BitDefender 8 SpamDeny

User Guide

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Product installation

System requirements

To ensure a proper functioning of the product, before installation, verify that the following system requirements are met:

Minimum Processor: Pentium 200MHz
Minimum hard disk space: 40MB
Minimum RAM Memory: 64MB (128MB Recommended)
Operating system: Windows 98/NT-SP6/ME/2000/XP; Internet Explorer 4.0 (+)
For integration with Outlook you need: Outlook Express 5.0 or later, Microsoft Outlook 2000 or later

Installation steps

Locate the setup file and double click with the mouse on it. This will launch the setup wizard, which will guide you through the setup process.
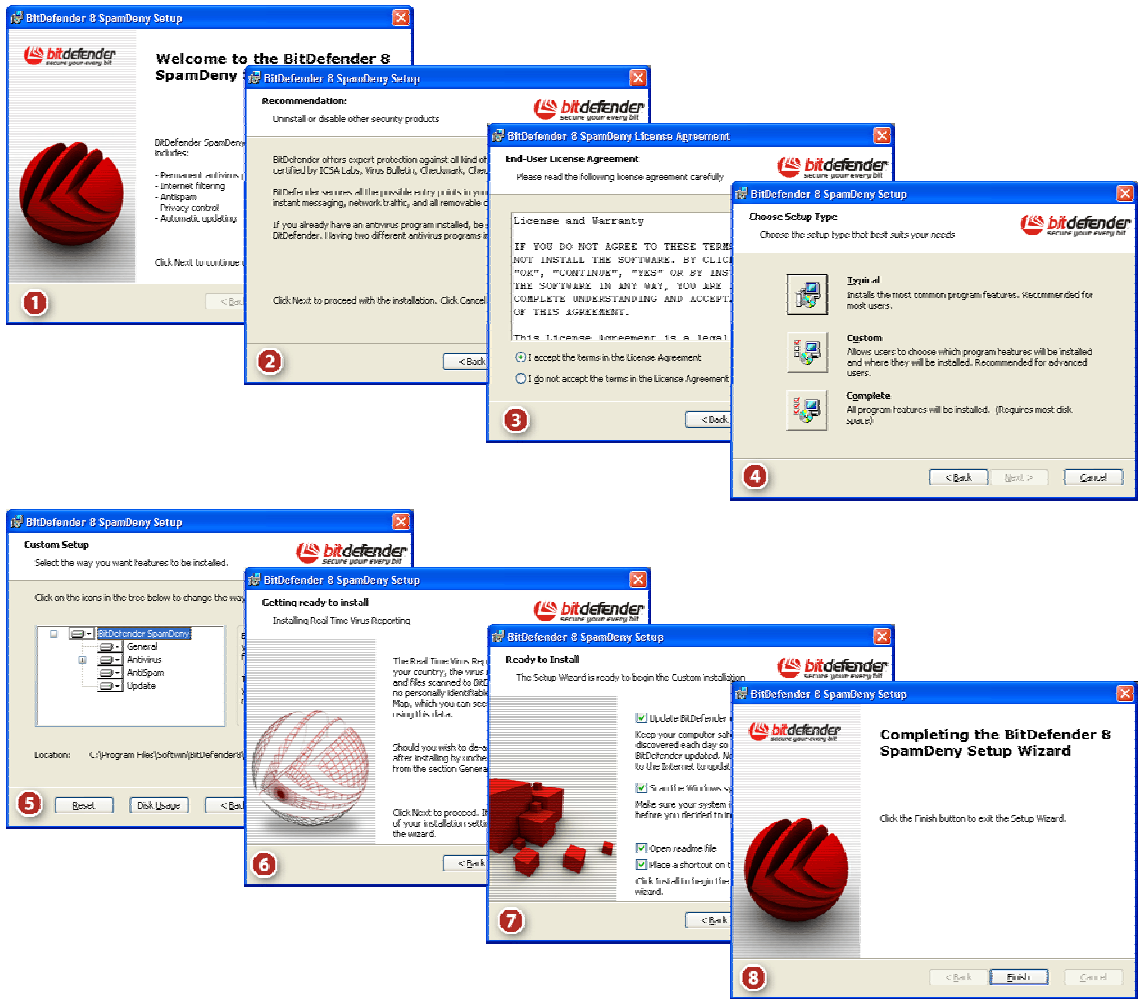
Figure 1

Installation steps:

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

2. Click **Next** to continue or click **Back** to return to the first step.

3. Please read the **License Agreement**, select **I accept the terms in the License Agreement** and click **Next**. If you do not agree with these terms click **Cancel**. The installation process will be abandoned and you will exit setup.

4. You can choose what kind of installation you want: typical, custom or complete.

- **Typical** – The program will be installed with the most common options. This is the recommended option for most users.
- **Custom** – You may choose the components you want to install. Recommended for advanced users only.
- **Complete** – For full installation of the product. All BitDefender modules will be installed.

If you select **Typical** or **Complete** you will skip step 5.

5. If you have selected **Custom,** a new window will appear containing all the BitDefender components listed so that you may select the ones you would like to install.

If you click any component, a short description (including the minimum space required on hard disk) will appear on the right side. If you click any ▣▾ a window will appear where you can choose to install or not the selected module.

You can select the folder where you want to install the product. The default folder is `C:\Program Files\Softwin\BitDefender 8`.

If you want to select another folder, click **Browse** and in the window that will open, select the folder you wish BitDefender to be installed in. Click **Next**.

6. Click **Next**.

7. You have four options selected by default:

   ➔ **Update BitDefender** – to update BitDefender at the end of the installation. Your system must be connected to the Internet to update.
   ➔ **Run a full system scan** – to scan the entire computer for viruses at the end of the installation.
   ➔ **Open readme file** – to open the readme file at the end of the installation.
   ➔ **Place a shortcut on the desktop** – to place a shortcut to BitDefender on your desktop at the end of the installation.

   Click **Install** in order to begin the installation of the product.

8. Click **Finish** to complete the product installation. If you have accepted the default settings for the installation path, a new folder named **Softwin** is created in **Program Files** and it contains the subfolder **BitDefender 8**.

> 🔴 **Note**
>
> You may be asked to restart your system so that the setup wizard can complete the installation process.

Removing, repairing or modifying BitDefender features

If you want to modify, repair or remove **BitDefender 8 SpamDeny**, follow the path from the Windows start menu: **Start → Programs → BitDefender 8 → Modify, Repair or Uninstall**.

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

- **Modify** – to select new program components to add or to select currently installed components to remove.
- **Repair** – to re-install all program components installed by the previous setup.

  > ❗ Before repairing the product we recommend you to save the <u>Friends list</u>, the <u>Spammers list</u>. After the repairing process is over you may load them.

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

To continue setup, select one of the three options listed above. We recommend that you choose **Remove** for a clean re-installation. After the uninstall process is over, we recommend that you delete the **Softwin** folder from the **Program Files**.

Description and features

Description

BitDefender 8 SpamDeny integrates antivirus, antispam and update modules into one comprehensive security package, tailored to meet the needs of home and corporate Internet users worldwide.

Main Features

BitDefender 8 SpamDeny includes 3 protection modules: **Antivirus**, **Antispam** and **Update**.

Antispam

Quite simply put, the BitDefender Antispam module deals with the problem of spam, so you don't have to.

Antispam working scheme

Advanced Antispam protection
BitDefender Antispam Engine incorporates five different filters that ensure your **Inbox** Spam-free: White list / Black list, Charset filter, URL filter, Heuristic filter and Bayesian filter.
Self-learning filter
The advanced, self-learning Bayesian filter lets you classify messages as "Spam" or "Ham", with a single click. The filter will learn after just a few iterations, and you'll find yourself having to make fewer and fewer decisions as time goes by. Each tag you assign will improve the filter's accuracy. Your filter sensitivity settings can be as high, or as low, as you like.

Hassle-free
You'll only be notified of the arrival of legitimate messages. Spam will collect silently in your **Spam** folder, to be examined or discarded at your leisure.

Compatible with any e-mail client
BitDefender Antispam works with all e-mail clients and can be configured from the BitDefender Management Console. Moreover it integrates directly with Microsoft Outlook / Outlook Express allowing a smooth interaction with the Antispam filters through an intuitive and easy-to-use interface.

Antivirus

The mission of the AntiVirus module is to ensure detection and removal of all viruses in the wild. BitDefender Antivirus uses robust scan engines, certified by **ICSA Labs**, **Virus Bulletin, Checkmark, Checkvir** and **TUV**.

Quarantine zone
Suspicious/infected files can optionally be backed up into a safe quarantine area before being disinfected or deleted. The contents of the quarantine can be sent to BitDefender Labs, for detailed analysis. Files that proved harmless can be easily moved out of quarantine, back to their original place.

Update

This is the module that performs the update of the product, with new virus signatures and new features.

Fast, Free Updates
Intelligently updates the antivirus protection, without user's intervention. Update can be performed from the network, over the Internet, directly or through a Proxy Server. BitDefender license owners benefit from free virus signatures update and free product upgrades.

Self-repairing
The product is able to repair itself if necessary, by downloading the damaged or missing files from BitDefender servers.

Automated Update
Updates to the Antispam & Antivirus engines are free and fully automated. Checks for updates can be scheduled to take place as often as necessary.

Other Features

24/7 Hours Professional Technical Support
Offered by qualified support representatives and an online database with answers to Frequently Asked Questions.

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The Management Console

General view

BitDefender 8 SpamDeny was designed with a centralized management console, which allows the configuration of the protection options for all BitDefender modules. In other words, it is enough to open the management console in order to have access to all modules: **Antivirus**, **Antispam** and **Update**.

To access the management console, use the Windows Start menu, by following the path **Start** → **Programs** → **BitDefender 8** → **BitDefender 8 SpamDeny** or quicker, double click the BitDefender icon from the system tray.

Figure 2

On the left side of the management console you can see the module selector:

➔ General – to access the section where you can see a summary of all the BitDefender main settings, product details and contact information. Here you can also register the product.
➔ Antivirus – to access the antivirus configuration window.
➔ Antispam – to access the Antispam configuration window.
➔ Update – to access the product update configuration window.

The option **More Help**, placed at the right bottom, opens the **Help** file.

When the console is minimized, an icon will appear in the system tray (*Figure 6*).
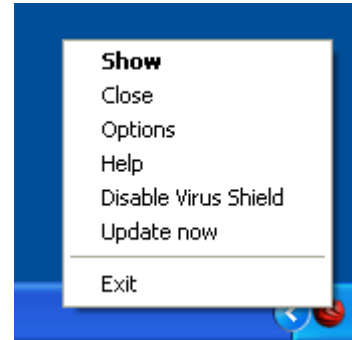

Figure 3

Figure 4

If you double-click this icon, the management console will open.

Also, by right-clicking it, a pop menu, as in *Figure 4*, containing the following options, will appear.

➔ **Show** – opens the management console.
➔ **Close** – minimizes the management console to system tray.
➔ **Options** – opens a window with the options for the management console.
➔ **Help** - opens the electronic documentation.
➔ **Enable** / **Disable Virus Shield** – enables / disables Virus Shield.
➔ **Update now** – performs an immediate update.
➔ **Exit** – shuts down the application. By selecting this option, the icon from the system tray will disappear and in order to access the management console, you will have to launch it again from the Start menu.

🔴 **Note**
1. If you disable one or more of the BitDefender modules, the icon will turn into black. This way you will know if some modules are disabled without opening the management console.
2. The icon will blink when an update is available.

General module

BitDefender comes fully configured for maximum security. Essential status information about all the BitDefender modules is displayed in the **General** module.

The **General** module contains 4 different sections: Status, Registration, Settings and About.

Status

Here you can review information regarding the product status.

Figure 5

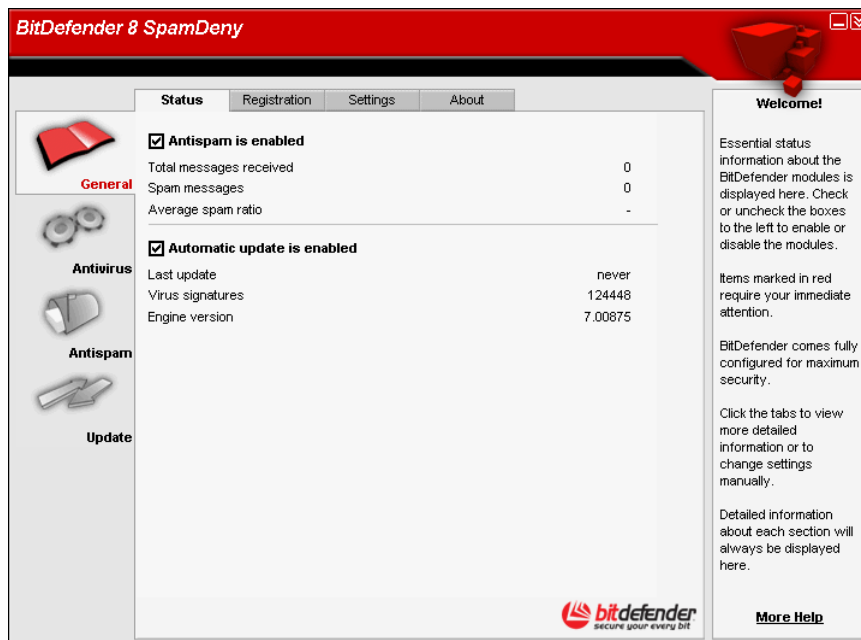By setting or removing the mark in the checkboxes, you can enable or disable the main features of BitDefender.

> Items marked in red require your immediate attention.

Antispam

Spam is a growing problem, both for individuals and for organizations. It comes in a wide range of shapes and sizes, and there's a lot of it. BitDefender works with all e-mail clients and can be configured from the Management Console (Antispam section). Moreover it integrates directly with Microsoft Outlook / Outlook Express allowing a smooth interaction with the Antispam filters through an intuitive and easy-to-use interface.

> To prevent Spam from entering you Inbox, keep **Antispam** filter enabled.

See how BitDefender Antispam is working

Automatic Update

New viruses are found and identified every day. This is why it is very important to keep BitDefender up to date with the latest virus signatures. It displays the date of the last update and the number of viruses that can be detected (and therefore disinfected) from your BitDefender database.

> To protect your critical data, BitDefender can perform automatic updates. Keep the **Automatic update** option enabled.

Product registration

This section contains information about the status of your BitDefender licenses. Here you can register the product and you can see the expiring date.
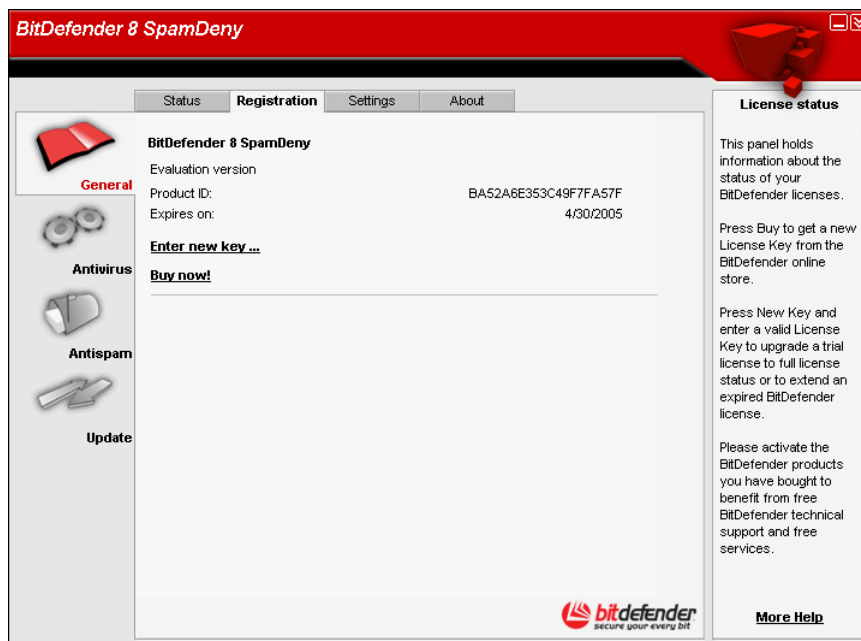

Figure 6

The product is delivered with a trial registration key valid for thirty days. At the end of the trial period, if you want to purchase the product you have to provide a new license key. Click **Buy now** to get a new **License Key** from the BitDefender online store.

To modify the default license key click **Enter new key**.
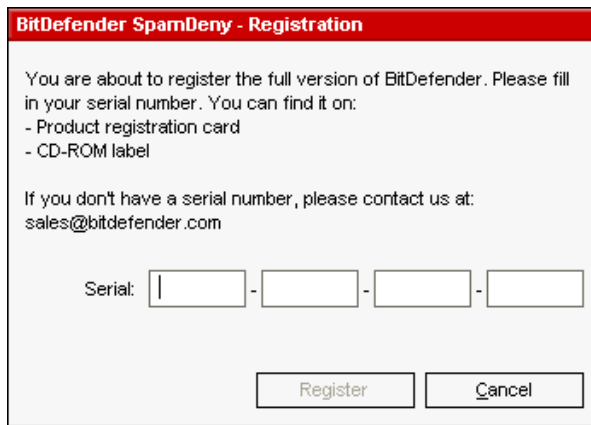
The following window will open:

Figure 7

Type in the license key in the **Serial** field. Click **Register** to finish the registration process.

If you mistype the license key you will be prompted to re-enter it.

If you type in a valid license key a success message box appears.

In the **Registration** section now, you can see the expiring date of the new license key.

TIP: Please activate the BitDefender products you have bought to benefit from BitDefender technical support and free services.

Management console settings

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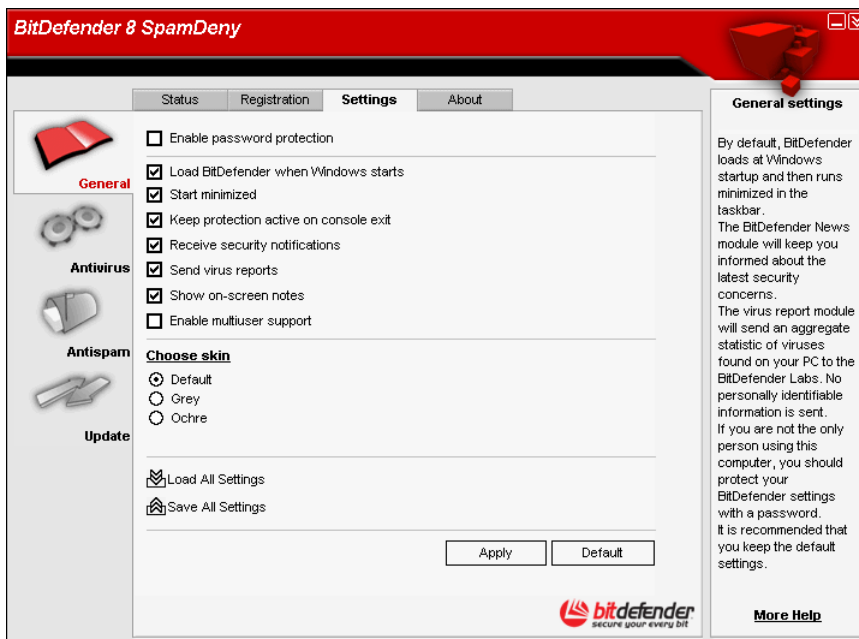

Figure 8

To select an option, just click with the mouse on the corresponding checkbox.

➔ **Enable password protection** – enables setting a password in order to protect the BitDefender configuration.

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

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The next window will appear:

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

Figure 9

From now on, if you want to change the BitDefender configuration options, you will be asked to type in the password.

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

➔ **Load BitDefender when Windows starts** – automatically launches BitDefender at system startup. This is highly recommended!

➔ **Start minimized** – minimizes the BitDefender management console after it has been loaded at system startup. Only the BitDefender icon will appear in the system tray.

➔ **Keep protection active on console exit** – even when the management console is closed (from the system tray too), BitDefender continuously protects you.

➔ **Receive security notifications** - receives from time to time security notifications regarding virus outbreaks, sent by the BitDefender server.

➔ **Show splash screen** – shows the screen that appears when you launch BitDefender.

➔ **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.

➔ **Show on-screen notes** – shows pop-up windows regarding the product status.

➔ **Enable multiuser support** – allows other users that may be using this computer to have their own settings for BitDefender.

 Note

This option can only be enabled or disabled by users with administrator rights on the local machine.

➔ The **Skin file** option allows you to select the color of the management console. The skin represents the background image on the interface. In order to select a different skin, click the corresponding color.

Use the **Save All Settings** / **Load All Settings** buttons to save / load the settings you have made for BitDefender to a desired location. This way you can use the same settings after you reinstall or repair your BitDefender product.

Click **Apply** to save the changes. If you click **Default** you will load the default settings.

About

In this section you can find the contact information and the product details.

BitDefender^{TM} provides security solutions to satisfy the protection requirements of today's computing environment, delivering effective threat management for over 38 million home and corporate users in more than 100 countries.

BitDefender^{TM} is certified by all the major independent reviewers - **ICSA Labs**, **CheckMark** and **Virus Bulletin**, and is the only security product to have received an **IST Prize**.

Antivirus module

The main objective for BitDefender is to keep your computer clean of viruses.

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.

More features

In case you haven't already opened the management console, you can access it from the Windows Start menu, following the path **Start → Programs → BitDefender → BitDefender 8 SpamDeny** or quicker, double click the 🔴 BitDefender icon from the system tray.

In the management console, click **Antivirus**.

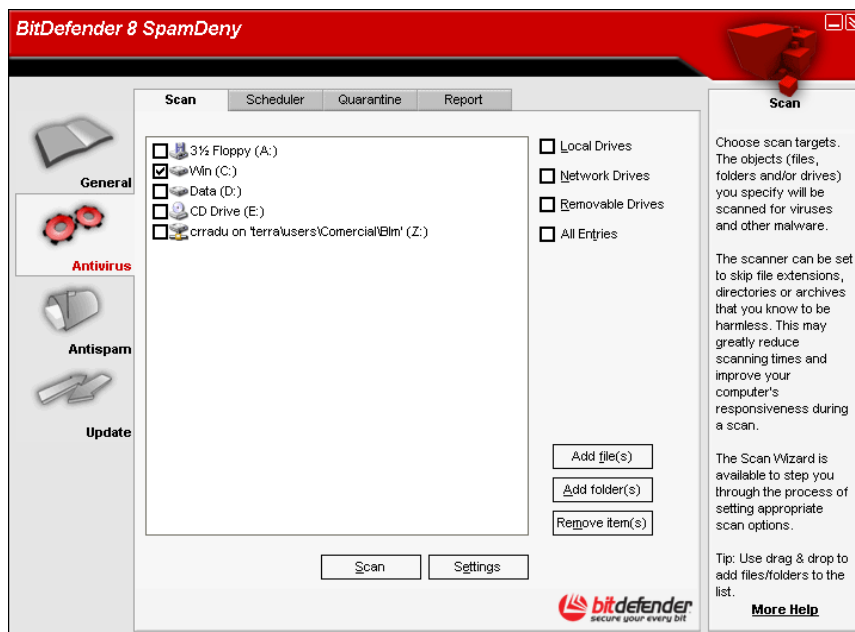**Figure 10**

BitDefender allows four types of on demand scan:

- Immediate scanning – There are a few steps to follow in order to scan your computer for viruses;
- Contextual scanning – Right-click on a file or a folder and select **BitDefender Antivirus v8**;
- Scheduled scanning – You can program BitDefender to scan your system for viruses periodically.

Immediate scanning

To scan your computer for viruses, please follow the next steps:

1. Close all open programs

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.

2. Make sure that BitDefender knows the latest viruses

Before you let BitDefender scan your computer you should make sure that BitDefender is up to date with its virus signatures, since new viruses are found and identified every day. You can verify when the last update was made in the lower side of the **Update** module from the **BitDefender Management Console**.

If this date is not recent, you should let BitDefender update its virus signatures. This is very easy, and all you have to do is to click the **Check** button from the Update module.

3. Choose scan targets

In the management console, enter the **Antivirus** module and click the **Scan** tab. By default, the section contains an image of the system's partition structure. Besides this, some buttons and scan options can also be observed.
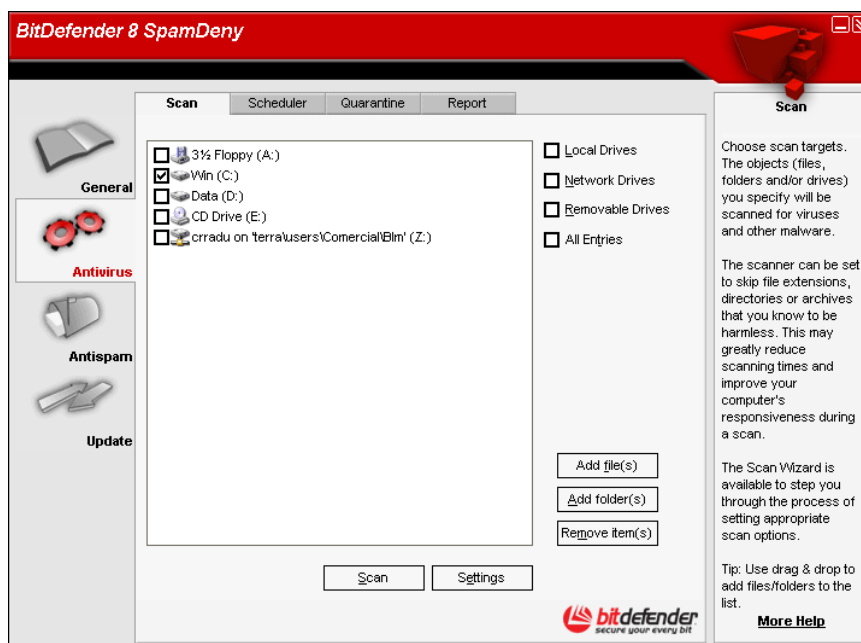

Figure 11

The section contains the following buttons:

➔ **Add file(s)** – opens, a browsing window, where you can select the file(s), you want to scan.

➔ **Add folder(s)** – same as above, but you select which folder(s) you want BitDefender to scan instead of which file(s).

TIP: Use drag & drop to add files/folders to the list.

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➔ **Remove item(s)** – removes the file(s) / folder(s) that has been previously selected from the list of objects to be scanned

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

➔ **Settings** – opens a window where you can specify which files to be scanned, the action on the infected files, generating alert messages, saving scan results in report files.

➔ **Scan** - launches the system scanning, taking in account the selected scan options.

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 the removable drives (CD-ROM, floppy-disk unit).
- **All entries** – to scan all drives, no matter if they are local, in the network or removable.

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

If you are not that familiar with computers, now is the time to just click the **Scan** button. BitDefender will start the scanning of your computer using the standard settings, which are sufficient.

4. Select the scan options – only for advanced users

Advanced users might want to take advantage of the scan-settings BitDefender offers. The scanner can be set to skip file extensions, directories or archives that you know to be harmless. This may greatly reduce scanning times and improve your computer's responsiveness during a scan.
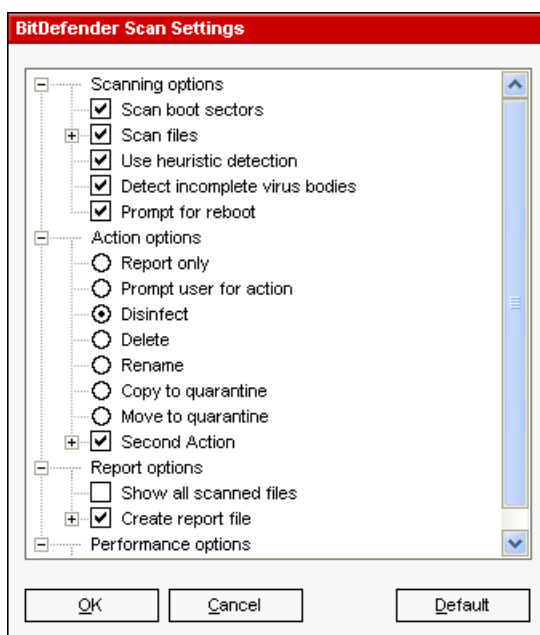
Explore these by clicking **Settings**.

The scan options are organized like an expandable menu very much like the exploring ones from Windows.

The scan options are grouped in three categories:
- **Scanning options**
- **Action options**
- **Report options**
- **Performance options**

Click the box with "+" to open an option or the box with "-" to close an option.

Figure 12

The following step is to specify the type of objects to be scanned (archives, e-mail messages and so on) and enabling heuristic scan (for detecting unknown viruses). This is made through the selection of certain options from **Detection options** category.

The following detection options are available:

Option		Description
Scan boot sectors		To scan the system's boot sector.
Scan files	Scan all files	To scan all files regardless of their type.
	Scan program files only	To scan only the program files. This means only the files with the following extensions: `exe; bat; com; dll; ocx; scr; bin; dat; 386; vxd; sys; wdm; cla; class; ovl; ole; 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; pfd; msi; ini; csc; cmd; bas; eml; nws.`
	Scan user defined extensions	To scan only the files with the extensions specified by the user. These extensions must be separated by ";".
	Exclude user defined extensions	To scan all files, except the ones with the extensions indicated by the user. These extensions must be separated by ";".
	Open packed programs	To scan packed files.
	Open archives	To scan inside archives.
	Open mails	To scan inside mail archives.
Use heuristic detection		To use heuristic scanning of the files. The aim of heuristic scanning is to identify new viruses, based on certain patterns and algorithms, before a virus definition is found. False alarm messages can appear. When such a file is detected it is classified as suspicious. In these cases, we recommend you to send the file to the BitDefender lab to be analyzed.
Detect incomplete virus bodies		To detect incomplete virus bodies too.

Further on, you'll have to specify the action on infected or suspicious files. Click the "+" sign corresponding to **Action options** in order to open the option and see all possible actions on infected files.

You can select one of the following:

Action	Description
Report only	To report the detection of an infected file and the virus name.
Prompt user for action	When an infected file is detected, a window will appear prompting the user to select the action on that file. Depending on the importance of that file, you can select to disinfect it, isolate it in the quarantine zone or delete it.
Disinfect	To disinfect the infected files.
Delete	To delete infected files.
Rename	To change the extension of the infected files. The new extension of the infected files will be .vir. By renaming the infected files, the possibility of executing and thus of spreading the infection is removed. At the same time they can be saved for further examination and analysis.
Copy to quarantine	To copy the infected files in the quarantine zone. ❗ This means practically duplicating the infected file and the copy of this file will appear in the quarantine, but the infected file will not be moved from the initial location.
Move to quarantine	To move to the quarantine zone the infected files. ❗ When the virus is in quarantine it can't do any harm.
Second action	Check this option if you want to select the second action to take on infected files.

To select the second action on infected files, click the corresponding "+"sign, after you have previously checked **Second action**. The options available for the second action are described in the below table.

Action	Description
Report only	To report the detection of an infected file and the virus name.
Prompt user for action	When an infected file is detected, a window will appear prompting the user to select the action on that file. Depending on the importance of that file, you can select to disinfect it, isolate it in the quarantine zone or delete it.
Delete	To delete infected files.
Rename	To change the extension of the infected files. The new extension of the infected files will be .vir. By renaming the infected files, the possibility of executing and thus of spreading the infection is removed. At the same time they can be saved for further examination and analysis.
Copy to quarantine	To copy the infected files in the quarantine zone, from where they can be send to the BitDefender lab to be analyzed. ❗ This means practically duplicating the infected file and the copy of this file will appear in the quarantine, but the infected file will not be moved from the initial location.
Move to quarantine	To move to the quarantine zone the infected files. ❗ When the virus is in quarantine it can't do any harm.

The next step is selecting the report options. To do this you'll have to click the "+" sign corresponding to **report options**. These options allow the creation of a report file (file that contains information about the scanning process).

Option		Description
Show all scanned files		Lists all scanned files and their status (infected or not) in a report file. With this option on, the computer will slow down.
Create report file	Report file name `<vscan.log>`	This is an edit field that allows changing the name of the report file. To do this, you'll have to simply click this option and type in a new name.
	Append to existing report	Select this option to append the information about the new scan process to the ones already existing in the report file.
	Limit report size to [1024] KB	Click this option and type the maximum file size in the edit field that appears.

In the **Performance options** category you can decrease the priority of the scan process. If you select the check box corresponding to **Run the task with Low priority** you will allow other programs to run faster and increase the time needed for the scan process to finish.

TIP: You can view the report file in the Report section from the **Antivirus** module.

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

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

5. Scan for viruses

With the scan options selected, all you have to do is to effectively start the system scanning. For that, just click **Scan**. This may take a while, depending on the size of your hard disk drive!
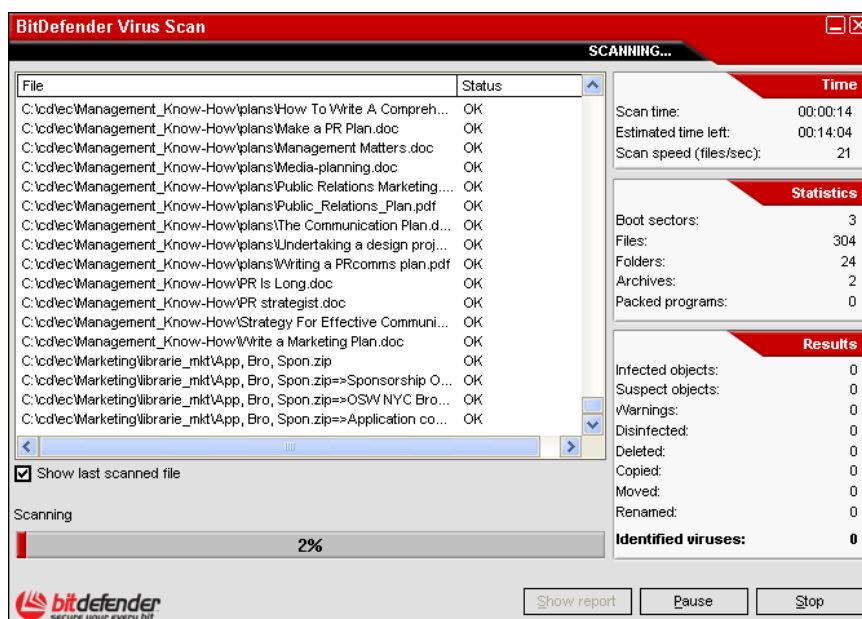

Figure 13

While scanning, BitDefender will show you its progress and alert you if any viruses are found.
Select the check box corresponding to **Show last scanned file** and only the information about the last scanned files will be visible.

If you click:

- **Stop** - a new window will appear where you can end the system verification. If you choose to end it, the **Stop** button will turn into a **Close** button and clicking it will close the scan window.

- **Pause** - the scan temporally stops - you can continue it by pressing **Resume**.

- **Show report** - the scan report will open.

The report file is saved automatically in the Report section from the **Antivirus** module.

TIP: In order to see the scanned files you must select **Show all scanned files** option from the report options (previous step). With this option on, the computer will slow down.

6. Contextual scanning
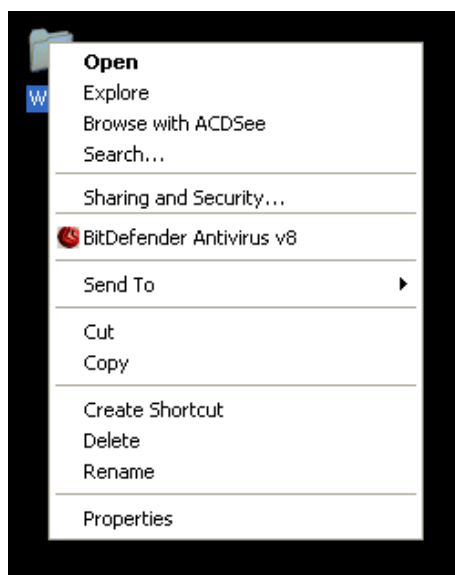
Figure 14

Right click the file or folder you want scanned and select the **Scan with BitDefender 8** option.

A report file named `vscan.log` will be created and you can see it in the **Antivirus** module, Report section.

If a virus is detected, an alert window (Figure 18) will prompt you to select the action on the infected file.
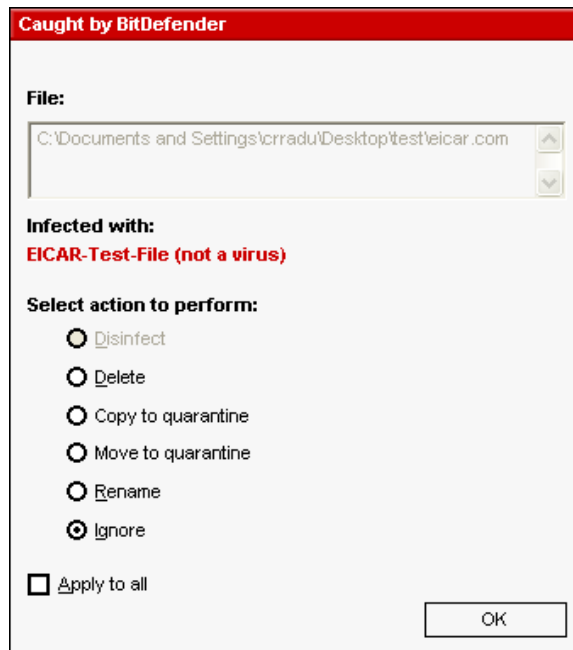
You can view the name of the file and the name of the virus.

You can select one of the following actions on the infected file:

Figure 15

➔ **Disinfect** - to disinfect the infected file.
➔ **Delete** – to delete the infected file.
➔ **Copy to quarantine** – to copy the infected file in the quarantine zone.
➔ **Move to quarantine** – to move the infected file to the quarantine zone.
➔ **Rename** – to change the extension of the infected files. The new extension of the infected files will be `.vir`.
➔ **Ignore** – to ignore the infection. No action will be taken on the infected file.

If you scan a folder, and you wish the action on the infected files to be the same for all, select the option **Apply to all**.

> If the **Disinfect** option is not enabled, it means the file cannot be disinfected. The best choice is to isolate it in the quarantine zone and send it to us for analysis or delete it.

Finally, click **OK**.

27

Scheduled scanning

Since the scanning will take some time, and works best if you have closed all other programs, it is best for you to schedule the scanning at a time when you are not using your computer and it is standing idly by. This implies that the user must previously create a so-called task, job or scan event.

It has the following features:

- A wizard for assistance in creating scheduled scan tasks;
- Scan frequency selection;
- Drives and/or folders selection;
- File extensions selection;
- Distinct configuration module for each scan job;
- LAN scanning facilities;
- Automatic isolation of the infected or suspicious files in the quarantine zone;
- Background scanning, with no interference with the user's activity;
- Scheduled task properties summary;
- Generates scanning reports.

In the management console, enter the **Antivirus** module and click the **Scheduler** tab.
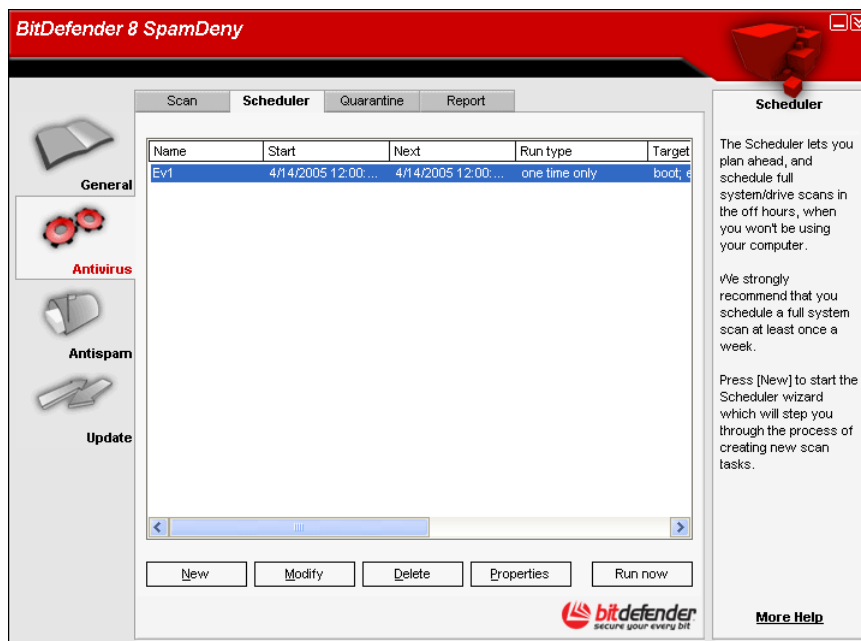
Figure 16

The **Scheduler** section contains a few buttons for administrating the scan tasks:

➔ **New** – launches the wizard that will guide you through the creation of a new scan task.

➔ **Modify** – modifies the properties of a previously created task. It also launches the wizard.

> If you modify the event's name, a new event will be created, under the newly introduced name.

➔ **Delete** – deletes a selected task.

➔ **Properties** – views the properties of the selected task.

➔ **Run now** – starts immediately the selected task.

The Scheduler's screen also contains a list where all the scan tasks can be seen, with their names, the date of the first execution, the date of the next execution and the task's type (periodically or one time only).
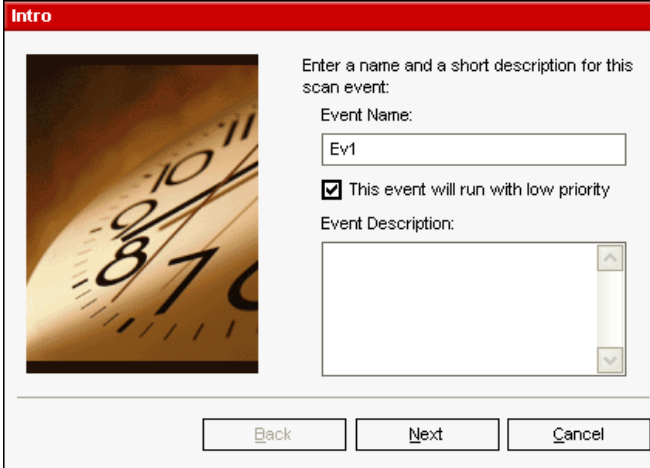
The **Scheduler** includes a wizard for creating new scan tasks. This will assist you any time you need to do any operation with these scan events, no matter if it's creating a new task or modifying an existing one.

Click **New**. This will launch the scan task creation wizard.

TIP: We strongly recommend that you schedule a full system scan at least once a week.

1. Intro

The first move is to specify a name for the new task.

Types the names of the new event in the **Event name** field and a short description in the **Event description** field.

Click **Next** to continue.

Figure 17

Select the check box corresponding to **This event will run with low priority** if you want to decrease the priority of the scan task and allow other programs to run faster. This will increase the time needed for the task to finish.

If you click **Cancel** a window will appear requesting you to confirm your option: to abort the wizard or to continue.

2. Start Time/Date

Further on, a window where you can select the scan type will appear.

Select the check box corresponding to **Once** if you want to schedule a one-time scan. If you want the scan to be repeated after certain intervals, select the check box corresponding to **Periodically**.
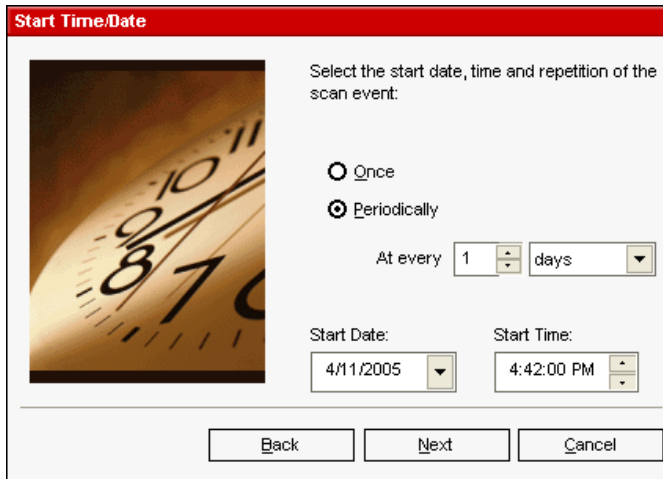
Figure 18

Type in the **At every** edit box the number of minutes / hours / days / weeks / months / years you want to repeat this process.

You can click the up/down arrows of this box in order to increase / decrease the number of minutes / hours / days / weeks / months / years.

Select the interval - minutes, hours, days, weeks, months, years - to which the scan be repeated. Scroll down the list and click the time unit you want.

If you made your option for a repeated scan, the event will be launched for an unlimited time-period. In order to give up the event, it must be erased from the events list of the **Scheduler** window.

After selecting the period, click **Next** to continue. If you wish to go back to the previous step, click **Back**.

3. Target Objects

This step is to select the objects you want to be scanned - the boot sector, the files, the archives and the packed files.

Figure 19

Select one or more objects to scan, by simply checking each one you want.

You can select one of the following objects:

➔ **Boot** – to scan the boot sector, in order to identify the boot viruses;
➔ **Files** – to scan files;
➔ **Mail database** – to scan mail archives in order to detect mail viruses;
➔ **Archives** – to scan inside archives;
➔ **Packed files** – to scan packed files.

Click **Next**.

4. Target Path

Here you have to specify the path to the objects that will be scanned, as observed in the picture. This step is necessary if you have selected to scan files in the previous step.
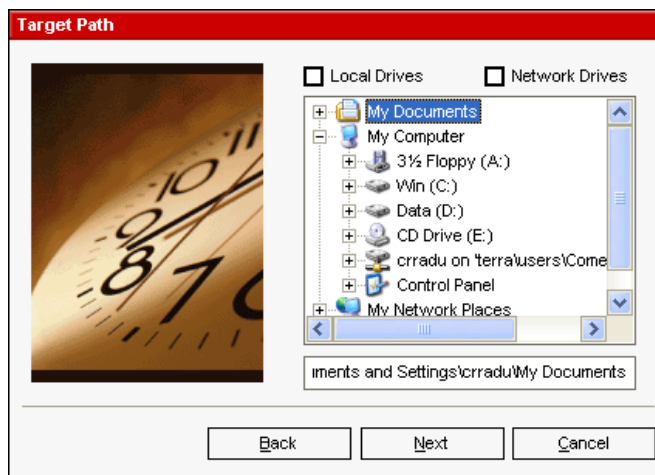
This screen is actually an exploring window that lets you select the partitions and folders to be scanned.

When the cursor is placed on a folder, the complete path to the folder will appear in the field placed under this exploring window.

Figure 20

Click the box labeled "+" to open an option or the one labeled "-" to close an option.

Also, in order to select the locations to be scanned, you can use the fast-selection options placed on the topside of the window:

➔ **Local Drives** – to scan all local drives;
➔ **Network Drives** – to scan all network drives.

Click **Next**.

5. File Mask

Specify the types of the files that will be scanned.
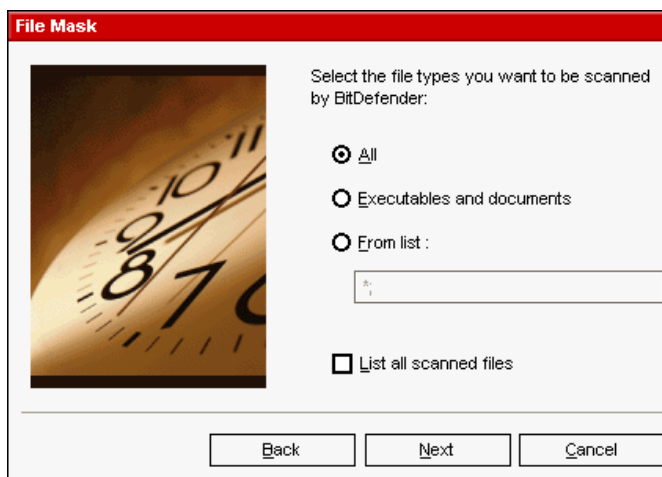
This step is needed only in case you choose to scan files.

Figure 21

You can select:

➔ **All** – to scan all files, no matter what their type is;
➔ **Executables and documents** – to scan the program files and documents;
➔ **From list** – to scan only the files whose extensions appear in the list. These extensions must be separated by a semicolon ";".

If you wish to see information about all scanned files, infected or not, select the option **List all scanned files**. But remember, with this option on, the computer will slow down.

Click **Next**.

6. Analysis Type

Select the scan type.
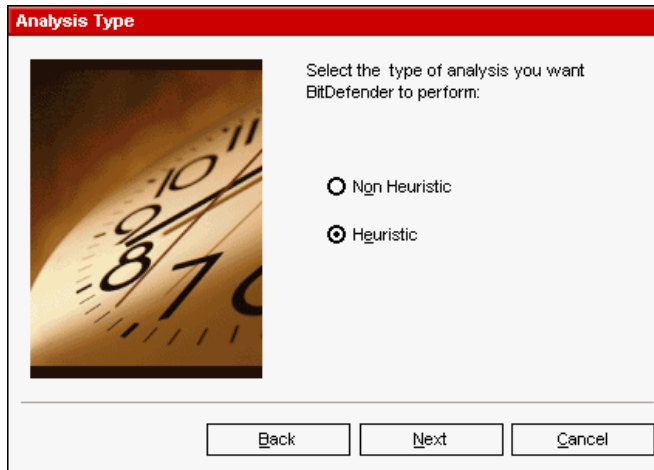
Figure 22

This, as it can be observed from the picture, implies selecting one of the two scan types:

➔ Non-heuristic scan - means scanning the files with the procedure based on known virus signatures. To enable this type of scan, select **Non Heuristic**;
➔ Heuristic scan – represents a method based on certain algorithms, whose aim is to identify new unknown viruses. Occasionally, it may report a suspicious code in normal programs, generating the so-called "false positive". To enable this type of scan, select **Heuristic**.

Click **Next**.

7. Action mode

BitDefender allows selecting two actions in case an infected file is found.
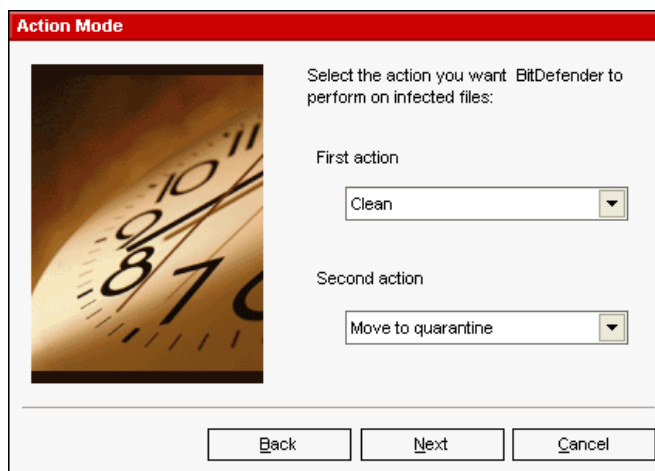
Figure 23

You can select the first and the second action.

We recommend you to select the first action **Clean** and the second action **Move to quarantine**.

For the first action the following options are available:

First Action	Description
Clean file	To disinfect the infected files.
Delete file	To automatically delete, without any warning, all the infected files. Action not recommended!
Move to [quarantine](#)	To move the infected files from the initial location to the quarantine zone. When the virus is in quarantine it can't do any harm.
Rename	To change the extension of the infected files. The new extension of the infected files will be `.vir`. By renaming the infected files, the possibility of executing and thus of spreading the infection is removed. At the same time they can be saved for further examination and analysis.
Prompt	Every time an infected file is detected, a dialog box is shown, where the user can select the action to perform on that file. It is recommended that you select an action depending on the importance of that file.
Ignore	In this case the infection is ignored and no action will be taken on the infected file. Only its status will be reported.

For the second action the following options are available:

Second Action	Description
Delete file	To automatically delete, without any warning, all the infected files.
Move to [quarantine](#)	To move the infected files from the initial location to the quarantine zone. When the virus is in quarantine it can't do any harm.
Rename	To change the extension of the infected files. The new extension of the infected files will be `.vir`. By renaming the infected files, the possibility of executing and thus of spreading the infection is removed. At the same time they can be saved for further examination and analysis.
Prompt	Every time an infected file is detected, a dialog box is shown, where the user can select the action to perform on that file. It is recommended that you select an action depending on the importance of that file.
Ignore	In this case the infection is ignored and no action will be taken on the infected file. Only its status will be reported.

Click **Next**.

8. Report Info

Choose how to create a scan report file.

Figure 24

To create a scan report, click **Create report file**. At this moment all the other options for the creation of a report file will be enabled.

Type the name of the report file in **Report file name** box. By default, its name is schedule.log. It will contain all the information about the scan process: the number of identified viruses, the number of scanned files, the number of disinfected and deleted files.

Click **Append** in case you want to append to an existing report file the information about the new scanning, building this way a small historical of the scan results performed at different moments.
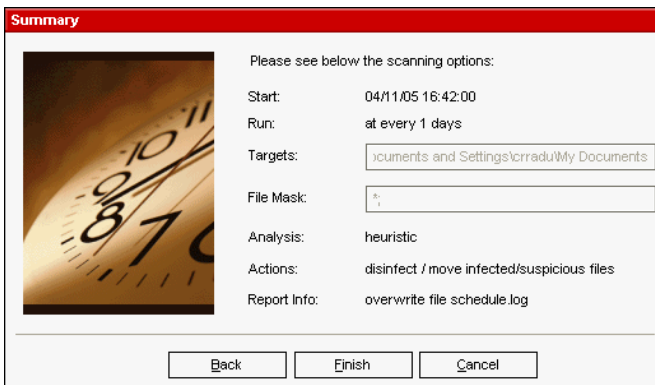
Click **Overwrite** if you wish to create a new report file every time a new scan is launched. In this case the information about the previous scanning will be deleted.

TIP: You can view the report file in the Report section from the Antivirus module.

Click **Next**.

9. Summary

This is the last step in the creation of a scan event.

Figure 25

In this window you can view all the settings for the scan event and you can make any changes, by returning to the previous steps (**Back**). If you do not want to make any modifications, click **Finish**.

The new event will appear in the **Scheduler** section.

For each scheduled scan event, you can view its name, its description, the starting date, the next moment when it will be launched, the scan type (periodically or one time scan), the target, the files extensions, the analysis type and the action on the infected files.

> ### 🔴 **Note**
>
> When modifying a scan event, the same steps will be followed. In case the name of the event modifies, a new event will be created. For example, if we have the event EV1 and have modified its name into EV2, EV1 will not disappear, on the contrary, a new event named EV2, having the same properties as EV1, will appear.

If you right click a scheduled event, a pop menu, like the one you see in the picture below will appear:

| New |
| Modify |
| Delete |
|———|
| Run now |
|———|
| **Properties** |
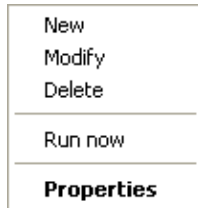
If no event is selected, and you right click the **Scheduler** section, only **New** option will be enabled, all others being disabled.

Figure 26

TIP: The Scheduler allows an unlimited number of scheduled scan events.

You can also navigate through the scan events using the keyboard: press the **Delete** button to erase the selected scan event, press the **Enter** button in order to view the selected event properties or press the **Insert** button in order to create a new event (the Scheduler wizard will appear).

> ❗ Press the navigation buttons in order to scroll the page up or down or right to left.

Isolating the infected files

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.

The component that ensures the administration of the isolated files is **Quarantine**. This module was designed with a function for automatically sending the infected files to the BitDefender lab.

In case you haven't already opened the management console, you can access it from the Windows Start menu, following the path **Start → Programs → BitDefender → BitDefender 8 SpamDeny** or quicker, double click the 🔴 BitDefender icon from the system tray.

In the management console, enter the **Antivirus** module and click the **Quarantine** tab.
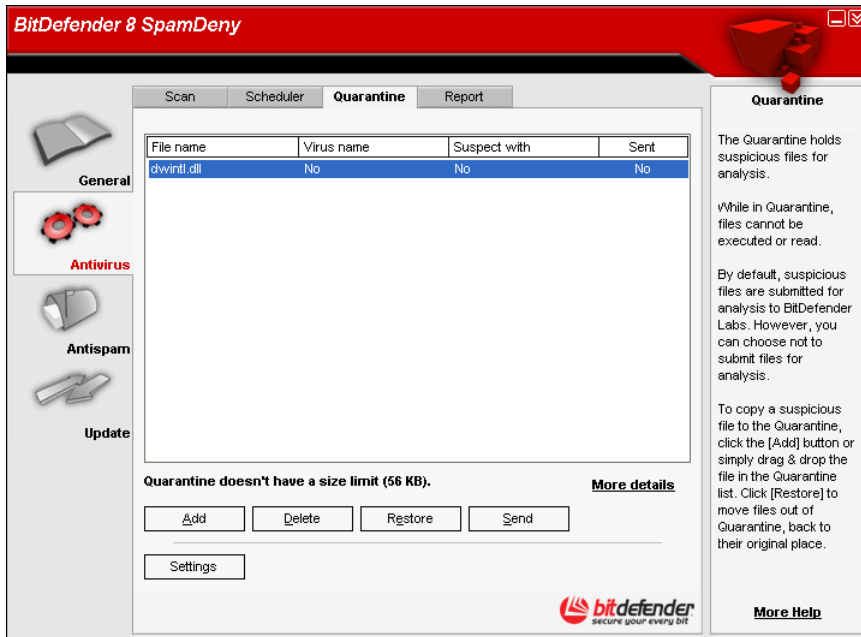
Figure 27

As you may notice, the **Quarantine** section contains a list of all the files that have been isolated so far. Every file has enclosed its name, size, isolating date and submission date. If you want to see more information about the quarantined files click **More info**.

> 🔴 **Note**
>
> When the virus is in quarantine it can't do any harm, because they cannot be executed or read.

The **Quarantine** section contains a few buttons for administrating these files:

➔ **Add** – ads files to quarantine. Use this button to quarantine a file you suspect of being infected. A window will open and you can select the file from its location on the disk. This way the file is copied to quarantine. If you want to move the file in the quarantine zone you must select the checkbox corresponding to **Delete from original location**. A quicker method to add suspicious files to the Quarantine is to drag & drop them in the quarantine list.

➔ **Delete** – deletes the selected file from your computer.

➔ **Restore** – returns the selected file to its original location.

➔ **Send** – sends the selected files for further analysis to the BitDefender lab. You must specify some information before you may submit these files. For that click **Settings** and complete the fields from the **E-mail settings** section, as described below.

> 🔴 **Note**
>
> By default, suspicious files are submitted for analysis to the BitDefender Labs. However, you can choose not to submit files for analysis by deselecting the **Automatically send quarantine** option from the Quarantine settings.

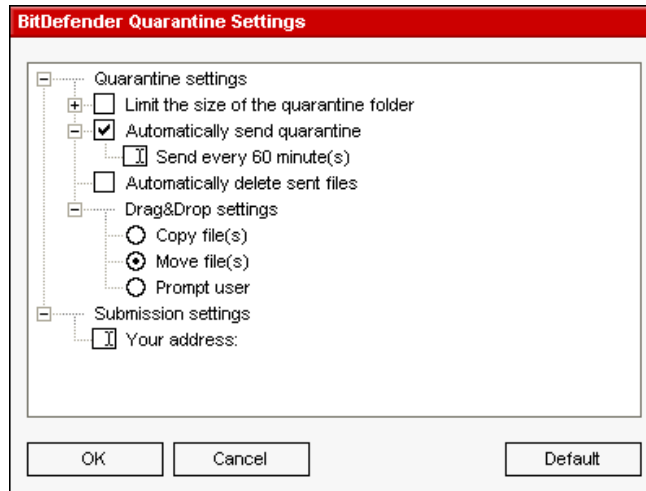➔ **Settings** – opens the advanced options for the quarantine zone. The following window will appear:

The quarantine options are grouped in two categories:

- **Quarantine settings**
- **Submission settings**

Click the box with "+" to open an option or the box with "-" to close an option.

Figure 28

Quarantine settings

➔ **Limit the size of the quarantine folder** - maintains under control the size of the quarantine. This option is enabled by default and its size is 12000 KB. If you want to change this value you can introduce it in **The maximum size of the quarantine folder is** field.

> The **Automatically delete old files** option is used to delete old files when the quarantine is full and there is no space to add new files.

➔ **Automatically send quarantine** – sends automatically the quarantined files to the BitDefender Labs for further analysis. You can set the time period between two consecutive sending processes in minutes in the **Send quarantine every** field.
➔ **Automatically delete sent files** – deletes automatically the quarantined files after sending them to the BitDefender Lab for analysis.
➔ **Drag & Drop settings** – if you are using the Drag & Drop method to add files to the quarantine here you can specify the action: copy, move or prompt user.

Submission settings

You must specify your e-mail address in order to send the quarantined files to the BitDefender Labs.

➔ **Your address** – enter your e-mail address in case you want to receive e-mail from our experts, regarding the suspicious files submitted for analysis.

Viewing the report files

When launching a scan process, the user has the possibility to opt for creating a report file where he can see information about the scan process. The user may view these reports straight from the management console.

In case you haven't already opened the management console, you can access it from the Windows Start menu, following the path **Start → Programs → BitDefender → BitDefender 8 SpamDeny** or quicker, double click the 🔴 BitDefender icon from the system tray.

In the management console, enter the **Antivirus** module and click the **Report** tab.
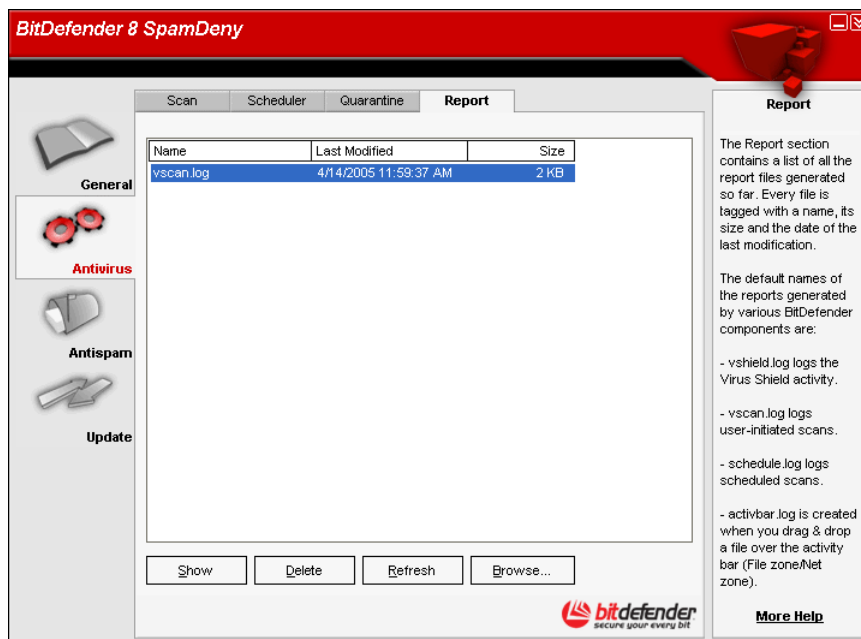
Figure 29

BitDefender will keep track of its own activity on your computer. The default report files are the following:

- Vscan.log is created when you scan your system immediately;
- Schedule.log is from the scheduled scans you may have set up.

The **Report** section contains a list of all the report files generated so far. Every file has enclosed its name, size and the date of the last modification.

There are some buttons created for the administration of these report files. The function of each button is explained further:

➔ **Show** – opens the selected report file.
➔ **Delete** – deletes the selected file report.
➔ **Refresh** – if the management console is open at the **Report** section and in the meantime you perform a scan of your computer, the new report file with the scan results (if you selected the **Create report file** option) will be visible only after you click **Refresh**.
➔ **Browse** – opens a window in which you can select the report files you want to see.

TIP: The report files are by default saved in the folder where BitDefender is installed. If you have saved the report files in another directory, you must use the Browse button to locate them.

Antispam module

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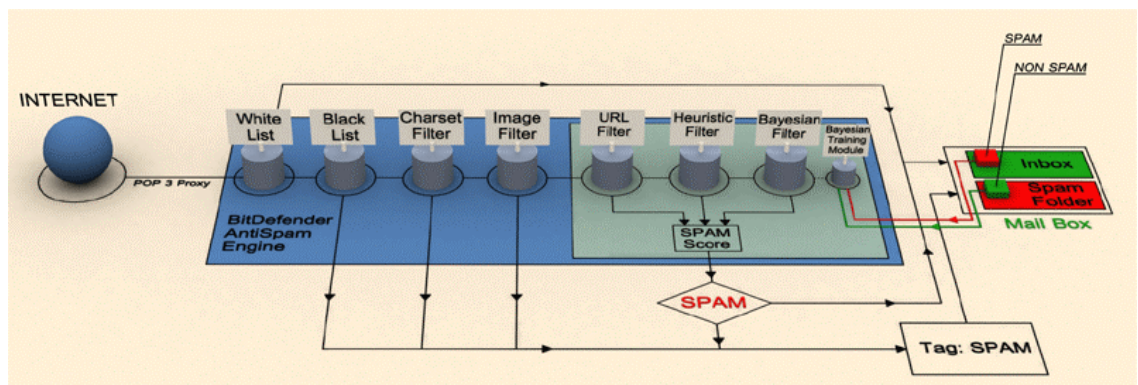
Features

How does it work?

The schema below shows the way BitDefender works.

Figure 30

BitDefender Antispam Engine incorporates seven different filters that ensure your **Inbox** Spam-free: **White list**, **Black list**, **Charset filter**, **Image filter**, **URL filter**, **Heuristic filter** and **Bayesian filter**.

> You can enable/disable each of this filters in the **Antispam** module, Settings section from the **BitDefender Management Console**.

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

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

Else, the Charset filter will check if the e-mail is written in Cyrillic or Asian characters. If so the e-mail will be tagged as **SPAM** and moved in the **Spam** folder. If the e-mail is not written in Asian or Cyrillic it will be passed to the **Image** filter.

The Image filter will detect all the e-mail messages containing attached images with spam content

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

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

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

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

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

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

White list / Black list

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

❗ **White list / Black list** are also known as **Friends list / Spammers list** correspondently.

You can manage the friends/spammers list from the BitDefender Management Console or from the BitDefender Antispam toolbar (integrated in **Microsoft Outlook** / **Outlook Express**).

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

Charset filter

Most of the Spam messages are written in Cyrillic and / or Asian charsets. Configure this filter if you want to reject all the e-mail messages written in these charsets.

Image filter

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

Every time you perform an update new image signatures will be added to the **Image filter**.

URL filter

Most of the Spam messages contain links to various web locations (which contain more advertising and the possibility to buy things, usually). BitDefender has a database, which contains links to these kinds of sites.

Every URL link in an e-mail message will be checked against the URL database. If a match is made, +45 will be added to the Spam score of the message.

Heuristic filter

The **Heuristic filter** performs set of tests on all the message components, (i.e. not only the header but also the message body in either HTML or text format), looking for words, phrases, links or other characteristics of Spam.

It detects also the e-mail messages with SEXUALLY EXPLICIT in the subject line. These messages are considered SPAM.

> 🌀 **Note**
>
> Starting May 19th 2004, Spam that contains sexually oriented material must include the warning SEXUALLY EXPLICIT: in the subject line or face fines for violations of federal law. BitDefender will tag these messages as SPAM.

TIP: Every time you perform an update new rules will be added to the heuristic filter and new links will be added to the URL filter. This will help increase the effectiveness of your **Antispam** engine.

Bayesian filter

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

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

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

You can correct the Bayesian module by using the 🗙 **Is Spam** and 🗸 **Not Spam** buttons from the BitDefender Antispam toolbar (integrated in **Microsoft Outlook** / **Outlook Express**).

These filters presented above (**White list** / **Black list**, **Charset filter**, **URL filter**, **Heuristic filter** and **Bayesian filter**) are used in conjunction by the **BitDefender Antispam** module, to determine whether a certain piece of mail should make it to your **Inbox** or not.

> ❗ You can enable/disable each of this filters in the **Antispam** module, Settings section from the **BitDefender Management Console**.

Configuring BitDefender Antispam from the Management Console

The access to the management console is made through the Windows Start menu, by following the path **Start** → **Programs** → **BitDefender 8** → **BitDefender 8 SpamDeny** or quicker, double click the 🔴 BitDefender icon from the system tray.
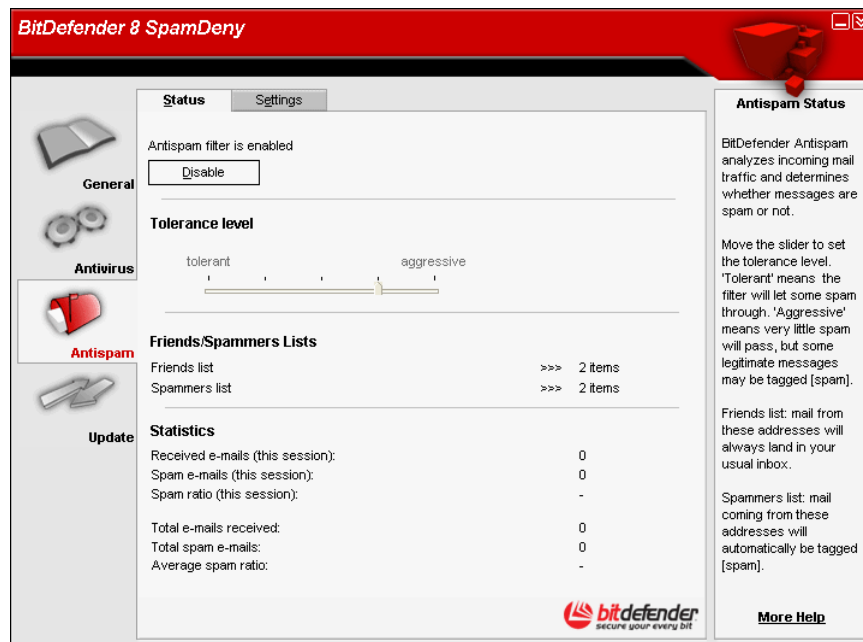
In the management console, click **Antispam**.

Figure 31

In this section you can configure the **Antispam** module and you can view information regarding its activity. The right column contains details about the underlined items. To obtain information about the underlined items just click them with the mouse.

In the **Statistics** section you can view the statistics regarding the **Antispam** module. The results are presented per session (since you started your computer) or you can view a summary of antispam activity since the installation of the Antispam filter.

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

In order to configure the **Antispam** module it is necessary to proceed as follows:

Set the aggressiveness level

Move the slider to set the tolerance level.

➔ **Tolerant** - means the filter will let some Spam through.
➔ **Aggressive** - means very little Spam will pass, but some legitimate messages may be tagged (Spam).

Fill in the list of addresses

The lists of addresses contain information about e-mail addresses that send you legitimate e-mail messages or Spam.

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

To manage the friends list click >>> (corresponding to the friends list) or click the 📇 **Friends** button from the BitDefender Antispam toolbar integrated in **Microsoft Outlook** / **Outlook Express**. The following window containing the friends will appear:
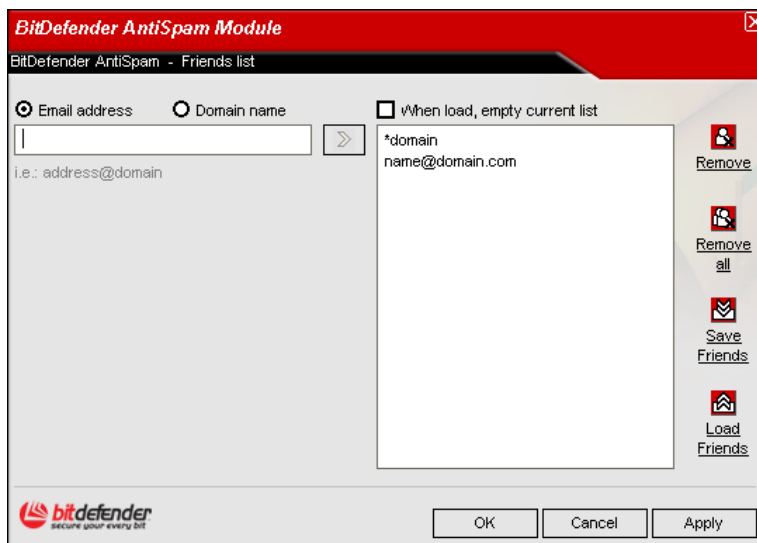
Here you can add or remove entries from the friends list.

If you want to add an email address check the **Email address** field, type it and click the ⬇ button.

The address will appear in the friends list.

Figure 32

⚠ The address must be specified like: `name@domain.com`.

If you want to add a domain check the **Domain name** field, type it and click the ⬇ button. The domain will appear in the friends list.

The domain must be specified like:

- `@domain.com`, `*domain.com` and `domain.com` - all mail coming from `domain.com` will reach your **Inbox** regardless of its content;
- `*domain*` - all mail coming from `domain` (no matter the domain suffixes) will reach your **Inbox** regardless of its content;
- `*com` - all mail having the domain suffix `com` will reach your **Inbox** regardless of its content.

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

To delete an item from the list, select it and click the 🗑 **Remove** button. You can select as many items as you want, holding SHIFT or CTRL. If you click the 🗑 **Remove all** button you will delete all entries from the list, but notice: it is impossible to recover them.

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

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

Click **Apply** and **OK** to save & close the friends list.

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

To manage the spammers list click ⟫⟫ (corresponding to the spammers list) or click the 🔴 **Spammers** button from the <u>BitDefender Antispam toolbar</u> integrated in **Microsoft Outlook** / **Outlook Express**. The following window containing the spammers will appear:
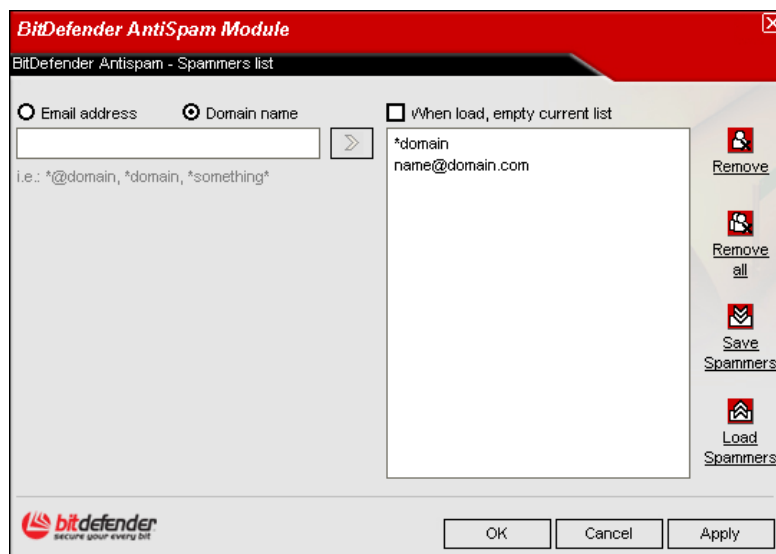
Here you can add or remove entries from the spammers list.

If you want to add an email address check the **Email address** field, introduce it and click the ⟫ button.

The address will appear in the spammers list.

Figure 33

> ❗ The address must be specified like: `name@domain.com`.

If you want to add a domain check the **Domain name** field, introduce it and click the ⟫ button. The domain will appear in the spammers list.

The domain must be specified like:

- `@domain.com`, `*domain.com` and `domain.com` - all mail from `domain.com` will be tagged as Spam;
- `*domain*` - all mail from `domain` (regardless the domain suffixes) will be tagged as Spam;
- `*com` - all mail having the domain suffix `com` will be tagged as Spam.

> 🔴 **Note**
>
> Any mail coming from an address contained in the spammers list will be automatically marked as Spam, without further processing**.**

To delete an item from the list, select it and click the ⊠ **Remove** button. You can select as many items as you want, holding SHIFT or CTRL. If you click the ⊠ **Remove all** button you will delete all entries from the list, but notice: it is impossible to recover them.

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

Click **Apply** and **OK** to save & close the spammers list.

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

Setting other options

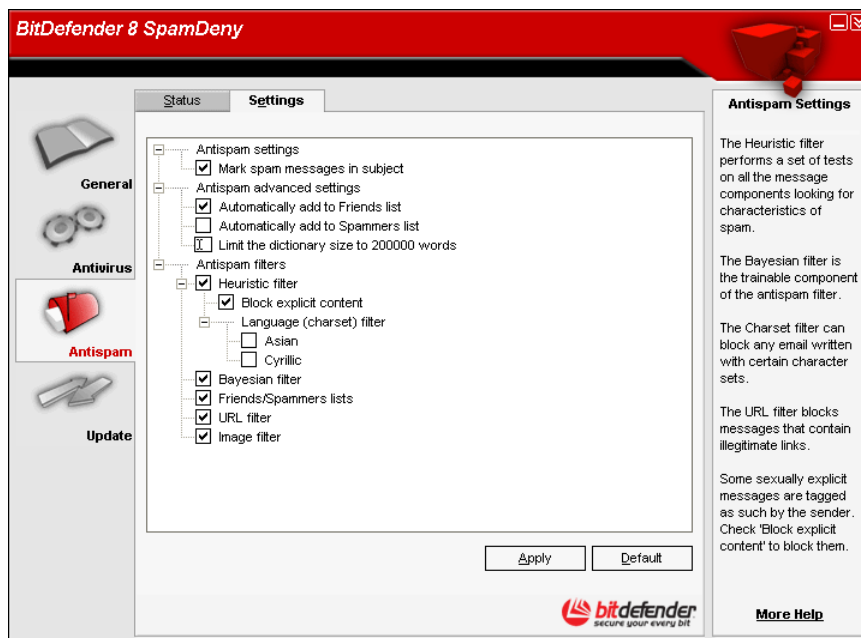Click the **Settings** tab in order to view and modify the advanced options for the Antispam module.

Figure 34

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

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

1. Antispam settings

➔ **Mark as Spam in subject** - if you select this option all the email messages considered Spam will be tagged with Spam in subject.

2. Antispam advanced settings

➔ **Automatically add to Friends list** - if you select this option, the next time you click the 📧 **Not Spam** button (from the BitDefender Antispam toolbar integrated in

Microsoft Outlook / **Outlook Express**) the sender will be automatically added to the **Friends list**.

➔ **Automatically add to Spammers list** - if you select this option, the next time you click the ▣✖ **Is Spam** button (from the BitDefender Antispam toolbar integrated in **Microsoft Outlook** / **Outlook Express**) the sender will be automatically added to the **Spammers list**.

> ▮ The ▣✖ **Not Spam** and the ▣✔ **Is Spam** buttons are used to train the Bayesian filter.

➔ **Limit the dictionary size to 200000 words** - with this option you can set the size of the Bayesian dictionary - smaller is faster, bigger is more accurate. The recommended size is: 200.000 words.

3. Antispam filters

➔ **Heuristic filter** - deactivates the heuristic filter.
➔ **Bayesian filter** - deactivates the Bayesian filter.
➔ **Friends/Spammers lists** - deactivates the friends / spammers lists - based filters.
➔ **URL filter** – deactivates the URL filter.
➔ **Block explicit content** – deactivates the explicit content filter.
➔ **Language (charset) filter** - opens a tree from where you can select to block messages written in Cyrillic and / or Asian.

To deactivate a filter, remove the check mark from the box beside it ☑ by clicking it. When the filter is deactivated the box will look like this ☐.

Click **Apply** to save the changes. If you click **Default** you will load the default settings.

Configuring BitDefender Antispam from Microsoft Outlook / Outlook Express

After the installation process is completed, first time you run **Microsoft Outlook**, a wizard will appear that will help you configure the Friends list and train the Bayesian filter.

If you don't want to configure it at that moment, you can launch it any time you want by clicking the ✖ **Wizard** button from the BitDefender Antispam toolbar.

Configuration wizard

This wizard will step you through the process of training the Bayesian filter, so that the efficiency of BitDefender Antispam is further increased. You can also add addresses from your **Address Book** to your Friends list / Spammers list.
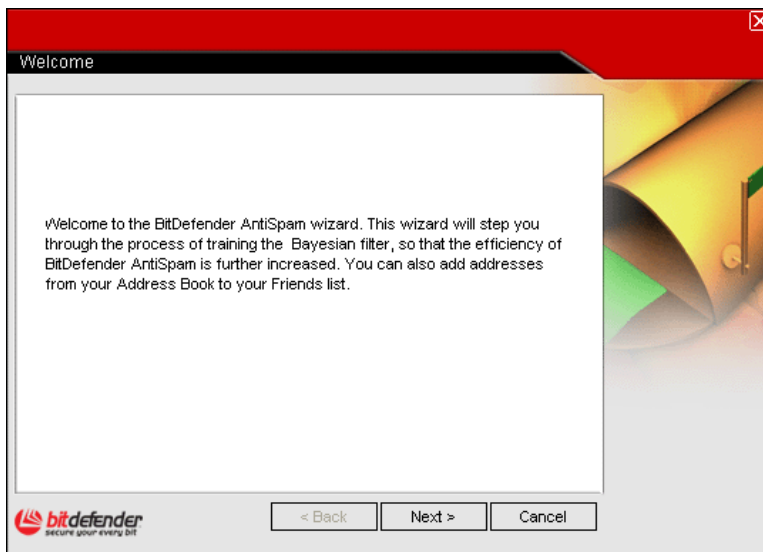
1. Welcome window

Figure 35

Click **Next** to continue or click **Cancel** to exit the wizard.

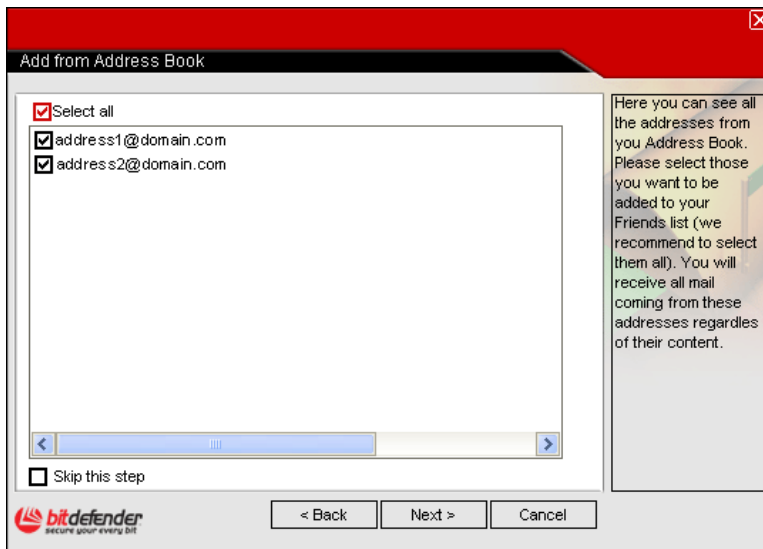## 2. Add e-mail addresses from the Address Book to the Friends list

Figure 36

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

Select **Skip this step** if you want to pass over this step.

Click **Next**.
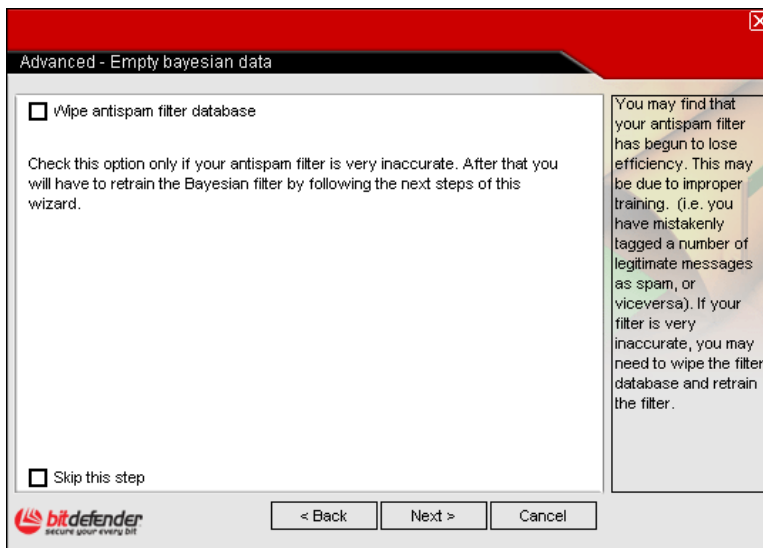
3. Empty Bayesian data

Figure 37

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

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

Select **Skip this step** if you want to pass over this step.

Click **Back** to go to the previous step or click **Next** to continue.

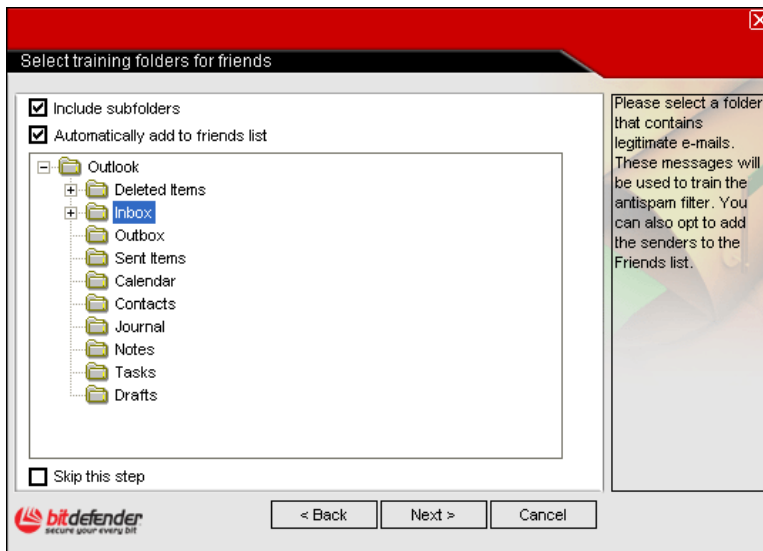### 4. Train the Bayesian filter with legitimate e-mail messages

Figure 38

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

At the topside side of the window 2 options are available:

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

You can also opt to pass over this step by selecting **Skip this step**.

Click **Next**.
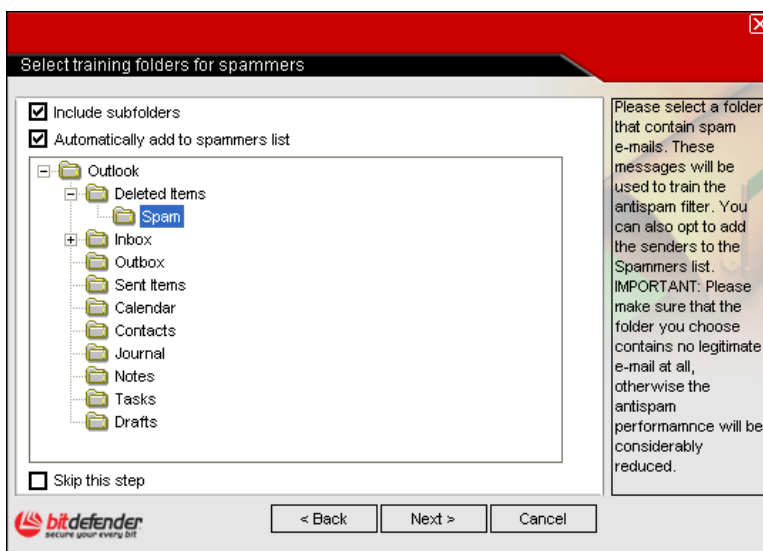
5. Train the Bayesian filter with SPAM messages

Figure 39

Please select a folder that contain Spam e-mail messages. These messages will be used to train the Bayesian filter.

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

At the topside side of the window 2 options are available:

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

You can also opt to pass over this step by selecting **Skip this step**.

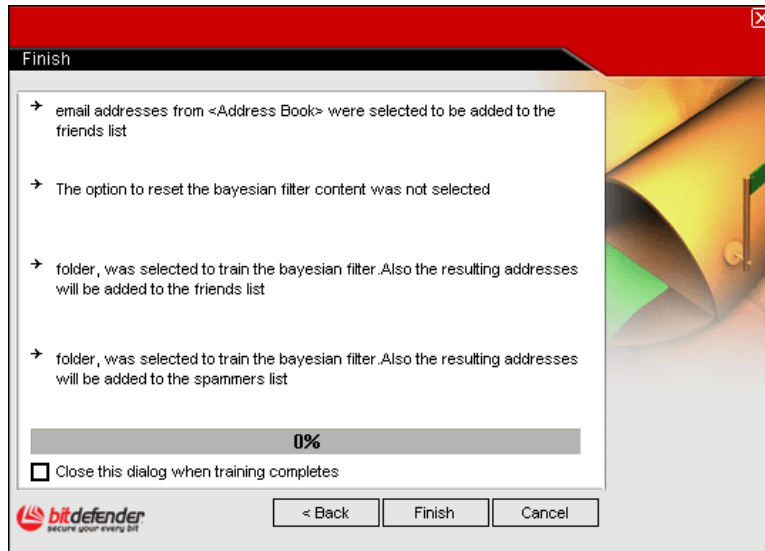Click **Next**.

6. Summary

Figure 40

In this window you can view all the settings for the configuration wizard and you can make any changes, by returning to the previous steps (**Back**).

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

BitDefender toolbar

At the topside of **Microsoft Outlook** / **Outlook Express** you can see the BitDefender toolbar especially created to help you configure BitDefender.
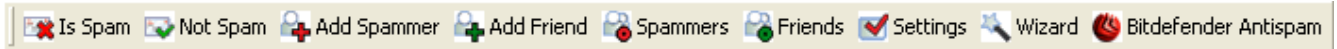

Figure 41

> ### 🔴 Note
>
> The main difference between **BitDefender Antispam for Microsoft Outlook** and **Outlook Express** is that the SPAM messages are moved in the **Spam** folder for **Microsoft Outlook** and for **Outlook Express** they are moved in the **Deleted Items** folder. In both cases the messages are tagged as SPAM in the subject line.
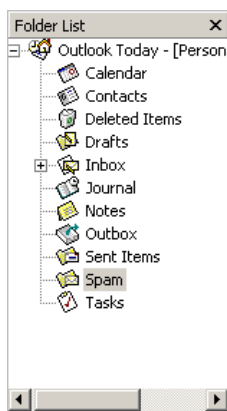

The **Spam** folder created by **BitDefender** for **Microsoft Outlook** is listed at the same level with the items from the **Folder list** (Calendar, Contacts, etc).

Figure 42

Each button will be explained below:

➔ **Is Spam** - Click this button in order to send a message to the Bayesian module indicating that the selected e-mail is Spam. The e-mail will be tagged as SPAM and moved to the **Spam** folder.

Future messages that fit the same patterns will be tagged as SPAM.

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

➔ **Not Spam** - Click this button in order to send a message to the Bayesian module indicating that the selected e-mail is not Spam and BitDefender shouldn't have tagged it. The e-mail will be moved from the **Spam** folder to the **Inbox** directory.

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

Future messages that fit the same patterns will no longer be tagged as SPAM.

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

➔ 🔲 **Add spammer** - Click this button in order to add the sender of the selected messages to your **Spammers list**. The following window will appear:

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

Figure 43

Click **OK** to close the window.

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

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

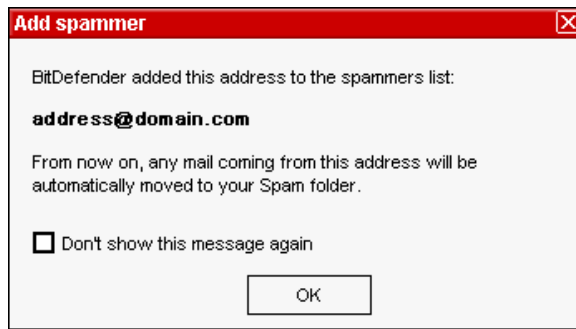➔ 🔲 **Add friend** - Click this button in order to add the sender of the selected messages to your **Friends list**. The following window will appear:

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

Figure 44

Click **OK** to close the window.

You will always receive e-mail messages from this address no matter what the message contains.

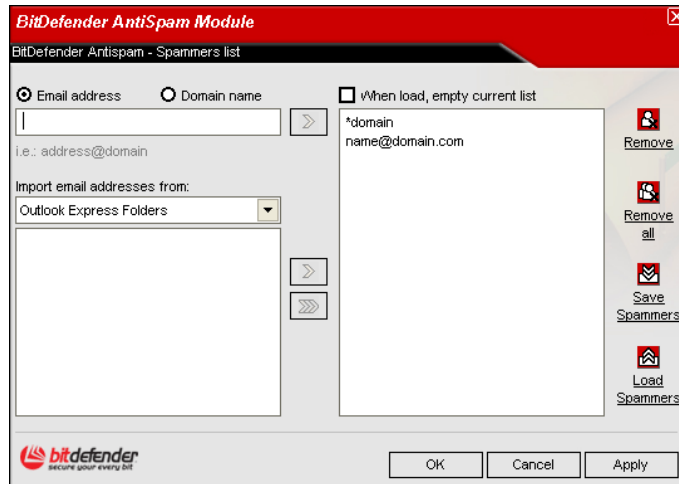**TIP:** You can select one sender or as many senders as you want.

➔ 🔴 **Spammers** - Click this button in order to manage the Spammers list – it contains all the e-mail addresses from which you **don't want to receive** messages, regardless of their content. A window just like the one accessed from the Management Console will appear:

Here you can add or remove entries from the spammers list.

If you want to add an email address check the **Email address** field, introduce it and click ▷.

The address will appear in the spammers list.

Figure 45

> ❗ The address must be specified like: `name@domain.com`.

If you want to add a domain check the **Domain name** field, introduce it and click ▷. The domain will appear in the spammers list.

The domain must be specified like:

- `@domain.com`, `*domain.com` and `domain.com` - all mail from `domain.com` will be tagged as SPAM;
- `*domain*` - all mail from `domain` (regardless the domain suffixes) will be tagged as SPAM;
- `*com` - all mail having the domain suffix `com` will be tagged as SPAM.

If you want to import e-mail addresses from the address book or from the folder list, click ▾ and select **Windows Address Book** or **Outlook Express Folders**. In the **Outlook Express Folders** case, a new window will appear:

Choose the folder that contains the e-mail addresses you want to add to the Spammers list and click **Select**.

Figure 46

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

53

> ⚠️ **Note**
>
> Any mail coming from an address contained in the spammers list will be automatically marked as Spam, without further processing.

To delete an item from the list, select it and click the 🗑 **Remove** button. You can select as many items as you want, holding SHIFT or CTRL. If you click the 🗑 **Remove all** button you will delete all entries from the list, but notice: it is impossible to recover them.

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

Select the checkbox corresponding to **When load, empty current list** if you want to delete the Spammers list while loading a new one.

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

After managing the spammers list click **Apply** and **OK** to return to Outlook.

➔ 🗒 **Friends** - Click this button in order to manage the Friends list – it contains all the email addresses from which you always want to receive messages, regardless of their content. A window just like the one accessed from the Management Console will appear:

Here you can add or remove entries from the friends list.

If you want to add an email address check the **E-mail address** field, type it and click ⍈.

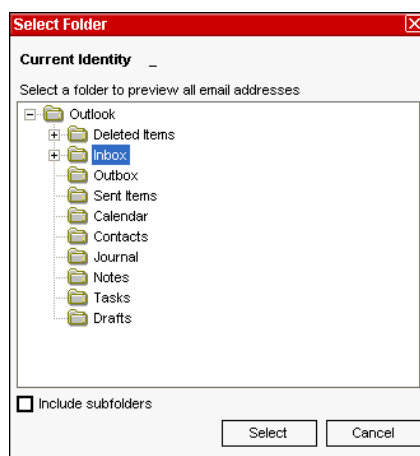The address will appear in the friends list.

Figure 47

> ❗ The address must be specified like: `name@domain.com`.

If you want to add a domain check the **Domain name** field, introduce it and click ⍈ button. The domain will appear in the friends list.
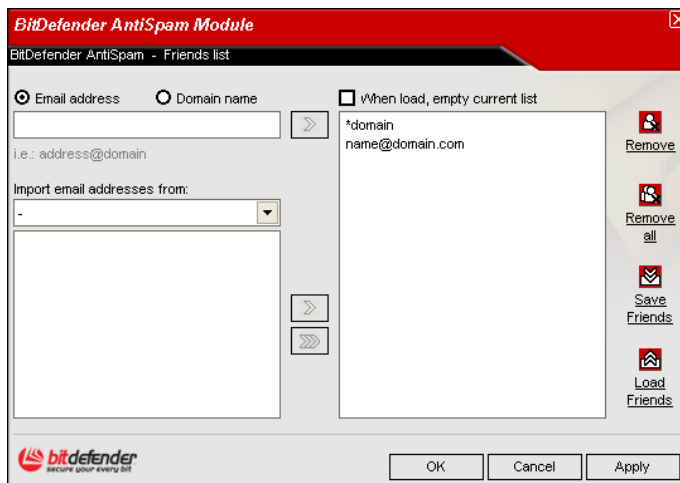
The domain must be specified like:

- `@domain.com`, `*domain.com` and `domain.com` - all mail coming from `domain.com` will reach your Inbox regardless of its content;
- `*domain*` - all mail coming from `domain` (no matter the domain suffixes) will reach your Inbox regardless of its content;
- `*com` - all mail having the domain suffix `com` will reach your Inbox regardless of its content.

If you want to import e-mail addresses from the address book or from the folder list, click ▾ and select **Windows Address Book** or **Outlook Express Folders**. In the **Outlook Express Folders** case, a new window will appear:
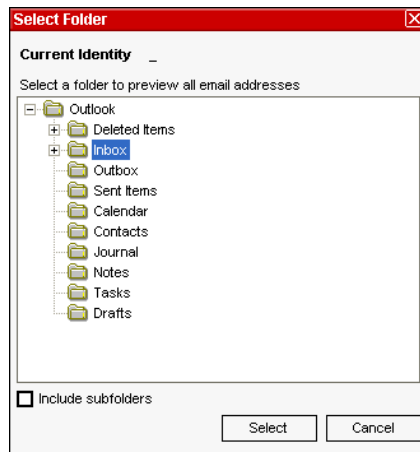
Choose the folder that contains the e-mail addresses you want to add to the Friends list and click **Select**.

Figure 48

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

⚑ Note

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

To delete an item from the list, select it and click the 🗗 **Remove** button. You can select as many items as you want, holding SHIFT or CTRL. If you click the 🗗 **Remove all** button you will delete all entries from the list, but notice: it is impossible to recover them.

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

Select the checkbox corresponding to **When load, empty current list** if you want to delete the Friends list while loading a new one.

After managing the friends list click **Apply** and **OK** to return to Outlook.

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

➔ **Settings** – Click this button to open the settings panel.
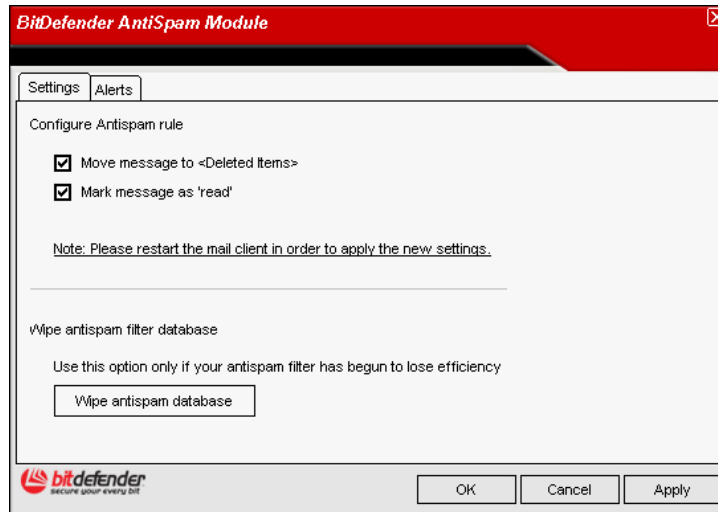
Figure 49

The following options are available:

- **Move messages to Deleted Items** – to move the Spam messages to the **Deleted Items** (only for Microsoft Outlook Express);
- **Mark messages as read** – to mark all the Spam messages as read so as not to be disturbing when new Spam messages arrive.

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

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

➔ **Wizard** – Click this button to open the wizard that will step you through the process of training the Bayesian filter, so that the efficiency of BitDefender Antispam will be further increased. You can also add addresses from your **Address Book** to your Friends list / Spammers list.

➔ **BitDefender Antispam** - Click this button in order to open the Management Console.

> **Note**
> If you want to hide the BitDefender toolbar, right-click the **Microsoft Outlook** toolbar and deselect the **BitDefender Antispam** option.

Update module

New viruses are found and identified every day. This is why it is very important to keep BitDefender up to date with the latest virus signatures. By default, BitDefender automatically checks for updates every three hours.

Features

Updates come in three flavors:

- **Updates for Antispam engines** - new rules will be added to the heuristic & URL filters; this will help increase the effectiveness of your Antispam engine. This update type is also known as **Antispam 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**;
- **Updates for antivirus engines** - as new threats appear, the files containing virus signatures must be updated to ensure permanent up-to-date protection against them. This goes under the name of **Virus Definitions Update**.

Moreover, from the user's intervention viewpoint, we may take into account:

- **Manual update** – verifying the existence of an update by user request;
- **Automatic update** – the antivirus automatically contacts the BitDefender server in order to check if an update was released. If so, BitDefender is updated automatically.

If you are connected to the Internet through broadband or DSL, BitDefender takes care of this itself: It checks for new virus signatures when you turn on your computer and every **3 hours** after that. If any new virus signatures are available, BitDefender will update itself.

TIP: If you are connected to the Internet through a dial-up connection, then it's a good idea to make it a regular habit to update BitDefender manually.

Manual update

In case you haven't already opened the management console, you can access it from the Windows Start menu, following the path **Start** → **Programs** → **BitDefender** → **BitDefender 8 SpamDeny** or quicker, double click the 🔴 BitDefender icon from the system tray.

In the management console, click **Update**.
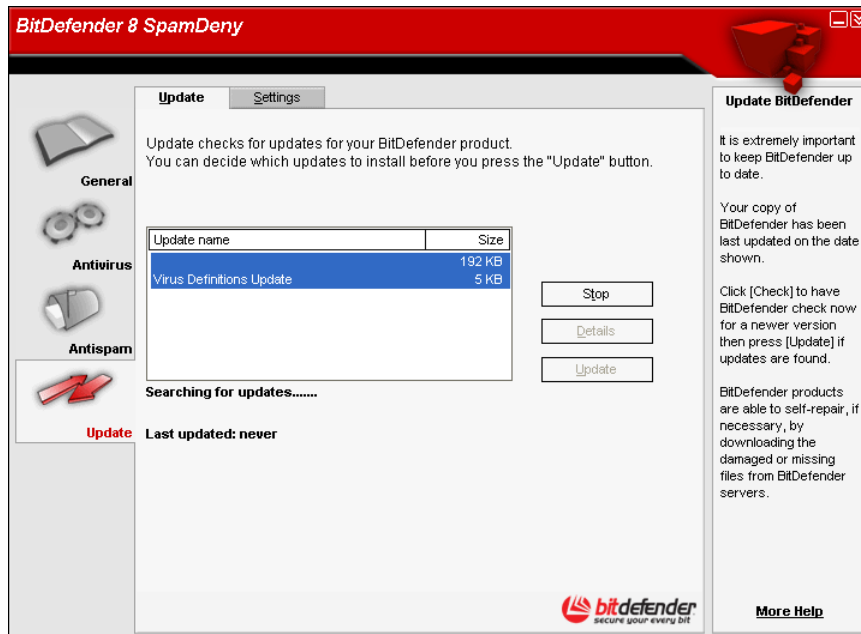
Figure 50

The manual update can be done anytime, even when the product was set on automatic update. To manually update the product you must follow the steps:

- Click **Check**. The **Update** module will connect to the BitDefender update server and will verify if any update is available.

- If an update was detected, its name and size will be displayed. Click **Update** to start the update process.

  TIP: If you want to see which files will be updated, click **Details**.

  If there is no update available a message will appear.

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

Automatic update

If you're an advanced user, click the **Settings** tab in order to configure the **Update** module.
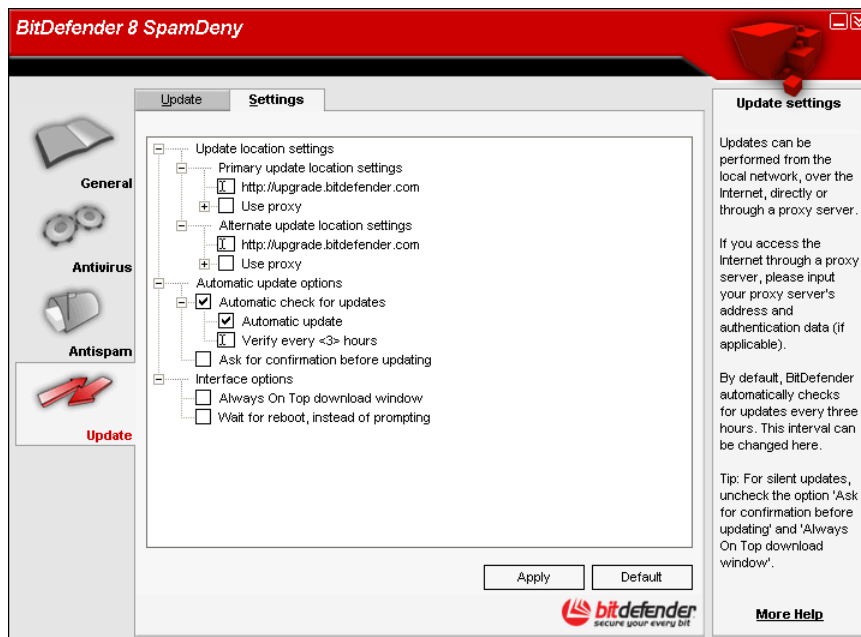
Figure 51

Updates can be performed from the local network, over the Internet, directly or through a proxy server.

The window with the update settings contains three categories of options (**Update location settings**, **Automatic update options**, **Interface options**) organized in an expandable menu, similar to the ones from Windows.

Click the box labeled "+" to open an option or click the one labeled "-" to close an option.

Update location settings

For more reliable and faster updates, you can configure two update locations: a **Primary update location** and an **Alternate update location**. For both of them you must configure the following options:

➔ If you are connected to a local network that has BitDefender virus signatures placed locally, you can change the location of the updates here. By default this is: http://upgrade.bitdefender.com.

➔ **Use proxy** - In case the company uses a proxy server check this option. The following settings must be specified.

- **Proxy sets** - type in the IP or the name of the proxy server and the port BitDefender uses to connect to the proxy server.

  > Syntax: `name:port` or `ip:port`.

- **Proxy user -** type in a user name recognized by the proxy.

> Syntax: `domain\user`.

- **Proxy password -** type in the valid password for the previously specified user

Automatic update options

➔ **Automatic check for updates** – This ensures that BitDefender automatically checks our servers for available updates.

- **Automatic update** - If BitDefender detects a new update on our servers, then with this option on, BitDefender downloads and implements the update.

- **Verify every <x> hours** - Sets how often BitDefender checks for updates. The default time interval is 3 hours.

➔ Keep selected **Ask for confirmation before updating** in order to be asked before downloading and installing the updates.
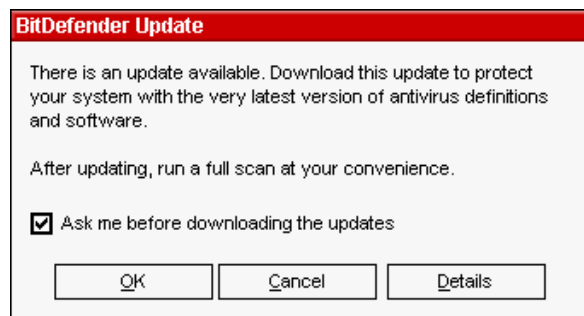
Click **OK** to start the update process or click **Cancel** to update later.

If you click **Details** you will see which files will be updated.

Figure 52

Interface options

➔ **Always On Top download window** - By default the product update is done in the background. If you wish the update to be made in foreground, meaning that a window reflecting the update stage will appear above all other windows, use this option.
➔ **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.

Click **Apply** to save the changes. If you click **Default** you will load the default settings.

Best practices

Antispam

Steps to follow in order to keep Spam away from your computer:

1. After the installation process is over, please register your product, as described in the <u>Product registration</u> section.

2. If you are using **Microsoft Outlook** or **Microsoft Outlook Express**, follow the <u>configuration wizard</u> that opens the first time you access your e-mail client. You can also open it from the <u>BitDefender Antispam toolbar</u> by clicking the ![icon] **Wizard** button.

3. **Add the addresses of the people you absolutely need to receive mail from to the friends list** - We recommend that you add your friends' names and e-mail addresses to the <u>Friends list</u>. **BitDefender** does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

4. **Train the Bayesian filter** - Every time you receive an email that you consider as SPAM, but BitDefender didn't tag it please select it and from the <u>BitDefender Antispam toolbar</u> click the ![icon] **Is Spam** button. Future messages that fit the same patterns will be tagged as SPAM.

   ![!] The Bayesian filter activates only after you trained it with more than 60 legitimate e-mail messages. For this you have to follow the <u>configuration wizard</u>.

5. **Keep your BitDefender up-to-date** - Every time you perform an update new rules will be added to the heuristic filter and new links will be added to the URL filter. This will help increase the effectiveness of your **Antispam** engine.

6. **Configure the Charset filter** – Most of the Spam messages are written in Cyrillic and / or Asian charsets. Configure this <u>filter</u> if you want to reject all the e-mail messages written in these charsets.

TIP: You can enable/disable each of the Antispam filters in the **Antispam** module, <u>Settings</u> section from the **BitDefender Management Console**.

Frequently Asked Questions

General

1. **Q:** How can I tell if BitDefender is actually working?
   A: In the **General** module, access the Status section and look at the statistics.

2. **Q:** What are the system requirements?
   A: You can see the system requirements in the Installation section.

3. **Q:** How do I uninstall BitDefender?
   A: Follow the path: **Start → Programs → BitDefender 8 → Modify, Repair or Uninstall** and in the window that will appear click the **Remove** button. This will start the uninstall process.

4. **Q:** Where do I enter my serial number (license key)?
   A: In the **General** module, access the Registration section and click the **Enter new key** button.

Antivirus

5. **Q:** How can I perform a full system scan?
   A: In the **Antivirus** module, access the Scan section, check **Local drives** and click **Scan**.

6. **Q:** How often should I scan my computer?
   A: We recommend you to scan your computer at least once a week.

7. **Q:** How can I program BitDefender to scan my computer periodically?
   A: In the **Antivirus** module, access the Scheduler section, click **New** and follow the wizard.

8. **Q:** What happens with the files from the quarantine zone?
   A: You can send these files to the BitDefender Labs in order to be analyzed, but first you must specify the e-mail settings (access the Quarantine section and click **Settings**).

Antispam

9. **Q:** What is spam?
   A: Spam is unsolicited commercial e-mail.

10. **Q:** How does BitDefender Antispam work?
    A: Please see the working schema from this user guide.

11. **Q:** Where does the spam go?
    A: If you are using **Microsoft Outlook** / **Microsoft Outlook Express**, the spam messages are moved to the Spam folder / Deleted Items folder.

    TIP: If you are using other e-mail client you should create a rule to move the e-mail messages tagged as **Spam** by BitDefender to a custom quarantine folder. BitDefender appends the prefix [SPAM] to the subject of the messages considered to be Spam.

12. **Q:** I have blocked an e-mail address but I continue to receive e-mail messages from that address, why?
    A: If you receive spam from an address you have blocked, please make sure that the address is not in the White list, too. The White list has precedence over the Black list.

13. **Q:** What is the White list?
    A: Is a list of all the e-mail addresses from which you always want to receive messages, regardless of their content.

14. **Q:** What is the Black list?
    A: It is a list of all the e-mail addresses from which you don't want to receive messages, regardless of their content.

15. **Q:** What is the Charset filter?
    A: It is a filter that blocks all the e-mail messages written in Cyrillic and/or Asian.

16. **Q:** What is the URL filter?
    A: Is a filter that searches the messages for links and it will compare those found with the links from the URL filter BitDefender database. In case of a match +45 will be added to the spam score.

17. **Q:** What is the Heuristic filter?
    A: It is a filter that performs a set of tests on all the message components, (i.e. not only the header but also the message body in either HTML or text format), looking for words, phrases, links or other characteristics of spam. The result is that it will add a spam score to the e-mail.

18. **Q:** What is the Bayesian filter?
    A: It is a filter that classifies messages according to statistical information regarding the rate at which specific words appear in messages classified Spam as compared to those declared non-Spam (by you or by the heuristic filter).

Update

19. **Q:** Why is it necessary to update BitDefender?
A: Every time you perform an update new virus signatures will be added to the scan engines, new rules will be added to the Heuristic & URL filters.

20. **Q:** How can I update BitDefender?
A: By default, BitDefender will automatically update every 3 hours. But you can also update manually or change the time interval for the automatic update in the Update module.

Vocabulary

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.
Archive	(1) A disk, tape, or directory that contains files that have been backed up. (2) 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. The Scheduler is a tool that helps you schedule scan events.
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	1.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, stating the drive, directory, any subdirectories, the file itself, and its filename extension if it has one: `c:jobscompany/resume.txt`. This complete set of information is a fully qualified path. 2.The route between any two points, such as the communications channel between two computers.
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	(1) 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. (2) 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.
Script	Another term for *macro* or batch file, a script is a list of commands that can be executed without user interaction.
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.

Contact information

As a valued provider, SOFTWIN strives to provide its customers an unparallel level of fast and accurate support. The Support Center is continually updated with the newest virus descriptions and answers to common questions to help you find answers to your problems in a timely manner.

We at SOFTWIN, are dedicated to saving customer's time and money by providing the most advanced products at the fairest prices. We think that a successful business has a lot to do with good communication and a commitment to excellence in customer support.

Sales department: sales@bitdefender.com

http://buy.bitdefender.com

Technical support: support@bitdefender.com

Phone: 0040-21-233 07 80

Product web site: www.bitdefender.com

Find a local distributor: www.bitdefender.com/partner_list/

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