bitdefender
ANTIVIRUS PRO 2011

User's Guide

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Legal Notice


bitdefender

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Installation and Removal

1. System Requirements

You may install BitDefender Antivirus Pro 2011 only on computers running the following operating systems:

- Windows XP with Service Pack 3 (32 bit) / Windows XP with Service Pack 2 (64 bit)
- Windows Vista with Service Pack 1 or higher (32/64 bit)
- Windows 7 (32/64 bit)

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

Note

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

1.1. Minimal System Requirements

- 1 GB 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 2 (also available in the installer kit)
- Adobe Flash Player 10.0.45.2

1.2. Recommended System Requirements

- 1 GB 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
- .NET Framework 2 (also available in the installer kit)
- Adobe Flash Player 10.0.45.2

1.3. Software Requirements

Antiphishing protection is provided only for:

- Internet Explorer 6.0 or higher
- Mozilla Firefox 3.x
- Yahoo! Messenger 8.1

- Microsoft Windows Live Messenger 8

Instant Messaging (IM) encryption is provided only for:

- Yahoo! Messenger 8.1
- Microsoft Windows Live Messenger 8

2. Preparing for Installation

Before you install BitDefender Antivirus Pro 2011, complete these preparations to ensure the installation will go smoothly:

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

3. Installing BitDefender

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

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

  Note

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

  If the welcome screen does not appear, go to the CD's root directory and double-click `autorun.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, you will be prompted to select the language before the setup wizard appears.

The wizard will help you install BitDefender on your computer and at the same time will allow you to configure the main settings and user interface.

3.1. Step 1 - Introduction

Please read the License Agreement and select **By checking this box, I agree to the BitDefender license agreement**. Click **Next** to continue.

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

3.2. Step 2 - Preparing Install

BitDefender scans your system and checks if any other security software is installed on it.

Quick Scan

A quick scan of critical areas on your system is performed to ensure no active malware is residing on it.

The scan shouldn't take more than a few minutes. You can cancel it at any time by using the provided button.

Important
It is highly recommended to allow the scan to complete.
Active malware could disrupt the installation and even cause it to fail.

After the scan is completed, the results are displayed. If any threats are detected, follow the instructions to remove them before continuing the installation.

Click **Next** to continue.

Removing Existing Security Software

BitDefender Antivirus Pro 2011 alerts you if you have other security products installed on your computer. Click the corresponding button to start the uninstall process and follow the instructions to remove any detected products.

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.

If Windows Defender is enabled, it is also recommended to allow BitDefender to turn it off.

Click **Next** to continue.

3.3. Step 3 - Registration

The BitDefender registration process consists in registering the product with a license key and activating online features by creating a BitDefender account.

Register Your Product

Proceed according to your situation:

- **I purchased BitDefender Antivirus Pro 2011 on a CD or online**

  In this case, you need to register the product:

  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 **Next**.

- **I downloaded BitDefender Antivirus Pro 2011 for evaluation**

  In this case, you can use all the product features for a 30 day period. To begin the trial period, select **I want to evaluate BitDefender Antivirus Pro 2011 for 30 days** and click **Next**.

Activate Online Features

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 lose your BitDefender license key, you can log in to your account at http://myaccount.bitdefender.com to retrieve it.

If you do not want to create a BitDefender account at the moment, select **Create Account Later** and click **Next**.

Note

If you are installing BitDefender Antivirus Pro 2011 for evaluation, you must create a BitDefender account at this point.

If you have purchased the product, you must create an account within 30 days of the installation.

Otherwise, proceed according to your current situation:

- **I don't have a BitDefender account**

  To successfully create a BitDefender account, follow these steps:

  1. Select **Create New Account**.
  2. Type the required information in the corresponding fields. The data you provide here will remain confidential.
     - **Username** - 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.
     - **Retype password** - type in again the previously specified password.

       You do not have to retype the password if you selected not to mask the password while typing it.

- **Password hint** - enter a word or phrase that will help you remember the password should you forget it.

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. Click **View Contact Options** and select one of the available options in the window that appears.
   - **Send me all messages**
   - **Send me important messages**
   - **Do not send me any messages**
4. Click **Submit**.
5. Click **Next** to continue.

Note
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 **Submit**. Click **Next** to continue.

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 (Prev. 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. Click **View Contact Options** and select one of the available options in the window that appears.
   - **Send me all messages**
   - **Send me important messages**
   - **Do not send me any messages**

4. Click **Submit**.
5. Click **Next** to continue.

3.4. Step 4 - Choose View

This is where you choose the type of installation to perform and the interface view mode to use.

Choose Setup Type

The following setup options are available:

- **Easy Setup** - select this option if you prefer a quick installation and do not intend to configure BitDefender settings in detail.
- **Custom Setup** - select this option if you prefer to customize the installation and the BitDefender settings.

To see a video tutorial that will help you with the installation, click **Get Help**

Note
To install BitDefender in a default configuration and go straight to the last step of the installation wizard, select **Skip Setup**.

Click **Next** to continue.

Choose Setup Location

Note
This step appears only if you have chosen a **Custom Setup**.

By default, BitDefender Antivirus Pro 2011 will be installed in `C:\Program Files\BitDefender\`. If you want to change the installation path, click **Browse** and select the folder in which you would like BitDefender to be installed.

You can share the product files and signatures with other BitDefender users. This way, BitDefender updates can be performed faster. If you don't want to enable this feature, select the corresponding check box.

Note
No personal identifiable information will be shared if this feature is enabled.

Click **Next** to continue.

Choose User Interface

Select the user interface view mode that best suits your needs. BitDefender Antivirus Pro 2011 gives you a choice of three interfaces, each tailored to the needs of a different type of user.

Basic View

Suited for computer beginners and people who want BitDefender to protect their computer and data without being bothered. The interface 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 View

You can configure the main BitDefender settings, fix issues separately, manage the BitDefender products installed on the computers in your household and choose which issues to be monitored.

Expert View

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.

Make your selection and click **Next** to continue.

3.5. Step 5 - Configure

This is where you can customize your product.

Configure Settings

Note

This step appears only if you have set the BitDefender interface to **Expert View**.

Here you can enable / disable BitDefender features organized in two categories. To change the status of a setting, click the corresponding switch.

- **Security Settings**

  In this area, you can enable or disable product settings that cover various aspects of computer and data security.

Setting	Description
Antivirus	Real-time protection ensures that all files are scanned as they are accessed by you or by an application running on this system.
Automatic Update	Automatic update ensures that the newest BitDefender product and signature files are downloaded and installed automatically, on a regular basis.
Vulnerability Check	Automatic vulnerability check ensures that crucial software on your PC is up-to-date.
Antiphishing	Antiphishing detects and alerts you in real-time if a web page is set up to steal personal information.
Identity Control	Identity Control helps you prevent your personal data from being sent out on the Internet without your consent. It blocks any instant messages, e-mail messages or web forms transmitting data you defined as being private to unauthorized recipients (addresses).
Chat Encryption	Chat Encryption secures your conversations via Yahoo! Messenger and Windows Live Messenger provided that your IM contacts use a compatible BitDefender product and IM software.

- **General Settings**

  In this area, you can enable or disable settings that affect product behavior and user experience.

Setting	Description
Game Mode	Game Mode temporarily modifies protection settings so as to minimize their impact on system performance during games.
Laptop Mode Detection	Laptop Mode temporarily modifies protection settings so as to minimize their impact on the life of your laptop battery.
Settings Password	This ensures that the BitDefender settings can only be changed by the person who knows this password. When you enable this option, you will be prompted to configure the settings password. Type the desired

Setting	Description
	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. 19).
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.

Click **Next** to continue.

Configure My Tools

Note
This step appears only if you have set the BitDefender interface to **Basic View** or **Intermediate View**.

With **My Tools**, you can personalize the dashboard by adding shortcuts to the tools that are most important to you. This way you can ensure easy access to them.

From this screen, you can add shortcuts for any of the following tools:

- Game Mode - set up BitDefender so as not to allow it to interfere with your gaming experience.
- Laptop Mode - temporarily modifies protection settings so as to minimize their impact on the life of your laptop battery.

- Home Network Management - manage BitDefender products installed on computers in the home network from a single PC.
- Full System Scan - perform a scan of the entire system.

Select the tools you want to add and click **Next** to continue.

Home Network Management

Note
This step appears only if you have added Home Network Management to My Tools.

You can select one of three options:

- **Set up this PC as Server**

  Select this option if you intend to manage BitDefender products on other computers in the home network from this one.

  A password is required to join the network. Enter the password in the provided text boxes and click **Submit**.

- **Set up this PC as Client**

  Select this option if BitDefender will be managed from another computer in the home network which is also running BitDefender.

  A password is required to join the network. Enter the password in the provided text boxes and click **Submit**.

- **Skip setup for now**

  Select this option to configure this feature at a later time from the BitDefender window.

Click **Next** to continue.

3.6. Step 6 - Support Options

This is where you can customize help and support options:

- Enable / disable **Smart Tips**. Smart Tips are personalized messages displayed in the BitDefender Dashboard to help you improve your computer's performance.
- Confirm the e-mail address you will use should you need to contact BitDefender Customer Care. If you don't plan to contact Customer Care via e-mail, select the corresponding check box.

3.7. Step 7 - Confirm

This is where you can review the selected configuration.

By default, two tasks are also scheduled:

- A full system scan is scheduled immediately after the installation is finished.

  It is recommended to perform this thorough scan that will detect any malware threats present on your system.

- A system scan is scheduled for every Sunday at 2 AM.

  It is highly recommended to scan your system at least once a week. Select a different day and time if the default schedule is not suitable for you. If the computer is shut down when the schedule is due, the scan will run the next time you start your computer.

Click **Finish**.

3.8. Step 8 - Finish

The installation is now nearing completion. The final settings are applied and an update is performed.

The wizard will automatically close when the installation is completed. If this option was selected during the previous step, a full system scan is initiated.

Note
A system restart may be required.

4. Upgrading From an Older Version of BitDefender

You can upgrade to BitDefender Antivirus Pro 2011 if you are using BitDefender Antivirus Pro 2011 beta, the 2008, 2009 or 2010 version.

There are two ways to perform the upgrade:

- Install BitDefender Antivirus Pro 2011 directly over the older version. If you install directly over the 2010 version, the Quarantine is automatically imported.
- Remove the older version, then restart the computer and install the new version as described in chapter "*Installing BitDefender*" (p. 5). No product settings will be saved. Use this upgrade method if the other fails.

5. Repairing or Removing BitDefender

If you want to repair or remove BitDefender Antivirus Pro 2011, follow the path from the Windows start menu: **Start → All Programs → BitDefender 2011 → Repair or Remove**.

A wizard will appear to help you complete the desired task.

1. **Repair or Remove**

   Select the action you want to perform:

   - **Repair** - to re-install all program components.
   - **Remove** - to remove all installed components.

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

2. **Confirm Action**

   Make sure to read the information displayed carefully before clicking **Next** to confirm the action.

3. **Progress**

   Wait for BitDefender to complete the action you have selected. This will take several minutes.

4. **Finish**

   The results are displayed.

   You need to restart the computer to complete the process. Click **Restart** to reboot your computer immediately, or **Finish** to close the window and reboot at a later time.

Getting Started

6. Overview

Once you have installed BitDefender Antivirus Pro 2011, your computer is protected against all kinds of malware (such as viruses, spyware and trojans).

You are not required to configure other BitDefender settings besides those configured during installation. However, you may want to take advantage of the BitDefender settings to fine-tune and improve your protection.

From time to time, you should open BitDefender 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. 44).

6.1. Opening BitDefender

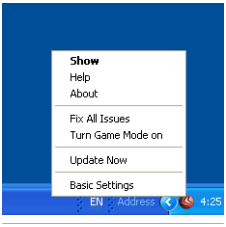
To access the main interface of BitDefender Antivirus Pro 2011, use the Windows Start menu, by following the path **Start → All Programs → BitDefender 2011 → BitDefender Antivirus Pro 2011** or, quicker, double-click the BitDefender icon in the system tray.

For more information on the main application window, please refer to "*Main Application Window*" (p. 22).

6.2. System Tray Icon

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

- **Show** - opens the main interface of BitDefender.
- **Help** - opens the help file, which explains in detail how to configure and use BitDefender Antivirus Pro 2011.
- **About** - opens a window where you can see information about BitDefender and where to look for help in case something unexpected appears.



Tray Icon

- **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. 36).
- **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 enable or disable the main product settings and reconfigure your user profile. For more information, please refer to "*Configuring Main Settings*" (p. 38).

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

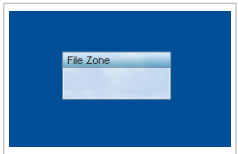
Red triangle with an exclamation mark: Critical issues affect the security of your system. They require your immediate attention and must be fixed as soon as possible.
Letter G: The product operates in Game Mode.

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

6.3. 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 View.

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

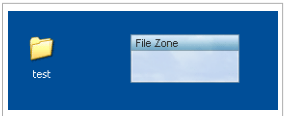


Scan Activity Bar

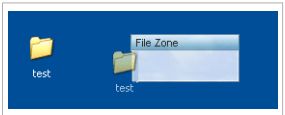
Note
The Scan activity bar will notify you when real-time protection is disabled by displaying a red cross over the **File Zone**.

6.3.1. 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.

6.3.2. 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 **Options** button in the upper-right corner of the window and select **Preferences**.
3. In the General Settings category, use the switch corresponding to **Scan Activity Bar** to enable it.
4. Click **OK** to save and apply the changes.

6.4. 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.

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, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus>Virus Scan**.
3. In the list of scan tasks, locate the **Device Scanning** task.
4. Right-click the task and select **Properties**. A new window will appear.
5. On the **Overview** tab, configure the scanning options as needed. For more information, please refer to "*Configuring Scan Settings*" (p. 67).
6. On the **Detection** tab, choose which types of storage devices to be detected.
7. Click **OK** to save and apply the changes.

7. Main Application Window

BitDefender Antivirus Pro 2011 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.

Basic View
: 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 View
: Aimed at users with average computer skills, this interface extends what you can do in Basic View.

  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 View
: 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 view mode is selected during installation.

To change the view mode:

1. Open BitDefender.
2. Click the **Options** button in the upper-right corner of the window.
3. Select the desired view mode from the menu.

7.1. Basic View

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

The window is organized into three main areas:

Status area
: Status information is presented in the left side of the window.

Protect Your PC area
This is where you can take the necessary actions to manage your protection.

Help area
This is where you can find out how to use BitDefender Antivirus Pro 2011 and get help.

The **Options** button in the upper-right corner of the window allows you to change the user interface view mode and to configure the main program settings.

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

Link	Description
License Info	Opens a window where you can see current license key information and register your product with a new license key.
View Logs	Allows you to see a detailed history of all tasks performed by BitDefender on your system.
Help and Support	Click this link if you need help with BitDefender.
?	Gives you access to a help file that shows you how to use BitDefender.

7.1.1. Status Area

Status information is presented in the left side of the window.

- **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. 36).
- **License Status** displays how many days are left until the license expires. If you are using a trial version or if your license is going to expire, you can click **Buy Now** to buy a license key. For detailed information, please refer to "*Registration and My Account*" (p. 44).

7.1.2. Protect Your PC Area

This is where you can take the necessary actions to manage your protection.

Three buttons are available:

- **Security** provides you with shortcuts to security tasks and settings.
- **Update Now** 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.

- **My Tools** allows you to create shortcuts to your favorite tasks and settings.

To perform a task or configure settings, click the corresponding button and choose the desired tool from the menu. To add or remove shortcuts, click the corresponding button and choose **More Options**. For detailed information, please refer to "*My Tools*" (p. 29).

7.1.3. Help Area

This is where you can find out how to use BitDefender Antivirus Pro 2011 and get help.

Smart Tips are a fun and easy way to learn about computer security best practices and how to use BitDefender Antivirus Pro 2011.

If you need help, type a keyword or a question in the **Help and Support** field and click **Search**.

7.2. Intermediate View

Aimed at users with average computer skills, Intermediate View is a simple interface that gives you access to all modules at a basic level. You'll have to keep track of warnings and critical alerts and fix undesired issues.

The Intermediate View window is organized into several tabs.

Dashboard
: The dashboard helps you easily monitor and manage your protection.

Security
: Displays the status of the security settings and helps you fix detected issues. You can run security tasks or configure security settings.

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.

The **Options** button in the upper-right corner of the window allows you to change the user interface view mode and to configure the main program settings.

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

Link	Description
License Info	Opens a window where you can see current license key information and register your product with a new license key.
View Logs	Allows you to see a detailed history of all tasks performed by BitDefender on your system.

Link	Description
Buy/Renew	Helps you purchase a license key for your BitDefender Antivirus Pro 2011 product.
Help and Support	Click this link if you need help with BitDefender.
	Gives you access to a help file that shows you how to use BitDefender.

7.2.1. Dashboard

The dashboard helps you easily monitor and manage your protection.

The dashboard consists of the following sections:

- **Status Details** indicates the status of each main module using explicit sentences and one of the following icons:

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

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

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

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

- **License Status** displays how many days are left until the license expires. If you are using a trial version or if your license is going to expire, you can click **Buy Now** to buy a license key. For detailed information, please refer to *"Registration and My Account" (p. 44)*.

- **My Tools** allows you to create shortcuts to your favorite tasks and settings. For detailed information, please refer to *"My Tools" (p. 29)*.

- **Smart Tips** are a fun and easy way to learn about computer security best practices and how to use BitDefender Antivirus Pro 2011.

7.2.2. Security

The Security tab allows you to manage the security of your computer and data.

"Status Area" (p. 26)
"Quick Tasks" (p. 26)

Status Area

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

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

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

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

Just click the **Fix** button corresponding to a sentence to fix the reported issue. If an issue is not fixed on the spot, follow the wizard to fix it.

To configure which components must be monitored:

1. Click **Add/Edit List**.
2. To turn on or off monitoring for a specific item, use the corresponding switch.
3. Click **Close** to save the changes and close the window.

Important

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

Quick Tasks

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

- **Update Now** - starts an immediate update.
- **Full System Scan** - starts a standard scan of your computer (archives excluded). For additional on-demand scan tasks, click the arrow on this button and select a different scan task.
- **Custom Scan** - starts a wizard that lets you create and run a custom scan task.
- **Vulnerability Scan** - starts a wizard that checks your system for vulnerabilities and helps you fix them.

7.2.3. Network

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.

For detailed information, please refer to *"Home Network"* (p. 98).

7.3. Expert View

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

Note

Expert View 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.

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 list briefly describes each module. For detailed information, please refer to the "Configuration and Management" (p. 48) part of this user guide.

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. This is were you can also configure antiphishing protection and Search Advisor.

Privacy Control
: Allows you to prevent data theft from your computer and protect your privacy while you are online.

Vulnerability
: Allows you to keep crucial software on your PC up-to-date.

Encryption
: Allows you to encrypt Yahoo and Windows Live (MSN) Messenger communications.

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 Antivirus Pro 2011, to change the license key or to create a BitDefender account.

The **Options** button in the upper-right corner of the window allows you to change the user interface view mode and to configure the main program settings.

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

Link	Description
License Info	Opens a window where you can see current license key information and register your product with a new license key.
View Logs	Allows you to see a detailed history of all tasks performed by BitDefender on your system.
Buy/Renew	Helps you purchase a license key for your BitDefender Antivirus Pro 2011 product.
Help and Support	Click this link if you need help with BitDefender.
?	Gives you access to a help file that shows you how to use BitDefender.

8. My Tools

When using BitDefender in Basic View or Intermediate View, you can customize your dashboard by adding shortcuts to tasks and settings that are important to you. This way, you can quickly gain access to features you use regularly and to advanced settings without having to switch to a more advanced interface view mode.

Depending on the user interface view mode you use, the shortcuts added to My Tools are available as follows:

Basic View
: In the Protect Your PC area, click My Tools. A menu will appear. Click a shortcut to launch the corresponding tool.

Intermediate View
: The shortcuts appear under My Tools. Click a shortcut to launch the corresponding tool.

To open the window from which you can select the shortcuts that will appear in My Tools, proceed as follows:

Basic View
: In the Protect Your PC area, click My Tools and choose **More Options**.

Intermediate View
: Click one of the buttons under My Tools or the **Configure My Tools** link.

Use the switches to select the tools to be added to My Tools. You can select any of the following categories of tools.

- **Scan Tasks**

  Add the tasks you regularly use to scan your system for security threats.

Scan Task	Description
Deep System Scan	Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.
Full System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
Quick Scan	Quick Scan uses in-the-cloud scanning to detect malware running in your system. Running a Quick Scan usually takes less than a minute and uses a fraction of the system resources needed by a regular virus scan.

Scan Task	Description
Custom Scan	Starts a wizard that lets you create a custom scan task.
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.
Schedule My Scans	Takes you to the Antivirus settings window where you can customize the on-demand scan tasks.

For more information about scan tasks, please refer to "*Managing Existing Scan Tasks*" (p. 64)

- **Settings**

  Add shortcuts to the BitDefender settings you want to configure:

Settings	Description
Antivirus Settings	Configure the Antivirus module. For more information, please refer to "*Antivirus Protection*" (p. 53)
Game Mode	Toggle the Game Mode. For more information, please refer to "*Game Mode*" (p. 93)
Laptop Mode	Toggle the Laptop Mode. For more information, please refer to "*Laptop Mode*" (p. 96)
Update Now	Trigger an update of BitDefender. For more information, please refer to "*Update*" (p. 102)
View & Fix All Issues	Open a wizard that will help you fix all the security issues affecting your system. For more information, please refer to "*Fixing Issues*" (p. 36)

- **Help & Support**

  Enter the support section. For more information, please refer to "Contact Us Directly from Your BitDefender Product" (p. 132)

9. Alerts and Pop-ups

BitDefender uses pop-ups and alerts to inform you about its operation or special events that may interest you and to prompt you for action when needed. This chapter presents the BitDefender pop-ups and alerts that you may encounter.

Pop-ups are small windows that temporarily appear on the screen to inform you about various BitDefender events, such as e-mail scanning, a new computer that logged to your wireless network, a firewall rule added etc. When pop-ups appear, you will be required to click an **OK** button or a link, at the most.

Alerts are larger windows that prompt you for action or inform you about something very important (for example, a virus has been detected). Besides alert windows, you may receive e-mail, instant message or web page alerts.

The BitDefender pop-ups and alerts include:

- Antivirus Alerts
- Active Virus Control Alerts
- Device Detection Alerts
- Antiphishing Alert Web Pages
- Privacy Control Alerts

9.1. Antivirus Alerts

BitDefender protects you against various kinds of malware, such as viruses, spyware or rootkits. When it detects a virus or other malware, BitDefender takes a specific action on the infected file and informs you about it through an alert window.

You can see the virus name, the path to the infected file and the action taken by BitDefender.

Click **OK** to close the window.

Important

When a virus is detected, it is best practice to scan the entire computer to make sure there are no other viruses. For more information, please refer to “*How Do I Scan Files and Folders?*” (p. 107).
If the virus has not been blocked, please refer to “*Removing Malware from Your System*” (p. 122).

9.2. Active Virus Control Alerts

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

If you are using the Basic View or Intermediate View interface, a pop-up will inform you whenever Active Virus Control blocks a potentially harmful application. If you

are using Expert View, you will be prompted for action, through an alert window, when an application exhibits malicious behavior.

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

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

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

9.3. Device Detection Alerts

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.

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, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus>Virus Scan**.
3. In the list of scan tasks, locate the **Device Detection Scan** task.
4. Right-click the task and select **Open**. A new window will appear.
5. On the **Overview** tab, configure the scanning options as needed. For more information, please refer to “*Configuring Scan Settings*” (p. 67).

6. On the **Detection** tab, choose which types of storage devices to be detected.
7. Click **OK** to save and apply the changes.

9.4. Antiphishing Alerts

With antiphishing protection enabled, BitDefender alerts you when you try to access web pages that may be set up to steal personal information. Before you can access such a web page, BitDefender will block that page and display a generic web page alert instead.

Check the web page address in the address bar of your browser. Look for clues that might indicate that the web page is used for phishing. If the web address is suspicious, it is recommended that you do not open it.

Here are some tips you may find useful:

- If you have typed the address of a legitimate website, check if the address is correct. If the address is incorrect, re-type it and go to the web page again.
- If you have clicked a link in an e-mail or an instant message, verify who sent it to you. If the sender is unknown, this is probably a phishing attempt. If you know the sender, you should check if that person really sent you the link.
- If you reached the web page by browsing the Internet, check the web page where you found the link (click the Back button on your web browser).

If you want to view the web page, click the appropriate link to take one of these actions:

- **View the web page this time only.** There is no risk as long as you do not submit any information on the web page. If the web page is legitimate, you can add it to the White List (click the BitDefender Antiphishing toolbar and select **Add to White List**).
- **Add the web page to the White List.** The web page will be displayed immediately and BitDefender will no longer alert you about it.

Important

Add to the White List only the web pages that you fully trust (for example, your bank's web address, known online shops, etc). BitDefender does not check for phishing the web pages in the White List.

You can manage antiphishing protection and the White List using the BitDefender toolbar in your web browser. For more information, please refer to *"Managing the BitDefender Antiphishing Protection in Internet Explorer and Firefox"* (p. 76).

9.5. Privacy Control Alerts

Privacy Control provides advanced users with some extra features to protect their privacy. You will be prompted for action through specific alert windows if you choose to enable any of these components:

- Registry Control - asks for your permission whenever a program tries to modify a registry entry in order to be executed at Windows start-up.
- Cookie Control - asks for your permission whenever a new website tries to set a cookie.
- Script Control - asks for your permission whenever a website tries to activate a script or other active content.

9.5.1. Registry Alerts

If you enable Registry Control, you will be prompted for permission whenever a new program tries to modify a registry entry in order to be executed at Windows start-up.

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

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

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

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

For more information, please refer to "*Registry Control*" (p. 84).

9.5.2. Script Alerts

If you enable Script Control, you will be prompted for permission whenever a new web site tries to run a script or other active content.

You can see the name of the resource.

Click **Yes** or **No** and a rule will be created, applied and listed in the rules table. The same action will be applied automatically whenever the respective site tries to run active content.

Note
Some web pages may not be properly displayed if you block active content.

For more information, please refer to “*Script Control*” (p. 86).

9.5.3. Cookie Alerts

If you enable Cookie Control, you will be prompted for permission whenever a new web site tries to set or request a cookie.

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

Click **Yes** or **No** and a rule will be created, applied and listed in the rules table. The same action will be applied automatically whenever you connect to the respective site.

For more information, please refer to “*Cookie Control*” (p. 84).

10. 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. 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 Basic View, the security status is displayed on the left side of the window.
  - In Expert View, go to **General > Dashboard** to check the security status.

10.1. Fix Issues Wizard

The easiest way to fix the existing issues is to follow the **Fix Issues Wizard**. 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 and, depending on the user interface view mode, proceed as follows:
  - In Basic View, click **View All Issues**.
  - In Expert View, go to **General > Dashboard** and click **View All Issues**.

Note
You can also add a shortcut to My Tools.

A list of existing security threats on your computer is displayed.

All current issues are selected to be fixed. If there is an issue that you do not want to be fixed, just clear 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 alert system accordingly, as described in the next section.

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

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

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

  When fixing such issues, a wizard helps you successfully complete the task.
- **System vulnerabilities.** BitDefender automatically checks your system for vulnerabilities and alerts you about them. System vulnerabilities include the following:
  - weak passwords to Windows user accounts.
  - outdated software on your computer.
  - missing Windows updates.
  - Windows Automatic Updates is disabled.

  When such issues are to be fixed, the vulnerability scan wizard is started. This wizard assists you in fixing the detected system vulnerabilities. For detailed information, please refer to section "*Checking for Vulnerabilities*" (p. 88).

10.2. Configuring Status Alerts

The status alert system is pre-configured to monitor and alert you about the most important issues that may affect the security of your computer and data. Besides the issues monitored by default, there are several other issues you can be informed about.

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

- In Intermediate View, the alert system can be configured from separate locations. Follow these steps:
  1. Go to the **Security** tab.
  2. Click the **Add/Edit List** link in the Status area.
  3. Use the switch corresponding to an item to change its alert state.
- In Expert View, the alert system can be configured from a central location. Follow these steps:
  1. Go to **General > Dashboard**.
  2. Click **Add/Edit Alerts**.
  3. Use the switch corresponding to an item to change its alert state.

11. Configuring Main Settings

You can configure the main product settings (including reconfiguring the usage profile) from the Preferences window. To open it, do any of the following:

- Open BitDefender, click **Options** in the upper-right corner of the window and choose **Preferences**.
- Right-click the BitDefender icon in the system tray and select **Preferences**.

Note

To configure the product settings in detail, use the Expert View interface. For detailed information, please refer to the "Configuration and Management" (p. 48) part of this user guide.

The settings are organized into three categories:

- Security Settings
- Alerts Settings
- General Settings

To turn on or off a setting, use the corresponding switch.

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

The **Reconfigure Profile** link in the upper-right corner of the window allows you to reconfigure the usage profile. For more information, please refer to "*Reconfiguring the Usage Profile*" (p. 41).

11.1. Security Settings

In this area, you can enable or disable product settings that cover various aspects of computer and data security. To turn on or off a setting, use the corresponding switch.

Warning

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

These are the available settings:

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. Updates are performed by default every hour.

Vulnerability Scan
: Automatic Vulnerability Scan alerts you about and helps you fix vulnerabilities in your system that might affect its security. Such vulnerabilities include outdated software, weak passwords to user accounts or missing Windows updates.

Antiphishing
: Antiphishing detects and alerts you in real-time if a web page is set up to steal personal information.

Search Advisor
: Search Advisor scans the links in your search results and informs you which of them are safe and which are not.

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).

Chat Encryption
: Chat Encryption secures your conversations via Yahoo! Messenger and Windows Live Messenger provided that your IM contacts use a compatible BitDefender product and IM software.

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

If you do not want a monitored setting that you disabled to be shown as an issue, you must configure the tracking system accordingly. You can do that either in Intermediate View or in Expert View. For detailed information, please refer to "*Configuring Status Alerts*" (p. 37).

11.2. Alerts Settings

In this area, you can turn off the BitDefender pop-ups and alerts. BitDefender uses alerts to prompt you for action and pop-ups to inform you about actions it has taken automatically or about other events. To turn on or off a category of alerts, use the corresponding switch.

Important
Most of these alerts and pop-ups should be kept turned on in order to avoid potential problems.

These are the available settings:

Antivirus Alerts
Antivirus alerts inform you when BitDefender detects and blocks a virus. When a virus is detected, it is best practice to scan the entire computer to make sure there are no other viruses.

Active Virus Control Pop-ups
If you are using the Basic View or Intermediate View interface, a pop-up will inform you whenever Active Virus Control blocks a potentially harmful application. If you are using Expert View, you will be prompted for action, through an alert window, when an application exhibits malicious behavior.

Scan Email Pop-ups
These pop-ups are displayed to inform you that BitDefender is scanning e-mails for malware.

Home Network Management Alerts
These alerts inform the user when administrative actions are being performed remotely.

Quarantine Alerts
Quarantine alerts inform you when old quarantined files have been deleted.

Registration Pop-ups
Registration pop-ups are used to remind you that you need to register BitDefender or to inform you that the license key is about to or has already expired.

11.3. General Settings

In this area, you can enable or disable settings that affect product behavior and user experience. To turn on or off a setting, use the corresponding switch.

These are the available settings:

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

Laptop Mode Detection
Laptop Mode temporarily modifies protection settings so as to minimize their impact on the life of your laptop battery.

Settings Password
To prevent someone else from changing the BitDefender settings, you can protect them with a 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.

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.

11.4. Reconfiguring the Usage Profile

During installation, you were able to configure a 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 **Reconfigure Profile** and follow the configuration wizard. You can navigate through the wizard using the **Next** and **Back** buttons. To exit the wizard, click **Cancel**.

1. **Choose Your View**

   Select the preferred user interface view.

2. **Configure My Tools**

   If you have selected Basic View or Intermediate View, choose the features you would like to create shortcuts to on the Dashboard.

3. **Configure Settings**

   If you have selected Expert View, configure the BitDefender settings as needed. To turn on or off a setting, use the corresponding switch.

4. **Home Network Management**

Note

This step appears only if you have added Home Network Management to My Tools.

You can select one of three options:

- **Set up this PC as "Server"**

  Select this option if you intend to manage BitDefender products on other computers in the home network from this one.

  A password is required to join the network. Enter the password in the provided text boxes and click **Submit**.

- **Set up this PC as "Client"**

  Select this option if BitDefender will be managed from another computer in the home network which is also running BitDefender.

  A password is required to join the network. Enter the password in the provided text boxes and click**Submit**.

- **Skip setup for now**

  Select this option to configure this feature at a later time from the BitDefender window.

5. **Setup Complete**

   Click **Finish**.

12. 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.

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

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

A list of events is available for each category. Each event comes with the following information: a short description, the action BitDefender took on it when it happened, and the date and time when it occurred. If you want to find out more information about a particular event in the list, double-click that event.

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

13. Registration and My Account

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. 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 should purchase a license key or renew your license a few days before the current license key expires.

If you purchased BitDefender Antivirus Pro 2011 on a CD/DVD or online, you were prompted to register your product with a license key during the installation.

If you downloaded BitDefender Antivirus Pro 2011 for evaluation, you must register the product with a license key to continue using it after the 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.

13.1. Registering BitDefender Antivirus Pro 2011

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

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

To register BitDefender Antivirus Pro 2011:

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 start a wizard that will help you buy one.

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

13.2. 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 installation wizard, you can do that as follows:

Basic View
Click **View All Issues**. The wizard will help you fix all pending issues, including activating the product.

Intermediate View
Go to the **Security** tab and click the **View & Fix** button corresponding to the issue regarding the product update. Click **Start** in the wizard window to activate the product.

Expert View
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.

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

- "I do not have a BitDefender account" (p. 45)
- "I already have a BitDefender account" (p. 46)

Important

You must create an account within 15 days after installing BitDefender. 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 New Account**.
2. Type the required information in the corresponding fields. The data you provide here will remain confidential.
   - **Username** - 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.
   - **Retype password** - type in again the previously specified password.

You do not have to retype the password if you selected not to mask the password while typing it.

- **Password hint** - enter a word or phrase that will help you remember the password should you forget it.

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. Click **View Contact Options** and select one of the available options in the window that appears.
   - **Send me all messages**
   - **Send me important messages**
   - **Do not send me any messages**
4. Click **Submit**.
5. Click **Finish** to close the window.

Note

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 **Submit**. Click **Finish** to close the window.

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 (Prev. 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. Click **View Contact Options** and select one of the available options in the window that appears.
   - **Send me all messages**

- **Send me important messages**
- **Do not send me any messages**

4. Click **Submit**.
5. Click **Finish** to close the window.

13.3. Buying or Renewing License Keys

If the trial period is going to end soon, you must purchase a license key and register your product.

Similarly, if your current license key is going to expire soon, you must renew 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.

To start a simple and secure four-step procedure that will allow you to purchase a new key or renew an existing one, open BitDefender in Intermediate View or Expert View and click the **Buy** / **Renew** link located at the bottom of the window.

Configuration and Management

14. General Settings

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

To configure the general settings:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **General > Settings**.

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

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

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

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

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

- **Show BitDefender News (security related notifications)** - shows from time to time security notifications regarding virus outbreaks, sent by the BitDefender server.
- **Show pop-ups (on-screen notes)** - shows pop-up windows regarding the product status. You can configure BitDefender to display pop-ups only when the interface is in Basic / Intermediate View or in Expert View.
- **Show the Scan Activity bar (on screen graph of product activity)** - displays the Scan Activity bar whenever you log on to Windows. Clear this check box if you do not want the Scan Activity bar to be displayed anymore.

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

Virus Report Settings

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

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

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

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

Connection Settings

Several BitDefender components (the Firewall, LiveUpdate, Real-Time Virus Reporting and Real-Time Spam Reporting modules) require access to the Internet. BitDefender comes with a proxy manager that allows configuring from one location the proxy settings used by the BitDefender components to access the Internet.

If your company uses a proxy server to connect to the Internet, you must specify the proxy settings in order for BitDefender to update itself. Otherwise, it will use the proxy settings of the administrator that installed the product or of the current user's default browser, if any. For more information, please refer to *"How Do I Find Out My Proxy Settings?" (p. 138)*.

Note

The proxy settings can be configured only by users with administrative rights on the computer or by power users (users who know the password to the product settings).

To manage the proxy settings, click **Proxy Settings**.

There are three sets of proxy settings:

- **Proxy Detected at Install Time** - proxy settings detected on the administrator's account during installation and which can be configured only if you are logged on to that account. If the proxy server requires a username and a password, you must specify them in the corresponding fields.
- **Default Browser Proxy** - proxy settings of the current user, extracted from the default browser. If the proxy server requires a username and a password, you must specify them in the corresponding fields.

Note

The supported web browsers are Internet Explorer, Mozilla Firefox and Opera. If you use another browser by default, BitDefender will not be able to obtain the proxy settings of the current user.

- **Custom Proxy** - proxy settings that you can configure if you are logged in as an administrator.

  The following settings must be specified:
  - **Address** - type in the IP of the proxy server.
  - **Port** - type in the port BitDefender uses to connect to the proxy server.
  - **Username** - type in a user name recognized by the proxy.
  - **Password** - type in the valid password of the previously specified user.

BitDefender will use the proxy settings sets in the following order until it manages to connect to the Internet:

1. the specified proxy settings.
2. the proxy settings detected at install time.
3. the proxy settings of the current user.

When trying to connect to the Internet, each set of proxy settings is tried at a time, until BitDefender manages to connect.

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

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

Click **Apply** to save the changes or click **Default** to load the default settings.

System Information

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

To obtain system information:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **General > System Info**.

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

Three buttons are available:

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

Note

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

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

Optimization

The Optimization tab is useful when you wish to run an on-demand scan without being disturbed from your work.

For example, if you want to run a Deep System Scan this may take some time if you have many items on your hard disk or if your system configuration doesn't meet the recommended requirements.

To access the Optimization tab:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **General > Optimization**.

System load is constantly being monitored. When the system enters an idle state BitDefender can launch:

- **Deep System Scan**
- **Quick Scan**
- **Full System Scan**
- **My Documents Scan**

Note

Select **Update product before running this task** check box to make sure you have the latest virus definitions.

15. Antivirus Protection

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

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

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

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

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

When it detects a virus or other malware, BitDefender will automatically attempt to remove the malware code from the infected file and reconstruct the original file. This operation is referred to as disinfection. Files that cannot be disinfected are moved to quarantine in order to contain the infection. For more information, please refer to "*Quarantine Area*" (p. 74).

If your computer has been infected with malware, please refer to "*Removing Malware from Your System*" (p. 122).

Advanced users can configure scan exclusions if they do not want specific files to be scanned. For more information, please refer to "*Configuring Scan Exclusions*" (p. 70).

15.1. Real-time Protection

BitDefender provides continuous, real-time protection against a wide range of malware threats by scanning all accessed files, e-mail messages and the communications through Instant Messaging Software applications (ICQ, NetMeeting, Yahoo Messenger, MSN Messenger).

The default real-time protection settings ensure good protection against malware, with minor impact on system performance. You can easily change the real-time protection settings according to your needs by switching to one of the predefined

protection levels. Or, if you are an advanced user, you can configure the scan settings in detail by creating a custom protection level.

To learn more, please refer to these topics:

- "*Adjusting the Real-time Protection Level*" (p. 54)
- "*Creating a Custom Protection Level*" (p. 55)
- "*Changing the Actions Taken on Detected Files*" (p. 56)
- "*Restoring the Default Settings*" (p. 57)

To protect you against unknown malicious applications, BitDefender uses an advanced heuristic technology (Active Virus Control) and an Intrusion Detection System, which continuously monitor your system. To learn more, please refer to these topics:

- "*Configuring Active Virus Control*" (p. 57)
- "*Configuring the Intrusion Detection System*" (p. 59)

15.1.1. Adjusting the Real-time Protection Level

The real-time protection level defines the scan settings for real-time protection. You can easily change the real-time protection settings according to your needs by switching to one of the predefined protection levels.

To adjust the real-time protection level:

1. Open BitDefender.
2. Depending on the user interface view mode, proceed as follows:

   Intermediate View

   Go to the **Security** tab and click **Configure Antivirus** in the Quick Tasks area on the left side of the window.

   Go to the **Shield** tab.

   Expert View

   Go to **Antivirus > Shield**.

   Note

   In Basic View and Intermediate View, you can configure a shortcut so that you can access these settings from your dashboard. For more information, please refer to "*My Tools*" (p. 29).

3. Drag the slider along the scale to set the desired protection level. Use the description on the right side of the scale to choose the protection level that better fits your security needs.

15.1.2. Creating a Custom Protection Level

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

You can configure the real-time protection settings in detail by creating a custom protection level. To create a custom protection level:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Custom Level**.
4. Configure the scan settings as needed. To find out what an option does, keep the mouse over it and read the description displayed at the bottom of the window.
5. Click **OK** to save the changes and close the window.

You may find this information useful:

- If you are not familiar with some of the terms, check them in the glossary. You can also find useful information by searching the Internet.
- **Scan accessed files.** You can set BitDefender to scan all accessed files, applications (program files) only or specific file types you consider to be dangerous. Scanning all accessed files provides best protection, while scanning applications only can be used for better system performance.

  Applications (or program files) are far more vulnerable to malware attacks than other types of files. This category includes the following file extensions: `.exe`; `.bat`; `.com`; `.dll`; `.ocx`; `.scr`; `.bin`; `.dat`; `.386`; `.vxd`; `.sys`; `.wdm`; `.cla`; `.class`; `.ovl`; `.ole`; `.exe`; `.hlp`; `.doc`; `.dot`; `.xls`; `.ppt`; `.wbk`; `.wiz`; `.pot`; `.ppa`; `.xla`; `.xlt`; `.vbs`; `.vbe`; `.mdb`; `.rtf`; `.htm`; `.hta`; `.html`; `.xml`; `.xtp`; `.php`; `.asp`; `.js`; `.shs`; `.chm`; `.lnk`; `.pif`; `.prc`; `.url`; `.smm`; `.pdf`; `.msi`; `.ini`; `.csc`; `.cmd`; `.bas`; `.eml`; `.nws`.

  If you opt for **Scan user defined extensions**, it is recommended that you include all application extensions beside other file extensions you consider to be dangerous.
- **Scan only new and changed files.** By scanning only new and changed files, you may greatly improve overall system responsiveness with a minimum trade-off in security.
- **Scan inside archives.** Scanning inside archives is a slow and resource-intensive process, which is therefore not recommended for real-time protection. Archives containing infected files are not an immediate threat to the security of your

system. The malware can affect your system only if the infected file is extracted from the archive and executed without having real-time protection enabled.

- **Action options.** If you consider changing the actions taken on detected files, check for tips in "*Changing the Actions Taken on Detected Files*" (p. 56).
- **Scan options for e-mail, web and instant messaging traffic.** To prevent malware from being downloaded to your computer, BitDefender automatically scans the following malware entry points:
  - incoming e-mails
  - web traffic
  - files received via Yahoo! Messenger and Windows Live Messenger

  Scanning the web traffic may slow down web browsing a little, but it will block malware coming from the Internet, including drive-by downloads.

  Though not recommended, you can disable e-mail, web or instant messaging antivirus scan to increase system performance. If you disable the corresponding scan options, the e-mails and files received or downloaded from the Internet will not be scanned, thus allowing infected files to be saved to your computer. This is not a major threat because real-time protection will block the malware when the infected files are accessed (opened, moved, copied or executed).

15.1.3. Changing the Actions Taken on Detected Files

Files detected by real-time protection are grouped into two categories:

- **Infected files.** Files detected as infected match a malware signature in the BitDefender Malware Signature Database. BitDefender can normally remove the malware code from an infected file and reconstruct the original file. This operation is known as disinfection.

  Note

  Malware signatures are snippets of code extracted from actual malware samples. They are used by antivirus programs to perform pattern-matching and detect malware.

  The BitDefender Malware Signature Database is a collection of malware signatures updated hourly by the BitDefender malware researchers.

- **Suspicious files.** Files are detected as suspicious by the heuristic analysis. Suspicious files cannot be disinfected, because no disinfection routine is available.

Depending on the type of detected file, the following actions are taken automatically:

- If an infected file is detected, BitDefender will automatically attempt to disinfect it. If disinfection fails, the file is moved to quarantine in order to contain the infection.

Important
For particular types of malware, disinfection is not possible because the detected file is entirely malicious. In such cases, the infected file is deleted from the disk.

- If a suspicious file is detected, access to that file will be denied to prevent a potential infection.

You should not change the default actions taken on detected files unless you have a strong reason to do so.

To change the default actions taken on the infected or suspicious files detected:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Custom Level**.
4. Configure the actions to be taken on each category of detected files, as needed. The second action is taken if the first one fails (for example, if disinfection is not possible, the infected file is moved to quarantine).

15.1.4. Restoring the Default Settings

The default real-time protection settings ensure good protection against malware, with minor impact on system performance.

To restore the default real-time protection settings:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Default Level**.

15.1.5. Configuring Active Virus Control

The BitDefender Active Virus Control detects potentially harmful applications based on their behavior.

Active Virus Control continuously monitors the applications running on the computer, looking for malware-like actions. Each of these actions is scored and an overall score is computed for each process. When the overall score for a process reaches a given threshold, the process is considered to be harmful. Depending on the program settings, the process is blocked automatically or you may prompted to specify the action to be taken.

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

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

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

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

To configure Active Virus Control:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Advanced Settings**.
4. Go to the **AVC** tab.
5. Select the corresponding check box to enable Active Virus Control.
6. Drag the slider along the scale to set the desired protection level. Use the description on the right side of the scale to choose the protection level that better fits your security needs.

Adjusting the Aggressiveness Level

To configure the Active Virus Control protection level:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Advanced Settings**.
4. Go to the **AVC** tab.
5. Drag the slider along the scale to set the desired protection level. Use the description on the right side of the scale to choose the protection level that better fits your security needs.

Configuring the Response to Malicious Behavior

If an application exhibits malicious behavior, you will be prompted whether to allow or block it.

To configure the response to malicious behavior:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Advanced Settings**.

4. Go to the **AVC** tab.
5. If you want to be prompted for action when Active Virus Control detects a potentially harmful application, select the **Alert me before taking an action** check box. To automatically block an application that exhibits malicious behavior (without displaying an alert window), clear this check box.

Managing Trusted / Untrusted Applications

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

To manage the applications that are not being monitored by Active Virus Control:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Advanced Settings**.
4. Go to the **AVC** tab.
5. Click the **Exclusions** tab.

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

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

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

- **Add** - add a new application to the list.
- **Remove** - remove an application from the list.
- **Edit** - edit an application rule.

15.1.6. Configuring the Intrusion Detection System

The BitDefender Intrusion Detection System monitors network and system activities for malicious activities or policy violations.

To configure the Intrusion Detection System:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Advanced Settings**.
4. Go to the **IDS** tab.

5. Select the corresponding check box to enable the Intrusion Detection System.
6. Drag the slider along the scale to set the desired aggressiveness level. Use the description on the right side of the scale to choose the aggressiveness level that better fits your security needs.

15.2. On-demand Scanning

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

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

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

- "*How Do I Scan Files and Folders?*" (p. 107)
- "*How Do I Create a Custom Scan Task?*" (p. 109)
- "*How Do I Schedule a Computer Scan?*" (p. 110)

15.2.1. Scanning Files and Folders

You should scan files and folders whenever you suspect they might be infected. Right-click the file or folder you want to be scanned and select **Scan with BitDefender**. The Antivirus Scan wizard will appear and guide you through the scanning process.

If you want to scan specific locations on your computer, you can configure and run a custom scan task. For more information, please refer to "*How Do I Create a Custom Scan Task?*" (p. 109).

To scan your computer or part of it you can run the default scan tasks or your own scan tasks. To run a scan task, open BitDefender and, depending on the user interface view mode, proceed as follows:

Basic View
: Click the **Security** button and choose one of the available scan tasks.

Intermediate View
: Go to the **Security** tab. Click **Full System Scan** in the left-side Quick Tasks area and choose one of the available scan tasks.

Expert View

Go to **Antivirus > Virus Scan**. To run a system or user-defined scan task, click the corresponding **Run Task** button.

These are the default tasks you can use to scan your computer:

Full System Scan

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

Quick Scan

Quick Scan uses in-the-cloud scanning to detect malware running in your system. Running a Quick Scan usually takes less than a minute and uses a fraction of the system resources needed by a regular virus scan.

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.

Before you initiate a scanning process, you should make sure that BitDefender is up to date with its malware signatures. Scanning your computer using an outdated signature database may prevent BitDefender from detecting new malware found since the last update.

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

Scanning Tips

Here are some more scanning tips you may find useful:

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

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

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

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

that autologon scanning may affect system performance for a short time after startup.

15.2.2. Antivirus Scan Wizard

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

Note

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

Step 1/3 - Scanning

BitDefender will start scanning the selected objects.

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

Wait for BitDefender to finish scanning.

Note

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

Password-protected archives. When a password-protected archive is detected, depending on the scan settings, you may be prompted to provide the password. Password-protected archives cannot be scanned unless you provide the password. The following options are available:

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

Click **OK** to continue scanning.

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

Step 2/3 - Select Actions

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

If there are no unresolved threats, click **Continue**. Otherwise, you must configure new actions to be taken on the unresolved threats in order to protect your system.

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

You can choose an overall action to be taken for all issues or you can select separate actions for each group of issues. One or several of the following options can appear on the menu:

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

Disinfect
Removes the malware code from infected files.

Delete
Removes detected files from the disk.

Move to quarantine
Moves detected files to quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. For more information, please refer to "*Quarantine Area*" (p. 74).

Rename files
Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able to search for and find such files on your computer, if any.

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

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

Step 3/3 - View Results

When BitDefender finishes fixing the issues, the scan results will appear in a new window. If you want comprehensive information on the scanning process, click **Show Log** to view the scan log.

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

Click **Close** to close the window.

BitDefender Could Not Solve Some Issues

In most cases BitDefender successfully disinfects the infected files it detects or it isolates the infection. However, there are issues that cannot be solved automatically. For more information and instructions on how to remove malware manually, please refer to "*Removing Malware from Your System*" (p. 122).

BitDefender Detected Suspect Files

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

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

15.2.3. Viewing Scan Logs

Each time you perform a scan, a scan log is created. The scan log contains detailed information about the logged scanning process, such as scanning options, the scanning target, the threats found and the actions taken on these threats.

You can open the scan log directly from the scan wizard, once the scan is completed, by clicking **Show Log**.

To check scan logs at a later time:

1. Open BitDefender.
2. Click the **View Logs** link in the bottom-right corner of the window.
3. Click **Antivirus** on the left-side menu.
4. In the **On-demand Tasks** section, you can check what scans have been performed recently. Double-click the events in the list to see more details. To open the scan log, click **View Scan Log**. The scan log will open in your default web browser.

To delete a log entry, right-click it and select **Delete**.

15.2.4. Managing Existing Scan Tasks

BitDefender comes with several tasks, created by default, which cover common security issues. You can also create your own customized scan tasks. For more information, please refer to "*How Do I Create a Custom Scan Task?*" (p. 109).

To manage the existing scan tasks:

1. Open BitDefender.
2. Depending on the user interface view mode, proceed as follows:

   Intermediate View
   Go to the **Security** tab and click **Configure Antivirus** in the Quick Tasks area on the left side of the window.

   Go to the **Virus Scan** tab.

   Expert View
   Go to **Antivirus > Virus Scan**.

Note

In Basic View and Intermediate View, you can configure a shortcut so that you can access these settings from your dashboard. For more information, please refer to *"My Tools"* (p. 29).

There are three categories of scan tasks:

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

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

  Quick Scan
  Quick Scan uses in-the-cloud scanning to detect malware running in your system. Running a Quick Scan usually takes less than a minute and uses a fraction of the system resources needed by a regular virus scan.

  Auto-logon Scan
  Scans the items that are run when a user logs on to Windows. By default, the autologon scan is disabled.

  If you want to use this task, right-click it, select **Schedule** and set the task to run **at system startup**. You can specify how long after the startup the task should start running (in minutes).

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

Note

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

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

  A task called `My Documents` is provided. Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.

- **Misc tasks** - contains a list of miscellaneous scan tasks. These scan tasks refer to alternative scanning types that cannot be run from this window. You can only modify their settings or view the scan reports. The following tasks are available:

  Device Scanning
  BitDefender can detect automatically when a new storage device is connected to the computer and scan it. Use this task to configure the options of the automatic detection and scanning of storage devices (CDs/DVDs, USB storage devices or mapped network drives).

  Contextual Scan
  This task is used when scanning via the Windows contextual menu or using the scan activity bar. You can modify the scan options to better suit your needs.

You can manage scan tasks using the buttons or the shortcut menu.

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

To set a scan task to run automatically, at a later moment or regularly, click the corresponding **Schedule** button and configure the task schedule as needed.

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

Each scan task has a Properties window where you can configure its settings and view the scan logs. To open this window click the **Properties** button to the left of the task (or right-click the task and then click **Properties**).

To learn more, please refer to these topics:

- "*Configuring Scan Settings*" (p. 67)
- "*Setting Scan Target*" (p. 69)
- "*Scheduling Scan Tasks*" (p. 70)

Using Shortcut Menu

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

For system and user-defined tasks, the following commands are available on the shortcut menu:

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

- **Paths** - opens the **Properties** window, Paths tab, where you can change the scan target of the selected task. In the case of system tasks, this option is replaced by **Show Scan Paths**, as you can only see their scan target.
- **Schedule** - opens the **Properties** window, Scheduler tab, where you can schedule the selected task.
- **View Logs** - opens the **Properties** window, Logs tab, where you can see the reports generated after the selected task was run.
- **Clone Task** - duplicates the selected task. This is useful when creating new tasks, as you can modify the settings of the task duplicate.
- **Delete** - deletes the selected task.

Note
Available for user-created tasks only. You cannot remove a default task.

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

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

Configuring Scan Settings

To configure the scanning options of a specific scan task, right-click it and select **Properties**.

You can easily configure the scanning options by adjusting the scan level. Drag the slider along the scale to set the desired scan level. Use the description on the right side of the scale to identify the scan level that better fits your needs.

You can also configure these general options:

- **Run the task with Low priority.** Decreases the priority of the scan process. You will allow other programs to run faster and increase the time needed for the scan process to finish.
- **Minimize Scan Wizard to system tray.** Minimizes the scan window to the system tray. Double-click the BitDefender icon to open it.
- Specify the action to be taken if no threats are found.

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

To configure the scan settings in detail:

1. Click **Custom**.

2. Configure the scan settings as needed. To find out what an option does, keep the mouse over it and read the description displayed at the bottom of the window.
3. Click **OK** to save the changes and close the window.

You may find this information useful:

- If you are not familiar with some of the terms, check them in the glossary. You can also find useful information by searching the Internet.
- **Scan Level.** Specify the type of malware you want BitDefender to scan for by selecting the appropriate options.
- **Scan files.** You can set BitDefender to scan all types of files, applications (program files) only or specific file types you consider to be dangerous. Scanning all files provides best protection, while scanning applications only can be used to perform a quicker scan.

  Applications (or program files) are far more vulnerable to malware attacks than other types of files. This category includes the following file extensions: `.exe`; `.bat`; `.com`; `.dll`; `.ocx`; `.scr`; `.bin`; `.dat`; `.386`; `.vxd`; `.sys`; `.wdm`; `.cla`; `.class`; `.ovl`; `.ole`; `.exe`; `.hlp`; `.doc`; `.dot`; `.xls`; `.ppt`; `.wbk`; `.wiz`; `.pot`; `.ppa`; `.xla`; `.xlt`; `.vbs`; `.vbe`; `.mdb`; `.rtf`; `.htm`; `.hta`; `.html`; `.xml`; `.xtp`; `.php`; `.asp`; `.js`; `.shs`; `.chm`; `.lnk`; `.pif`; `.prc`; `.url`; `.smm`; `.pdf`; `.msi`; `.ini`; `.csc`; `.cmd`; `.bas`; `.eml`; `.nws`.

  If you opt for **Scan user defined extensions**, it is recommended that you include all application extensions beside other file extensions you consider to be dangerous.
- **Scan only new and changed files.** By scanning only new and changed files, you may greatly improve overall system responsiveness with a minimum trade-off in security.
- **Scan inside archives.** Archives containing infected files are not an immediate threat to the security of your system. The malware can affect your system only if the infected file is extracted from the archive and executed without having real-time protection enabled. However, it is recommended to use this option in order to detect and remove any potential threat, even if it is not an immediate threat.

  Note

  Scanning archived files increases the overall scanning time and requires more system resources.

- **Action options.** Specify the actions to be taken on each category of detected files using the options in this category. There are three categories of detected files:

- **Infected files.** Files detected as infected match a malware signature in the BitDefender Malware Signature Database. BitDefender can normally remove the malware code from an infected file and reconstruct the original file. This operation is known as disinfection.

  Note

  Malware signatures are snippets of code extracted from actual malware samples. They are used by antivirus programs to perform pattern-matching and detect malware.

  The BitDefender Malware Signature Database is a collection of malware signatures updated hourly by the BitDefender malware researchers.

- **Suspicious files.** Files are detected as suspicious by the heuristic analysis. Suspicious files cannot be disinfected, because no disinfection routine is available.
- **Hidden files (rootkits).** Please note that these hidden files are not the files that you deliberately hide from Windows. They are the files hidden by special programs, known as rootkits. Rootkits are not malicious in nature. However, they are commonly used to make viruses or spyware undetectable by normal antivirus programs.

You should not change the default actions taken on detected files unless you have a strong reason to do so.

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

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

Setting Scan Target

You cannot modify the scan target of the scan tasks from the **System Tasks** category. You can only see their scan target. To view the scan target of a specific system scan task, right-click the task and select **Show Scan Paths**.

To set the scan target of a specific user scan task, right-click the task and select **Paths**. Alternatively, if you are already in the Properties window of a task, select the **Paths** tab.

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

The following buttons are available:

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

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

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

Besides these buttons, there are some options that allow the fast selection of the scan locations.

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

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

Scheduling Scan Tasks

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

To see the schedule of a specific task or to modify it, right-click the task and select **Schedule**. If you are already in a task's Properties window, select the **Scheduler** tab.

You can see the task schedule, if any.

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

- **No** - launches the task only when the user requests it.
- **Once** - launches the scan only once, at a certain moment. Specify the start date and time in the **Start Date/Time** fields.
- **Periodically** - launches the scan periodically, at certain time intervals(minutes, hours, days, weeks, months) starting with a specified date and time.
- **On system startup** - launches the scan at the specified number of minutes after a user has logged on to Windows.

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

15.3. Configuring Scan Exclusions

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

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

Two types of objects can be excluded from scanning:

- **Paths** - the file or the folder (including all the objects it contains) indicated by a specified path will be excluded from scanning.
- **Extensions** - all files having a specific extension will be excluded from scanning, no matter what their location on the hard drive.

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

Note

Exclusions will NOT apply for contextual scanning. Contextual scanning is a type of on-demand scanning: you right-click the file or folder you want to scan and select **Scan with BitDefender**.

15.3.1. Excluding Files or Folders from Scanning

To exclude paths from scanning:

1. Open BitDefender.
2. Depending on the user interface view mode, proceed as follows:

   Intermediate View

   Go to the **Security** tab and click **Configure Antivirus** in the Quick Tasks area on the left side of the window.

   Go to the **Exclusions** tab.

   Expert View

   Go to **Antivirus > Exclusions**.

   Note

   In Basic View and Intermediate View, you can configure a shortcut so that you can access these settings from your dashboard. For more information, please refer to "*My Tools*" (p. 29).

3. Select the corresponding check box to enable scan exclusions.
4. Start the configuration wizard as follows:
   - Right-click in the Files and Folders table and select **Add new path**.
   - Click the **Add** button, located at the top of the exclusions table.
5. Follow the configuration wizard. You can navigate through the wizard using the **Next** and **Back** buttons. To exit the wizard, click **Cancel**.

a. Select the option of excluding a path from scanning. This step appears only when you start the wizard by clicking the **Add** button.

b. To specify the paths to be excluded from scanning use either of the following methods:
- Click **Browse**, select the file or folder that you want to be excluded from scanning and then click **Add**.
- Type the path that you want to be excluded from scanning in the edit field and click **Add**.

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

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

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

Click **Finish** to add the scan exclusions.

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

15.3.2. Excluding File Extensions from Scanning

To exclude file extensions from scanning:

1. Open BitDefender.
2. Depending on the user interface view mode, proceed as follows:

Intermediate View

Go to the **Security** tab and click **Configure Antivirus** in the Quick Tasks area on the left side of the window.

Go to the **Exclusions** tab.

Expert View

Go to **Antivirus > Exclusions**.

Note

In Basic View and Intermediate View, you can configure a shortcut so that you can access these settings from your dashboard. For more information, please refer to "*My Tools*" (p. 29).

3. Select the corresponding check box to enable scan exclusions.
4. Start the configuration wizard as follows:
- Right-click in the Extensions table and select **Add new extensions**.

- Click the **Add** button, located at the top of the exclusions table.

5. Follow the configuration wizard. You can navigate through the wizard using the **Next** and **Back** buttons. To exit the wizard, click **Cancel**.
   a. Select the option of excluding extensions from scanning. This step appears only when you start the wizard by clicking the **Add** button.
   b. To specify the extensions to be excluded from scanning use either of the following methods:
      - Select from the menu the extension that you want to be excluded from scanning and then click **Add**.

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

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

      The extensions will appear in the table as you add them. You can add as many extensions as you want.
   c. By default, the selected extensions are excluded from both on-access and on-demand scanning. To change when to apply the exception, click on the right column and select the desired option from the list.
   d. It is highly recommended to scan the files with the specified extensions to make sure that they are not infected.

      Click **Finish** to add the scan exclusions.
6. Click **Apply** to save the changes.

15.3.3. Managing Scan Exclusions

If the configured scan exclusions are no longer needed, it is recommended that you delete them or disable scan exclusions.

To manage scan exclusions:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Exclusions**.

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

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

Note

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

To disable scan exclusions, clear the corresponding check box.

15.4. Quarantine Area

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

Note

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

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

To see and manage quarantined files and to configure the quarantine settings:

1. Open BitDefender.
2. Depending on the user interface view mode, proceed as follows:

   Intermediate View

   Go to the **Security** tab and click **Configure Antivirus** in the Quick Tasks area on the left side of the window.

   Go to the **Quarantine** tab.

   Expert View

   Go to **Antivirus > Quarantine**.

Note

In Basic View and Intermediate View, you can configure a shortcut so that you can access these settings from your dashboard. For more information, please refer to *"My Tools"* (p. 29).

Managing Quarantined Files

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

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

If you want to restore a quarantined file to its original location, select it and click **Restore**.

Configuring Quarantine Settings

To configure the quarantine settings, click **Settings**. Using the quarantine settings, you can set BitDefender to automatically perform the following actions:

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

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

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

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

16. Antiphishing Protection

BitDefender Antiphishing prevents you from disclosing personal information while browsing the Internet by alerting you about potential phishing web pages.

BitDefender provides real-time antiphishing protection for:

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

16.1. Configuring the Antiphishing White List

You can configure and manage a white list of web sites that will not be scanned by the BitDefender Antiphishing engines. The white list should contain only web sites you fully trust. For example, add the web sites where you currently shop online.

Note

You can easily add web sites to the white list from the BitDefender Antiphishing toolbar integrated into your web browser. For more information, please refer to *"Managing the BitDefender Antiphishing Protection in Internet Explorer and Firefox"* (p. 76).

To configure and manage the antiphishing white list:

- If you are using a supported web browser, click the BitDefender toolbar and choose **White List** from the menu.
- Alternatively, follow these steps:
  1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
  2. Go to **Antivirus > Shield**.
  3. Click **White List**.

To add a site to the White List, provide its address in the corresponding field and click **Add**.

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

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

16.2. Managing the BitDefender Antiphishing Protection in Internet Explorer and Firefox

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

- Internet Explorer
- Mozilla Firefox

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

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

Note

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

The following commands are available on the toolbar menu:

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

Important

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

- **White List** - opens the White List. For more information, please refer to "*Configuring the Antiphishing White List*" (p. 76).
- **Report as Phishing** - informs the BitDefender Lab that you consider the respective web site to be used for phishing. By reporting phished web sites you help protect other people against identity theft.
- **Help** - opens the help file.
- **About** - opens a window where you can see information about BitDefender and where to look for help in case something unexpected appears.

17. Search Advisor

Search Advisor improves your online threat protection by alerting you about phishing or untrusted web pages directly from your search results page.

Search Advisor works with any web browser and checks the search results displayed by the most popular search engines:

- Google
- Yahoo!
- Bing

Search Advisor indicates whether a search result is safe or not by placing a small status icon before the link.

Green circle with a check mark: You can safely access the link.

Red circle with an exclamation mark: This is a phishing or untrusted web page. You should avoid opening the link. If you are using Internet Explorer or Firefox and you try to open the link, BitDefender will automatically block the web page and display an alert page instead. If you want to ignore the alert and access the web page, follow the instructions in the alert page.

17.1. Disabling Search Advisor

To disable Search Advisor:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Preferences**.
2. Go to **Security Settings**.
3. Use the switch to turn off Search Advisor.

18. Privacy Control

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

Privacy Control includes these components:

- Identity Control - helps you make sure that your personal information is not sent from your computer without your consent. It scans the e-mail and instant messages sent from your computer, as well as any data sent via web pages, and blocks any piece of information protected by the Identity Control rules you have created.
- Registry Control - asks for your permission whenever a program tries to modify a registry entry in order to be executed at Windows start-up.
- Cookie Control - asks for your permission whenever a new website tries to set a cookie.
- Script Control - asks for your permission whenever a website tries to activate a script or other active content.

By default, only Identity Control is enabled. You must configure appropriate Identity Control rules to prevent the unauthorized sending of confidential information. For more information, please refer to "*Configuring Identity Control*" (p. 81).

The other components of Privacy Control are interactive. If you enable them, you will be prompted, through alert windows, to allow or block specific actions when you browse new web sites or install new software. This is why they are usually used by advanced users.

18.1. Configuring Protection Level

The protection level helps you easily enable or disable the Privacy Control components.

To configure the protection level:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Privacy Control > Status**.
3. Make sure Privacy Control is enabled.
4. There are two options:
   - Drag the slider along the scale to set the appropriate protection level. Click **Default Level** to position the slider at the default level.

Use the description on the right side of the scale to choose the protection level that better fits your security needs.

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

18.2. Identity Control

Identity Control protects you against the theft of sensitive data when you are online.

Consider a simple example: you have created an Identity Control rule that protects your credit card number. If a spyware software somehow manages to install on your computer, it cannot send your credit card number via e-mail, instant messages or web pages. Moreover, your children cannot use it to buy online or reveal it to people they met on the Internet.

To learn more, please refer to these topics:

- "*About Identity Control*" (p. 80).
- "*Configuring Identity Control*" (p. 81).
- "*Managing Rules*" (p. 83).

18.2.1. About Identity Control

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

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

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

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

Why use Identity Control?

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

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

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

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

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

- Using Identity Control rules, you can prevent your children from giving out personal information (such as the home address or phone number) to people they met on the Internet. Moreover, if you create rules to protect your credit card, they cannot use it to buy things online without your consent.

18.2.2. Configuring Identity Control

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

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Privacy Control > Identity**.
3. Make sure Identity Control is enabled.

   Note
   If the option cannot be configured, go to the **Status** tab and enable Privacy Control.

4. Create rules to protect your sensitive data. For more information, please refer to *"Creating Identity Protection Rules"* (p. 82).

5. If needed, define specific exclusions from the rules you have created. For example, if you have created a rule to protect your credit card number, add the web sites where you usually use your credit card to the exclusions list. For more information, please refer to "*Defining Exclusions*" (p. 83).

Creating Identity Protection Rules

To create an identity protection rule, click the **Add** button and follow the configuration wizard. You can navigate through the wizard using the **Next** and **Back** buttons. To exit the wizard, click **Cancel**.

1. **Welcome Window**
2. **Set Rule Type and Data**

   You must set the following parameters:

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

     Important

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

   All of the data you enter is encrypted. For extra safety, do not enter all of the data you wish to protect.
3. **Select Traffic Types and Users**

   a. Select the type of traffic you want BitDefender to scan.

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

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

   b. Specify the users for which the rule applies.

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

- **All users** - the rule will apply to all Windows accounts.

4. **Describe Rule**

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

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

From now on, any attempt to send the specified data (through e-mail, instant messaging or over a web page) will fail. An alert message will be displayed indicating that BitDefender has blocked identity specific content from being sent.

Defining Exclusions

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

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

To add an exception, follow these steps:

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

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

Click **OK** to save the changes.

18.2.3. Managing Rules

To manage the Identity Control rules:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Privacy Control > Identity**.

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

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

To edit a rule select it and click the **Edit** button or double-click it. A new window will appear. Here you can change the name, description and parameters of the rule (type, data and traffic). Click **OK** to save the changes.

18.3. Registry Control

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

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

Registry Control keeps an eye on the Windows Registry - this is again useful for detecting Trojan horses. It will alert you whenever a program will try to modify a registry entry in order to be executed at Windows start-up. For more information, please refer to "*Registry Alerts*" (p. 34).

To configure Registry Control:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Privacy Control > Registry**.
3. Select the corresponding check box to enable Registry Control.

Note
If the option cannot be configured, go to the **Status** tab and enable Privacy Control.

Managing Rules

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

18.4. Cookie Control

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

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

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

This is where Cookie Control helps. When enabled, Cookie Control will prompt you for permission whenever a new web site tries to set or request a cookie. For more information, please refer to "*Cookie Alerts*" (p. 35).

To configure Cookie Control:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Privacy Control > Cookie**.
3. Select the corresponding check box to enable Cookie Control.

Note
If the option cannot be configured, go to the **Status** tab and enable Privacy Control.

4. You can configure rules for the web sites you visit regularly, but it is not really necessary. Rules are automatically created through the alert window, based on your answer.

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

Creating Rules Manually

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

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

Action	Description
Allow	The cookies on that domain will execute.
Deny	The cookies on that domain will not execute.

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

Type	Description
Outgoing	The rule applies only for the cookies that are sent out back to the connected site.
Incoming	The rule applies only for the cookies that are received from the connected site.

Type	Description
Both	The rule applies in both directions.

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

Click **Finish**.

Managing Rules

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

18.5. Script Control

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

If you enable Script Control, you will be prompted for permission whenever a new web site tries to run a script or other active content. For more information, please refer to "*Script Alerts*" (p. 34).

To configure Script Control:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Privacy Control > Script**.
3. Select the corresponding check box to enable Script Control.

Note
If the option cannot be configured, go to the **Status** tab and enable Privacy Control.

4. You can configure rules for the web sites you visit regularly, but it is not really necessary. Rules are automatically created through the alert window, based on your answer.

Creating Rules Manually

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

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

Action	Description
Allow	The scripts on that domain will execute.
Deny	The scripts on that domain will not execute.

Click **Finish**.

Managing Rules

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

19. Vulnerability

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

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

19.1. Checking for Vulnerabilities

You can check for vulnerabilities and fix them step by step by using the **Vulnerability Scan** wizard. To start the wizard, open BitDefender and, depending on the user interface view mode, proceed as follows:

Intermediate View
: Go to the **Security** tab and click **Vulnerability Scan** in the Quick Tasks area on the left side of the window.

Expert View
: Go to **Vulnerability > Status** and click **Check Now**.

Follow the six-step guided procedure to remove vulnerabilities from your system. You can navigate through the wizard using the **Next** button. To exit the wizard, click **Cancel**.

1. **Protect your PC**

   Select vulnerabilities to check.

2. **Scan selected issues...**

   Wait for BitDefender to finish checking your system for vulnerabilities.

3. **Windows Updates**

   You can see the list of critical and non-critical Windows updates that are not currently installed on your computer. Select the updates you want to install.

4. **Application Updates**

   If an application is not up to date, click the provided link to download the latest version.

5. **Weak Passwords**

   You can see the list of the Windows user accounts configured on your computer and the level of protection their password provides. Click **Fix** to modify the weak passwords.

6. **Summary**

This is where you can view the operation result.

19.2. Status

To see the current vulnerability status and enable/disable automatic vulnerability scanning, follow these steps:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Vulnerability > Status**.

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

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

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

- If Windows updates are available, click **Install** in the **Action** column to install them.
- If an application is outdated, click **More info** to view version information and find a link to the vendor web page from where you can install the latest version of that application.
- If a Windows user account has a weak password, click **View & Fix** to force the user to change the password at the next logon or change the password yourself. For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @).
- If the Media Autorun feature is enabled in Windows, click **Fix** to disable it.

19.3. Settings

To configure the settings of the automatic vulnerability checking, follow these steps:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Vulnerability > Settings**.
3. Select the check boxes corresponding to the system vulnerabilities you want to be regularly checked.
   - **Critical Windows Updates**
   - **Regular Windows Updates**
   - **Application Updates**
   - **Weak Passwords**

- **Media Autorun**

Note

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

20. Chat Encryption

The contents of your instant messages should remain between you and your chat partner. By encrypting your conversations, you can make sure anyone trying to intercept them on their way to and from your contacts will not be able to read their contents.

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

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

Important

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

To configure instant messaging encryption:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Encryption > Chat Encryption**.

Note

You can easily configure instant messaging encryption for each chat partner using the BitDefender toolbar in the chat window.

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

Two tables are displayed:

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

- Your contact does not have installed a BitDefender version that supports IM encryption.

20.1. Disabling Encryption for Specific Users

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

1. Click the **Add** button to open the configuration window.
2. Type in the edit field the user ID of your contact.
3. Select the instant messaging application associated with the contact.
4. Click **OK**.

20.2. BitDefender Toolbar in the Chat Window

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

The toolbar should be located in the bottom-right corner of the chat window. Look for the BitDefender logo to find it.

Note

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

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

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

21. Game / Laptop Mode

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

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

21.1. Game Mode

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

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

Note

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

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

Note

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

To configure Game Mode:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Game/Laptop Mode > Game Mode**.

At the top of the section, you can see the status of the Game Mode. You can click **Game Mode is enabled** or **Game Mode is turned off** to change the current status.

21.1.1. Configuring Automatic Game Mode

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

- **Use the default list of games provided by BitDefender** - to automatically enter Game Mode when you start a game from the BitDefender's list of known games. To view this list, click **Manage Games** and then **Games List**.
- **Full screen action** - you can choose to automatically enter Game Mode or Silent Mode when an application goes to full screen.
- **Ask if the full screen application should be added to the game list** - to be prompted to add a new application to the game list when you leave full screen. By adding a new application to the game list, the next time you start it BitDefender will automatically enter Game Mode.

Note

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

21.1.2. Managing the Game List

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

New applications are automatically added to the list when:

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

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

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

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

21.1.3. Adding or Editing Games

When you add or edit an entry from the game list, a new window will appear.

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

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

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

21.1.4. Configuring Game Mode Settings

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

- **Enable this module to modify Antivirus scan tasks schedules** - to prevent scheduled scan tasks from running while in Game Mode. You can choose one of the following options:

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

21.1.5. Changing Game Mode Hotkey

You can manually enter Game Mode using the default `Ctrl+Alt+Shift+G` hotkey. If you want to change the hotkey, follow these steps:

1. Click **Advanced Settings**. A new window will appear.
2. Under the **Use HotKey** option, set the desired hotkey:
   - Choose the modifier keys you want to use by checking one the following: Control key (`Ctrl`), Shift key (`Shift`) or Alternate key (`Alt`).
   - In the edit field, type the letter corresponding to the regular key you want to use.

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

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

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

21.2. Laptop Mode

Laptop Mode is especially designed for laptop and notebook users. Its purpose is to minimize BitDefender's impact on power consumption while these devices are running on battery.

While in Laptop Mode, scheduled tasks are by default not performed.

BitDefender detects when your laptop has switched to battery power and it automatically enters Laptop Mode. Likewise, BitDefender automatically exits Laptop Mode, when it detects the laptop is no longer running on battery.

To configure Laptop Mode:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Game/Laptop Mode > Laptop Mode**.

You can see whether Laptop Mode is enabled or not. If Laptop Mode is enabled, BitDefender will apply the configured settings while the laptop is running on battery.

21.2.1. Configuring Laptop Mode Settings

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

- **Enable this module to modify Antivirus scan tasks schedules** - to prevent scheduled scan tasks from running while in Laptop Mode. You can choose one of the following options:

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

21.3. Silent Mode

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

- All BitDefender alerts and pop-ups are disabled.
- Scheduled scan tasks are by default disabled.

By default, BitDefender automatically enters Silent Mode when you watch a movie or a presentation or when an application goes to full screen. It is strongly recommended that you exit Silent Mode when you finished watching the movie or the presentation.

Note
While in Silent Mode, you can see a slight modification of the little BitDefender icon located next to your computer clock.

To configure Silent Mode:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Game/Laptop Mode > Silent Mode**.

At the top of the section, you can see the status of the Silent Mode. You can click **Silent Mode is enabled** or **Silent Mode is disabled** to change the current status.

21.3.1. Configuring Full Screen Action

You can configure the following options:

- **Full screen action** - you can choose to automatically enter Game Mode or Silent Mode when an application goes to full screen.

Note
If you do not want BitDefender to automatically enter Silent Mode, clear the **Full Screen Action** check box.

21.3.2. Configuring Silent Mode Settings

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

- **Enable this module to modify Antivirus scan tasks schedules** - to prevent scheduled scan tasks from running while in Silent Mode. You can choose one of the following options:

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

22. Home Network

The Network module allows you to manage the BitDefender products installed on your home computers from a single computer. To access the Home Network module, open BitDefender and, depending on the user interface view mode, proceed as follows:

Intermediate View
Go to the **Network** tab.

Expert View
Go to **Home Network**.

Note
You can also add a shortcut to My Tools.

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

1. Enable the BitDefender home network on your computer. Set your computer as Server.
2. Go to each computer you want to manage and join the network (set the password). Set each computer as Regular.
3. Go back to your computer and add the computers you want to manage.

22.1. Enabling the BitDefender Network

To enable the BitDefender home network, follow these steps:

1. Click **Enable Network**. You will be prompted to configure the home management password.
2. Type the same password in each of the edit fields.
3. Set the role of the computer in the BitDefender home network:
   - **Server Computer** - select this option on the computer that will be used to manage all the other ones.
   - **Regular Computer** - select this option on the computers that will be managed by the Server Computer.
4. Click **OK**.

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

The **Disable Network** button appears.

22.2. Adding Computers to the BitDefender Network

Any computer will be automatically added to the network if it meets the following criteria:

- the BitDefender home network was enabled on it.
- the role was set to Regular Computer.
- the password set when enabling the network is the same as the password set on the Server Computer.

Note

In Expert View, you can scan the home network for computers meeting the criteria at any time by clicking the **Auto discover** button.

To manually add a computer to the BitDefender home network from the Server Computer, follow these steps:

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

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

    Indicates an online computer with no BitDefender products installed.

    Indicates an online computer with BitDefender installed.

    Indicates an offline computer with BitDefender installed.
3. Do one of the following:
   - Select from the list the name of the computer to add.
   - Type the IP address or the name of the computer to add in the corresponding field.
4. Click **Add**. You will be prompted to enter the home management password of the respective computer.
5. Type the home management password configured on the respective computer.
6. Click **OK**. If you have provided the correct password, the selected computer name will appear in the network map.

22.3. Managing the BitDefender Network

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

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

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

- **Register BitDefender on this computer**

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

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

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

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

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

- **Fix all issues on this PC**

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

- **View History/Events**

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

- **Update Now**

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

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

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

- **Remove PC from home network**

  Allows you to remove a PC from the network.

When the BitDefender interface is in Intermediate View, you can run several tasks on all managed computers at the same time by clicking the corresponding buttons.

- **Scan All** - allows you to scan all managed computers at the same time.
- **Update All** allows you to update all managed computers at the same time.
- **Register All** allows you to register all managed computers at the same time.

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

Note

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

23. Update

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

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

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

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

Important
To be protected against the latest threats keep the **Automatic Update** enabled.

Updates come in the following ways:

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

23.1. Performing an Update

The automatic update can be done anytime you want by clicking **Update Now**. This update is also known as **Update by user request**.

To update BitDefender, depending on the user interface mode, proceed as follows:

Basic View
Click the **Update Now** icon in the Protect your PC area.

Intermediate View
Go to the **Security** tab and click **Update Now** in the Quick Tasks area on the left side of the window.

Expert View
Go to **Update > Update**.

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

Important
It may be necessary to restart the computer when you have completed the update. We recommend doing it as soon as possible.

Note
If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update BitDefender by user request. For more information, please refer to "*How to Update BitDefender on a Slow Internet Connection*" (p. 119).

23.2. Configuring Update Settings

The updates can be performed from the local network, over the Internet, directly or through a proxy server. By default, BitDefender will check for updates every hour, over the Internet, and install the available updates without alerting you.

To configure the update settings:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Update > Settings**.
3. Configure the settings as needed. To find out what an option does, keep the mouse over it and read the description displayed at the bottom of the window.
4. Click **Apply** to save the changes.

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

The update settings are grouped into 4 categories (**Update Location Settings**, **Automatic Update Settings**, **Manual Update Settings** and **Advanced Settings**). Each category will be described separately.

23.2.1. Setting Update Locations

To set the update locations, use the options from the **Update Location Settings** category.

Note
Configure these settings only if you are connected to a local network that stores BitDefender malware signatures locally or if you connect to the Internet through a proxy server.

For more reliable and faster updates, you can configure two update locations: a **Primary update location** and an **Alternate update location**. By default, these locations are the same: `http://upgrade.bitdefender.com`.

To modify one of the update locations, provide the URL of the local mirror in the **URL** field corresponding to the location you want to change.

Note

We recommend you to set as primary update location the local mirror and to leave the alternate update location unchanged, as a fail-safe plan in case the local mirror becomes unavailable.

In case the company uses a proxy server to connect to the Internet, check **Use proxy** and then click **Proxy Settings** to configure the proxy settings. For more information, please refer to "Connection Settings" (p. 50)

23.2.2. Configuring Automatic Update

To configure the update process performed automatically by BitDefender, use the options in the **Automatic Update Settings** category.

You can specify the number of hours between two consecutive checks for updates in the **Update every** field. By default, the update time interval is set to 1 hour.

To specify how the automatic update process should be performed, select one of the following options:

- **Silent update** - BitDefender automatically downloads and implements the update.
- **Prompt before downloading updates** - every time an update is available, you will be prompted before downloading it.
- **Prompt before installing updates** - every time an update was downloaded, you will be prompted before installing it.

23.2.3. Configuring Manual Update

To specify how the manual update (update by user request) should be performed, select one of the following options in the **Manual Update Settings** category:

- **Silent update** - the manual update will be performed automatically in the background, without user intervention.
- **Prompt before downloading updates** - every time an update is available, you will be prompted before downloading it.

23.2.4. Configuring Advanced Settings

To prevent the BitDefender update process from interfering with your work, configure the options in the **Advanced Settings** category:

- **Wait for reboot, instead of prompting** - If an update requires a reboot, the product will keep working with the old files until the system is rebooting. The user will not be prompted for rebooting, therefore the BitDefender update process will not interfere with the user's work.
- **Do not update if a scan is in progress** - BitDefender will not update if a scan process is running. This way, the BitDefender update process will not interfere with the scan tasks.

Note

If BitDefender is updated while a scan is in progress, the scan process will be aborted.

- **Do not update if Game Mode is on** - BitDefender will not update if the Game Mode is turned on. In this way, you can minimize the product's influence on system performance during games.
- **Enable update sharing** - If you want to minimize the influence of the network traffic on system performance during updates, use the update sharing option.
- **Upload BitDefender files from this PC** - BitDefender lets you share the latest antivirus signatures available on your PC with other BitDefender users.

How To

24. How Do I Scan Files and Folders?

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

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

Once you initiate a scan, the Antivirus Scan wizard will appear and guide you through the process. For detailed information about this wizard, please refer to *"Antivirus Scan Wizard"* (p. 62).

Note

To find out how to scan with BitDefender in Windows Safe Mode, please refer to *"How Do I Scan My Computer in Safe Mode?"* (p. 125).

24.1. 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.

24.2. 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 Basic View

In Basic View, you can run a number of pre-configured scan tasks. Click the **Security** button and choose the desired scan task. Follow the Antivirus Scan wizard to complete the scan.

Running Scan Tasks in Intermediate View

In Intermediate View, 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 View:

1. Click the **Security** tab.
2. On the left-side Quick Tasks area, click **Full System Scan** and choose the desired scan task. To configure and run a custom scan, click **Custom Scan**.
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 View

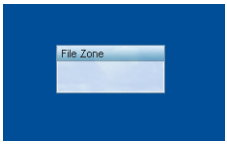
In Expert View, you can run all of the pre-configured scan tasks, and also change their scanning options. Moreover, you can create customized scan tasks if you want to scan specific locations on your computer. Follow these steps to run a scan task in Expert View:

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

24.3. 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 View.

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.



Scan Activity Bar

Note
For more information, please refer to "*Scan Activity Bar*" (p. 19).

25. How Do I Create a Custom Scan Task?

To create a scan task, open BitDefender and depending on the user interface view mode, proceed as follows:

Intermediate View

Go to the **Security** tab and click **Custom Scan** in the Quick Tasks area on the left side of the window.

A wizard will appear to help you create a scan task. You can navigate through the wizard using the **Next** and **Back** buttons. To exit the wizard, click **Cancel**.

1. **Welcome**
2. **Choose Target**

   Click **Add Target** to select the files or folders to be scanned.

   Click **Advanced Settings**. In the **Overview** tab, adjust the scanning options by moving the cursor on the slider. If you want to configure the scanning options in detail, click **Custom**. Go to the **Scheduler** tab to select when the task will run.
3. **Finish**

   This is where you can enter the task name and optionally add the scan to the Quick Tasks area.

   Click **Start Scan** to create the task and launch the scan wizard.

Expert View

1. Go to **Antivirus > Virus Scan**.
2. Click **New Task**. A new window will appear.

   Note

   You can also right-click a pre-defined scan task, such as **Deep System Scan** and choose **Clone Task**. This is useful when creating new tasks, as you can modify the settings of the task you have duplicated.
3. In the **Overview** tab, enter the task name and adjust the scanning options by moving the cursor on the slider.

   If you want to configure the scanning options in detail, click **Custom**.
4. Go to the **Paths** tab to select the scan target. Click **Add Item(s)** to select the files or folders to be scanned.
5. Go to the **Scheduler** tab to select when the task will run.
6. Click **Ok** to save the task. The new task will appear under the User defined tasks and can be edited, removed or run at any moment from this window.

26. How Do I Schedule a 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.
2. Depending on the user interface view mode, proceed as follows:

   Intermediate View
   Go to the **Security** tab and click **Configure Antivirus** in the Quick Tasks area on the left side of the window.

   Expert View
   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:

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

   Quick Scan
   Quick Scan uses in-the-cloud scanning to detect malware running in your system. Running a Quick Scan usually takes less than a minute and uses a fraction of the system resources needed by a regular virus scan.

   Auto-logon 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.

   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
   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.

27. How Do I Update BitDefender Using a Proxy Server?

Normally, BitDefender automatically detects and imports the proxy settings from your system. If you connect to the Internet through a proxy server, you may need to find the proxy settings and configure BitDefender accordingly. To find out how to do this, please refer to “*How Do I Find Out My Proxy Settings?*” (p. 138).

After finding the proxy settings, follow these steps:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **General > Settings**.
3. Click **Proxy Settings** from **Connection Settings**.
4. Enter the proxy settings in the corresponding fields.
5. Click **OK**.

Note

If this information was not helpful, you can contact BitDefender for support as described in section “*Support*” (p. 130).

28. How Do I Upgrade to Another BitDefender 2011 Product?

With BitDefender 2011 you can easily upgrade from one BitDefender 2011 product to another.

Let's consider the following scenario: you have been using BitDefender Antivirus Pro 2011 2011 for a while and recently you have decided to go for BitDefender Total Security 2011 and the extra features it offers.

All you need to do is purchase a license key for the BitDefender 2011 product you want to upgrade to and enter it in the registration window of the BitDefender 2011 product you are currently using.

Follow these steps:

1. Open BitDefender.
2. Click the **License Info** link on the bottom of the window. The registration window will appear.
3. Enter the license key and click **Register Now**.
4. BitDefender will inform you that the license key is for a different product and will give you the option to install it. Click the corresponding link and follow the three-step guided procedure to perform the upgrade.
   a. **Confirm Action**
   b. **Upgrade in progress**

      Wait for BitDefender to complete the upgrade process. This will take a few minutes.
   c. **Upgrade completed**

      The process has completed. A system reboot may be required.

Troubleshooting and Getting Help

29. Troubleshooting

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

If you cannot find your problem here, or if the presented solutions do not solve it, you can contact the BitDefender technical support representatives as presented in chapter "*Support*" (p. 130).

29.1. 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.

29.1.1. Installation Validation Errors

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

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

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

29.1.2. 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 uninstall tool that will clean up the system.

  Note
  Immediately after you initiate installation, you may be 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 this is the case, the easiest solution to follow is to remove BitDefender completely from the system and then reinstall it. For more information, please refer to "*How Do I Remove BitDefender Completely?*" (p. 139).

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

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

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

   - Use the BitDefender Rescue CD to scan your computer and remove any existing threats. For more information, please refer to "*BitDefender Rescue CD*" (p. 122).
   - 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. 130).

29.2. My System Appears to Be Slow

Usually, after installing a security software, there may appear a slight slowdown of the system, which to a certain degree is normal.

If you notice a significant slow down, this issue can appear for the following reasons:

- **BitDefender is not the only security program installed on the system.**

  Though BitDefender searches and removes the security programs found during the installation, it is recommended to remove any other antivirus program you may use before installing BitDefender. For more information, please refer to "*How Do I Remove Other Security Solutions?*" (p. 137).

- **The Minimal System Requirements for running BitDefender are not met.**

  If your machine does not meet the Minimal System Requirements, the computer will become sluggish, especially when multiple applications are running at the

same time. For more information, please refer to "*Minimal System Requirements*" (p. 2).

- **Your hard disk drives are too fragmented.**

  File fragmentation slows down file access and decreases system performance.

  To defragment your disk using your Windows operating system, follow the path from the Windows start menu: **Start → All Programs → Accessories → System Tools → Disk Defragmenter**.

29.3. Scan Doesn't Start

This type of issue can have two main causes:

- **A previous BitDefender installation which was not completely removed or a faulty BitDefender installation**.

  If this is the case, the easiest solution to follow is to remove BitDefender completely from the system and then reinstall it. For more information, please refer to "*How Do I Remove BitDefender Completely?*" (p. 139).

- **BitDefender is not the only security solution installed on your system**.

  In this case, follow these steps:

  1. Remove the other security solution. For more information, please refer to "*How Do I Remove Other Security Solutions?*" (p. 137).
  2. Remove BitDefender completely from the system.
  3. Reinstall BitDefender on the system.

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 130).

29.4. I Can no Longer Use an Application

This issue occurs when you are trying to use a program which was working normally before installing BitDefender.

You may encounter one of these situations:

- You could receive a message from BitDefender that the program is trying to make a modification to the system.
- You could receive an error message from the program you're trying to use.

This type of situation occurs when the Active Virus Control module mistakenly detects some applications as malicious.

Active Virus Control is a BitDefender module which constantly monitors the applications running on your system and reports those with potentially malicious

behavior. Since this feature is based on a heuristic system, there may be cases when legitimate applications are reported by Active Virus Control.

When this situation occurs, you can exclude the respective application from being monitored by Active Virus Control.

To add the program to the exclusions list, follow these steps:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus > Shield**.
3. Click **Advanced Settings**.
4. In the new window go to the **Exclusions** tab, click the **Add** button and browse to the location of the program's .exe file (usually located in the `C:\Program Files`).
5. Click **OK** to save the changes and close the window.
6. Close the BitDefender window and check if the issue still occurs.

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 130).

29.5. How to Update BitDefender on a Slow Internet Connection

If you have a slow Internet connection (such as dial-up), errors may occur during the update process.

To keep your system up to date with the latest BitDefender malware signatures, follow these steps:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Update > Settings**.
3. Under **Manual Update Settings**, select **Prompt before downloading updates**.
4. Click **Apply** and go to the **Update** tab.
5. Click **Update Now** and you will see that a new window will appear.
6. Select only **Signatures updates** and then click **Ok**.
7. BitDefender will download and install only the malware signature updates.

29.6. My Computer Is Not Connected to the Internet. How Do I Update BitDefender?

If your computer is not connected to the Internet, you must download the updates manually to a computer with Internet access and then transfer them to your computer using a removable device, such as a flash drive.

Follow these steps:

1. On a computer with Internet access, open a web browser and go to:

   www.bitdefender.com/site/view/Desktop-Products-Updates.html

2. In the **Manual Update** column, click the link corresponding to your product and system architecture. If you don't know whether your Windows is running on 32 or 64 bits, please refer to *"Am I Using a 32 bit or a 64 bit Version of Windows?" (p. 138)*.

3. Save the file named `weekly.exe` to the system.

4. Transfer the downloaded file on a removable device, such as a flash drive, and then to your computer.

5. Double-click the file and follow the wizard.

29.7. 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. 130).

29.8. 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.

For more information, please refer to "*How Do I Remove BitDefender Completely?*" (p. 139).

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 130).

30. Removing Malware from Your System

Malware can affect your system in many different ways and the BitDefender approach depends on the type of malware attack. Because viruses change their behavior frequently, it is difficult to establish a pattern for their behavior and their actions.

There are situations when BitDefender cannot automatically remove the malware infection from your system. In such cases, your intervention is required.

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. 130).

30.1. BitDefender Rescue CD

BitDefender Rescue CD is a feature included in most BitDefender installation CD's that allows you to scan and disinfect all existing hard drives before your operating system starts. It can also help you save data from your compromised Windows PC to a removable device.

If you don't have a BitDefender Rescue CD, you can download it in the form of an ISO image from this location:

http://download.bitdefender.com/rescue_cd/

Download the .iso file and burn it to a CD or DVD using a tool of your choice.

Scanning the System with the BitDefender Rescue CD

To scan your system with the BitDefender Rescue CD, follow these steps:

1. Set up the BIOS of your computer to boot off the CD.
2. Put the CD in the drive and reboot the computer.
3. Wait until the BitDefender screen appears and select **Start BitDefender Rescue CD** in the preferred language.
4. Wait for the boot process to complete. This may take a while.
5. As soon as the boot process has completed, the BitDefender signatures are updated automatically and a scan of all detected hard disk partitions is started.

Saving Data with the BitDefender Rescue CD

Let's assume that you cannot start your Windows PC due to some unknown issues. At the same time, you desperately need to access some important data from your computer. This is where BitDefender Rescue CD comes in handy.

To save your data from the computer to a removable device, such as an USB flash drive, follow these steps:

1. Set up the BIOS of your computer to boot off the CD.
2. Put the CD in the drive and reboot the computer.
3. Wait until the BitDefender screen appears and select **Start BitDefender Rescue CD** in the preferred language.
4. Wait for the boot process to complete. This may take a while.
5. As soon as the boot process has completed, the BitDefender signatures are updated automatically and a scan of all detected hard disk partitions is started.

   Your hard disk partitions will appear on the desktop. To view the contents of a disk in a window similar to Windows Explorer, double-click it.

   Note

   When working with the BitDefender Rescue CD, you will deal with Linux-type partition names. Disks that were not labeled under Windows will appear as `[LocalDisk-0]` probably corresponding to the `(C:)` Windows-type partition, `[LocalDisk-1]` corresponding to `(D:)` and so on.

6. Plug the removable device into an USB port on your computer. In a few moments a window will appear showing the contents of the device.
7. You can copy files and folders as you would normally do in the Windows environment.

If this information was not helpful, you can contact BitDefender for support as described in section “*Support*” (p. 130).

30.2. What to Do When BitDefender Finds Viruses on Your Computer?

You may find out there is a virus on your computer in one of these ways:

- You scanned your computer and BitDefender found infected items on it.
- A virus alert informs you that BitDefender blocked one or multiple viruses on your computer.

In such situations, update BitDefender to make sure you have the latest malware signatures and run a Deep System Scan to analyze the system.

As soon as the deep scan is over, select the desired action for the infected items (Disinfect, Delete, Move to quarantine).

Warning

If you suspect the file is part of the Windows operating system or that it is not an infected file, do not follow these steps and contact BitDefender Customer Care as soon as possible.

If the selected action could not be taken and the scan log reveals an infection which could not be deleted, you have to remove the file(s) manually:

The first method can be used in Normal mode:

1. Turn off the BitDefender real-time antivirus protection. To find out how to do this, please refer to "*How Do I Enable / Disable the Real Time Protection?*" (p. 139).
2. Display hidden objects in Windows. To find out how to do this, please refer to "*How Do I Display Hidden Objects in Windows?*" (p. 140).
3. Browse to the location of the infected file (check the scan log) and delete it.
4. Turn on the BitDefender real-time antivirus protection.

In case the first method failed to remove the infection, follow these steps:

1. Reboot your system and enter in Safe Mode. To find out how to do this, please refer to "*How Do I Restart in Safe Mode?*" (p. 137).
2. Display hidden objects in Windows.
3. Browse to the location of the infected file (check the scan log) and delete it.
4. Reboot your system and enter in normal mode.

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 130).

30.3. How Do I Clean a Virus in an Archive?

An archive is a file or a collection of files compressed under a special format to reduce the space on disk necessary for storing the files.

Some of these formats are open formats, thus providing BitDefender the option to scan inside them and then take appropriate actions to remove them.

Other archive formats are partially or fully closed, and BitDefender can only detect the presence of viruses inside them, but is not able to take any other actions.

If BitDefender notifies you that a virus has been detected inside an archive and no action is available, it means that removing the virus is not possible due to restrictions on the archive's permission settings.

Here is how you can clean a virus stored in an archive:

1. Identify the archive that includes the virus by performing a Deep System Scan of the system.
2. Turn off the BitDefender real-time antivirus protection.
3. Go to the location of the archive and decompress it using an archiving application, like WinZip.
4. Identify the infected file and delete it.

5. Delete the original archive in order to make sure the infection is totally removed.
6. Recompress the files in a new archive using an archiving application, like WinZip.
7. Turn on the BitDefender real-time antivirus protection and run a Deep system scan in order to make sure there is no other infection on the system.

Note
It's important to note that a virus stored in an archive is not an immediate threat to your system, since the virus has to be decompressed and executed in order to infect your system.

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 130).

30.4. How Do I Clean a Virus in an E-Mail Archive?

BitDefender can also identify viruses in e-mail databases and e-mail archives stored on disk.

Sometimes it is necessary to identify the infected message using the information provided in the scan report, and delete it manually.

Here is how you can clean a virus stored in an e-mail archive:

1. Scan the e-mail database with BitDefender.
2. Turn off the BitDefender real-time antivirus protection.
3. Open the scan report and use the identification information (Subject, From, To) of the infected messages to locate them in the e-mail client.
4. Delete the infected messages. Most e-mail clients also move the deleted message to a recovery folder, from which it can be recovered. You should make sure the message is deleted also from this recovery folder.
5. Compact the folder storing the infected message.
   - In Outlook Express: On the File menu, click Folder, then Compact All Folders.
   - In Microsoft Outlook: On the File menu, click Data File Management. Select the personal folders (.pst) files you intend to compact, and click Settings. Click Compact.
6. Turn on the BitDefender real-time antivirus protection.

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 130).

30.5. How Do I Scan My Computer in Safe Mode?

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 virus which cannot be removed in normal mode, you can try to remove the virus by starting Windows in Safe Mode and scanning each hard disk partition using BitDefender Manual Scan.

To find out how you can access Safe Mode, please refer to "*How Do I Restart in Safe Mode?*" (p. 137).

1. To scan your computer using BitDefender Manual Scan, follow the path from the Windows start menu: **Start → All Programs → BitDefender 2011 → BitDefender Manual Scan**.
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** and **Continue** to start the scan.
5. Follow the Antivirus Scan wizard to complete the scan.

30.6. What to Do When BitDefender Detected a Clean File as Infected?

There are cases when BitDefender mistakenly flags a legitimate file as being a threat (a false positive). To correct this error, add the file to the BitDefender Exclusions area:

1. Turn off the BitDefender real-time antivirus protection. To find out how to do this, please refer to "*How Do I Enable / Disable the Real Time Protection?*" (p. 139).
2. Display hidden objects in Windows. To find out how to do this, please refer to "*How Do I Display Hidden Objects in Windows?*" (p. 140).
3. Restore the file from the Quarantine area.
4. Insert the file in the Exclusions area.
5. Turn on the BitDefender real-time antivirus protection.

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 130).

30.7. How to Clean the Infected Files from System Volume Information

The System Volume Information folder is a zone on your hard drive created by the Operating System and used by Windows for storing critical information related to the system configuration.

The BitDefender engines can detect any infected files stored by the System Volume Information, but being a protected area it may not be able to remove them.

The infected files detected in the System Restore folders will appear in the scan log as follows:

`?:\System Volume Information\_restore{B36120B2-BA0A-4E5D-…`

To completely and immediately remove the infected file or files in the data store, disable and re-enable the System Restore feature.

When System Restore is turned off, all the restore points are removed.

When System Restore is turned on again, new restore points are created as the schedule and events require.

In order to disable the System Restore follow these steps:

- **For Windows XP:**
  1. Follow this path: **Start** → **All Programs** → **Accessories** → **System Tool** → **System Restore**
  2. Click **System Restore Settings** located on the left hand side of the window.
  3. Select the **Turn off System Restore** check box on all drives, and click **Apply**.
  4. When you are warned that all existing Restore Points will be deleted, click **Yes** to continue.
  5. To turn on the System Restore, clear the **Turn off System Restore** check box on all drives, and click **Apply**.
- **For Windows Vista:**
  1. Follow this path: **Start** → **Control Panel** → **System and Maintenance** → **System**
  2. In the left pane, click **System Protection**.

     If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
  3. To turn off the System Restore clear the check boxes corresponding to each drive and click **Ok**.
  4. To turn on the System Restore select the check boxes corresponding to each drive and click **Ok**.

- **For Windows 7:**
  1. Click **Start**, right-click **Computer** and click **Properties**.
  2. Click **System protection** link in the left pane.
  3. In the **System protection** options, select each drive letter and click **Configure**.
  4. Select **Turn off system protection** and click **Apply**.
  5. Click **Delete**, click **Continue** when prompted and then click **Ok**.

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 130).

30.8. What Are the Password-Protected Files in the Scan Log?

This is only a notification which indicates that BitDefender has detected these files are either protected with a password or by some form of encryption.

Most commonly, the password-protected items are:

- Files that belong to another security solution.
- Files that belong to the operating system.

In order to actually scan the contents, these files would need to either be extracted or otherwise decrypted.

Should those contents be extracted, BitDefender's real-time scanner would automatically scan them to keep your computer protected. If you want to scan those files with BitDefender, you have to contact the product manufacturer in order to provide you with more details on those files.

Our recommendation to you is to ignore those files because they are not a threat for your system.

30.9. What Are the Skipped Items in the Scan Log?

All files that appear as Skipped in the scan report are clean.

For increased performance, BitDefender does not scan files that have not changed since the last scan.

30.10. What Are the Over-Compressed Files in the Scan Log?

The over-compressed items are elements which could not be extracted by the scanning engine or elements for which the decryption time would have taken too long making the system unstable.

Overcompressed means that BitDefender skipped scanning within that archive because unpacking it proved to take up too many system resources. The content will be scanned on real time access if needed.

30.11. Why Did BitDefender Automatically Delete an Infected File?

If an infected file is detected, BitDefender will automatically attempt to disinfect it. If disinfection fails, the file is moved to quarantine in order to contain the infection.

For particular types of malware, disinfection is not possible because the detected file is entirely malicious. In such cases, the infected file is deleted from the disk.

This is usually the case with installation files that are downloaded from untrustworthy websites. If you find yourself in such a situation, download the installation file from the manufacturer's website or other trusted website.

31. Support

BitDefender strives to provide its customers with an unparalleled level of fast and accurate support. If you experience any issue with or if you have any question about your BitDefender product, you can use several online resources to quickly find a solution or an answer. Or, if you prefer, you can contact the BitDefender Customer Care team. Our support representatives will answer your questions in a timely manner and they will provide you with the assistance you need.

31.1. Online Resources

Several online resources are available to help you solve your BitDefender-related problems and questions.

- BitDefender Knowledge Base: http://www.bitdefender.com/help
- BitDefender Support Forum: http://forum.bitdefender.com
- the Malware City computer security portal: http://www.malwarecity.com
- the Video Tutorials

You can also use your favorite search engine to find out more information about computer security, the BitDefender products and the company.

31.1.1. BitDefender Knowledge Base

The BitDefender Knowledge Base is an online repository of information about the BitDefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the BitDefender support and development teams, along with more general articles about virus prevention, the management of BitDefender solutions with detailed explanations, and many other articles.

The BitDefender Knowledge Base is open to the public and freely searchable. The extensive information it contains is yet another means of providing BitDefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from BitDefender clients eventually find their way into the BitDefender Knowledge Base, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The BitDefender Knowledge Base is available any time at http://kb.bitdefender.com.

31.1.2. BitDefender Support Forum

The BitDefender Support Forum provides BitDefender users with an easy way to get help and to help others.

If your BitDefender product does not operate well, if it cannot remove specific viruses from your computer or if you have questions about the way it works, post your problem or question on the forum.

BitDefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced BitDefender user.

Before posting your problem or question, please search the forum for a similar or related topic.

The BitDefender Support Forum is available at http://forum.bitdefender.com, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Home & Home Office Protection** link to access the section dedicated to consumer products.

31.1.3. Malware City Portal

The Malware City portal is a rich source of computer security information. Here you can learn about the various threats your computer is exposed to when connected to the Internet (malware, phishing, spam, cyber-criminals). A useful dictionary helps you understand the computer security terms that you are not familiar with.

New articles are posted regularly to keep you up-to-date with the latest threats discovered, the current security trends and other information on the computer security industry.

The Malware City web page is http://www.malwarecity.com.

31.1.4. Video Tutorials

The video tutorials will walk you step-by-step through configuring the product. They are created in a straightforward, down-to-earth manner that gets the message across.

The most important objective is to ensure a pleasant experience by providing basic and intermediate information on security principles, how to configure and how to use BitDefender.

The main goal is to replace the need for specialized help using product video tutorials that provide information specifically on how to use and configure BitDefender.

For instance, instead of calling the BitDefender support for guidance or trying to follow complicated procedures, you can watch and follow the steps presented by the video tutorials.

31.2. Asking for Help

The **Troubleshooting and Getting Help** section provides you with the necessary information regarding the most frequent issues you may encounter when using this product.

If you do not find the solution to your problem in the provided resources, you can contact us directly:

- "Contact Us Directly from Your BitDefender Product" (p. 132)
- "Contact Us through Our Online Knowledge Base" (p. 133)

Important

To contact the BitDefender Customer Care you must have your BitDefender product activated. For more information, please refer to *"Registration and My Account"* (p. 44).

Contact Us Directly from Your BitDefender Product

If you have a working Internet connection (Internet access), you can contact BitDefender for assistance directly from the product interface (program window).

In order to ask for help, you can use the Integrated Support available in the product.

To use the Integrated Support, follow these steps:

1. Open BitDefender.
2. Click the **Help and Support** link, located in the bottom-right corner of the window.
3. You have two options now:
   - Launch a search in our database for the information you seek.
   - Select the department, according to the issue encountered.

     Customer service deals with purchasing, licenses, refunds, or renewal.

     Technical support covers issues related to the product itself, and its functionality.

     Fight against malware addresses viruses related issues.
4. Read the relevant articles or documents and try the proposed solutions.
5. If the solution does not solve your problem, use the link in the article to launch the Support Tool.
6. Enter your e-mail address, select the department and write a short description of the problem.

   Click **Next**.

7. Please wait for a few minutes while BitDefender gathers product related information. This information will help our engineers find a solution to your problem.

   Click **Next**.

8. Click **Finish** to send the information to the BitDefender Customer Care Department. You will be contacted as soon as possible.

Contact Us through Our Online Knowledge Base

If you cannot access the necessary information using the BitDefender product, please refer to our online knowledge base:

1. Go to http://www.bitdefender.com/help. 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. Read the relevant articles or documents and try the proposed solutions.
4. If the solution does not solve your problem, use the link in the article to contact BitDefender Customer Care.
5. Contact the BitDefender support representatives by e-mail, chat or phone.

32. Contact Information

Efficient communication is the key to a successful business. During the past 10 years BITDEFENDER has established an unquestionable reputation by constantly striving for better communication so as to exceed the expectations of our clients and partners. Should you have any questions, do not hesitate to contact us.

32.1. Web Addresses

Sales department: sales@bitdefender.com
Technical support: www.bitdefender.com/help
Documentation: documentation@bitdefender.com
Partner Program: partners@bitdefender.com
Marketing: marketing@bitdefender.com
Media Relations: pr@bitdefender.com
Job Opportunities: jobs@bitdefender.com
Virus Submissions: virus_submission@bitdefender.com
Spam Submissions: spam_submission@bitdefender.com
Report Abuse: abuse@bitdefender.com
Product web site: http://www.bitdefender.com
Product ftp archives: ftp://ftp.bitdefender.com/pub
Local distributors: http://www.bitdefender.com/site/Partnership/list/
BitDefender Knowledge Base: http://kb.bitdefender.com

32.2. Local Distributors

The BitDefender local distributors are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters.

To find a BitDefender distributor in your country:

1. Go to http://www.bitdefender.com/site/Partnership/list/.
2. The contact information of the BitDefender local distributors should be displayed automatically. If this does not happen, use the Partner Locator tool from the left-side menu to select the area and the country you reside in.
3. If you do not find a BitDefender distributor in your country, feel free to contact us by e-mail at sales@bitdefender.com. Please write your e-mail in English in order for us to be able to assist you promptly.

32.3. BitDefender Offices

The BitDefender offices are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters. Their respective addresses and contacts are listed below.

U.S.A

BitDefender, LLC
6301 NW 5th Way, Suite 3500
Fort Lauderdale, Florida 33309
Phone (office&sales): 1-954-776-6262
Sales: sales@bitdefender.com
Technical support: http://www.bitdefender.com/help
Web: http://www.bitdefender.com

Germany

BitDefender GmbH
Airport Office Center
Robert-Bosch-Straße 2
59439 Holzwickede
Deutschland
Office: +49 2301 91 84 222
Sales: vertrieb@bitdefender.de
Technical support: http://kb.bitdefender.de
Web: http://www.bitdefender.de

UK and Ireland

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

Spain

BitDefender España, S.L.U.
Avda. Diagonal, 357, 1º 1ª
08037 Barcelona
Fax: +34 93 217 91 28
Phone: +34 902 19 07 65
Sales: comercial@bitdefender.es
Technical support: www.bitdefender.es/ayuda
Website: http://www.bitdefender.es

Romania

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

33. Useful Information

This chapter presents some important procedures that you must be aware before starting to troubleshoot a technical issue.

Troubleshooting a technical situation in BitDefender requires a few Windows insights, therefore the next steps are mostly related to the Windows operating system.

33.1. How Do I Remove Other Security Solutions?

The main reason for using a security solution is to provide protection and safety for your data. But what happens when you have more than one security product on the same system?

When you use more than one security solution on the same computer, the system becomes unstable. The BitDefender Antivirus Pro 2011 installer automatically detects other security programs and offers you the option to uninstall them.

If you did not remove the other security solutions during the initial installation, follow these steps:

- For **Windows XP**:
  1. Click **Start**, go to **Control Panel** and double-click **Add / Remove programs**.
  2. Wait a few moments until the list of installed software is displayed.
  3. Find the name of the program you want to remove and select **Remove**.
  4. Wait for the uninstall process to complete, then reboot your system.
- For **Windows Vista** and **Windows 7**:
  1. Click **Start**, go to **Control Panel** and double-click **Programs and Features**.
  2. Wait a few moments until the installed software list is displayed.
  3. Find the name of the program you want to remove and select **Uninstall**.
  4. Wait for the uninstall process to complete, then reboot your system.

If you fail to remove the other security solution from your system, get the uninstall tool from the vendor website or contact them directly in order to provide you with the uninstall guidelines.

33.2. How Do I Restart in Safe Mode?

Safe mode is a diagnostic operating mode, 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 only a few applications work and Windows loads just the basic drivers and a minimum of

operating system components. 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:

1. Restart the computer.
2. Press the **F8** key several times before Windows starts in order to access the boot menu.
3. Select **Safe Mode** in the boot menu and press **Enter**.
4. Wait while Windows loads in Safe Mode.
5. This process ends with a confirmation message. Click **Ok** to acknowledge.
6. To start Windows normally, simply reboot the system.

33.3. Am I Using a 32 bit or a 64 bit Version of Windows?

To find out if you have a 32 bit or a 64 bit operating system, follow these steps:

- For **Windows XP**:
  1. Click **Start**.
  2. Locate **My Computer** on the **Start** menu.
  3. Right-click **My Computer** and select **Properties**.
  4. If you see **x64 Edition** listed under **System**, you are running the 64 bit version of Windows XP.

     If you don't see **x64 Edition** listed, you are running a 32 bit version of Windows XP.
- For **Windows Vista** and **Windows 7**:
  1. Click **Start**.
  2. Locate **Computer** on the **Start** menu.
  3. Right-click **Computer** and select **Properties**.
  4. Look under **System** in order to check the information about your system.

33.4. How Do I Find Out My Proxy Settings?

In order to find these settings, follow these steps :

- For Internet Explorer 8:
  1. Open Internet Explorer.
  2. Select **Tools** > **Internet Options**.
  3. In the **Connections** tab click **LAN settings**.

4. Look under **Use a proxy server for your LAN** and you should see the **Address** and **Port** of the proxy.

- For Mozilla Firefox 3.6:
  1. Open Firefox.
  2. Select **Tools** > **Options**.
  3. In the **Advanced** tab go to **Network** tab.
  4. Click **Settings**.
- For Opera 10.51:
  1. Open Opera.
  2. Select **Tools** > **Preferences**.
  3. In the **Advanced** tab go to **Network** tab.
  4. Click **Proxy servers** button to open the proxy settings dialog.

33.5. How Do I Remove BitDefender Completely?

Follow these steps in order to remove BitDefender correctly:

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.

33.6. How Do I Enable / Disable the Real Time Protection?

BitDefender provides continuous, real-time protection against a wide range of malware threats by scanning all accessed files, e-mail messages and the communications through Instant Messaging Software applications (ICQ, NetMeeting, Yahoo Messenger, MSN Messenger).

Normally the real-time protection in BitDefender is enabled and you should not turn it off.

When you are trying to troubleshoot a problem or to remove a virus, you may need to disable the real-time protection. They address one of these situations:

- A slowdown issue with the system after installing BitDefender
- An issue with one of the programs or applications after installing BitDefender
- Error messages which could appear shortly after installing BitDefender

Follow these steps so that you may enable/ disable real-time protection temporarily:

1. Open BitDefender, click **Options** in the upper-right corner of the window and choose **Expert View**.
2. Go to **Antivirus** > **Shield**.
3. Clear the **Real-time protection is enabled** check box to temporarily disable antivirus protection (or select it if you want to enable the protection).
4. You must confirm your choice by selecting from the menu how long you want the real-time protection to be disabled.

Note

The steps for disabling the real-time protection in BitDefender should be used as a temporary solution and only for a short period of time.

33.7. How Do I Display Hidden Objects in Windows?

These steps are useful in those cases where you are dealing with a malware situation and you need to find and remove the infected files, which could be hidden.

Follow these steps to display hidden objects in Windows:

1. Click **Start**, go to **Control Panel** and select **Folder Options**.
2. Go to **View** tab.
3. Select **Display contents of system folders** (for Windows XP only).
4. Select **Show hidden files and folders**.
5. Clear **Hide file extensions for known file types**.
6. Clear **Hide protected operating system files**.
7. Click **Apply** and then **Ok**.

Glossary

ActiveX

ActiveX is a model for writing programs so that other programs and the operating system can call them. ActiveX technology is used with Microsoft Internet Explorer to make interactive Web pages that look and behave like computer programs, rather than static pages. With ActiveX, users can ask or answer questions, use push buttons, and interact in other ways with the Web page. ActiveX controls are often written using Visual Basic.

Active X is notable for a complete lack of security controls; computer security experts discourage its use over the Internet.

Adware

Adware is often combined with a host application that is provided at no charge as long as the user agrees to accept the adware. Because adware applications are usually installed after the user has agreed to a licensing agreement that states the purpose of the application, no offense is committed.

However, pop-up advertisements can become an annoyance, and in some cases degrade system performance. Also, the information that some of these applications collect may cause privacy concerns for users who were not fully aware of the terms in the license agreement.

Archive

A disk, tape, or directory that contains files that have been backed up.

A file that contains one or more files in a compressed format.

Backdoor

A hole in the security of a system deliberately left in place by designers or maintainers. The motivation for such holes is not always sinister; some operating systems, for example, come out of the box with privileged accounts intended for use by field service technicians or the vendor's maintenance programmers.

Boot sector

A sector at the beginning of each disk that identifies the disk's architecture (sector size, cluster size, and so on). For startup disks, the boot sector also contains a program that loads the operating system.

Boot virus

A virus that infects the boot sector of a fixed or floppy disk. An attempt to boot from a diskette infected with a boot sector virus will cause the virus to become active in memory. Every time you boot your system from that point on, you will have the virus active in memory.

Browser

Short for Web browser, a software application used to locate and display Web pages. The two most popular browsers are Netscape Navigator and Microsoft

Internet Explorer. Both of these are graphical browsers, which means that they can display graphics as well as text. In addition, most modern browsers can present multimedia information, including sound and video, though they require plug-ins for some formats.

Command line
In a command line interface, the user types commands in the space provided directly on the screen using command language.

Cookie
Within the Internet industry, cookies are described as small files containing information about individual computers that can be analyzed and used by advertisers to track your online interests and tastes. In this realm, cookie technology is still being developed and the intention is to target ads directly to what you've said your interests are. It's a double-edge sword for many people because on one hand, it's efficient and pertinent as you only see ads about what you're interested in. On the other hand, it involves actually "tracking" and "following" where you go and what you click. Understandably so, there is a debate over privacy and many people feel offended by the notion that they are viewed as a "SKU number" (you know, the bar code on the back of packages that gets scanned at the grocery check-out line). While this viewpoint may be extreme, in some cases it is accurate.

Disk drive
It's a machine that reads data from and writes data onto a disk.

A hard disk drive reads and writes hard disks.

A floppy drive accesses floppy disks.

Disk drives can be either internal (housed within a computer) or external (housed in a separate box that connects to the computer).

Download
To copy data (usually an entire file) from a main source to a peripheral device. The term is often used to describe the process of copying a file from an online service to one's own computer. Downloading can also refer to copying a file from a network file server to a computer on the network.

E-mail
Electronic mail. A service that sends messages on computers via local or global networks.

Events
An action or occurrence detected by a program. Events can be user actions, such as clicking a mouse button or pressing a key, or system occurrences, such as running out of memory.

False positive
Occurs when a scanner identifies a file as infected when in fact it is not.

Filename extension

The portion of a filename, following the final point, which indicates the kind of data stored in the file.

Many operating systems use filename extensions, e.g. Unix, VMS, and MS-DOS. They are usually from one to three letters (some sad old OSes support no more than three). Examples include "c" for C source code, "ps" for PostScript, "txt" for arbitrary text.

Heuristic

A rule-based method of identifying new viruses. This method of scanning does not rely on specific virus signatures. The advantage of the heuristic scan is that it is not fooled by a new variant of an existing virus. However, it might occasionally report suspicious code in normal programs, generating the so-called "false positive".

IP

Internet Protocol - A routable protocol in the TCP/IP protocol suite that is responsible for IP addressing, routing, and the fragmentation and reassembly of IP packets.

Java applet

A Java program which is designed to run only on a web page. To use an applet on a web page, you would specify the name of the applet and the size (length and width, in pixels) that the applet can utilize. When the web page is accessed, the browser downloads the applet from a server and runs it on the user's machine (the client). Applets differ from applications in that they are governed by a strict security protocol.

For example, even though applets run on the client, they cannot read or write data onto the client's machine. Additionally, applets are further restricted so that they can only read and write data from the same domain that they are served from.

Macro virus

A type of computer virus that is encoded as a macro embedded in a document. Many applications, such as Microsoft Word and Excel, support powerful macro languages.

These applications allow you to embed a macro in a document, and have the macro execute each time the document is opened.

Mail client

An e-mail client is an application that enables you to send and receive e-mail.

Memory

Internal storage areas in the computer. The term memory identifies data storage that comes in the form of chips, and the word storage is used for memory that

exists on tapes or disks. Every computer comes with a certain amount of physical memory, usually referred to as main memory or RAM.

Non-heuristic

This method of scanning relies on specific virus signatures. The advantage of the non-heuristic scan is that it is not fooled by what might seem to be a virus, and does not generate false alarms.

Packed programs

A file in a compression format. Many operating systems and applications contain commands that enable you to pack a file so that it takes up less memory. For example, suppose you have a text file containing ten consecutive space characters. Normally, this would require ten bytes of storage.

However, a program that packs files would replace the space characters by a special space-series character followed by the number of spaces being replaced. In this case, the ten spaces would require only two bytes. This is just one packing technique - there are many more.

Path

The exact directions to a file on a computer. These directions are usually described by means of the hierarchical filing system from the top down.

The route between any two points, such as the communications channel between two computers.

Phishing

The act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The e-mail directs the user to visit a Web site where they are asked to update personal information, such as passwords and credit card, social security, and bank account numbers, that the legitimate organization already has. The Web site, however, is bogus and set up only to steal the user's information.

Polymorphic virus

A virus that changes its form with each file it infects. Since they have no consistent binary pattern, such viruses are hard to identify.

Port

An interface on a computer to which you can connect a device. Personal computers have various types of ports. Internally, there are several ports for connecting disk drives, display screens, and keyboards. Externally, personal computers have ports for connecting modems, printers, mice, and other peripheral devices.

In TCP/IP and UDP networks, an endpoint to a logical connection. The port number identifies what type of port it is. For example, port 80 is used for HTTP traffic.

Report file

A file that lists actions that have occurred. BitDefender maintains a report file listing the path scanned, the folders, the number of archives and files scanned, how many infected and suspicious files were found.

Rootkit

A rootkit is a set of software tools which offer administrator-level access to a system. The term was first used for the UNIX operating systems and it referred to recompiled tools which provided intruders administrative rights, allowing them to conceal their presence so as not to be seen by the system administrators.

The main role of rootkits is to hide processes, files, logins and logs. They may also intercept data from terminals, network connections or peripherals, if they incorporate the appropriate software.

Rootkits are not malicious in nature. For example, systems and even some applications hide critical files using rootkits. However, they are mostly used to hide malware or to conceal the presence of an intruder into the system. When combined with malware, rootkits pose a great threat to the integrity and the security of a system. They can monitor traffic, create backdoors into the system, alter files and logs and avoid detection.

Script

Another term for macro or batch file, a script is a list of commands that can be executed without user interaction.

Spam

Electronic junk mail or junk newsgroup postings. Generally known as any unsolicited e-mail.

Spyware

Any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet; however, it should be noted that the majority of shareware and freeware applications do not come with spyware. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about e-mail addresses and even passwords and credit card numbers.

Spyware's similarity to a Trojan horse is the fact that users unwittingly install the product when they install something else. A common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today.

Aside from the questions of ethics and privacy, spyware steals from the user by using the computer's memory resources and also by eating bandwidth as it

sends information back to the spyware's home base via the user's Internet connection. Because spyware is using memory and system resources, the applications running in the background can lead to system crashes or general system instability.

Startup items

Any files placed in this folder will open when the computer starts. For example, a startup screen, a sound file to be played when the computer first starts, a reminder calendar, or application programs can be startup items. Normally, an alias of a file is placed in this folder rather than the file itself.

System tray

Introduced with Windows 95, the system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, modem, volume, and more. Double click or right-click an icon to view and access the details and controls.

TCP/IP

Transmission Control Protocol/Internet Protocol - A set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems. TCP/IP includes standards for how computers communicate and conventions for connecting networks and routing traffic.

Trojan

A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as destructive. One of the most insidious types of Trojan horse is a program that claims to rid your computer of viruses but instead introduces viruses onto your computer.

The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly and open the city gates, allowing their compatriots to pour in and capture Troy.

Update

A new version of a software or hardware product designed to replace an older version of the same product. In addition, the installation routines for updates often check to make sure that an older version is already installed on your computer; if not, you cannot install the update.

BitDefender has it's own update module that allows you to manually check for updates, or let it automatically update the product.

Virus

A program or piece of code that is loaded onto your computer without your knowledge and runs against your will. Most viruses can also replicate themselves. All computer viruses are manmade. A simple virus that can copy

itself over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.

Virus definition

The binary pattern of a virus, used by the antivirus program to detect and eliminate the virus.

Worm

A program that propagates itself over a network, reproducing itself as it goes. It cannot attach itself to other programs.