bitdefender
internet security **2010**

Quickstart Guide

BitDefender Internet Security 2010

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Legal Notice

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1. Installation

In this chapter you can find all the information you need to successfully install BitDefender on a personal computer.

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1.1. System Requirements

You may install BitDefender Internet Security 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.

1.1.1. 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)

1.1.2. 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)

1.1.3. 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

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

- Microsoft Outlook 2000 / 2003 / 2007
- Microsoft Outlook Express
- Microsoft Windows Mail
- Thunderbird 2.0.0.17

1.2. Preparing for Installation

Before you install BitDefender Internet Security 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. 1).

- 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.

- Disable or remove any firewall program that may be running on the computer. Running two firewall programs simultaneously may affect their operation and cause major problems with the system. Windows Firewall will be disabled by default before installation is initiated.

1.3. 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\InternetSecurity\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
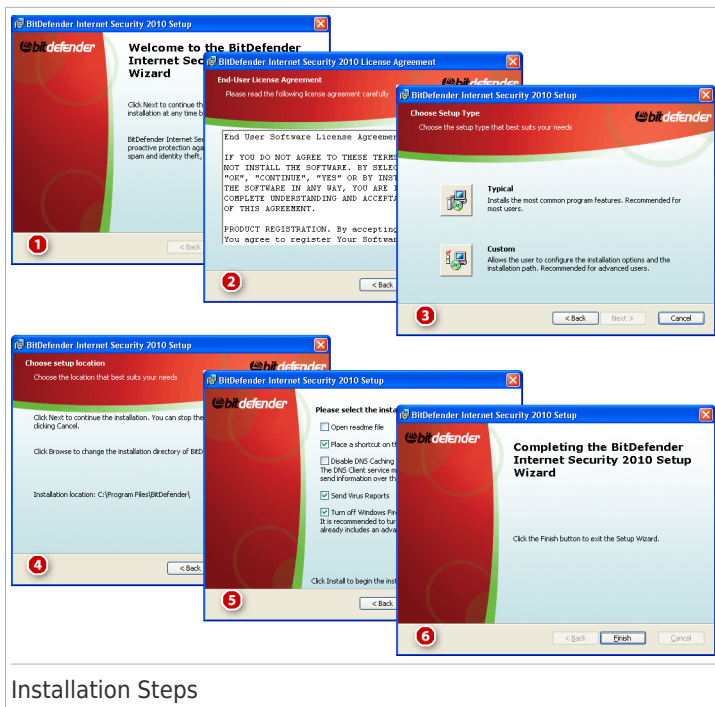
Follow these steps to install BitDefender Internet Security 2010:

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

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

   ### Important
   We recommend you to turn off Windows Firewall since BitDefender Internet Security 2010 already includes an advanced firewall. Running two firewalls on the same computer may cause problems.

- **Turn off Windows Defender** - to turn off Windows Defender; this option appears only on Windows Vista.

   Click **Install** 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 Internet Security 2010 and to create a BitDefender account.

1.3.1. 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.

Step 1 - Register BitDefender Internet Security 2010

Registration

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

To register BitDefender Internet Security 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**.

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. 8)

● "I already have a BitDefender account" (p. 8)

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.

1.3.2. 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 Internet Security 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.

Step 1 - Select Usage Profile

BitDefender Internet Security 2010

BitDefender Configuration Wizard

Welcome to the BitDefender Configuration Wizard!

This wizard will help you configure BitDefender settings and user interface to your requirements. Please choose which option best matches the way you use this PC.

Typical — This PC is used for browsing and multimedia activities.

Parent — This PC is used by a child.

Gamer — This PC is used primarily for gaming.

Custom — Custom BitDefender configuration.

To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.

Cancel   Back   Next

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.
Parent	Click here if this PC is used by children and you want to control their access to Internet using the Parental Control module.
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.

Step 2 - Describe Computer
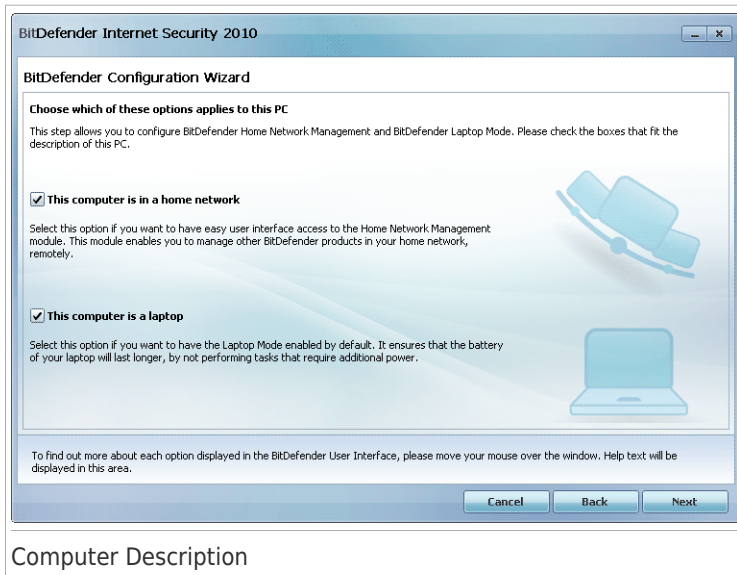
Computer Description

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.

Step 3 - Select User Interface

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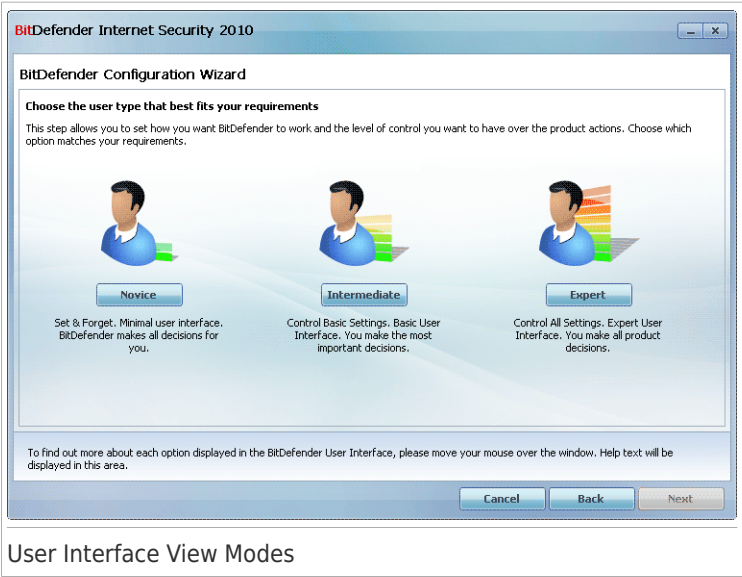
Click the button that best describes your computer skills to select an appropriate user interface view mode. You can choose to view the user interface under any of three modes, depending on your computer skills and on your previous experience with BitDefender.

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.

Step 4 - Configure Parental Control

Note

This step appears only if you have selected the **Custom** option in Step 1.

Parental Control Configuration

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

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

1. Select **Enable Parental Control**.

2. If you are sharing your Windows user account with your children, select the corresponding check box and type a password in the corresponding fields to protect the Parental Control settings. Anyone trying to change the Parental Control settings must first provide the password that you have configured.
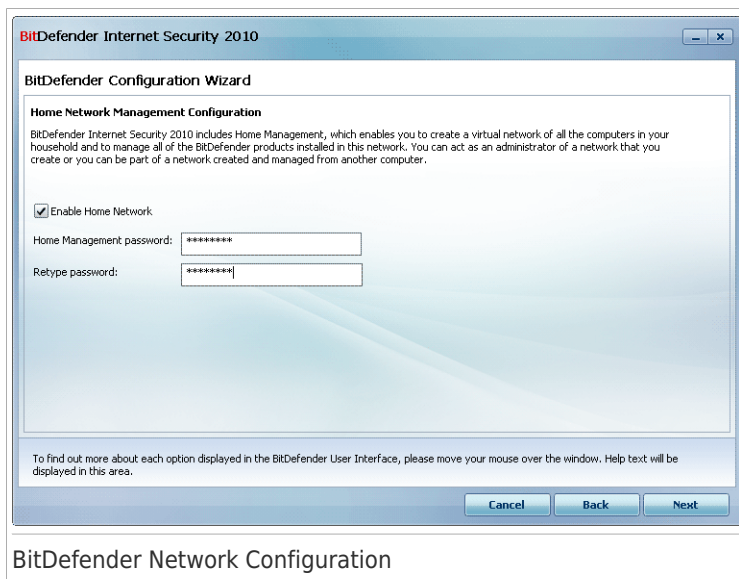
Click **Next** to continue.

Step 5 - 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.

Step 6 - 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.

Step 7 - Finish

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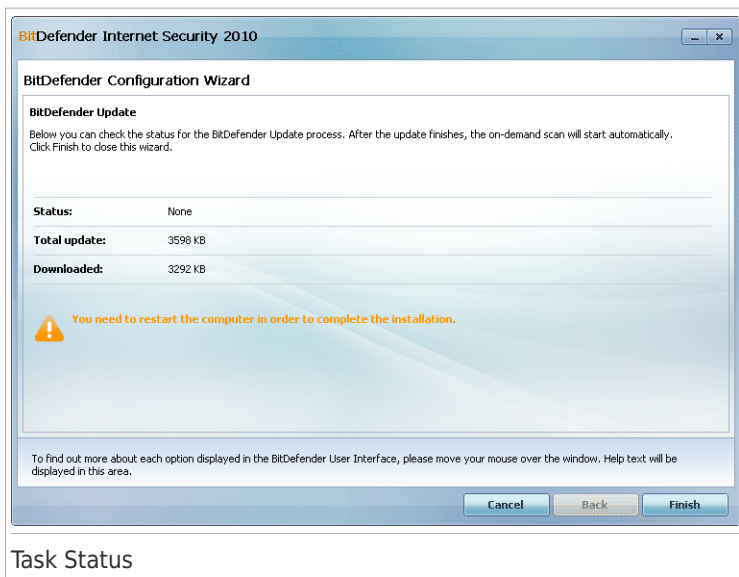
Wait for BitDefender to update its malware signatures and scanning engines. As soon as the update is completed, a quick system scan will be started. The scan will be performed silently, in the background. You can notice the ♥ scan progress icon in the system tray. You can click this icon to open the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

1.4. Upgrade

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

There are two ways to perform the upgrade:

● Install BitDefender Internet Security 2010 directly over the older version. If you install directly over the 2009 version, the Friends and Spammers lists and the Quarantine are automatically imported.

● Remove the older version, then restart the computer and install the new version as described in chapter "*Installing BitDefender*" (p. 2). No product settings will be saved. Use this upgrade method if the other fails.

2. Getting Started

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. 43).

2.1. Opening BitDefender

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

2.2. User Interface View Modes

BitDefender Internet Security 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.

2.2.1. 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. 33).

● **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.

  ➤ 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.

  ➤ When the **Parent** profile is selected, the **Parental Control** button allows you to configure the Parental Control settings. Parental Control restricts the computer and online activities of your children based on the rules you defined. Restrictions may include blocking inappropriate web sites, as well as limiting gaming and

Internet access according to a specified schedule. For detailed information, please refer to the help file or to the user's guide.

▶ 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.

▶ **Add File to Vault** starts the wizard that allows you to store your important files / documents privately by encrypting them in special, vaulted drives.

▶ **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.

● **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. 36).

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 Internet Security 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.

2.2.2. 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 help file or to the user's guide.

Tab	Description
Dashboard	Displays the security status of your system and lets you reset the usage profile.
Security	Displays the status of the security modules (antivirus, antiphishing, firewall, antispam, IM encryption, privacy, vulnerability check and update modules) together with the links to antivirus, update and vulnerability check tasks.
Parental	Displays the status of the Parental Control module. Parental Control enables you to restrict your children's access to Internet and to specific applications.
File Vault	Displays the status of the file vault together with links to the file vault.

Tab	Description
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. 36).

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 Internet Security 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.

2.2.3. 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 help file or to the user's 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.
Antispam	Allows you to keep your Inbox SPAM-free and to configure the antispam settings in detail.
Parental Control	Allows you to protect your children against inappropriate content by using your customized computer access rules.

Module	Description
Privacy Control	Allows you to prevent data theft from your computer and protect your privacy while you are online.
Firewall	Allows you to protect your computer from inbound and outbound unauthorized connection attempts. It is quite similar to a guard at your gate - it will keep a watchful eye on your Internet connection and keep track of who to allow access to the Internet and who to block.
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 and also to local encrypt your critical files, folders or partitions.
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.
Home Network	Allows you to configure and manage several computers in your household.
Update	Allows you to obtain info on the latest updates, to update the product and to configure the update process in detail.
Registration	Allows you to register BitDefender Internet Security 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. 36).

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 Internet Security 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.

2.3. 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 Internet Security 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. 33).

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. 36).
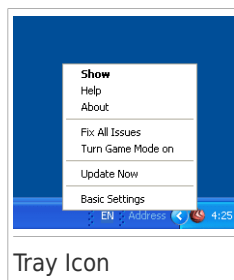
The BitDefender system tray icon informs you when issues affect your computer or how the product operates, by displaying a special symbol, as follows:

🔺 **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.

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

Note

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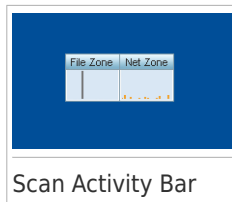
Scan Activity Bar

2.4.1. 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.
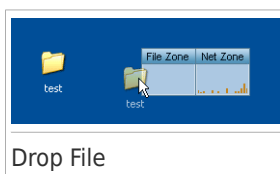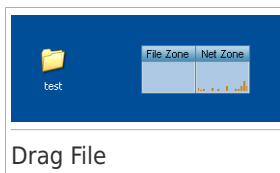
Drag File

Drop File

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

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.

2.4.2. 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.

2.5. 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
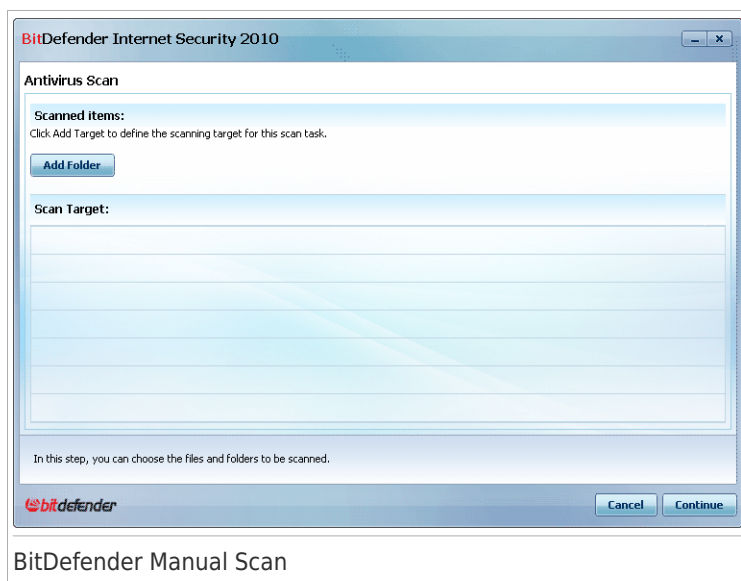
Click **Add Folder**, select the location you want to scan and click **OK**. If you want to scan multiple folders, repeat this action for each additional location.

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.

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.

2.6. 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 Internet Security 2010 includes two special operation modes:

● Game Mode
● Laptop Mode

2.6.1. 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.

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

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

2.6.2. 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.

2.7. 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.

To scan the storage device, just click **Yes**. The Antivirus Scan wizard will appear and guide you through the scanning process.

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.

Device Detection Alert

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.

6. On the **Detection** tab, choose which types of storage devices to be detected.

7. Click **OK** to save and apply the changes.
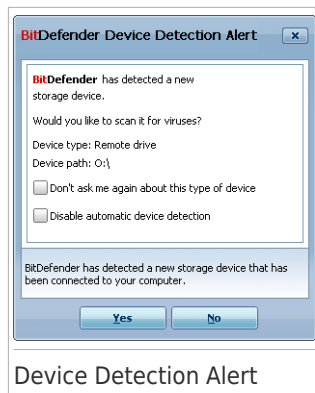
3. Fixing Issues

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.

3.1. 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
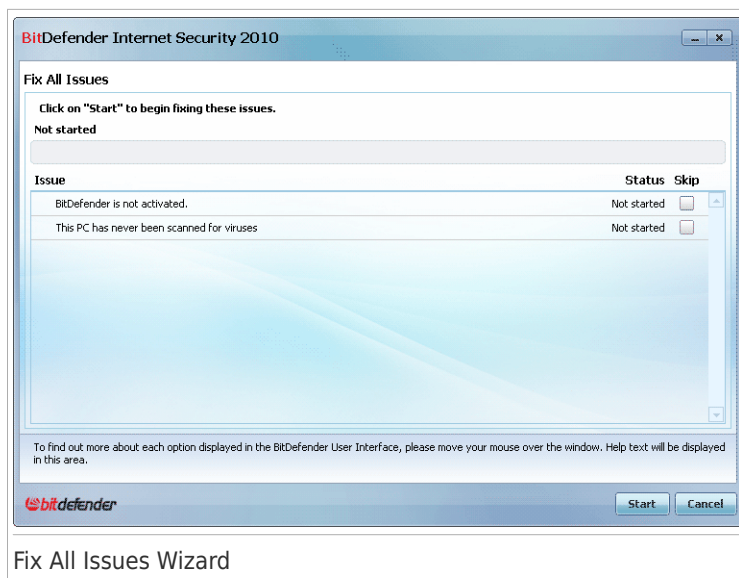
The wizard displays the list of existing security vulnerabilities on your computer.

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.

3.2. 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 **Security**, **Parental** or **File Vault** tab.
2. Click **Configure Status Tracking**.
3. Select the check boxes corresponding to the items you want to be monitored.

● 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 the help file or to the user's guide.

4. 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 help file or to the user's 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**.

4.1. 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. 18), 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.

4.2. 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, firewall 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.
Antispam	Antispam filters the e-mail messages that you receive, marking unsolicited and junk mail as SPAM.
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.
Parental Control	Parental Control restricts the computer and online activities of your children based on the rules you

Setting	Description
	defined. Restrictions may include blocking inappropriate web sites, as well as limiting gaming and Internet access according to a specified schedule.
Firewall	Firewall protects your computer from hacker and malicious outside attacks.
File Encryption	File Encryption keeps your documents private by encrypting them in special vaulted drives. If you disable File Encryption, all file vaults will be locked and you will no longer be able to access the files they contain.

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.

● 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 the help file or to the user's guide.

4.3. 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.

Setting	Description
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 activity. For more information, please refer to "*Scan Activity Bar*" (p. 26).
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.

5. 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.
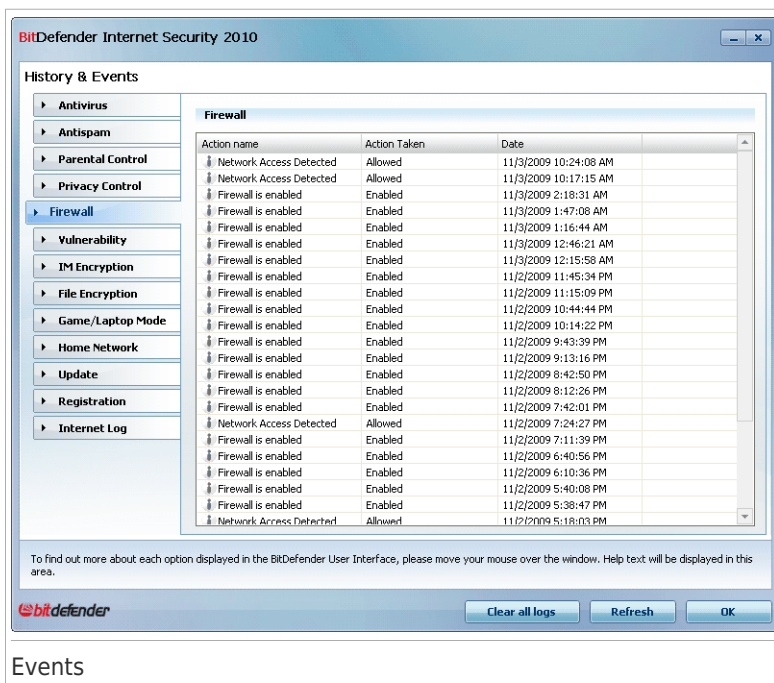
Events

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

● **Antivirus**
● **Antispam**
● **Parental Control**
● **Privacy Control**
● **Firewall**
● **Vulnerability**
● **IM encryption**
● **File Encryption**
● **Game/Laptop Mode**
● **Home Network**

● **Update**

● **Registration**

● **Internet Log**

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.

6. Registration and My Account

BitDefender Internet Security 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.

6.1. Registering BitDefender Internet Security 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.
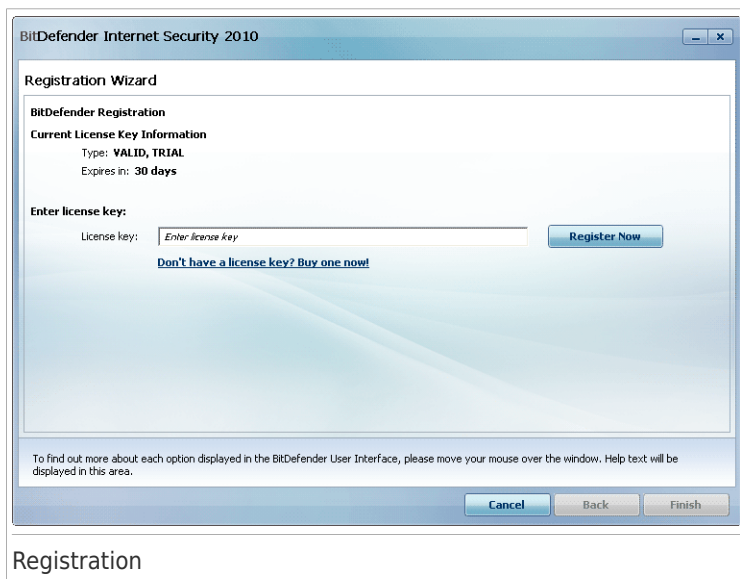
Registration

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

To register BitDefender Internet Security 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**.

6.2. 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. 46)

● "I already have a BitDefender account" (p. 46)

⚠️ **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.

   ℹ️ **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.

6.3. 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.

6.4. 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.

7. How To

In this chapter you can find out how to perform the most common tasks provided by BitDefender.

● "*How to Scan Files and Folders*" (p. 48)

● "*How to Schedule Computer Scan*" (p. 51)

7.1. 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.

7.1.1. 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.

7.1.2. 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 **Security** 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.

7.1.3. 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 [start] 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.

7.1.4. 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.

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. 26).

7.2. 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.

8. Repairing or Removing BitDefender

If you want to repair or remove BitDefender Internet Security 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 Internet Security 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**
> By removing BitDefender, you will no longer be protected against viruses, spyware and hackers. If you want Windows Firewall and Windows Defender (only on Windows Vista) to be enabled after uninstalling BitDefender, select the corresponding check boxes.

Click **Remove** to start the removal of BitDefender Internet Security 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`.

9. 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.

- "*Installation Problems*" (p. 55)
- "*BitDefender Services Are Not Responding*" (p. 57)
- "*File and Printer Sharing in Wi-Fi (Wireless) Network Does Not Work*" (p. 58)
- "*Antispam Filter Does Not Work Properly*" (p. 62)
- "*BitDefender Removal Failed*" (p. 68)

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. 70).

9.1. 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.

9.1.1. 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.

Error	Description&Solution
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. 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. 1) 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.

9.1.2. 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 detailed information, please refer to the help file or to the user's guide.

      ● 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. 70).

9.2. 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. 70).

9.3. File and Printer Sharing in Wi-Fi (Wireless) Network Does Not Work

This article helps you troubleshoot the following problems with the BitDefender firewall in Wi-Fi networks:

● Cannot share files with computers in the Wi-Fi network.

● Cannot access a network printer attached to the Wi-Fi network.

● Cannot access the printer shared by a computer in the Wi-Fi network.

● Cannot share your printer with computers in the Wi-Fi network.

Before you begin troubleshooting these problems, you should know some things about security and the BitDefender firewall configuration in Wi-Fi networks. From a security viewpoint, Wi-Fi networks fall into one of these categories:

● **Secured Wi-Fi networks.** This type of network allows only authorized Wi-Fi-enabled devices to connect to it. Network access is conditioned by a password. Examples of secured Wi-Fi networks are those set up in office networks.

● **Open (unsecured) Wi-Fi networks.** Any Wi-Fi-enabled device within the range of an unsecured Wi-Fi network can freely connect to it. Unsecured Wi-Fi networks are widely used. They include almost every public Wi-Fi network (such as those in school campuses, coffee shops, airports and other). A home network that you set up using a wireless router is also unsecured until you activate security on the router.

Unsecured Wi-Fi networks present a great security risk because your computer is connected to unknown computers. Without the proper protection provided by a firewall, anyone connected to the network can access your shares and even break into your computer.

When connected to an unsecured Wi-Fi network, BitDefender automatically blocks communication with the computers in this network. You can only access the Internet, but cannot share files or a printer with other users in the network.

To enable communication with a Wi-Fi network, there are two solutions:

● The "trusted computer" solution allows file and printer sharing only with specific computers (trusted computers) in the Wi-Fi network. Use this solution when you are connected to a public Wi-Fi network (for example, a campus or coffee shop network) and you want to share files or a printer with a friend or access a Wi-Fi network printer.

● The "safe network" solution allows file and printer sharing for the entire Wi-Fi network (safe network). This solution is not recommended for security reasons, but it may be useful in particular situations (for example, you can use it for a home or office Wi-Fi network).

9.3.1. "Trusted Computer" Solution

To configure the BitDefender firewall to allow file and printer sharing with a computer in the Wi-Fi network, or access to a Wi-Fi network printer, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.

2. Click **Firewall** on the left-side menu.

3. Click the **Network** tab.

4. In the Zones table, select the Wi-Fi network and then click the ⊞ **Add** button.

5. Select the desired computer or Wi-Fi network printer from the list of devices detected in the Wi-Fi network. If that computer or printer was not automatically detected, you can type its IP address in the **Zone** field.

6. Select the **Allow** action.

7. Click **OK**.

If you still cannot share files or a printer with the selected computer, most likely this is not caused by the BitDefender firewall on your computer. Check for other potential causes, such as the following:

● The firewall on the other computer may block file and printer sharing in unsecured (public) Wi-Fi networks.

➤ If the firewall is from a BitDefender 2009 or BitDefender 2010 product, the same procedure must be followed on the other computer to allow file and printer sharing with your computer.

➤ If the Windows Firewall is used, it can be configured to allow file and printer sharing as follows: open the Windows Firewall settings window, **Exceptions** tab and select the **File and Printer Sharing** check box.

➤ If another firewall program is used, please refer to its documentation or help file.

● General conditions that may prevent using or connecting to the shared printer:

➤ You may need to log on to a Windows administrator account to access the shared printer.

➤ Permissions are set for the shared printer to allow access to specific computer and users only. If you are sharing your printer, check the permissions set for the printer to see if the user on the other computer is allowed access to the printer. If you are trying to connect to a shared printer, check with the user on the other computer if you have permission to connect to the printer.

➤ The printer connected to your computer or to the other computer is not shared.

➤ The shared printer is not added on the computer.

> **Note**
> To learn how to manage printer sharing (share a printer, set or remove permissions for a printer, connect to a network printer or to a shared printer), go to the Windows Help and Support Center (in the Start menu, click **Help and Support**).

If you still cannot access the Wi-Fi network printer, most likely this is not caused by the BitDefender firewall on your computer. Access to the Wi-Fi network printer may be restricted to specific computers or users only. You should check with the administrator of the Wi-Fi network if you have permission to connect to that printer.

If you suspect the problem is with the BitDefender firewall, you can contact BitDefender for support as described in section "*Support*" (p. 70).

9.3.2. "Safe Network" Solution

It is recommended that you use this solution only for home or office Wi-Fi networks.

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To configure the BitDefender firewall to allow file and printer sharing with the entire Wi-Fi network, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.

2. Click **Firewall** on the left-side menu.

3. Click the **Network** tab.

4. In the Network Configuration table, **Trust Level** column, click the arrow ▾ in the cell corresponding to the Wi-Fi network.

5. Depending on the level of security you want to obtain, choose one of the following options:

   ● **Unsafe** - to access the files and printers shared in the Wi-Fi network, without allowing access to your shares.

   ● **Safe** - to allow file and printer sharing both ways. This means that the users connected to the Wi-Fi network can also access your shared files or printer.

If you still cannot share files or a printer with specific computers in the Wi-Fi network, most likely this is not caused by the BitDefender firewall on your computer. Check for other potential causes, such as the following:

● The firewall on the other computer may block file and printer sharing in unsecured (public) Wi-Fi networks.

   ▶ If the firewall is from a BitDefender 2009 or BitDefender 2010 product, the same procedure must be followed on the other computer to allow file and printer sharing with your computer.

   ▶ If the Windows Firewall is used, it can be configured to allow file and printer sharing as follows: open the Windows Firewall settings window, **Exceptions** tab and select the **File and Printer Sharing** check box.

   ▶ If another firewall program is used, please refer to its documentation or help file.

● General conditions that may prevent using or connecting to the shared printer:

   ▶ You may need to log on to a Windows administrator account to access the shared printer.

   ▶ Permissions are set for the shared printer to allow access to specific computer and users only. If you are sharing your printer, check the permissions set for the printer to see if the user on the other computer is allowed access to the printer. If you are trying to connect to a shared printer, check with the user on the other computer if you have permission to connect to the printer.

   ▶ The printer connected to your computer or to the other computer is not shared.

   ▶ The shared printer is not added on the computer.

![Note icon] **Note**
To learn how to manage printer sharing (share a printer, set or remove permissions for a printer, connect to a network printer or to a shared printer), go to the Windows Help and Support Center (in the Start menu, click **Help and Support**).

If you still cannot access a Wi-Fi network printer, most likely this is not caused by the BitDefender firewall on your computer. Access to the Wi-Fi network printer may be restricted to specific computers or users only. You should check with the administrator of the Wi-Fi network if you have permission to connect to that printer.

If you suspect the problem is with the BitDefender firewall, you can contact BitDefender for support as described in section "*Support*" (p. 70).

9.4. Antispam Filter Does Not Work Properly

This article helps you troubleshoot the following problems concerning the BitDefender Antispam filtering operation:

● A number of legitimate e-mail messages are marked as `[spam]`.

● Many spam messages are not marked accordingly by the antispam filter.

● The antispam filter does not detect any spam message.

9.4.1. Legitimate Messages Are Marked as [spam]

Legitimate messages are marked as `[spam]` simply because they look like spam to the BitDefender antispam filter. You can normally solve this problem by adequately configuring the Antispam filter.

BitDefender automatically adds the receivers of your e-mail messages to a Friends List. The e-mail messages received from the contacts in the Friends list are considered to be legitimate. They are not verified by the antispam filter and, thus, they are never marked as `[spam]`.

The automatic configuration of the Friends list does not prevent the detection errors that may occur in these situations:

● You receive a lot of solicited commercial mail as a result of subscribing on various websites. In this case, the solution is to add the e-mail addresses from which you receive such e-mail messages to the Friends list.

● A significant part of your legitimate mail is from people to whom you never e-mailed before, such as customers, potential business partners and others. Other solutions are required in this case.

If you are using one of the mail clients BitDefender integrates into, try the following solutions:

1. Indicate detection errors. This is used to train the Learning Engine (Bayesian) of the antispam filter and it helps prevent future detection errors. The Learning

Engine analyzes the indicated messages and learns their patterns. The next e-mail messages that fit the same patterns will not be marked as [spam].

2. Decrease antispam protection level. By decreasing the protection level, the antispam filter will need more spam indications to classify an e-mail message as spam. Try this solution only if many legitimate messages (including solicited commercial messages) are incorrectly detected as spam.

3. Retrain the Learning Engine (Bayesian filter). Try this solution only if the previous solutions did not offer satisfactory results.

> **Note**
>
> BitDefender integrates into the most commonly used mail clients through an easy-to-use antispam toolbar. For a complete list of supported mail clients, please refer to "*Supported Software*" (p. 2).

If you are using a different mail client, you cannot indicate detection errors and train the Learning Engine. To solve the problem, try decreasing the antispam protection level.

Add Contacts to Friends List

If you are using a supported mail client, you can easily add the senders of legitimate messages to the Friends list. Follow these steps:

1. In your mail client, select an e-mail message from the sender that you want to add to the Friends list.

2. Click the **Add Friend** button on the BitDefender antispam toolbar.

3. You may be asked to acknowledge the addresses added to the Friends list. Select **Don't show this message again** and click **OK**.

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

If you are using a different mail client, you can add contacts to the Friends list from the BitDefender interface. Follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.

2. Click **Antispam** on the left-side menu.

3. Click the **Status** tab.

4. Click **Manage Friends**. A configuration window will appear.

5. Type the e-mail address you always want to receive e-mail messages from and click the button to add the address to the Friends List.

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

Indicate Detection Errors

If you are using a supported mail client, you can easily correct the antispam filter (by indicating which e-mail messages should not have been marked as [spam]). Doing so will considerably improve the efficiency of the antispam filter. Follow these steps:

1. Open your mail client.

2. Go to the junk mail folder where spam messages are moved.

3. Select the legitimate message incorectly marked as [spam] by BitDefender.

4. Click the ⚷ **Add Friend** button on the BitDefender antispam toolbar to add the sender to the Friends list. You may need to click **OK** to acknowledge. You will always receive e-mail messages from this address no matter what they contain.

5. Click the ⚷ **Not Spam** button on the BitDefender antispam toolbar (normally located in the upper part of the mail client window). This indicates to the Learning Engine that the selected message is not spam. The e-mail message will be moved to the Inbox folder. The next e-mail messages that fit the same patterns will no longer be marked as [spam].

Decrease Antispam Protection Level

To decrease the antispam protection level, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.

2. Click **Antispam** on the left-side menu.

3. Click the **Status** tab.

4. Move the slider lower on the scale.

It is recommended to decrease protection by just one level and then wait enough time to evaluate the results. If many legitimate e-mail messages are still being marked as [spam], you can further decrease the protection level. If you notice that many spam messages are not detected, you should not decrease the protection level.

Retrain Learning Engine (Bayesian)

Before training the Learning Engine (Bayesian), prepare a folder containing only SPAM messages and another one containing only legitimate messages. The Learning Engine will analyze them and learn the characteristics that define the spam or legitimate messages that you usually receive. In order for the training to be efficient, there must be over 50 messages in each category.

To reset the Bayesian database and retrain the Learning Engine, follow these steps:

1. Open your mail client.

2. On the BitDefender antispam toolbar, click the ⚒ **Wizard** button to start the antispam configuration wizard.

3. Click **Next**.

4. Select **Skip this step** and click **Next**.

5. Select **Clear antispam filter database** and click **Next**.

6. Select the folder containing legitimate messages and click **Next**.

7. Select the folder containing SPAM messages and click **Next**.

8. Click **Finish** to start the training process.

9. When training is completed, click **Close**.

9.4.2. Many Spam Messages Are Not Detected

If you are receiving many spam messages that are not marked as `[spam]`, you must configure the BitDefender antispam filter so as to improve its efficiency.

If you are using one of the mail clients BitDefender integrates into, try the following solutions one at a time:

1. Indicate undetected spam messages. This is used to train the Learning Engine (Bayesian) of the antispam filter and it usually improves antispam detection. The Learning Engine analyzes the indicated messages and learns their patterns. The next e-mail messages that fit the same patterns will be marked as `[spam]`.

2. Add spammers to the Spammers list. The e-mail messages received from addresses in the Spammers list are automatically marked as `[spam]`.

3. Increase antispam protection level. By increasing the protection level, the antispam filter will need less spam indications to classify an e-mail message as spam.

4. Retrain the Learning Engine (Bayesian filter). Use this solution when antispam detection is very unsatisfactory and indicating undetected spam messages no longer works.

> ### Note
> BitDefender integrates into the most commonly used mail clients through an easy-to-use antispam toolbar. For a complete list of supported mail clients, please refer to "*Supported Software*" (p. 2).

If you are using a different mail client, you cannot indicate spam messages and train the Learning Engine. To solve the problem, try increasing the antispam protection level and adding spammers to the Spammers list.

Indicate Undetected Spam Messages

If you are using a supported mail client, you can easily indicate which e-mail messages should have been detected as spam. Doing so will considerably improve the efficiency of the antispam filter. Follow these steps:

1. Open your mail client.

2. Go to the Inbox folder.

3. Select the undetected spam messages.

4. Click the **Is Spam** button on the BitDefender antispam toolbar (normally located in the upper part of the mail client window). This indicates to the Learning Engine that the selected messages are spam. They are immediately marked as `[spam]` and moved to the junk mail folder. The next e-mail messages that fit the same patterns will be marked as `[spam]`.

Add Spammers to Spammers List

If you are using a supported mail client, you can easily add the senders of the spam messages to the Spammers list. Follow these steps:

1. Open your mail client.

2. Go to the junk mail folder where spam messages are moved.

3. Select the messages marked as `[spam]` by BitDefender.

4. Click the **Add Spammer** button on the BitDefender antispam toolbar.

5. You may be asked to acknowledge the addresses added to the Spammers list. Select **Don't show this message again** and click **OK**.

If you are using a different mail client, you can manually add spammers to the Spammers list from the BitDefender interface. It is convenient to do this only when you have received several spam messages from the same e-mail address. Follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.

2. Click **Antispam** on the left-side menu.

3. Click the **Status** tab.

4. Click **Manage Spammers**. A configuration window will appear.

5. Type the spammer's e-mail address and click the button to add the address to the Spammers List.

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

Increase Antispam Protection Level

To increase the antispam protection level, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.

2. Click **Antispam** on the left-side menu.

3. Click the **Status** tab.

4. Move the slider higher on the scale.

Retrain Learning Engine (Bayesian)

Before training the Learning Engine (Bayesian), prepare a folder containing only SPAM messages and another one containing only legitimate messages. The Learning Engine will analyze them and learn the characteristics that define the spam or legitimate messages that you usually receive. In order for the training to be efficient, there must be over 50 messages in each folder.

To reset the Bayesian database and retrain the Learning Engine, follow these steps:

1. Open your mail client.

2. On the BitDefender antispam toolbar, click the ⚒ **Wizard** button to start the antispam configuration wizard.

3. Click **Next**.

4. Select **Skip this step** and click **Next**.

5. Select **Clear antispam filter database** and click **Next**.

6. Select the folder containing legitimate messages and click **Next**.

7. Select the folder containing SPAM messages and click **Next**.

8. Click **Finish** to start the training process.

9. When training is completed, click **Close**.

9.4.3. Antispam Filter Does Not Detect Any Spam Message

If no spam message is marked as [spam], there may be a problem with the BitDefender Antispam filter. Before troubleshooting this problem, make sure it is not caused by one of the following conditions:

● The BitDefender Antispam protection is available only for e-mail clients configured to receive e-mail messages via the POP3 protocol. This means the following:

▶ E-mail messages received via web-based e-mail services (such as Yahoo, Gmail, Hotmail or other) are not filtered for spam by BitDefender.

▶ If your e-mail client is configured to receive e-mail messages using other protocol than POP3 (for example, IMAP4), the BitDefender Antispam filter does not check them for spam.

> **Note**
>
> POP3 is one of the most widely used protocols for downloading e-mail messages from a mail server. If you do not know the protocol that your e-mail client uses to download e-mail messages, ask the person who configured your e-mail client.

● BitDefender Internet Security 2010 doesn't scan Lotus Notes POP3 traffic.

You should also verify the following possible causes:

1. Make sure Antispam is enabled.
   a. Open BitDefender.
   b. Click the **Settings** button in the upper-right corner of the window.
   c. In the Security Settings category, check the antispam status.

   If Antispam is disabled, this is what is causing your problem. Enable Antispam and monitor the antispam operation to see if the problem is fixed.

2. Although very unlikely, you may want to check if you (or someone else) configured BitDefender not to mark spam messages as [spam].
   a. Open BitDefender and switch the user interface to Expert Mode.
   b. Click **Antispam** on the left-side menu and then the **Settings** tab.
   c. Make sure option **Mark spam messages in subject** is selected.

A possible solution is to repair or reinstall the product. However, you may want to contact BitDefender for support instead, as described in section "*Support*" (p. 70).

9.5. 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. 70).

10. 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.

10.1. 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.

10.2. 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.

10.2.1. 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

10.2.2. 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.

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BitDefender, LLC
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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

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

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Web: http://www.bitdefender.co.uk

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Technical support: www.bitdefender.es/ayuda
Website: http://www.bitdefender.es

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Technical support: http://www.bitdefender.ro/suport
Website: http://www.bitdefender.ro