bitdefender

antivirus 2010

User's guide

BitDefender Antivirus 2010
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Preface

This guide is intended to all users who have chosen **BitDefender Antivirus 2010** as a security solution for their personal computers. The information presented in this book is suitable not only for computer literates, it is accessible to everyone who is able to work under Windows.

This book will describe for you BitDefender Antivirus 2010, will guide you through the installation process, will show you how to configure it. You will find out how to use BitDefender Antivirus 2010, 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 following table.

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.
sales@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.
`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. Book Structure

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

Installation and Removal. Step by step instructions for installing BitDefender on a personal computer. 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.

Getting Started. Contains all the information you need to get started with BitDefender. You are presented with the BitDefender interface and how to fix issues, configure basic settings and register your product.

Intermediate Mode. Presents the Intermediate Mode interface of BitDefender.

Expert Mode. A detailed presentation of the Expert Mode interface of BitDefender. You are taught how to configure and use all BitDefender modules so as to efficiently protect your computer against all kind of malware threats (viruses, spyware, rootkits and so on).

Integration into Windows and Third-Party Software. Shows you how to use the BitDefender options on the Windows contextual menu and the BitDefender toolbars integrated into supported third-party programs.

How To. Provides procedures to quickly perform the most common tasks in BitDefender.

Troubleshooting and 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 and Removal

1. System Requirements

You may install BitDefender Antivirus 2010 only on computers running the following operating systems:

- Windows XP (32/64 bit) with Service Pack 2 or higher
- Windows Vista (32/64 bit) or Windows Vista with Service Pack 1 or higher
- Windows 7 (32/64 bit)

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. Minimal System Requirements

- 450 MB available free hard disk space
- 800 MHz processor
- RAM Memory:
  - 512 MB for Windows XP
  - 1 GB for Windows Vista and Windows 7
- Internet Explorer 6.0
- .NET Framework 1.1 (also available in the installer kit)

1.2. Recommended System Requirements

- 600 MB available free hard disk space
- Intel CORE Duo (1.66 GHz) or equivalent processor
- RAM Memory:
  - 1 GB for Windows XP and Windows 7
  - 1.5 GB for Windows Vista
- Internet Explorer 7 (or higher)
- .NET Framework 1.1 (also available in the installer kit)

1.3. Supported Software

Antiphishing protection is provided only for:

- Internet Explorer 6.0 or higher
- Mozilla Firefox 2.5
- Yahoo Messenger 8.5
- Windows Live Messenger 8

Instant Messaging (IM) encryption is provided only for:

- Yahoo Messenger 8.5
- Windows Live Messenger 8

2. Preparing for Installation

Before you install BitDefender Antivirus 2010, complete these preparations to ensure the installation will go smoothly:

- Make sure that the computer where you plan to install BitDefender meets the minimum system requirements. If the computer does not meet all the minimum system requirements, BitDefender will not be installed or, if installed, it will not work properly and it will cause system slowdowns and instability. For a complete list of system requirements, please refer to "*System Requirements*" (p. 2).
- Log on to the computer using an Administrator account.
- Remove any other security software from the computer. Running two security programs simultaneously may affect their operation and cause major problems with the system. Windows Defender will be disabled by default before installation is initiated.

3. Installing BitDefender

You can install BitDefender from the BitDefender installation CD or using the installation file downloaded on your computer from the BitDefender website or from other authorized websites (for example, the website of a BitDefender partner or an online shop). You can download the installation file from the BitDefender website at the following address: http://www.bitdefender.com/site/Downloads/.

- To install BitDefender from the CD, insert the CD into the drive. A welcome screen should be displayed in a few moments. Follow the instructions to start installation.

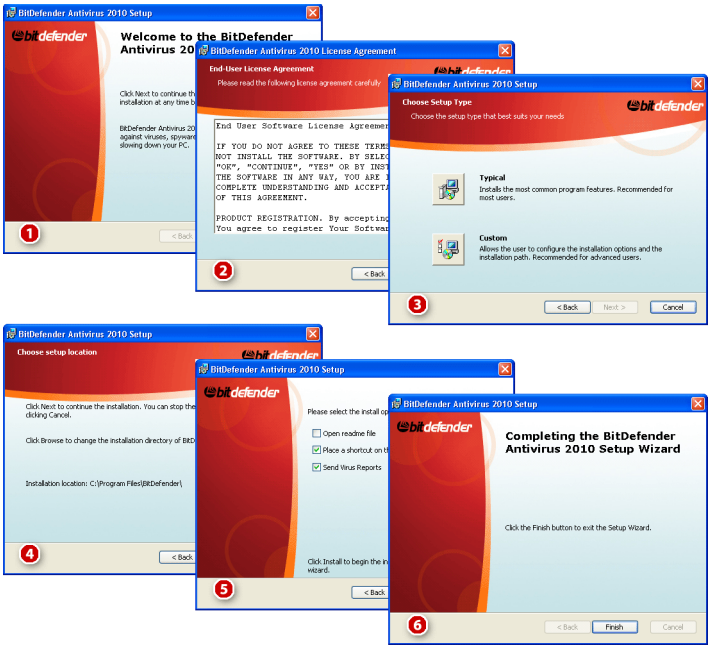
  Note

  The welcome screen provides an option to copy the installation package from the installation CD to a USB storage device. This is useful if you need to install BitDefender on a computer that does not have a CD drive (for example, on a netbook). Insert the storage device into the USB drive and then click **Copy to USB**. Afterwards, go to the computer without a CD drive, insert the storage device into the USB drive and double-click `runsetup.exe` from the folder where you have saved the installation package.

  If the welcome screen does not appear, follow this path `Products\Antivirus\install\en\` from the CD's root directory and double-click `runsetup.exe`.

- To install BitDefender using the installation file downloaded on your computer, locate the file and double-click it.

The installer will first check your system to validate the installation. If the installation is validated, the setup wizard will appear. The following image shows the setup wizard steps.



Installation Steps

Follow these steps to install BitDefender Antivirus 2010:

1. Click **Next**. You can cancel installation anytime you want by clicking **Cancel**.

   BitDefender Antivirus 2010 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.

2. 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.

3. Select the type of installation to be performed.

- **Typical** - to install the program immediately, using the default installation options. If you choose this option, skip to Step 6.
- **Custom** - to configure the installation options and then install the program. This option allows you to change the installation path.

4. By default, BitDefender Antivirus 2010 will be installed in `C:\Program Files\BitDefender\BitDefender 2010`. 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. The recommended options are selected by default:

   - **Open readme file** - to open the readme file at the end of the installation.
   - **Place a shortcut on the desktop** - to place a shortcut to BitDefender Antivirus 2010 on your desktop at the end of the installation.
   - **Disable DNS Caching** - to disable the DNS (Domain Name System) Caching. The DNS Client service may be used by malicious applications to send information over the network without your consent.
   - **Send Virus Reports** - to send virus scanning reports to the BitDefender Lab 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.
   - **Turn off Windows Defender** - to turn off Windows Defender; this option appears only on Windows Vista.

   Click **Install** to start installing the program. If not already installed, BitDefender will first install .NET Framework 1.1.

6. Wait until the installation is completed and then click **Finish**. You will be asked to restart your system so that the setup wizard can complete the installation process. We recommend doing so as soon as possible.

   Important

   After completing the installation and restarting the computer, a registration wizard and a configuration wizard will appear. Complete these wizards in order to register and configure BitDefender Antivirus 2010 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 2010`.

3.1. Registration Wizard

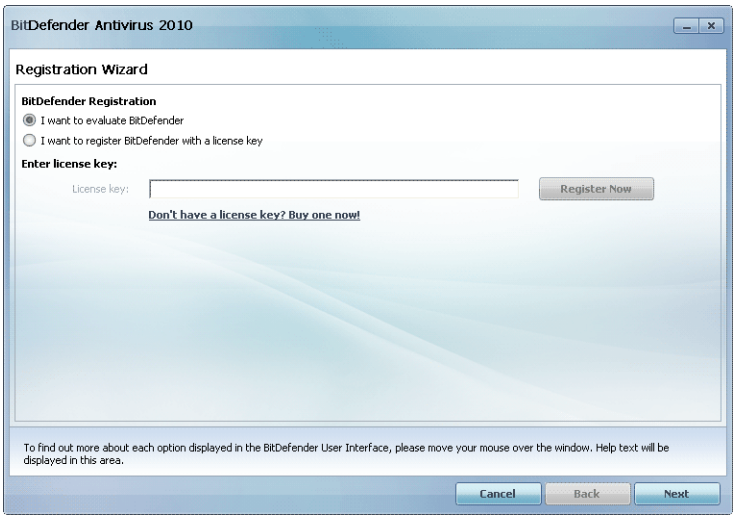
The first time you start your computer after installation, a registration wizard will appear. The wizard helps you register BitDefender and configure a BitDefender account.

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.

3.1.1. Step 1 - Register BitDefender Antivirus 2010



Registration

BitDefender Antivirus 2010 comes with 30-day trial period. To continue evaluating the product, select **I want to evaluate BitDefender** and click **Next**.

To register BitDefender Antivirus 2010:

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

Note

You can find your license key:

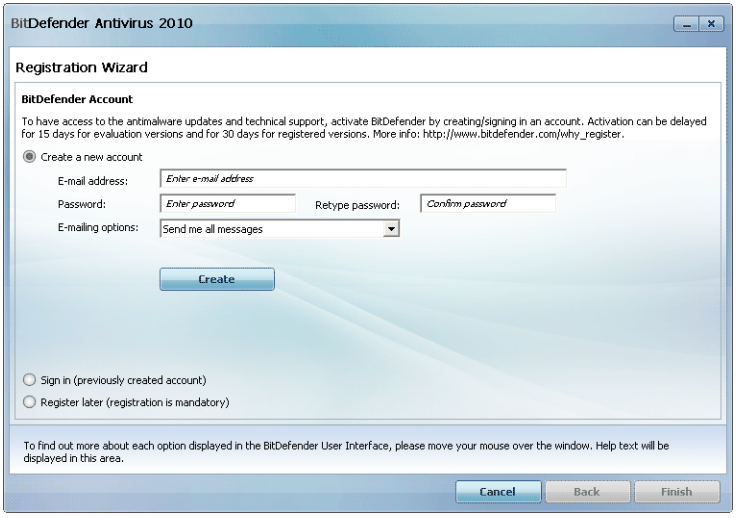
- on the CD label.
- on the product registration card.
- in the online purchase e-mail.

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

3. Click **Register Now**.
4. Click **Next**.

If a valid BitDefender license key is detected on your system, you can continue using this key by clicking **Next**.

3.1.2. Step 2 - Create a BitDefender Account



Account Creation

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

- “I do not have a BitDefender account” (p. 10)
- “I already have a BitDefender account” (p. 10)

Important

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

I do not have a BitDefender account

To successfully create a BitDefender account, follow these steps:

1. Select **Create a new account**.
2. Type the required information in the corresponding fields. 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 between 6 and 16 characters long.
   - **Re-type password** - type in again the previously specified password.

   Note

   Once the account is activated, you can use the provided e-mail address and password to log in to your account at http://myaccount.bitdefender.com.

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Create**.
5. Click **Finish** to complete the wizard.
6. **Activate your account.** Before being able to use your account, you must activate it. Check your e-mail and follow the instructions in the e-mail message sent to you by the BitDefender registration service.

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 and click **Sign in**. Click **Finish** to complete the wizard.

If you already have an active account, but BitDefender does not detect it, follow these steps to register the product to that account:

1. Select **Sign in (previously created account)**.

2. Type the e-mail address and the password of your account in the corresponding fields.

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

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Sign in**.
5. Click **Finish** to complete the wizard.

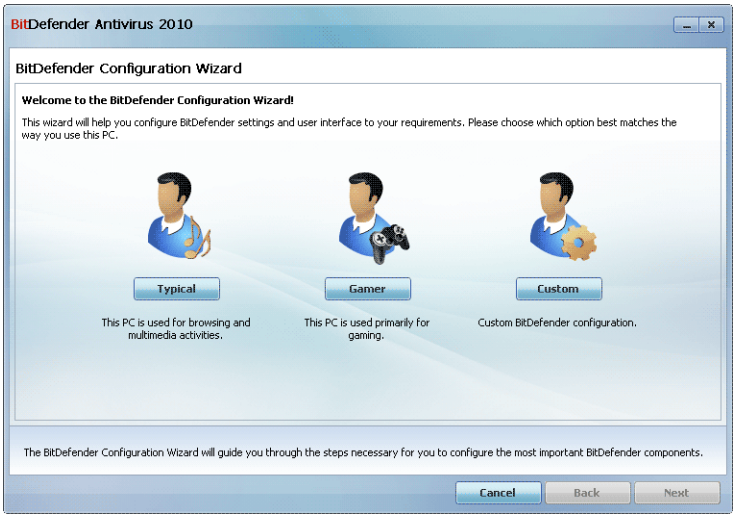
3.2. Configuration Wizard

Once you have completed the registration wizard, a configuration wizard will appear. This wizard helps you configure the main BitDefender settings and user interface so that they suit your requirements better. At the end of the wizard, you can update the product files and malware signatures and scan the system files and applications to make sure they are not infected.

The wizard consists of a few simple steps. The number of steps depends on the choices you make. All of the steps are presented here, but you will be notified when your choices affect their number.

Completing this wizard is not mandatory; however, we recommend you do so in order to save time and ensure your system is safe even before BitDefender Antivirus 2010 is installed. 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.

3.2.1. Step 1 - Select Usage Profile



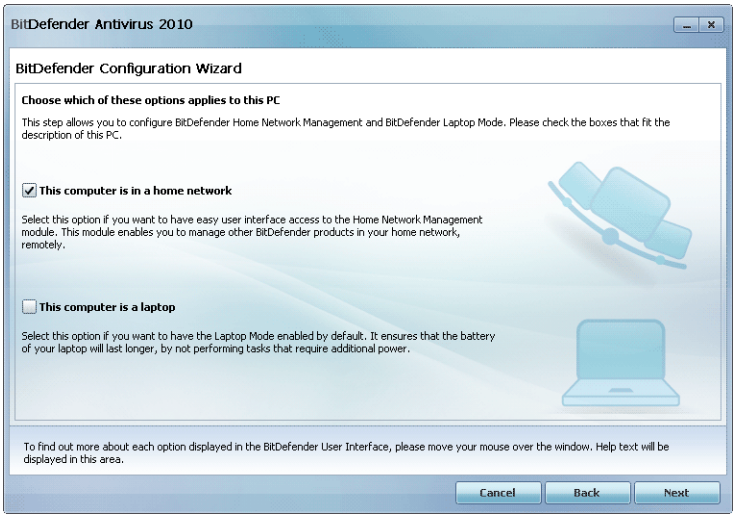
Usage Profiles

Click the button that best describes the activities performed on this computer (the usage profile).

Option	Description
Typical	Click here if this PC is used mainly for browsing and multimedia activities.
Gamer	Click here if this PC is used primarily for gaming.
Custom	Click here if you want to configure all the main settings of BitDefender.

You can later reset the usage profile from the product interface.

3.2.2. Step 2 - Describe Computer



Computer Description

Select the options that apply to your computer:

- **This computer is in a home network.** Select this option if you want to manage remotely (from another computer) the BitDefender product you installed on this computer. An additional wizard step will allow you to configure the Home Network Management module.
- **This computer is a laptop.** Select this option if you want to have the Laptop Mode enabled by default. While in Laptop Mode, scheduled scan tasks are not performed, as they require more system resources and, implicitly, increase power consumption.

Click **Next** to continue.

3.2.3. Step 3 - Select User Interface

User Interface View Modes

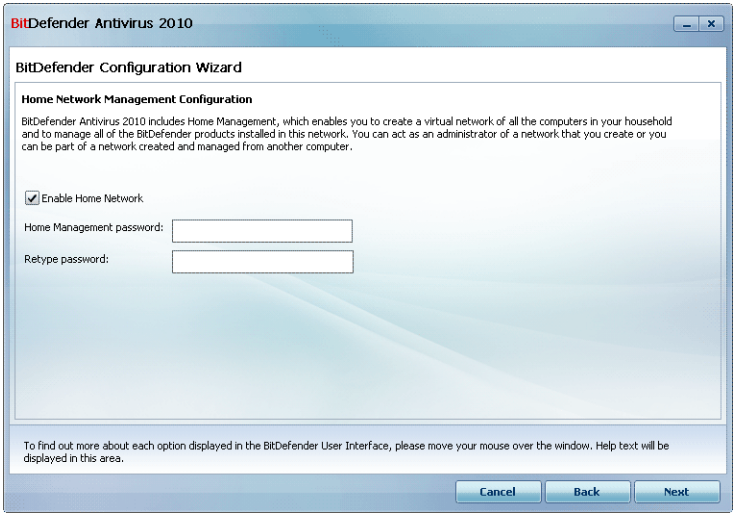
Click the button that best describes your computer skills to select an appropriate user interface view mode. You can choose to view the user interface under any of three modes, depending on your computer skills and on your previous experience with BitDefender.

Mode	Description
Novice Mode	Suited for computer beginners and people who want BitDefender to protect their computer and data without being bothered. This mode is simple to use and requires minimal interaction on your side. All you have to do is fix the existing issues when indicated by BitDefender. An intuitive step-by-step wizard assists you in fixing issues. Additionally, you can perform common tasks, such as updating the BitDefender virus signature and product files or scanning the computer.
Intermediate Mode	Aimed at users with average computer skills, this mode extends what you can do in Novice Mode. You can fix issues separately and choose which issues to be monitored. Moreover, you can manage remotely the

Mode	Description
	BitDefender products installed on the computers in your household.
Expert Mode	Suited for more technical users, this mode allows you to fully configure each functionality of BitDefender. You can also use all tasks provided to protect your computer and data.

3.2.4. Step 4 - Configure BitDefender Network

Note
This step appears only if you have specified that the computer is connected to a home network in Step 2.



BitDefender Network Configuration

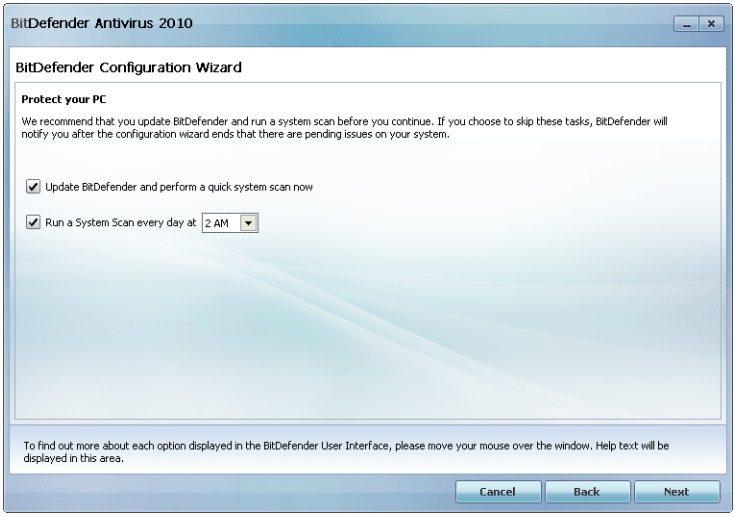
BitDefender enables you to create a virtual network of the computers in your household and to manage the BitDefender products installed in this network.

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

1. Select **Enable Home Network**.
2. Type the same administrative password in each of the edit fields. The password enables an administrator to manage this BitDefender product from another computer.

Click **Next** to continue.

3.2.5. Step 5 - Select the Tasks to Be Run



Task Selection

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

- **Update BitDefender and perform a quick system scan now** - during the next step, the virus signatures and product files of BitDefender will be updated in order to protect your computer against the latest threats. Also, immediately after the update is completed, BitDefender will scan the files from the `Windows` and `Program Files` folders to make sure they are not infected. These folders contain files of the operating system and of installed applications and they are usually the first to be infected.
- **Run a System Scan every day at 2 AM** - sets BitDefender to perform a standard scan of your computer every day at 2 AM. To change the time when the scan is run, click the menu and select the desired start time. If the computer is shut down when the schedule is due, the scan will run the next time you start your computer.

Note

If you later want to change the time when the scan is scheduled to run, follow these steps:

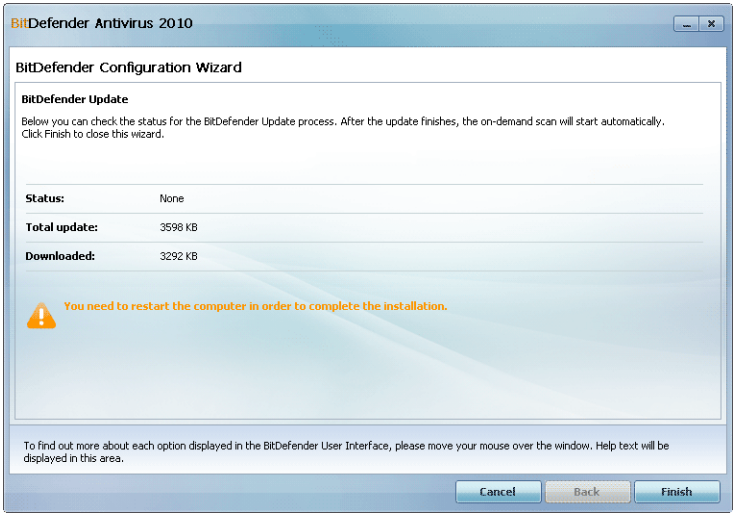
1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antivirus** on the left-side menu.

3. Click the **Virus Scan** tab.
4. Right-click the **System Scan** task and select **Schedule**. A new window will appear.
5. Change the frequency and the start time as needed.
6. Click **OK** to save the changes.

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

If you clear the first check box, there are no tasks to be performed in the last step of the wizard. Click **Finish** to complete the wizard.

3.2.6. Step 6 - Finish



Task Status

Wait for BitDefender to update its malware signatures and scanning engines. As soon as the update is completed, a quick system scan will be started. The scan will be performed silently, in the background. You can notice the scan progress icon in the system tray. You can click this icon to open the scan window and to see the scan progress.

Click **Finish** to complete the wizard. You do not have to wait for the scan to complete.

Note

The scan will take a few minutes. When it is over, open the scan window and check the scan results to see if your system is clean. If viruses were detected during the scan, you should immediately open BitDefender and run a full system scan.

4. Upgrade

You can upgrade to BitDefender Antivirus 2010 if you are using BitDefender Antivirus 2010 beta or the 2008 or 2009 version.

There are two ways to perform the upgrade:

- Install BitDefender Antivirus 2010 directly over the older version. If you install directly over the 2009 version, the Quarantine is automatically imported.
- Remove the older version, then restart the computer and install the new version as described in chapter "*Installing BitDefender*" (p. 5). No product settings will be saved. Use this upgrade method if the other fails.

5. Repairing or Removing BitDefender

If you want to repair or remove BitDefender Antivirus 2010, follow the path from the Windows start menu: **Start → Programs → BitDefender 2010 → Repair or Remove**.

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

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

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

  Restart the computer when prompted and, afterwards, click **Install** to reinstall BitDefender Antivirus 2010.

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

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

  Note

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

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

  Important

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

  Click **Remove** to start the removal of BitDefender Antivirus 2010 from your computer.

  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`.

Getting Started

6. Overview

Once you have installed BitDefender your computer is protected. If you have not completed the configuration wizard, you must open BitDefender as soon as possible and fix the existing issues. You may have to configure specific BitDefender components or take preventive actions to protect your computer and your data. If you want to, you can configure BitDefender not to alert you about specific issues.

If you have not registered the product (including creating a BitDefender account), remember to do so until the trial period ends. You must create an account within 15 days after installing BitDefender (if you register it with a license key, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update. For more information on the registration process, please refer to "*Registration and My Account*" (p. 47).

6.1. Opening BitDefender

To access the main interface of BitDefender Antivirus 2010, use the Windows Start menu, by following the path **Start → Programs → BitDefender 2010 → BitDefender Antivirus 2010** or, quicker, double click the BitDefender icon in the system tray.

6.2. User Interface View Modes

BitDefender Antivirus 2010 meets the needs of computer beginners and very technical people alike. Its graphical user interface is designed to suit each and every category of users.

You can choose to view the user interface under any of three modes, depending on your computer skills and on your previous experience with BitDefender.

Mode	Description
Novice Mode	Suited for computer beginners and people who want BitDefender to protect their computer and data without being bothered. This mode is simple to use and requires minimal interaction on your side. All you have to do is fix the existing issues when indicated by BitDefender. An intuitive step-by-step wizard assists you in fixing issues. Additionally, you can perform common tasks, such as updating the BitDefender virus signature and product files or scanning the computer.
Intermediate Mode	Aimed at users with average computer skills, this mode extends what you can do in Novice Mode.

Mode	Description
	You can fix issues separately and choose which issues to be monitored. Moreover, you can manage remotely the BitDefender products installed on the computers in your household.
Expert Mode	Suited for more technical users, this mode allows you to fully configure each functionality of BitDefender. You can also use all tasks provided to protect your computer and data.

The user interface mode is selected in the configuration wizard. This wizard appears after the registration wizard, the first time you open your computer after installing the product. If you cancel the configuration wizard, the user interface mode will default to Intermediate Mode.

To change the user interface mode, follow these steps:

1. Open BitDefender.
2. Click the **Settings** button in the upper-right corner of the window.
3. In the User Interface Settings category, click the arrow on the button and select the desired mode from the menu.
4. Click **OK** to save and apply the changes.

6.2.1. Novice Mode

If you are a computer beginner, displaying the user interface in Novice Mode may be the most adequate choice for you. This mode is simple to use and requires minimal interaction on your side.

Novice Mode

The window is organized into four main sections:

- **Security Status** informs you of the issues that affect your computer's security and helps you fix them. By clicking **Fix All Issues**, a wizard will help you easily remove any threats to your computer and data security. For detailed information, please refer to "*Fixing Issues*" (p. 37).
- **Protect Your PC** is where you can find the necessary tasks to protect your computer and data. The available tasks you can perform are different depending on the selected usage profile.
  - The **Scan Now** button starts a standard scan of your system for viruses, spyware and other malware. The Antivirus Scan wizard will appear and guide you through the scanning process. For detailed information about this wizard, please refer to "*Antivirus Scan Wizard*" (p. 52).
  - The **Update Now** button helps you update the virus signature and product files of BitDefender. A new window will appear where you can see the update status. If updates are detected, they are automatically downloaded and installed on your computer.
  - When the **Typical** profile is selected, the **Vulnerabilities Check** button starts a wizard that helps you find and fix system vulnerabilities, such as outdated software or missing Windows updates. For detailed information, please refer to section "*Vulnerability Check Wizard*" (p. 64).

- When the **Gamer** profile is selected, the **Turn On/Off Game Mode** button allows you to enable/disable Game Mode. Game Mode temporarily modifies protection settings so as to minimize their impact on system performance.

- **Maintain Your PC** is where you can find additional tasks to protect your computer and data.
  - **Deep System Scan** starts a comprehensive scan of your system for all types of malware.
  - **My Documents Scan** scans for viruses and other malware your most commonly used folders: `My Documents` and `Desktop`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.
  - **Autologon Scan** scans the items that are run when you log on to Windows.
- **Usage Profile** indicates the usage profile that is currently selected. The usage profile reflects the main activities performed on the computer. Depending on the usage profile, the product interface is organized to allow easy access to your preferred tasks.

  If you want to switch to a different profile or edit the one you are currently using, click the profile and follow the configuration wizard.

In the upper-right corner of the window, you can see the **Settings** button. It opens a window where you can change the user interface mode and enable or disable the main settings of BitDefender. For detailed information, please refer to *"Configuring Basic Settings" (p. 40)*.

In the bottom-right corner of the window, you can find several useful links.

Link	Description
Buy/Renew	Opens a web page where you can purchase a license key for your BitDefender Antivirus 2010 product.
Register	Allows you to enter a new license key or to view the current license key and the registration status.
Support	Allows you to contact the BitDefender support team.
Help	Gives you access to a help file that shows you how to use BitDefender.
View Logs	Allows you to see a detailed history of all tasks performed by BitDefender on your system.

6.2.2. Intermediate Mode

Aimed at users with average computer skills, Intermediate Mode 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.

Intermediate Mode

The Intermediate Mode window consists of five tabs. The following table briefly describes each tab. For detailed information, please refer to the “Intermediate Mode” (p. 71) part of this user guide.

Tab	Description
Dashboard	Displays the security status of your system and lets you reset the usage profile.
Antivirus	Displays the status of the antivirus module that helps you keep your BitDefender up to date and your computer virus free.
Antiphishing	Displays the status of the modules that protect you against phishing (personal information theft) while you are online.
Vulnerability	Displays the status of the vulnerability module that helps you keep crucial software on your PC up-to-date. This is where you can easily fix any vulnerability that may affect your computer's security.
Network	Displays the BitDefender home network structure. This is where you can perform various actions to configure and manage the BitDefender products installed in your home network. In this way, you can manage the security of your home network from a single computer.

In the upper-right corner of the window, you can see the **Settings** button. It opens a window where you can change the user interface mode and enable or disable the main settings of BitDefender. For detailed information, please refer to *"Configuring Basic Settings" (p. 40)*.

In the bottom-right corner of the window, you can find several useful links.

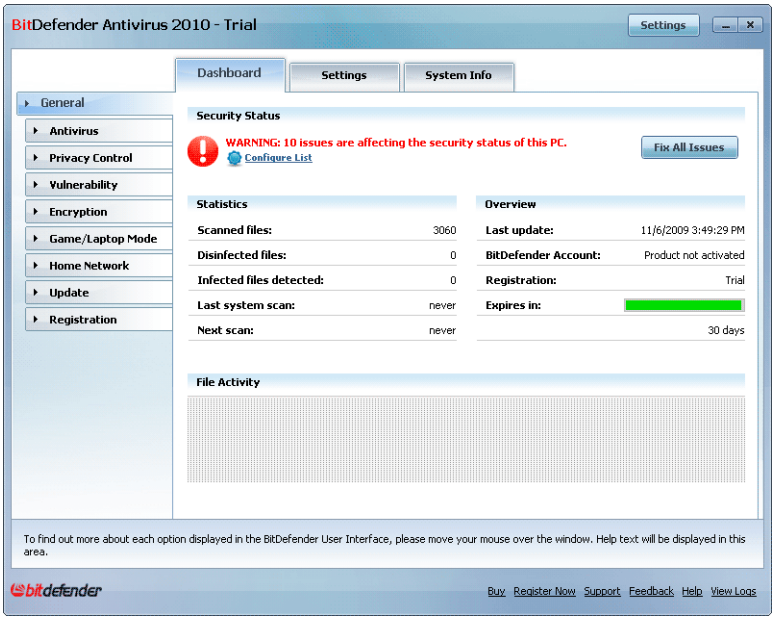
Link	Description
Buy/Renew	Opens a web page where you can purchase a license key for your BitDefender Antivirus 2010 product.
Register	Allows you to enter a new license key or to view the current license key and the registration status.
Support	Allows you to contact the BitDefender support team.
Help	Gives you access to a help file that shows you how to use BitDefender.
View Logs	Allows you to see a detailed history of all tasks performed by BitDefender on your system.

6.2.3. Expert Mode

Expert Mode gives you access to each specific component of BitDefender. This is where you can configure BitDefender in detail.

Note

Expert Mode is suited for users having above average computer skills, who know the type of threats a computer is exposed to and how security programs work.



Expert Mode

On the left side of the window there is a menu containing all security modules. Each module has one or more tabs where you can configure the corresponding security settings or perform security or administrative tasks. The following table briefly describes each module. For detailed information, please refer to the “Expert Mode” (p. 92) part of this user guide.

Module	Description
General	Allows you to access the general settings or to view the dashboard and detailed system info.
Antivirus	Allows you to configure your virus shield and scanning operations in detail, to set exceptions and to configure the quarantine module.
Privacy Control	Allows you to prevent data theft from your computer and protect your privacy while you are online.
Vulnerability	Allows you to keep crucial software on your PC up-to-date.
Encryption	Allows you to encrypt Yahoo and Windows Live (MSN) Messenger communications.

Module	Description
Game/Laptop Mode	Allows you to postpone the BitDefender scheduled tasks while your laptop runs on batteries and also to eliminate all alerts and pop-ups when you are playing.
Network	Allows you to configure and manage several computers in your household.
Update	Allows you to obtain info on the latest updates, to update the product and to configure the update process in detail.
Registration	Allows you to register BitDefender Antivirus 2010, to change the license key or to create a BitDefender account.

In the upper-right corner of the window, you can see the **Settings** button. It opens a window where you can change the user interface mode and enable or disable the main settings of BitDefender. For detailed information, please refer to "*Configuring Basic Settings*" (p. 40).

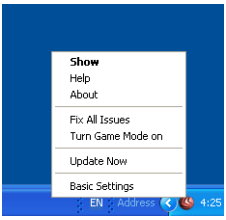
In the bottom-right corner of the window, you can find several useful links.

Link	Description
Buy/Renew	Opens a web page where you can purchase a license key for your BitDefender Antivirus 2010 product.
Register	Allows you to enter a new license key or to view the current license key and the registration status.
Support	Allows you to contact the BitDefender support team.
Help	Gives you access to a help file that shows you how to use BitDefender.
View Logs	Allows you to see a detailed history of all tasks performed by BitDefender on your system.

6.3. System Tray Icon

To manage the entire product more quickly, you can use the BitDefender icon in the system tray. If you double-click this icon, BitDefender will open. Also, by right-clicking the icon, a contextual menu will allow you to quickly manage the BitDefender product.

- **Show** - opens the main interface of BitDefender.
- **Help** - opens the help file, which explains in detail how to configure and use BitDefender Antivirus 2010.
- **About** - opens a window where you can see information about BitDefender and where to look for help in case something unexpected appears.
- **Fix All Issues** - helps you remove current security vulnerabilities. If the option is unavailable, there are no issues to be fixed. For detailed information, please refer to "*Fixing Issues*" (p. 37).



Tray Icon

- **Turn Game Mode On / Off** - activates / deactivates Game Mode.
- **Update Now** - starts an immediate update. A new window will appear where you can see the update status.
- **Basic Settings** - opens a window where you can change the user interface mode and enable or disable the main product settings. For more information, please refer to "*Configuring Basic Settings*" (p. 40).

The BitDefender system tray icon informs you when issues affect your computer or how the product operates, by displaying a special symbol, as follows:

Red triangle with an exclamation mark: Critical issues affect the security of your system. They require your immediate attention and must be fixed as soon as possible.

Yellow triangle with an exclamation mark: Non-critical issues affect the security of your system. You should check and fix them when you have the time.

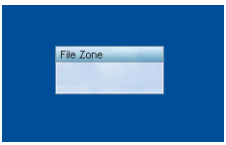
Letter G: The product operates in Game Mode.

If BitDefender is not working, the system tray icon is grayed out. This usually happens when the license key expires. It can also occur when the BitDefender services are not responding or when other errors affect the normal operation of BitDefender.

6.4. Scan Activity Bar

The **Scan activity bar** is a graphic visualization of the scanning activity on your system. This small window is by default available only in Expert Mode.

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



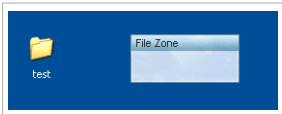
Scan Activity Bar

Note

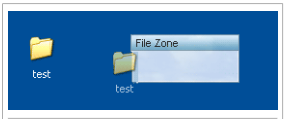
The Scan activity bar will notify you when real-time protection is disabled by displaying a red cross over the **File Zone**.

6.4.1. Scan Files and Folders

You can use the Scan activity bar to quickly scan files and folders. 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 Antivirus Scan wizard will appear and guide you through the scanning process. For detailed information about this wizard, please refer to *"Antivirus Scan Wizard" (p. 52)*.

Scanning options. The scanning options are pre-configured for the best detection results. If infected files are detected, BitDefender will try to disinfect them (remove the malware code). If disinfection fails, the Antivirus Scan wizard will allow you to specify other actions to be taken on infected files. The scanning options are standard and you cannot change them.

6.4.2. Disable/Restore Scan Activity Bar

When you no longer want to see the graphic visualization, just right-click it and select **Hide**. To restore the Scan activity bar, follow these steps:

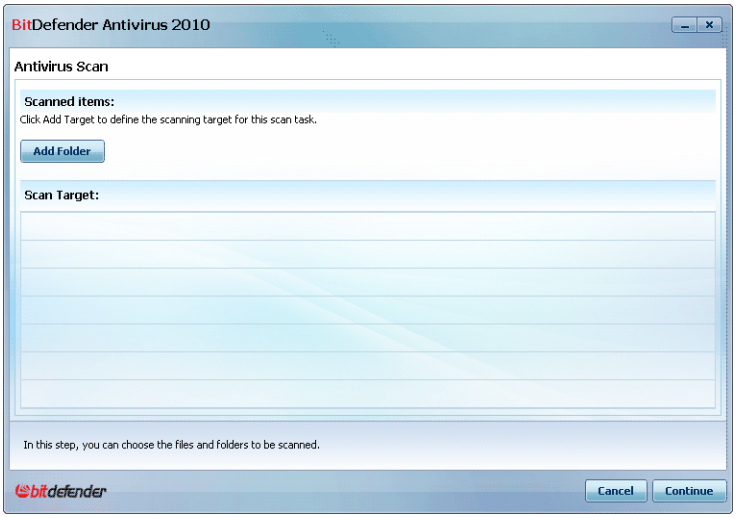
1. Open BitDefender.
2. Click the **Settings** button in the upper-right corner of the window.
3. In the General Settings category, select the check box corresponding to **Scan Activity Bar**.
4. Click **OK** to save and apply the changes.

6.5. BitDefender Manual Scan

BitDefender Manual Scan lets you scan a specific folder or hard disk partition without having to create a scan task. This feature was designed to be used when Windows is running in Safe Mode. If your system is infected with a resilient virus, you can try

to remove the virus by starting Windows in Safe Mode and scanning each hard disk partition using BitDefender Manual Scan.

To access the BitDefender Manual Scan, use the Windows Start menu, by following the path **Start → Programs → BitDefender 2010 → BitDefender Manual Scan** The following window will appear:



BitDefender Manual Scan

Click **Add Folder**, select the location you want to scan and click **OK**. If you want to scan multiple folders, repeat this action for each additional location.

The paths to the selected locations will appear in the **Scan Target** column. If you change your mind about the location, just click the **Remove** button next to it. Click the **Remove All Paths** button to remove all the locations that were added to the list.

When you are done selecting the locations, click **Continue**. The Antivirus Scan wizard will appear and guide you through the scanning process. For detailed information about this wizard, please refer to *"Antivirus Scan Wizard"* (p. 52).

Scanning options. The scanning options are pre-configured for the best detection results. If infected files are detected, BitDefender will try to disinfect them (remove the malware code). If disinfection fails, the Antivirus Scan wizard will allow you to specify other actions to be taken on infected files. The scanning options are standard and you cannot change them.

What is Safe Mode?
Safe Mode is a special way to start Windows, used mainly to troubleshoot problems affecting normal operation of Windows. Such problems range from conflicting drivers to viruses preventing Windows to start normally. In Safe Mode, Windows loads only a minimum of operating system components and basic drivers. Only a few applications work in Safe Mode. This is why most viruses are inactive when using Windows in Safe Mode and they can be easily removed.
To start Windows in Safe Mode, restart your computer and press the F8 key until the Windows Advanced Options Menu appears. You can choose between several options of starting Windows in Safe Mode. You might want to select **Safe Mode with Networking** in order to be able to access the Internet.

Note

For more information on Safe Mode, go to the Windows Help and Support Center (in the Start menu, click **Help and Support**). You can also find useful information by searching the Internet.

6.6. Game Mode and Laptop Mode

Some computer activities, such as games or presentations, require increased system responsiveness and performance, and no interruptions. When your laptop is running on battery power, it is best that unnecessary operations, which consume additional power, be postponed until the laptop is connected back to A/C power.

To adapt to these particular situations, BitDefender Antivirus 2010 includes two special operation modes:

- Game Mode
- Laptop Mode

6.6.1. 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:

- 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.

Using Game Mode

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. BitDefender will automatically return to the normal operation mode when you close the game or when the detected application exits full screen.

If you want to manually turn on Game Mode, 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.

Changing Game Mode Hotkey

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

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Game / Laptop Mode** on 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.

6. Click **OK** to save the changes.

6.6.2. 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 scan tasks are not performed, as they require more system resources and, implicitly, increase power consumption.

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 use Laptop Mode, you must specify in the configuration wizard that you are using a laptop. If you did not select the appropriate option when running the wizard, you can later enable Laptop Mode as follows:

1. Open BitDefender.
2. Click the **Settings** button in the upper-right corner of the window.
3. In the General Settings category, select the check box corresponding to **Laptop Mode Detection**.
4. Click **OK** to save and apply the changes.

6.7. Automatic Device Detection

BitDefender automatically detects when you connect a removable storage device to your computer and offers to scan it before you access its files. This is recommended in order to prevent viruses and other malware from infecting your computer.

Detected devices fall into one of these categories:

- CDs/DVDs
- USB storage devices, such as flash pens and external hard-drives
- mapped (remote) network drives

When such a device is detected, an alert window is displayed.

Device Detection Alert

To scan the storage device, just click **Yes**. The Antivirus Scan wizard will appear and guide you through the scanning process. For detailed information about this wizard, please refer to "*Antivirus Scan Wizard*" (p. 52).

If you do not want to scan the device, you must click **No**. In this case, you may find one of these options useful:

- **Don't ask me again about this type of device** - BitDefender will no longer offer to scan storage devices of this type when they are connected to your computer.
- **Disable automatic device detection** - You will no longer be prompted to scan new storage devices when they are connected to the computer.

If you accidentally disabled automatic device detection and you want to enable it, or if you want to configure its settings, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Go to **Antivirus>Virus Scan**.

3. In the list of scan tasks, locate the **Device Detection Scan** task.
4. Right-click the task and select **Open**. A new window will appear.
5. On the **Overview** tab, configure the scanning options as needed. For more information, please refer to "*Configuring Scan Settings*" (p. 116).
6. On the **Detection** tab, choose which types of storage devices to be detected.
7. Click **OK** to save and apply the changes.

7. Fixing Issues

BitDefender uses an issue tracking system to detect and inform you about the issues that may affect the security of your computer and data. By default, it will monitor only a series of issues that are considered to be very important. However, you can configure it as needed, choosing which specific issues you want to be notified about.

This is how pending issues are notified:

- A special symbol is displayed over the BitDefender icon in the system tray to indicate pending issues.

  Red triangle with an exclamation mark: Critical issues affect the security of your system. They require your immediate attention and must be fixed as soon as possible.

  Yellow triangle with an exclamation mark: Non-critical issues affect the security of your system. You should check and fix them when you have the time.

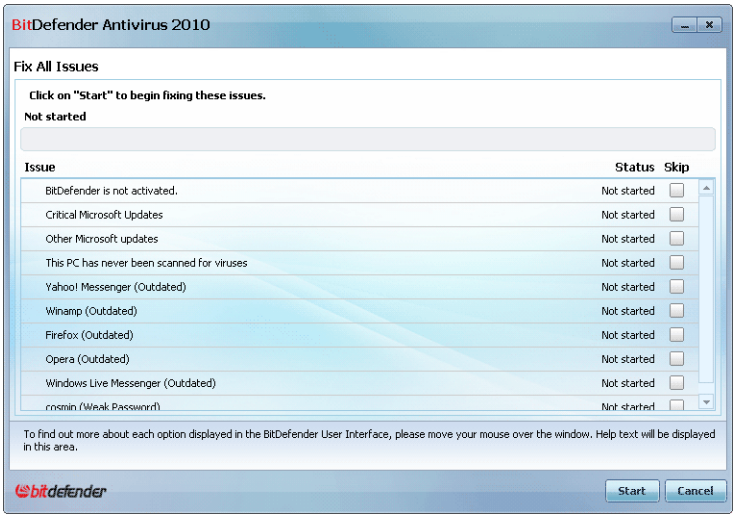
  Also, if you move the mouse cursor over the icon, a pop-up will confirm the existence of pending issues.

- When you open BitDefender, the Security Status area will indicate the number of issues affecting your system.
  - In Intermediate Mode, the security status is shown on the **Dashboard** tab.
  - In Expert Mode, go to **General>Dashboard** to check the security status.

7.1. Fix All Issues Wizard

The easiest way to fix the existing issues is to follow the step-by-step **Fix All Issues** wizard. The wizard helps you easily remove any threats to your computer and data security. To open the wizard, do any of the following:

- Right-click the BitDefender icon in the system tray and select **Fix All Issues**.
- Open BitDefender. Depending on the user interface mode, proceed as follows:
  - In Novice Mode, click **Fix All Issues**.
  - In Intermediate Mode, go to the **Dashboard** tab and click **Fix All Issues**.
  - In Expert Mode, go to **General>Dashboard** and click **Fix All Issues**.



Fix All Issues Wizard

The wizard displays the list of existing security vulnerabilities on your computer.

All current issues are selected to be fixed. If there is an issue that you do not want to be fixed, just select the corresponding check box. If you do so, its status will change to **Skip**.

Note
If you do not want to be notified about specific issues, you must configure the tracking system accordingly, as described in the next section.

To fix the selected issues, click **Start**. Some issues are fixed immediately. For others, a wizard helps you fix them.

The issues that this wizard helps you fix can be grouped into these main categories:

- **Disabled security settings.** Such issues are fixed immediately, by enabling the respective security settings.
- **Preventive security tasks you need to perform.** An example of such a task is scanning your computer. It is recommended that you scan your computer at least once a week. BitDefender will automatically do that for you in most cases. However, if you have changed the scanning schedule or if the schedule is not completed, you will be notified about this issue.

  When fixing such issues, a wizard helps you successfully complete the task.

- **System vulnerabilities.** BitDefender automatically checks your system for vulnerabilities and alerts you about them. System vulnerabilities include the following:
  - weak passwords to Windows user accounts.
  - outdated software on your computer.
  - missing Windows updates.
  - Windows Automatic Updates is disabled.

  When such issues are to be fixed, the vulnerability scan wizard is started. This wizard assists you in fixing the detected system vulnerabilities. For detailed information, please refer to section "*Vulnerability Check Wizard*" (p. 64).

7.2. Configuring Issue Tracking

The issue tracking system is pre-configured to monitor and alert you about the most important issues that may affect the security of your computer and data. Additional issues may be monitored based on the choices you make in the configuration wizard (when you configure your usage profile). Besides the issues monitored by default, there are several other issues you can be informed about.

You can configure the tracking system to best serve your security needs by choosing which specific issues to be informed about. You can do that either in Intermediate Mode or in Expert Mode.

- In Intermediate Mode, the tracking system can be configured from separate locations. Follow these steps:
  1. Go to the **Antivirus**, **Antiphishing** or **Vulnerability** tab.
  2. Click **Configure Status Tracking**.
  3. Select the check boxes corresponding to the items you want to be monitored.

  For detailed information, please refer to the "Intermediate Mode" (p. 71) part of this user guide.
- In Expert Mode, the tracking system can be configured from a central location. Follow these steps:
  1. Go to **General>Dashboard**.
  2. Click **Configure Status Tracking**.
  3. Select the check boxes corresponding to the items you want to be monitored.

  For detailed information, please refer to chapter "*Dashboard*" (p. 93).

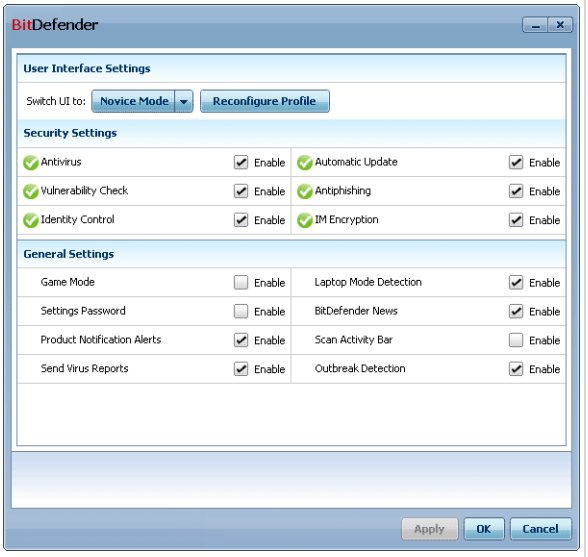
8. Configuring Basic Settings

You can configure the main product settings (including changing the user interface view mode) from the basic settings window. To open it, do any of the following:

- Open BitDefender and click the **Settings** button in the upper-right corner of the window.
- Right-click the BitDefender icon in the system tray and select **Basic Settings**.

Note

To configure the product settings in detail, use the Expert Mode interface. For detailed information, please refer to the "Expert Mode" (p. 92) part of this user guide.



Basic Settings

The settings are organized into three categories:

- User Interface Settings
- Security Settings
- General Settings

To apply and save the configuration changes you make, click **OK**. To close the window without saving the changes, click **Cancel**.

8.1. User Interface Settings

In this area, you can switch the user interface view mode and reset the usage profile.

Switching the user interface view mode. As described in section "*User Interface View Modes*" (p. 22), there are three modes for displaying the user interface. Each user interface mode is designed for a specific category of users, based on their computer skills. In this way, the user interface accommodates all kinds of users, from computer beginners to very technical people.

The first button shows the current user interface view mode. To change the user interface mode, click the arrow on the button and select the desired mode from the menu.

Mode	Description
Novice Mode	Suited for computer beginners and people who want BitDefender to protect their computer and data without being bothered. This mode is simple to use and requires minimal interaction on your side. All you have to do is fix the existing issues when indicated by BitDefender. An intuitive step-by-step wizard assists you in fixing issues. Additionally, you can perform common tasks, such as updating the BitDefender virus signature and product files or scanning the computer.
Intermediate Mode	Aimed at users with average computer skills, this mode extends what you can do in Novice Mode. You can fix issues separately and choose which issues to be monitored. Moreover, you can manage remotely the BitDefender products installed on the computers in your household.
Expert Mode	Suited for more technical users, this mode allows you to fully configure each functionality of BitDefender. You can also use all tasks provided to protect your computer and data.

Resetting the usage profile. The usage profile reflects the main activities performed on the computer. Depending on the usage profile, the product interface is organized to allow easy access to your preferred tasks.

To reconfigure the usage profile, click **Reset Usage Profile** and follow the configuration wizard.

8.2. Security Settings

In this area, you can enable or disable product settings that cover various aspects of computer and data security. The current status of a setting is indicated using one of these icons:

Green circle with a check mark: The setting is enabled.

Red circle with an exclamation mark: The setting is disabled.

To enable / disable a setting, select / clear the corresponding **Enable** check box.

Warning

Use caution when disabling real-time antivirus protection or automatic update. Disabling these features may compromise your computer's security. If you really need to disable them, remember to re-enable them as soon as possible.

The entire list of settings and their description is provided in the following table:

Setting	Description
Antivirus	Real-time 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 basis.
Vulnerability Check	Automatic vulnerability check ensures that crucial software on your PC is up-to-date.
Antiphishing	Antiphishing detects and alerts you in real-time if a web page is set up to steal personal information.
Identity Control	Identity Control helps you prevent your personal data from being sent out on the Internet without your consent. It blocks any instant messages, e-mail messages or web forms transmitting data you defined as being private to unauthorized recipients (addresses).
IM Encryption	IM (Instant Messaging) Encryption secures your conversations via Yahoo! Messenger and Windows Live Messenger provided that your IM contacts use a compatible BitDefender product and IM software.

The status of some of these settings may be monitored by the BitDefender issue tracking system. If you disable a monitored setting, BitDefender will indicate this as an issue that you need to fix.

If you do not want a monitored setting that you disabled to be shown as an issue, you must configure the tracking system accordingly. You can do that either in Intermediate Mode or in Expert Mode.

- In Intermediate Mode, the tracking system can be configured from separate locations, based on settings categories. For detailed information, please refer to the "Intermediate Mode" (p. 71) part of this user guide.
- In Expert Mode, the tracking system can be configured from a central location. Follow these steps:
  1. Go to **General>Dashboard**.
  2. Click **Configure Status Tracking**.
  3. Clear the check box corresponding to the item you want not to be monitored.

  For detailed information, please refer to chapter "*Dashboard*" (p. 93).

8.3. General Settings

In this area, you can enable or disable settings that affect product behavior and user experience. To enable / disable a setting, select / clear the corresponding **Enable** check box.

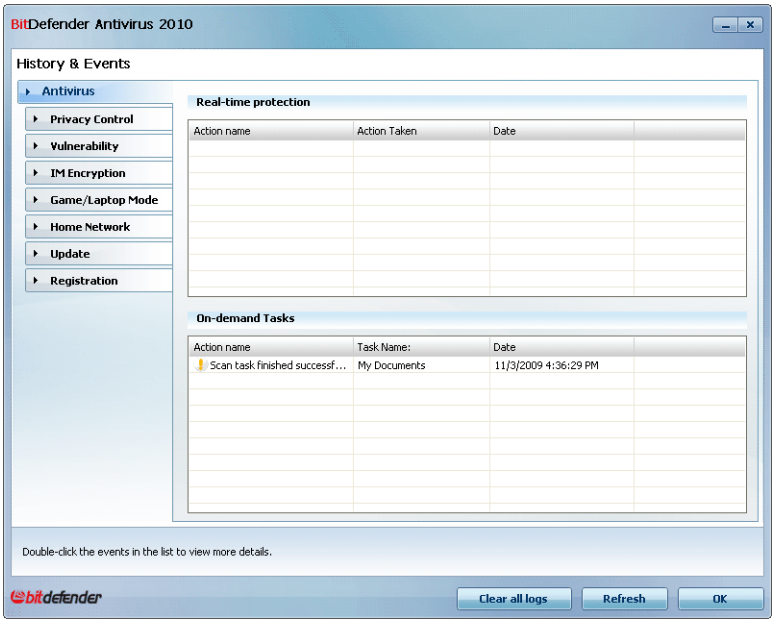
The entire list of settings and their description is provided in the following table:

Setting	Description
Game Mode	Game Mode temporarily modifies protection settings so as to minimize their impact on system performance during games.
Laptop Mode Detection	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. When you enable this option, you will be prompted to configure the settings password. Type the desired password in both fields and click **OK** to set the password.
BitDefender News	By enabling this option, you will receive important company news, product updates or new security threats from BitDefender.
Product Notification Alerts	By enabling this option, you will receive information alerts.
Scan Activity Bar	The Scan Activity Bar is a small, transparent window indicating the progress of the BitDefender scanning

Setting	Description
	activity. For more information, please refer to "*Scan Activity Bar*" (p. 30).
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.

9. History and Events

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



Events

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

- **Antivirus**
- **Privacy Control**
- **Vulnerability**
- **IM encryption**
- **Game/Laptop Mode**
- **Home Network**
- **Update**
- **Registration**

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

10. Registration and My Account

BitDefender Antivirus 2010 comes with 30-day trial period. During the trial period, the product is fully functional and you can test it to see if it meets your expectations. Please note that, after 15 days of evaluation, the product will cease to update, unless you create a BitDefender account. Creating a BitDefender account is a mandatory part of the registration process.

Before the trial period is over, you must register the product in order to keep your computer protected. Registration is a two-step process:

1. **Product activation (registration of a BitDefender account).** You must create a BitDefender account in order to receive updates and to have access to free technical support. If you already have a BitDefender account, register your BitDefender product to that account. BitDefender will notify you that you need to activate your product and it will help you fix this issue.

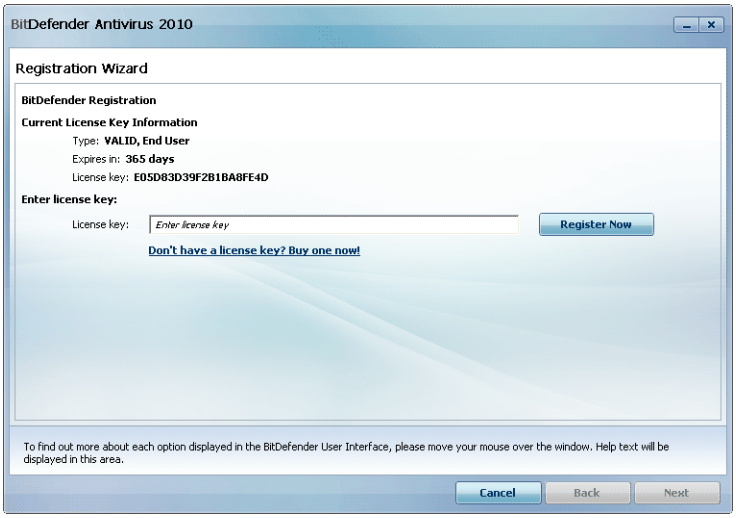
   Important

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

2. **Registration with a license key.** The license key specifies how long you are entitled to use the product. As soon as the license key expires, BitDefender stops performing its functions and protecting your computer. You must register the product with a license key when the trial period ends. You should purchase a license key or renew your license a few days before the current license key expires.

10.1. Registering BitDefender Antivirus 2010

If you want to register the product with a license key or to change the current license key, click the **Register Now** link, located at the bottom of the BitDefender window. The product registration window will appear.



Registration

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

To register BitDefender Antivirus 2010:

1. 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.

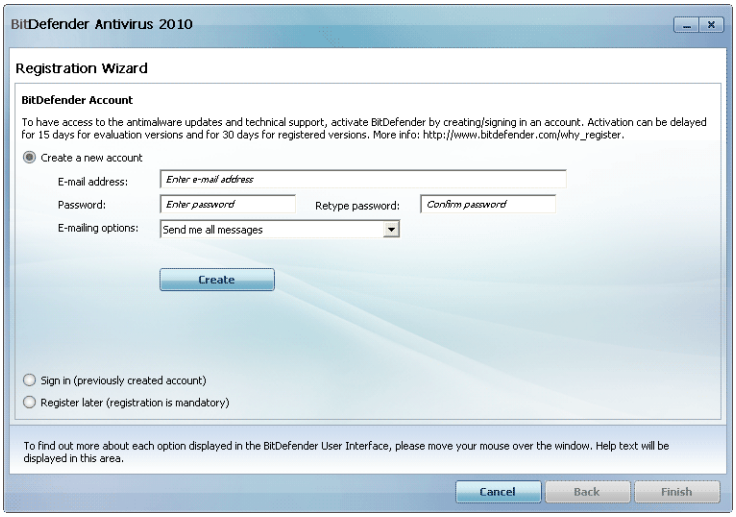
2. Click **Register Now**.
3. Click **Finish**.

10.2. Activating BitDefender

To activate BitDefender, you must create or sign in to a BitDefender account. If you did not register a BitDefender account during the initial registration wizard, you can do that as follows:

- In Novice Mode, click **Fix All Issues**. The wizard will help you fix all pending issues, including activating the product.
- In Intermediate Mode, go to the **Security** tab and click the **Fix** button corresponding to the issue regarding the product activation.
- In Expert Mode, go to **Registration** and click the **Activate Product** button.

The account registration window will open. This is where you can create or sign in into a BitDefender account to activate your product.



Account Creation

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

- "I do not have a BitDefender account" (p. 49)
- "I already have a BitDefender account" (p. 50)

Important

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

I do not have a BitDefender account

To successfully create a BitDefender account, follow these steps:

1. Select **Create a new account**.
2. Type the required information in the corresponding fields. 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 between 6 and 16 characters long.
   - **Re-type password** - type in again the previously specified password.

   Note
   Once the account is activated, you can use the provided e-mail address and password to log in to your account at http://myaccount.bitdefender.com.

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Create**.
5. Click **Finish** to complete the wizard.
6. **Activate your account.** Before being able to use your account, you must activate it. Check your e-mail and follow the instructions in the e-mail message sent to you by the BitDefender registration service.

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 and click **Sign in**. Click **Finish** to complete the wizard.

If you already have an active account, but BitDefender does not detect it, follow these steps to register the product to that account:

1. Select **Sign in (previously created account)**.
2. Type the e-mail address and the password of your account in the corresponding fields.

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

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Sign in**.
5. Click **Finish** to complete the wizard.

10.3. Purchasing License Keys

If the trial period is going to end soon, you must purchase a license key and register your product. Open BitDefender and click the **Buy/Renew** link, located at the bottom of the window. The link takes you to a web page where you can purchase a license key for your BitDefender product.

10.4. Renewing Your License

As a BitDefender customer, you are eligible for a discount when renewing the license of your BitDefender product. You may also upgrade your product to the current version at a special discount or free of charge.

If your current license key is going to expire soon, you must renew your license. Open BitDefender and click the **Buy/Renew** link, located at the bottom of the window. The link takes you to a web page where you can renew your license.

11. Wizards

In order to make BitDefender very easy to use, several wizards help you carry out specific security tasks or configure more complex product settings. This chapter describes the wizards that may appear when you fix issues or perform specific tasks with BitDefender. Other configuration wizards are described separately in the "Expert Mode" (p. 92) part.

11.1. Antivirus Scan Wizard

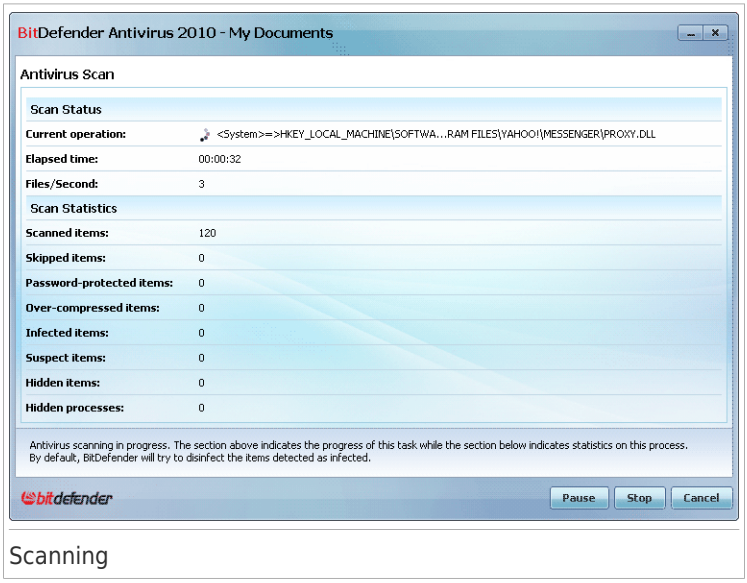
Whenever you initiate an on-demand scan (for example, right-click a folder and select **Scan with BitDefender**), the BitDefender Antivirus Scan wizard will appear. Follow the three-step guided procedure to complete the scanning process.

Note

If the scan wizard does not appear, the scan may be configured to run silently, in the background. Look for the scan progress icon in the system tray. You can click this icon to open the scan window and to see the scan progress.

11.1.1. 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).

Wait for BitDefender to finish scanning.

Note

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

Password-protected archives. If BitDefender detects a password-protected archive during scanning and the default action is **Prompt for password**, you will be prompted to provide the password. Password-protected archives cannot be scanned unless you provide the password. The following options are available:

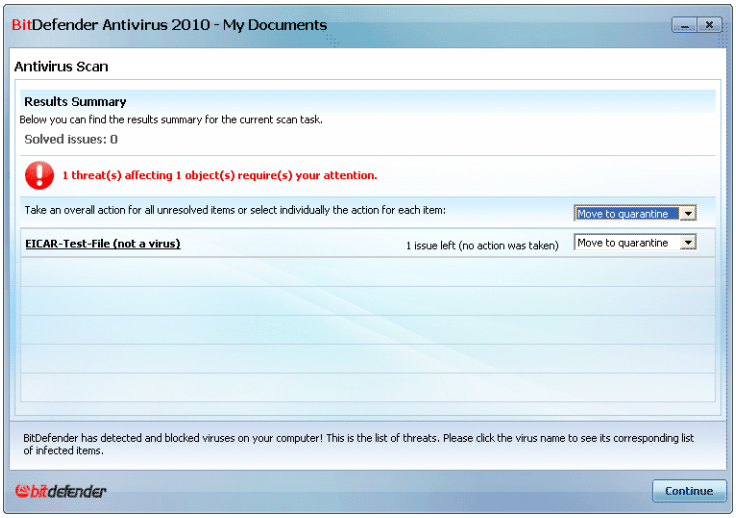
- **I want to enter the password for this object.** If you want BitDefender to scan the archive, select this option and type the password. If you do not know the password, choose one of the other options.
- **I do not want to enter the password for this object (skip this object).** Select this option to skip scanning this archive.
- **I do not want to enter the password for any object (skip all password-protected objects).** Select this option if you do not want to be bothered about password-protected archives. BitDefender will not be able to scan them, but a record will be kept in the scan log.

Click **OK** to continue scanning.

Stopping or pausing the scan. You can stop scanning anytime you want by clicking **Stop&Yes**. You will go directly to the last step of the wizard. To temporarily stop the scanning process, just click **Pause**. You will have to click **Resume** to resume scanning.

11.1.2. 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.

One or several of the following options can appear on the menu:

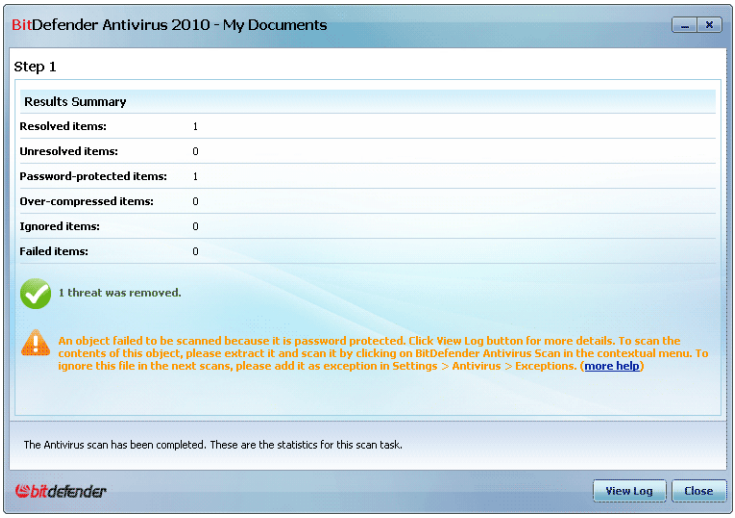
Action	Description
Take No Action	No action will be taken on the detected files. After the scan is completed, you can open the scan log to view information on these files.
Disinfect	Removes the malware code from infected files.
Delete	Deletes detected files.
Move to quarantine	Moves detected files to quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.
Rename files	Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able

Action	Description
	to search for and find such files on your computer, if any. Please note that these hidden files are not the files that you deliberately hide from Windows. They are the files hidden by special programs, known as rootkits. Rootkits are not malicious in nature. However, they are commonly used to make viruses or spyware undetectable by normal antivirus programs.

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

11.1.3. 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. If you want comprehensive information on the scanning process, 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.

11.2. Custom Scan Wizard

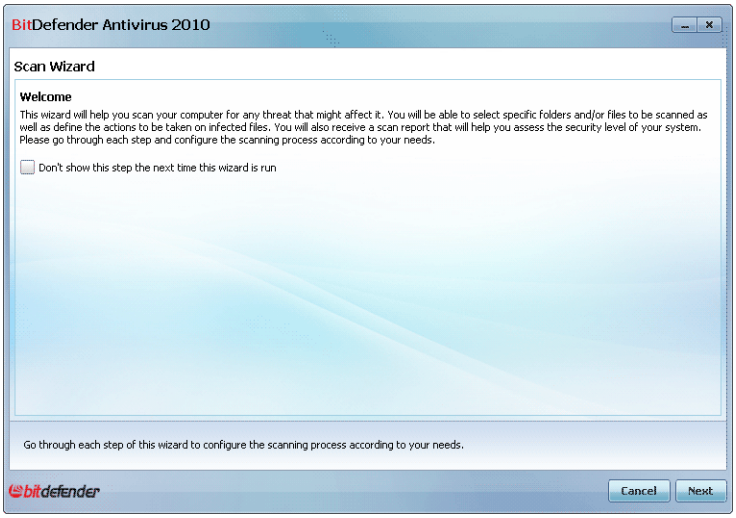
The Custom Scan Wizard lets you create and run a custom scan task and optionally save it as a Quick Task when using BitDefender in Intermediate Mode.

To run a custom scan task using the Custom Scan Wizard you must follow these steps:

1. In Intermediate Mode, go to the **Antivirus** tab.
2. In the Quick Tasks area, click **Custom Scan**.
3. Follow the six-step guided procedure to complete the scanning process.

11.2.1. Step 1/6 - Welcome Window

This is a welcome window.



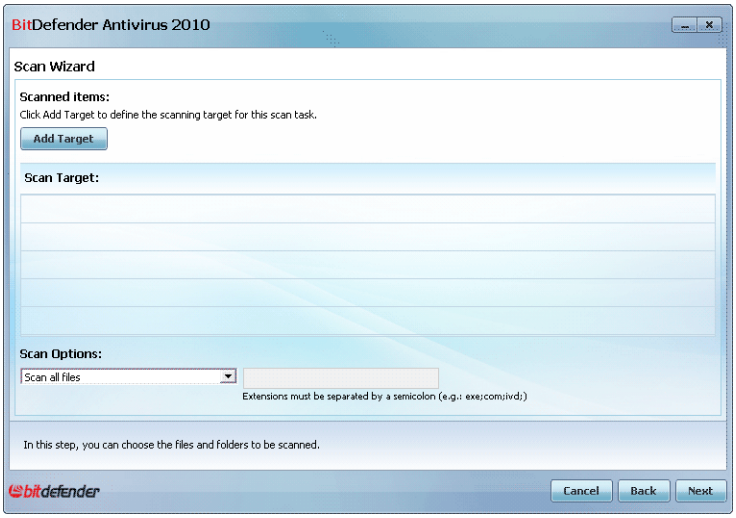
Welcome Window

If you want to skip over this window when running this wizard in the future, select the **Don't show this step the next time this wizard is run** check box.

Click **Next**.

11.2.2. Step 2/6 - Select Target

Here you can specify the files or folders to be scanned as well as the scan options.



Select Target

Click **Add Target**, select the files or folders that you want to scan and click **OK**. The paths to the selected locations will appear in the **Scan Target** column. If you change your mind about the location, just click the **Remove** button next to it. Click the **Remove All** button to remove all the locations that were added to the list.

When you are done selecting the locations, set the **Scan Options**. The following are available:

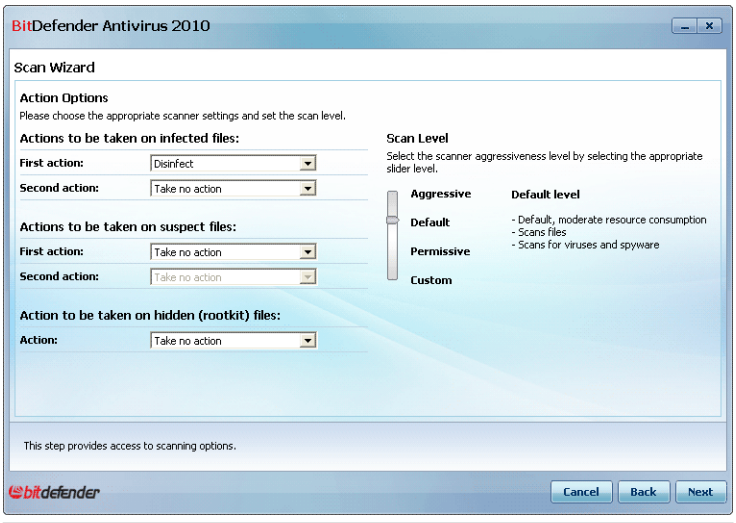
Option	Description
Scan all files	Select this option to scan all the files in the selected folders.
Scan files with application extensions only	Only the program files will be scanned. This means only the files with the following extensions: .exe; .bat; .com; .dll; .ocx; .scr; .bin; .dat; .386; .vxd; .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.

Option	Description
Scan user defined extensions only	Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";".

Click **Next**.

11.2.3. Step 3/6 - Select Actions

Here you can specify the scanner settings and the scan level.



Select Actions

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

Action	Description
Take No Action	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.

Action	Description
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 hidden (rootkits) files. The following options are available:

Action	Description
Take No Action	No action will be taken on hidden files. These files will appear in the report file.
Rename	Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able to search for and find such files on your computer, if any.

- Configure scanner aggressiveness. There are 3 levels to choose from. Drag the slider along the scale to set the appropriate protection level:

Scan Level	Description
Permissive	Only applications files are scanned and only for viruses. The resource consumption level is low.
Default	The resource consumption level is moderate. All files are scanned for viruses and spyware.
Aggressive	All files (including archives) are scanned for viruses and spyware. Hidden files and processes are included in the scan The resource consumption level is higher.

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

Drag the slider to select **Custom** and then click the **Custom level** button. A window will appear. Specify the type of malware you want BitDefender to scan for by selecting the appropriate options:

Option	Description
Scan for viruses	Scans for known viruses.

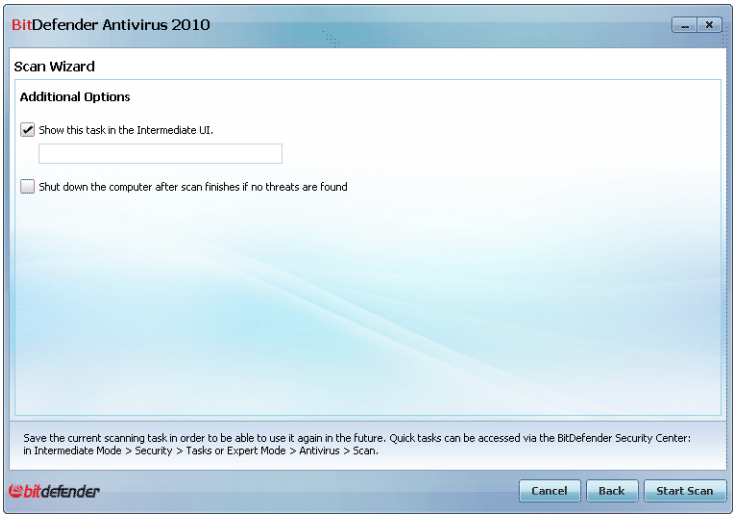
Option	Description
	BitDefender detects incomplete virus bodies, too, thus removing any possible threat that could affect your system's security.
Scan for adware	Scans for adware threats. Detected files will be treated as infected. The software that includes adware components might stop working if this option is enabled.
Scan for spyware	Scans for known spyware threats. Detected files will be treated as infected.
Scan for applications	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.
Scan for keyloggers	Scans for malicious applications that record keystrokes.

Click **OK** to close the window.

Click **Next**.

11.2.4. Step 4/6 - Additional Settings

Before scanning begins, additional options are available:



Additional Settings

- To save the custom task you are creating for future use select the **Show this task in Intermediate UI** check box and enter a name for the task in the provided edit field.

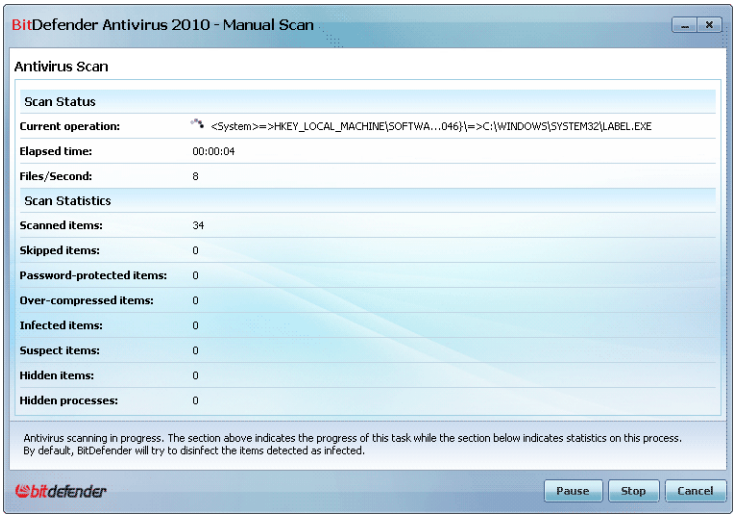
  The task will be added to the list of Quick Tasks already available in the Security tab and will also appear in **Expert Mode > Antivirus > Virus Scan**.

- To shut down the computer after scanning is completed, select the **Shut down the computer after scan finishes if no threats are found** check box.

Click **Start Scan**.

11.2.5. Step 5/6 - Scanning

BitDefender will start scanning the selected objects:



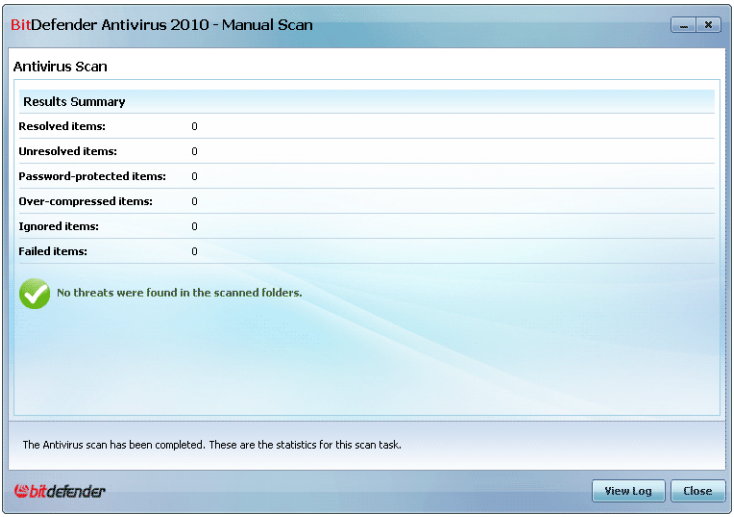
Scanning

Note

The scanning process may take a while, depending on the complexity of the scan. You can click the scan progress icon in the system tray to open the scan window and see the scan progress.

11.2.6. Step 6/6 - View Results

When BitDefender completes the scanning process, the scan results will appear in a new window:



Summary

You can see the results summary. If you want comprehensive information on the scanning process, click **View Log** to view the scan log.

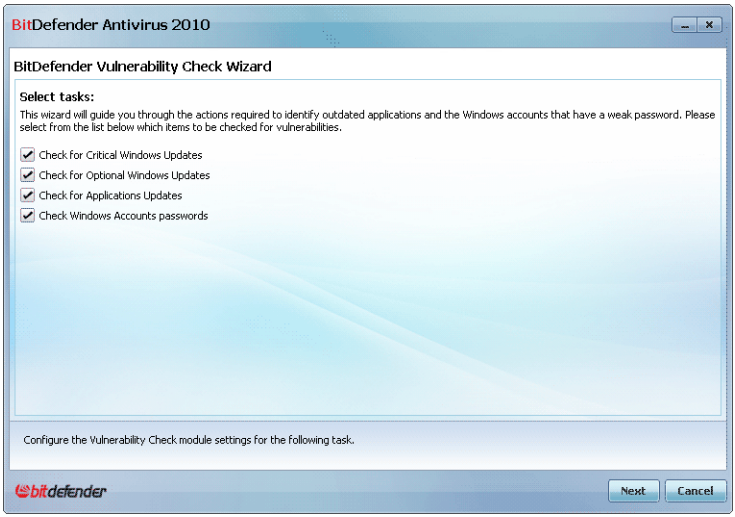
Important
If required, please restart your system in order to complete the cleaning process.

Click **Close** to close the window.

11.3. Vulnerability Check Wizard

This wizard checks the system for vulnerabilities and helps you fix them.

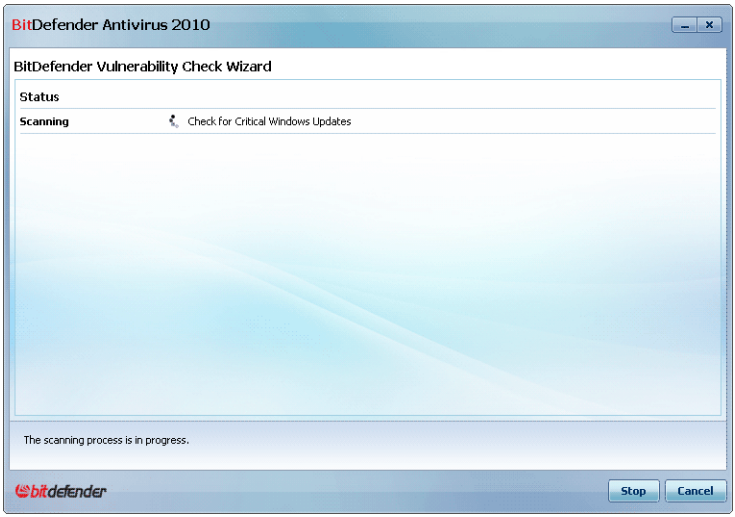
11.3.1. Step 1/6 - Select Vulnerabilities to Check



Vulnerabilities

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

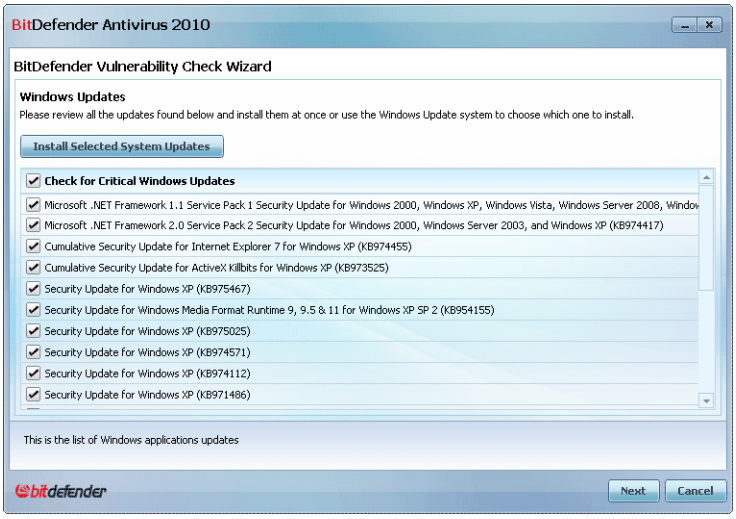
11.3.2. Step 2/6 - Checking for Vulnerabilities



Vulnerability Check

Wait for BitDefender to finish checking for vulnerabilities.

11.3.3. Step 3/6 - Update Windows

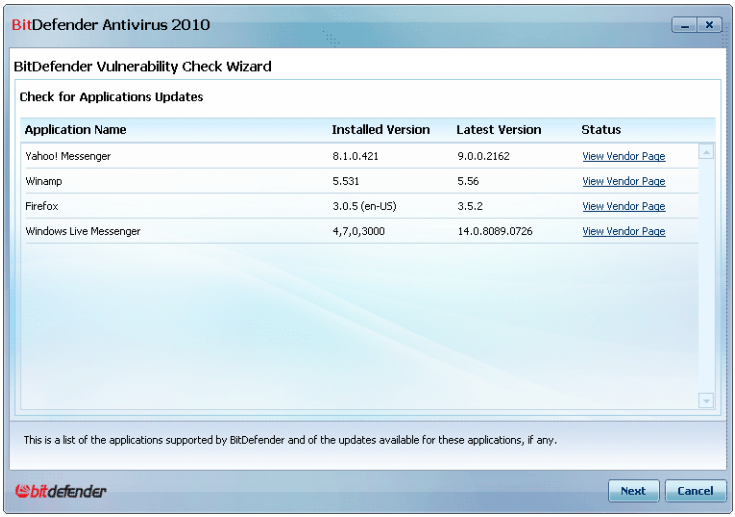


Windows Updates

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**.

11.3.4. Step 4/6 - Update Applications

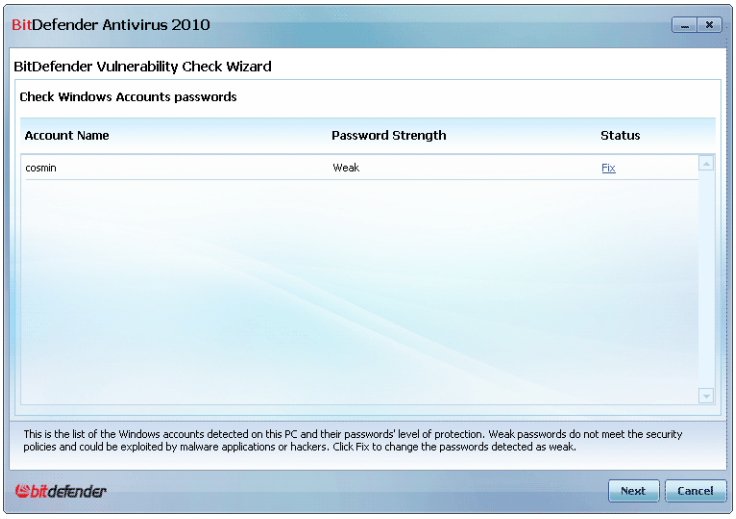


Applications

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**.

11.3.5. Step 5/6 - 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. A password can be **strong** (hard to guess) or **weak** (easy to crack by malicious people with specialized software).

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. Make sure to inform the user about the password change.

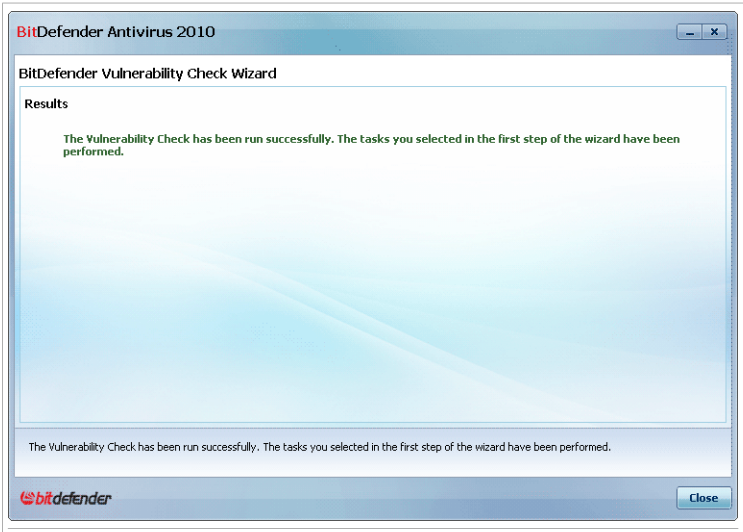
  Note

  For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @). You can search the Internet for more information and tips on creating strong passwords.

Click **OK** to change the password.

Click **Next**.

11.3.6. Step 6/6 - View Results



Results

Click **Close**.

Intermediate Mode

12. Dashboard

The Dashboard tab provides information regarding the security status of your computer and allows you to fix pending issues.

Dashboard

The dashboard consists of the following sections:

- **Overall Status** - Indicates the number of issues affecting your computer and helps you fix them. If there are any pending issues, you will see a **red circle with an exclamation mark** and the **Fix All Issues** button. Click the button to start the Fix All Issues wizard.
- **Status Detail** - Indicates the status of each main module using explicit sentences and one of the following icons:

  Green circle with a check mark: No issues affect the security status. Your computer and data are protected.

  Gray circle with an exclamation mark: The activity of this module's components is not monitored. Thus, no information is available regarding their security status. There may be specific issues related to this module.

  Red circle with an exclamation mark: There are issues that affect the security of your system. Critical issues require your immediate attention. Non-critical issues should also be addressed as soon as possible.

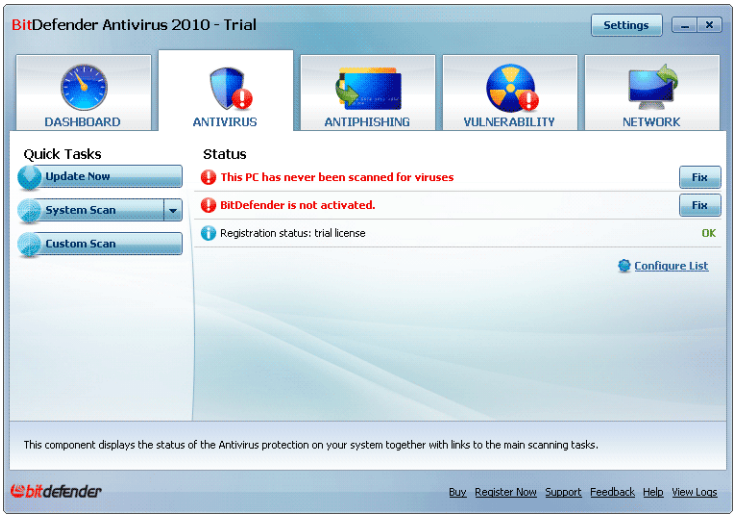
Click the name of a module to see more details about its status and to configure status tracking for its components.

- **Usage Profile** - Indicates the usage profile that is currently selected and offers a link to a relevant task for that profile:
  - When the **Typical** profile is selected, the **Scan Now** button allows you to perform a System Scan using the Antivirus Scan Wizard. The entire system will be scanned, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
  - When the **Gamer** profile is selected, the **Turn On/Off Game Mode** button allows you to enable/disable Game Mode. Game Mode temporarily modifies protection settings so as to minimize their impact on system performance.
  - When the **Custom** profile is selected, the **Update Now** button starts an immediate update. A new window will appear where you can see the update status.

  If you want to switch to a different profile or edit the one you are currently using, click the profile and follow the configuration wizard.

13. Antivirus

BitDefender comes with an Antivirus module that helps you keep your BitDefender up to date and your computer virus free. To enter the Antivirus module, click the **Antivirus** tab.



Antivirus

The Antivirus module consists of two sections:

- **Status Area** - Displays the current status of all the monitored security components and allows you to choose which of the components should be monitored.
- **Quick Tasks** - This is where you can find links to the most important security tasks: update now, my documents scan, system scan, deep system scan and custom scan.

13.1. Status Area

The status area is where you can see the complete list of security module components and their current status. By monitoring each security module, BitDefender will let you know not only when you configure settings that might affect your computer's security, but also when you forget to do important tasks.

The current status of a component is indicated using explicit sentences and one of the following icons:

Green circle with a check mark: No issues affect the component.

Red circle with an exclamation mark: Issues affect the component.

The sentences describing issues are written in red. Just click the **Fix** button corresponding to a sentence to fix the reported issue. If an issue is not fixed on the spot, follow the wizard to fix it.

13.1.1. Configuring Status Tracking

To select the components BitDefender should monitor, click **Configure Status Tracking** and select the **Enable alerts** check box corresponding to the features you want to be tracked.

Important
To ensure that your system is fully protected please enable tracking for all components and fix all reported issues.

The status of the following security components can be tracked by BitDefender:

- **Antivirus** - BitDefender monitors the status of the two components of the Antivirus feature: real-time protection and an on-demand scan. The most common issues reported for this component are listed in the following table.

Issue	Description
Real-time protection is disabled	Files are not scanned as they are accessed by you or by an application running on this system.
This PC has never been scanned for viruses	An on demand system scan was never performed to check if files stored on your computer are malware free.
The last system scan you started was aborted before it finished	A full system scan was started but not completed.
Antivirus is in a critical state	Real-time protection is disabled and a system scan is overdue.

- **Update** - BitDefender monitors if the malware signatures are up-to-date. The most common issues reported for this component are listed in the following table.

Issue	Description
Automatic Update is disabled	The malware signatures of your BitDefender product are not being automatically updated on a regular basis.

Issue	Description
The update has not been performed for x days	The malware signatures of your BitDefender product are outdated.

13.2. Quick Tasks

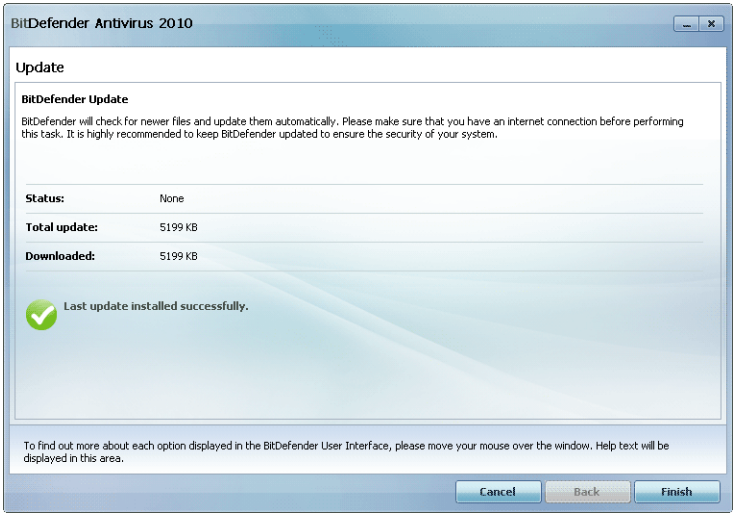
This is where you can find links to the most important security tasks:

- **Update Now** - starts an immediate update.
- **System Scan** - starts a full scan of your computer (archives excluded). For addidtional on-demand scan tasks, click the on this button and select a different scan task: My Documents Scan or Deep System Scan.
- **Custom Scan** - starts a wizard that lets you create and run a custom scan task.

13.2.1. 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.

13.2.2. Scanning with BitDefender

To scan your computer for malware, run a particular scan task by clicking the corresponding button or selecting it from the drop-down menu. The following table presents the available scan tasks, along with their description:

Task	Description
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
My Documents Scan	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.
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.
Custom Scan	Use this task to choose specific files and folders to be scanned.

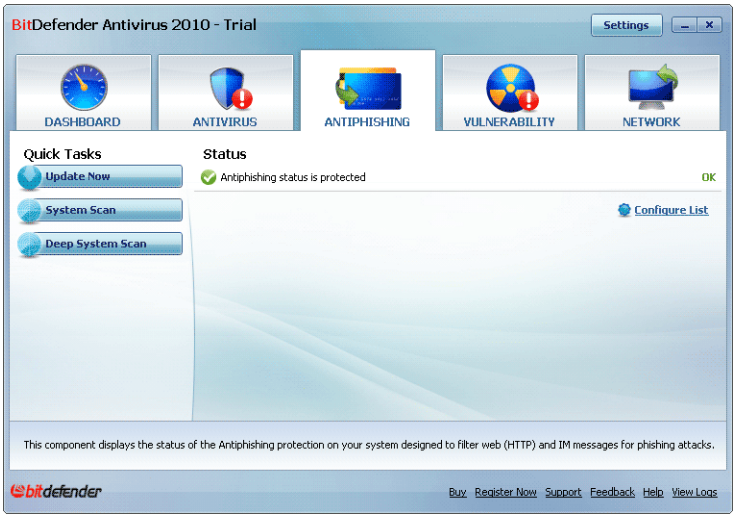
Note
Since the **Deep System Scan** and **System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

When you run a System Scan, Deep System Scan or My Documents Scan, the Antivirus Scan wizard will appear. Follow the three-step guided procedure to complete the scanning process. For detailed information about this wizard, please refer to "*Antivirus Scan Wizard*" (p. 52).

When you run a Custom Scan, the Custom Scan wizard will guide you through the scanning process. Follow the six-step guided procedure to scan specific files or folders. For detailed information about this wizard, please refer to "*Custom Scan Wizard*" (p. 56).

14. Antiphishing

BitDefender comes with an Antiphishing module which ensures that all web pages you access via Internet Explorer or Firefox are safe. To enter the Antiphishing module, click the **Antiphishing** tab.



Antiphishing

The Antiphishing module consists of two sections:

- **Status Area** - Displays the current status of the antiphishing module and allows you to enable/disable tracking for this module's activity.
- **Quick Tasks** - This is where you can find links to important security tasks: update now, system scan and deep system scan.

14.1. Status Area

The current status of a component is indicated using explicit sentences and one of the following icons:

Green circle with a check mark: No issues affect the component.

Red circle with an exclamation mark: Issues affect the component.

The sentences describing issues are written in red. Just click the **Fix** button corresponding to a sentence to fix the reported issue.

The most common issue reported for this module is **Antiphishing is disabled**. This means Antiphishing is not enabled for any or some of the following supported applications: Internet Explorer, Mozilla Firefox, Yahoo! Messenger or Windows Live Messenger.

14.2. Quick Tasks

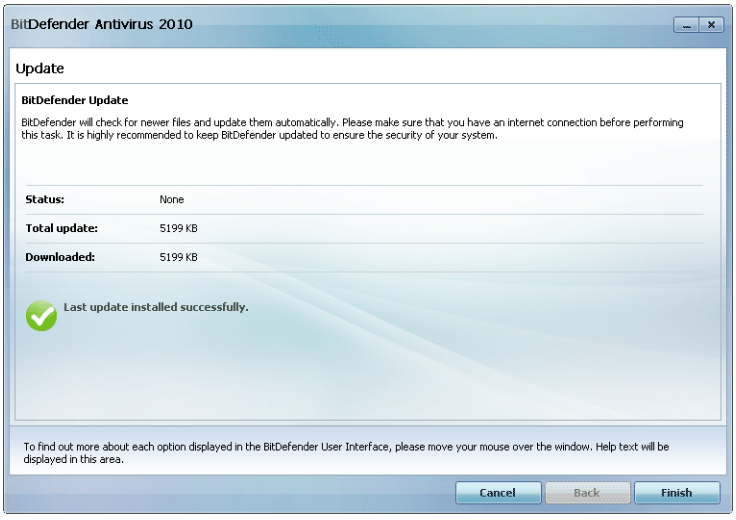
This is where you can find links to the most important security tasks:

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

14.2.1. 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.

14.2.2. Scanning with BitDefender

To scan your computer for malware, run a particular scan task by clicking the corresponding button or selecting it from the drop-down menu. The following table presents the available scan tasks, along with their description:

Task	Description
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
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.

Note

Since the **Deep System Scan** and **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 run a System Scan or Deep System Scan the Antivirus Scan wizard will appear. Follow the three-step guided procedure to complete the scanning process. For detailed information about this wizard, please refer to *"Antivirus Scan Wizard" (p. 52)*.

15. Vulnerability

BitDefender comes with a Vulnerability module that helps you keep crucial software on your PC up-to-date. To monitor and fix your system's vulnerabilities, click the **Vulnerability** tab.

Vulnerability

The Vulnerability module consists of two sections:

- **Status Area** - Displays the status of the Vulnerability Check module and allows you to enable/disable tracking for this module's activity.
- **Quick Tasks** - This is where you can find a link to the vulnerability check wizard.

15.1. Status Area

The current status of a component is indicated using explicit sentences and one of the following icons:

Green circle with a check mark: No issues affect the component.
Red circle with an exclamation mark: Issues affect the component.

The sentences describing issues are written in red. Just click the **Fix** or **Install** button corresponding to a sentence to fix the reported issue.

The most common issues reported for this component are listed in the following table.

Status	Description
Vulnerability Check is disabled	BitDefender does not check for potential vulnerabilities regarding missing Windows updates, application updates or weak passwords.
Multiple vulnerabilities were detected	BitDefender found missing Windows/application updates and/or weak passwords.
Critical Microsoft updates	Critical Microsoft updates are available but not installed.
Other Microsoft updates	Non-critical Microsoft updates are available but not installed.
Windows Automatic Updates are disabled	Windows security updates are not being automatically installed as soon as they become available.
`Application` (outdated)	A new version of the `Application` is available but not installed.
`User` (Weak Password)	A user password is easy to crack by malicious people with specialized software.

15.2. Quick Tasks

There is only one task available:

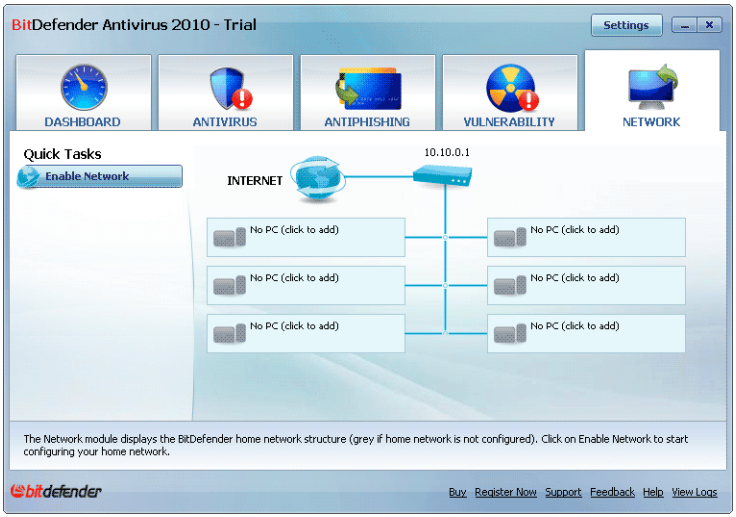
- **Vulnerability Scan** - starts a wizard that checks your system for vulnerabilities and helps you fix them.

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 "*Vulnerability Check Wizard*" (p. 64).

16. 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 **Network** 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.

16.1. Quick Tasks

Initially, one button is available only.

- **Enable Network** - allows you to set the network password, thus creating and joining the network.

After joining the network, several more buttons will appear.

- **Disable Network** - allows you to leave the network.
- **Add Computer** - allows you to add computers 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.

16.1.1. Joining the BitDefender Network

To join the BitDefender home network, follow these steps:

1. Click **Enable 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**.

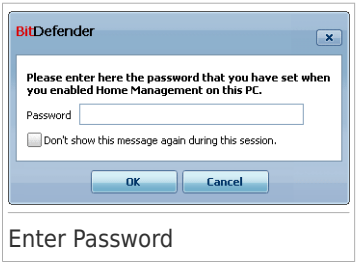
You can see the computer name appearing in the network map.

16.1.2. 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.

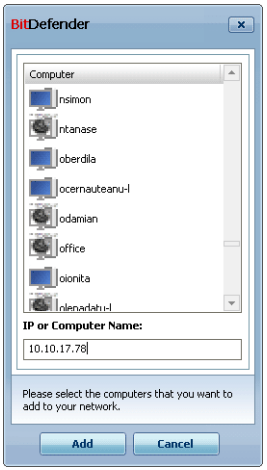
To add a computer to the BitDefender home network, follow these steps:

1. Click **Add Computer**. 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

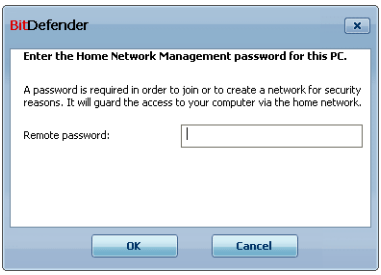
You can see the list of computers in the network. The icon meaning is as follows:

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.



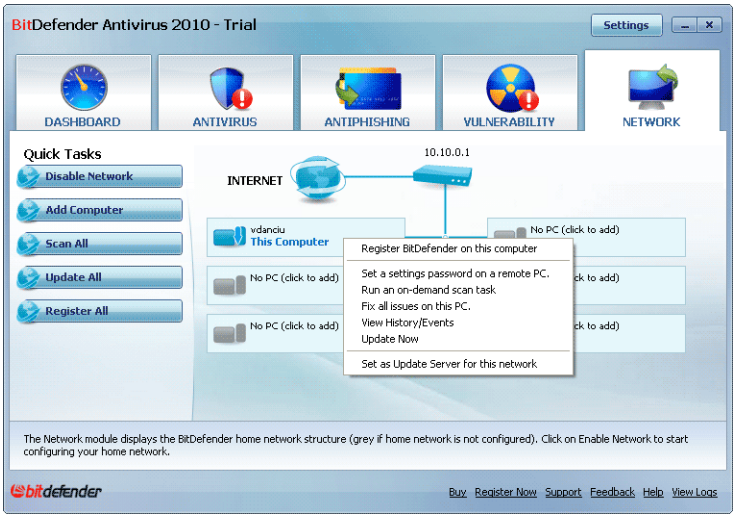
Authenticate

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.

16.1.3. 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.

- **Remove PC from home network**

  Allows you to remove a PC from the network.

- **Register BitDefender on this computer**

  Allows you to register BitDefender on this computer by entering a license key.

- **Set a settings password on a remote PC**

  Allows you to create a password to restrict access to BitDefender settings on this PC.

- **Run an on-demand scan task**

  Allows you to run an on-demand scan on the remote computer. You can perform any of the following scan tasks: My Documents Scan, System Scan or Deep System Scan.

- **Fix all issues on this PC**

Allows you to fix the issues that are affecting the security of this computer by following the Fix All Issues wizard.

- **View History/Events**

  Allows you access to the **History&Events** module of the BitDefender product installed on this computer.

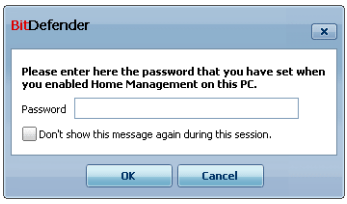
- **Update Now**

  Intitiates the Update process for the BitDefender product installed on this computer.

- **Set as Update Server for this network**

  Allows you to set this computer as update server for all BitDefender products installed on the computers in this network. Using this option will reduce internet traffic, because only one computer in the network will connect to the internet to download updates.

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**.

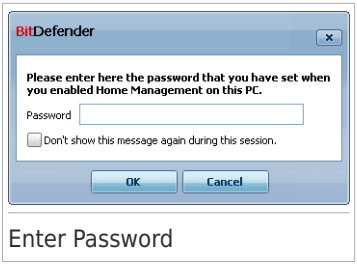
Note

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

16.1.4. Scanning All Computers

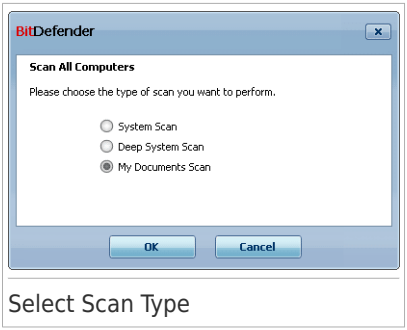
To scan all managed computers, follow these steps:

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



Enter Password

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



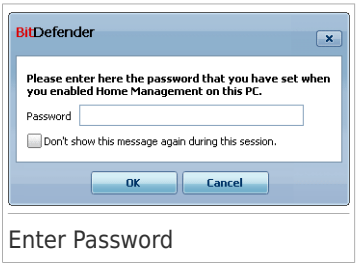
Select Scan Type

3. Click **OK**.

16.1.5. 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.



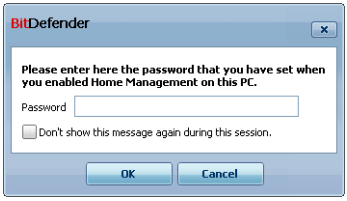
Enter Password

2. Click **OK**.

16.1.6. Registering All Computers

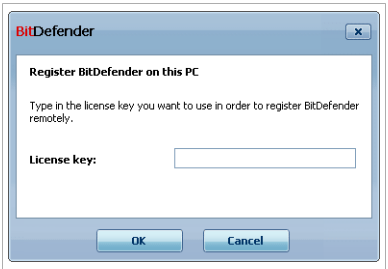
To register all managed computers, follow these steps:

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**.

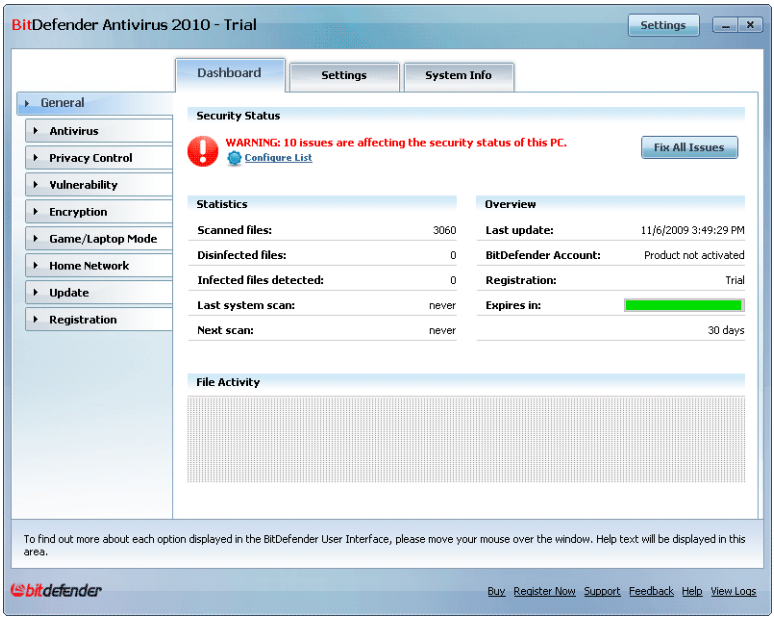
Expert Mode

17. General

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

17.1. Dashboard

To see if any issues affect your computer, as well as product activity statistics and your registration status, go to **General>Dashboard** in Expert Mode.



Dashboard

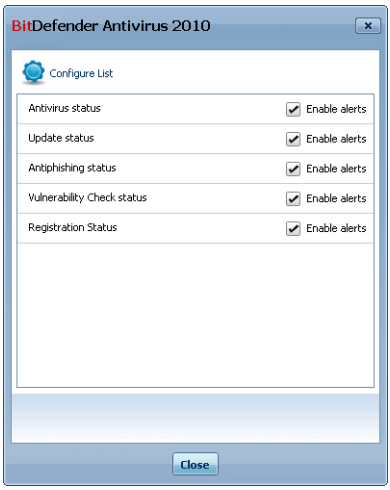
The dashboard consists of several sections:

- **Overall Status** - Informs you of any issues affecting the security of your computer.
- **Statistics** - Displays important information regarding the BitDefender activity.
- **Overview** - Displays the update status, your account status, registration and license information.
- **File Activity** - 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.

17.1.1. Overall Status

This is where you can find out the number of issues affecting the security of your computer. To remove all threats, click **Fix All Issues**. This will start the Fix All Issues wizard.

To configure which modules will be tracked by BitDefender Antivirus 2010, click **Configure Status Tracking**. A new window will appear:



Configure Status Tracking

If you want BitDefender to monitor a component, select the **Enable alerts** check box corresponding to that component. The status of the following security components can be tracked by BitDefender:

- **Antivirus** - BitDefender monitors the status of the two components of the Antivirus module: real-time protection and on-demand scan. The most common issues reported for this component are listed in the following table.

Issue	Description
Real-time protection is disabled	Files are not scanned as they are accessed by you or by an application running on this system.
You have never scanned your computer for malware	An on demand system scan was never performed to check if files stored on your computer are malware free.

Issue	Description
The last system scan you started was aborted before it finished	A full system scan was started but not completed.
Antivirus is in a critical state	Real-time protection is disabled and a system scan is overdue.

- **Update** - BitDefender monitors if the malware signatures are up-to-date. The most common issues reported for this component are listed in the following table.

Issue	Description
Automatic Update is disabled	The malware signatures of your BitDefender product are not being automatically updated on a regular basis.
The update has not been performed for x days	The malware signatures of your BitDefender product are outdated.

- **Antiphishing** - BitDefender monitors the status of the Antiphishing feature. If it is not enabled for all supported applications, the issue **Antiphishing is disabled** will be reported.
- **Vulnerability Check** - BitDefender keeps track of the Vulnerability Check feature. Vulnerability Check lets you know if you need to install any Windows updates, application updates or if you need to strengthen any passwords.

  The most common issues reported for this component are listed in the following table.

Status	Description
Vulnerability Check is disabled	BitDefender does not check for potential vulnerabilities regarding missing Windows updates, application updates or weak passwords.
Multiple vulnerabilities were detected	BitDefender found missing Windows/application updates and/or weak passwords.
Critical Microsoft updates	Critical Microsoft updates are available but not installed.
Other Microsoft updates	Non-critical Microsoft updates are available but not installed.

Status	Description
Windows Automatic Updates are disabled	Windows security updates are not being automatically installed as soon as they become available.
Application (outdated)	A new version of the Application is available but not installed.
User (Weak Password)	A user password is easy to crack by malicious people with specialized software.

Important
To ensure that your system is fully protected please enable tracking for all components and fix all reported issues.

17.1.2. 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.
Infected files detected	Indicates the number of infected files that were found on your system at the time of your last scan.
Last system scan	Indicates when your computer was last scanned. If the last scan was performed more than a week before, please scan your computer as soon as possible. To scan the entire computer, go to **Antivirus**, Virus Scan tab, and run either Full System Scan or Deep System Scan.
Next scan	Indicates the next time when your computer is going to be scanned.

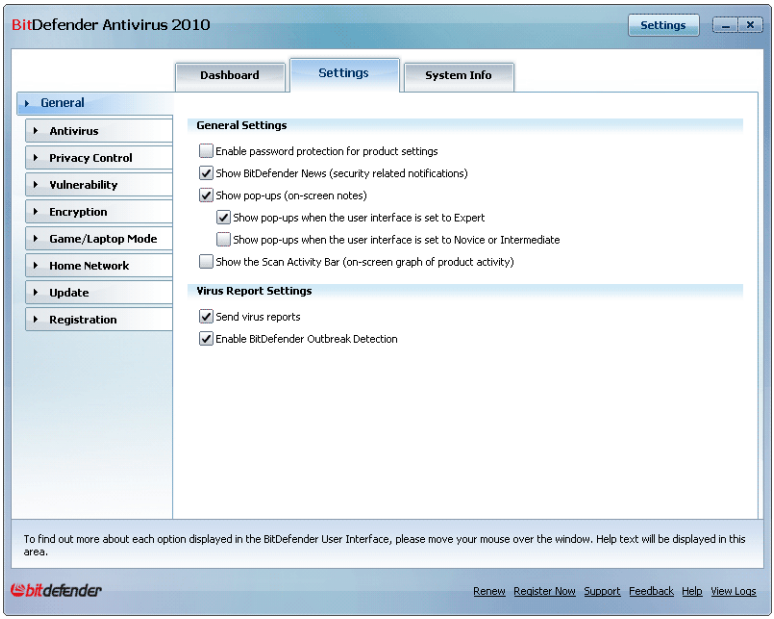
17.1.3. Overview

This is where you can see the update status, your account status, registration and license information.

Item	Description
Last update	Indicates when your BitDefender product was last updated. Please perform regular updates in order to have a fully protected system.
BitDefender account	Indicates the e-mail address that you can use to access your on-line account to recover your lost BitDefender license key and to benefit from BitDefender support and other customized services. You must create a BitDefender account in order to activate your product. To find out information about the BitDefender account, please refer to "*Registration and My Account*" (p. 47).
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. If your license key expires within the following days, please register the product with a new license key. To purchase a license key or to renew your license, click the **Buy/Renew** link, located at the bottom of the window.

17.2. Settings

To configure general settings for BitDefender and to manage its settings, go to **General>Settings** in Expert Mode.



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.

17.2.1. General Settings

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

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

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

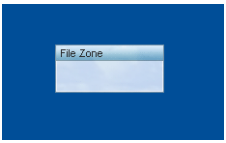
Enter password

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

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

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

- **Show BitDefender News (security related notifications)** - shows from time to time security notifications regarding virus outbreaks, sent by the BitDefender server.
- **Show pop-ups (on-screen notes)** - shows pop-up windows regarding the product status. You can configure BitDefender to display pop-ups only when the interface is in Novice / Intermediate Mode or the Expert Mode.
- **Show 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.



Scan Activity Bar

Note
This option can be configured only for the current Windows user account. The Scan activity bar is only available when the interface is in Expert Mode.

17.2.2. 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.

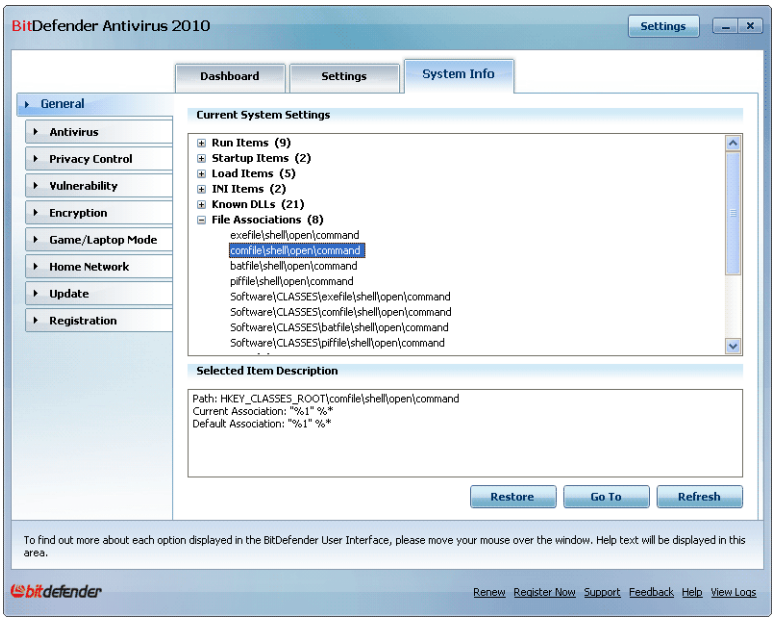
- **Enable BitDefender Outbreak Detection** - sends to the BitDefender Labs reports regarding potential virus-outbreaks.

  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.

17.3. 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 Expert Mode.



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.

18. 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.

18.1. 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 Expert Mode.

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 system scan, click **Scan Now**.

18.1.1. 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.

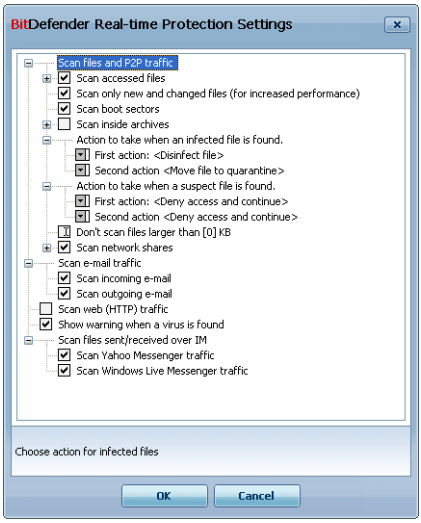
Protection level	Description
	Only programs and incoming mail messages are scanned for viruses. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: disinfect file/move file to quarantine.
Default	Offers standard security. 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: disinfect file/move file to quarantine.
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: disinfect file/move file to quarantine.

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

18.1.2. 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 of their type.
	Scan applications 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`;

Option		Description
		.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** and/or **Skip keyloggers from scan** if you want to exclude these kinds of files from scanning.
Scan only new and changed files		Scans only files that have not been scanned before or that have been changed since the last time they were scanned. By selecting this option, you may greatly improve overall system responsiveness with a minimum trade-off in security.
Scan boot sectors		Scans the system's boot sector.
Scan inside archives		The accessed archives will be scanned. With this option on, the computer will slow down. You can set the maximum size of archives to be scanned (in kilobytes, type 0 if you want all archives to be scanned) and the maximum archive depth to scan.
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.
	Disinfect file	Removes the malware code from infected files.
	Delete file	Deletes infected files immediately, without any warning.

Option		Description
	Move file to quarantine	Moves infected files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.
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. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.
Don't 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.
Scan network shares	**Scan all files**	All the files accessed from the network will be scanned, regardless of their type.
	Scan applications 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 ";".

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

  The following options are available:

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

- **Scan web (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.

18.1.3. Configuring Active Virus Control

The BitDefender Active Virus Control technology 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.

Active Virus Control can be configured to alert you and prompt you for action whenever an application tries to perform a possible malicious action.

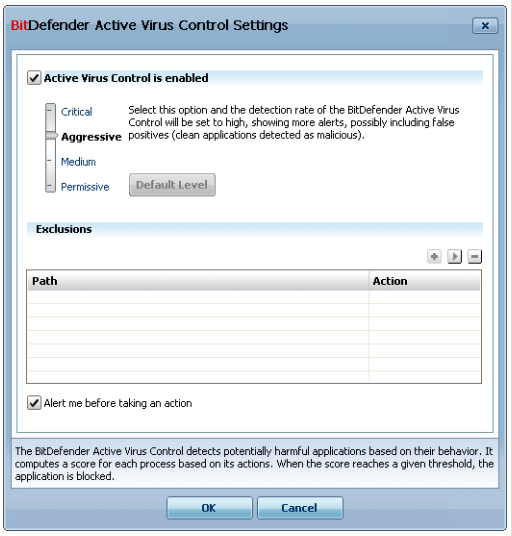
Active Virus Control Alert

If you know and trust the detected application, click **Allow**.

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

Select the **Rememeber this action for this application** check box before making your choice and BitDefender will take the same action for the detected application in the future. The rule that is thus created will be listed in the Active Virus Control configuration window.

To configure Active Virus Control, click **Advanced Settings**.



Active Virus Control Settings

Select the corresponding check box to enable Active Virus Control.

Important

Keep the Active Virus Control enabled in order to be protected against unknown viruses.

If you want to be alerted and prompted for action by Active Virus Control whenever an application tries to perform a possible malicious action, select the **Ask me before taking an action** check box.

Configuring Protection Level

The Active Virus Control 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 Active Virus Control protection level will change accordingly. If you set real-time protection to **Permissive**, Active Virus Control is automatically disabled. In this case, you can manually enable Active Virus Control if you want to use it.

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

Protection level	Description
Critical	Strict monitoring of all applications for possible malicious actions.
Default	Detection rates are high and false positives are possible.
Medium	Application monitoring is moderate, some false positives are still possible.
Permissive	Detection rates are low and there are no false positives.

Managing Trusted / Untrusted Applications

You can add applications you know and trust to the list of trusted applications. These applications will no longer be checked by the BitDefender Active Virus Control and will automatically be allowed access.

The applications for which rules have been created are listed in the **Exclusions** table. The path to the application and the action you have set for it (Allowed or Blocked) is displayed for each rule.

To change the action for an application, click the current action and select the other action from the menu.

To manage the list, use the buttons placed above the table:

Add - add a new application to the list.

Remove - remove an application from the list.
Edit - edit an application rule.

18.1.4. Disabling Real-time Protection

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

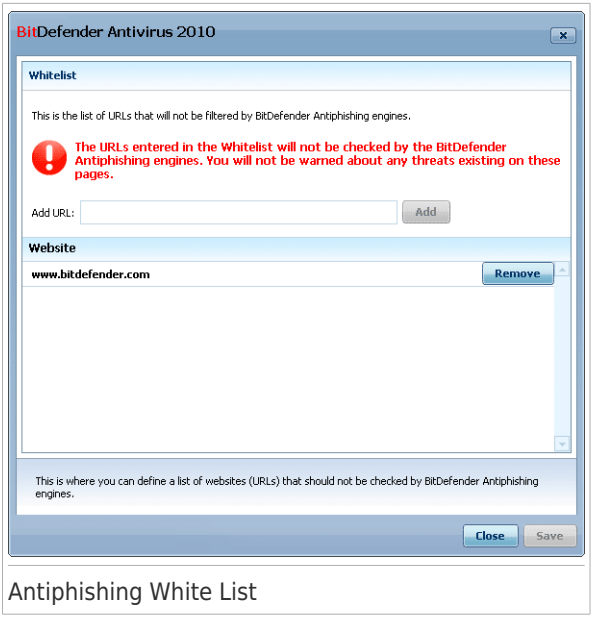
18.1.5. Configuring Antiphishing Protection

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. For more information, please refer to "*Integration into Web Browsers*" (p. 199).

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

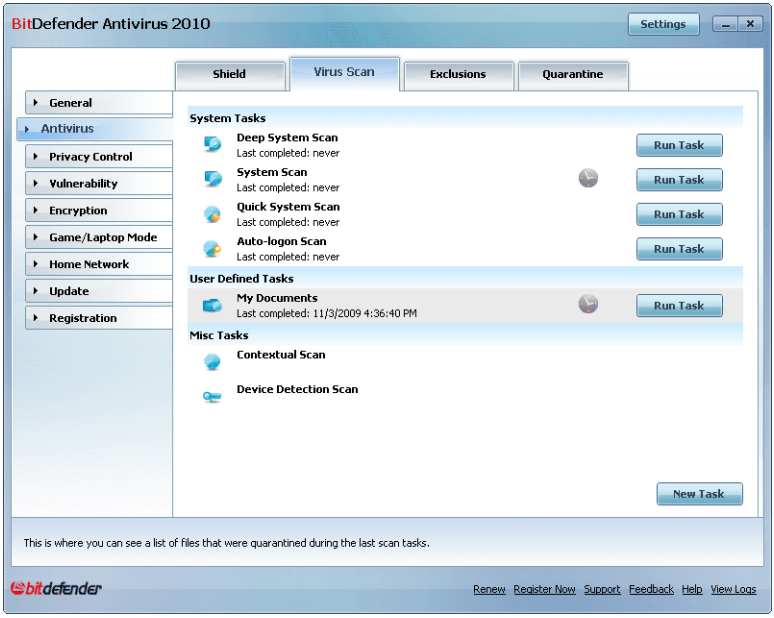
Click **Save** to save the changes and close the window.

18.2. 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>Virus Scan** in Expert Mode.



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.

18.2.1. Scan Tasks

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

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.
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
Quick System Scan	Scans the `Windows` and `Program Files` 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.
Auto-logon 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 **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.

Each task has a **Properties** window that allows you to configure it and to view the scan logs. To open this window, double-click the task or click the **Properties** button that precedes the task's name. For more information, please refer to *"Configuring Scan Tasks" (p. 116)*.

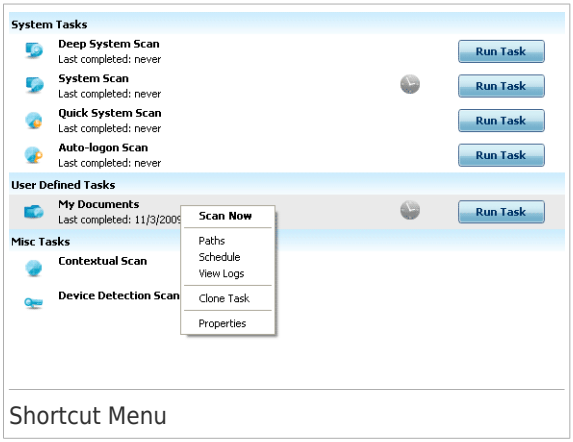
To run a system or user-defined scan task, click the corresponding **Run Task** button. The Antivirus Scan wizard will appear and guide you through the scanning process.

When a task is scheduled to run automatically, at a later moment or regularly, the **Schedule** button is displayed to the right of the task. Click this button to open the **Properties** window, Scheduler tab, where you can see the task schedule and modify it.

If you no longer need a scan task that you have created (a user-defined task), you can delete it by clicking the **Delete** button, located to the right of the task. You cannot remove system or miscellaneous tasks.

18.2.2. Using Shortcut Menu

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



Shortcut Menu

For system and user-defined tasks, 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.

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

- **Schedule** - opens the **Properties** window, Scheduler tab, where you can schedule the selected task.
- **View Logs** - opens the **Properties** window, Logs tab, where you can see the reports generated after the selected task was run.

- **Clone Task** - 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.

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

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

18.2.3. Creating Scan Tasks

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

- Clone 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.

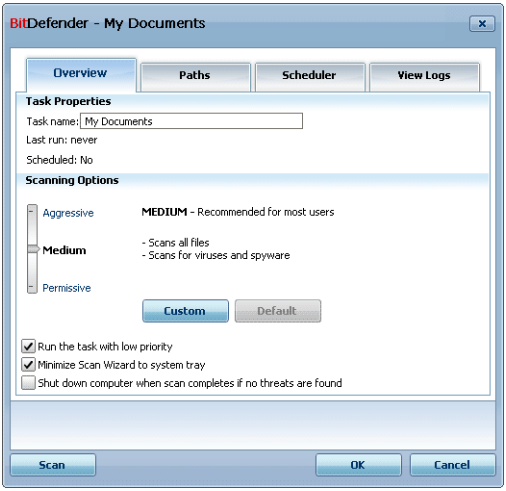
18.2.4. Configuring Scan Tasks

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 **Properties** button to the left of the task (or right-click the task and then click **Properties**). You can also double-click the task.

Note
For more information on viewing logs and the **View Logs** tab, please refer to "*Viewing Scan Logs*" (p. 135).

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
Permissive	Offers reasonable detection efficiency. The resource consumption level is low. Only programs 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.
Aggressive	Offers high detection efficiency. The resource consumption level is high.

Protection level	Description
	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:

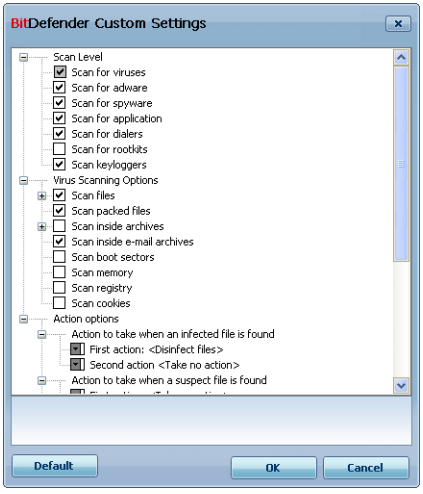
- **Run the task with Low priority.** Decreases the priority of the scan process. You will allow other programs to run faster and increase the time needed for the scan process to finish.
- **Minimize Scan Wizard to system tray.** Minimizes the scan window to the system tray. Double-click the BitDefender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

Option		Description
		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 packed files		Scans packed files.
Scan inside archives		Scans inside regular archives, such as .zip, .rar, .ace, .iso and others. Select the **Scan installers and chm archives** check box if you want these types of files to be scanned. Scanning archived files increases the scanning time and requires more system resources. You can set the maximum size of the archives to be scanned in kilobytes (KB) by typing the size in this field **Limit scanned archive size to**.
Scan inside 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 actions to be taken on each category of detected files using the options in this category.

Note

To set a new action, click the current **First action** and select the desired option from the menu. Specify a **Second action** that will be taken in case the first one fails.

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

Action	Description
Take No Action	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
Take No Action	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
Take No Action	No action will be taken on hidden files. These files will appear in the report file.
Rename files	Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able to search for and find such files on your computer, if any.

Action	Description
Move files to Quarantine	Moves hidden files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.

Note

Please note that these hidden files are not the files that you deliberately hide from Windows. They are the files hidden by special programs, known as rootkits. Rootkits are not malicious in nature. However, they are commonly used to make viruses or spyware undetectable by normal antivirus programs.

- **Action options for password-protected and encrypted files.** Files encrypted using Windows may be important to you. This is why you can configure different actions to be taken on the infected or suspicious files that are encrypted using Windows. Another category of files that requires special actions is password-protected archives. Password-protected archives cannot be scanned unless you provide the password. Use these options to configure the actions to be taken on password-protected archives and on Windows-encrypted files.
  - **Action to take when an encrypted infected file is found.** Select the action to be taken on infected files that are encrypted using Windows. The following options are available:

Action	Description
Take no action	Only log the infected files that are encrypted using Windows. 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.

- **Action to take when an encrypted suspect file is found.** Select the action to be taken on suspicious files that are encrypted using Windows. The following options are available:

Action	Description
Take no action	Only log the suspicious files that are encrypted using Windows. 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.

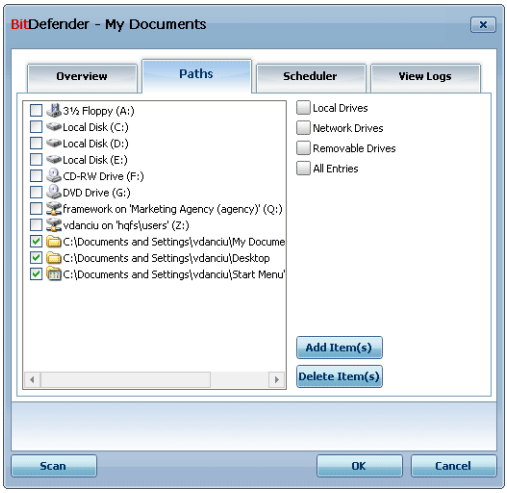
- **Action to take when a password-protected file is found.** Select the action to be taken on the password-protected files detected. The following options are available:

Action	Description
Log only	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.

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**. Alternatively, if you are already in the Properties window of a task, select the **Paths** tab. 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 following buttons are available:

- **Add Item(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.

- **Delete 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 these buttons, there are 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

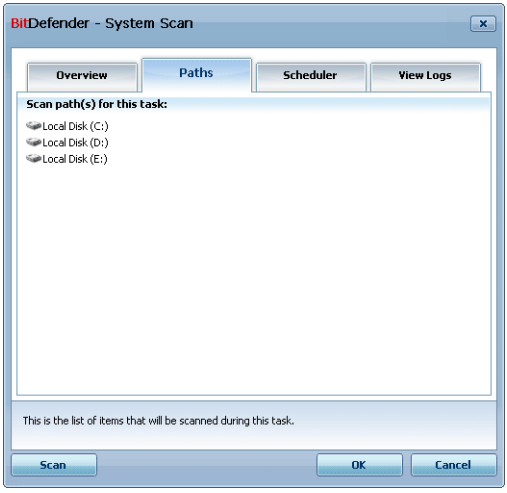
If you want to scan your entire computer, select the checkbox corresponding to **All Entries**.

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 cannot 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 Scan Paths**. For **System Scan**, for example, the following window will appear:



Scan Target of System Scan

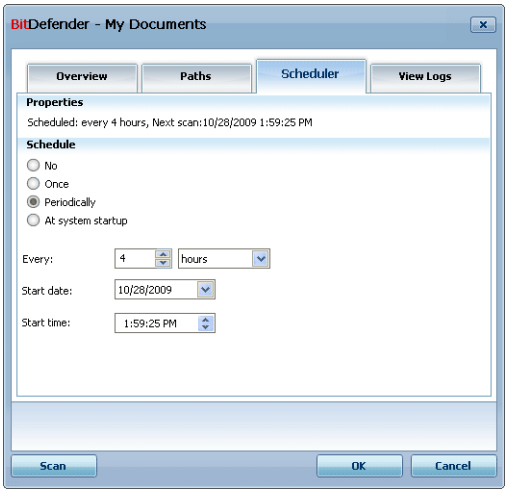
System Scan and **Deep System Scan** will scan all local drives, while **Quick System Scan** will only scan the `Windows` and `Program Files` folders.

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**. If you are already in a task's Properties window, select the **Scheduler** tab. 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:

- **No** - 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(minutes, hours, days, weeks, months) starting with a specified date and time.

  If you want the scan to be repeated at certain intervals, select **Periodically** and type in the **Every** edit box the number of minutes/hours/days/weeks/ months 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**.

18.2.5. Scanning Files and Folders

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, go to **Update>Update** in Advanced View.

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 Tips

Here are some more scanning tips you may find useful:

- Depending on the size of your hard disk, running a comprehensive scan of your computer (such as Deep System Scan or System Scan) may take a while (up to an hour or even more). Therefore, you should run such scans when you do not need to use your computer for a longer time (for example, during the night).

  You can schedule the scan to start when convenient. Make sure you leave your computer running. With Windows Vista, make sure your computer is not in sleep mode when the task is scheduled to run.

- If you frequently download files from the Internet to a specific folder, create a new scan task and set that folder as scan target. Schedule the task to run every day or more often.

- There is a kind of malware which sets itself to be executed at system startup by changing Windows settings. To protect your computer against such malware, you can schedule the **Auto-logon Scan** task to run at system startup. Please note that autologon scanning may affect system performance for a short time after startup.

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 **Scan with BitDefender**.
- 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.

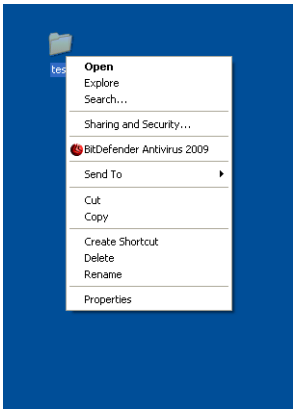
Immediate Scanning

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 system or user-defined scan task, click the corresponding **Run Task** button. The Antivirus Scan wizard will appear and guide you through the scanning process.

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.



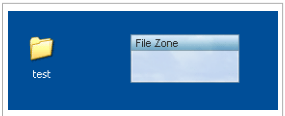
Contextual Scan

Right-click the file or folder you want to be scanned and select **Scan with BitDefender**. The Antivirus Scan wizard will appear and guide you through the scanning process.

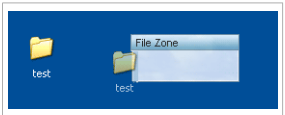
You can modify the scan options and see the report files by accessing the **Properties** window of the **Contextual Menu Scan** task.

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 Antivirus Scan wizard will appear and guide you through the scanning process.

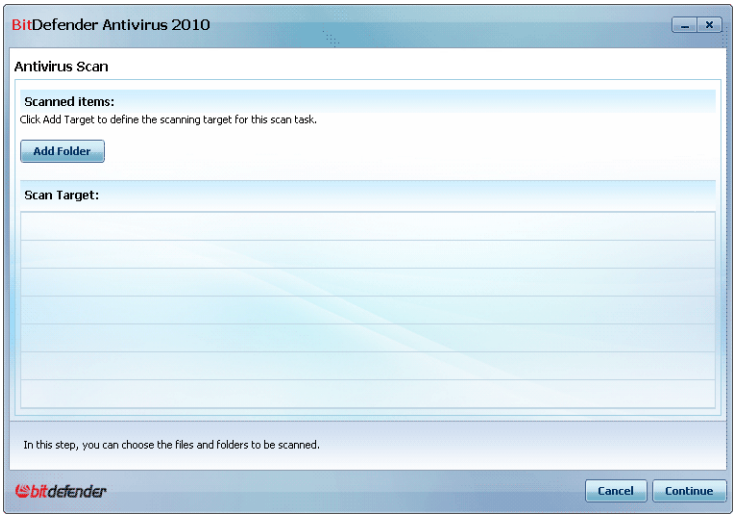
Manual Scanning

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 2010 → BitDefender Manual Scan**. The following window will appear:



Manual Scanning

Click **Add Folder**, select the location you want to scan and click **OK**. If you want to scan multiple folders, repeat this action for each additional location.

The paths to the selected locations will appear in the **Scan Target** column. If you change your mind about the location, just click the **Remove** button next to it. Click the **Remove All Paths** button to remove all the locations that were added to the list.

When you are done selecting the locations, click **Continue**. The Antivirus Scan wizard will appear and guide you through the scanning process.

Antivirus Scan Wizard

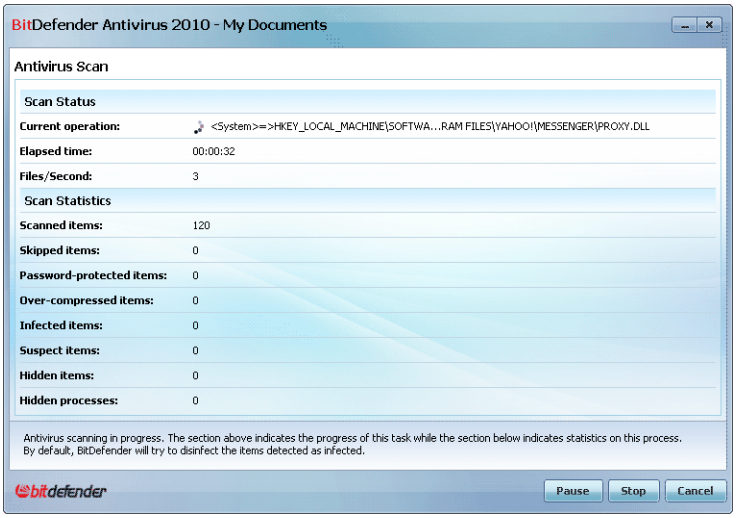
When you initiate an on-demand scan, the Antivirus Scan wizard will appear. Follow the three-step guided procedure to complete the scanning process.

Note

If the scan wizard does not appear, the scan may be configured to run silently, in the background. Look for the scan progress icon in the system tray. You can click this icon to open the scan window and to see the scan progress.

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).

Wait for BitDefender to finish scanning.

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

Password-protected archives. If BitDefender detects a password-protected archive during scanning and the default action is **Prompt for password**, you will be prompted to provide the password. Password-protected archives cannot be scanned unless you provide the password. The following options are available:

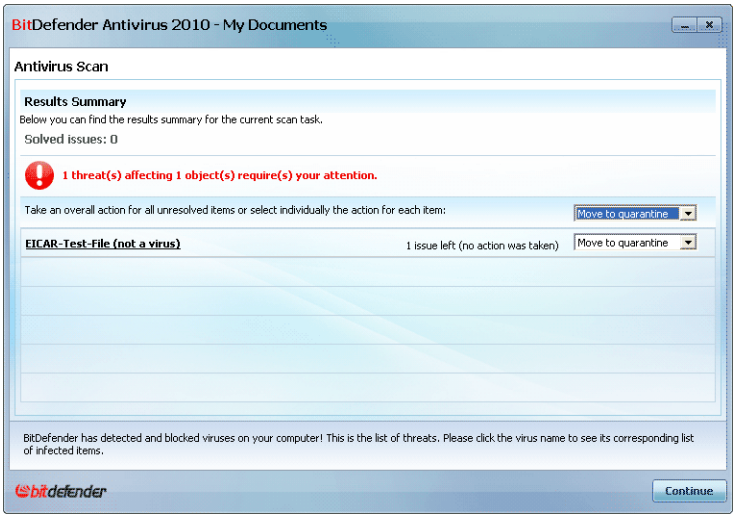
- **Password.** If you want BitDefender to scan the archive, select this option and type the password. If you do not know the password, choose one of the other options.
- **Don't ask for a password and skip this object from scanning.** Select this option to skip scanning this archive.
- **Skip all password-protected items without scanning them.** Select this option if you do not want to be bothered about password-protected archives. BitDefender will not be able to scan them, but a record will be kept in the scan log.

Click **OK** to continue scanning.

Stopping or pausing the scan. You can stop scanning anytime you want by clicking **Stop&Yes**. You will go directly to the last step of the wizard. To temporarily stop the scanning process, just click **Pause**. You will have to click **Resume** to resume 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.

One or several of the following options can appear on the menu:

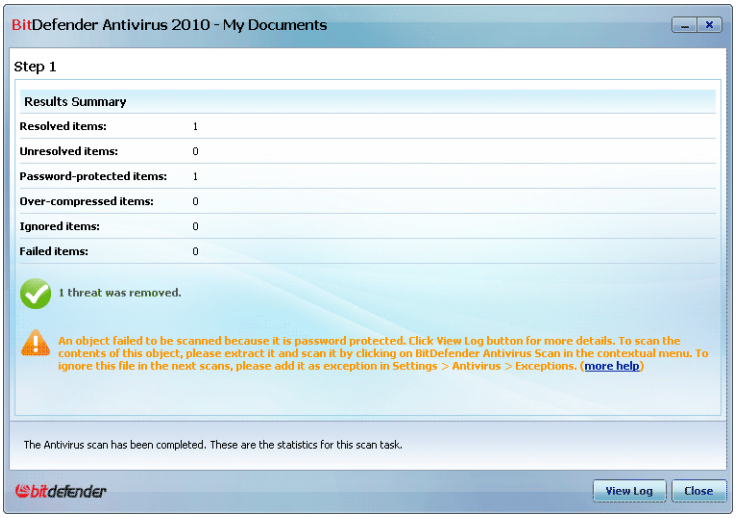
Action	Description
Take No Action	No action will be taken on the detected files. After the scan is completed, you can open the scan log to view information on these files.

Action	Description
Disinfect	Removes the malware code from infected files.
Delete	Deletes detected files.
Move to quarantine	Moves detected files to quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.
Rename files	Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able to search for and find such files on your computer, if any. Please note that these hidden files are not the files that you deliberately hide from Windows. They are the files hidden by special programs, known as rootkits. Rootkits are not malicious in nature. However, they are commonly used to make viruses or spyware undetectable by normal antivirus programs.

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. If you want comprehensive information on the scanning process, click **View log** 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.

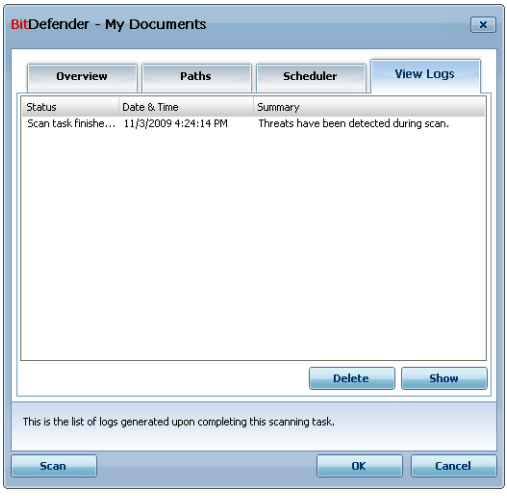
BitDefender Detected Suspect Files

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.

18.2.6. Viewing Scan Logs

To see the scan results after a task has run, right-click the task and select **View 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:

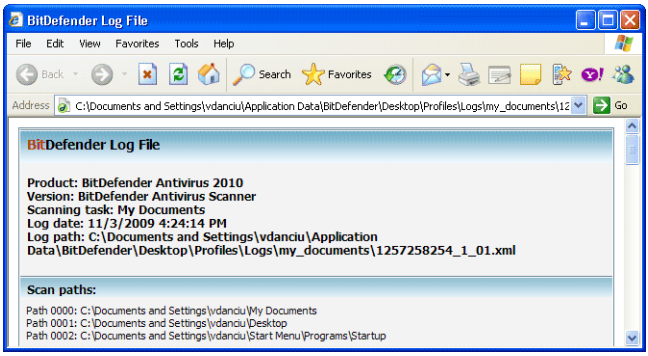
- **Delete** - to delete the selected scan log.
- **Show** - to view the selected scan log. The scan log will open in your default web browser.

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.

18.3. 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.

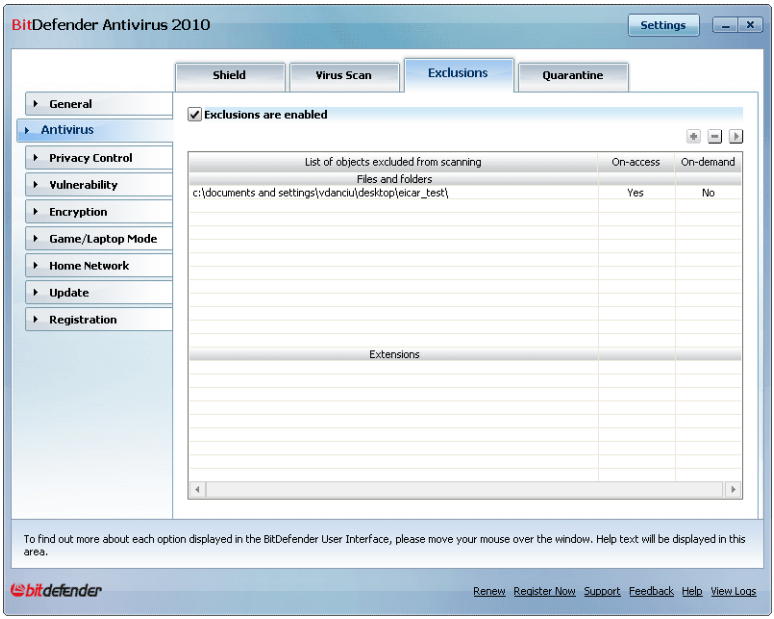
Two types of objects can be excluded from scanning:

- **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 Expert Mode.



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. Contextual scanning is a type of on-demand scanning: you right-click the file or folder you want to scan and select **Scan with BitDefender**.

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

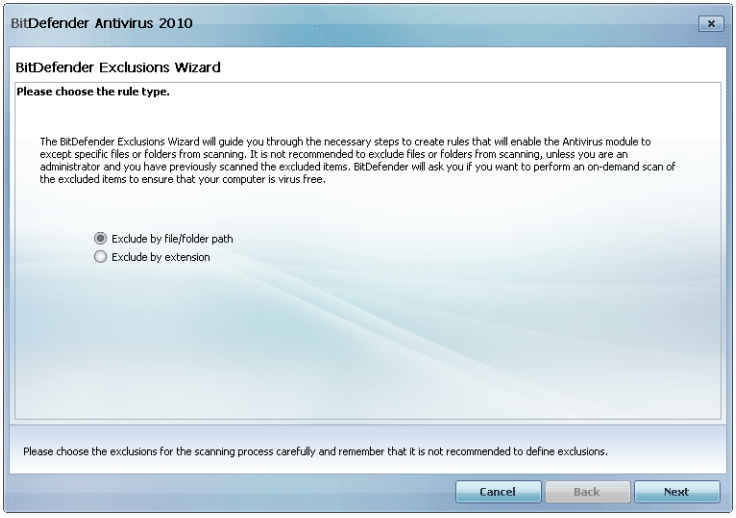
You can also right-click an object and use the options on the shortcut menu to edit or delete it.

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

18.3.1. 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

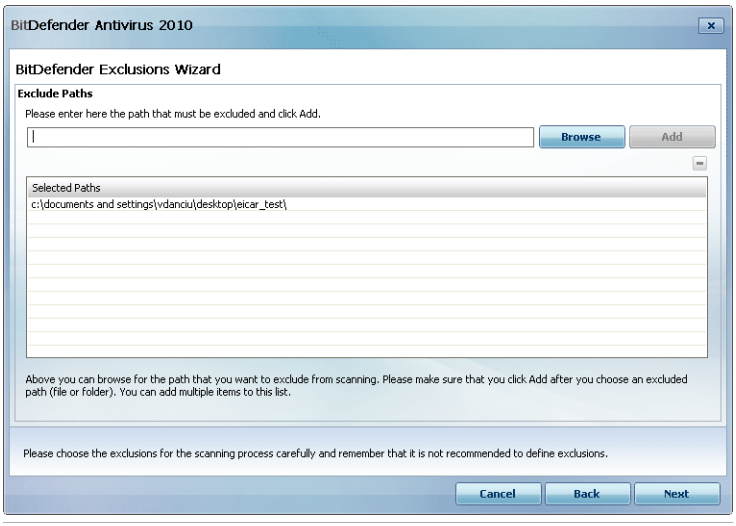


Object Type

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

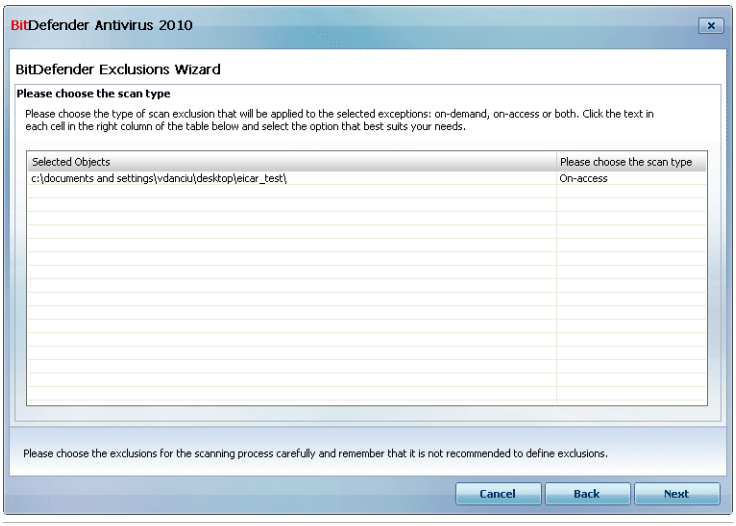
If the provided path does not exist, an error message will appear. Click **OK** and check the path for validity.

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



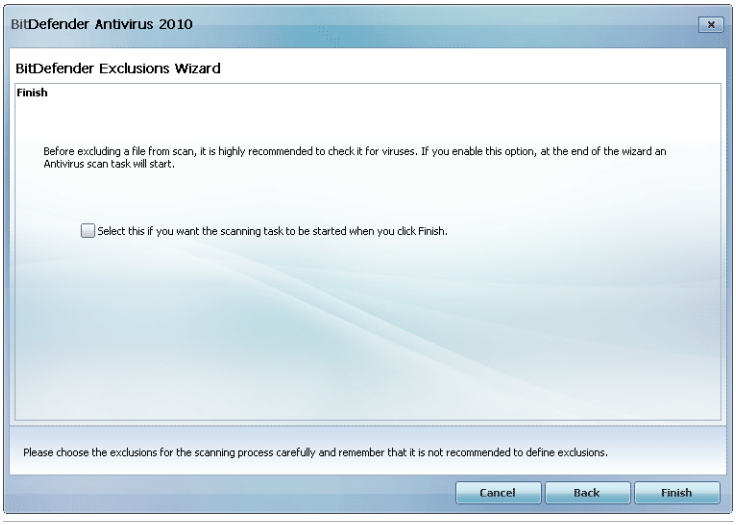
Scanning Type

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

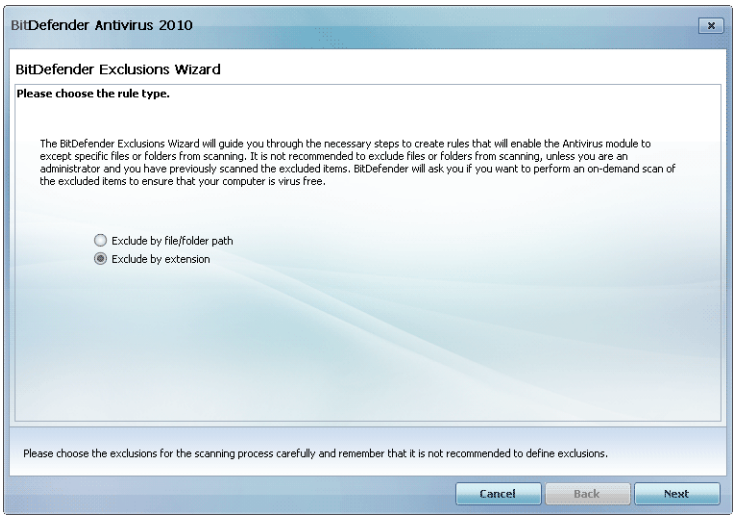
It is highly recommended to scan the files in the specified paths to make sure that they are not infected. Select the check box to scan these files before excluding them from scanning.

Click **Finish**.

18.3.2. 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

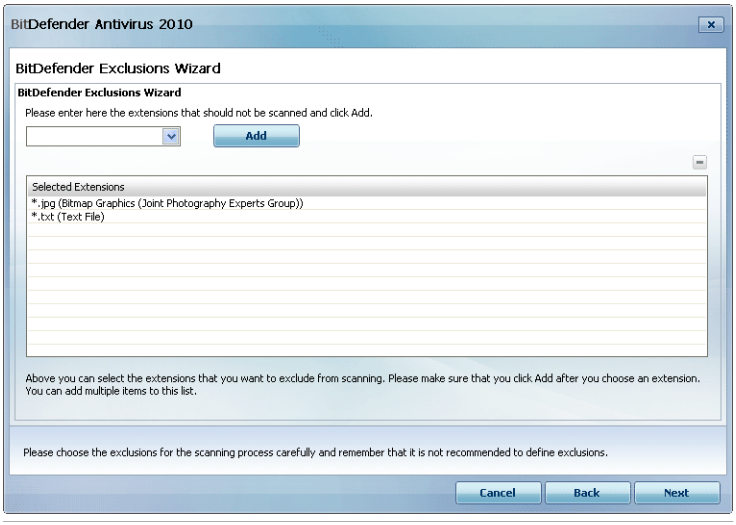


Object Type

Select the option of excluding extensions 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.

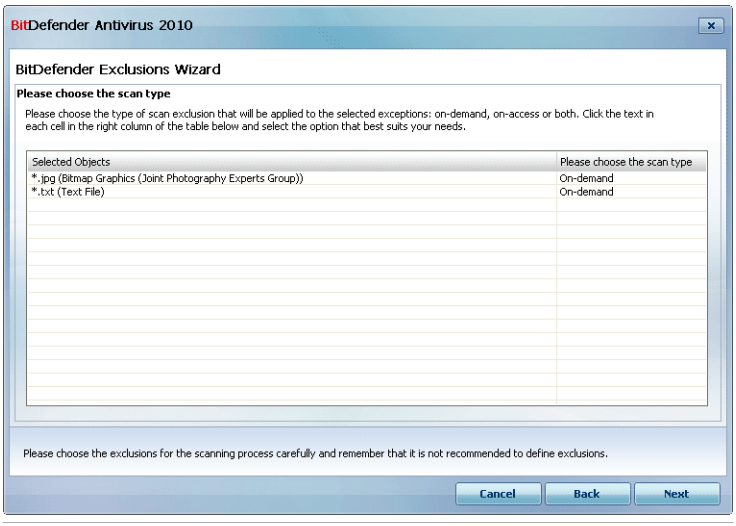
- Type the extension that you want to be excluded from scanning in the edit field and click **Add**.

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



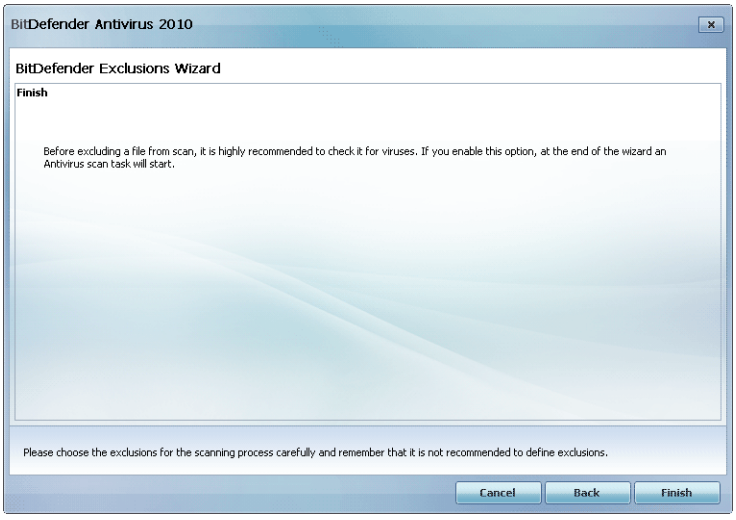
Scanning Type

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.

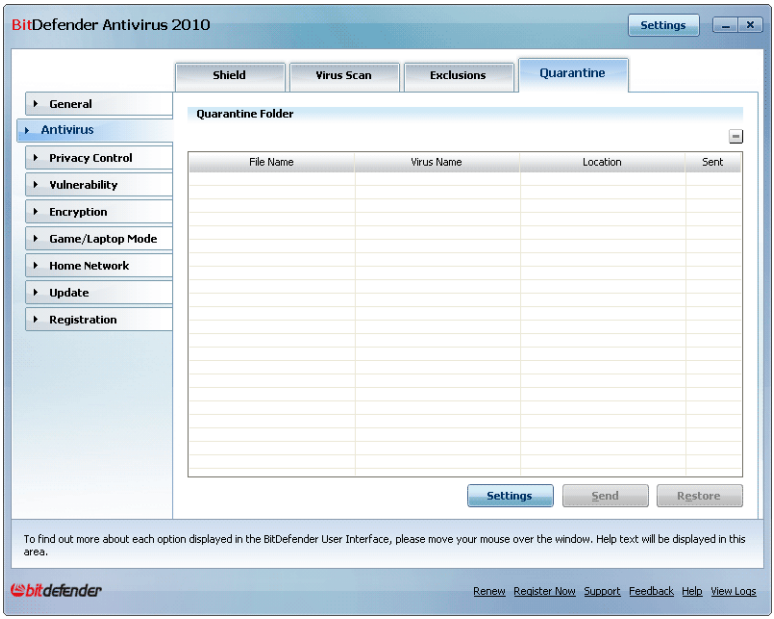
Click **Finish**.

18.4. 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.

In addition, BitDefender scans the quarantined files after each malware signature update. Cleaned files are automatically moved back to their original location.

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



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.

18.4.1. Managing Quarantined Files

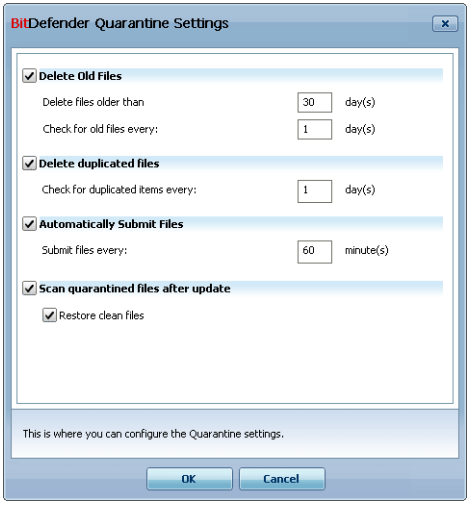
You can send any selected file from the quarantine to the BitDefender Lab by clicking **Send**. By default, BitDefender will automatically submit quarantined files every 60 minutes.

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

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.

18.4.2. 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 duplicated files. 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**.

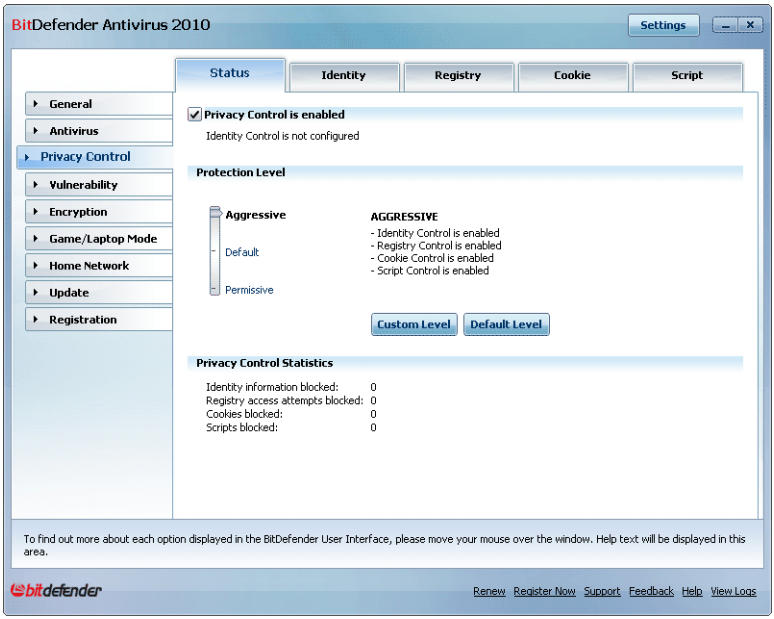
Click **OK** to save the changes and close the window.

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 Expert Mode.



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	All protection controls are disabled.
Default	Only **Identity Control** is enabled.
Aggressive	**Identity Control**, **Registry Control**, **Cookie 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. If your Windows account is an administrator account, the rules you create can be configured to also apply when other users of the computer are logged on to their Windows user accounts.

Why 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.

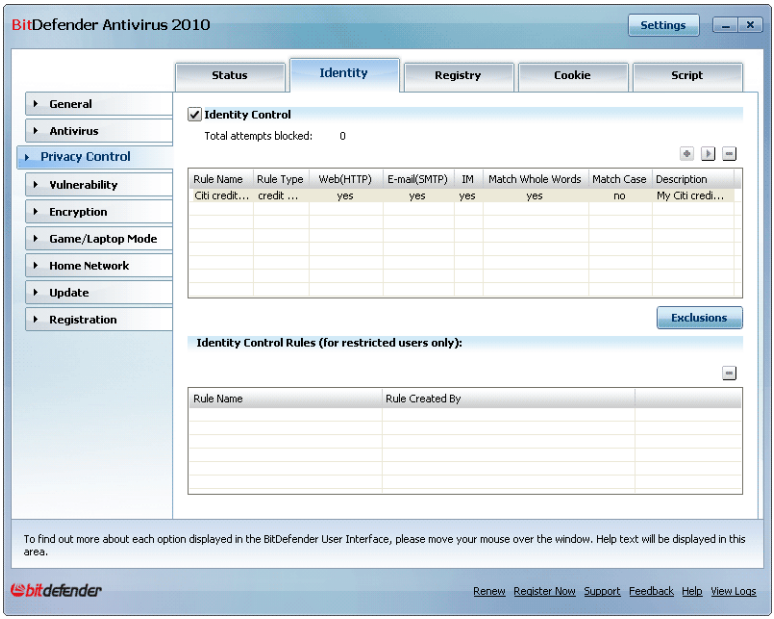
  Supposing such an application manages to avoid antivirus detection, it cannot send the stolen data by e-mail, web or instant messages if you have created appropriate identity protection rules.

- 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 Expert Mode.



Identity Control

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

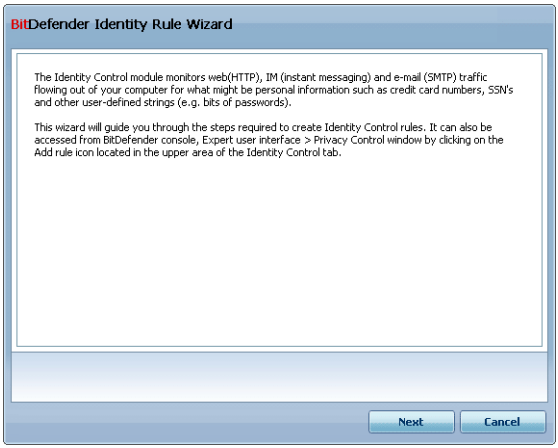
1. Select the **Enable Identity Control** check box.
2. Create rules to protect your sensitive data. For more information, please refer to "*Creating Identity Rules*" (p. 152).
3. If needed, define specific exclusions from the rules you have created. For more information, please refer to "*Defining Exclusions*" (p. 155).
4. If you are an administrator on the computer, you can exclude yourself from identity rules created by other administrators.

   For more information, please refer to "*Rules Defined by Other Administrators*" (p. 157).

19.2.1. Creating Identity Rules

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

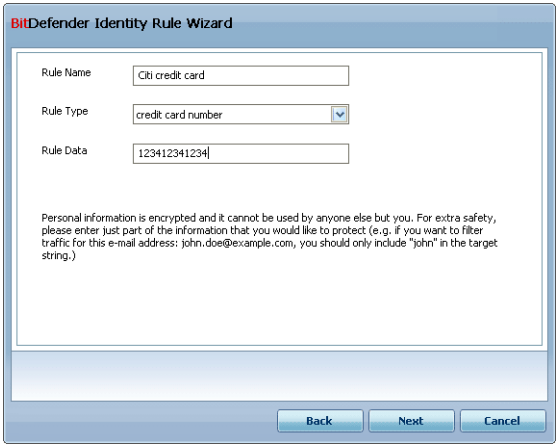
Step 1/4 - Welcome Window



Welcome Window

Click **Next**.

Step 2/4 - Set Rule Type and Data



Set Rule Type and Data

You must set the following parameters:

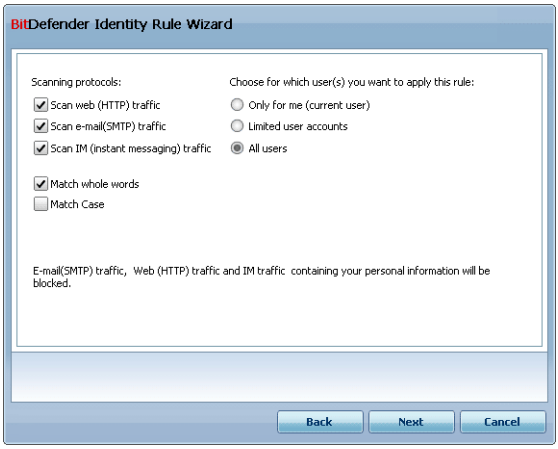
- **Rule Name** - type the name of the rule in this edit field.
- **Rule Type** - choose the rule type (address, name, credit card, PIN, SSN etc).
- **Rule Data** - type the data you want to protect in this edit field. For example, if you want to protect your credit card number, type all or part of it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



Select Traffic Types and Users

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

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

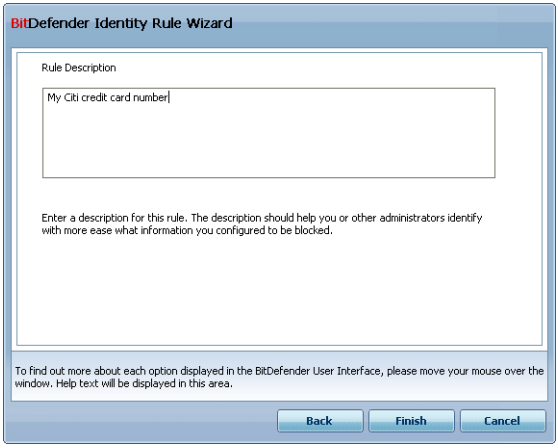
You can choose to apply the rule only if the rule data matches whole words or if the rule data and the detected string case match.

Specify the users for which the rule applies.

- **Only for me (current user)** - the rule will apply only to your user account.
- **Limited user accounts** - the rule will apply to you and all limited Windows accounts.
- **All users** - the rule will apply to all Windows accounts.

Click **Next**.

Step 4/4 - Describe Rule



Describe Rule

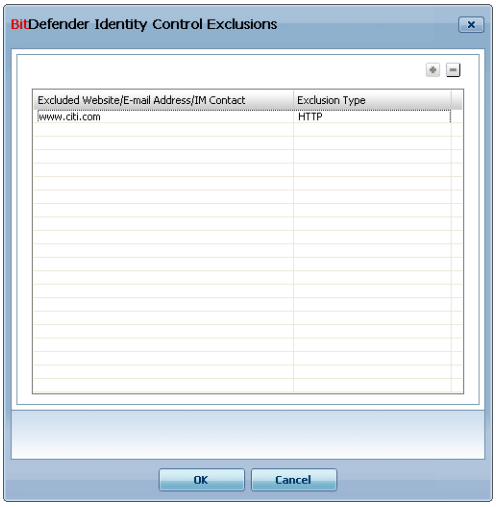
Enter a short description of the rule in the edit field. Since the blocked data (character string) is not displayed in plain text when accessing the rule, the description should help you easily identify it.

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

19.2.2. Defining Exclusions

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 **Exclusions**.



Exclusions

To add an exception, follow these steps:

1. Click the **Add** button to add a new entry in the table.
2. Double-click **Specify excluded item** and provide the web site, the e-mail address or the IM contact that you want to add as exception.
3. Double-click **Traffic 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 **E-mail (SMTP)**.
   - If you have specified an IM contact, select **IM**.

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

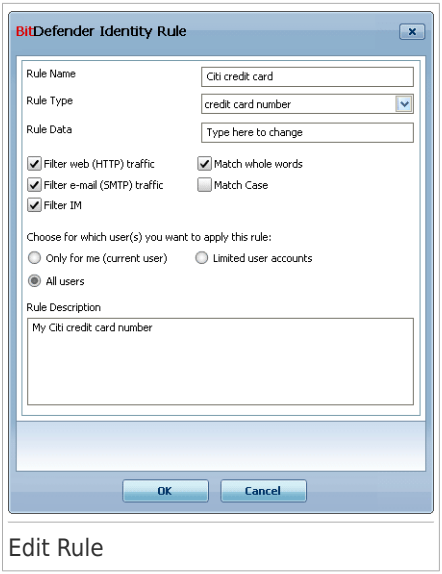
Click **OK** to save the changes.

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.

19.2.4. Rules Defined by Other Administrators

When you are not the only user with administrative rights on your system, the other administrators can create identity rules of their own. In case you want rules created by other users not to apply when you are logged on, BitDefender allows you to exclude yourself from any rule that you have not created.

You can see a list of rules created by other administrators in the table under **Identity Control Rules**. For each rule, its name and the user who created it are listed in the table.

To exclude yourself from a rule, select the rule in the table and click the **Delete** button.

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.

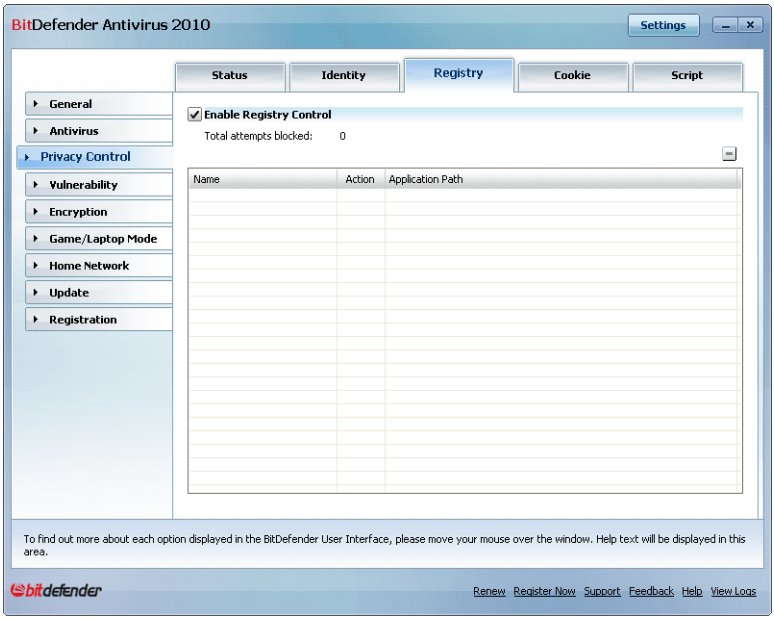
If you do not recognize the program and if it seems suspicious, click **Block** to prevent it from modifying Windows Registry. Otherwise, click **Allow** to permit the modification.

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 Expert Mode.



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.

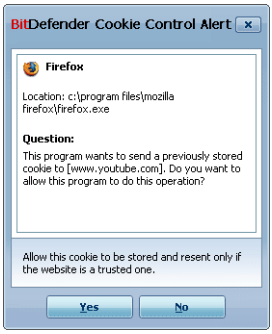
19.4. Cookie Control

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.

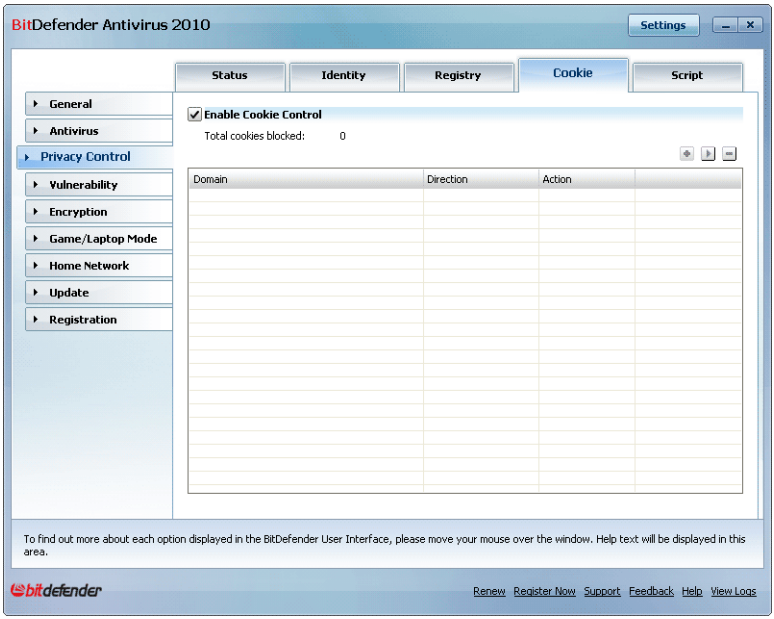
Click **Yes** or **No** and a rule will be created, applied and listed in the rules table.

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 Expert Mode.



Cookie Control

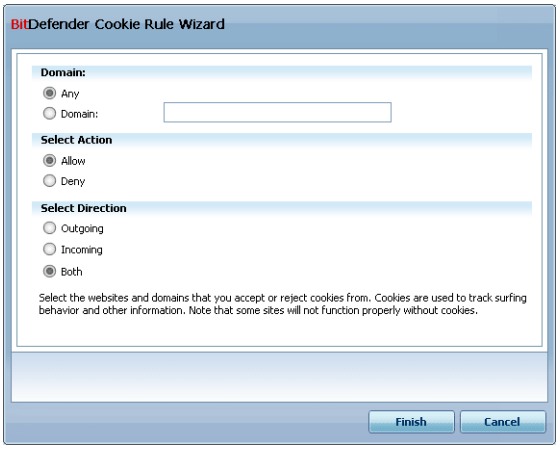
You can see the rules created so far listed in the table.

To delete a rule, select it and click the **Delete** button. To modify the rule parameters, select the rule and click the **Edit** button or double-click it. 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
Allow	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**.

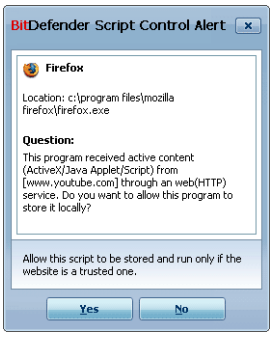
Click **Finish**.

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:

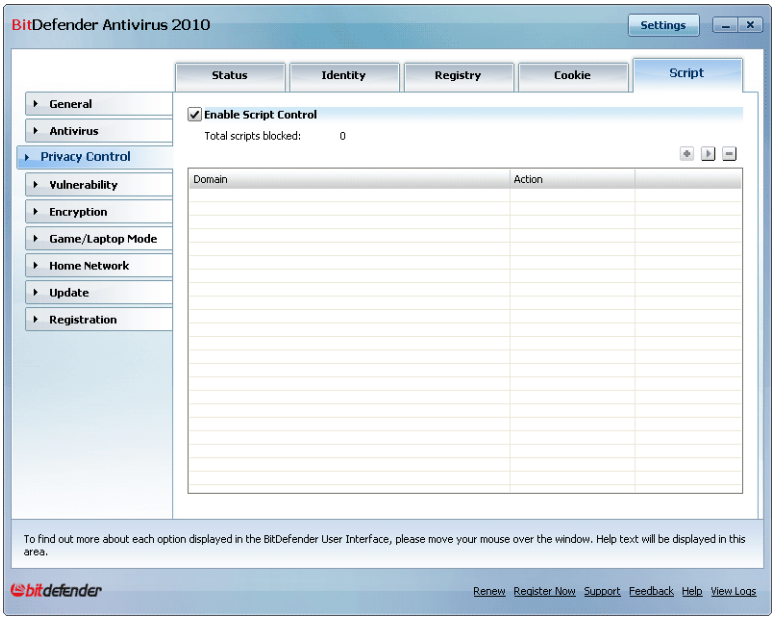


Script Alert

You can see the name of the resource.

Click **Yes** or **No** and a rule will be created, applied and listed in the rules table.

To configure Script Control, go to **Privacy Control>Script** in Expert Mode.



Script Control

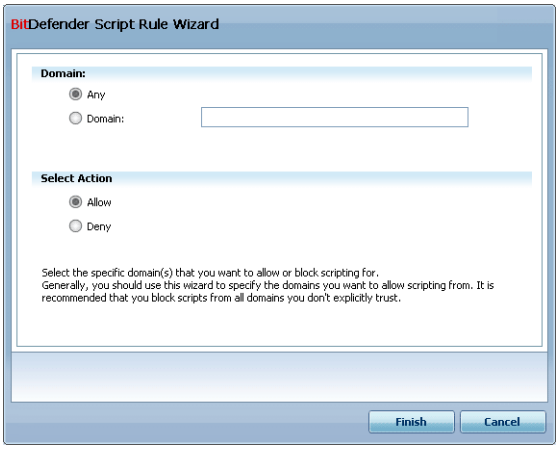
You can see the rules created so far listed in the table.

To delete a rule, select it and click the **Delete** button. To modify the rule parameters, select the rule and click the **Edit** button or double-click it. 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
Allow	The scripts on that domain will execute.
Deny	The scripts on that domain will not execute.

Click **Finish**.

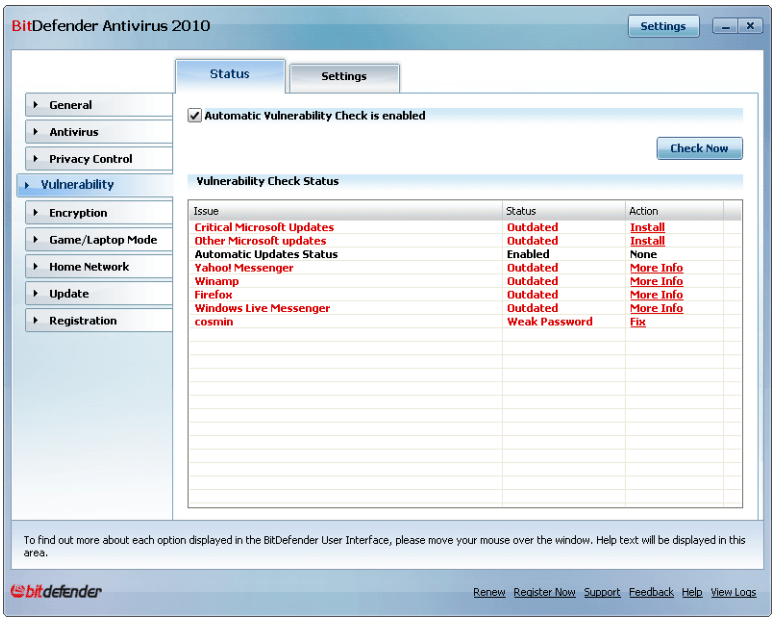
20. Vulnerability

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.

20.1. Status

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



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.

20.1.1. Fixing Vulnerabilities

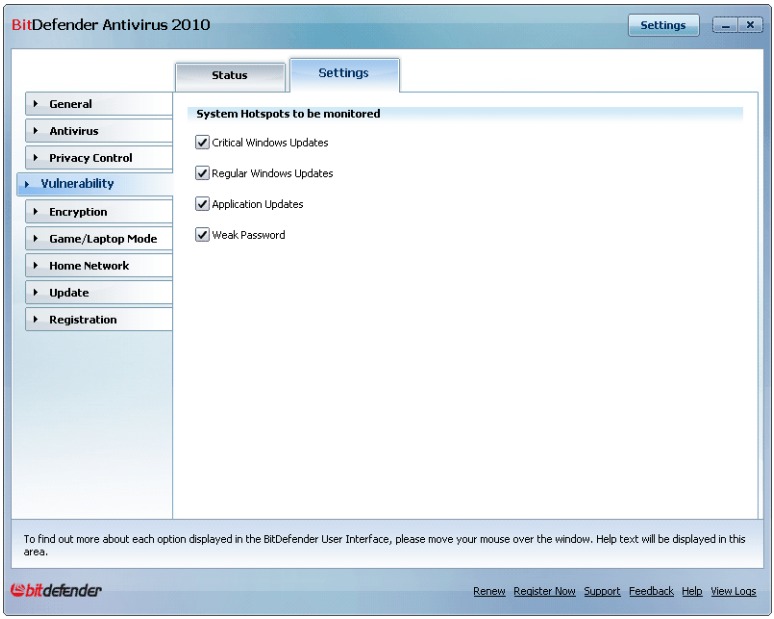
Depending on the issue, to fix a specific vulnerability proceed as follows:

- If Windows updates are available, click **Install** in the **Action** column 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, click **Fix** to force the user to change the password at the next logon or change the password yourself. For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @).

You can click **Check Now** and follow the wizard to fix vulnerabilities step by step. For more information, please refer to "*Vulnerability Check Wizard*" (p. 64).

20.2. Settings

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



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**
- **Application Updates**
- **Weak Passwords**

Note

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

21. 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.

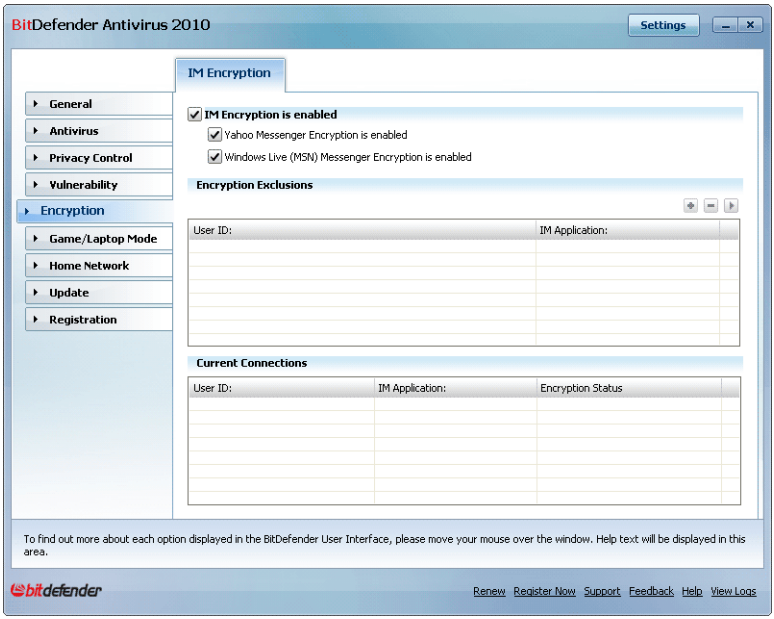
Important

BitDefender will not encrypt a conversation if a chat partner uses a web-based chat application such as Meebo, or if one of the chat partners uses Yahoo! and the other Windows Live (MSN).

To configure instant messaging encryption, go to **Encryption>IM Encryption** in Expert Mode.

Note

You can easily configure instant messaging encryption using the BitDefender toolbar from the chat window. For more information, please refer to "*Integration into Instant Messenger Programs*" (p. 202).



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. 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**.

22. 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.

22.1. Game Mode

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

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

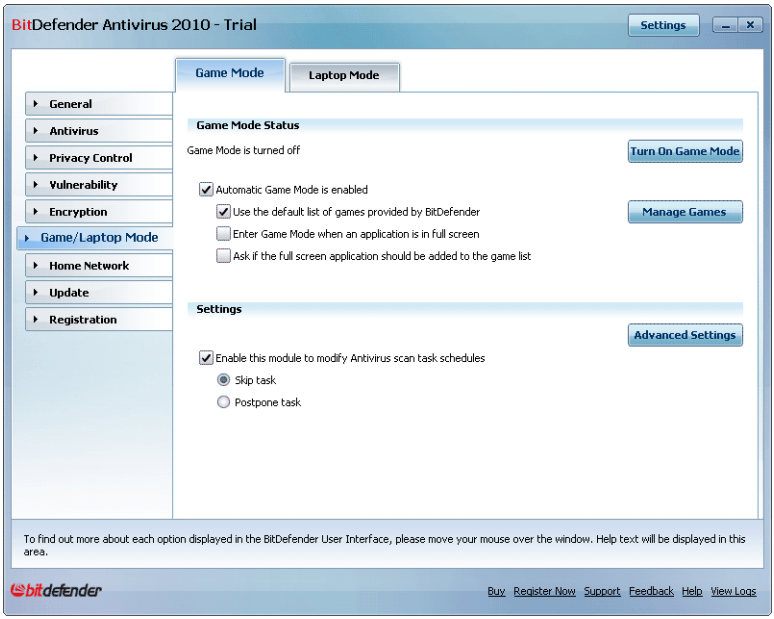
Note
To change this setting, go to Update>Settings and clear the **Don't update if Game Mode is on** check box.

- Scheduled scan tasks are by default disabled.

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

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

To configure Game Mode, go to **Game / Laptop Mode>Game Mode** in Expert Mode.



Game Mode

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

22.1.1. 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:

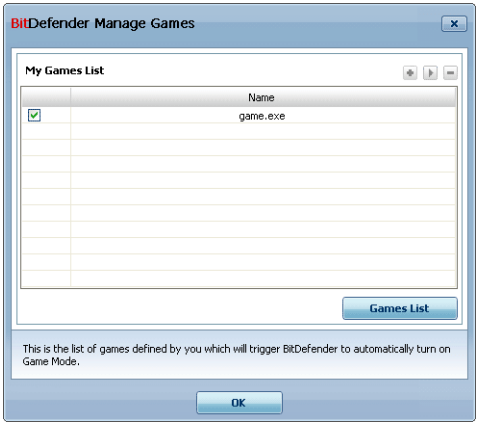
- **Use the default list of games provided by BitDefender** - to automatically enter Game Mode when you start a game from the BitDefender's list of known games. To view this list, click **Manage Games** and then **Games List**.
- **Enter game mode when an application is in full screen** - to automatically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

22.1.2. 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 **Games List**.
- After leaving full screen, you add the application to the game list from the prompt window.

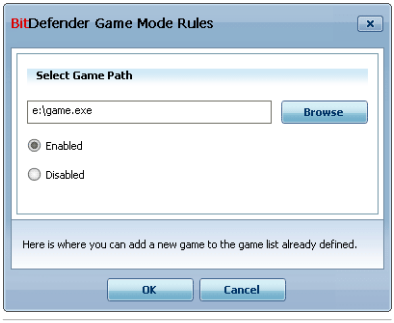
If you want to disable Automatic Game Mode for a specific application from the list, clear its corresponding check box. You should disable Automatic Game Mode for regular applications that go to full screen, such as web browsers and movie players.

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.

22.1.3. Configuring Game Mode Settings

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

- **Enable this module to modify Antivirus scan tasks schedules** - 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.

22.1.4. 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`.

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

3. Click **OK** to save the changes.

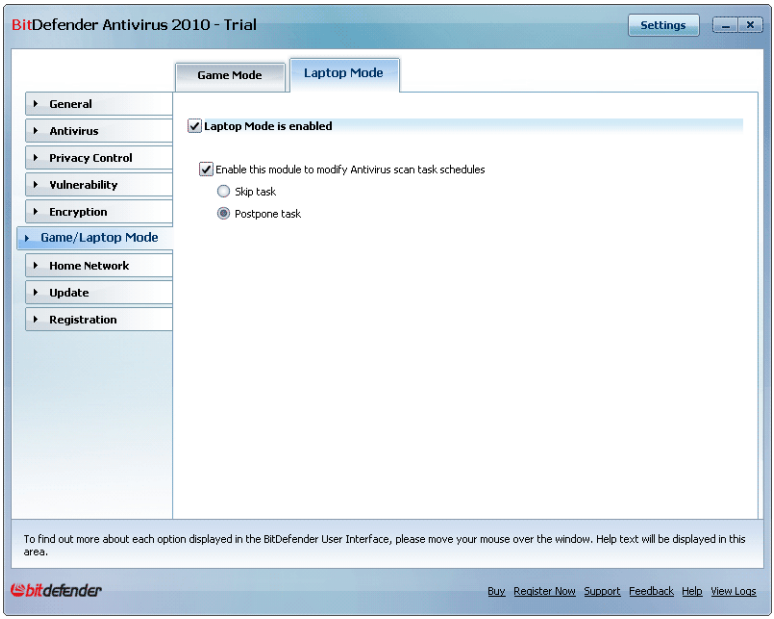
22.2. Laptop Mode

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 Expert Mode.



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.

22.2.1. Configuring Laptop Mode Settings

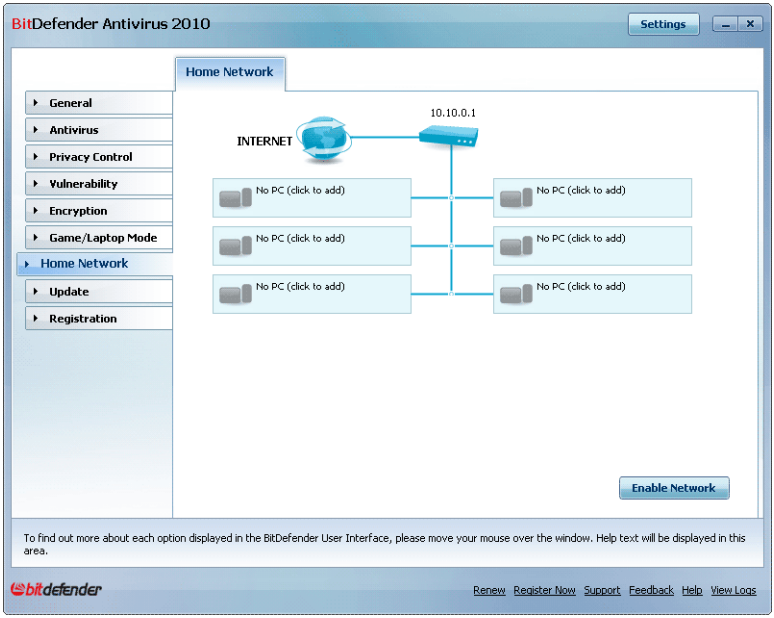
To configure the behaviour on scheduled tasks, use these options:

- **Enable this module to modify Antivirus scan tasks schedules** - 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.

23. Home Network

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



Network Map

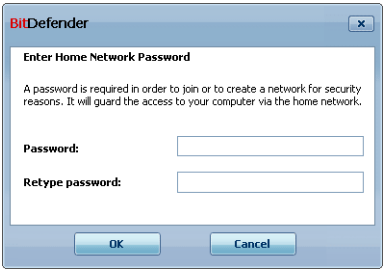
To be able to manage the BitDefender products installed on your home computers, you must follow these steps:

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.

23.1. Joining the BitDefender Network

To join the BitDefender home network, follow these steps:

1. Click **Enable 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**.

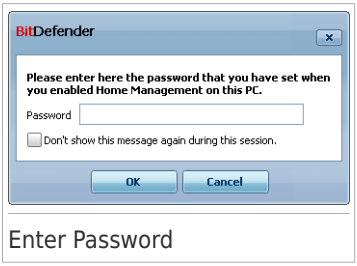
You can see the computer name appearing in the network map.

23.2. 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.

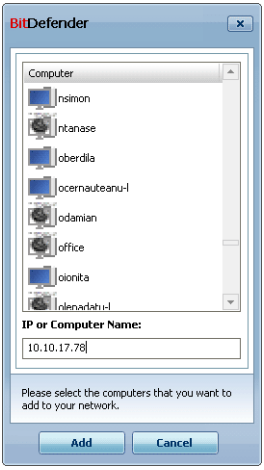
To add a computer to the BitDefender home network, follow these steps:

1. Click **Add Computer**. 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

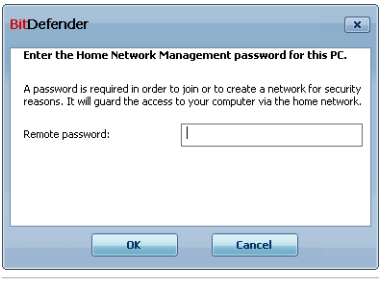
You can see the list of computers in the network. The icon meaning is as follows:

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.



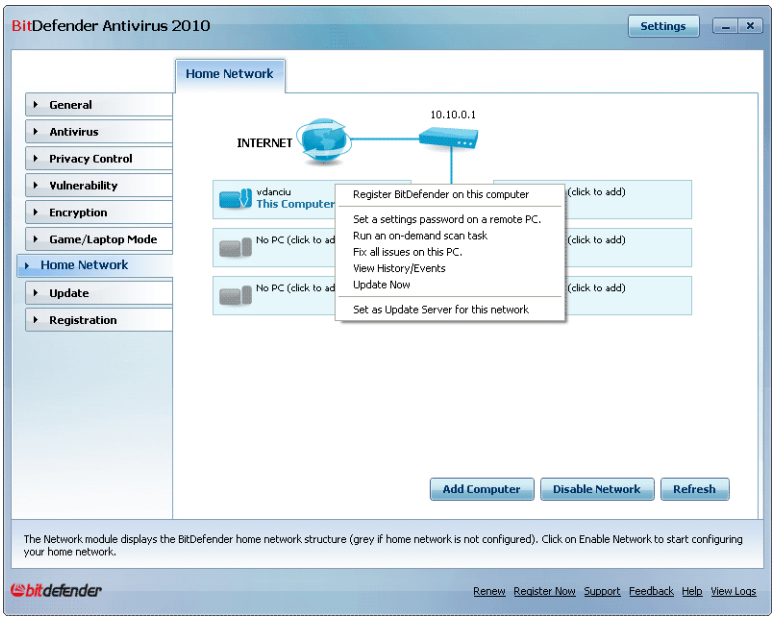
Authenticate

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.

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

- **Remove PC from home network**

Allows you to remove a PC from the network.

- **Register BitDefender on this computer**

  Allows you to register BitDefender on this computer by entering a license key.

- **Set a settings password on a remote PC**

  Allows you to create a password to restrict access to BitDefender settings on this PC.

- **Run an on-demand scan task**

  Allows you to run an on-demand scan on the remote computer. You can perform any of the following scan tasks: My Documents Scan, System Scan or Deep System Scan.

- **Fix all issues on this PC**

  Allows you to fix the issues that are affecting the security of this computer by following the Fix All Issues wizard.

- **View History/Events**

  Allows you access to the **History&Events** module of the BitDefender product installed on this computer.

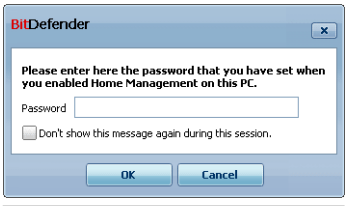
- **Update Now**

  Intitiates the Update process for the BitDefender product installed on this computer.

- **Set as Update Server for this network**

  Allows you to set this computer as update server for all BitDefender products installed on the computers in this network. Using this option will reduce internet traffic, because only one computer in the network will connect to the internet to download updates.

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.

24. Update

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

If you are connected to the Internet through broadband or DSL, BitDefender takes care of this itself. By default, it checks for updates when you turn on your computer and every **hour** after that.

If an update is detected, you may be asked to confirm the update or the update is performed automatically, depending on the automatic update settings.

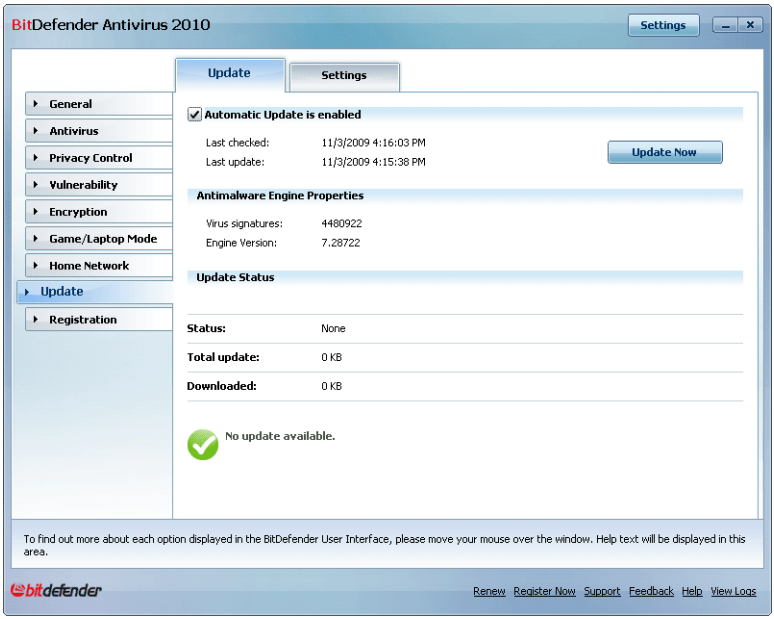
The update process is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update process will not affect product operation and, at the same time, any vulnerability will be excluded.

Updates come in the following ways:

- **Updates for the antivirus engines** - as new threats appear, the files containing virus signatures must be updated to ensure permanent up-to-date protection against them. This update type is also known as **Virus Definitions Update**.
- **Updates for the antispyware engines** - new spyware signatures will be added to the database. This update type is also known as **Antispyware Update**.
- **Product upgrades** - when a new product version is released, new features and scan techniques are introduced to the effect of improving the product's performance. This update type is also known as **Product Update**.

24.1. Automatic Update

To see update-related information and perform automatic updates, go to **Update>Update** in Expert Mode.



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.

24.1.1. 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.

24.1.2. Disabling Automatic Update

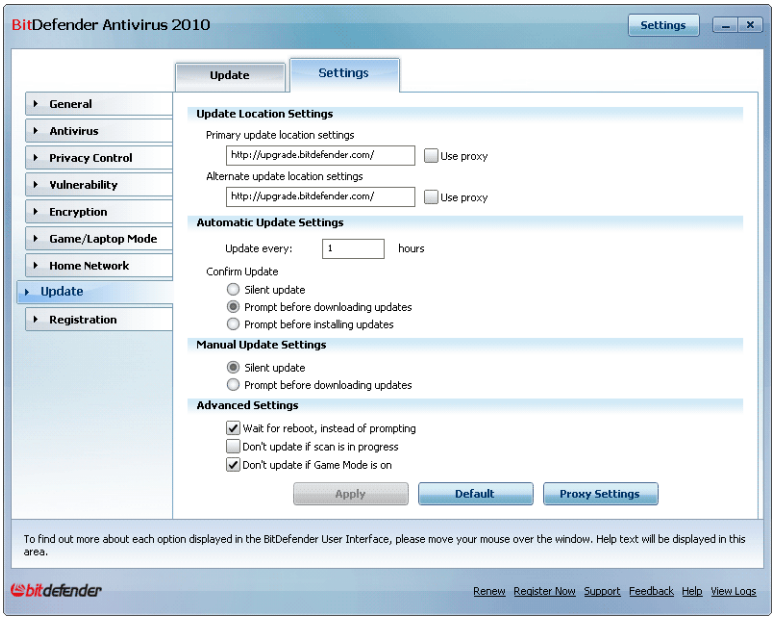
If you want to disable automatic update, a warning window will appear. You must confirm your choice by selecting from the menu how long you want the automatic update to be disabled. You can disable the automatic update for 5, 15 or 30 minutes, for an hour, permanently or until the system restart.

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.

24.2. 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 Expert Mode.



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.

24.2.1. 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 **Proxy Settings** to configure the proxy settings. For more information, please refer to "*Managing Proxies*" (p. 189)

24.2.2. 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 **Update every** 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.

24.2.3. 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.

24.2.4. 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.

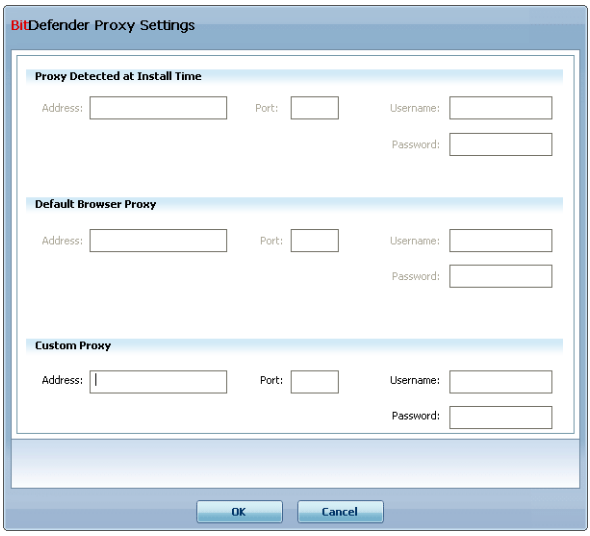
- **Don't update if game mode is on** - BitDefender will not update if the game mode is turned on. In this way, you can minimize the product's influence on system performance during games.

24.2.5. 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 **Proxy Settings**. A new window will appear.



Proxy Manager

There are three sets of proxy settings:

- **Proxy 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.

- **Default Browser Proxy** - 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.

- **Custom Proxy** - 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.

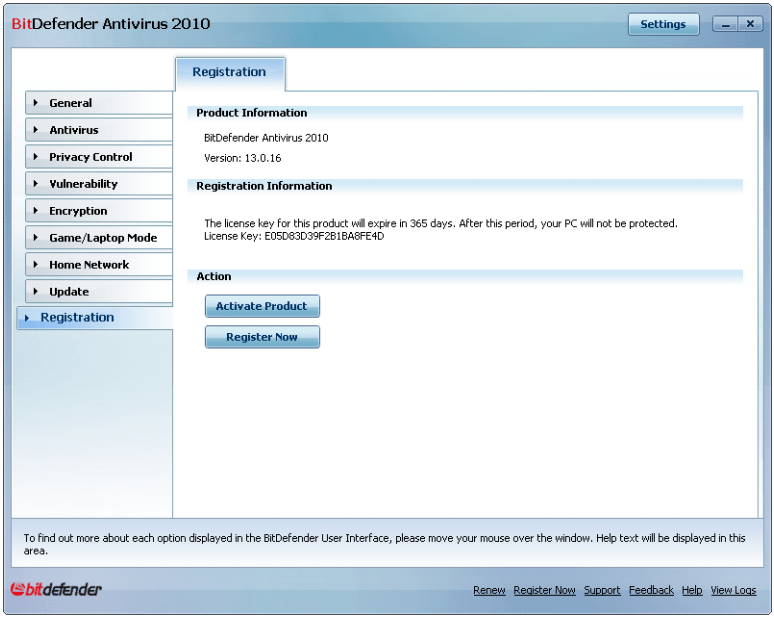
First, the set containing your own proxy settings will be used to connect to the Internet. If it does not work, the proxy settings detected at installation time will be tried next. Finally, if those do not work either, the proxy settings of the current user will be taken from the default browser and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

25. Registration

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



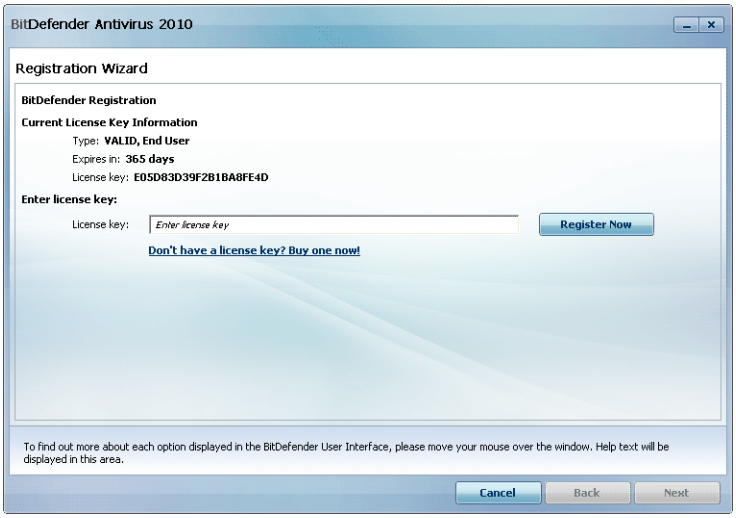
Registration

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.

25.1. Registering BitDefender Antivirus 2010

Click **Register Now** to open the product registration window.



Registration

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

To register BitDefender Antivirus 2010:

1. 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.

2. Click **Register Now**.
3. Click **Finish**.

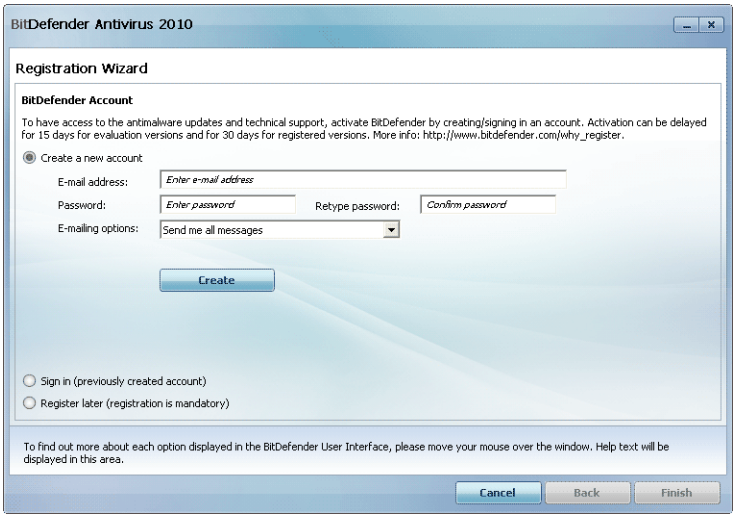
25.2. Creating a BitDefender Account

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 with a license key, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update.

If you have not yet created a BitDefender account, click **Activate Product** to open the account registration window.



Account Creation

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

- "I do not have a BitDefender account" (p. 193)
- "I already have a BitDefender account" (p. 194)

I do not have a BitDefender account

To successfully create a BitDefender account, follow these steps:

1. Select **Create a new account**.
2. Type the required information in the corresponding fields. 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 between 6 and 16 characters long.
- **Re-type password** - type in again the previously specified password.

Note

Once the account is activated, you can use the provided e-mail address and password to log in to your account at http://myaccount.bitdefender.com.

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Create**.
5. Click **Finish** to complete the wizard.
6. **Activate your account.** Before being able to use your account, you must activate it. Check your e-mail and follow the instructions in the e-mail message sent to you by the BitDefender registration service.

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 and click **Sign in**. Click **Finish** to complete the wizard.

If you already have an active account, but BitDefender does not detect it, follow these steps to register the product to that account:

1. Select **Sign in (previously created account)**.
2. Type the e-mail address and the password of your account in the corresponding fields.

Note

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

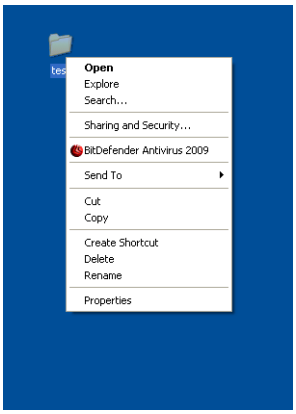
3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**

4. Click **Sign in**.
5. Click **Finish** to complete the wizard.

Integration into Windows and Third-Party Software

26. Integration into Windows Contextual Menu

The Windows contextual menu appears whenever you right-click a file or folder on your computer or objects on your desktop.



Windows Contextual Menu

BitDefender integrates into the Windows contextual menu to help you easily scan files for viruses. You can quickly locate the BitDefender option on the contextual menu by looking for the BitDefender icon.

26.1. Scan with BitDefender

You can easily scan files, folders and even entire hard drives using the Windows contextual menu. Right-click the object you want to scan and select **Scan with BitDefender** from the menu. The Antivirus Scan wizard will appear and guide you through the scanning process.

Scanning options. The scanning options are pre-configured for the best detection results. If infected files are detected, BitDefender will try to disinfect them (remove the malware code). If disinfection fails, the Antivirus Scan wizard will allow you to specify other actions to be taken on infected files.

If you want to change the scanning options, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antivirus** on the left-side menu.
3. Click the **Virus Scan** tab.
4. Right-click the **Contextual Scan** task and select **Open**. A window will appear.

5. Click **Custom** and configure the scanning options as needed. To find out what an option does, keep the mouse over it and read the description displayed at the bottom of the window.
6. Click **OK** to save the changes.
7. Click **OK** to confirm and apply the new scanning options.

Important

You should not change the scanning options of this scanning method unless you have a strong reason to do so.

27. 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.

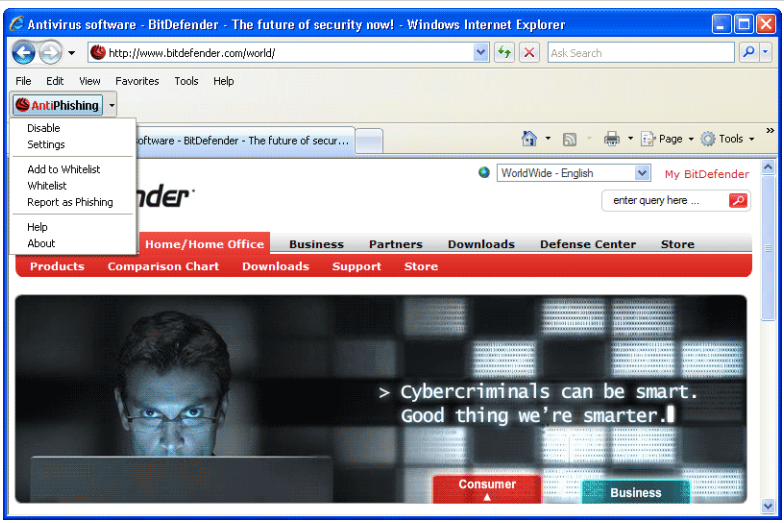
BitDefender integrates directly through an intuitive and easy-to-use toolbar into the following web browsers:

- 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

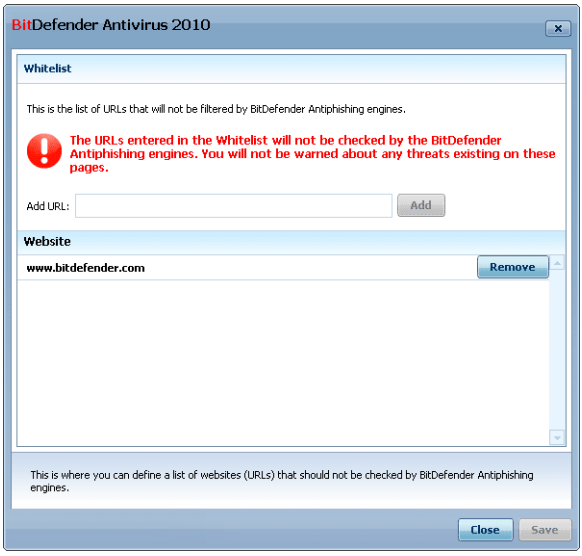
The following commands are available on the toolbar menu:

- **Enable / Disable** - enables / disables the BitDefender antiphishing protection in the current web browser.
- **Settings** - opens a window where you can specify the antiphishing toolbar's settings. The following options are available:
  - **Real-time Antiphishing Web Protection** - detects and alerts you in real-time if a web site is phished (set up to steal personal information). This option controls the BitDefender antiphishing protection in the current web browser only.
  - **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.

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



Antiphishing 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**.

- **Report as Phishing** - informs the BitDefender Lab that you consider the respective web site to be used for phishing. By reporting phished web sites you help protect other people against identity theft.
- **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.

28. Integration into Instant Messenger Programs

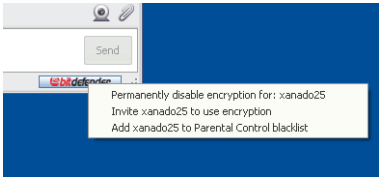
BitDefender offers encryption capabilities to protect your confidential documents and your instant messaging conversations through Yahoo Messenger and MSN Messenger.

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 another chat application that supports Yahoo Messenger or MSN.

You can easily configure instant messaging encryption using the BitDefender toolbar from the chat window. The toolbar should be located in the bottom-right corner of the chat window. Look for the BitDefender logo to find it.



BitDefender Toolbar

Note
The toolbar indicates that a conversation is encrypted by displaying a small key next to the BitDefender logo.

By clicking the BitDefender toolbar you are provided with the following options:

- **Permanently disable encryption for `contact`.**
- **Invite `contact` to use encryption.** To encrypt your conversations, your contact must install BitDefender and use a compatible IM program.

How To

29. How to Scan Files and Folders

Scanning is easy and flexible with BitDefender. There are 4 ways to set BitDefender to scan files and folders for viruses and other malware:

- Using Windows Contextual Menu
- Using Scan Tasks
- Using BitDefender Manual Scan
- Using Scan Activity Bar

Once you initiate a scan, the Antivirus Scan wizard will appear and guide you through the process. For detailed information about this wizard, please refer to *"Antivirus Scan Wizard"* (p. 52).

29.1. Using Windows Contextual Menu

This is the easiest and recommended way to scan a file or folder on your computer. Right-click the object you want to scan and select **Scan with BitDefender** from the menu. Follow the Antivirus Scan wizard to complete the scan.

Typical situations when you would use this scanning method include the following:

- You suspect a specific file or folder to be infected.
- Whenever you download from the Internet files that you think they might be dangerous.
- Scan a network share before copying files to your computer.

29.2. Using Scan Tasks

If you want to scan your computer or specific folders regularly, you should consider using scan tasks. Scan tasks instruct BitDefender what locations to scan, and which scanning options and actions to apply. Moreover, you can schedule them to run on a regular basis or at a specific time.

To scan your computer using scan tasks, you must open the BitDefender interface and run the desired scan task. Depending on the user interface view mode, different steps are to be followed to run the scan task.

Running Scan Tasks in Novice Mode

In Novice Mode, you can only run a standard scan of the entire computer by clicking **Scan Now**. Follow the Antivirus Scan wizard to complete the scan.

Running Scan Tasks in Intermediate Mode

In Intermediate Mode, you can run a number of pre-configured scan tasks. You can also configure and run custom scan tasks to scan specific locations on your computer using custom scanning options. Follow these steps to run a scan task in Intermediate Mode:

1. Click the **Antivirus** tab.
2. On the left-side Quick Tasks area, click **System Scan** to start a standard scan of the entire computer. To run a different scan task, click the arrow on the button and select the desired scan task. To configure and run a custom scan, click **Custom Scan**. These are the available scan tasks:

Scan Task	Description
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
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.
My Documents Scan	Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.
Custom Scan	This option helps you configure and run a custom scan task, allowing you to specify what to scan and the general scanning options. You can save custom scan tasks so that you can later access them in Intermediate Mode or in Expert Mode.

3. Follow the Antivirus Scan wizard to complete the scan. If you chose to run a custom scan, you must complete instead the Custom Scan wizard.

Running Scan Tasks in Expert Mode

In Expert Mode, you can run all of the pre-configured scan tasks, and also change their scanning options. Moreover, you can create customized scan tasks if you want to scan specific locations on your computer. Follow these steps to run a scan task in Expert Mode:

1. Click **Antivirus** on the left-side menu.

2. Click the **Virus Scan** tab. Here you can find a number of default scan tasks and you can create your own scan tasks. These are the default scan tasks that you can use:

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.
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
Quick System Scan	Scans the `Windows` and `Program Files` 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.
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.

3. Double click the scan task you want to run.
4. Follow the Antivirus Scan wizard to complete the scan.

29.3. Using BitDefender Manual Scan

BitDefender Manual Scan lets you scan a specific folder or hard disk partition without having to create a scan task. This feature was designed to be used when Windows is running in Safe Mode. If your system is infected with a resilient virus, you can try to remove the virus by starting Windows in Safe Mode and scanning each hard disk partition using BitDefender Manual Scan.

To scan your computer using BitDefender Manual Scan, follow these steps:

1. On the Windows Start menu, follow the path **Start → Programs → BitDefender 2010 → BitDefender Manual Scan**. A new window will appear.
2. Click **Add Folder** to select the scan target. A new window will appear.
3. Select the scan target:
   - To scan your desktop, just select **Desktop**.
   - To scan an entire hard disk partition, select it from My Computer.
   - To scan a specific folder, browse for and select the respective folder.
4. Click **OK**.

5. Click **Continue** to start the scan.
6. Follow the Antivirus Scan wizard to complete the scan.

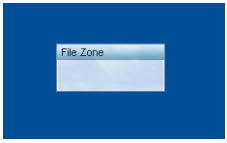
What is Safe Mode?
Safe Mode is a special way to start Windows, used mainly to troubleshoot problems affecting normal operation of Windows. Such problems range from conflicting drivers to viruses preventing Windows from starting normally. In Safe Mode, Windows loads only a minimum of operating system components and basic drivers. Only a few applications work in Safe Mode. This is why most viruses are inactive when using Windows in Safe Mode and they can be easily removed.
To start Windows in Safe Mode, restart your computer and press the F8 key until the Windows Advanced Options Menu appears. You can choose between several options of starting Windows in Safe Mode. You might want to select **Safe Mode with Networking** in order to be able to access the Internet.

Note

For more information on Safe Mode, go to the Windows Help and Support Center (in the Start menu, click **Help and Support**). You can also find useful information by searching the Internet.

29.4. Using Scan Activity Bar

The **Scan activity bar** is a graphic visualization of the scanning activity on your system. This small window is by default available only in Expert Mode.



Scan Activity Bar

You can use the Scan activity bar to quickly scan files and folders. Drag & drop the file or folder you want to be scanned onto the Scan activity bar. Follow the Antivirus Scan wizard to complete the scan.

Note

For more information, please refer to “*Scan Activity Bar*” (p. 30).

30. How to Schedule Computer Scan

Scanning your computer periodically is a best practice to keep your computer free from malware. BitDefender allows you to schedule scan tasks so that you can automatically scan your computer.

To schedule BitDefender to scan your computer, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antivirus** on the left-side menu.
3. Click the **Virus Scan** tab. Here you can find a number of default scan tasks and you can create your own scan tasks.
   - System tasks are available and can run on every Windows user account.
   - User tasks are only available to and can only be run by the user who created them.

   These are the default scan tasks that you can schedule:

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.
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
Quick System Scan	Scans the `Windows` and `Program Files` 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. To use this task, you must schedule it to run at system startup. By default, the autologon scan is disabled.
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.

If none of these scan tasks suit your needs, you can create a new scan task, which you can then schedule to run as needed.

4. Right-click the desired scan task and select **Schedule**. A new window will appear.
5. Schedule the task to run as needed:
   - To run the scan task one-time only, select **Once** and specify the start date and time.
   - To run the scan task after the system startup, select **On system startup**. You can specify how long after the startup the task should start running (in minutes).
   - To run the scan task on a regular basis, select **Periodically** and specify the frequency and the start date and time.

   Note

   For example, to scan your computer every Saturday at 2 AM, you must configure the schedule as follows:

   a. Select **Periodically**.

   b. In the **At every** field, type 1 and then select **weeks** from the menu. In this way, the task is run once every week.

   c. Set as start date the first Saturday to come.

   d. Set as start time `2:00:00 AM`.

6. Click **OK** to save the schedule. The scan task will run automatically according to the schedule you have defined. If the computer is shut down when the schedule is due, the task will run the next time you start your computer.

Troubleshooting and Getting Help

31. Troubleshooting

This chapter presents some problems you may encounter when using BitDefender and provides you with possible solutions to these problems. Most of these problems can be solved through the appropriate configuration of the product settings.

If you cannot find your problem here, or if the presented solutions do not solve it, you can contact the BitDefender technical support representatives as presented in chapter "*Support*" (p. 216).

31.1. Installation Problems

This article helps you troubleshoot the most common installation problems with BitDefender. These problems can be grouped into the following categories:

- Installation validation errors: the setup wizard cannot be run due to specific conditions on your system.
- Failed installations: you initiated installation from the setup wizard, but it was not completed successfully.

31.1.1. Installation Validation Errors

When you start the setup wizard, a number of conditions are verified to validate if the installation can be initiated. The following table presents the most common installation validation errors and solutions to overcome them.

Error	Description&Solution
You do not have sufficient privileges to install the program.	In order to run the setup wizard and install BitDefender you need administrator privileges. Do any of the following: ● Log on to a Windows administrator account and run the setup wizard again. ● Right-click the installation file and select **Run as**. Type the user name and password of a Windows administrator account on the system.
The installer has detected a previous BitDefender version that was not uninstalled properly.	BitDefender was previously installed on your system, but the installation was not completely removed. This condition blocks a new installation of BitDefender. To overcome this error and install BitDefender, follow these steps: 1. Go to www.bitdefender.com/uninstall and download the uninstall tool on your computer.

Error	Description&Solution
	2. Run the uninstall tool using administrator privileges. 3. Restart your computer. 4. Start the setup wizard again to install BitDefender.
The BitDefender product is not compatible with your operating system.	You are trying to install BitDefender on an unsupported operating system. Please check the "*System Requirements*" (p. 2) to find out the operating systems you can install BitDefender on. If your operating system is Windows XP with Service Pack 1 or without any service pack, you can install Service Pack 2 or higher and then run the setup wizard again.
The installation file is designed for a different type of processor.	If you get such an error, you are trying to run an incorrect version of the installation file. There are two versions of the BitDefender installation file: one for 32-bit processors and the other for 64-bit processors. To make sure you have the correct version for your system, download the installation file directly from www.bitdefender.com.

31.1.2. Failed Installation

There are several installation fail possibilities:

- During installation, an error screen appears. You may be prompted to cancel the installation or a button may be provided to run an unistall tool that will clean up the system.

  Note
  Immediately after you initiate installation, you may notified that there is not enough free disk space to install BitDefender. In such case, free the required amount of disk space on the partition where you want to install BitDefender and then resume or reinitiate the installation.

- The installation hangs out and, possibly, your system freezes. Only a restart restores system responsiveness.
- Installation was completed, but you cannot use some or all of the BitDefender functions.

To troubleshoot a failed installation and install BitDefender, follow these steps:

1. **Clean up the system after the failed installation.** If the installation fails, some BitDefender registry keys and files may remain in your system. Such remainders may prevent a new installation of BitDefender. They may also affect system performance and stability. This is why you must remove them before you try to install the product again.

   If the error screen provides a button to run an uninstall tool, click that button to clean up the system. Otherwise, proceed as follows:

   a. Go to www.bitdefender.com/uninstall and download the uninstall tool on your computer.

   b. Run the uninstall tool using administrator privileges.

   c. Restart your computer.

2. **Verify possible causes why installation failed.** Before you proceed to reinstall the product, verify and remove possible conditions that may have caused the installation to fail:

   a. Check if you have any other security solution installed as they may disrupt the normal operation of BitDefender. If this is the case, we recommend you to remove all of the other security solutions and then reinstall BitDefender.

   b. You should also check if your system is infected. Do any of the following:

      - Use the BitDefender Rescue CD to scan your computer and remove any existing threats. For more information, please refer to "BitDefender Rescue CD" (p. 219).
      - Open an Internet Explorer window, go to www.bitdefender.com and run an online scan (click the **scan online** button).

3. Try again to install BitDefender. It is recommended that you download and run the latest version of the installation file from www.bitdefender.com.

4. If installation fails again, contact BitDefender for support as described in "*Support*" (p. 216).

31.2. BitDefender Services Are Not Responding

This article helps you troubleshoot the *BitDefender Services are not responding* error. You may encounter this error as follows:

- The BitDefender icon in the system tray is grayed out and a pop-up informs you that the BitDefender services are not responding.
- The BitDefender window indicates that the BitDefender services are not responding.

The error may be caused by one of the following conditions:

- an important update is being installed.

- temporary communication errors between the BitDefender services.
- some of the BitDefender services are stopped.
- other security solutions running on your computer at the same time with BitDefender.
- viruses on your system affect the normal operation of BitDefender.

To troubleshoot this error, try these solutions:

1. Wait a few moments and see if anything changes. The error may be temporary.
2. Restart the computer and wait a few moments until BitDefender is loaded. Open BitDefender to see if the error persists. Restarting the computer usually solves the problem.
3. Check if you have any other security solution installed as they may disrupt the normal operation of BitDefender. If this is the case, we recommend you to remove all of the other security solutions and then reinstall BitDefender.
4. If the error persists, there may be a more serious problem (for example, you may be infected with a virus that interferes with BitDefender). Please contact BitDefender for support as described in section "*Support*" (p. 216).

31.3. BitDefender Removal Failed

This article helps you troubleshoot errors that may occur when removing BitDefender. There are two possible situations:

- During removal, an error screen appears. The screen provides a button to run an uninstall tool that will clean up the system.
- The removal hangs out and, possibly, your system freezes. Click **Cancel** to abort the removal. If this does not work, restart the system.

If removal fails, some BitDefender registry keys and files may remain in your system. Such remainders may prevent a new installation of BitDefender. They may also affect system performance and stability. In order to completely remove BitDefender from your system, you must run the uninstall tool.

If removal fails with an error screen, click the button to run the uninstall tool to clean up the system. Otherwise, proceed as follows:

1. Go to www.bitdefender.com/uninstall and download the uninstall tool on your computer.
2. Run the uninstall tool using administrator privileges. The uninstall tool will remove all the files and registry keys that were not removed during the automatic removal process.
3. Restart your computer.

If this information was not helpful, you can contact BitDefender for support as described in section “*Support*” (p. 216).

32. Support

As a valued provider, BitDefender strives to provide its customers with an unparalleled level of fast and accurate support. The BitDefender Knowledge Base provides you with articles that contain solutions to most of your problems and questions related to BitDefender. If you cannot find the solution in the Knowledge Base, you can contact the BitDefender Customer Care. Our support representatives will answer your questions in a timely manner and give you all the assistance you need.

32.1. 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.

32.2. Asking for Help

In order to ask for help, you must use the BitDefender Web Self-Service. Just follow these steps:

1. Go to http://www.bitdefender.com/help. This is where you can find the BitDefender Knowledge Base. The BitDefender Knowledge Base hosts numerous articles that contain solutions to BitDefender-related issues.
2. Search the BitDefender Knowledge Base for articles that may provide a solution to your problem.
3. Please read the relevant article and try the proposed solution.
4. If this solution does not solve your problem, use the link in the article to contact BitDefender Customer Care.
5. Login to your BitDefender account.
6. Contact the BitDefender support representatives by e-mail, chat or phone.

32.3. 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.

32.3.1. Web Addresses

Sales department: sales@bitdefender.com
Technical support: www.bitdefender.com/help
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/site/Partnership/list/
BitDefender Knowledge Base: http://kb.bitdefender.com

32.3.2. BitDefender 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 (office&sales): 1-954-776-6262
Sales: sales@bitdefender.com
Technical support: http://www.bitdefender.com/help
Web: http://www.bitdefender.com

Germany

BitDefender GmbH
Airport Office Center
Robert-Bosch-Straße 2
59439 Holzwickede

Deutschland
Office: +49 2301 91 84 222
Sales: vertrieb@bitdefender.de
Technical support: http://kb.bitdefender.de
Web: http://www.bitdefender.de

UK and Ireland

Business Centre 10 Queen Street
Newcastle, Staffordshire
ST5 1ED
E-mail: info@bitdefender.co.uk
Phone: +44 (0) 8451-305096
Sales: sales@bitdefender.co.uk
Technical support: http://www.bitdefender.com/help
Web: http://www.bitdefender.co.uk

Spain

BitDefender España SLU
C/ Balmes, 191, 2º, 1ª, 08006
Barcelona
Fax: +34 932179128
Phone: +34 902190765
Sales: comercial@bitdefender.es
Technical support: www.bitdefender.es/ayuda
Website: http://www.bitdefender.es

Romania

BITDEFENDER SRL
West Gate Park, Building H2, 24 Preciziei Street
Bucharest
Fax: +40 21 2641799
Sales phone: +40 21 2063470
Sales e-mail: sales@bitdefender.ro
Technical support: http://www.bitdefender.ro/suport
Website: http://www.bitdefender.ro

BitDefender Rescue CD

33. Overview

BitDefender Antivirus 2010 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/

33.1. 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.

33.2. 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.

34. 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.

34.1. 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.

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.

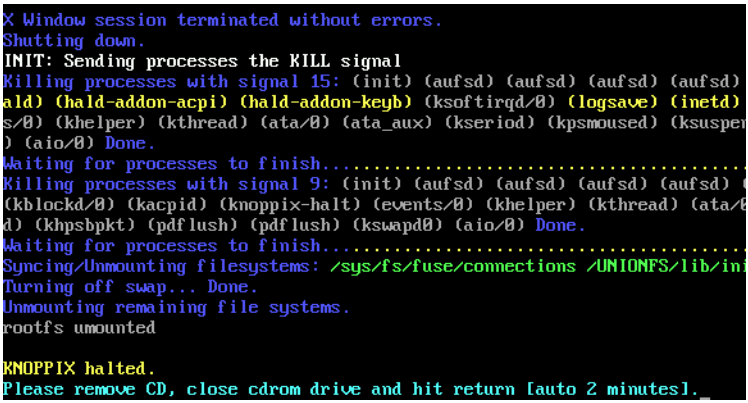
The Desktop

34.2. 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

34.3. 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 a certain directory only, you can use one of the following alternatives:

- Use the **BitDefender Scanner for Unices**.

1. Double click the START SCANNER icon on the Desktop. This will launch the **BitDefender Scanner for Unices**.
2. Click **Scanner**, a new window will appear.
3. Select the directory you wish to scan and click **Open** to start scanning using the same wizard that appeared when you first booted.

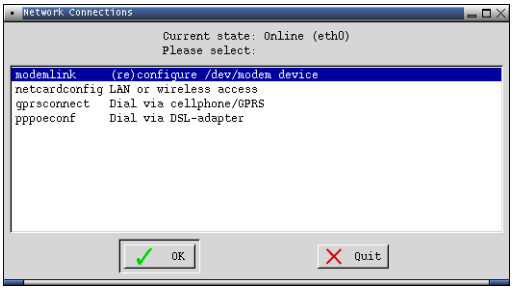
- Use the contextual menu - browse your folders, right-click a file or directory and select **Send to**. Then choose **BitDefender Scanner**.
- Or you can issue the next command as root, from a terminal. The **BitDefender Antivirus Scanner** will start with the selected file or folder as default location to scan.

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

34.4. 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:

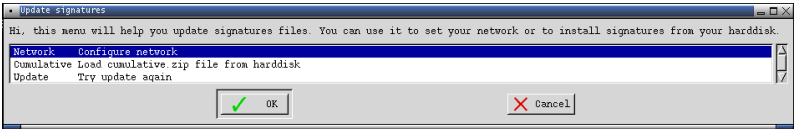
```
# pppconfig
```

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

34.5. How do I update BitDefender?

At boot time, the update of the virus signatures is made automatically. However, if you skipped this step or simply wish to update after booting, here are two ways to update BitDefender.

- Use the **BitDefender Scanner for Unices**.
  1. Double click the START SCANNER icon on the desktop. This will launch the **BitDefender Scanner for Unices**.
  2. Click **Update**.
- Use the **Update Signatures** shortcut on the Desktop.
  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**.

34.5.1. How do I update BitDefender over a proxy?

If there is a proxy server between your computer and the Internet, some configurations are to be done in order to update the virus signatures.

To update BitDefender over a proxy, use one of the following options:

- Use the **BitDefender Scanner for Unices**.
  1. Double click the START SCANNER icon on the Desktop. This will launch the **BitDefender Scanner for Unices**.
  2. Click **Settings**, a new window will appear.
  3. Under **Update Settings**, select the **Enable HTTP Proxy** check box. Specify the Proxy host (to be specified as follows: `host[:port]`), Proxy user (to be specified as follows: `[domain\]username`) and Password. Select the **Bypass proxy server when not available** check box for a direct connection to be used when the proxy server is not available.
  4. Click **Save**
  5. Click **Update**
- Use Terminal (as root).
  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**.

34.6. 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

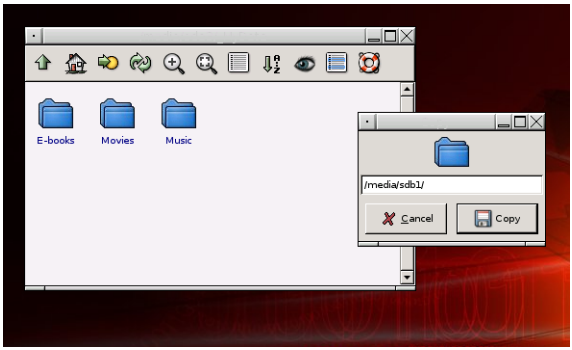
If the computer was not properly shut down, it is possible that certain partitions were not mounted automatically. To mount a partition, follow these steps.

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`.

34.7. How do I use console mode?

If your screen resolution is not high enough to run the graphical user interface, you can run the BitDefender Rescue CD in console mode. The simple text mode allows you to perform a complete scan of your computer.

To run the CD in console mode, set up the BIOS of your computer to boot off the CD, put the CD in the drive and reboot the computer. Wait for the boot splash screen to appear and select **Start knoppix in console mode**.

After booting, follow the on-screen instructions to perform a complete scan of your computer.

BitDefender detects the partitions on your hard drive and automatically updates the database of malware signatures before scanning begins. If any infected files are found, BitDefender will disinfect them. After the scanning process is completed, the scan log is displayed.

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

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.