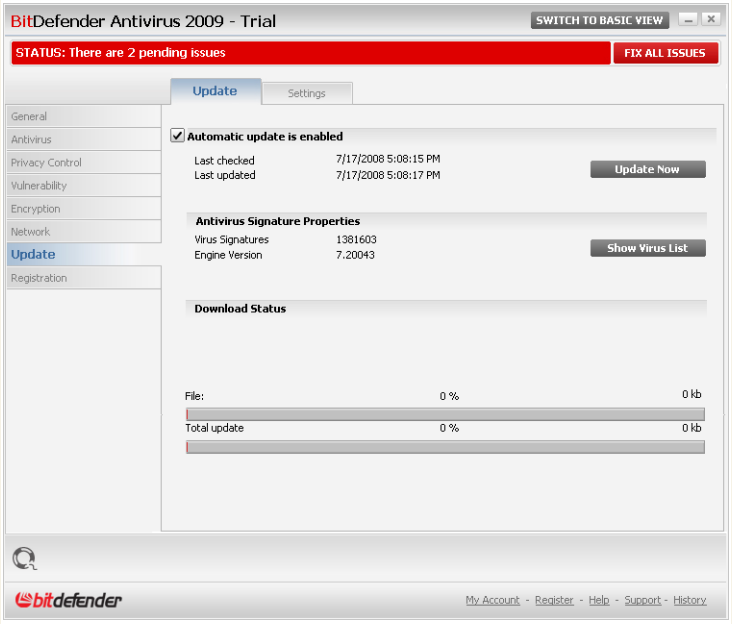
The update process is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update process will not affect product operation and, at the same time, any vulnerability will be excluded.

Updates come in the following ways:

- **Updates for the antivirus engines** - as new threats appear, the files containing virus signatures must be updated to ensure permanent up-to-date protection against them. This update type is also known as **Virus Definitions Update**.
- **Updates for the antispyware engines** - new spyware signatures will be added to the database. This update type is also known as **Antispyware Update**.
- **Product upgrades** - when a new product version is released, new features and scan techniques are introduced to the effect of improving the product's performance. This update type is also known as **Product Update**.

## 22.1. Automatic Update

To see update-related information and perform automatic updates, go to **Update>Update** in the Advanced View.




**Automatic Update**

Here you can see when the last check for updates and the last update were performed, as well as information about the last update performed (if successful or the errors that occurred). Also, information about the current engine version and the number of signatures is displayed.

If you open this section during an update, you can see the download status.

***Important***
To be protected against the latest threats keep the **Automatic Update** enabled.

You can get the malware signatures of your BitDefender by clicking **Show Virus List**. An HTML file that contains all the available signatures will be created and opened in a web browser. You can search through the database for a specific malware signature or click **BitDefender Virus List** to go to the online BitDefender signature database.

## 22.1.1. Requesting an Update

The automatic update can be done anytime you want by clicking **Update Now**. This update is also known as **Update by user request**.

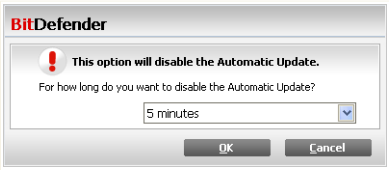
The **Update** module will connect to the BitDefender update server and will verify if any update is available. If an update was detected, depending on the options set in the Manual Update Settings section, you will be asked to confirm the update or the update will be made automatically.

***Important***
It may be necessary to restart the computer when you have completed the update. We recommend doing it as soon as possible.

***Note***
If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update BitDefender by user request.

## 22.1.2. Disabling Automatic Update

If you want to disable automatic update, a warning window will appear.




**Disable Automatic Update**

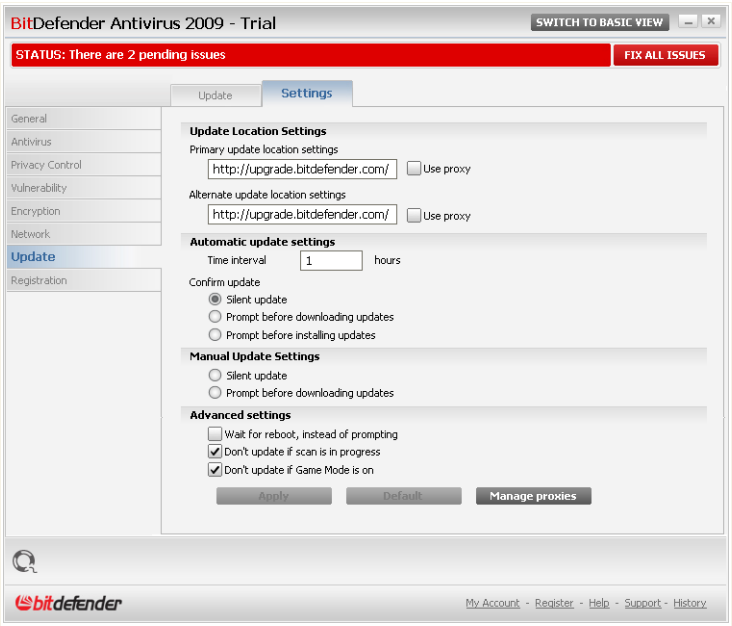
You must confirm your choice by selecting from the menu how long you want the automatic update to be disabled. You can disable the automatic update for 5, 15 or 30 minutes, for an hour, permanently or until the system restart.

***Warning***
This is a critical security issue. We recommend you to disable automatic update for as little time as possible. If BitDefender is not updated regularly, it will not be able to protect you against the latest threats.

# 22.2. Update Settings

The updates can be performed from the local network, over the Internet, directly or through a proxy server. By default, BitDefender will check for updates every hour, over the Internet, and install the available updates without alerting you.

To configure the update settings and manage proxies, go to **Update>Settings** in the Advanced View.




**Update Settings**

The update settings are grouped into 4 categories (**Update Location Settings**, **Automatic Update Settings**, **Manual Update Settings** and **Advanced Settings**). Each category will be described separately.

## 22.2.1. Setting Update Locations

To set the update locations, use the options from the **Update Location Settings** category.

***Note***
Configure these settings only if you are connected to a local network that stores BitDefender malware signatures locally or if you connect to the Internet through a proxy server.

For more reliable and faster updates, you can configure two update locations: a **Primary update location** and an **Alternate update location**. By default, these locations are the same: `http://upgrade.bitdefender.com`.

To modify one of the update locations, provide the URL of the local mirror in the **URL** field corresponding to the location you want to change.

***Note***
We recommend you to set as primary update location the local mirror and to leave the alternate update location unchanged, as a fail-safe plan in case the local mirror becomes unavailable.

In case the company uses a proxy server to connect to the Internet, check **Use proxy** and then click **Manage proxies** to configure the proxy settings. For more information, please refer to "*Managing Proxies*" (p. 192)

## 22.2.2. Configuring Automatic Update

To configure the update process performed automatically by BitDefender, use the options in the **Automatic Update Settings** category.

You can specify the number of hours between two consecutive checks for updates in the **Time interval** field. By default, the update time interval is set to 1 hour.

To specify how the automatic update process should be performed, select one of the following options:

- **Silent update** - BitDefender automatically downloads and implements the update.
- **Prompt before downloading updates** - every time an update is available, you will be prompted before downloading it.
- **Prompt before installing updates** - every time an update was downloaded, you will be prompted before installing it.

## 22.2.3. Configuring Manual Update

To specify how the manual update (update by user request) should be performed, select one of the following options in the **Manual Update Settings** category:

- **Silent update** - the manual update will be performed automatically in the background, without user intervention.
- **Prompt before downloading updates** - every time an update is available, you will be prompted before downloading it.

## 22.2.4. Configuring Advanced Settings

To prevent the BitDefender update process from interfering with your work, configure the options in the **Advanced Settings** category:

- **Wait for reboot, instead of prompting** - If an update requires a reboot, the product will keep working with the old files until the system is rebooting. The user will not be prompted for rebooting, therefore the BitDefender update process will not interfere with the user's work.
- **Don't update if scan is in progress** - BitDefender will not update if a scan process is running. This way, the BitDefender update process will not interfere with the scan tasks.

***Note***
If BitDefender is updated while a scan is in progress, the scan process will be aborted.

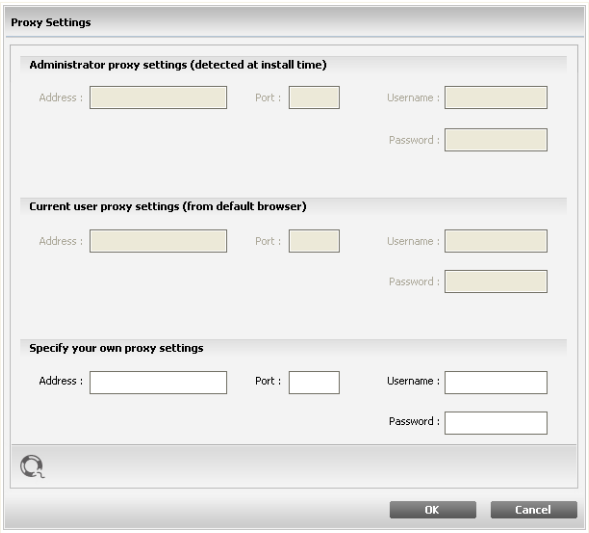
- **Don't update if game mode is on** - BitDefender will not update if the game mode is turned on. In this way, you can minimize the product's influence on system performance during games.

## 22.2.5. Managing Proxies

If your company uses a proxy server to connect to the Internet, you must specify the proxy settings in order for BitDefender to update itself. Otherwise, it will use the proxy settings of the administrator that installed the product or of the current user's default browser, if any.

***Note***
The proxy settings can be configured only by users with administrative rights on the computer or by power users (users who know the password to the product settings).

To manage the proxy settings, click **Manage proxies**. The **Proxy Manager** window will appear.




**Proxy Manager**

There are three sets of proxy settings:

- **Administrator proxy settings (detected at install time)** - proxy settings detected on the administrator's account during installation and which can be configured only if you are logged on to that account. If the proxy server requires a username and a password, you must specify them in the corresponding fields.
- **Current user proxy settings (from default browser)** - proxy settings of the current user, extracted from the default browser. If the proxy server requires a username and a password, you must specify them in the corresponding fields.

> ***Note***
> The supported web browsers are Internet Explorer, Mozilla Firefox and Opera. If you use another browser by default, BitDefender will not be able to obtain the proxy settings of the current user.

- **Your own set of proxy settings** - proxy settings that you can configure if you are logged in as an administrator.

The following settings must be specified:

- **Address** - type in the IP of the proxy server.
- **Port** - type in the port BitDefender uses to connect to the proxy server.
- **Username** - type in a user name recognized by the proxy.
- **Password** - type in the valid password of the previously specified user.

When trying to connect to the Internet, each set of proxy settings is tried at a time, until BitDefender manages to connect.

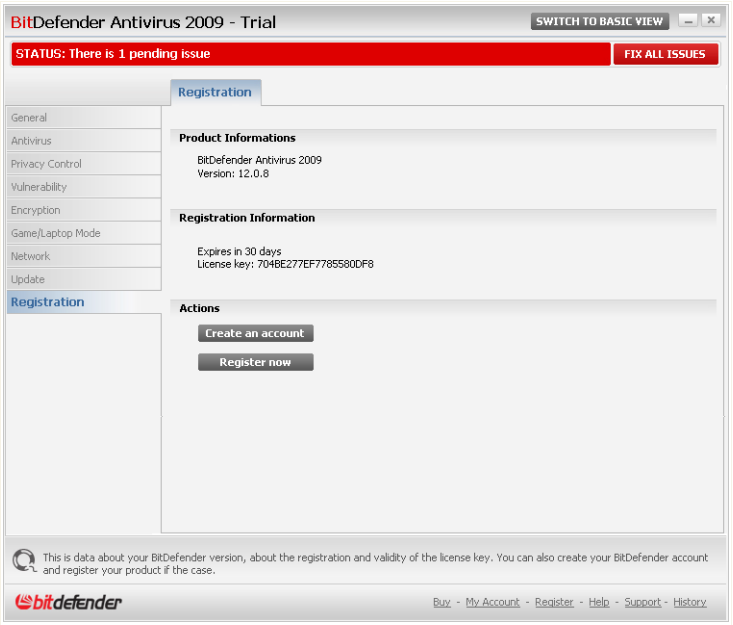
First, the set containing your own proxy settings will be used to connect to the Internet. If it does not work, the proxy settings detected at installation time will be tried next. Finally, if those do not work either, the proxy settings of the current user will be taken from the default browser and used to connect to the Internet.

Click **OK** to save the changes and close the window.

Click **Apply** to save the changes or click **Default** to load the default settings.

# 23. Registration

To find complete information on your BitDefender product and the registration status, go to **Registration** in the Advanced View.



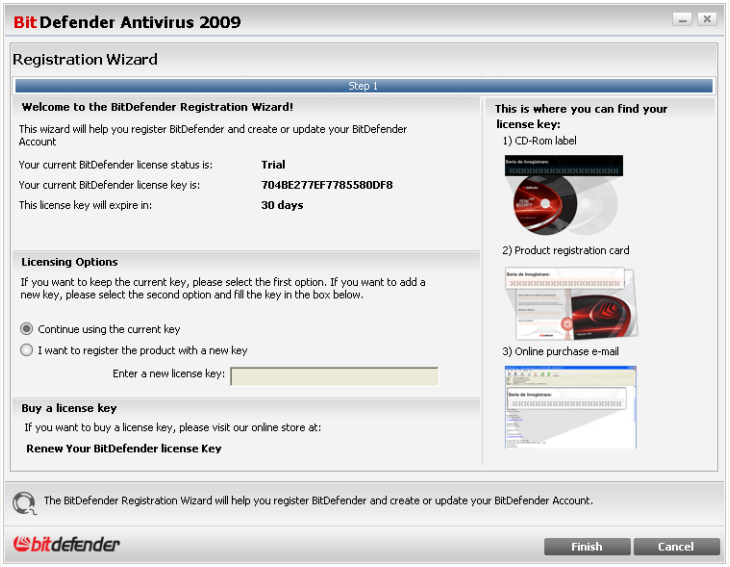

**Registration**

This section displays:

- **Product Information**: the BitDefender product and version.
- **Registration Information**: the e-mail address used to log your BitDefender account (if configured), the current license key and how many days are left until the license expires.

## 23.1. Registering BitDefender Antivirus 2009

Click **Register now** to open the product registration window.




**Registration**

You can see the BitDefender registration status, the current license key and how many days are left until the license expires.

To register BitDefender Antivirus 2009:

1. Select **I want to register the product with a new key**.
2. Type the license key in the edit field.

***Note***

You can find your license key:

- on the CD label.
- on the product registration card.
- in the online purchase e-mail.

If you do not have a BitDefender license key, click the provided link to go to the BitDefender online store and buy one.

Click **Finish**.

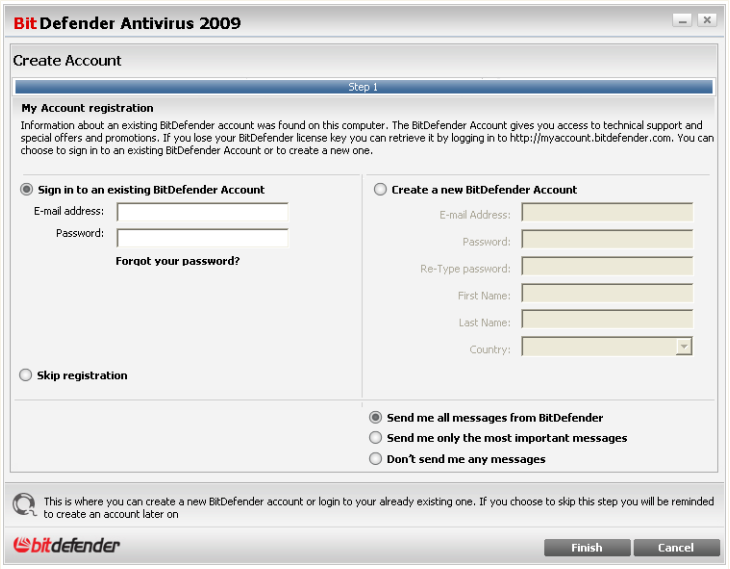
## 23.2. Creating a BitDefender Account

As part of the registration process, you MUST create a BitDefender account. The BitDefender account gives you access to BitDefender updates, free technical support and special offers and promotions. If you loose your BitDefender license key, you can log in to your account at http://myaccount.bitdefender.com to retrieve it.

*Important*

You must create an account within 15 days after installing BitDefender (if you register it, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update.

If you have not yet created a BitDefender account, click **Create an account** to open the account registration window.




**Account Creation**

If you do not want to create a BitDefender account at the moment, select **Skip registration** and click **Finish**. Otherwise, proceed according to your current situation:

- "I do not have a BitDefender account" (p. 198)

■ “I already have a BitDefender account” (p. 198)

## I do not have a BitDefender account

To create a BitDefender account, select **Create a new BitDefender account** and provide the required information. The data you provide here will remain confidential.

- **E-mail address** - type in your e-mail address.
- **Password** - type in a password for your BitDefender account. The password must be at least six characters long.
- **Re-type password** - type in again the previously specified password.
- **First name** - type in your first name.
- **Last name** - type in your last name.
- **Country** - select the country you reside in.

*Note*
Use the provided e-mail address and password to log in to your account at http://myaccount.bitdefender.com.

To successfully create an account you must first activate your e-mail address. Check your e-mail address and follow the instructions in the e-mail sent to you by the BitDefender registration service.

Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options:

- **Send me all messages from BitDefender**
- **Send me only the most important messages**
- **Don't send me any messages**

Click **Finish**.

## I already have a BitDefender account

BitDefender will automatically detect if you have previously registered a BitDefender account on your computer. In this case, provide the password of your account.

If you already have an active account, but BitDefender does not detect it, select **Sign in to an existing BitDefender Account** and provide the e-mail address and the password of your account.

If you have forgotten your password, click **Forgot your password?** and follow the instructions.

Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options:

- **Send me all messages from BitDefender**
- **Send me only the most important messages**
- **Don't send me any messages**

Click **Finish**.

# Getting Help

# 24. Support

As a valued provider, BitDefender strives to provide its customers with an unparalleled level of fast and accurate support. The Support Center (which you can contact at the address provided below) continually keeps up with the latest threats. This is where all of your questions are answered in a timely manner.

With BitDefender, dedication to saving customers' time and money by providing the most advanced products at the fairest prices has always been a top priority. Moreover, we believe that a successful business is based on good communication and commitment to excellence in customer support.

You are welcome to ask for support at support@bitdefender.com at any time. For a prompt response, please include in your email as many details as you can about your BitDefender, your system and describe the problem you have encountered as accurately as possible.

## 24.1. BitDefender Knowledge Base

The BitDefender Knowledge Base is an online repository of information about the BitDefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the BitDefender support and development teams, along with more general articles about virus prevention, the management of BitDefender solutions with detailed explanations, and many other articles.

The BitDefender Knowledge Base is open to the public and freely searchable. The extensive information it contains is yet another means of providing BitDefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from BitDefender clients eventually find their way into the BitDefender Knowledge Base, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The BitDefender Knowledge Base is available any time at http://kb.bitdefender.com.

# 24.2. Asking for Help

## 24.2.1. Go to Web Self Service

Got a question? Our security experts are available to help you 24/7 via phone, email or chat at no additional cost.

Please, follow the links below:

### English

http://www.bitdefender.com/site/KnowledgeBase/

### German

http://www.bitdefender.com/de/KnowledgeBase/

### French

http://www.bitdefender.com/fr/KnowledgeBase/

### Romanian

http://www.bitdefender.com/ro/KnowledgeBase/

### Spanish

http://www.bitdefender.com/es/KnowledgeBase/

## 24.2.2. Open a support ticket

If you want to open a support ticket and receive help via email, just follow one of these links:

English: http://www.bitdefender.com/site/Main/contact/1/
German: http://www.bitdefender.de/site/Main/contact/1/
French: http://www.bitdefender.fr/site/Main/contact/1/
Romanian: http://www.bitdefender.ro/site/Main/contact/1/
Spanish: http://www.bitdefender.es/site/Main/contact/1/

## 24.3. Contact Information

Efficient communication is the key to a successful business. During the past 10 years BITDEFENDER has established an unquestionable reputation by constantly striving for better communication so as to exceed the expectations of our clients and partners. Should you have any questions, do not hesitate to contact us.

### 24.3.1. Web Addresses

Sales department: sales@bitdefender.com
Technical support: support@bitdefender.com
Documentation: documentation@bitdefender.com
Partner Program: partners@bitdefender.com
Marketing: marketing@bitdefender.com
Media Relations: pr@bitdefender.com
Job Opportunities: jobs@bitdefender.com
Virus Submissions: virus_submission@bitdefender.com
Spam Submissions: spam_submission@bitdefender.com
Report Abuse: abuse@bitdefender.com
Product web site: http://www.bitdefender.com
Product ftp archives: ftp://ftp.bitdefender.com/pub
Local distributors: http://www.bitdefender.com/partner_list
BitDefender Knowledge Base: http://kb.bitdefender.com

### 24.3.2. Branch Offices

The BitDefender offices are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters. Their respective addresses and contacts are listed below.

#### U.S.A

**BitDefender, LLC**
6301 NW 5th Way, Suite 3500
Fort Lauderdale, Florida 33309
Phone: 1-954-776-6262
Web: http://www.bitdefender.com

**Technical Support (Registered Users Only):**
- E-mail: support@bitdefender.com
- Phone (Toll-Free):

- United States: 1-888-868-1873
- Canada: 1-866-947-1873

**Customer Service (Registered Users Only):**

- E-mail: customerservice@bitdefender.com
- Phone (Toll-Free):
  - United States: 1-888-868-1873
  - Canada: 1-866-947-1873

## Germany

**BitDefender GmbH**
Airport Office Center
Robert - Bosch - Str. 2
59439 Holzwickede
Germany
Tel: +49 (0)231 99 33 98 0
Email: info@bitdefender.com
Sales: sales@bitdefender.com
Web: http://www.bitdefender.com
Technical Support: support@bitdefender.com

## UK and Ireland

Business Centre 10 Queen Street
Newcastle, Staffordshire
ST5 1ED
Tel: +44 (0) 8451-305096
Email: info@bitdefender.com
Sales: sales@bitdefender.com
Web: http://www.bitdefender.co.uk
Technical support: support@bitdefender.com

## Spain

**Constelación Negocial, S.L**
C/ Balmes 195, 2a planta, 08006
Barcelona
Soporte técnico: soporte@bitdefender-es.com
Ventas: comercial@bitdefender-es.com

Phone: +34 932189615
Fax: +34 932179128
Sitio web del producto: http://www.bitdefender-es.com

## *Romania*

**BITDEFENDER**
West Gate Park, Building H2, 24 Preciziei Street
Bucharest
Technical support: support@bitdefender.com
Sales: sales@bitdefender.com
Phone: +40 21 3001255
Phone: +40 21 3001254
Product web site: http://www.bitdefender.com

# BitDefender Rescue CD

# 25. Overview

**BitDefender Antivirus 2009** comes with a bootable CD (BitDefender Rescue CD) capable to scan and disinfect all existing hard drives before your operating system starts.

You should use BitDefender Rescue CD any time your operating system is not working properly because of virus infections. That usually happens when you don't use an antivirus product.

The update of the virus signatures is made automatically, without user intervention each time you start the BitDefender Rescue CD.

BitDefender Rescue CD is a BitDefender re-mastered Knoppix distribution, which integrates the latest BitDefender for Linux security solution into the GNU/Linux Knoppix Live CD, offering a desktop antivirus which can scan and disinfect existing hard drives (including Windows NTFS partitions). At the same time, BitDefender Rescue CD can be used to restore your valuable data when you cannot boot Windows.

*Note*
BitDefender Rescue CD can be downloaded from this location: http://download.bitdefender.com/rescue_cd/

## 25.1. System Requirements

Before booting BitDefender Rescue CD, you must first verify if your system meets the following requirements.

**Processor type**
x86 compatible, minimum 166 MHz, but do not expect a great performance in this case. An i686 generation processor, at 800MHz, would make a better choice.

**Memory**
Minimum 512 MB of RAM Memory (1 GB recommended)

**CD-ROM**
BitDefender Rescue CD runs from a CD-ROM, therefore a CD-ROM and a BIOS capable to boot from it is required.

**Internet connection**
Although BitDefender Rescue CD will run with no Internet connection, the update procedures will require an active HTTP link, even through some proxy server. Therefore, for an up to date protection, the Internet connection is a MUST.

**Graphical resolution**
Standard SVGA-compatible graphics card.

## 25.2. Included Software

BitDefender Rescue CD includes the following software packages.

**Xedit**
This is a text file editor.

**Vim**
This is a powerful text file editor, containing syntax highlighting, a GUI, and much more. For more information, please refer to the Vim homepage.

**Xcalc**
This is a calculator.

**RoxFiler**
RoxFiler is a fast and powerful graphical file manager.

For more information, please refer to the RoxFiler homepage.

**MidnightCommander**
GNU Midnight Commander (mc) is a text-mode file manager.

For more information, please refer to the MC homepage.

**Pstree**
Pstree displays running processes.

**Top**
Top displays Linux tasks.

**Xkill**
Xkill kills a client by its X resources.

**Partition Image**
Partition Image helps you save partitions in the EXT2, Reiserfs, NTFS, HPFS, FAT16, and FAT32 file system formats to an image file. This program can be useful for backup purposes.

For more information, please refer to the Partimage homepage.

**GtkRecover**
GtkRecover is a GTK version of the console program recover. It helps you recover a file.

For more information, please refer to the GtkRecover homepage.

**ChkRootKit**

ChkRootKit is a tool that helps you scan your computer for rootkits.

For more information, please refer to the ChkRootKit homepage.

**Nessus Network Scanner**

Nessus is a remote security scanner for Linux, Solaris, FreeBSD, and Mac OS X.

For more information, please refer to the Nessus homepage.

**Iptraf**

Iptraf is an IP Network Monitoring Software.

For more information, please refer to the Iptraf homepage.

**Iftop**

Iftop displays bandwidth usage on an interface.

For more information, please refer to the Iftop homepage.

**MTR**

MTR is a network diagnostic tool.

For more information, please refer to the MTR homepage.

**PPPStatus**

PPPStatus displays statistics about the incoming and outgoing TCP/IP traffic.

For more information, please refer to the PPPStatus homepage.

**Wavemon**

Wavemon is a monitoring application for wireless network devices.

For more information, please refer to the Wavemon homepage.

**USBView**

USBView displays information about devices connected to the USB bus.

For more information, please refer to the USBView homepage.

**Pppconfig**

Pppconfig helps automatically setting up a dial up ppp connection.

**DSL/PPPoe**

DSL/PPPoe configures a PPPoE (ADSL) connection.

**I810rotate**

I810rotate toggles the video output on i810 hardware using i810switch(1).

For more information, please refer to the I810rotate homepage.

**Mutt**

Mutt is a powerful text-based MIME mail client.

For more information, please refer to the Mutt homepage.

**Mozilla Firefox**

Mozilla Firefox is a well-known web browser.

For more information, please refer to the Mozilla Firefox homepage.

**Elinks**

Elinks is a text mode web browser.

For more information please refer to the Elinks homepage.

# 26. BitDefender Rescue CD Howto

This chapter contains information on how to start and stop the BitDefender Rescue CD, scan your computer for malware as well as save data from your compromised Windows PC to a removable device. However, by using the software applications that come with the CD, you can do many tasks the description of which goes far beyond the scope of this user's guide.

## 26.1. Start BitDefender Rescue CD

To start the CD, set up the BIOS of your computer to boot off the CD, put the CD in the drive and reboot the computer. Make sure that your computer can boot from CD.

Wait until the next screen shows up and follow the on-screen instructions to start BitDefender Rescue CD.

***Note***
Select the language you want to use for the Rescue CD from the available list.


**Boot Splash Screen**

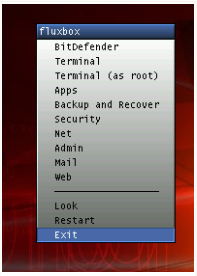
At boot time, the update of the virus signatures is made automatically. This may take a while.

When the boot process has finished you will see the next desktop. You may now start using BitDefender Rescue CD.


**The Desktop**

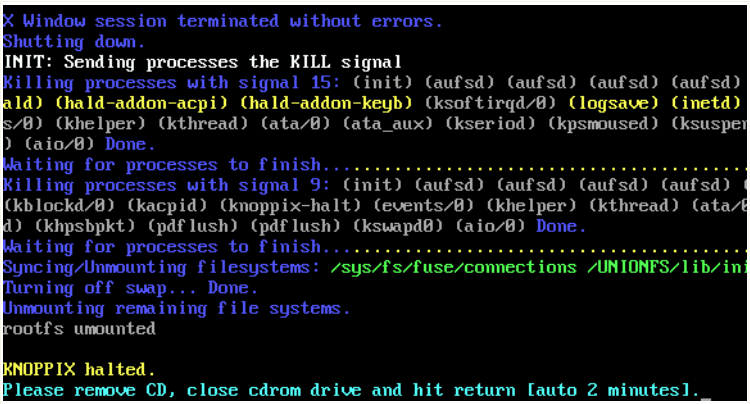
## 26.2. Stop BitDefender Rescue CD

You can safely shut down your computer by selecting **Exit** from the BitDefender Rescue CD contextual menu (right-click to open it) or by issuing the **halt** command in a terminal.




**Choose "EXIT"**

When BitDefender Rescue CD has successfully closed all programs it will show a screen like the following image. You may remove the CD in order to boot from your hard drive. Now it's ok to turn off your computer or to reboot it.




**Wait for this message when shutting down**

# 26.3. How do I perform an antivirus scan?

A wizard will appear when the boot process has finished and allow you to full scan your computer. All you have to do is click the **Start** button.

***Note***
If your screen resolution isn't high enough, you will be asked to start scanning in text-mode.

Follow the three-step guided procedure to complete the scanning process.

1. You can see the scan status and statistics (scanning speed, elapsed time, number of scanned / infected / suspicious / hidden objects and other).

   ***Note***
   The scanning process may take a while, depending on the complexity of the scan.

2. You can see the number of issues affecting your system.

   The issues are displayed in groups. Click the "+" box to open a group or the "-" box to close a group.

   You can choose an overall action to be taken for each group of issues or you can select separate actions for each issue.

3. You can see the results summary.

If you want to scan certain directory only, do as follow:

Browse your folders, right-click a file or directory and select **Send to**. Then choose **BitDefender Scanner**.

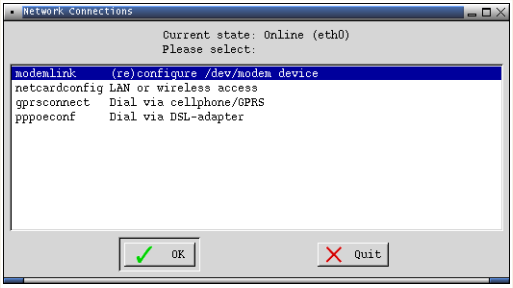
Or you can issue the next command as root, from a terminal. The **BitDefender Antivirus Scanner** will start with the selected file or folder as default location to scan.

```
# bdscan /path/to/scan/
```

## 26.4. How do I configure the Internet connection?

If you're in a DHCP network and you have an ethernet network card, the Internet connection should already be detected and configured. For a manual configuration, follow the next steps.

1. Double-click the Network Connections shortcut on the Desktop. The following window will appear.




**Network Connections**

2. Select the type of connection you are using and click OK.

| Connection | Description |
|---|---|
| **modemlink** | Select this type of connection when you are using a modem and a telephone line to access the Internet. |

| Connection | Description |
|---|---|
| **netcardconfig** | Select this type of connection when you are using a local area network (LAN) to access the Internet. It is also suitable for wireless connections. |
| **gprsconnect** | Select this type of connection when you are accessing the Internet over a mobile phone network by using GPRS (General Packet Radio Service) protocol. Of course you can use also a GPRS modem instead of a mobile phone. |
| **pppoeconf** | Select this type of connection when you are using a DSL (Digital Subscriber Line) modem to access the Internet. |

3. Follow the on-screen instructions. If you're not sure what to write, contact your system or network administrator for details.

***Important***
Please be aware that you only activate the modem by selecting the above-mentioned options. To configure the network connection follow these steps.

1. Right -click the Desktop. The BitDefender Rescue CD contextual menu will appear.
2. Select **Terminal (as root)**.
3. Type the following commands:

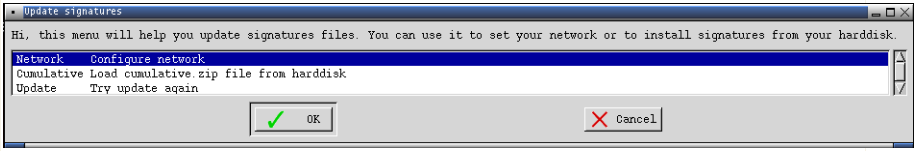
```
# pppconfig
```

4. Follow the on-screen instructions. If you're not sure what to write, contact your system or network administrator for details.

## 26.5. How do I update BitDefender?

At boot time, the update of the virus signatures is made automatically. But, if you skipped this step here's how to update BitDefender.

1. Double-click the Update Signatures shortcut on the Desktop. The following window will appear.




**Update Signatures**

2. Do one of the following:
   - Select **Cumulative** to install signatures already saved on your hard disk by browsing your computer and loading the `cumulative.zip` file.
   - Select **Update** to immediately connect to the internet and download the latest virus signatures.
3. Click **OK**.

## 26.5.1. How do I update BitDefender over a proxy?

If there is a proxy server between your computer and the Internet, some configurations were to be done in order to update the virus signatures.

To update BitDefender over a proxy just follow these steps:

1. Right -click the Desktop. The BitDefender Rescue CD contextual menu will appear.
2. Select **Terminal (as root)**.
3. Type the command: **cd /ramdisk/BitDefender-scanner/etc**.
4. Type the command: **mcedit bdscan.conf** to edit this file by using GNU Midnight Commander (mc).
5. Uncomment the following line: `#HttpProxy =` (just delete the `#` sign) and specify the domain, username, password and server port of the proxy server. For example, the respective line must look like this:

   ```
   HttpProxy = myuser:mypassword@proxy.company.com:8080
   ```
6. Press **F2** to save the current file, confirm saving, and then press **F10** to close it.
7. Type the command: **bdscan update**.

# 26.6. How do I save my data?

Let's assume that you cannot start your Windows PC due to some unknown issues. At the same time, you desperately need to access some important data from your computer. This is where BitDefender Rescue CD comes in handy.

To save your data from the computer to a removable device, such as an USB memory stick, just follow these steps:

1. Put the BitDefender Rescue CD in the CD drive, the memory stick into the USB drive and then restart the computer.

   ***Note***
   If you plug the memory stick at a later moment, you have to mount the removable device by following these steps:
   a. Double-click the Terminal Emulator shortcut on the Desktop.
   b. Type the following command:

   ```
   # mount  /media/sdb1
   ```

   Please be aware that depending on your computer configuration it might be `sda1` instead of `sdb1`.

2. Wait until BitDefender Rescue CD finishes booting. The following window will appear.


**Desktop Screen**

3. Double-click the partition where the data you want to save is located (e.g. `[sda3]`).

***Note***

When working with BitDefender Rescue CD, you will deal with Linux-type partition names. So, `[sda1]` will probably correspond to the `(C:)` Windows-type partition, `[sda3]` to `(F:)`, and `[sdb1]` to the memory stick.

***Important***

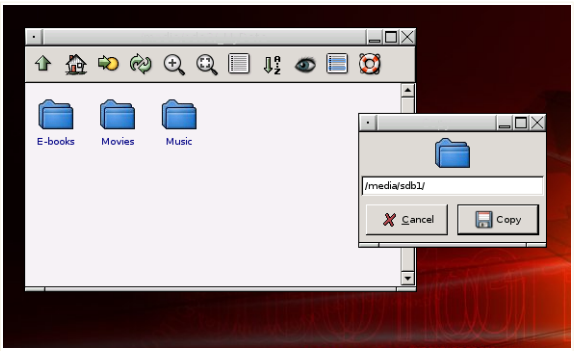
If the computer was not properly shut down, it is possible that certain partitions were not mounted automatically. To mount a partition, follow these steps.

a. Double-click the Terminal Emulator shortcut on the Desktop.

b. Type the following command:

```
# mount  /media/partition_name
```

4. Browse your folders and open the desired directory. For instance, `MyData` which contains `Movies`, `Music` and `E-books` sub-directories.
5. Right-click the desired directory and select **Copy**. The following window will appear.




**Saving Data**

6. Type `/media/sdb1/` into the corresponding textbox and click **Copy**.

   Please be aware that depending on your computer configuration it might be `sda1` instead of `sdb1`.

# Glossary

**ActiveX**

ActiveX is a model for writing programs so that other programs and the operating system can call them. ActiveX technology is used with Microsoft Internet Explorer to make interactive Web pages that look and behave like computer programs, rather than static pages. With ActiveX, users can ask or answer questions, use push buttons, and interact in other ways with the Web page. ActiveX controls are often written using Visual Basic.

Active X is notable for a complete lack of security controls; computer security experts discourage its use over the Internet.

**Adware**

Adware is often combined with a host application that is provided at no charge as long as the user agrees to accept the adware. Because adware applications are usually installed after the user has agreed to a licensing agreement that states the purpose of the application, no offense is committed.

However, pop-up advertisements can become an annoyance, and in some cases degrade system performance. Also, the information that some of these applications collect may cause privacy concerns for users who were not fully aware of the terms in the license agreement.

**Archive**

A disk, tape, or directory that contains files that have been backed up.

A file that contains one or more files in a compressed format.

**Backdoor**

A hole in the security of a system deliberately left in place by designers or maintainers. The motivation for such holes is not always sinister; some operating systems, for example, come out of the box with privileged accounts intended for use by field service technicians or the vendor's maintenance programmers.

**Boot sector**

A sector at the beginning of each disk that identifies the disk's architecture (sector size, cluster size, and so on). For startup disks, the boot sector also contains a program that loads the operating system.

**Boot virus**

A virus that infects the boot sector of a fixed or floppy disk. An attempt to boot from a diskette infected with a boot sector virus will cause the virus to become

active in memory. Every time you boot your system from that point on, you will have the virus active in memory.

**Browser**

Short for Web browser, a software application used to locate and display Web pages. The two most popular browsers are Netscape Navigator and Microsoft Internet Explorer. Both of these are graphical browsers, which means that they can display graphics as well as text. In addition, most modern browsers can present multimedia information, including sound and video, though they require plug-ins for some formats.

**Command line**

In a command line interface, the user types commands in the space provided directly on the screen using command language.

**Cookie**

Within the Internet industry, cookies are described as small files containing information about individual computers that can be analyzed and used by advertisers to track your online interests and tastes. In this realm, cookie technology is still being developed and the intention is to target ads directly to what you've said your interests are. It's a double-edge sword for many people because on one hand, it's efficient and pertinent as you only see ads about what you're interested in. On the other hand, it involves actually "tracking" and "following" where you go and what you click. Understandably so, there is a debate over privacy and many people feel offended by the notion that they are viewed as a "SKU number" (you know, the bar code on the back of packages that gets scanned at the grocery check-out line). While this viewpoint may be extreme, in some cases it is accurate.

**Disk drive**

It's a machine that reads data from and writes data onto a disk.

A hard disk drive reads and writes hard disks.

A floppy drive accesses floppy disks.

Disk drives can be either internal (housed within a computer) or external (housed in a separate box that connects to the computer).

**Download**

To copy data (usually an entire file) from a main source to a peripheral device. The term is often used to describe the process of copying a file from an online service to one's own computer. Downloading can also refer to copying a file from a network file server to a computer on the network.

**E-mail**
Electronic mail. A service that sends messages on computers via local or global networks.

**Events**
An action or occurrence detected by a program. Events can be user actions, such as clicking a mouse button or pressing a key, or system occurrences, such as running out of memory.

**False positive**
Occurs when a scanner identifies a file as infected when in fact it is not.

**Filename extension**
The portion of a filename, following the final point, which indicates the kind of data stored in the file.

Many operating systems use filename extensions, e.g. Unix, VMS, and MS-DOS. They are usually from one to three letters (some sad old OSes support no more than three). Examples include "c" for C source code, "ps" for PostScript, "txt" for arbitrary text.

**Heuristic**
A rule-based method of identifying new viruses. This method of scanning does not rely on specific virus signatures. The advantage of the heuristic scan is that it is not fooled by a new variant of an existing virus. However, it might occasionally report suspicious code in normal programs, generating the so-called "false positive".

**IP**
Internet Protocol - A routable protocol in the TCP/IP protocol suite that is responsible for IP addressing, routing, and the fragmentation and reassembly of IP packets.

**Java applet**
A Java program which is designed to run only on a web page. To use an applet on a web page, you would specify the name of the applet and the size (length and width, in pixels) that the applet can utilize. When the web page is accessed, the browser downloads the applet from a server and runs it on the user's machine (the client). Applets differ from applications in that they are governed by a strict security protocol.

For example, even though applets run on the client, they cannot read or write data onto the client's machine. Additionally, applets are further restricted so that they can only read and write data from the same domain that they are served from.

**Macro virus**

A type of computer virus that is encoded as a macro embedded in a document. Many applications, such as Microsoft Word and Excel, support powerful macro languages.

These applications allow you to embed a macro in a document, and have the macro execute each time the document is opened.

**Mail client**

An e-mail client is an application that enables you to send and receive e-mail.

**Memory**

Internal storage areas in the computer. The term memory identifies data storage that comes in the form of chips, and the word storage is used for memory that exists on tapes or disks. Every computer comes with a certain amount of physical memory, usually referred to as main memory or RAM.

**Non-heuristic**

This method of scanning relies on specific virus signatures. The advantage of the non-heuristic scan is that it is not fooled by what might seem to be a virus, and does not generate false alarms.

**Packed programs**

A file in a compression format. Many operating systems and applications contain commands that enable you to pack a file so that it takes up less memory. For example, suppose you have a text file containing ten consecutive space characters. Normally, this would require ten bytes of storage.

However, a program that packs files would replace the space characters by a special space-series character followed by the number of spaces being replaced. In this case, the ten spaces would require only two bytes. This is just one packing technique - there are many more.

**Path**

The exact directions to a file on a computer. These directions are usually described by means of the hierarchical filing system from the top down.

The route between any two points, such as the communications channel between two computers.

**Phishing**

The act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The e-mail directs the user to visit a Web site where they are asked to update personal information, such as

passwords and credit card, social security, and bank account numbers, that the legitimate organization already has. The Web site, however, is bogus and set up only to steal the user's information.

**Polymorphic virus**

A virus that changes its form with each file it infects. Since they have no consistent binary pattern, such viruses are hard to identify.

**Port**

An interface on a computer to which you can connect a device. Personal computers have various types of ports. Internally, there are several ports for connecting disk drives, display screens, and keyboards. Externally, personal computers have ports for connecting modems, printers, mice, and other peripheral devices.

In TCP/IP and UDP networks, an endpoint to a logical connection. The port number identifies what type of port it is. For example, port 80 is used for HTTP traffic.

**Report file**

A file that lists actions that have occurred. BitDefender maintains a report file listing the path scanned, the folders, the number of archives and files scanned, how many infected and suspicious files were found.

**Rootkit**

A rootkit is a set of software tools which offer administrator-level access to a system. The term was first used for the UNIX operating systems and it referred to recompiled tools which provided intruders administrative rights, allowing them to conceal their presence so as not to be seen by the system administrators.

The main role of rootkits is to hide processes, files, logins and logs. They may also intercept data from terminals, network connections or peripherals, if they incorporate the appropriate software.

Rootkits are not malicious in nature. For example, systems and even some applications hide critical files using rootkits. However, they are mostly used to hide malware or to conceal the presence of an intruder into the system. When combined with malware, rootkits pose a great threat to the integrity and the security of a system. They can monitor traffic, create backdoors into the system, alter files and logs and avoid detection.

**Script**

Another term for macro or batch file, a script is a list of commands that can be executed without user interaction.

**Spam**

Electronic junk mail or junk newsgroup postings. Generally known as any unsolicited e-mail.

**Spyware**

Any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet; however, it should be noted that the majority of shareware and freeware applications do not come with spyware. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about e-mail addresses and even passwords and credit card numbers.

Spyware's similarity to a Trojan horse is the fact that users unwittingly install the product when they install something else. A common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today.

Aside from the questions of ethics and privacy, spyware steals from the user by using the computer's memory resources and also by eating bandwidth as it sends information back to the spyware's home base via the user's Internet connection. Because spyware is using memory and system resources, the applications running in the background can lead to system crashes or general system instability.

**Startup items**

Any files placed in this folder will open when the computer starts. For example, a startup screen, a sound file to be played when the computer first starts, a reminder calendar, or application programs can be startup items. Normally, an alias of a file is placed in this folder rather than the file itself.

**System tray**

Introduced with Windows 95, the system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, modem, volume, and more. Double click or right click an icon to view and access the details and controls.

**TCP/IP**

Transmission Control Protocol/Internet Protocol - A set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems. TCP/IP includes standards for how computers communicate and conventions for connecting networks and routing traffic.

**Trojan**

A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as destructive. One of the most insidious types of Trojan horse is a program that claims to rid your computer of viruses but instead introduces viruses onto your computer.

The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly and open the city gates, allowing their compatriots to pour in and capture Troy.

**Update**

A new version of a software or hardware product designed to replace an older version of the same product. In addition, the installation routines for updates often check to make sure that an older version is already installed on your computer; if not, you cannot install the update.

BitDefender has it's own update module that allows you to manually check for updates, or let it automatically update the product.

**Virus**

A program or piece of code that is loaded onto your computer without your knowledge and runs against your will. Most viruses can also replicate themselves. All computer viruses are manmade. A simple virus that can copy itself over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.

**Virus definition**

The binary pattern of a virus, used by the antivirus program to detect and eliminate the virus.

**Worm**

A program that propagates itself over a network, reproducing itself as it goes. It cannot attach itself to other programs.