bitdefender

INTERNET SECURITY 2009

User's guide

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Published 2008.10.29

Legal Notice

bitdefender

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Preface

This guide is intended to all users who have chosen **BitDefender Internet Security 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 Internet Security 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 Internet Security 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. xiv)	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.

Appearance	Description
`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 Internet Security 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 threats (malware, spam, hackers, innapropriate content 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 Internet Security 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)

Antispam protection is provided for all POP3/SMTP e-mail clients. The BitDefender Antispam toolbar however is integrated only into:

- Microsoft Outlook 2000 / 2002 / 2003 / 2007
- Microsoft Outlook Express
- Microsoft Windows Mail
- Thunderbird 1.5 and 2.0

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

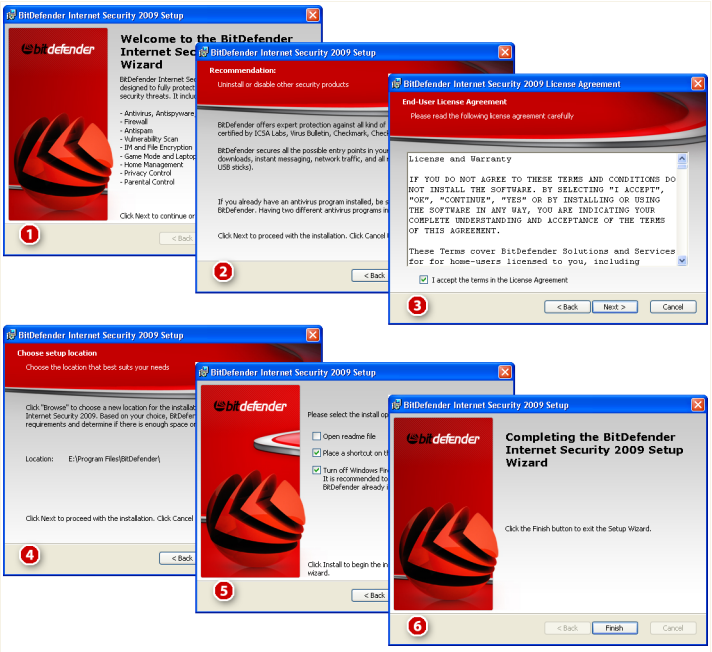
Instant Messaging (IM) encryption is provided only for:

- 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 Internet Security 2009:

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

   BitDefender Internet Security 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 Internet Security 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 Internet Security 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 Firewall** - to turn off Windows Firewall.

   Important
   We recommend you to turn off Windows Firewall since BitDefender Internet Security 2009 already includes an advanced firewall. Running two firewalls on the same computer may cause problems.

- **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 Internet Security 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

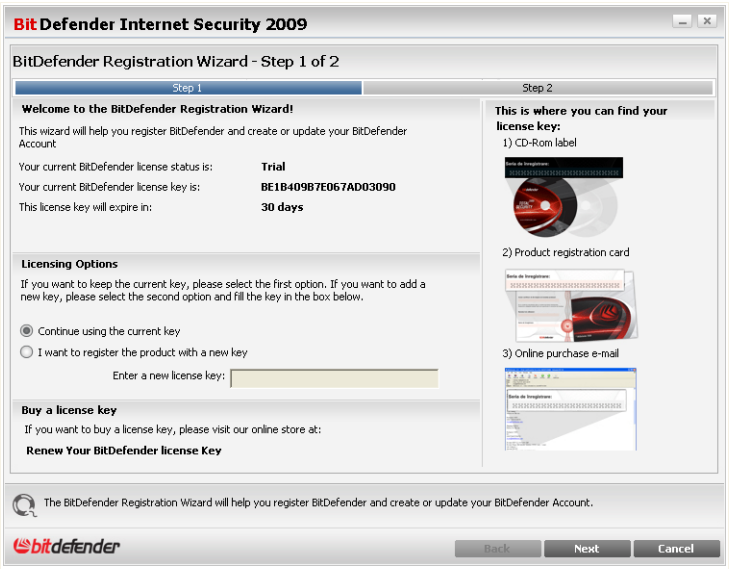
The first time you start your computer after installation, a registration wizard will appear. The wizard helps you register BitDefender and configure a BitDefender account.

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 Internet Security 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 Internet Security 2009:

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

Note

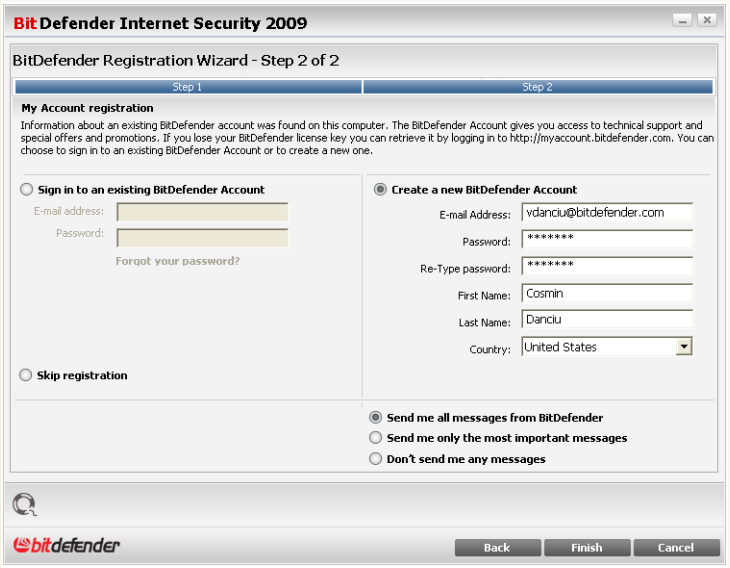
You can find your license key:

- 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

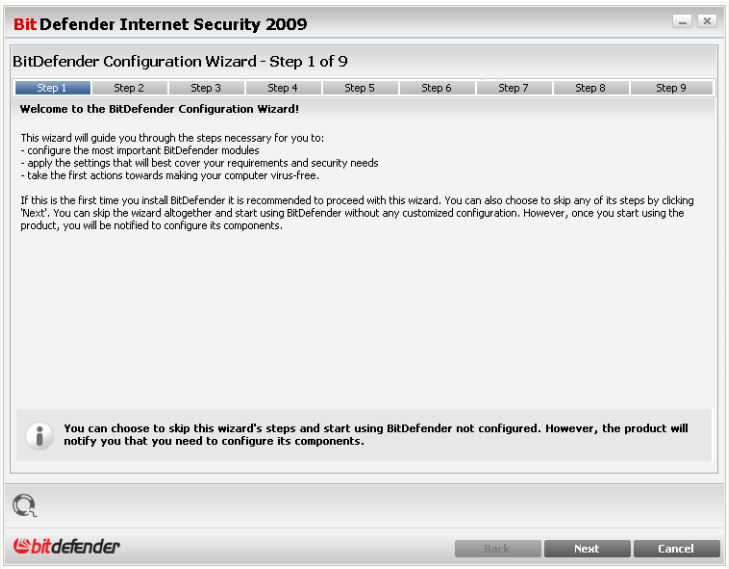
Once you have completed the registration wizard, a configuration wizard will appear. The wizard helps you configure specific product modules and set BitDefender to perform important security tasks.

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 Internet Security 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.

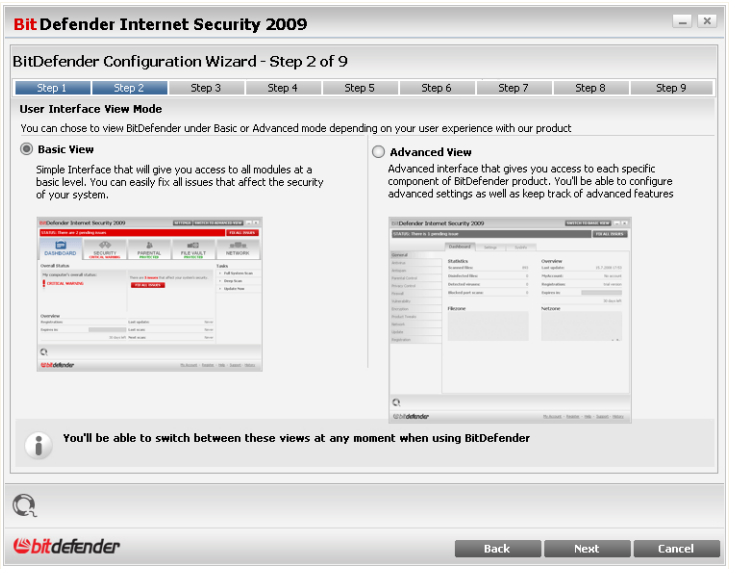
2.2.1. Step 1/9 - Welcome Window



Welcome Window

Click **Next** to continue.

2.2.2. Step 2/9 - Select View Mode



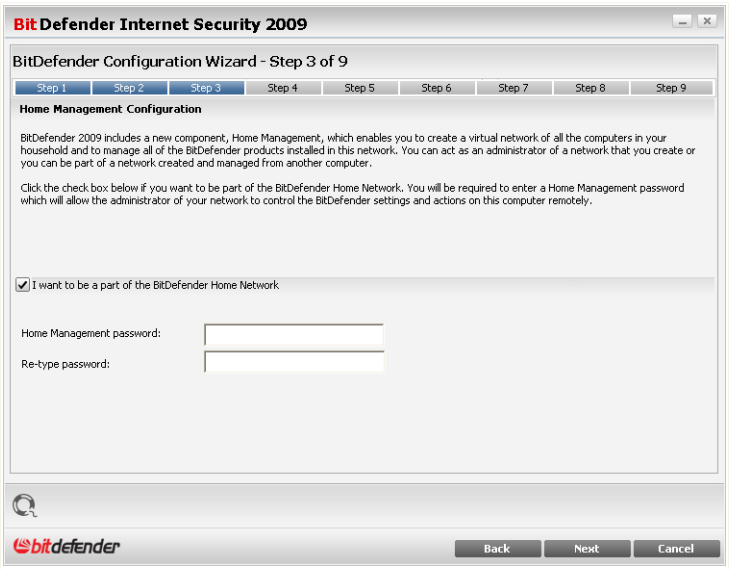
View Modes

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 3/9 - 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:

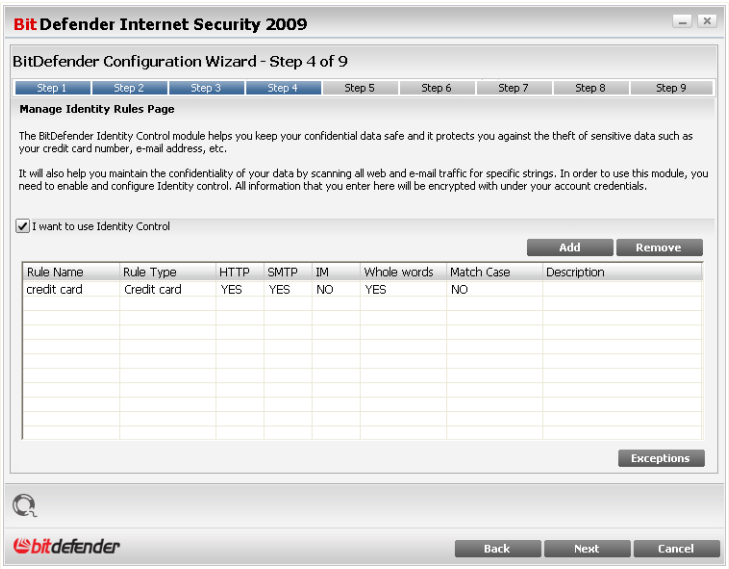
1. Select **I want to be a part of the BitDefender Home Network**.
2. Type the same administrative password in each of the edit fields.

Important

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

Click **Next** to continue.

2.2.4. Step 4/9 - 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.

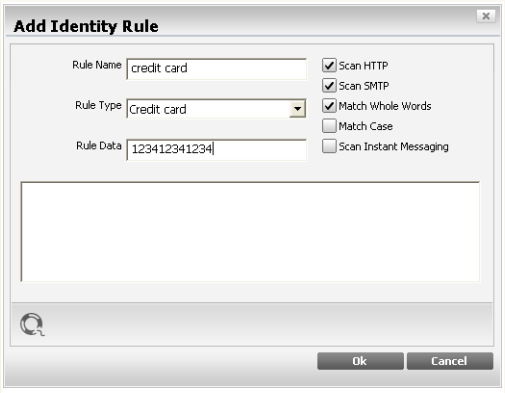
If you want to use Identity Control, follow these steps:

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:

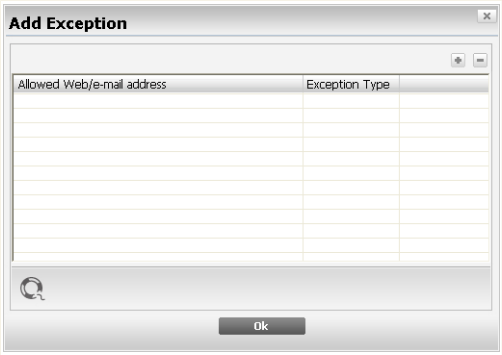
- **Scan HTTP** - scans the HTTP (web) traffic and blocks the outgoing data that matches the rule data.
- **Scan SMTP** - scans the SMTP (mail) traffic and blocks the outgoing e-mail messages that contain the rule data.
- **Scan Instant Messaging** - scans the Instant Messaging traffic and blocks the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

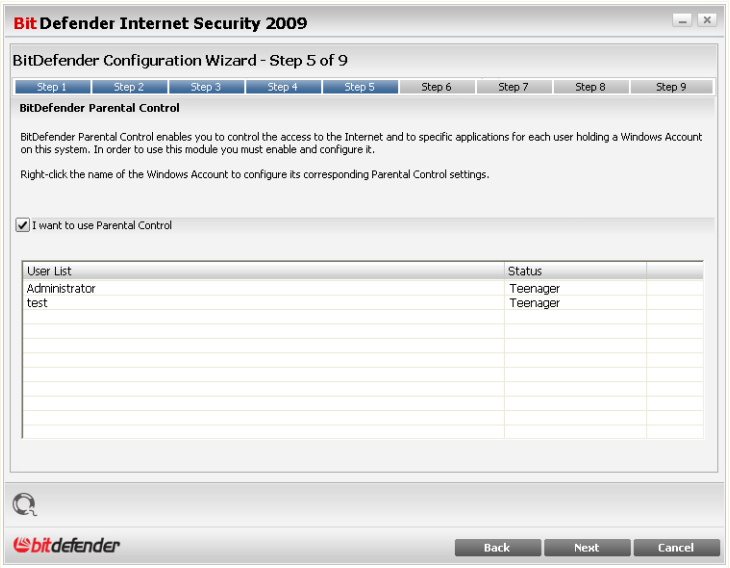
1. Click the **Add** button to add a new entry in the table.
2. Double-click **Specify allowed address** and provide the web address or the mail address that you want to add as exception.

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 5/9 - Configure Parental Control



Parental Control Configuration

BitDefender Parental Control enables you to control the access to the Internet and to specific applications for each user holding a user account on the system.

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

1. Select **I want to use Parental Control**.
2. Right-click the name of each Windows account and select the Parental Control profile to be applied.

Profile	Description
Child	Offers restricted web access, according to the recommended settings for users under the age of 14. Web pages with potentially harmful content for children (porn, sexuality, drugs, hacking etc) are blocked.
Teenager	Offers restricted web access, according to the recommended settings for users from 14 to 18 years. Web pages with sexual, pornographic or adult content are blocked.
Adult	Offers unrestricted access to all web pages regardless of their content.

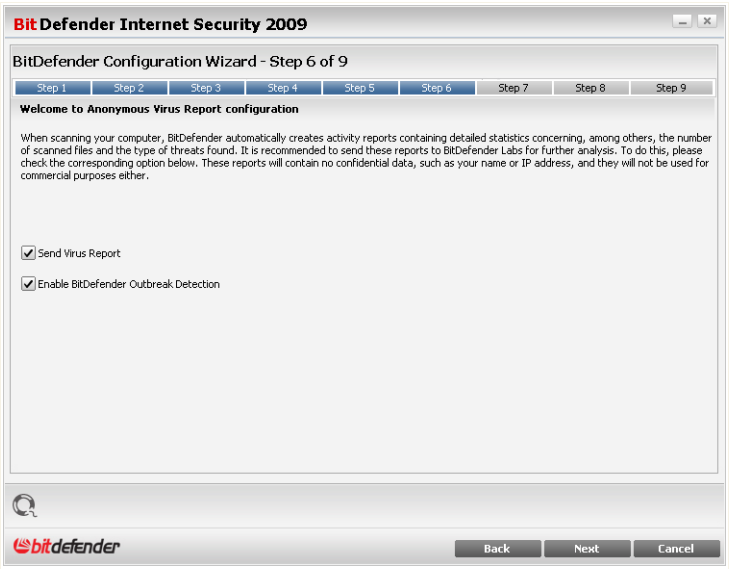
Note

To fully configure or disable Parental Control for specific Windows accounts, start BitDefender, switch to Advanced View and go to Parental Control. You can configure Parental Control to block:

- inappropriate web pages.
- Internet access, for specific periods of time (such as when it's time for lessons).
- web pages, e-mail messages and instant messages if they contain specific keywords.
- applications like games, chat, filesharing programs or others.
- instant messages sent by IM contacts other than those allowed.

Click **Next** to continue.

2.2.6. Step 6/9 - 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.

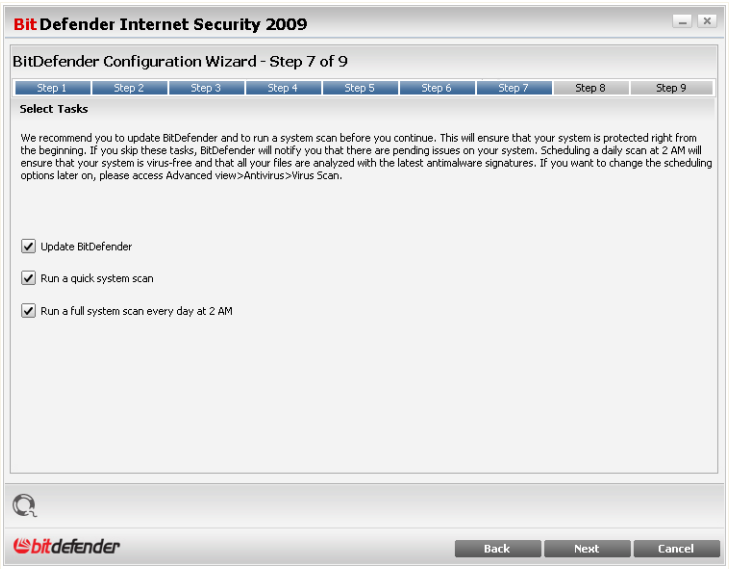
You can configure the following options:

- **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.

2.2.7. Step 7/9 - Select the Tasks to Be Run



Task Selection

Set BitDefender Internet Security 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.

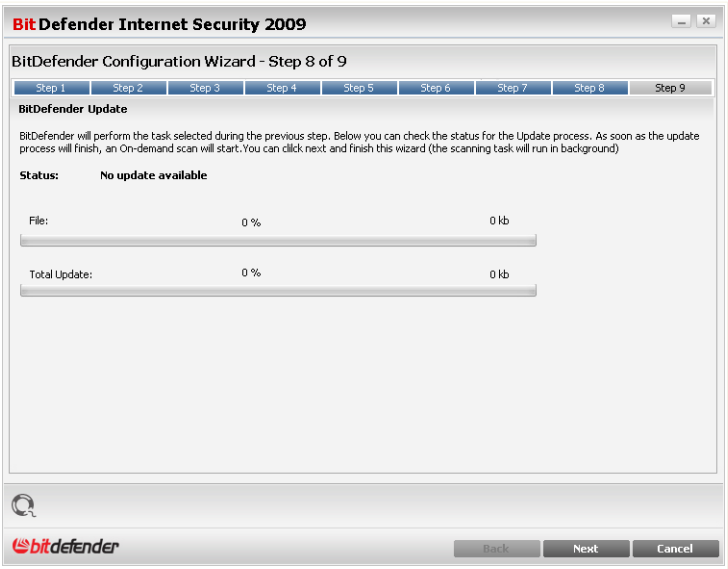
Important

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.

2.2.8. Step 8/9 - 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.

2.2.9. Step 9/9 - 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 Internet Security 2009, follow these steps:

1. **Optional!** If that version of BitDefender includes Antispam, you can save the Friends and Spammers lists in order to use them after the upgrade process is over. For more information, please refer to the help file or user manual of the product.
2. Remove the older version of BitDefender from your computer. For more information, please refer to the help file or user manual of the product.
3. Restart the computer.
4. Install BitDefender Internet Security 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 Internet Security 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 Internet Security 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
  By removing BitDefender, you will no longer be protected against viruses, spyware and hackers. If you want Windows Firewall and Windows Defender (only on Windows Vista) to be enabled after uninstalling BitDefender, select the corresponding check boxes.

  Click **Remove** to start the removal of BitDefender Internet Security 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 Internet Security 2009

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

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

5.2. User Interface View Mode

BitDefender Internet Security 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 (Firewall, Stealth Mode, Automatic Update, Game Mode, etc.).
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.

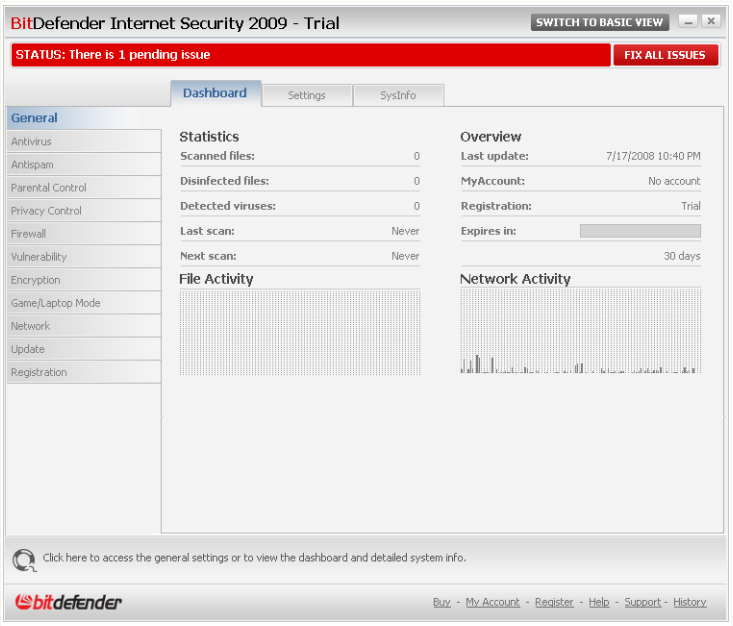
Tab	Description
Dashboard	Displays meaningful product statistics and your registration status together with links to the most important on-demand tasks.
Security	Displays the status of the security modules (antivirus, antiphishing, firewall, antispam, IM encryption, privacy, vulnerability check and update modules) together with the links to antivirus, update and vulnerability check tasks.
Parental	Displays the status of the modules that enable you to restrict your children's access to the internet and to specific applications.
File Manager	Displays the status of the file vault together with links to the file vault.
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.
Antispam	Allows you to keep your Inbox to be SPAM-free and also to configure the antispam settings in detail.
Firewall	Allows you to protects your computer from inbound and outbound unauthorized connection attempts. It is quite similar to a guard at your gate - it will keep a watchful eye on your Internet connection and keep track of who to allow access to the Internet and who to block.
Privacy Control	Allows you to prevent data theft from your computer and protect your privacy while you are online.
Parental Control	Allows you to protect your children against inappropriate content by using your customized computer access rules.
Encryption	Allows you to encrypt Yahoo and Windows Live (MSN) Messenger communications and also to local encrypt your critical files, folders or partitions.
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 Internet Security 2009, to change the license key or to create a BitDefender account.

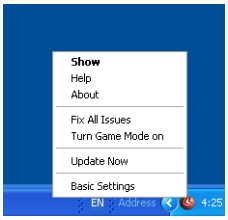
- Furthermore, the BitDefender Advanced View window contains several useful shortcuts.

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.
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 Internet Security 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.

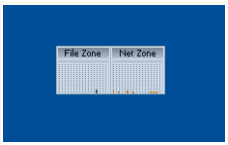
If there are critical issues affecting the security of your system, an exclamation mark is displayed over the BitDefender icon. You can hover the mouse over the icon to see the number of issues affecting the system's security.

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.

The orange bars displayed in the **Net Zone** show the number of Kbytes transferred (sent and received from the Internet) every second, on a scale from 0 to 100.



Activity Bar

Note
The Scan activity bar will notify you when real-time protection or the Firewall is disabled by displaying a red cross over the corresponding area (**File Zone** or **Net 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. 148).

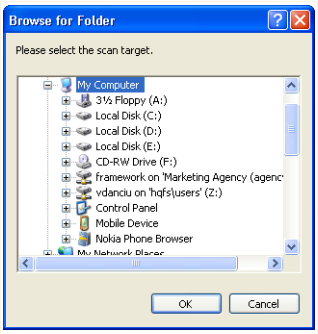
When you no longer want to see the graphic visualization, just right-click it and select **Hide**. To completely hide this window, follow these steps:

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.

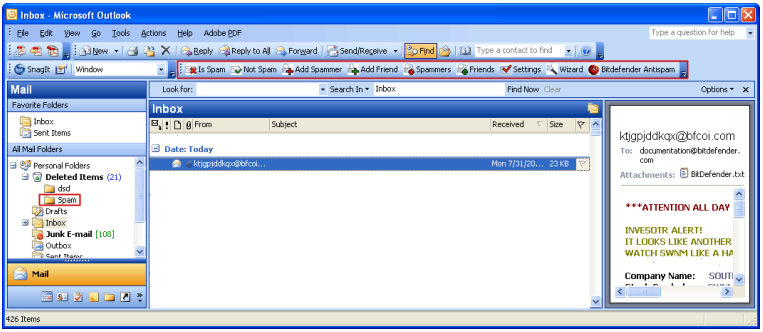
5.7. Integration into Mail Clients

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

- Microsoft Outlook
- Outlook Express
- Windows Mail
- Mozilla Thunderbird

5.7.1. Antispam Toolbar

At the topside of your mail client you can see the Antispam toolbar.



Antispam Toolbar

Important
The difference between BitDefender Antispam for Microsoft Outlook or Outlook Express / Windows Mail is that the SPAM messages are moved in the **Spam** folder for Microsoft Outlook while for Outlook Express / Windows Mail they are moved in the **Deleted Items** folder. In both cases the messages are tagged as SPAM in the subject line.

The **Spam** folder is created automatically by BitDefender in Microsoft Outlook and is listed at the same level with the items from the **Folder list**(Calendar, Contacts, etc).

Each button from the BitDefender toolbar will be explained below:

- **Is Spam** - sends a message to the Bayesian module indicating that the selected e-mail is spam. The e-mail will be tagged as SPAM and moved to the **Spam** folder.

  The future e-mail messages that fit the same patterns will be tagged as SPAM.

  Note
  You can select one e-mail or as many e-mail messages as you want.

- **Not Spam** - sends a message to the Bayesian module indicating that the selected e-mail is not spam BitDefender shouldn't have tagged it. The e-mail will be moved from the **Spam** folder to the **Inbox** directory.

  The future e-mail messages that fit the same patterns will no longer be tagged as SPAM.

Note
You can select one e-mail or as many e-mail messages as you want.

Important
The **Not Spam** button becomes active when you select a message marked as SPAM by BitDefender (normally these messages are located in the **Spam** folder).

- **Add spammer** - adds the sender of the selected e-mail to the **Spammers list**.

Add Spammer

Select **Don't show this message again** if you don't want to be prompted for confirmation when you add a spammer's address to the list.

Click **OK** to close the window.

The future e-mail messages from that address will be tagged as SPAM.

Note
You can select one sender or as many senders as you want.

- **Add friend** - adds the sender of the selected e-mail to the **Friends list**.

Add Friend

Select **Don't show this message again** if you don't want to be prompted for confirmation when you add a friend's address to the list.

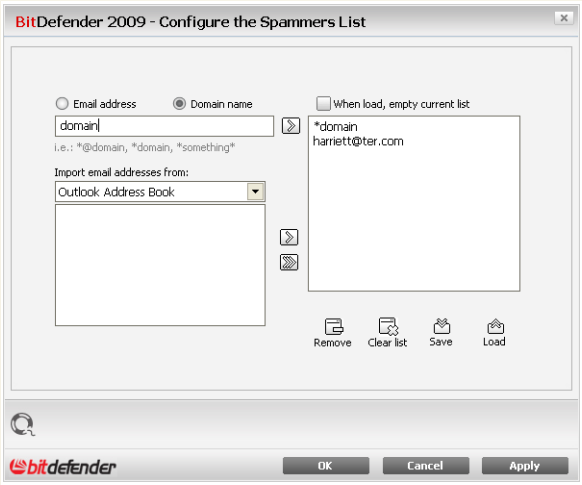
Click **OK** to close the window.

You will always receive e-mail messages from this address no matter what they contain.

Note
You can select one sender or as many senders as you want.

- **Spammers** - opens the **Spammers list** that contains all the e-mail addresses from which you don't want to receive messages, regardless of their content.

Note
Any e-mail message received from an address contained in the **Spammers list** will be automatically marked as SPAM, without further processing.



Spammers List

Here you can add or remove entries from the **Spammers list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click the button. The address will appear in the **Spammers list**.

Important
Syntax: name@domain.com.

If you want to add a domain check the **Domain name** option, type in the domain and click the button. The domain will appear in the **Spammers list**.

Important

Syntax:

- @domain.com, *domain.com and domain.com - all the received e-mail messages from domain.com will be tagged as SPAM;
- *domain* - all the received e-mail messages from domain (no matter the domain suffixes) will be tagged as SPAM;
- *com - all the received e-mail messages having the domain suffix com will be tagged as SPAM.

To import e-mail addresses from **Windows Address Book** / **Outlook Express Folders** into **Microsoft Outlook** / **Outlook Express** / **Windows Mail** select the appropriate option from the **Import email addresses from** drop-down menu.

For **Microsoft Outlook Express / Windows Mail** a new window will appear from where you can select the folder that contains the e-mail addresses you want to add to the **Spammers list**. Choose them and click **Select**.

In both cases the e-mail addresses will appear in the import list. Select the desired ones and click to add them to the **Spammers list**. If you click all the e-mail addresses will be added to the list.

To delete an item from the list, select it and click **Remove** button. If you click **Clear list** button you will delete all entries from the list, but notice: it is impossible to recover them.

Use the **Save**/ **Load** buttons to save / load the **Spammers list** to a desired location. The file will have `.bwl` extension.

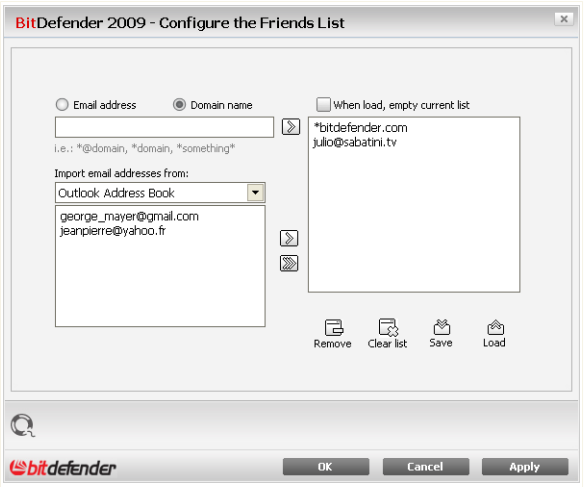
To reset the content of the current list when you load a previously saved list select **When load, empty current list**.

Click **Apply** and **OK** to save and close the **Spammers list**.

- **Friends** - opens the **Friends list** that contains all the e-mail addresses from which you always want to receive e-mail messages, regardless of their content.

Note

Any mail coming from an address contained in the **Friends list**, will automatically be delivered to your Inbox without further processing.



Friends List

Here you can add or remove entries from the **Friends list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click the button. The address will appear in the **Friends list**.

Important
Syntax: name@domain.com.

If you want to add a domain check the **Domain name** option, type in the domain and click the button. The domain will appear in the **Friends list**.

Important
Syntax:

- @domain.com, *domain.com and domain.com - all the received e-mail messages from domain.com will reach your **Inbox** regardless of their content;
- *domain* - all the received e-mail messages from domain (no matter the domain suffixes) will reach your **Inbox** regardless of their content;
- *com - all the received e-mail messages having the domain suffix com will reach your **Inbox** regardless of their content;

To import e-mail addresses from **Windows Address Book** / **Outlook Express Folders** into **Microsoft Outlook** / **Outlook Express** / **Windows Mail** select the appropriate option from the **Import email addresses from** drop-down menu.

For **Microsoft Outlook Express / Windows Mail** a new window will appear from where you can select the folder that contains the e-mail addresses you want to add to the **Friends list**. Choose them and click **Select**.

In both cases the e-mail addresses will appear in the import list. Select the desired ones and click to add them to the **Friends list**. If you click all the e-mail addresses will be added to the list.

To delete an item from the list, select it and click **Remove** button. If you click **Clear list** button you will delete all entries from the list, but notice: it is impossible to recover them.

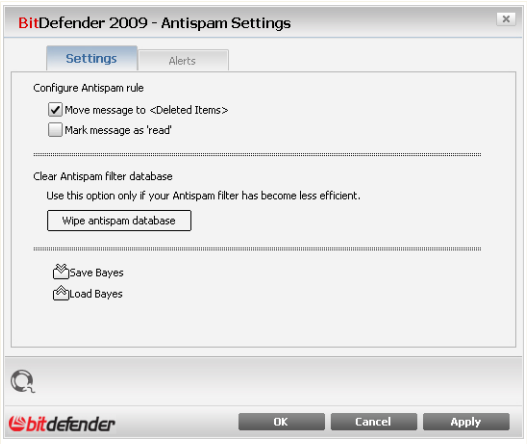
Use the **Save**/ **Load** buttons to save / load the **Friends list** to a desired location. The file will have `.bwl` extension.

To reset the content of the current list when you load a previously saved list select **When load, empty current list**.

Note
We recommend that you add your friends' names and e-mail addresses to the **Friends list**. BitDefender does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

Click **Apply** and **OK** to save and close the **Friends list**.

- **Settings** - opens the **Settings** window where you can specify some options for the **Antispam** module.



Settings

The following options are available:

- **Move message to Deleted Items** - moves the spam messages to the **Deleted Items** (only for Microsoft Outlook Express / Windows Mail);
- **Mark message as 'read'** - marks all the spam messages as read so as not to be disturbing when new spam messages arrive.

If your antispam filter is very inaccurate, you may need to wipe the filter database and retrain the Bayesian filter. Click **Wipe antispam database** to reset the Bayesian database.

Use the **Save Bayes**/ **Load Bayes** buttons to save / load the Bayesian database list to a desired location. The file will have `.dat` extension.

Click the **Alerts** tab if you want to access the section where you can disable the apparition of the confirmation windows for the **Add spammer** and **Add friend** buttons.

Note
In the **Alerts** window you can also enable/disable the apparition of the **Please select an email message** alert. This alert appears when you select a group instead of an email message.

- **Wizard** - opens the wizard that will step you through the process of training the Bayesian filter, so that the efficiency of BitDefender Antispam will be further

increased. You can also add addresses from your **Address Book** to your **Friends list** / **Spammers list**.

- **BitDefender Antispam** - opens the BitDefender user interface.

5.7.2. Antispam Configuration Wizard

The first time you run your mail client after you have installed BitDefender, a wizard will appear helping you to configure the Friends list and the Spammers list and to train the Bayesian filter in order to increase the efficiency of the Antispam filters.

Note

The wizard can also be launched any time you want by clicking the **Wizard** button from the Antispam toolbar.

Step 1/6 - Welcome Window

Welcome Window

Click **Next**.

Step 2/6 - Fill in the Friends List

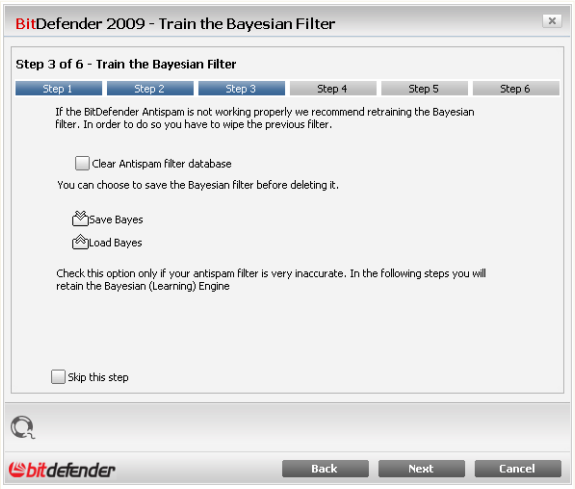
Fill in the Friends List

Here you can see all the addresses from your **Address Book**. Please select those you want to be added to your **Friends list** (we recommend to select them all). You will receive all the e-mail messages from these addresses, regardless of their content.

To add all your contacts to the Friends list, check **Select all**.

Select **Skip this step** if you want to pass over this step. Click **Back** to go to the previous step or click **Next** to continue the wizard.

Step 3/6 - Delete Bayesian Database



Delete Bayesian Database

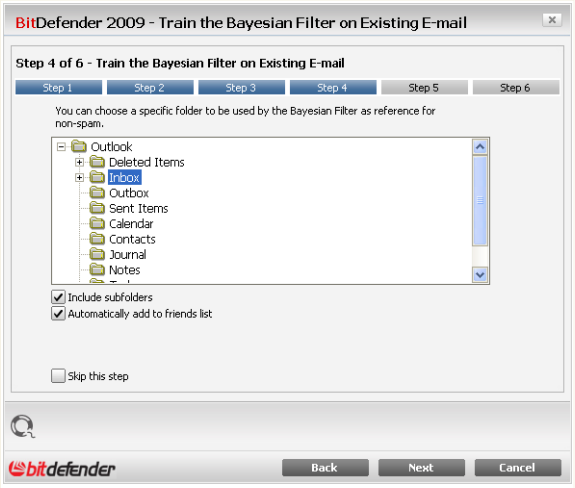
You may find that your antispam filter has begun to lose efficiency. This may be due to improper training. (i.e. you have mistakenly tagged a number of legitimate messages as spam, or vice versa). If your filter is very inaccurate, you may need to wipe the filter database and retrain the filter by following the next steps of this wizard.

Select **Wipe antispam filter database** if you want to reset the Bayesian database.

Use the **Save Bayes**/ **Load Bayes** buttons to save / load the Bayesian database list to a desired location. The file will have `.dat` extension.

Select **Skip this step** if you want to pass over this step. Click **Back** to go to the previous step or click **Next** to continue the wizard.

Step 4/6 - Train Bayesian Filter with Legitimate Mail



Train Bayesian Filter with Legitimate Mail

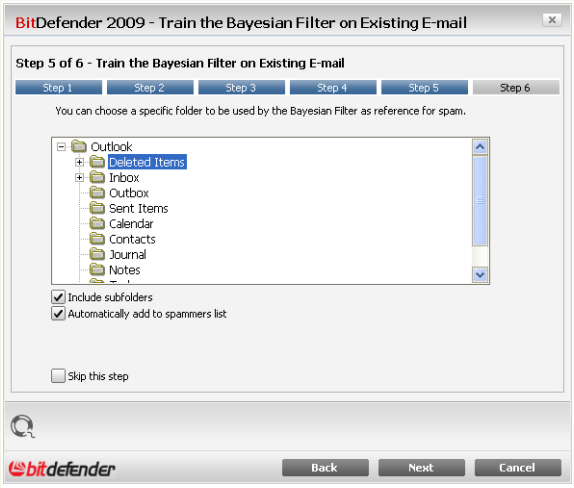
Please select a folder that contains legitimate e-mail messages. These messages will be used to train the antispam filter.

There are two advanced options under the directory list:

- **Include subfolders** - to include the subfolders to your selection.
- **Automatically add to friends list** - to add the senders to the **Friends list**.

Select **Skip this step** if you want to pass over this step. Click **Back** to go to the previous step or click **Next** to continue the wizard.

Step 5/6 - Train Bayesian Filter with Spam



Train Bayesian Filter with Spam

Please select a folder that contains spam e-mail messages. These messages will be used to train the antispam filter.

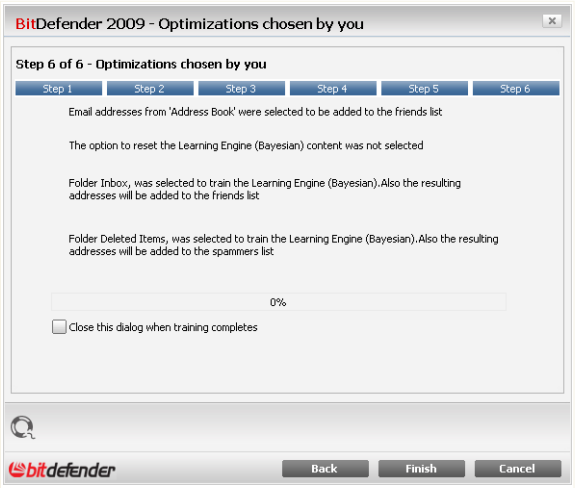
Important
Please make sure that the folder you choose contains no legitimate e-mail at all, otherwise the antispam performance will be considerably reduced.

There are two advanced options under the directory list:

- **Include subfolders** - to include the subfolders to your selection.
- **Automatically add to spammers list** - to add the senders to the **Spammers list**.

Select **Skip this step** if you want to pass over this step. Click **Back** to go to the previous step or click **Next** to continue the wizard.

Step 6/6 - Summary



Summary

Here you can view all the settings for the configuration wizard. You can make any changes, by returning to the previous steps (click **Back**).

If you do not want to make any modifications, click **Finish** to end the wizard.

5.8. 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.

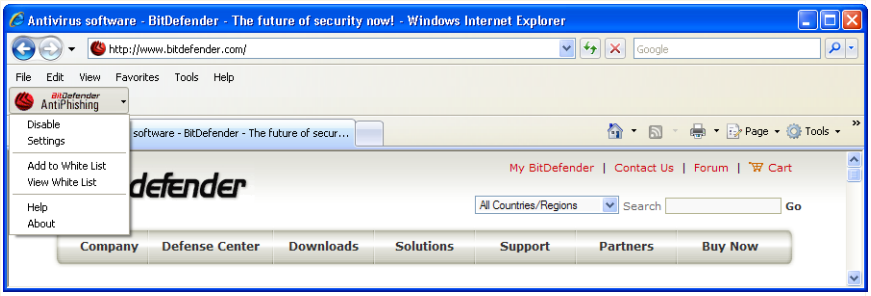
BitDefender integrates directly through an intuitive and easy-to-use toolbar into the following web browsers:

- 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.

5.9. 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:

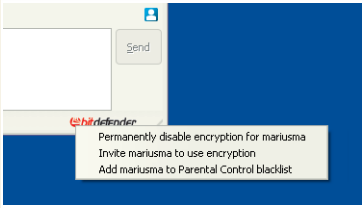
- Your chat partner has a BitDefender version installed that supports IM Encryption and IM Encryption is enabled for the instant messaging application used for chatting.
- You and your chat partner use either Yahoo Messenger or Windows Live (MSN) Messenger.

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 Internet Security 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.

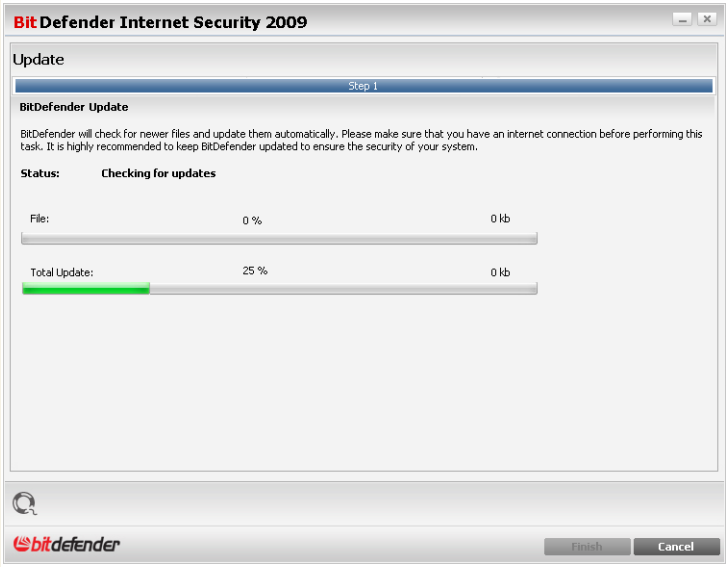
When you initiate an on-demand scanning process, whether a quick or a full scan, the BitDefender Scanner will appear.

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. Security

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

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

Security

The Security 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 components are grouped into several categories.

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).
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.
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.

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 Internet Security 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.

Issue	Description
Firewall is enabled	Protects your computer from hacker and malicious outside attacks.

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.

7.1.2. 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
Antispam is enabled	Ensures that your e-mails are scanned for malware and filtered for spam.
Identity control is enabled	Helps you keep confidential data safe by scanning for specific strings all web and mail traffic. It is recommended to enable Identity Control to keep your confidential data (e-mail address, user IDs, passwords, credit cards numbers, etc) safe from being stolen.
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.

7.1.3. 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.
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.

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.
- **Vulnerability 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.

Note

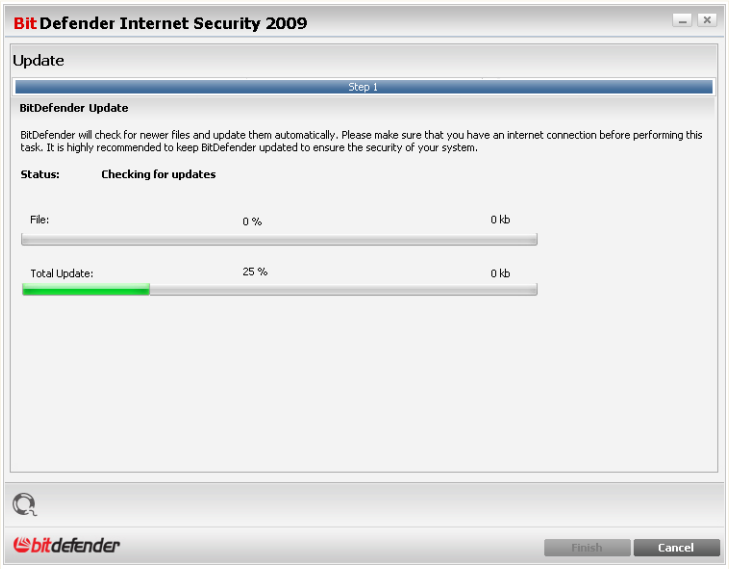
Since the **Deep System Scan** and **Full System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

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.

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.

7.2.3. 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:

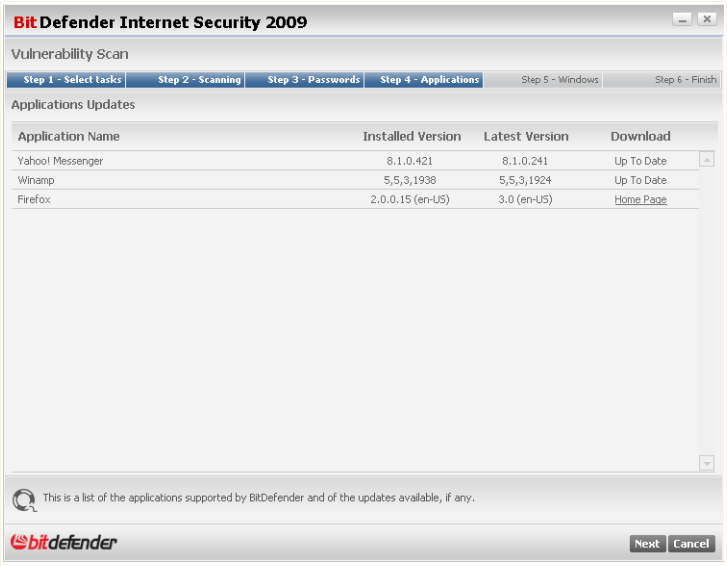
- **Force user to change password at next login.** BitDefender will prompt the user to change the password the next time the user logs on to Windows.
- **Change user password.** You must type the new password in the edit fields.

> ***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**.

8. Parental

BitDefender comes with a Parental module that helps you keep

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

Parental

The Parental 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
Parental control	This is where you can check the status of Parental Control that enable you to restrict your children's access to internet and to specific applications.

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

8.1.1. Parental control

Parental Control monitors the status of the modules that enable you to restrict your children's access to the internet and to specific applications.

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

Issue	Description
Parental control is not configured	The Parental Control can block access to inappropriate web pages, to the internet for certain periods of time and filter mail, IM and web traffic for specific words etc.

When the status buttons are green, your children can search the web safely. 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).
- **Update Now** - starts an immediate update.

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.

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.

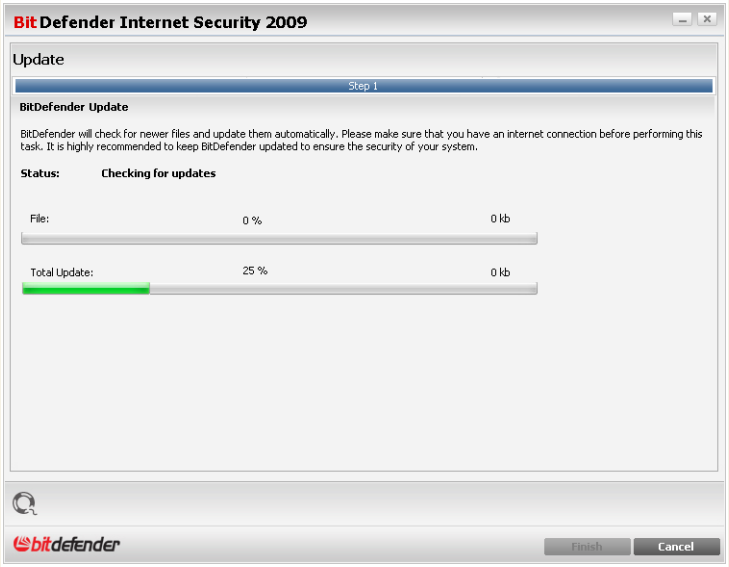
When you initiate an on-demand scanning process, whether a quick or a full scan, the BitDefender Scanner will appear.

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

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. File Vault

BitDefender comes with a File Vault module that helps you keep your data not only safe, but confidential. To achieve this goal, use file vault.

File Vault. You surely want your sensitive files to be kept away from prying eyes. This is where the File Vault section of the File Manager module comes in handy.

- The file vault is a secured storage space for personal information or sensitive files.
- The file vault is an encrypted file on your computer with the `bvd` extension.
- As it is encrypted, the data inside it is invulnerable to theft or to a security breach.
- When you mount this `bvd` file, a new logical partition (a new drive) will appear. It will be easier for you to understand this process if you think of a similar one: mounting an ISO image as virtual CD.

Just open My Computer and you will see a new drive based on your file vault. You will be able to do file operations on it (copy, delete, change, etc). The files are protected as long as they reside on this drive (because a password is required for the mounting operation). When finished, lock (unmount) your vault in order to start protecting its content.

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

File Vault

- **Monitored Components** - Allows you to see the full list of monitored components for each module. You can choose which of the modules to be monitored. It is recommended to enable monitoring all components.

9.1. Monitored Components

The monitored component is the following:

Category	Description
File vault	It is a secured storage space for personal information or sensitive files. It is kept locally, in your computer. As it is encrypted, the data inside it is invulnerable to theft or to a security breach.

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

9.1.1. File vault

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

Issue	Description
The File Vault is enabled	File Vault keeps your documents private by encrypting them in special vaulted drives.

When the status buttons are green, the security risk of your data 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

The following buttons are available:

- **Add File to Vault** - starts the wizard that allows you to store your important files / documents privately by encrypting them in special, vaulted drives.
- **Remove Vault Files** - starts the wizard that allows you to erase data from the file vault.
- **View Vault** - starts the wizard that allows you to view the content of your file vaults.
- **Lock Vault** - starts the wizard that allows you to lock your vault in order to start protecting its content.

9.2.1. Adding Files to Vault

The file vault is a special place which is used to store valuable things in safe conditions. The documents from a file vault are encrypted.

By clicking **Add Files to Vault**, a wizard will guide you through the process of creating a vault and adding documents to it.

Step 1/6 - Select Target

Here you can specify the files or folders to be added to vault.

Target

Click **Add Target**, select the file or folder that you want to add and click **OK**. The path to the selected location will appear in the **Path** column. If you change your mind about the location, just click the **Remove** button next to it.

Note
You can select one or several locations.

Click **Next**.

Step 2/6 - Select Vault

This is where you can create a new vault or choose an existing vault.

Select Vault

If you select **Browse for a File Vault**, you must click **Browse** and select the file vault. You will go either to the step 5 if the selected vault is opened (mounted) or to the step 4 if it is locked (unmounted).

If you click **Select an existing File Vault**, then you must click the desired vault name. You will go either to the step 5 if the selected vault is opened (mounted) or to the step 4 if it is locked (unmounted).

Select **Create New File Vault** if none of the existing vaults are suitable for your needs. You will go to the step 3.

Click **Next**.

Step 3/6 - Create Vault

This is where you can specify information for the new Vault.

Create Vault

To complete the file vault related information follow these steps:

1. Click **Browse** and choose a location for the `bvd` file.

   Note
   Remember that the file vault is an encrypted file on your computer with the `bvd` extension.

2. Select a drive letter for the new file vault from the corresponding drop-down menu.

   Note
   Remember that when you mount the `bvd` file, a new logical partition (a new drive) will appear.

3. Type a password for the file vault into the corresponding field.

   Note
   The password must have at least 8 characters.

4. Re-type the password.
5. Set the size of the file vault (in MB) by typing a number into the corresponding field.

Note
The size must contain digits only.

Click **Next**.

You will go to the step 5.

Step 4/6 - Password

This is where you will be asked to enter the password for the selected vault.

Enter password

Type the password into the corresponding field and click **Next**.

Step 5/6 - Summary

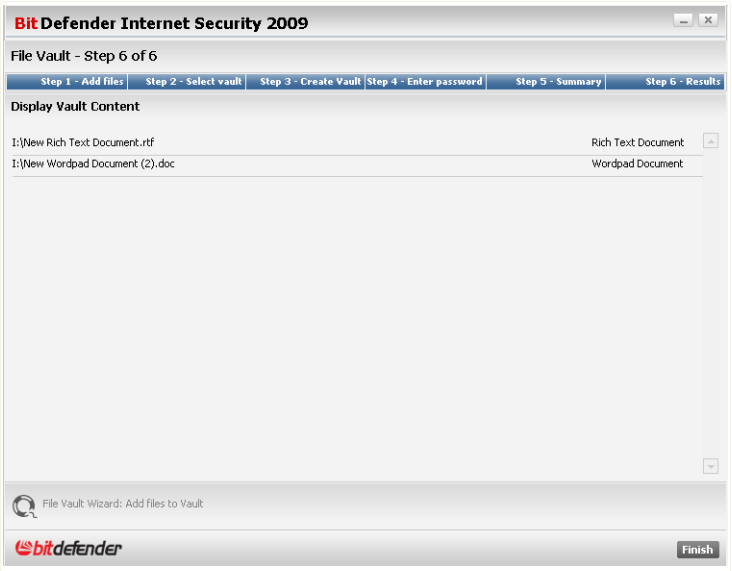
This is where you can review chosen operations.

Summary

Click **Next**.

Step 6/6 - Results

This is where you can view the vault content.



Results

Click **Finish**.

9.2.2. Removing Files from Vault

By clicking **Remove Vault Files**, a wizard will guide you through the process of removing files from a specific vault.

Step 1/5 - Select Vault

Here you can specify the vault to remove files from.

Select Vault

If you select **Browse for a File Vault**, you must click **Browse** and select the file vault. You will go either to the step 3 if the selected vault is opened (mounted) or to the step 2 if it is locked (unmounted).

If you click **Select an existing File Vault**, then you must click the desired vault name. You will go either to the step 3 if the selected vault is opened (mounted) or to the step 2 if it is locked (unmounted).

Click **Next**.

Step 2/5 - Password

This is where you will be asked to enter the password for the selected vault.

Enter password

Type the password into the corresponding field and click **Next**.

Step 3/5 - Select files

This is where you will be provided with the list of the files from the previously selected vault.

Select files

Select the files to be removed and click **Next**.

Step 4/5 - Summary

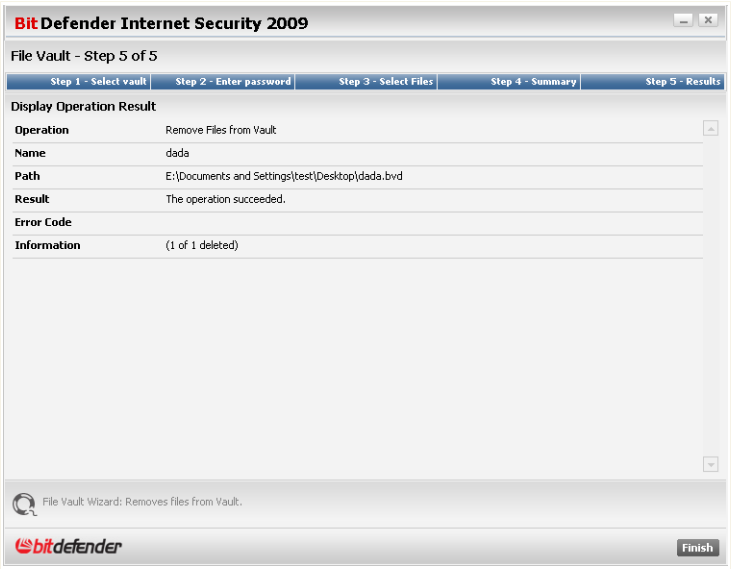
This is where you can review chosen operations.

Summary

Click **Next**.

Step 5/5 - Results

This is where you can view operation result.



Results

Click **Finish**.

9.2.3. Viewing Files from Vault

By clicking **View Vault**, a wizard will guide you through the process of viewing files from a specific vault.

Step 1/4 - Select Vault

Here you can specify the vault to view files from.

Select Vault

If you select **Browse for a File Vault**, you must click **Browse** and select the file vault. You will go either to the step 3 if the selected vault is opened (mounted) or to the step 2 if it is locked (unmounted).

If you click **Select an existing File Vault**, then you must click the desired vault name. You will go either to the step 3 if the selected vault is opened (mounted) or to the step 2 if it is locked (unmounted).

Click **Next**.

Step 2/4 - Password

This is where you will be asked to enter the password for the selected vault.

Enter password

Type the password into the corresponding field and click **Next**.

Step 3/4 - Summary

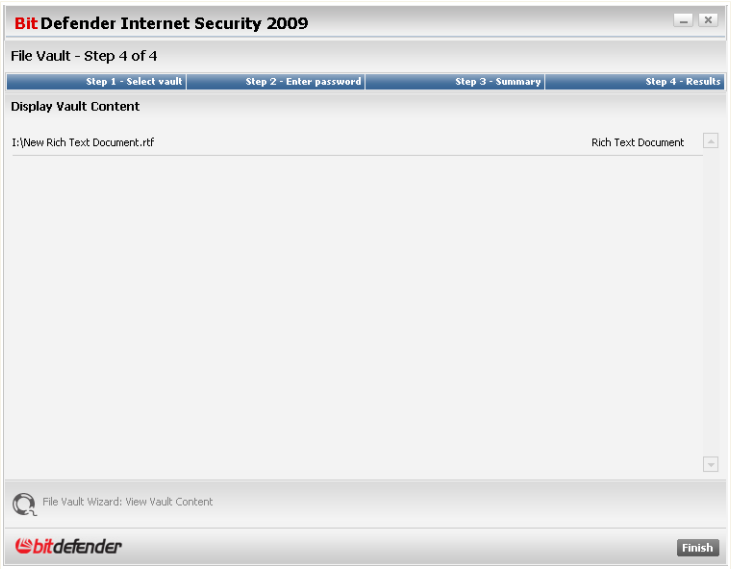
This is where you can review chosen operations.

Summary

Click **Next**.

Step 4/4 - Results

This is where you can view the files of the vault.



Results

Click **Finish**.

9.2.4. Locking Vault

As you already know, a file vault is an encrypted file on your computer with the `bvd` extension. The file vault can be opened (mounted) or locked (unmounted).

To better understand this process, think of a real bank vault - its strong door can be opened or locked. Nevertheless, the content of the vault is protected only when it is locked. At the same time, its content can be accessed only when it is opened.

By clicking **Lock Vault**, a wizard will guide you through the process of locking (unmounting) a specific vault.

Step 1/3 - Select Vault

Here you can specify the vault to lock.

Select Vault

If you select **Browse for a File Vault**, you must click **Browse** and select the file vault.

If you click **Select an existing File Vault**, then you must click the desired vault name.

Click **Next**.

Step 2/3 - Summary

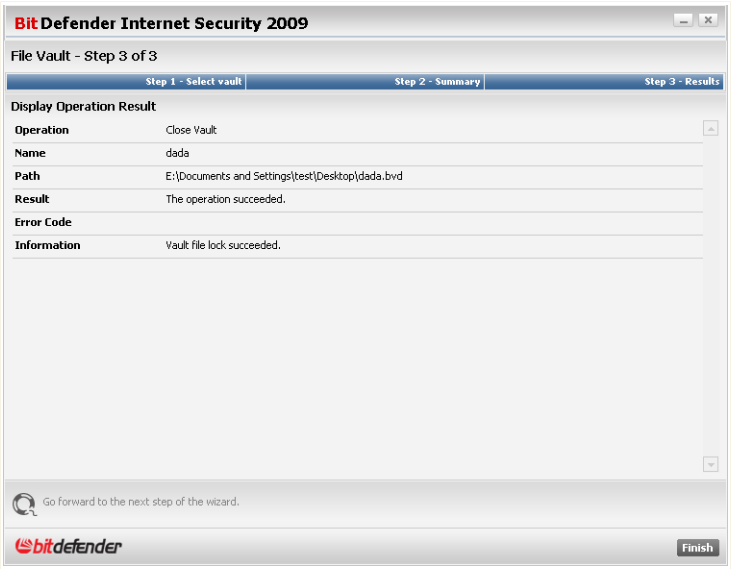
This is where you can review chosen operations.

Summary

Click **Next**.

Step 3/3 - Results

This is where you can view operation result.



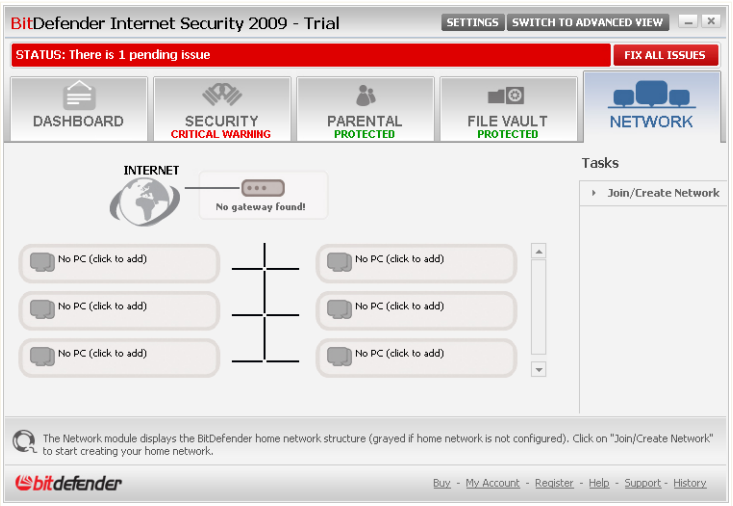
Results

Click **Finish**.

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.

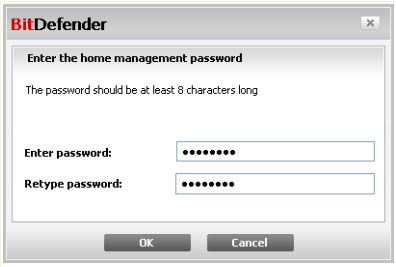
After joining the network, several more buttons will appear.

- **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**.

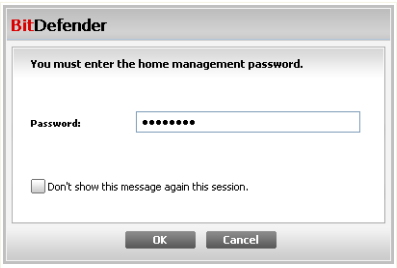
You can see the computer name appearing in the network map.

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.

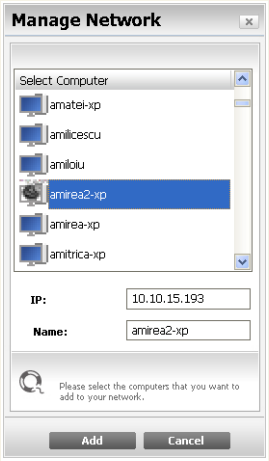
To add a computer to the BitDefender home network, follow these steps:

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.



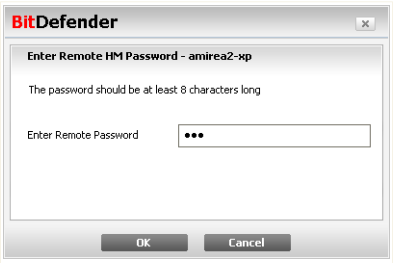
Add Computer

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.



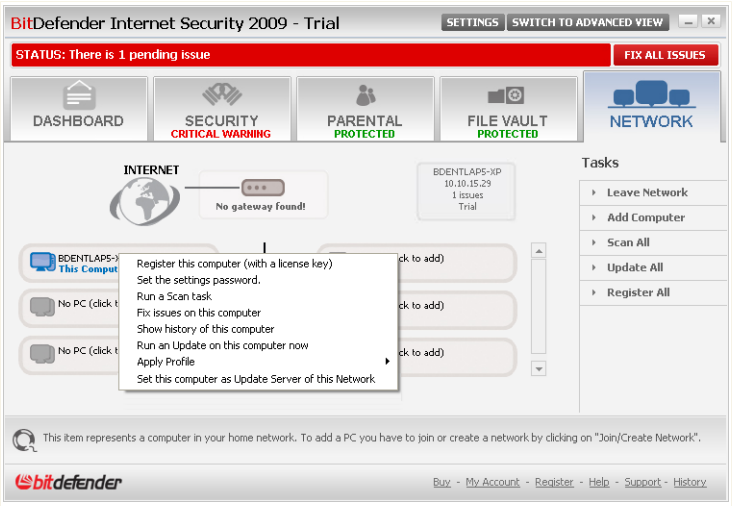
Authenticate

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.



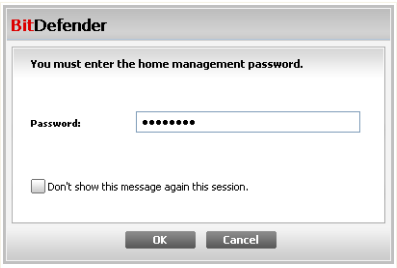
Network Map

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**.

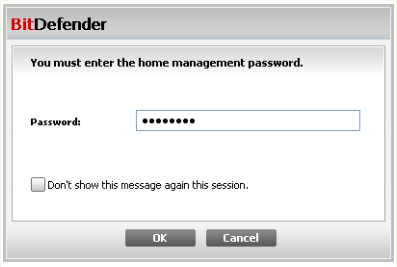
Note

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

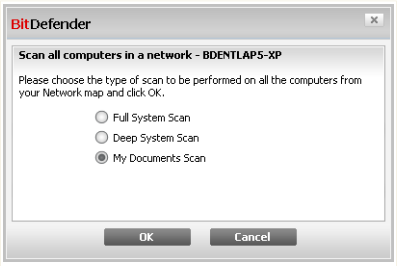
To scan all managed computers, follow these steps:

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.



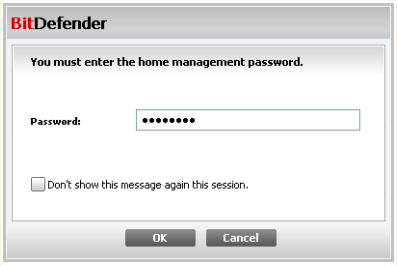
Select Scan Type

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.



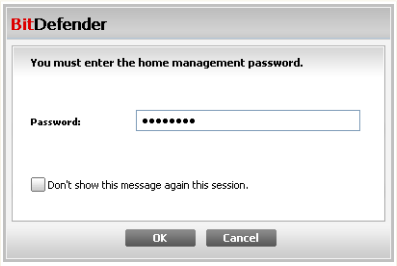
Enter Password

2. Click **OK**.

10.1.6. Registering All Computers

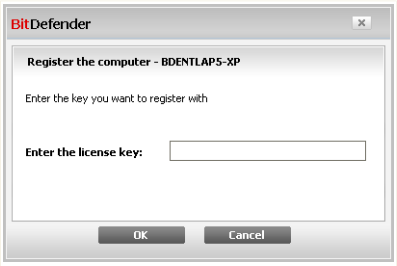
To register all managed computers, follow these steps:

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.



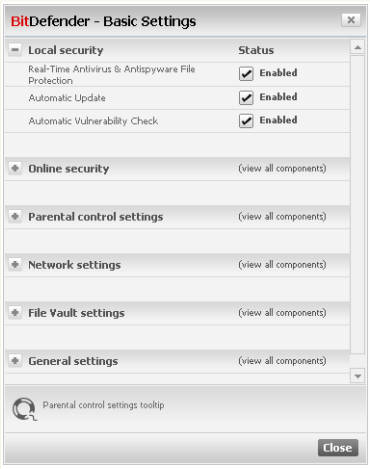
Register All

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.
Parental control settings	This is where you can enable / disable parental control.
Network security	This is where you can enable / disable firewall.

Category	Description
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 Antivirus, Antispam & Antiphishing Mail Protection	Real-time mail protection ensures that your e-mails are filtered for spam and scanned for phishing attempts.
Real-Time Antivirus & Antispyware Web Protection	Real-time web protection ensures that all files downloaded via HTTP are scanned for viruses and spyware.

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. Parental control settings

You can enable / disable Parental Control module with one click.

Parental Control can block access to inappropriate web pages or to the internet, for certain periods of time and it can filter mail, IM and web traffic based on specific words.

11.4. Network settings

You can enable / disable Firewall module with one click.

Firewall protects your computer from hacker and malicious outside attacks.

11.5. File Vault settings

You can enable / disable File Vault module with one click.

File Vault keeps your documents private by encrypting them in special vaulted drives.

11.6. General settings

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

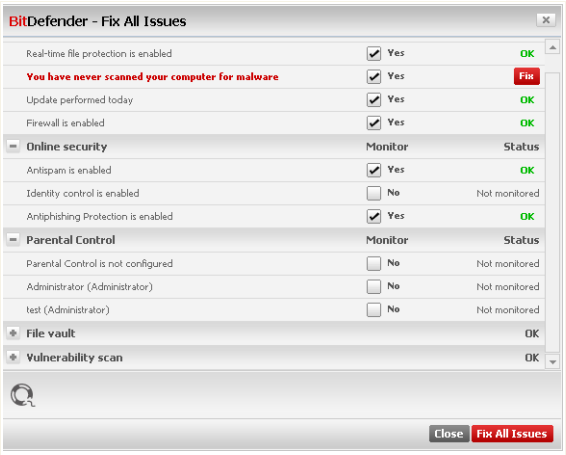
Item	Description
Game Mode	Game Mode temporarily modifies protection settings so as to minimize their impact on system performance during games.

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.
Parental Control Password	By enabling this option, you will narrow settings protection down to the parental control module. This ensures that the BitDefender parental control 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 Internet Security 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 Internet Security 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 Internet Security 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.
Firewall is enabled	Protects your computer from hacker and malicious outside attacks.

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
Antispam is enabled	Ensures that your e-mails are scanned for malware and filtered for spam.

Issue	Description
Identity control is enabled	Helps you keep confidential data safe by scanning for specific strings all web and mail traffic. It is recommended to enable Identity Control to keep your confidential data (e-mail address, user IDs, passwords, credit cards numbers, etc) safe from being stolen.
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. File vault

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

Issue	Description
The File Vault is enabled	File Vault keeps your documents private by encrypting them in special vaulted drives.

When the status buttons are green, the security risk of your data 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.

12.4. 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:

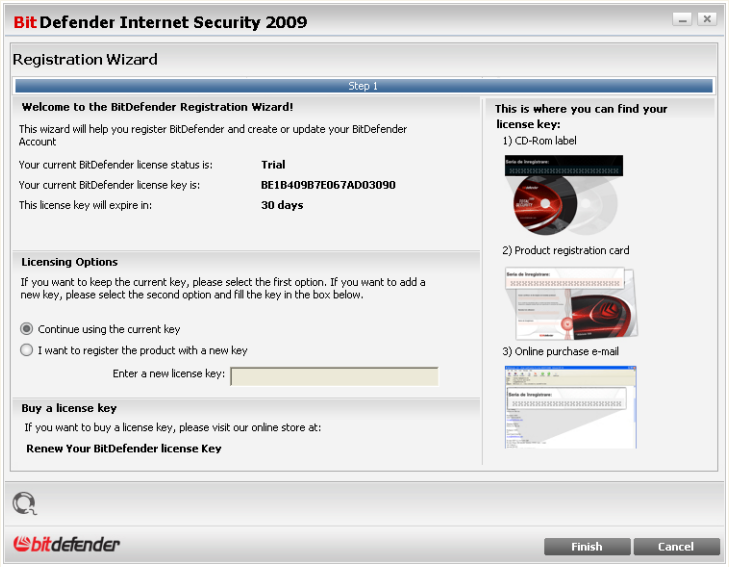
1. Click the **Fix** buttons to fix security vulnerabilities one by one.
2. If one issue is not fixed on the spot, follow the wizard to fix it.

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

13. Registration

BitDefender Internet Security 2009 comes with 30-day trial period. If you want to register BitDefender Internet Security 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 Internet Security 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 Internet Security 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:

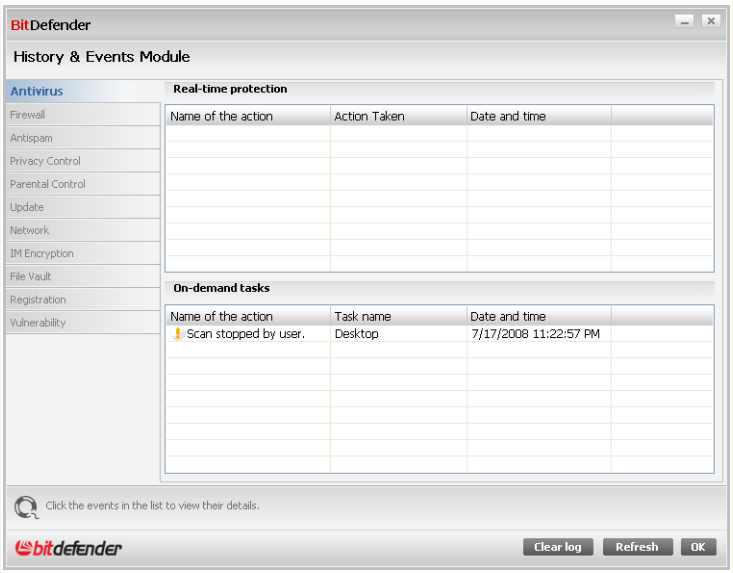
- on the CD label.
- on the product registration card.
- in the online purchase e-mail.

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**
- **Firewall**
- **Antispam**
- **Privacy Control**
- **Parental Control**
- **Update**
- **Network**

- **File Vault**

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.

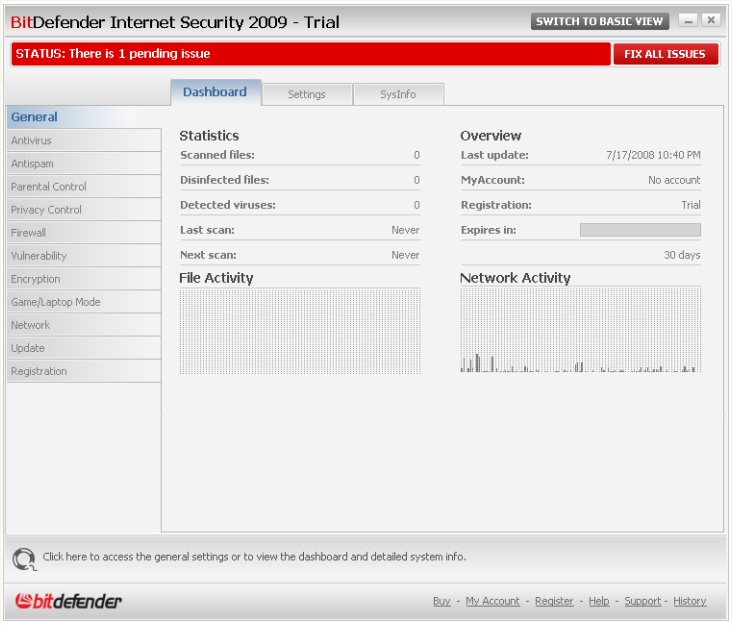
Advanced Administration

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.
- **Netzone** - Indicates the evolution of the network traffic filtered by BitDefender Firewall. 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.
Blocked port scans	Indicates the number of port scans blocked by BitDefender Firewall. Port scans are frequently used by hackers to find open ports on your computer with the intent of exploiting them. Keep Firewall and Stealth Mode enabled to be protected against port scans.

15.1.2. Overview

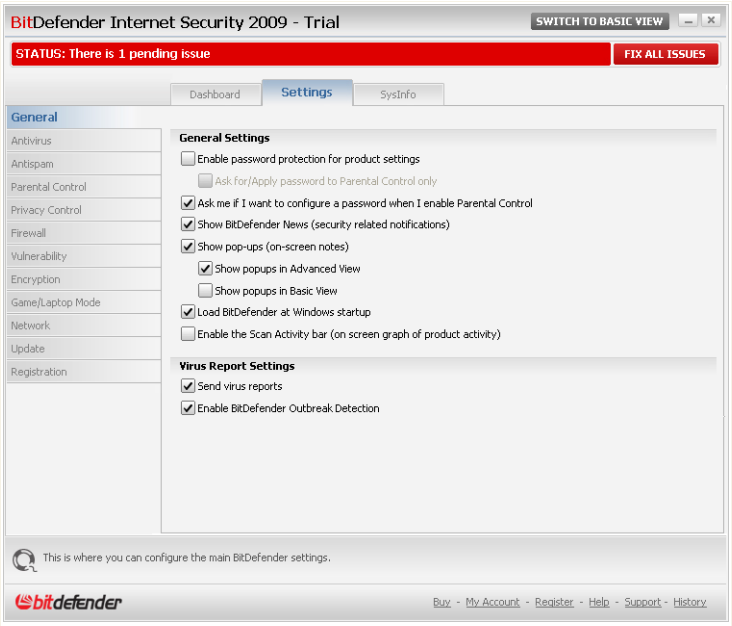
This is where you can see a summary of statistics regarding the update status, your account status, registration and license information.

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

Item	Description
	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.

If you want to be prompted for the password only when configuring Parental Control, you must also select **Ask for/Apply password to Parental Control only**. On the other hand, if a password was set only for Parental Control and you uncheck this option, the respective password will be requested when configuring any BitDefender option.

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

- **Ask me if I want to configure a password when I enable Parental Control** - prompts you to configure a password when you want to enable Parental Control and no password is set. By setting a password, you will prevent other users with administrative rights from changing the Parental Control settings that you configured for a specific user.

- **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.

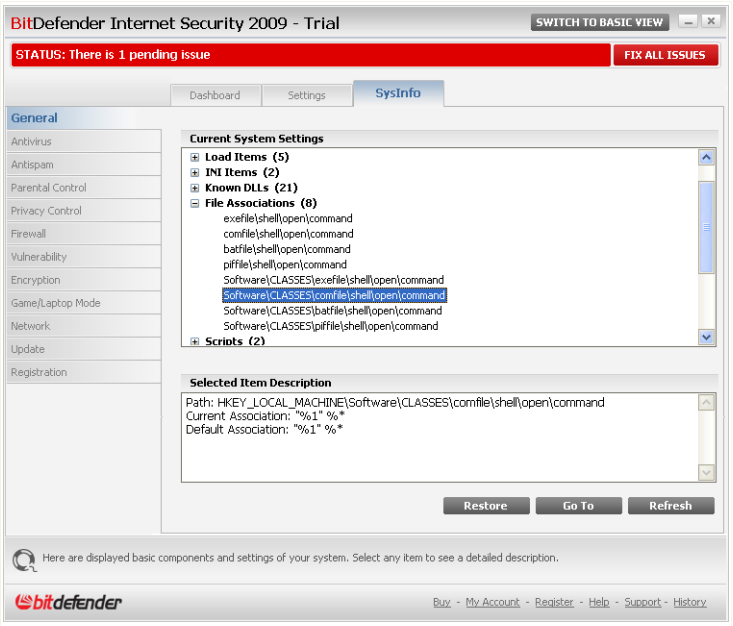
  The reports will contain no confidential data, such as your name, IP address or others, and will not be used for commercial purposes. The information supplied will contain only the virus name and will be used solely to create statistic reports.
- **Enable BitDefender Outbreak Detection** - sends to the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

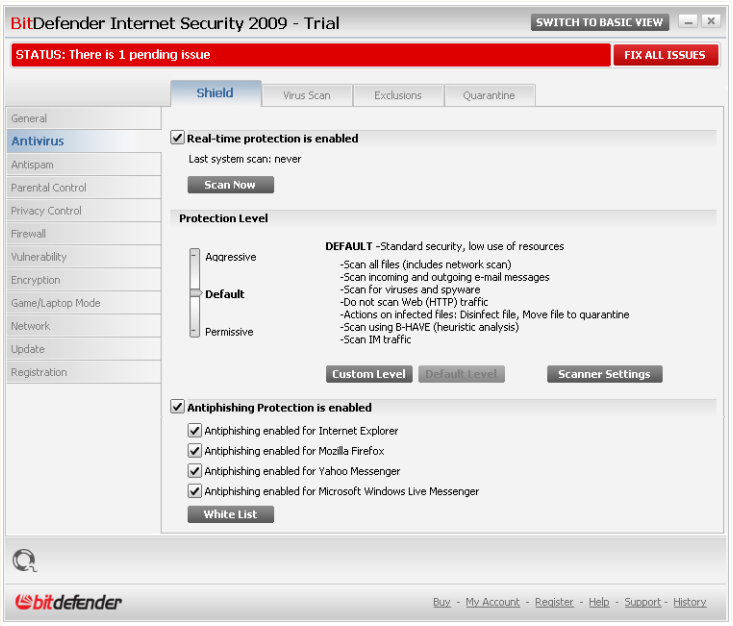
  Note
  Real-time protection is also referred to as on-access scanning - files are scanned as the users access them.

- 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:

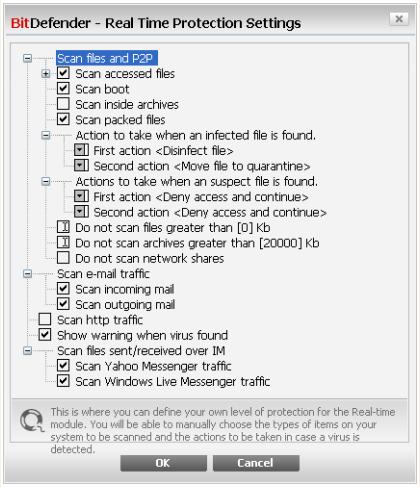
Protection level	Description
Permissive	Covers basic security needs. The resource consumption level is very low. Programs and incoming mail messages are only scanned for viruses. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/deny access.
Default	Offers standard security. The resource consumption level is low. 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. 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. 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. 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.

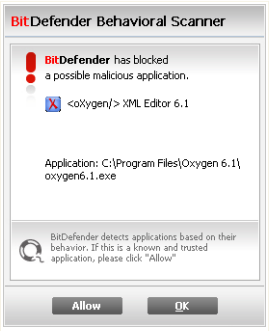
- **Scan files received/sent over IM.** To scan the files you receive or send using Yahoo Messenger or Windows Live Messenger, select the corresponding check boxes.

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.

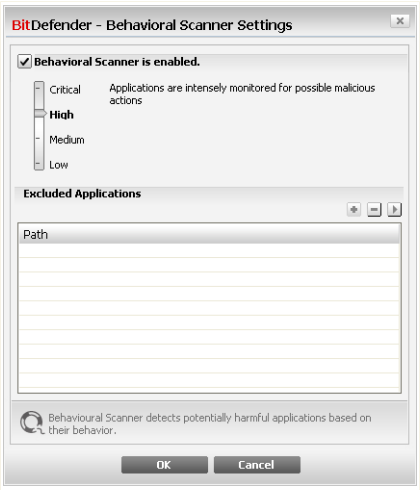


Behavioral Scanner Alert

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

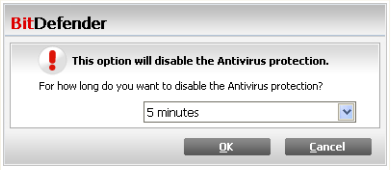
You can configure the Behavioral Scanner not to check specific applications. The applications that are not currently checked by the Behavioral Scanner are listed in the **Excluded Applications** table.

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.

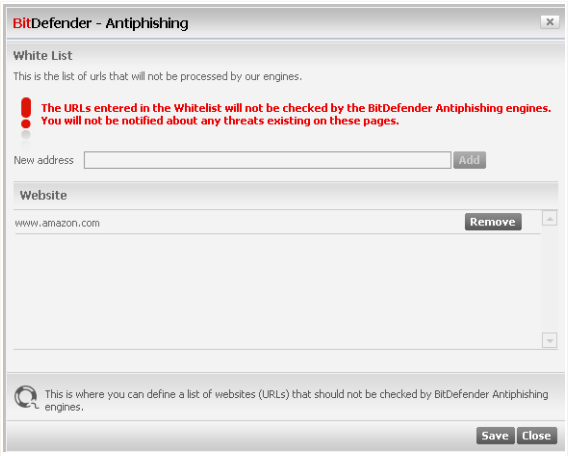
16.1.5. Configuring Antiphishing Protection

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. 135).

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. 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.

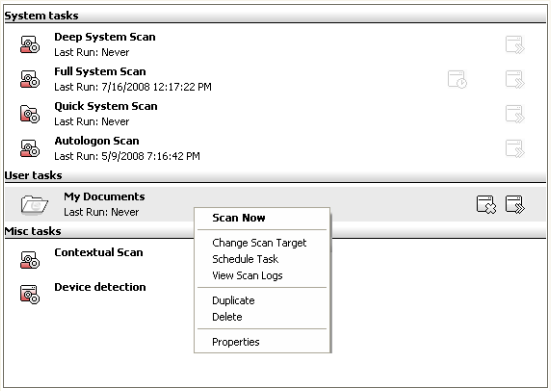
To the left of each task you can see the **Properties** button, that allows you to configure the task and view the scan logs.

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.

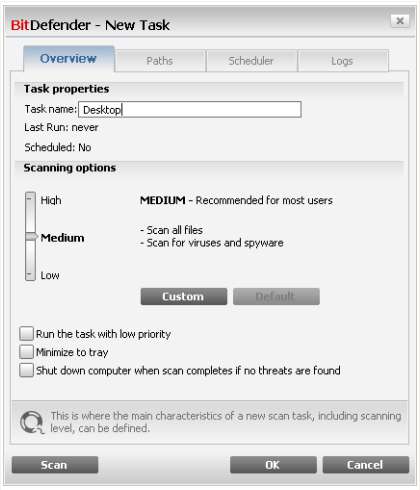
16.2.4. Configuring Scan Tasks

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. 154).

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. 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. 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. 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:

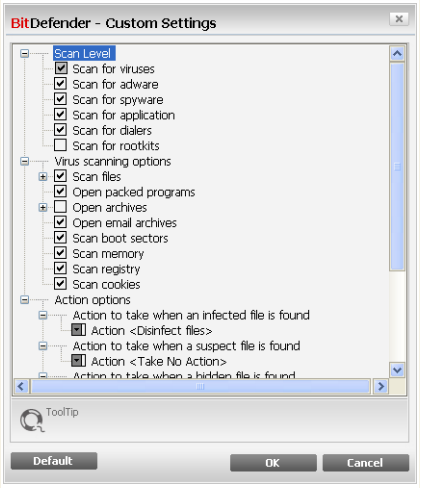
- **Run the task with Low priority.** Decreases the priority of the scan process. You will allow other programs to run faster and increase the time needed for the scan process to finish.
- **Minimize scan window on start to systray.** Minimizes the scan window to the system tray. Double-click the BitDefender 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. 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:

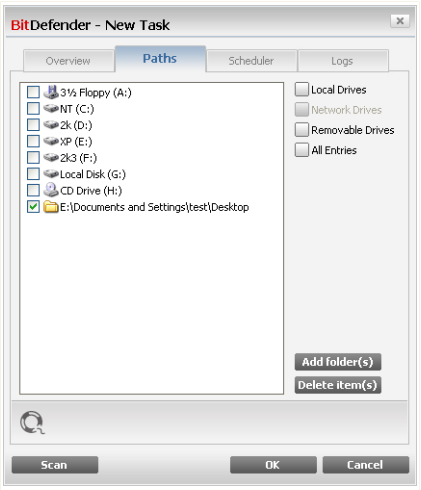
Action	Description
Log as not scanned	Only keep record of the password-protected files in the scan log. After the scan is completed, you can open the scan log to view information on these files.
Prompt for password	When a password-protected file is detected, prompt the user to provide the password in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

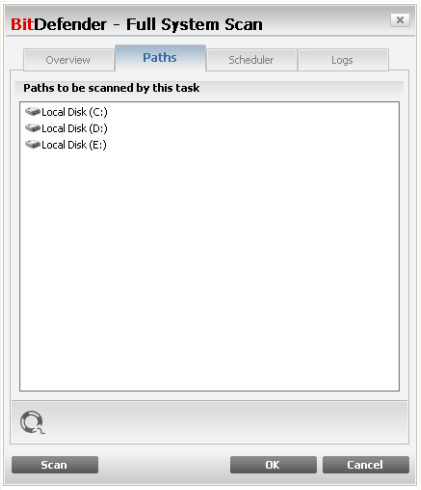
Note
If you want to scan your entire computer, select the checkbox corresponding to **All Entries**.

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

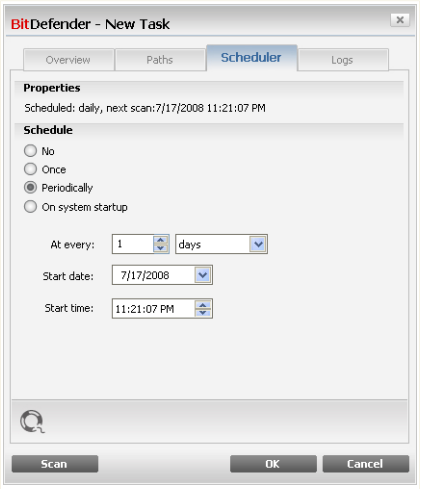
Full System Scan and **Deep System Scan** will scan all local drives, while **Quick System Scan** will only scan the `Windows` and `Program Files` folders.

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.

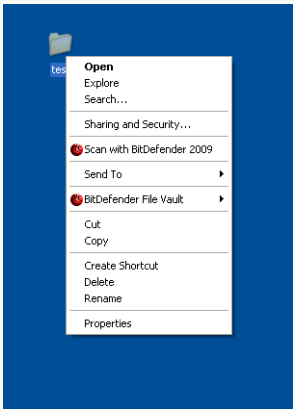
To run a scan task, use one of the following methods:

- 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. 150).

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

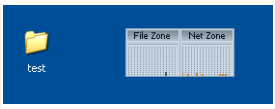
Right-click the file or folder you want to be scanned and select **BitDefender Antivirus 2009**.

The BitDefender Scanner will appear and the scanning will be initiated. For more information, please refer to "*BitDefender Scanner*" (p. 150).

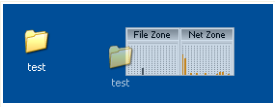
You can modify the scan options and see the report files by accessing the **Properties** window of the **Contextual Menu Scan** task.

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

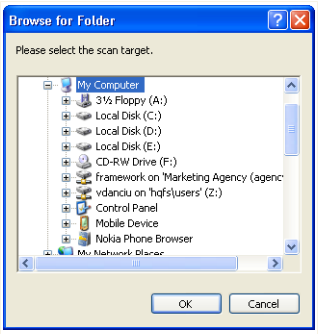
The BitDefender Scanner will appear and the scanning will be initiated. For more information, please refer to "*BitDefender Scanner*" (p. 150).

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. 150).

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.

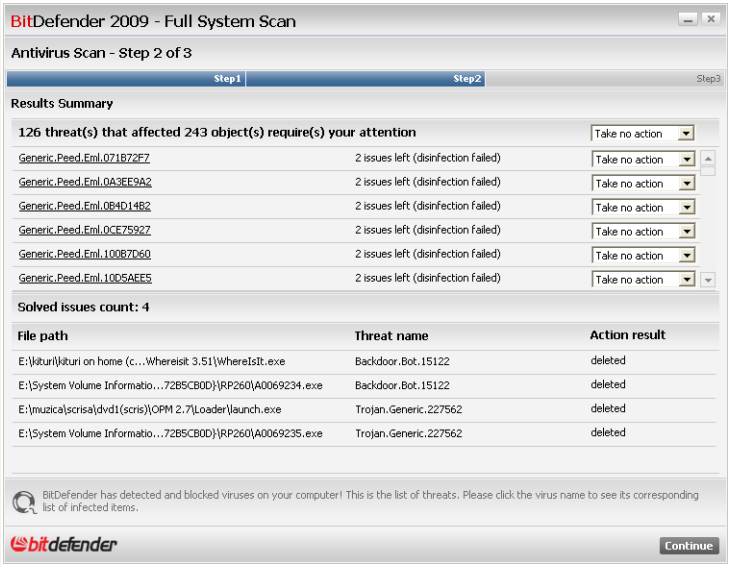
To temporarily stop the scanning process, just click **Pause**. You will have to click **Resume** to resume scanning.

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.

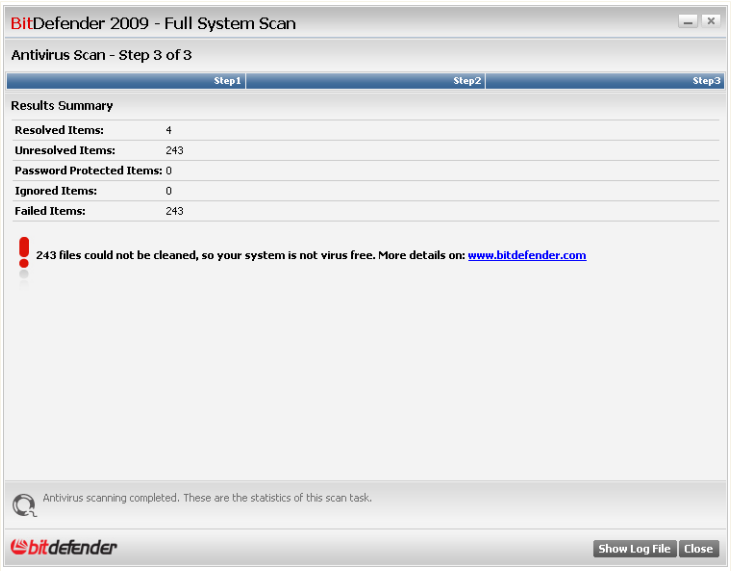
The following options can appear on the menu:

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.

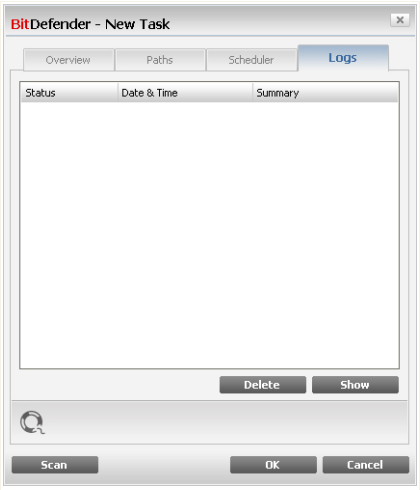
BitDefender Detected Suspect Files

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:

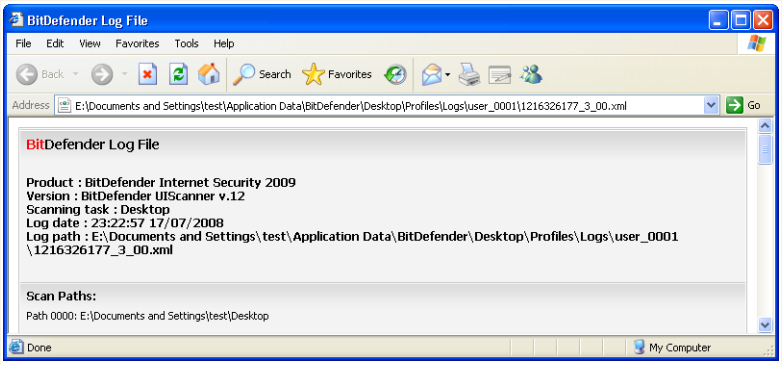
- **Delete** - to delete the selected scan log.
- **Show** - to view the selected scan log. The scan log will open in your default web browser.

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.

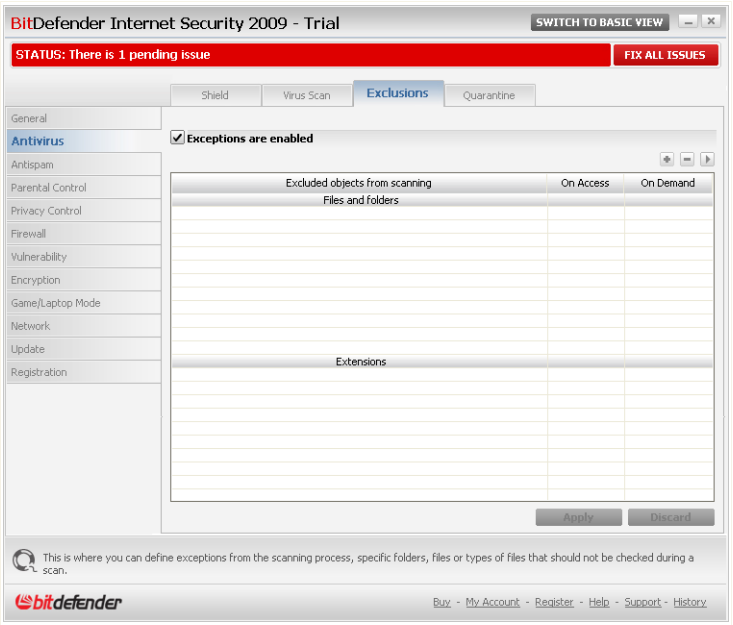
BitDefender allows excluding objects from on-access or on-demand scanning, or from both. This feature is intended to decrease scanning times and to avoid interference with your work.

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**.

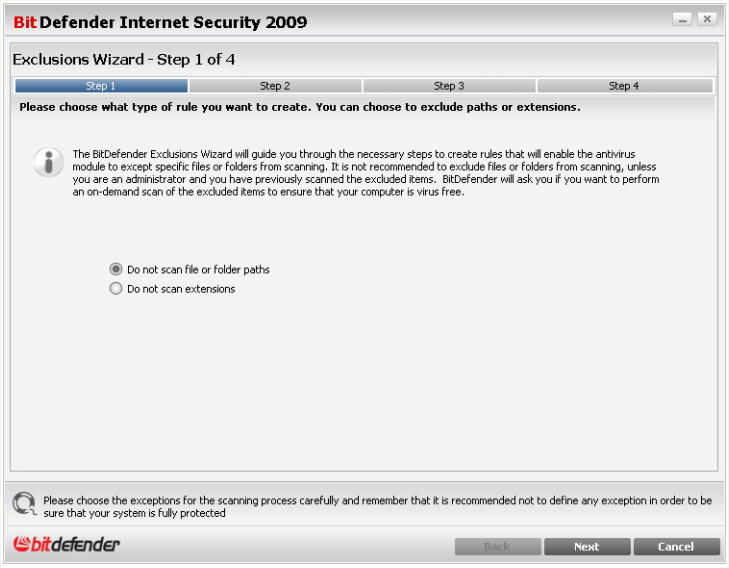
Note
You can also right-click an object and use the options on the shortcut menu to edit or delete it.

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

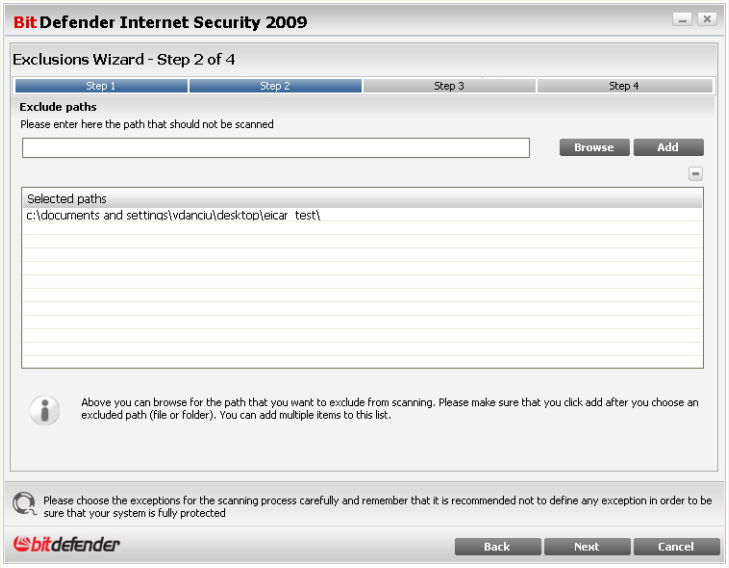


Object Type

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**.

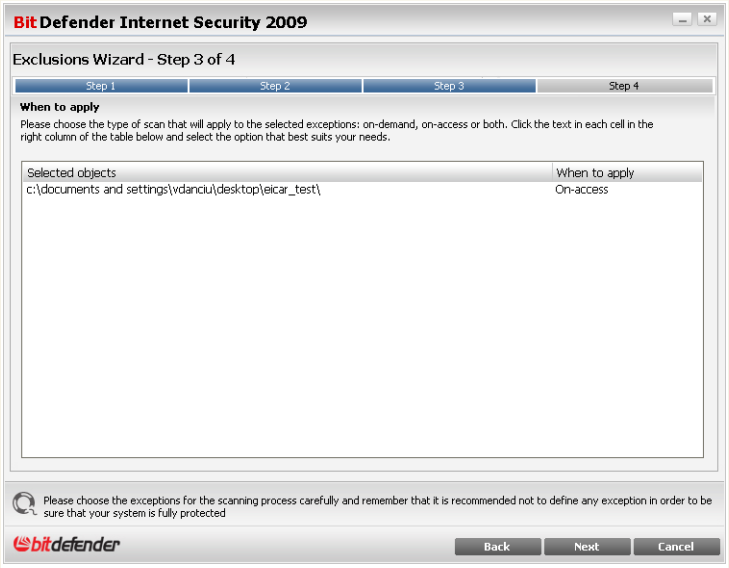
Note
If the provided path does not exist, an error message will appear. Click **OK** and check the path for validity.

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



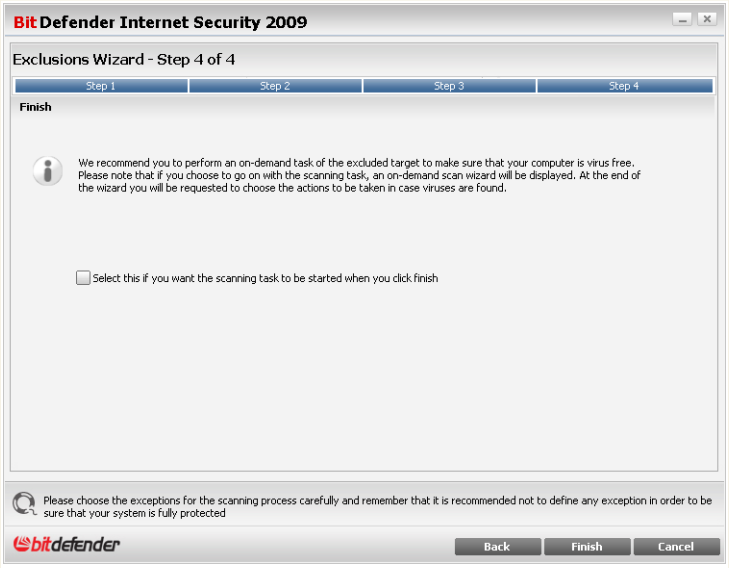
Scanning Type

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.

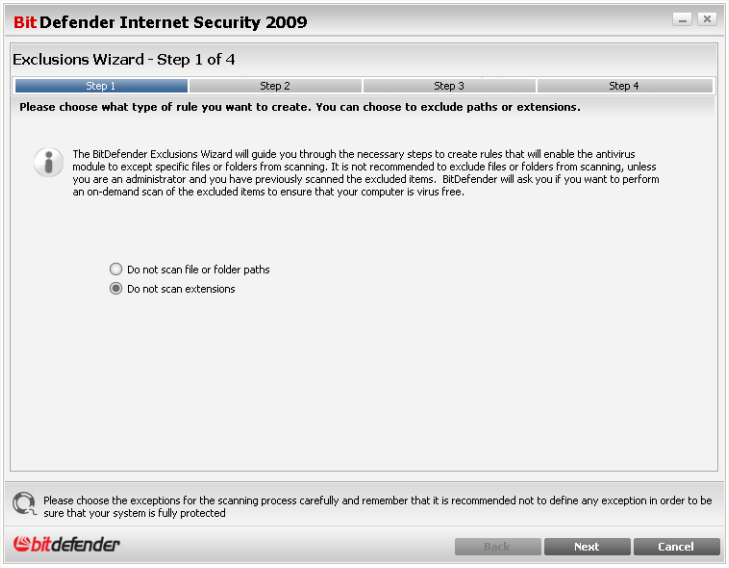
Click **Finish**.

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

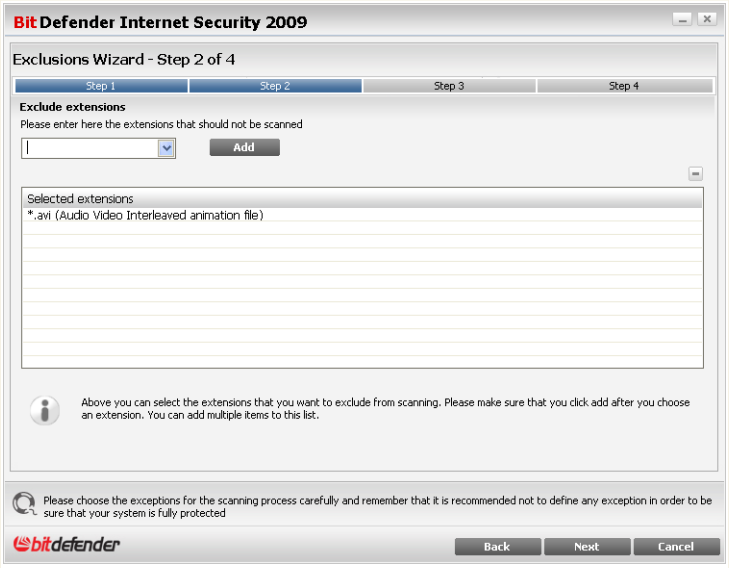


Object Type

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.

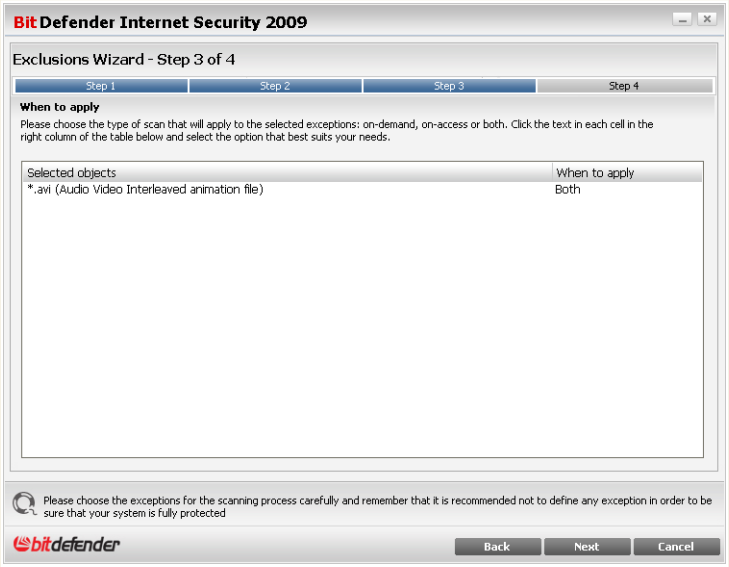
- Type the extension that you want to be excluded from scanning in the edit field and click **Add**.

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



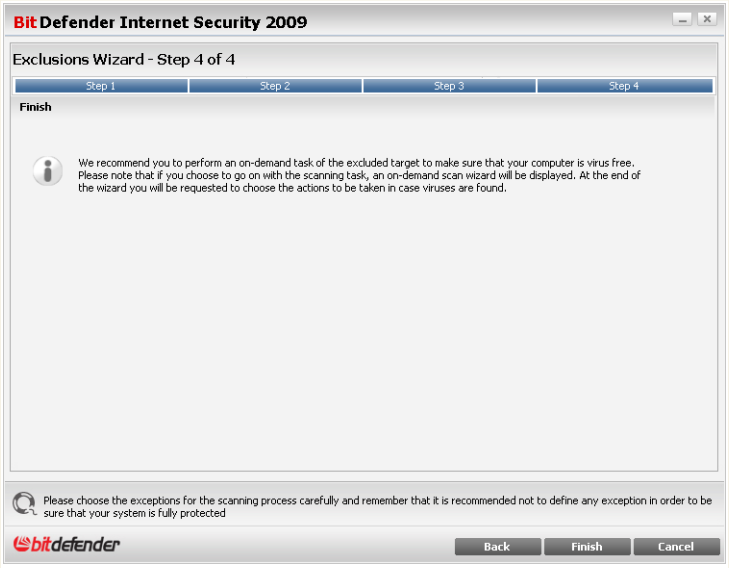
Scanning Type

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.

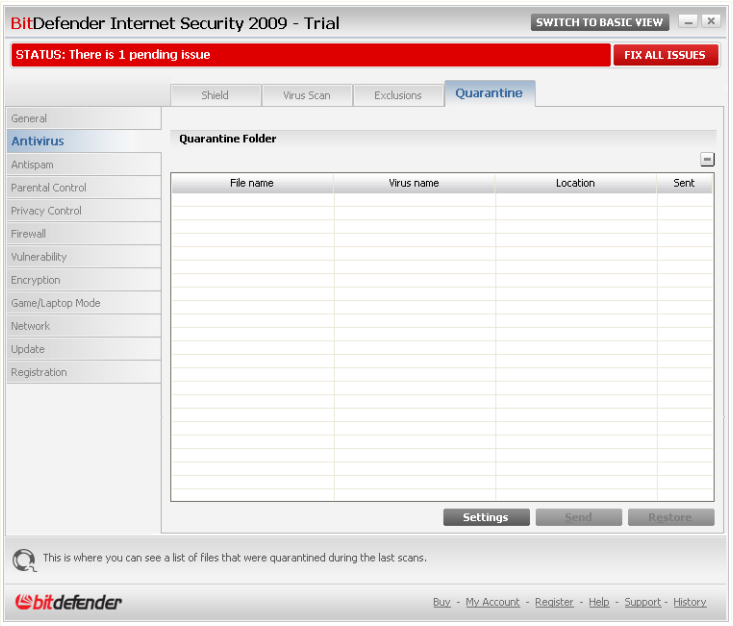
Click **Finish**.

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

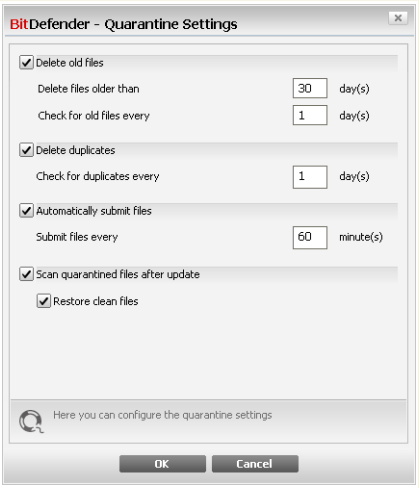
To delete a selected file from quarantine, click the **Remove** button. If you want to restore a selected file to its original location, click **Restore**.

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. Antispam

BitDefender Antispam employs remarkable technological innovations and industry standard antispam filters to weed out spam before it reaches the user's Inbox.

17.1. Antispam Insights

Spam is a growing problem, both for individuals and for organizations. It's not pretty, you wouldn't want your kids to see it, it can get you fired (for wasting too much time or from receiving porn in your office mail) and you can't stop people from sending it. The next best thing to that is, obviously, to stop receiving it. Unfortunately, Spam comes in a wide range of shapes and sizes, and there's a lot of it.

17.1.1. Antispam Filters

The BitDefender Antispam Engine incorporates several different filters that ensure your Inbox to be SPAM-free: Friends list, Spammers list, Charset filter, Image filter, URL filter, NeuNet (Heuristic) filter and Bayesian filter.

Note
You can enable / disable each one of these filters in the Settings section from the **Antispam** module.

Friends List / Spammers List

Most people communicate regularly to a group of people or even receive messages from companies or organizations in the same domain. By using **friends or spammers list**, you can easily classify which people you want to receive e-mail from (friends) no matter what the message contains, or which people you never want to hear from again (spammers).

The Friends / Spammers lists can be managed from the Advanced View or from the Antispam toolbar integrated into some of the most commonly used mail clients.

Note
We recommend that you add your friends' names and e-mail addresses to the **Friends list**. BitDefender does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

Charset Filter

Many spam messages are written in Cyrillic and / or Asian charsets. The Charset Filter detects this kind of messages and tags them as SPAM.

Image Filter

Since avoiding heuristic filter detection has become quite a challenge, nowadays' inbox folders are full with more and more messages only containing an image with unsolicited content. To cope with this growing problem, BitDefender introduced the **Image filter** that compares the image signature from the e-mail with those from the BitDefender database. In case of a match the e-mail will be tagged as SPAM.

URL Filter

Almost all spam messages include links to various web locations. These locations usually contain more advertising and the possibility to buy things, and, sometimes, they are used for phishing.

BitDefender maintains a database of such links. The URL filter checks every URL link in a message against its database. If a match is made, the message is tagged as SPAM.

NeuNet (Heuristic) Filter

The **NeuNet (Heuristic) filter** performs a set of tests on all the message components, (i.e. not only the header but also the message body in either HTML or text format), looking for words, phrases, links or other characteristics of SPAM. Based on the results of the analysis, it adds a SPAM score to the message.

The filter also detects messages marked as `SEXUALLY-EXPLICIT:` in the subject line and tags them as SPAM.

Note
Starting May 19, 2004, spam that contains sexually oriented material must include the warning `SEXUALLY-EXPLICIT:` in the subject line or face fines for violations of federal law.

Bayesian Filter

The **Bayesian filter** module classifies messages according to statistical information regarding the rate at which specific words appear in messages classified SPAM as compared to those declared NON-SPAM (by you or by the heuristic filter).

This means, for example, if a certain four-letter word is seen to appear more often in SPAM, it is natural to assume there is an increased probability that the next incoming message that includes it actually IS SPAM. All relevant words within a message are taken into account. By synthesizing the statistical information, the overall probability for the whole message to be SPAM is computed.

This module presents another interesting characteristic: it is trainable. It adapts quickly to the type of messages received by a certain user, and stores information about all. To function effectively, the filter must be trained, meaning, to be presented with samples of SPAM and legitimate messages, much like a hound is primed to trace a certain scent. Sometimes the filter must be corrected too - prompted to adjust when it makes a wrong decision.

Important
You can correct the Bayesian filter using the **Is Spam** and **Not Spam** buttons from the Antispam toolbar.

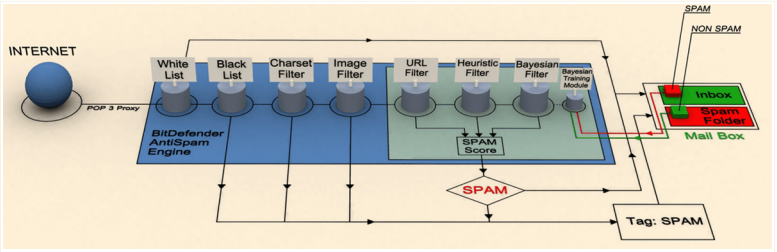
Note
Every time you perform an update:

- new image signatures will be added to the **Image filter**.
- new links will be added to the **URL filter**.
- new rules will be added to the **NeuNet (Heuristic) filter**.

This will help increase the effectiveness of your Antispam engine.
To protect you against spammers, BitDefender can perform automatic updates. Keep the **Automatic Update** option enabled.

17.1.2. Antispam Operation

The schema below shows the way BitDefender works.



Antispam Operation

The antispam filters from the above schema (Friends list, Spammers list, Charset filter, Image filter, URL filter, NeuNet (Heuristic) filter and Bayesian filter) are used in conjunction by the BitDefender Antispam Engine, to determine whether a certain piece of mail should make it to your **Inbox** or not.

Every e-mail that comes from the Internet is first checked with the Friends list/Spammers list filter. If the sender's address is found in the Friends list the e-mail is moved directly to your **Inbox**.

Otherwise the Spammers list filter will take over the e-mail to verify if the sender's address is on its list. The e-mail will be tagged as SPAM and moved in the **Spam** folder (located in Microsoft Outlook) if a match has been made.

Else, the Charset filter will check if the e-mail is written in Cyrillic or Asian characters. If so the e-mail will be tagged as SPAM and moved in the **Spam** folder.

If the e-mail is not written in Asian or Cyrillic it will be passed to the Image filter. The **Image filter** will detect all the e-mail messages containing attached images with spam content.

The URL filter will look for links and it will compare the links found with the links from the BitDefender database. In case of a match it will add a SPAM score to the e-mail.

The NeuNet (Heuristic) filter will take over the e-mail and will perform a set of tests on all the message components, looking for words, phrases, links or other characteristics of SPAM. The result is that it will add a Spam score to the e-mail, too.

Note
If the e-mail is tagged as SEXUALLY EXPLICIT in the subject line, BitDefender will consider it SPAM.

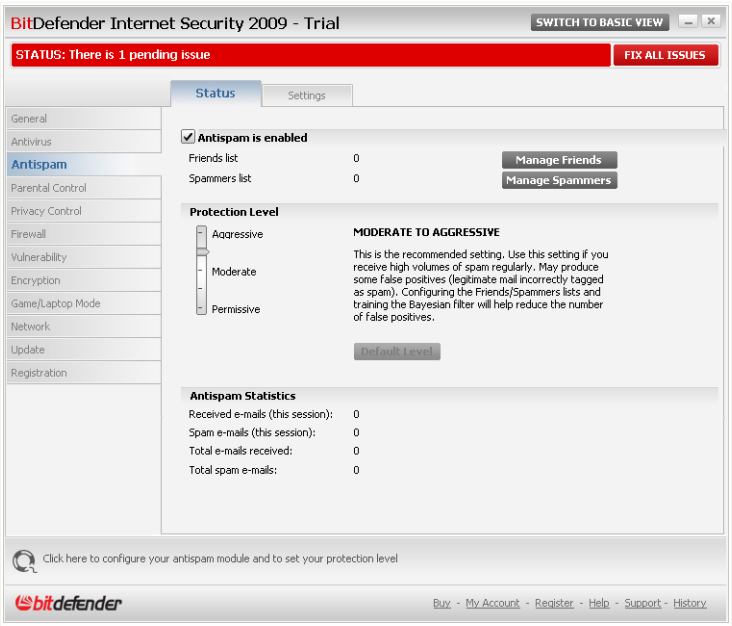
The Bayesian filter module will further analyze the message, according to statistical information regarding the rate at which specific words appear in messages classified SPAM as compared to those declared NON-SPAM (by you or by the heuristic filter). A Spam score will be added to the e-mail.

If the aggregate score (URL score + heuristic score + Bayesian score) exceeds the SPAM score for a message (set by the user in the Status section as a tolerance level), the message is considered SPAM.

Important
If you are using other email client than Microsoft Outlook or Microsoft Outlook Express you should create a rule to move the e-mail messages tagged as SPAM by BitDefender to a custom quarantine folder. BitDefender appends the prefix `[SPAM]` to the subject of the messages considered to be SPAM.

17.2. Status

To configure the Antispam protection, go to **Antispam>Status** in the Advanced View.



Antispam Status

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

Important
To prevent spam from entering your **Inbox**, keep the **Antispam filter** enabled.

In the **Statistics** section you can view the results of the antispam activity presented per session (since you started your computer) or a summary (since the installation of the BitDefender).

17.2.1. Setting the 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 5 protection levels:

Protection level	Description
Permissive	Offers protection for accounts that receive a lot of legitimate commercial mail. The filter will let most e-mail pass through, but it may produce false negatives (spam classified as legitimate mail).
Permissive to Moderate	Offers protection for accounts that receive some legitimate commercial mail. The filter will let most e-mail pass through, but it may produce false negatives (spam classified as legitimate mail).
Moderate	Offers protection for regular accounts. The filter will block most spam, while avoiding false positives.
Moderate to Aggressive	Offers protection for accounts that receive high volumes of spam regularly. The filter will let very little spam through, but it may produce false positives(legitimate mail incorrectly tagged as spam). Configure the **Friends/Spammers Lists** and train the **Learning Engine (Bayesian)** in order to reduce the number of false positives.
Aggressive	Offers protection for accounts that receive very high volumes of spam regularly. The filter will let very little spam through, but it may produce false positives(legitimate mail incorrectly tagged as spam). Add your contacts to the **Friends List** in order to reduce the number of false positives.

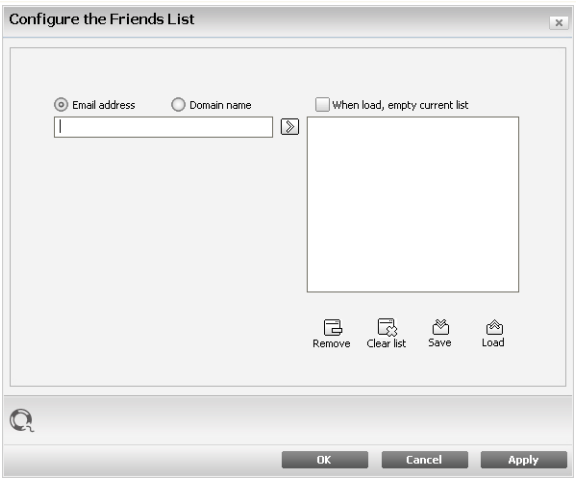
To set the default protection level (**Moderate to Aggressive**) click **Default Level**.

17.2.2. Configuring the Friends List

The **Friends list** is a list of all the e-mail addresses from which you always want to receive messages, regardless of their content. Messages from your friends are not labeled as spam, even if the content resembles spam.

Note
Any mail coming from an address contained in the **Friends list**, will automatically be delivered to your Inbox without further processing.

To configure the Friends list, click **Manage Friends** (or click the **Friends** button from the Antispam toolbar).



Friends List

Here you can add or remove entries from the **Friends list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click . The address will appear in the **Friends list**.

Important
Syntax: name@domain.com.

If you want to add a domain check the **Domain name** option, type in the domain and click . The domain will appear in the **Friends list**.

Important
Syntax:

- @domain.com, *domain.com and domain.com - all the received e-mail messages from domain.com will reach your **Inbox** regardless of their content;
- *domain* - all the received e-mail messages from domain (no matter the domain suffixes) will reach your **Inbox** regardless of their content;
- *com - all the received e-mail messages having the domain suffix com will reach your **Inbox** regardless of their content;

To delete an item from the list, select it and click **Remove** button. If you click **Clear list** button you will delete all entries from the list, but notice: it is impossible to recover them.

Use the **Save**/ **Load** buttons to save / load the **Friends list** to a desired location. The file will have `.bwl` extension.

To reset the content of the current list when you load a previously saved list select **When load, empty current list**.

Note
We recommend that you add your friends' names and e-mail addresses to the **Friends list**. BitDefender does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

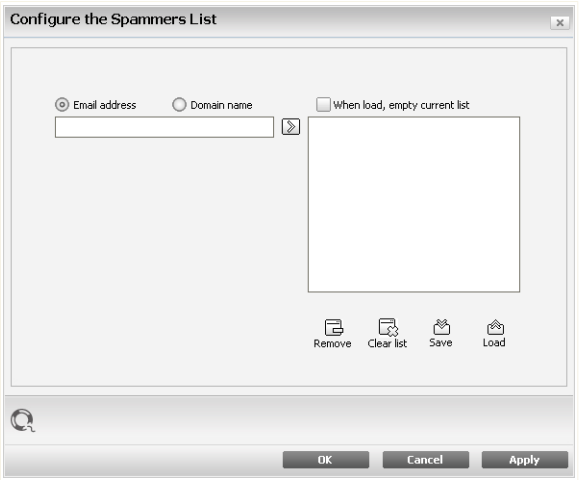
Click **Apply** and **OK** to save and close the **Friends list**.

17.2.3. Configuring the Spammers List

The **Spammers list** is a list of all the e-mail addresses from which you don't want to receive messages, regardless of their content.

Note
Any e-mail message received from an address contained in the **Spammers list** will be automatically marked as SPAM, without further processing.

To configure the Spammers list, click **Manage Spammers** (or click the **Spammers** button from the Antispam toolbar).



Spammers List

Here you can add or remove entries from the **Spammers list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click ⊡. The address will appear in the **Spammers list**.

Important
Syntax: name@domain.com.

If you want to add a domain check the **Domain name** option, type in the domain and click ⊡. The domain will appear in the **Spammers list**.

Important
Syntax:

- @domain.com, *domain.com and domain.com - all the received e-mail messages from domain.com will be tagged as SPAM;
- *domain* - all the received e-mail messages from domain (no matter the domain suffixes) will be tagged as SPAM;
- *com - all the received e-mail messages having the domain suffix com will be tagged as SPAM.

To delete an item from the list, select it and click **Remove** button. If you click **Clear list** button you will delete all entries from the list, but notice: it is impossible to recover them.

Use the **Save**/ **Load** buttons to save / load the **Spammers list** to a desired location. The file will have `.bwl` extension.

To reset the content of the current list when you load a previously saved list select **When load, empty current list**.

Click **Apply** and **OK** to save and close the **Spammers list**.

Important
If you want to reinstall BitDefender it's a good idea to save the **Friends** / **Spammers** lists before, and after the reinstallation process is over you may load them.

17.3. Settings

To configure the antispam settings and filters, go to **Antispam>Settings** in the Advanced View.

Antispam Settings

Three categories of options are available (**Antispam settings**, **Basic Antispam filters** and **Advanced Antispam filters**) organized like an expandable menu, similar to those from Windows.

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

To enable/disable an option select/clear the checkbox corresponding to it.

To apply the default settings, click **Default**.

Click **Apply** to save the changes.

17.3.1. Antispam Settings

- **Mark spam messages in subject** - all e-mail messages considered to be spam will be tagged with SPAM in the subject line.
- **Mark phishing messages in subject** - all e-mail messages considered to be phishing messages will be tagged with SPAM in the subject line.

17.3.2. Basic Antispam Filters

- **Friends/Spammers lists** - filter e-mail messages using the Friends/Spammers lists.
  - **Automatically add recipients to Friends list** - automatically add recipients of sent mail to Friends list.
  - **Automatically add to Friends list** - when you click the **Not Spam** button from the Antispam toolbar, the sender of the selected e-mail is automatically added to the Friends list.
  - **Automatically add to Spammers list** - when you click the **Is Spam** button from the Antispam toolbar, the sender of the selected e-mail is automatically added to the Spammers list.

Note
The **Not Spam** and the **Is Spam** buttons are used to train the Bayesian filter.

- **Block mails written in Asian characters** - blocks messages written in Asian charsets.
- **Block mails written in Cyrillic characters** - blocks messages written in Cyrillic charsets.

17.3.3. Advanced Antispam Filters

- **Enable the Learning Engine (bayesian)** - activates/deactivates the Learning Engine (bayesian).
  - **Limit the dictionary size to 200000 words** - sets the size of the Bayesian dictionary - smaller is faster, bigger is more accurate.

Note
The recommended size is: 200.000 words.

- **Train the Learning Engine (bayesian) on outgoing e-mails** - trains the Learning Engine (bayesian) on outgoing e-mails.

- **URL filter** - activates/deactivates the URL filter.
- **NeuNet(Heuristic) filter** - activates/deactivates the NeuNet(Heuristic) filter.
  - **Block explicit content** - activates/deactivates the detection of messages with SEXUALLY EXPLICIT in the subject line.
- **Image filter** - activates/deactivates the Image filter.

18. Parental Control

BitDefender Parental Control enables you to control the access to the Internet and to specific applications for each user holding a user account on the system.

You can configure Parental Control to block:

- inappropriate web pages.
- Internet access, for specific periods of time (such as when it's time for lessons).
- web pages, e-mail messages and instant messages if they contain specific keywords.
- applications like games, chat, filesharing programs or others.
- instant messages sent by IM contacts other than those allowed.

Important

Only users with administrative rights on the system (system administrators) can access and configure Parental Control. To make sure that only you can change the Parental Control settings for any user, you can protect them with a password. You will be prompted to configure the password when you enable the Parental Control for a specific user.

To successfully use Parental Control to restrict your children computer and online activities, you must complete these main tasks:

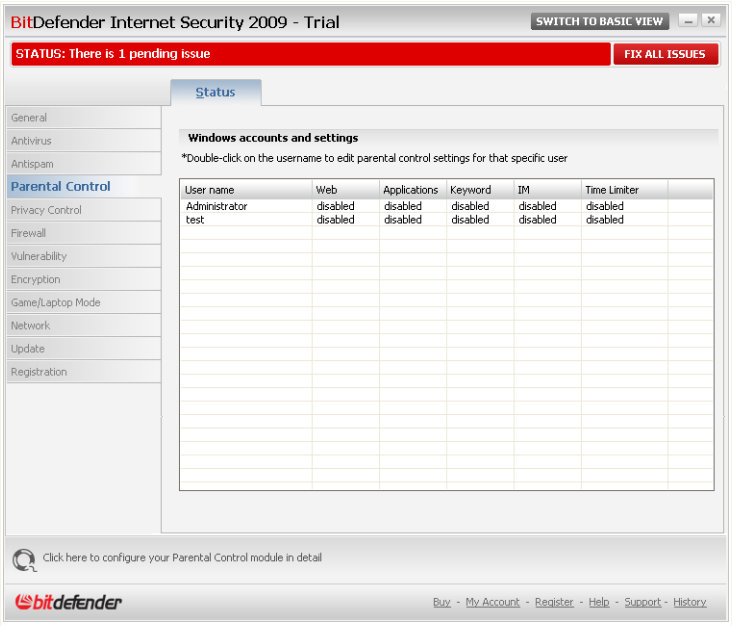
1. Create limited (standard) Windows user accounts for your children to use.

Note

To learn how to create Windows user accounts, go to the Windows Help and Support Center (in the Start menu, click **Help and Support**).

2. Configure Parental Control for the Windows user accounts your children use.

To configure Parental Control, go to **Parental Control** in the Advanced View.



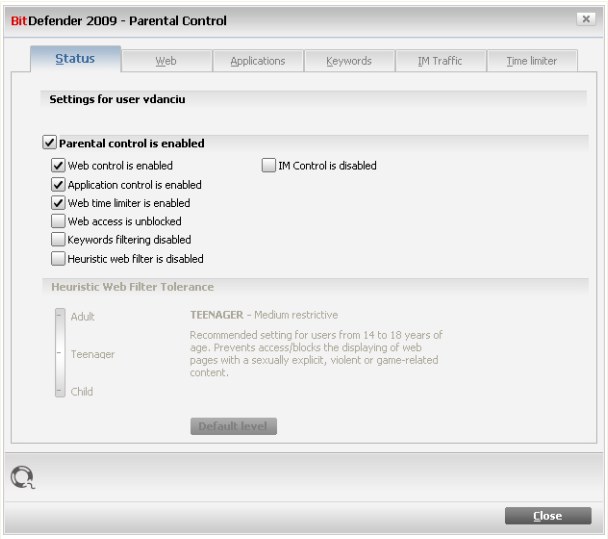
Parental Control

You can see the status of the Parental Control features configured for each Windows user account. Double-click a user name to open the window where you can configure the Parental Control for the respective user account.

The following sections in this chapter present in detail the Parental Control features and how to configure them.

18.1. Settings Status per User

To configure the Parental Control for a specific user, double-click the respective user and click the **Status** tab.



Parental Control Status

To configure the Parental Control for this user account, follow these steps:

1. Enable the Parental Control for this user account by selecting the check box next to **Parental Control**.

   Important
   Keep the **Parental Control** enabled in order to protect your children against inappropriate content by using your customized computer access rules.

2. Set a password to protect your Parental Control settings. For more information, please refer to "*Protecting Parental Control Settings*" (p. 185).
3. Select the check boxes corresponding to the protection controls you want to use:
   - **Web Control** - to filter web navigation according to the rules set by you in the Web section.
   - **Applications Control** - to block access to the applications specified by you in the Applications section.

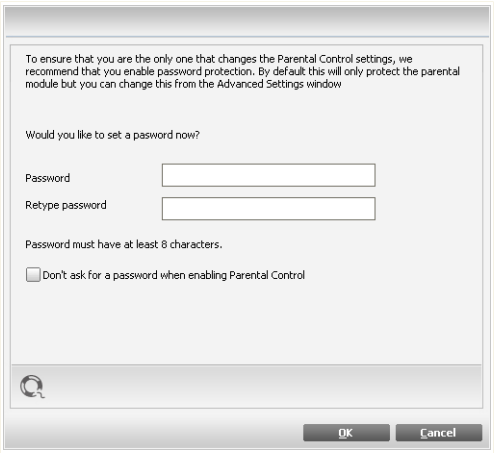
- **Instant Messaging Control** - to allow or block chat with IM contacts according to the rules set by you in the IM Traffic section.
- **Web Time Limiter** - to allow web access according to the timetable set by you in the Time Limiter section.
- **Web Access** - to block access to all websites (not just the ones in the Web section).
- **Keyword Filtering** - to filter web, mail and instant messaging access according to the rules set by you in the Keywords section.
- **Heuristic web filter** - to filter web access according to pre-established rules based on age categories.

4. In order to fully benefit from the features offered by the Parental Control, you must configure the selected controls. To learn how to configure them, please refer to the following topics in this chapter.

18.1.1. Protecting Parental Control Settings

If you are not the only person with administrative rights using this computer, it is recommended that you protect your Parental Control settings with a password. By setting a password, you will prevent other users with administrative rights from changing the Parental Control settings that you configured for a specific user.

BitDefender will ask you by default to set a password when enabling Parental Control.



Set Password Protection

To set the password protection, do the following:

1. Type the password in the **Password** field.
2. Type the password again in the **Retype Password** field to confirm it.
3. Click **OK** to save the password and close the window.

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

Note
This password will not protect other BitDefender settings.

In case you do not set a password and you do not want this window to appear again, check **Don't ask for a password when enabling Parental Control**.

18.1.2. Configuring Heuristic Web Filtering

The heuristic web filter analyzes web pages and blocks those that match the patterns of potentially inappropriate content.

In order to filter web access according to a predefined age-based ruleset, you must set a specific tolerance level. Drag the slider along the scale to set the tolerance level you consider appropriate for the selected user.

There are 3 tolerance levels:

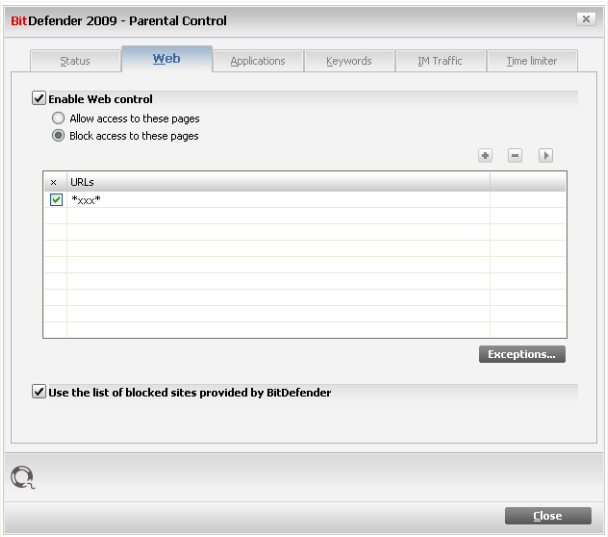
Tolerance level	Description
Child	Offers restricted web access, according to the recommended settings for users under the age of 14. Web pages with potentially harmful content for children (porn, sexuality, drugs, hacking etc) are blocked.
Teenager	Offers restricted web access, according to the recommended settings for users from 14 to 18 years. Web pages with sexual, pornographic or adult content are blocked.
Adult	Offers unrestricted access to all web pages regardless of their content.

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

18.2. Web Control

The **Web Control** helps you to block access to web sites with inappropriate content. A list of candidates for blocking both sites and parts thereof is provided and updated by BitDefender, as part of the regular update process.

To configure the Web Control for a specific user, double-click the respective user and click the **Web** tab.



Web Control

To enable this protection select the checkbox corresponding to **Enable Web Control**.

Select **Allow access to these pages/Block access to these pages** to see the list of allowed/blocked sites. Click **Exceptions...** to access a window where you can see the complementary list.

The rules must be input manually. First of all, select **Allow access to these pages/Block access to these pages** to permit/block access to the web sites that you will specify in the wizard. Then, click the **Add...** button to start the configuration wizard.

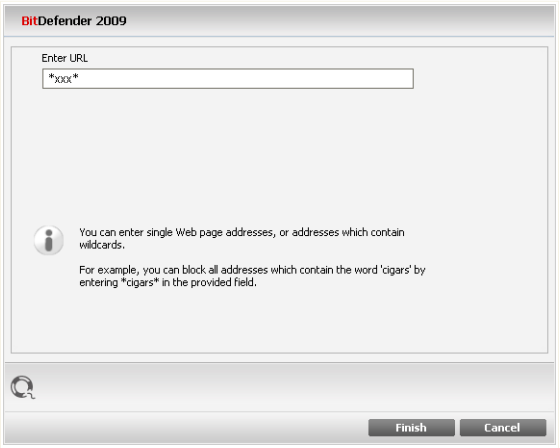
To delete a rule, just select it and click the **Delete** button. To modify a rule select it and click the **Edit...** button or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

Click **Apply** to save the changes.

18.2.1. Configuration Wizard

The configuration wizard is a 1 step procedure.

Step 1/1 - Specify Websites



Specify Websites

Type in the web site for which the rule will be applied and click **Finish**.

Important
Syntax:

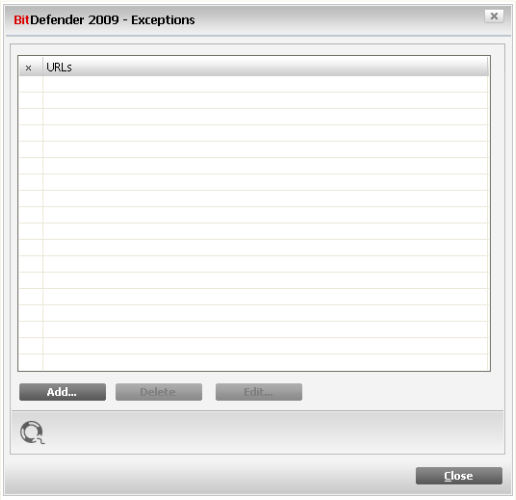
- `*.xxx.com` - the action of the rule will apply on all web sites finished with `.xxx.com`;
- `*porn*` - the action of the rule will apply on all web sites containing `porn` in the web site address;
- `www.*.com` - the action of the rule will apply on all web sites having the domain suffix `com`;
- `www.xxx.*` - the action of the rule will apply on all web sites starting with `www.xxx.` no matter the domain suffix.

18.2.2. Specify Exceptions

Sometimes you may need to specify exceptions to a particular rule. For example, you set a rule that blocks sites which contain the word "killer" in the address (syntax: `*killer*`). You are also aware of the existence of a site called `killer-music`

where visitors can listen to music online. To make an exception to the previously created rule, access the **Exceptions** window and define an exception to the rule.

Click **Exceptions...**. The following window will appear:



Specifying Exceptions

Click **Add...** to specify exceptions. The configuration wizard will appear. Complete the wizard in order to set the exception.

To delete a rule, just select it and click **Delete**. To modify a rule select it and click **Edit...** or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

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

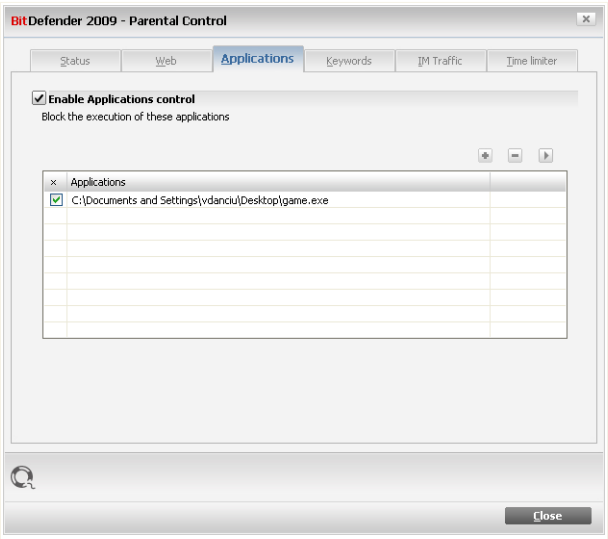
18.2.3. BitDefender Web Blacklist

In order to help you protect your children, BitDefender provides a blacklist of websites with inappropriate or possibly dangerous content. To block the sites that appear on this list select **Use the list of blocked sites provided by BitDefender**.

18.3. Applications Control

The **Applications Control** helps you to block any application from running. Games, media and messaging software, as well as other categories of software and malware can be blocked this way. Applications blocked in this manner are also protected from modifications, and cannot be copied or moved.

To configure the Applications Control for a specific user, double-click the respective user and click the **Applications** tab.



Applications Control

To enable this protection select the checkbox corresponding to **Enable Applications Control**.

The rules must be input manually. Click the **Add...** button to start the configuration wizard.

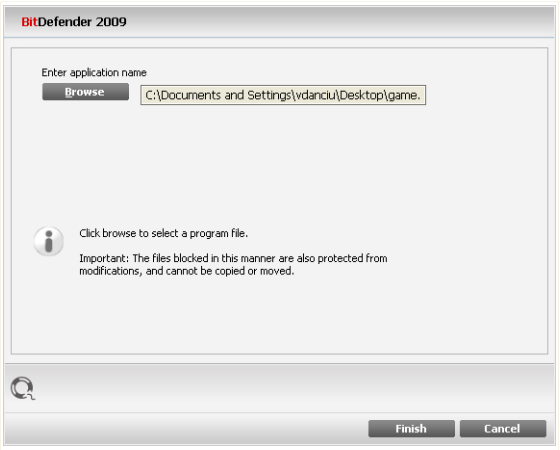
To delete a rule, just select it and click the **Delete** button. To modify a rule select it and click the **Edit...** button or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

Click **Apply** to save the changes.

18.3.1. Configuration Wizard

The configuration wizard is a 1 step procedure.

Step 1/1 - Select Application to Block



Select Application to Block

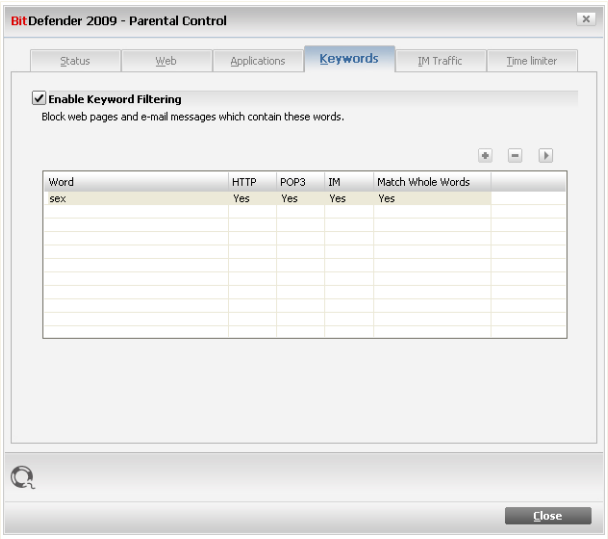
Click **Browse**, select the application to be blocked and click **Finish**.

18.4. Keyword Filtering

The Keyword Filtering helps you block users' access to e-mail messages, web pages and instant messages that contain specific words. Using the Keyword Filtering, you can prevent your children from seeing inappropriate words or phrases when they are online.

Note
The instant messaging Keyword Filtering is only available for Yahoo Messenger and Windows Live (MSN) Messenger.

To configure the Keyword Filtering for a specific user, double-click the respective user and click the **Keywords** tab.



Keyword Filtering

Select the **Enable Keyword filtering** check box if you want to use this control feature.

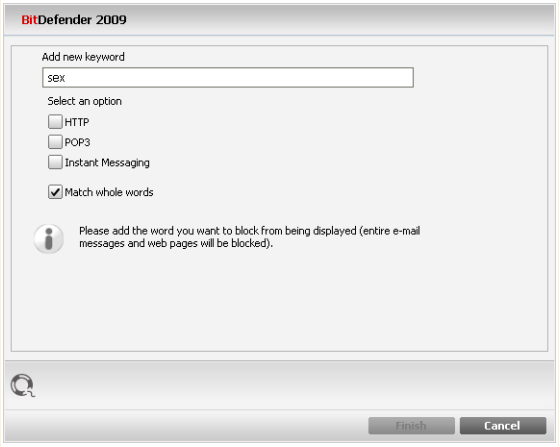
You must add rules to specify the keywords to be blocked. To add a rule, click the **Add** button and configure the rule parameters in the configuration window.

To delete a rule, select it and click the **Delete** button. To edit an existing rule, double-click the rule or click the **Edit** button and make the desired changes in the configuration window.

Click **Apply** to save the changes.

18.4.1. Configuration Window

When you add or edit rules, the configuration window will appear.



Enter Keyword

You must set the following parameters:

- **Keyword** - type in the edit field the word or phrase you want to block.
- **Protocol** - choose the protocol BitDefender should scan for the specified word.

Option	Description
POP3	E-mail messages that contain the keyword are blocked.
HTTP	Web pages that contain the keyword are blocked.
Instant Messaging	Instant messages that contain the keyword are blocked.

Click **Finish** to add the rule.

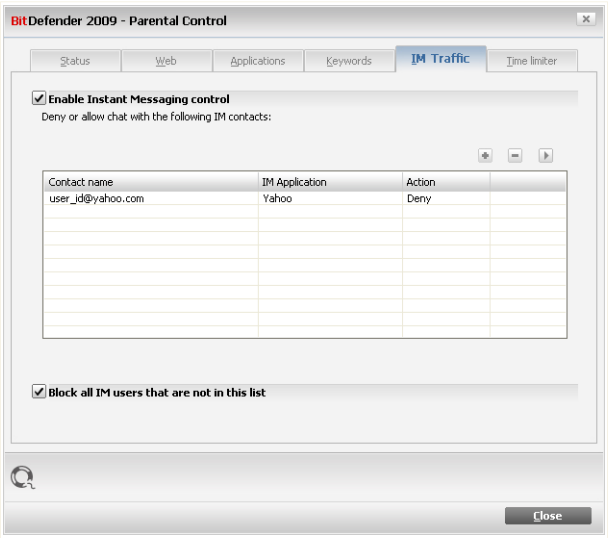
18.5. Instant Messaging (IM) Control

The Instant Messaging (IM) Control allows you to specify the IM contacts your children are allowed to chat with.

Note

The IM Control is only available for Yahoo Messenger and Windows Live (MSN) Messenger.

To configure IM Control for a specific user account, double-click the respective user and click the **IM Traffic** tab.



Instant Messaging Control

Select the **Enable Instant Messaging Control** check box if you want to use this control feature.

You must add rules to specify the IM contacts the user is allowed or not to chat with. To add a rule, click the **Add** button and configure the rule parameters in the configuration window.

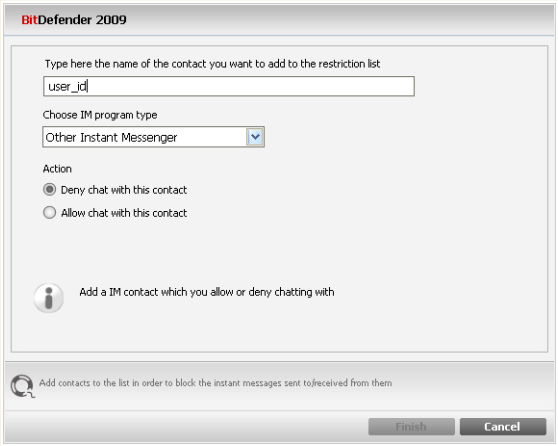
To delete a rule, select it and click the **Delete** button. To edit an existing rule, double-click the rule or click the **Edit** button and make the desired changes in the configuration window.

If you have defined all IM contacts the user is allowed to chat with, select **Block all IM users that are not in this list**. In this way, only the IM contacts explicitly allowed can send instant messages to the user.

Click **Apply** to save the changes.

18.5.1. Configuration Window

When you add or edit rules, the configuration window will appear.



Add IM contact

Proceed as follows:

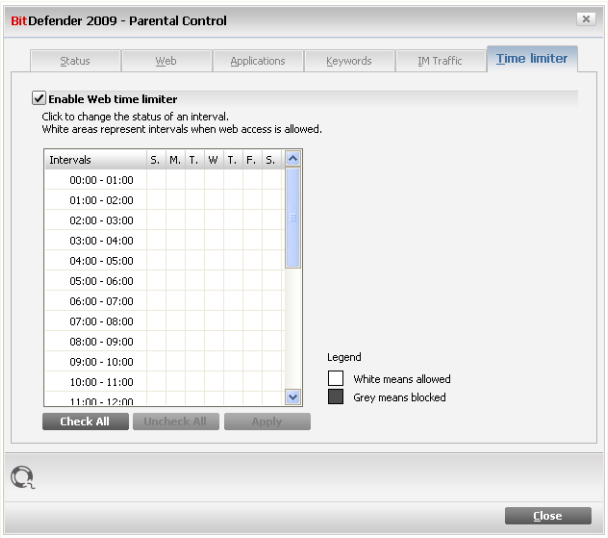
1. Type the user name (ID) of the IM contact.
2. Choose the IM program the contact associates with.
3. Select the action of the rule:
   - **Deny chat with this contact**
   - **Allow chat with this contact**
4. Click **Finish** to add the rule.

18.6. Web Time Limiter

The **Web Time Limiter** helps you to allow or block web access for users or applications during specified time intervals.

Note
BitDefender will perform updates every hour no matter the settings of the **Web Time Limiter**.

To configure the Web Time Limiter for a specific user, double-click the respective user and click the **Time Limiter** tab.



Web Time Limiter

To enable this protection select the check box corresponding to **Enable Web Time Limiter**.

Select the time intervals when all the internet connections will be blocked. You can click individual cells, or you can click and drag to cover longer periods. Also, you can click **Check all** to select all the cells and, implicitly, to block all the web access. If you click **Uncheck all**, the internet connections will be permitted all the time.

Important
The boxes coloured in grey represent the time intervals when all internet connections are blocked.

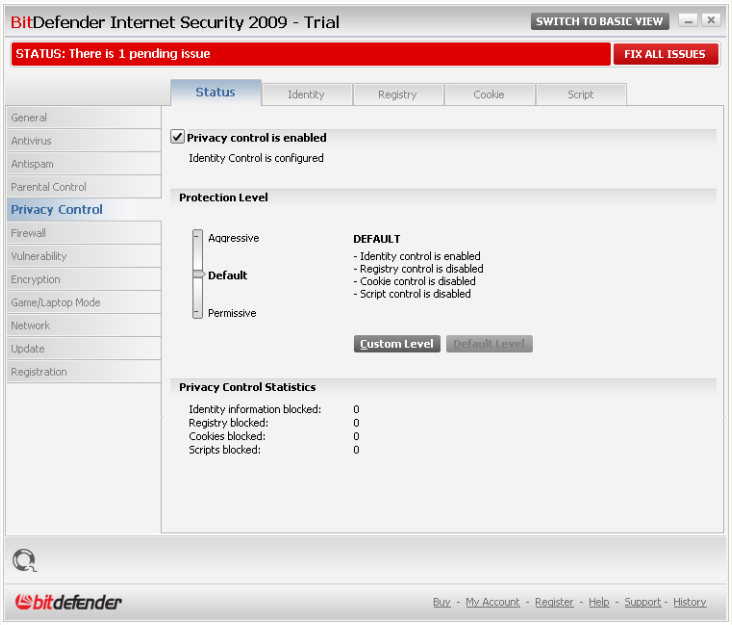
Click **Apply** to save the changes.

19. 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.

19.1. 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**.

19.1.1. 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.

19.2. 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.

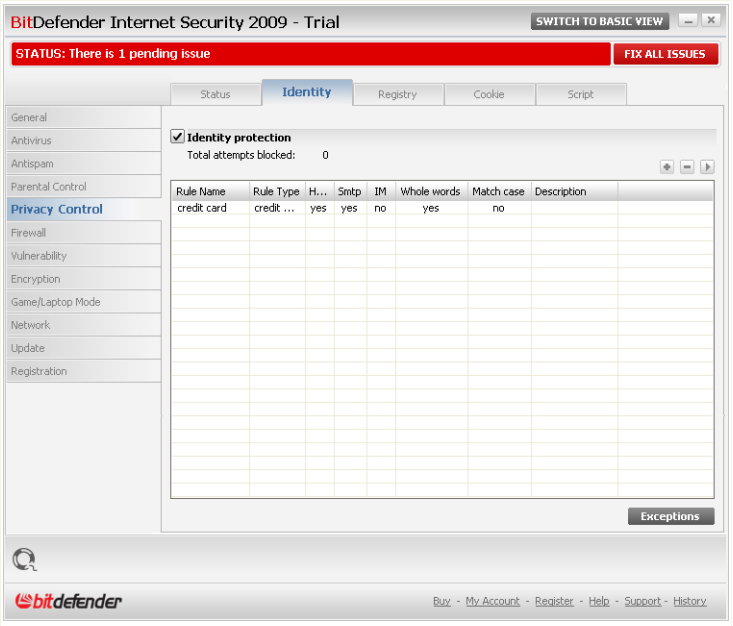
- Identity Control can protect you from phishing attempts (attempts to steal personal information). The most common phishing attempts make use of a deceiving e-mail to trick you into submitting personal information on a fake web page.

  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. 202).
3. If needed, define specific exceptions to the rules you have created. For more information, please refer to "*Defining Exceptions*" (p. 205).

19.2.1. Creating Identity Rules

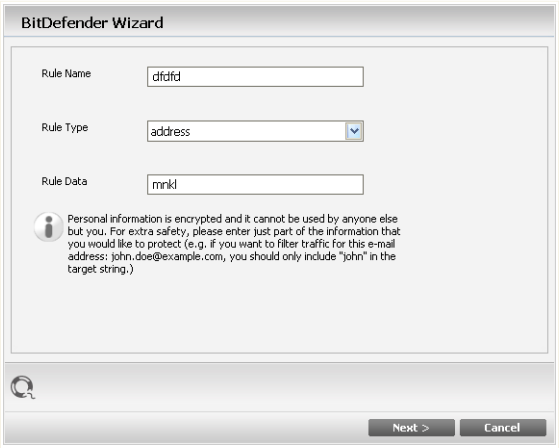
To create an identity protection rule, click the **Add** button and follow the configuration wizard.

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

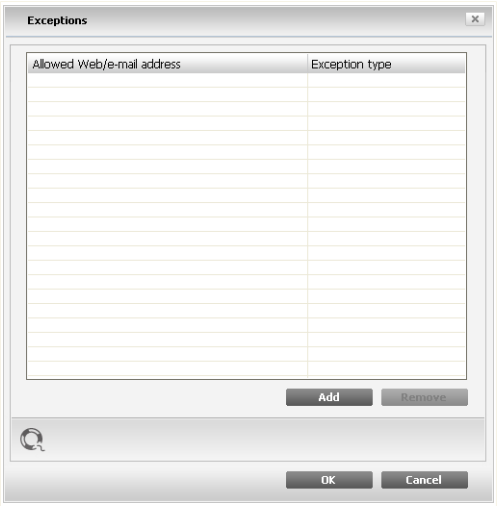
Enter a short description of the rule in the edit field. Since the blocked data (character string) is not displayed in plain text when accessing the rule, the description should help you easily identify it.

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

19.2.2. 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**.

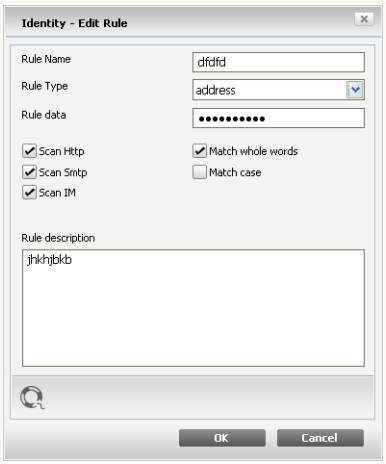
Click **OK** to save the changes.

19.2.3. 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.

19.3. 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.

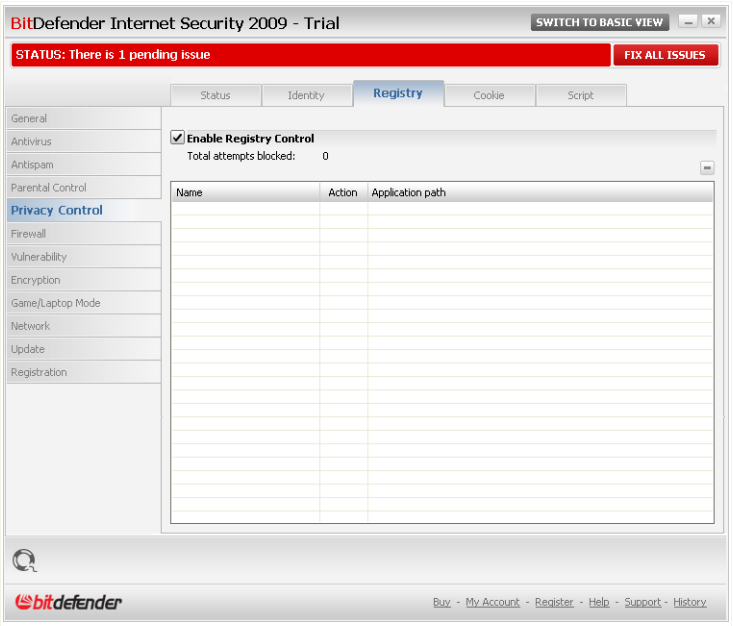
If you do not recognize the program and if it seems suspicious, click **Block** to prevent it from modifying Windows Registry. Otherwise, click **Allow** to permit the modification.

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.

19.4. 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.

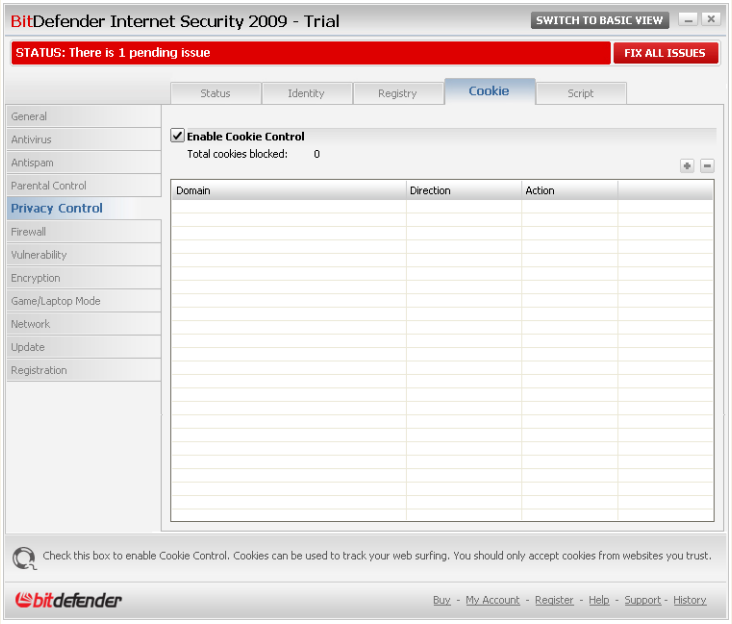
Check **Remember this answer** option and click **Yes** or **No** and a rule will be created, applied and listed in the rules table. You will no longer be notified the next time when you connect to the same site.

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.

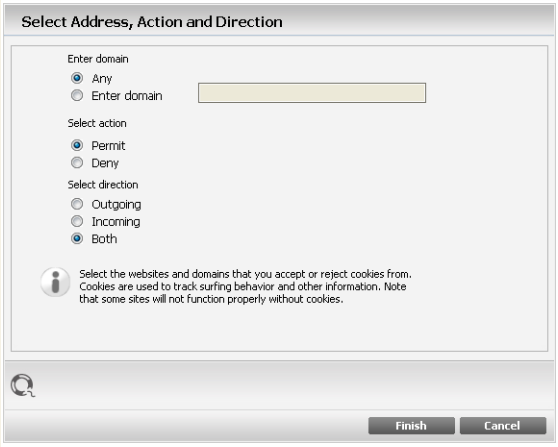
Important
The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

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.

19.4.1. 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**.

19.5. 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.

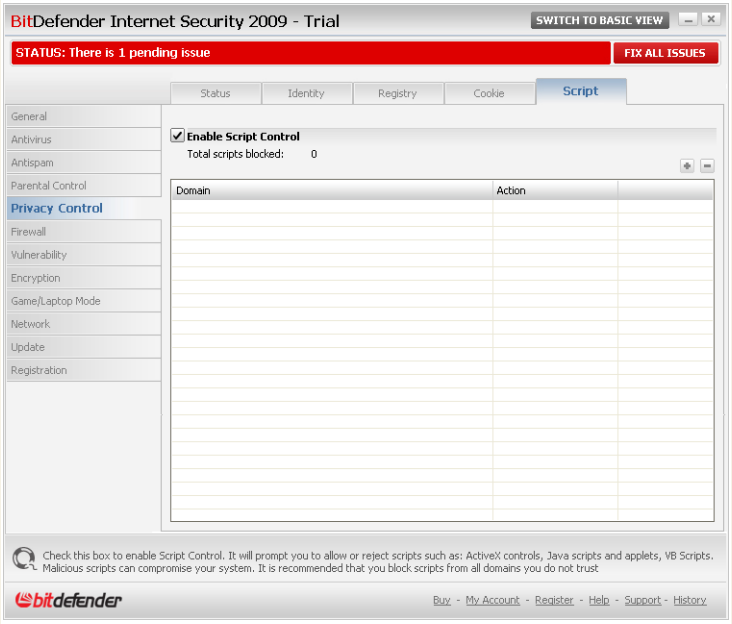
With **Script Control** you will be in charge of which websites you trust and which you don't. BitDefender will ask you for permission whenever a website tries to activate a script or other active content:

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.

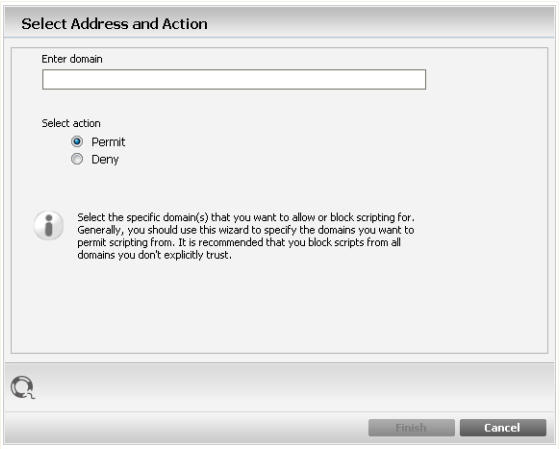
Important
The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

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.

19.5.1. 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**.

20. Firewall

The Firewall protects your computer from inbound and outbound unauthorized connection attempts. It is quite similar to a guard at your gate - it will keep a watchful eye on your Internet connection and keep track of who to allow access to the Internet and who to block.

Note
A firewall is essential if you have a broadband or DSL connection.

In Stealth Mode your computer is “hidden” from malicious software and hackers. The firewall module is capable of automatically detecting and protecting against port scans (streams of packets sent to a machine in order to find “access points”, often in preparation for an attack).

20.1. Settings

To configure the firewall protection, go to **Firewall>Settings** in the Advanced View.

Firewall Settings

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

Important
To be protected against Internet attacks keep the **Firewall** enabled.

There are two categories of information:

- **Network Configuration Brief.** You can see your computer's name, its IP address and the default gateway. If you have more than one network adapter (meaning that you are connected to more than one network), you will see the IP address and the gateway configured for each network adapter.
- **Statistics.** You can see various statistics regarding the firewall activity:
  - number of bytes sent.

- number of bytes received.
- number of port scans detected and blocked by BitDefender. Port scans are frequently used by hackers to find open ports on your computer with the intent of exploiting them.
- number of packets dropped.
- number of open ports.
- number of active incoming connections.
- number of active outgoing connections.

To see the active connections and the open ports, go to the Activity tab.

At the bottom of the section you can see the BitDefender statistics regarding incoming and outgoing traffic. The graph shows the internet traffic volume over the last two minutes.

Note
The graph appears even if the **Firewall** is disabled.

20.1.1. Setting the Default Action

By default, BitDefender automatically allows all known programs from its white list to access network services and the Internet. For all the other programs, BitDefender prompts you through an alert window to specify the action to be taken. The action you specify is applied every time the respective application requests network/Internet access.

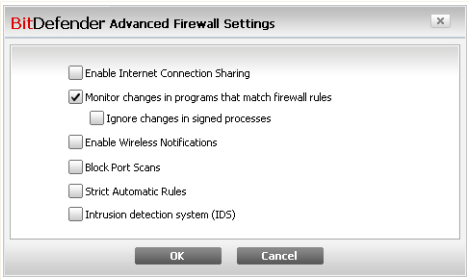
You can drag the slider along the scale to set the default action to be taken on the applications requiring network/Internet access. The following default actions are available:

Default action	Description
Allow All	Applies the current rules and allows all traffic attempts that do not match any of the current rules without prompting. This policy is strongly discouraged, but it might be useful for network administrators and gamers.
Allow Known Programs	Applies the current rules and allows all outgoing connection attempts from programs which are known to be legitimate (whitelisted) by BitDefender without

Default action	Description
	prompting. For the rest of connection attempts, BitDefender will ask for your permission. Whitelisted programs are the most commonly used applications worldwide. They include the most known web browsers, audio&video players, chat and filesharing programs, as well as server clients and operating system applications.
Report	Applies the current rules and consults you about all traffic attempts that do not match any of the current rules.
Deny All	Applies the current rules and denies all traffic attempts that do not match any of the current rules.

20.1.2. Configuring Advanced Firewall Settings

You can click **Advanced** to configure the advanced firewall settings.



Advanced Firewall Settings

The following options are available:

- **Enable Internet Connection Sharing(ICS) support** - enables support for Internet Connection Sharing(ICS).

> ***Note***
> This option does not automatically enable ICS on your system, but only allows this type of connection in case you enable it from your operating system.

Internet Connection Sharing (ICS) enables members of local area networks to connect to the Internet through your computer. This is useful when you benefit from a special/particular Internet connection (e.g. wireless connection) and you want to share it with other members of your network.

Sharing your Internet connection with members of local area networks leads to a higher resource consumption level and may involve a certain risk. It also takes off some of your ports (those opened by the members who are using your Internet connection).

- **Monitor changes in program files that match firewall rules** - checks each application attempting to connect to the Internet to see if it has been changed since the rule controlling its access was added. If the application has been changed, an alert will prompt you to allow or to block the access of the application to the Internet.

  Usually, applications are changed by updates. But, there is a risk that they might be changed by malware applications, with the purpose of infecting your computer and other computers in the network.

  Note
  We recommend you to keep this option selected and to allow access only to those applications that you expect to have changed after the rule controlling their access was created.

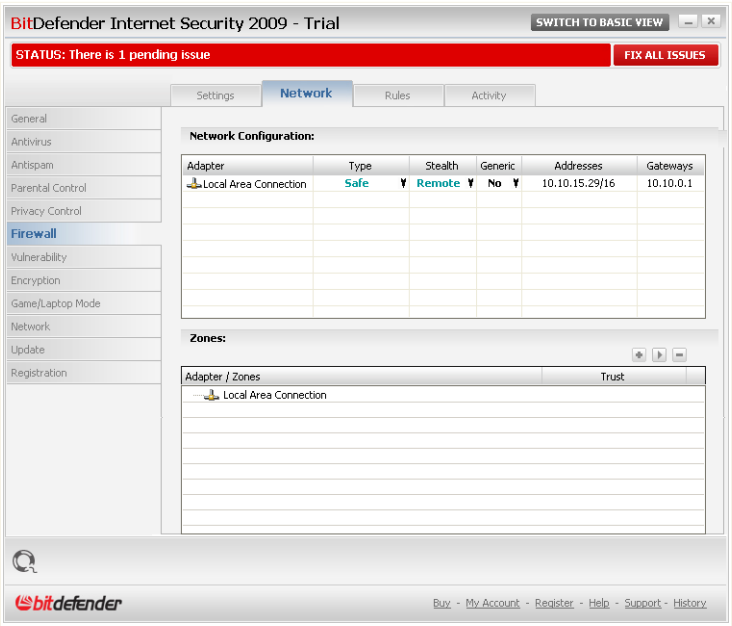
  Signed applications are supposed to be trusted and have a higher degree of security. You can check **Ignore changes for signed processes** in order to allow changed signed applications to connect to the Internet without your receiving an alert about this event.

- **Enable wireless notifications** - if you are connected to a wireless network, displays informative windows regarding specific network events (for example, when a new computer has joined the network).
- **Block port scans** - detects and blocks attempts to find out which ports are open.

  Port scans are frequently used by hackers to find out which ports are open on your computer. They might then break into your computer if they find a less secure or vulnerable port.
- **Strict automatic rules** - creates strict rules using the firewall alert window. With this option selected, BitDefender will prompt you for action and create rules for each different process that opens the application requesting network or Internet access.
- **Intrusion detection system (IDS)** - activates the heuristic monitoring of the applications trying to access network services or the Internet.

20.2. Network

To configure the firewall settings, go to **Firewall>Network** in the Advanced View.



Network

The columns in the **Network Configuration** table provide detailed information on the network you are connected to:

- **Adapter** - the network adapter your computer uses to connect to the network or the Internet.
- **Type** - the trust level assigned to the network adapter. Depending on the network adapter configuration, BitDefender may automatically assign the adapter a trust level or prompt you for more information.
- **Stealth** - whether you can be detected by other computers.
- **Generic** - whether generic rules are applied to this connection.

- **Addresses** - the IP address configured on the adapter.
- **Gateways** - the IP address your computer uses to connect to Internet.

20.2.1. Changing the Trust Level

BitDefender assigns each network adapter a trust level. The trust level assigned to the adapter indicates how trustworthy the respective network is.

Based on the trust level, specific rules are created for the adapter regarding how the system and BitDefender processes access the network and the Internet.

You can see the trust level configured for each adapter in the **Network Configuration** table, under the **Type** column. To change the trust level, click the arrow from the **Type** column and select the desired level.

Trust level	*Description*
Full Trust	Disable the firewall for the respective adapter.
Trusted Local	Allow all traffic between your computer and computers in the local network.
Safe	Allow sharing resources with computers in the local network. This level is automatically set for local (home or office) networks.
Unsafe	Stop network or Internet computers from connecting to your computer. This level is automatically set for public networks (if you received an IP address from an Internet Service Provider).
Blocked Local	Block all traffic between your computer and computers in the local network, while providing Internet access. This trust level is automatically set for unsecured (open) wireless networks.
Blocked	Completely block network and Internet traffic through the respective adapter.

20.2.2. Configuring the Stealth Mode

Stealth Mode hides your computer from malicious software and hackers in the network or the Internet. To configure the Stealth Mode, click the arrow from the **Stealth** column and select the desired option.

Stealth option	Description
On	Stealth Mode is on. Your computer is not visible from both the local network and the Internet.
Off	Stealth Mode is off. Anyone from the local network or the Internet can ping and detect your computer.
Remote	Your computer cannot be detected from the Internet. Local network users can ping and detect your computer.

20.2.3. Configuring Generic Settings

If the IP address of a network adapter is changed, BitDefender modifies the trust level accordingly. If you want to keep the same trust level, click the arrow ▾ from the **Generic** column and select **Yes**.

20.2.4. Network Zones

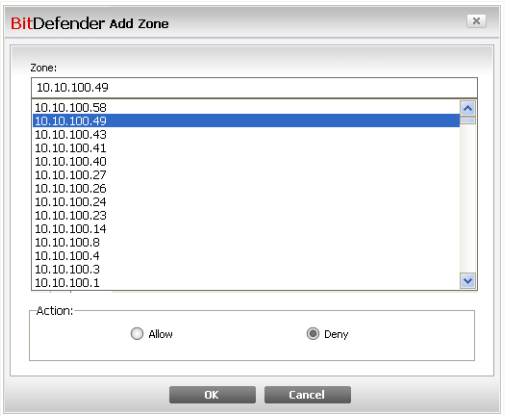
You can add allowed or blocked computers for a specific adapter.

A trusted zone is a computer that you fully trust. All traffic between your computer and an trusted computer is allowed. To share resources with specific computers in an unsecured wireless network, add them as allowed computers.

A blocked zone is a computer that you do not want to communicate at all with your computer.

The **Zones** table displays the current network zones per adapter.

To add a zone, click the **Add** button.



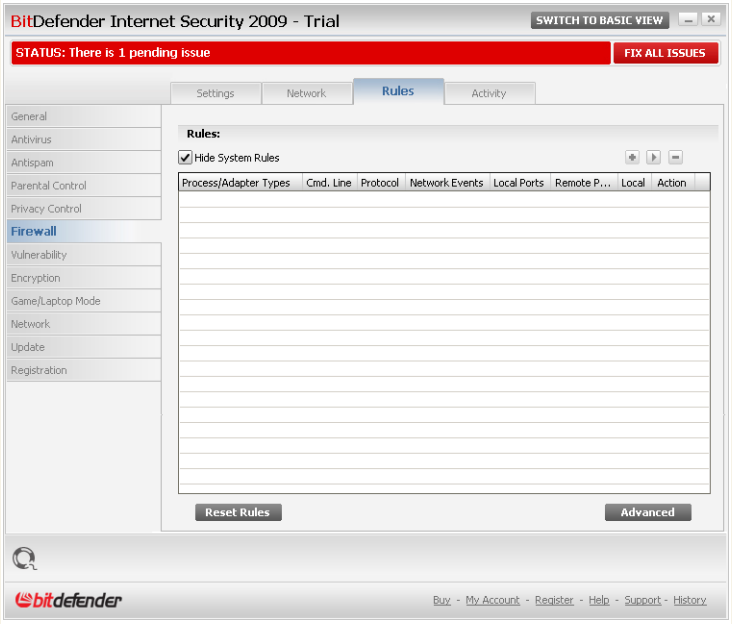
Add zone

Proceed as follows:

1. Select the IP address of the computer you want to add.
2. Select the action:
   - **Allow** - to allow all traffic between your computer and the selected computer.
   - **Deny** - to block all traffic between your computer and the selected computer.
3. Click **OK**.

20.3. Rules

To manage the firewall rules controlling applications' access to network resources and Internet, go to **Firewall>Rules** in the Advanced View.



Firewall Rules

You can see the applications (processes) for which firewall rules have been created. Clear the **Hide system rules** check box if you want to also see the rules regarding the system or the BitDefender processes.

To see the rules created for a specific application, click the + box next to the respective application. You can learn detailed information about each rule, as indicated by the table columns:

- **Process/Adapter Types** - the process and the network adapter types the rule applies to. Rules are automatically created to filter network or Internet access through any adapter. You can manually create rules or edit existing rules to filter an application's network or Internet access through a specific adapter (for example, a wireless network adapter).
- **Command Line** - the command used to start the process in the Windows command line interface (**cmd**).
- **Protocol** - the IP protocol the rule applies to. You may see one of the following:

Protocol	Description
Any	Includes all IP protocols.
TCP	Transmission Control Protocol - TCP enables two hosts to establish a connection and exchange streams of data. TCP guarantees delivery of data and also guarantees that packets will be delivered in the same order in which they were sent.
UDP	User Datagram Protocol - UDP is an IP-based transport designed for high performance. Games and other video-based applications often use UDP.
A number	Represents a specific IP protocol (other than TCP and UDP). You can find the complete list of assigned IP protocol numbers at www.iana.org/assignments/protocol-numbers.

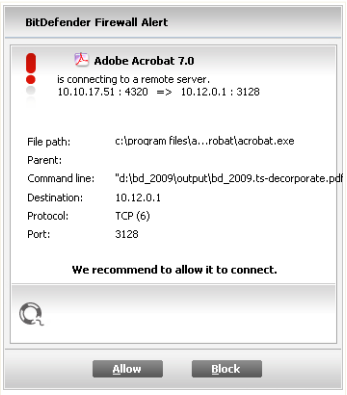
- **Network Events** - the network events the rule applies to. The following events may be taken into account:

Event	Description
Connect	Preliminary exchange of standard messages used by connection-oriented protocols (such as TCP) to establish a connection. With connection-oriented protocols, data traffic between two computers occurs only after a connection is established.
Traffic	Flow of data between two computers.
Listen	State in which an application monitors the network awaiting to establish a connection or to receive information from a peer application.

- **Local Ports** - the ports on your computer the rule applies to.
- **Remote Ports** - the ports on the remote computers the rule applies to.
- **Local** - whether the rule applies only to computers in the local network.
- **Action** - whether the application is allowed or denied access to network or Internet under the specified circumstances.

20.3.1. Adding Rules Automatically

With **Firewall** enabled, BitDefender will ask for your permission whenever a connection to the Internet has been made:



Firewall Alert

You can see the following: the application that is trying to access the Internet, the path to the application file, the destination, the protocol used and the port on which the application is trying to connect.

Click **Allow** to allow all traffic (inbound and outbound) generated by this application from the local host to any destination, over the respective IP protocol and on all ports. If you click **Block**, the application will be denied access to the Internet over the respective IP protocol completely.

Based on your answer, a rule will be created, applied and listed in the table. The next time the application tries to connect, this rule will be applied by default.

Important
Allow inbound connection attempts only from IPs or domains you are sure to trust.

20.3.2. Deleting Rules

To delete a rule, select it and click the **Remove rule** button. You can select and delete several rules at once.

If you want to delete all the rules created for a specific application, select the application from the list and click the **Remove rule** button.

20.3.3. Creating and Modifying Rules

Creating new rules manually and modifying existing rules consist in configuring the rule parameters in the configuration window.

Creating rules. To create a rule manually, follow these steps:

1. Click the **Add rule** button. The configuration window will appear.

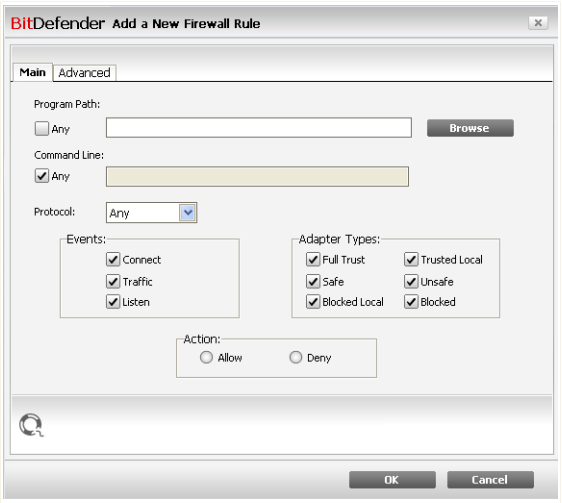
2. Configure the main and the advanced parameters as needed.
3. Click **OK** to add the new rule.

Modifying rules. To modify an existing rule, follow these steps:

1. Click the **Edit rule** button or double-click the rule. The configuration window will appear.
2. Configure the main and the advanced parameters as needed.
3. Click **OK** to save the changes.

Configuring Main Parameters

The **Main** tab of the configuration window allows configuring the main rule parameters.



Main Parameters

You can configure the following parameters:

- **Program Path.** Click **Browse** and select the application the rule applies to. If you want the rule to apply to all applications, select **Any**.

- **Command line.** If you want the rule to apply only when the selected application is opened with a specific command in the Windows command line interface, clear the **Any** check box and type the respective command in the edit field.
- **Protocol.** Select from the menu the IP protocol the rule applies to.
  - If you want the rule to apply to all protocols, select **Any**.
  - If you want the rule to apply to a specific protocol, select **Other**. An edit field will appear. Type the number assigned to the protocol you want to filter in the edit field.

Note

IP protocol numbers are assigned by the Internet Assigned Numbers Authority (IANA). You can find the complete list of assigned IP protocol numbers at www.iana.org/assignments/protocol-numbers.

- **Events.** Depending on the selected protocol, choose the network events the rule applies to. The following events may be taken into account:

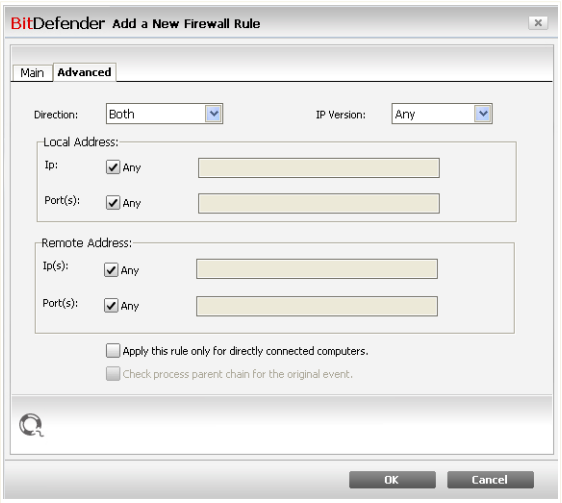
Event	Description
Connect	Preliminary exchange of standard messages used by connection-oriented protocols (such as TCP) to establish a connection. With connection-oriented protocols, data traffic between two computers occurs only after a connection is established.
Traffic	Flow of data between two computers.
Listen	State in which an application monitors the network awaiting to establish a connection or to receive information from a peer application.

- **Trust level.** Select the trust levels the rule applies to.
- **Action.** Select one of the available actions:

Action	Description
Allow	The specified application will be allowed network / Internet access under the specified circumstances.
Deny	The specified application will be denied network / Internet access under the specified circumstances.

Configuring Advanced Parameters

The **Advanced** tab of the configuration window allows configuring advanced rule parameters.



Advanced Parameters

You can configure the following advanced parameters:

- **Direction.** Select from the menu the traffic direction the rule applies to.

Direction	Description
Outbound	The rule applies only for the outgoing traffic.
Inbound	The rule applies only for the incoming traffic.
Both	The rule applies in both directions.

- **IP version.** Select from the menu the IP version (IPv4, IPv6 or any) the rule applies to.
- **Local Address.** Specify the local IP address and port the rule applies to as follows:

- If you have more than one network adapters, you can clear the **Any** check box and type a specific IP address.
- If you have selected TCP or UDP as protocol you can set a specific port or a range between 0 and 65535. If you want the rule to apply to all ports, select **Any**.

■ **Remote Address.** Specify the remote IP address and port the rule applies to as follows:

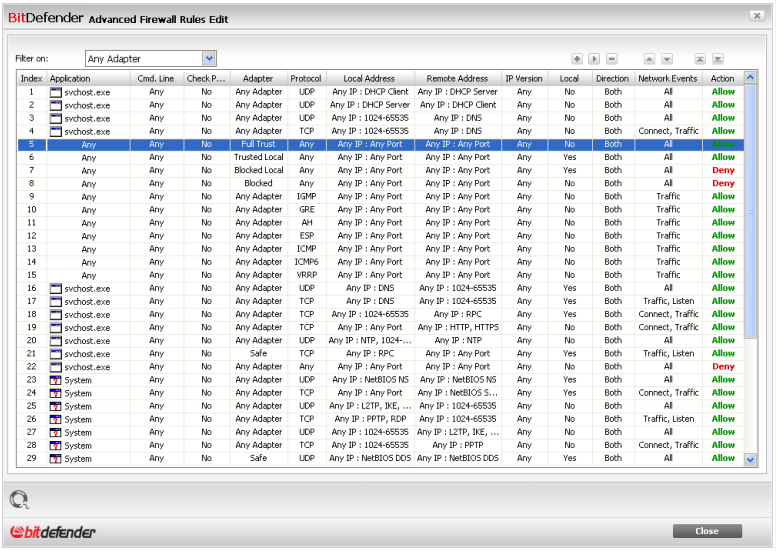
- To filter traffic between your computer and a specific computer, clear the **Any** check box and type its IP address.
- If you have selected TCP or UDP as protocol you can set a specific port or a range between 0 and 65535. If you want the rule to apply to all ports, select **Any**.

■ **Apply this rule only to directly connected computers.** Select this option when you want the rule to apply only to the local traffic attempts.

■ **Check process parent chain for the original event.** You can only modify this parameter if you have selected **Strict automatic rules** (go to the Settings tab and click **Advanced Settings**). Strict rules mean that BitDefender prompts you for action when an application request network/Internet access everytime the parent process is different.

20.3.4. Advanced Rule Management

If you need advanced control over the firewall rules, click **Advanced**. A new window will appear.



Advanced Rule Management

You can see the firewall rules listed by the order they are checked in. The table columns provide comprehensive information about each rule.

Note

When a connection attempt is made (whether incoming or outgoing), BitDefender applies the action of the first rule matching the respective connection. Therefore, the order by which rules are checked is very important.

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

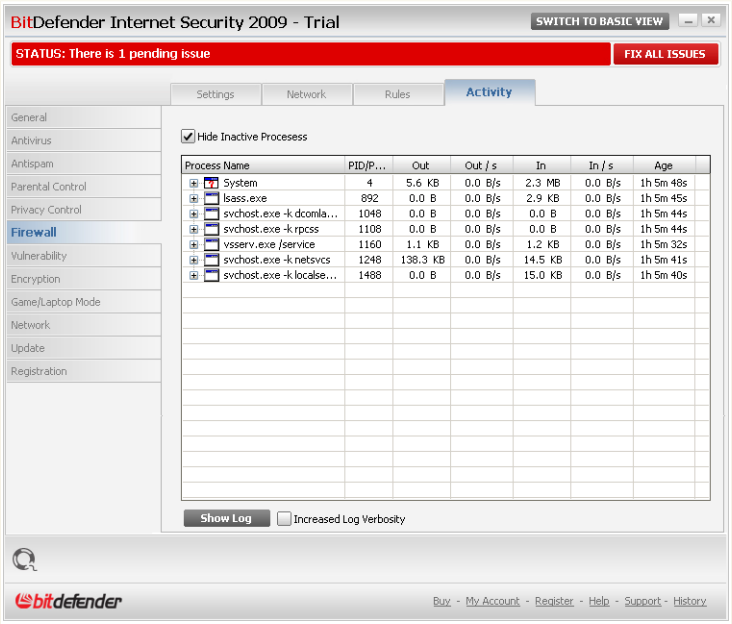
To edit an existing rule, select it and click the **Edit rule** button or double-click it.

You can increase or decrease the priority of a rule. Click the **Move Up In List** button to increase the priority of the selected rule by one level, or click the **Move Down In List** button to decrease the priority of the selected rule by one level. To assign a rule the highest priority, click the **Move First** button. To assign a rule the lowest priority, click the **Move Last** button.

Click **Close** to close the window.

20.4. Connection Control

To monitor the current network / Internet activity (over TCP and UDP) sorted by application and to open the BitDefender Firewall log, go to **Firewall>Activity** in the Advanced View.



Connection Control

You can see the total traffic sorted by application. For each application, you can see the connections and the open ports, as well as statistics regarding the outgoing & incoming traffic speed and the total amount of data sent / received.

If you want to see the inactive processes too, clear the **Hide inactive processes** check box.

The meaning of the icons is as follows:

- Indicates an open connection on your computer.
- Indicates an open port on your computer.

The window presents the current network / Internet activity in real-time. As connections or ports are closed, you can see that the corresponding statistics are dimmed and that, eventually, they disappear. The same thing happens to all statistics corresponding to an application which generates traffic or has open ports and which you close.

For a comprehensive list of events regarding the Firewall module usage (enabling/disabling firewall, traffic blocking, modifying settings) or generated by the activities detected by this module (scanning ports, blocking connection attempts or traffic according to the rules) view the BitDefender Firewall log file by clicking **Show Log**. The file is located in the Common Files folder of the current Windows user, under the path: `...BitDefender\BitDefender Firewall\bdfirewall.txt`.

If you want the log to contain more information, select **Increase log verbosity**.

21. Encryption

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

21.1. 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.

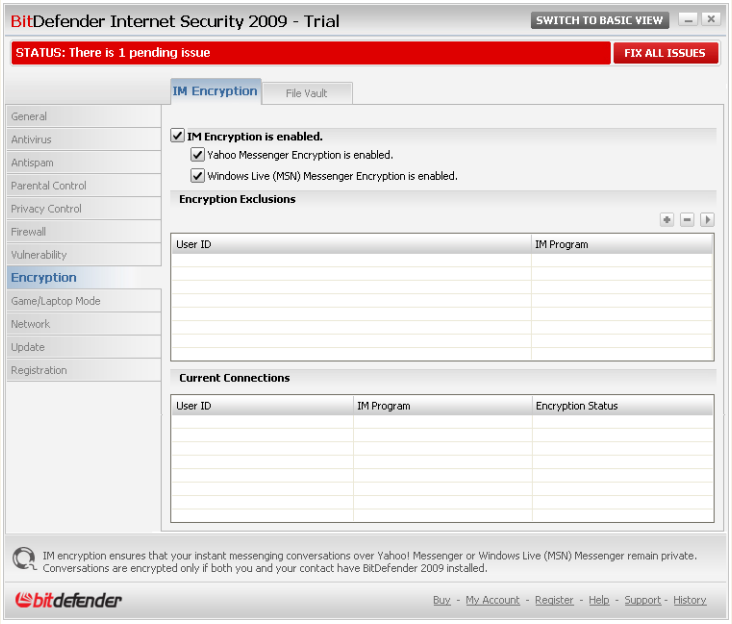
Important

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. 50).



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.

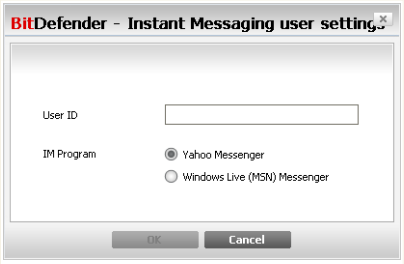
Two tables are displayed:

- **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.

21.1.1. 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**.

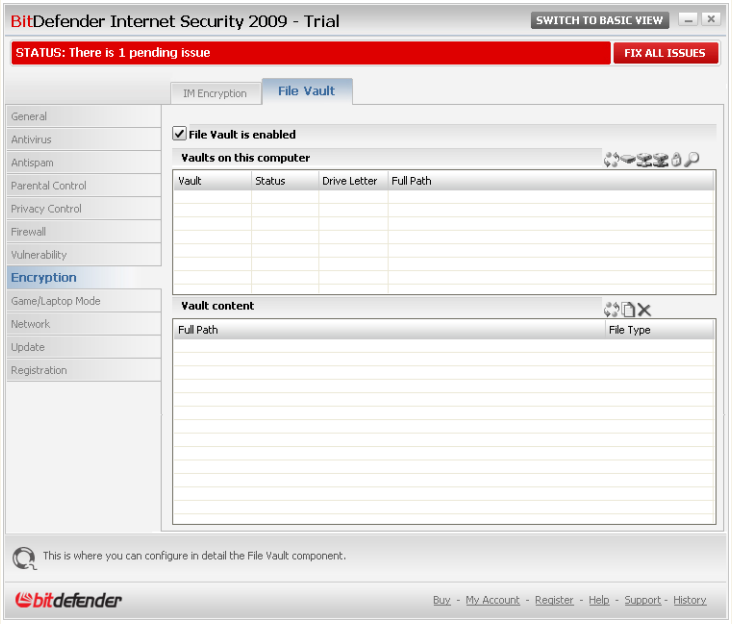
21.2. File Vault

BitDefender File Vault enables you to create encrypted, password-protected logical drives (or vaults) on your computer where you can securely store your confidential and sensitive documents. The data stored on the vaults can only be accessed by users who know the password.

The password allows you to open, store data on and close a vault while maintaining its security. While a vault is open, you can add new files, access current files or change them.

Physically, the vault is a file stored on the local hard drive having the `.bvd` extension. Although the physical files representing the vaulted drives can be accessed from a different operating system (such as Linux), the information stored on them cannot be read because it is encrypted.

To manage the file vaults on your computer, go to **Encryption>File Vault** in the Advanced View.



File Vault

To disable File Vault, clear the **File Vault is enabled** check box and click **Yes** to confirm. If you disable File Vault, all file vaults will be locked and you will no longer be able to access the files they contain.

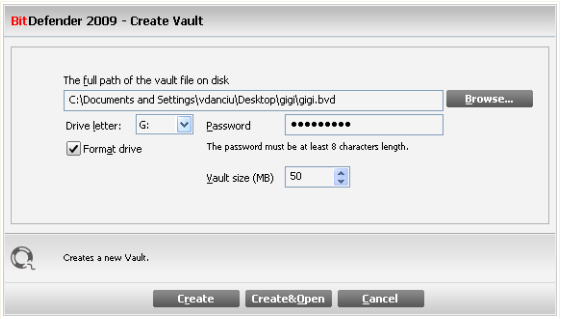
The table at the top displays the file vaults on your computer. You can see the name, the status (opened / locked), the drive letter and the full path of the vault. The table at the bottom displays the content of the selected vault.

21.2.1. Creating a Vault

To create a new vault, use any of these methods:

- Click **Create vault**.
- Right-click in the vaults table and select **Create**.
- Right-click on your Desktop or in a folder on your computer, point to **BitDefender File Vault** and select **Create**.

A new window will appear.



Create File Vault

Proceed as follows:

1. Specify the location and the name of the vault file.
   - Click **Browse**, select the location of the vault and save the vault file under the desired name.
   - Type the full path of the vault file on the disk.
2. Choose a drive letter from the menu. When you open the vault, a virtual disk drive labeled with the selected letter appears in My Computer.
3. Type the vault password in the **Password** field. Anyone trying to open the vault and access its files must provide the password.
4. Select **Format drive** to format the virtual drive assigned to the vault.
5. If you want to change the default size (50 MB) of the vault, type the desired value in the **Vault size** field.
6. Click **Create** if you only want to create the vault at the selected location. To create and display the vault as a virtual disk drive in My Computer, click **Create&Open**.

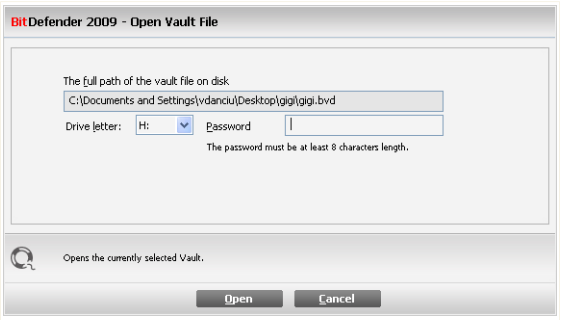
21.2.2. Opening a Vault

In order to access and work with the files stored in a vault, you must open the vault. When you open the vault, a virtual disk drive appears in My Computer. The drive is labeled with the drive letter assigned to the vault.

To open a vault, use any of these methods:

- Select the vault from the table and click **Open vault**.
- Right-click the vault in the table and select **Open**.
- Right-click the vault file on your computer, point to **BitDefender File Vault** and select **Open**.

A new window will appear.



Open File Vault

Proceed as follows:

1. Choose a drive letter from the menu.
2. Type the vault password in the **Password** field.
3. Click **Open**.

21.2.3. Locking a Vault

When you are done with your work in a file vault, you must lock it in order to protect your data.

To lock a vault, use any of these methods:

- Select the vault from the table and click **Lock vault**.
- Right-click the vault in the table and select **Lock**.
- Right-click the vault file on your computer, point to **BitDefender File Vault** and select **Lock**.

- Right-click the corresponding virtual disk drive from My Computer, point to **BitDefender File Vault** and select **Lock**.

21.2.4. Changing Vault Password

To change the password of a vault, use any of these methods:

- Select the vault from the table and click **Change password**.
- Right-click the vault in the table and select **Change password**.
- Right-click the vault file on your computer, point to **BitDefender File Vault** and select **Change vault password**.

A new window will appear.

Change Vault Password

Proceed as follows:

1. Type the current password of the vault in the **Old password** field.
2. Type the new password of the vault in the **New password** and **Confirm new password** fields.

> ***Note***
>
> The password must have at least 8 characters. For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @).

3. Click **OK** to change the password.

21.2.5. Adding Files to a Vault

To add files to a vault, follow these steps:

1. Click **Add file**. A new window will appear.
2. Select the files / folders you want to add to the vault.
3. Click **OK** to copy the selected objects into the vault.

Note
You cannot add system or application files to a vault.

21.2.6. Removing Files from a Vault

To remove a file from a vault, follow these steps:

1. Select from the vaults table the vault containing the file to be removed.
2. Select the file to be removed from the table that displays the vault content.
3. Click **Remove file**.

Note
If the vault is open, you can directly remove files from the virtual disk drive assigned to the vault.

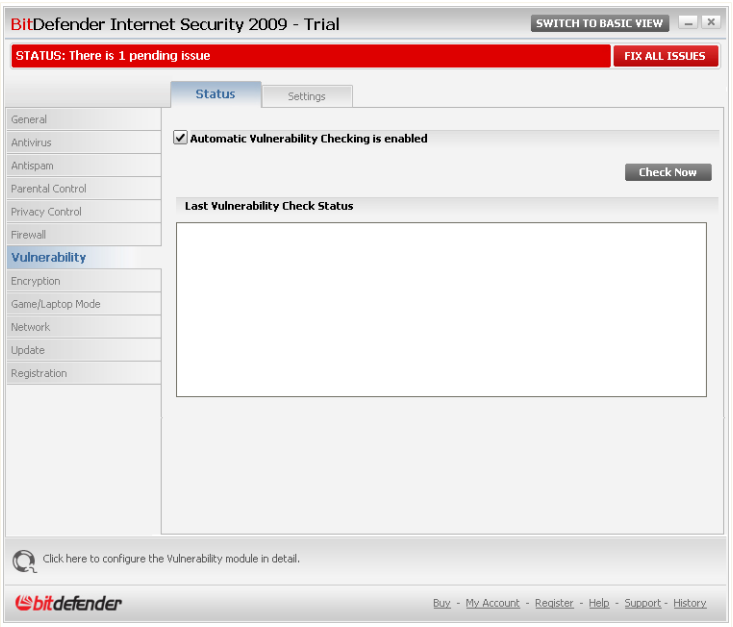
22. Vulnerability

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.

22.1. 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.

22.1.1. 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.

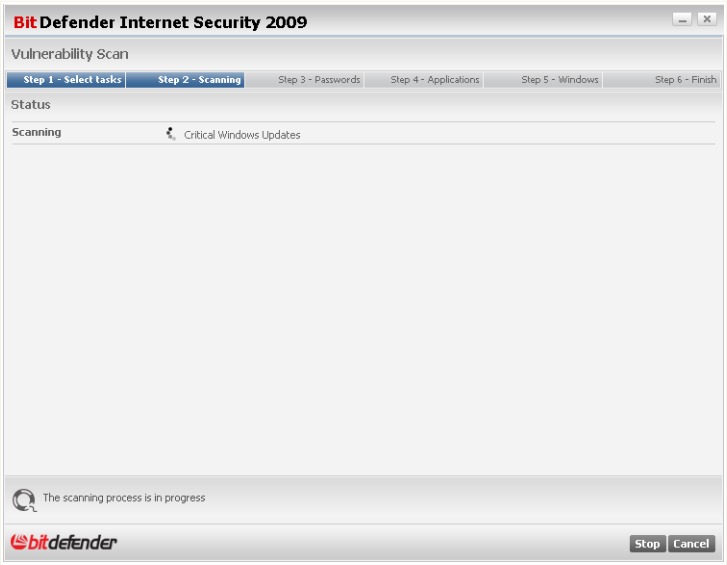
You can click **Check Now** and follow the wizard to fix vulnerabilities step by step.

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:

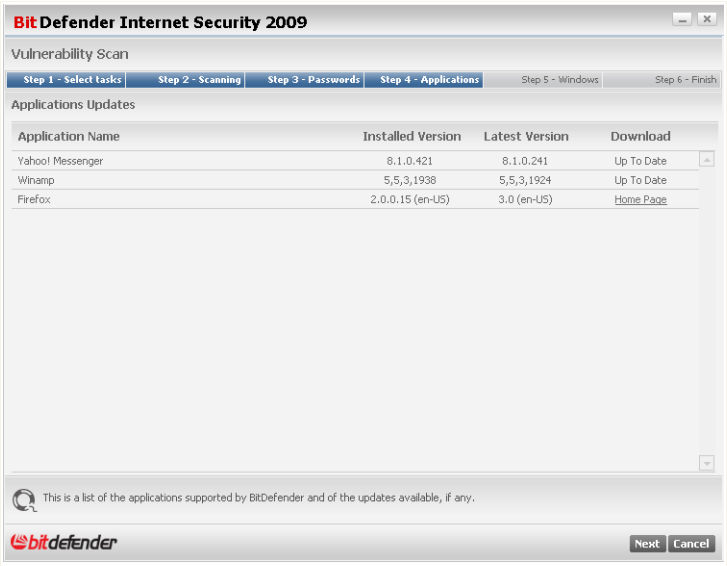
- **Force user to change password at next login.** BitDefender will prompt the user to change the password the next time the user logs on to Windows.
- **Change user password.** You must type the new password in the edit fields.

> ***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**.

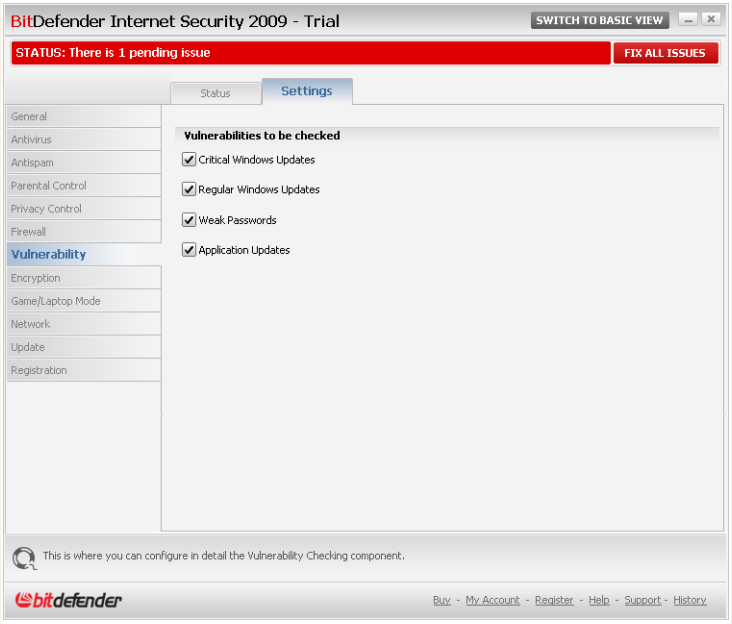
Step 6/6 - View Results

Results

Click **Close**.

22.2. 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.

23. 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.

23.1. 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**.
- The BitDefender firewall is set to **Allow all**. This means that all new connections (both incoming and outgoing) are automatically allowed, regardless of the port and protocol being used.
- Updates are not performed by default.

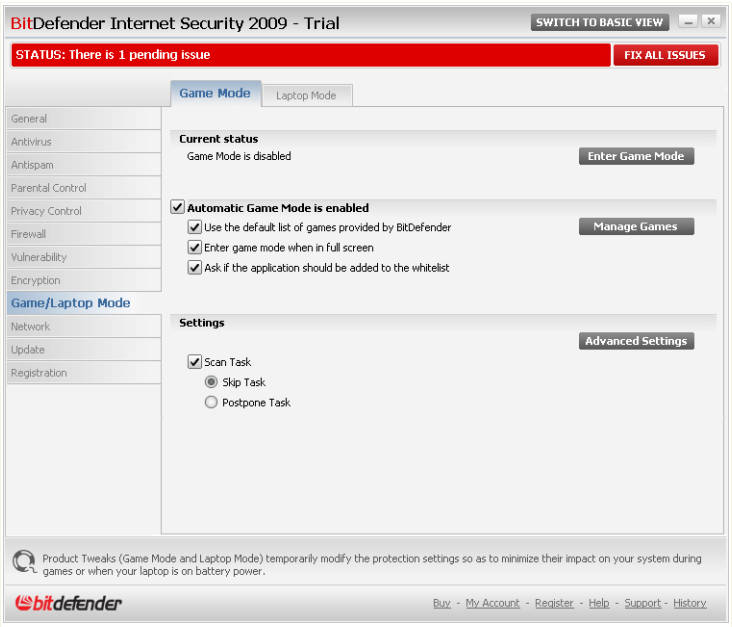
  Note
  To change this setting, go to Update>Settings and clear the **Don't update if Game Mode is on** check box.

- 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.

23.1.1. 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:

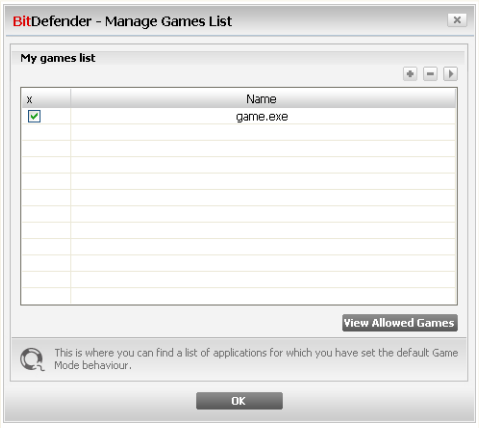
- **Use the default list of games provided by BitDefender** - to automatically enter Game Mode when you start a game from the BitDefender's list of known games. To view this list, click **Manage Games** and then **View Allowed Games**.
- **Enter game mode when in full screen** - to automatically enter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

23.1.2. 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.

23.1.3. 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.

To automatically disable the BitDefender firewall while in Game Mode, follow these steps:

1. Click **Advanced Settings**. A new window will appear.
2. Select the **Do not use firewall** check box.
3. Click **OK** to save the changes.

23.1.4. 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.

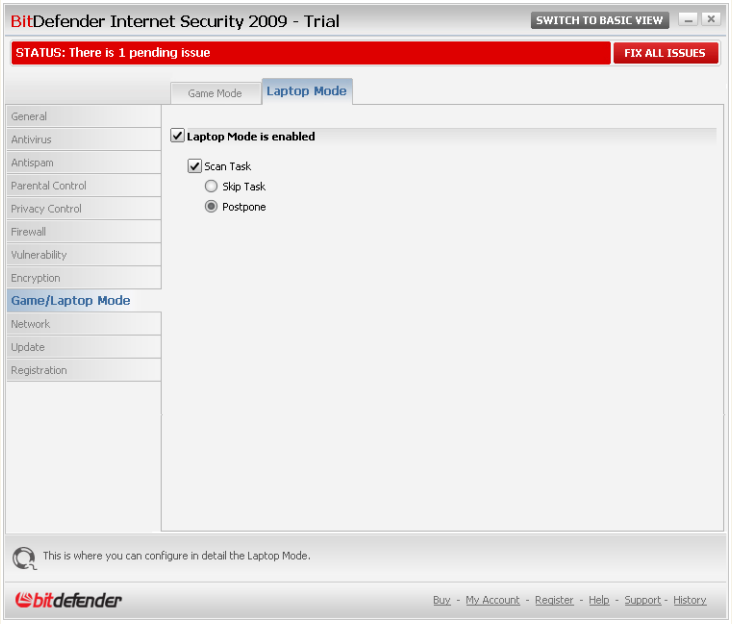
23.2. Laptop Mode

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.

23.2.1. 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.

24. 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.

24.1. 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**.

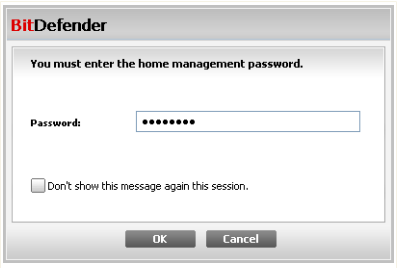
You can see the computer name appearing in the network map.

24.2. 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.

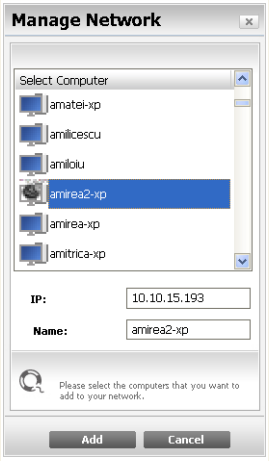
To add a computer to the BitDefender home network, follow these steps:

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

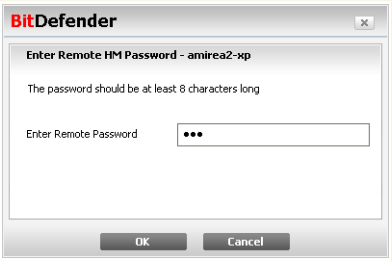
You can see the list of computers in the network. The icon meaning is as follows:

- 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.

24.3. 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

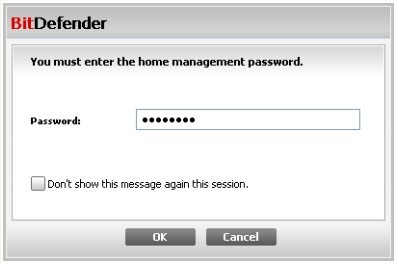
If you move the mouse cursor over a computer from the network map, you can see brief information about it (name, IP address, number of issues affecting the system security, BitDefender registration status).

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.

25. 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 antispam engines** - new rules will be added to the heuristic and URL filters and new images will be added to the Image filter. This will help increase the effectiveness of your Antispam engine. This update type is also known as **Antispam 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**.

25.1. 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.

25.1.1. 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**.

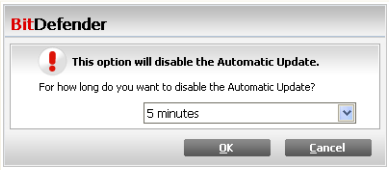
The **Update** module will connect to the BitDefender update server and will verify if any update is available. If an update was detected, depending on the options set in the Manual Update Settings section, you will be asked to confirm the update or the update will be made automatically.

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.

25.1.2. Disabling Automatic Update

If you want to disable automatic update, a warning window will appear.



Disable Automatic Update

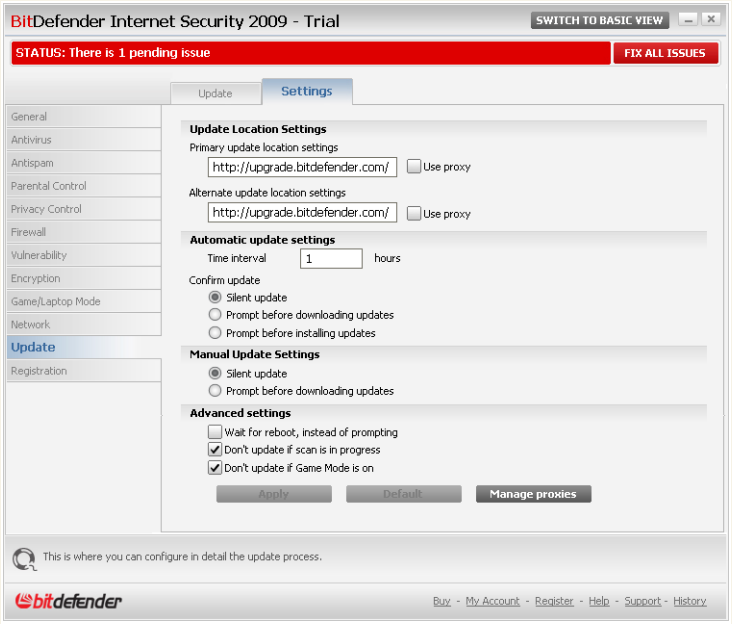
You must confirm your choice by selecting from the menu how long you want the automatic update to be disabled. You can disable the automatic update for 5, 15 or 30 minutes, for an hour, permanently or until the system restart.

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.

25.2. 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.

25.2.1. 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. 270)

25.2.2. 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.

25.2.3. 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.

25.2.4. 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.

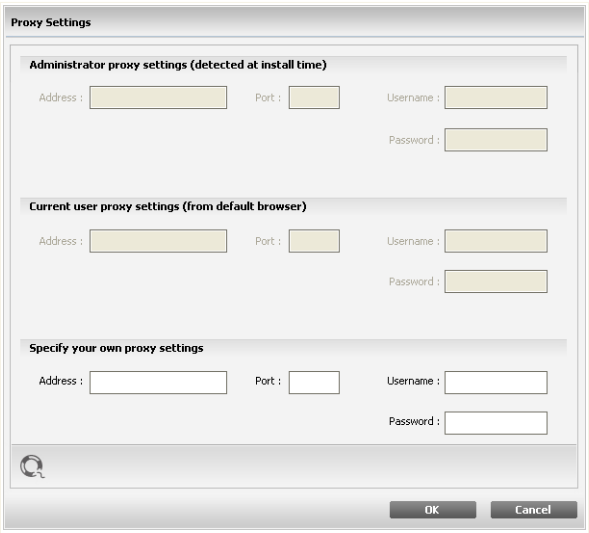
- **Don't update if game mode is on** - BitDefender will not update if the game mode is turned on. In this way, you can minimize the product's influence on system performance during games.

25.2.5. 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.

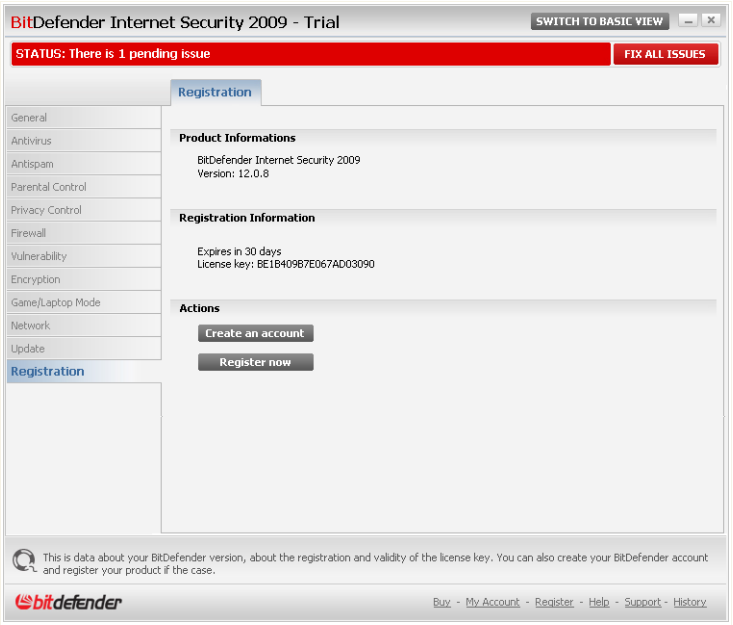
First, the set containing your own proxy settings will be used to connect to the Internet. If it does not work, the proxy settings detected at installation time will be tried next. Finally, if those do not work either, the proxy settings of the current user will be taken from the default browser and 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.

26. Registration

To find complete information on your BitDefender product and the registration status, go to **Registration** in the Advanced View.



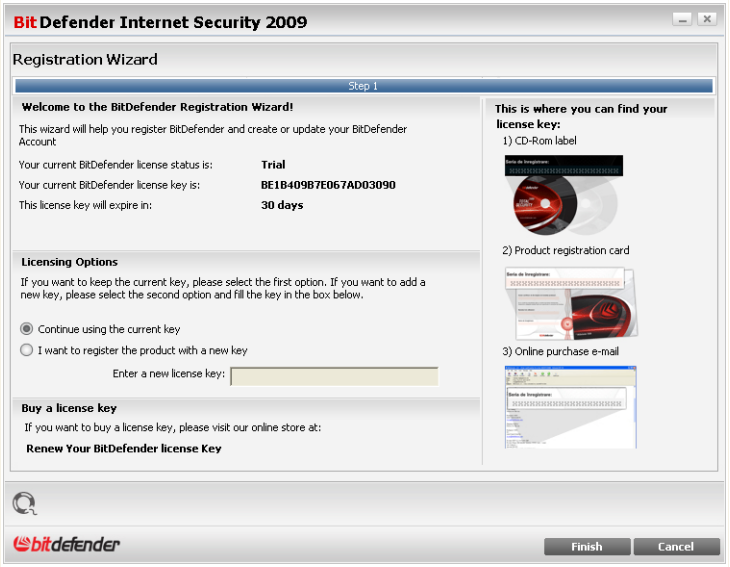
Registration

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.

26.1. Registering BitDefender Internet Security 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 Internet Security 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**.

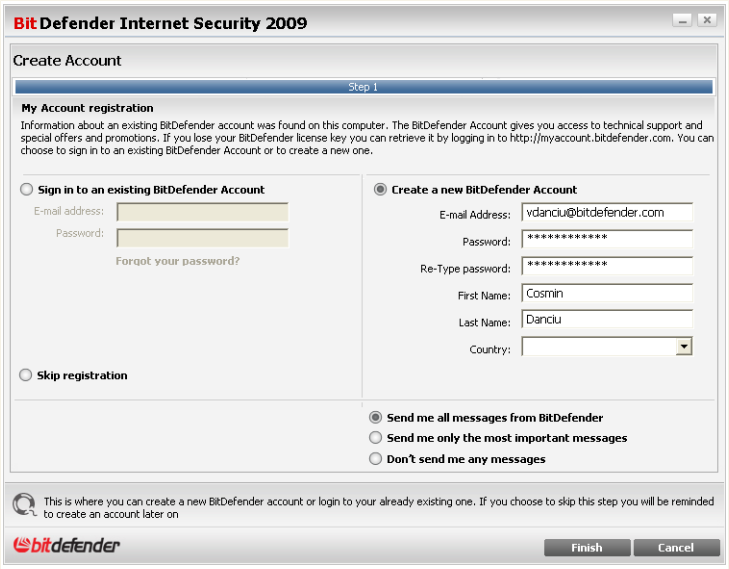
26.2. Creating a BitDefender Account

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. 276)

■ “I already have a BitDefender account” (p. 276)

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

27. 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.

27.1. 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.

27.2. Asking for Help

27.2.1. 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/

27.2.2. 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/

27.3. 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.

27.3.1. 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

27.3.2. 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

28. Overview

BitDefender Internet Security 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/

28.1. 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.

28.2. 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.

29. 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.

29.1. 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

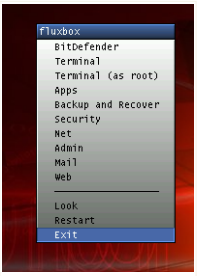
At boot time, the update of the virus signatures is made automatically. This may take a while.

When the boot process has finished you will see the next desktop. You may now start using BitDefender Rescue CD.

The Desktop

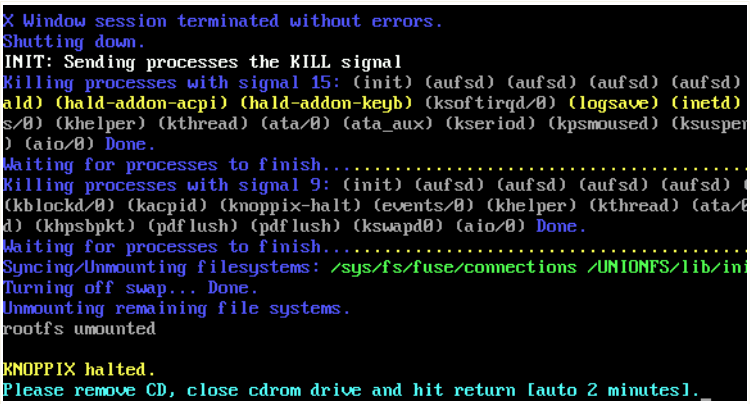
29.2. Stop BitDefender Rescue CD

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

29.3. 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**.

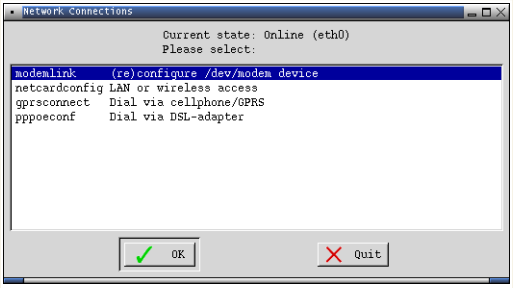
Or you can issue the next command as root, from a terminal. The **BitDefender Antivirus Scanner** will start with the selected file or folder as default location to scan.

```
# bdscan /path/to/scan/
```

29.4. 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:

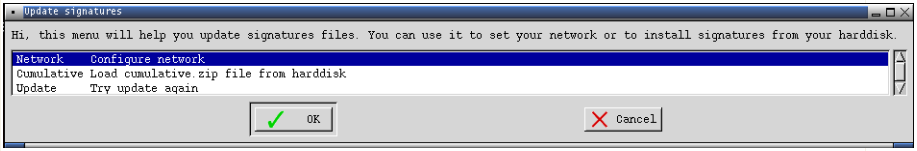
```
# pppconfig
```

4. Follow the on-screen instructions. If you're not sure what to write, contact your system or network administrator for details.

29.5. 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**.

29.5.1. 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**.

29.6. 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

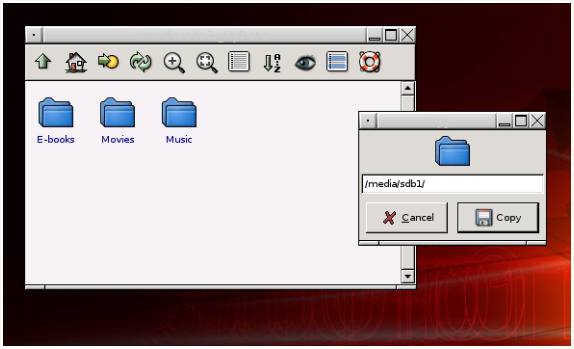
If the computer was not properly shut down, it is possible that certain partitions were not mounted automatically. To mount a partition, follow these steps.

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.