

# INTERNET SECURITY 2013



# Bitdefender®

## User's Guide

# Bitdefender Internet Security 2013

## Bitdefender Internet Security 2013 *User's Guide*

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## Installation

## 1. Preparing for installation

Before you install Bitdefender Internet Security 2013, complete these preparations to ensure the installation will go smoothly:

- Make sure that the computer where you plan to install Bitdefender meets the minimum system requirements. If the computer does not meet all the minimum system requirements, Bitdefender will not be installed or, if installed, it will not work properly and it will cause system slowdowns and instability. For a complete list of system requirements, please refer to *"System requirements"* (p. 3).
- Log on to the computer using an Administrator account.
- Remove any other similar software from the computer. Running two security programs simultaneously may affect their operation and cause major problems with the system. Windows Defender will be disabled during the installation.
- Disable or remove any firewall program that may be running on the computer. Running two firewall programs simultaneously may affect their operation and cause major problems with the system. Windows Firewall will be disabled during the installation.
- It is recommended that your computer be connected to the Internet during the installation, even when installing from a CD/DVD. If newer versions of the application files included in the installation package are available, Bitdefender can download and install them.

## 2. System requirements

You may install Bitdefender Internet Security 2013 only on computers running the following operating systems:

- Windows XP with Service Pack 3 (32-bit)
- Windows Vista with Service Pack 2
- Windows 7 with Service Pack 1
- Windows 8

Before installation, make sure that your computer meets the minimum system requirements.



### Note

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

### 2.1. Minimum system requirements

- 1.8 GB available free hard disk space (at least 800 MB on the system drive)
- 800 MHz processor
- 1 GB of memory (RAM)

### 2.2. Recommended system requirements

- 2.8 GB available free hard disk space (at least 800 MB on the system drive)
- Intel CORE Duo (1.66 GHz) or equivalent processor
- Memory (RAM):
  - ▶ 1 GB for Windows XP
  - ▶ 1.5 GB for Windows Vista and Windows 7

### 2.3. Software requirements

To be able to use Bitdefender and all its features, your computer needs to meet the following software requirements:

- Internet Explorer 7 or higher
- Mozilla Firefox 3.6 or higher
- Yahoo! Messenger 8.1 or higher
- Microsoft Outlook 2007 / 2010
- Microsoft Outlook Express and Windows Mail (on 32-bit systems)
- Mozilla Thunderbird 3.0.4
- .NET Framework 3.5 (automatically installed with Bitdefender if missing)

## 3. Installation scenarios

### Fresh installation

There is no older version of Bitdefender installed on the computer. In this case, proceed according to the instructions provided in *"Installing your Bitdefender product"* (p. 5).

### Upgrade installation

An older version is already installed on the computer and you are upgrading to Bitdefender 2013. In this case, the older version must be removed before the installation.

For example, to remove Bitdefender 2012 before installing Bitdefender Internet Security 2013:

1. Follow this path from the Windows start menu: **Start → All Programs → Bitdefender 2012 → Repair or Remove.**
2. Select **Remove.**
3. Wait for Bitdefender to complete the action you have selected. This may take several minutes.
4. Reboot the computer to complete the process.

If you do not remove the older version before beginning the installation of Bitdefender Internet Security 2013, you will be prompted to do so at the start of the installation process. Follow the instructions to complete the removal of the older version.

## 4. Installing your Bitdefender product

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

If your purchase covers more than one computer (for example, you purchased Bitdefender Internet Security 2013 for 3 PCs), repeat the installation process and register your product with the license key on every computer.

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



### Note

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

If the welcome screen does not appear, use Windows Explorer to browse to the disc's root directory and double-click the file `autorun.exe`.

- To install Bitdefender using the web installer downloaded on your computer, locate the file and double-click it.

## Validating the installation

Bitdefender will first check your system to validate the installation.

If your system does not meet the minimum requirements for installing Bitdefender, you will be informed of the areas that need improvement before you can proceed.

If an incompatible antivirus program or an older version of Bitdefender is detected, you will be prompted to remove it from your system. Please follow the directions to remove the software from your system, thus avoiding problems occurring later on. You may need to reboot your computer to complete the removal of detected antivirus programs.

The Bitdefender Internet Security 2013 installation package is constantly updated. If you are installing from a CD/DVD, Bitdefender can download the newest versions of the files during the installation. Click **Yes** when prompted in order to allow

Bitdefender to download the files, ensuring you are installing the very latest version of the software.



## Note

Downloading the installation files can take a long time, especially over slower Internet connections.

Once the installation is validated, the setup wizard will appear. Follow the steps to install Bitdefender Internet Security 2013.

## Step 1 - Welcome

The welcome screen lets you choose what type of installation you want to perform.

For a completely hassle-free installation experience, just click the **Install** button. Bitdefender will be installed in the default location with default settings and you will skip directly to **Step 3** of the wizard.

If you wish to configure the installation settings, select **I want to customize my installation** and then click **Install** to move on to the next step.

Two additional tasks can be performed during this step:

- Please read the End User License Agreement before proceeding with the installation. The License Agreement contains the terms and conditions under which you may use Bitdefender Internet Security 2013.

If you do not agree to these terms, close the window. The installation process will be abandoned and you will exit setup.

- Enable sending **Anonymous Usage Reports**. By enabling this option, reports containing information about how you use the product are sent to Bitdefender servers. This information is essential for improving the product and can help us offer you a better experience in the future. Please note that these reports will contain no confidential data, such as your name or IP address, and that they will not be used for commercial purposes.

## Step 2 - Customize installation settings



## Note

This step appears only if you have chosen to customize the installation during the previous step.

The following options are available:

### Installation Path

By default, Bitdefender Internet Security 2013 will be installed in C:\Program Files\Bitdefender\Bitdefender 2013. If you want to change the

installation path, click **Change** and select the folder in which you would like Bitdefender to be installed.

## Configure Proxy Settings

Bitdefender Internet Security 2013 requires access to the Internet for product registration, downloading security and product updates, in-cloud detection components etc. If you use a proxy connection instead of a direct Internet connection, you must select this option and configure the proxy settings.

The settings can be imported from the default browser or you can enter them manually.

## Enable P2P Update

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



### Note

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

If you want to minimize the impact of the network traffic on system performance during updates, use the update sharing option. Bitdefender uses ports 8880 - 8889 for peer-to-peer update.

Click **Install with custom settings** to confirm your preferences and begin the installation.

## Step 3 - Installation in progress

Wait for the installation to complete. Detailed information about the progress is displayed.

Critical areas on your system are scanned for viruses, the latest versions of the application files are downloaded and installed, and the Bitdefender services are started. This step can take a couple of minutes.

## Step 4 - Installation completed

A summary of the installation is displayed. If any active malware was detected and removed during the installation, a system reboot may be required.

You can either close the window, or continue with the initial setup of your software by clicking **Get started**.

## Step 5 - Register your product



### Note

This step appears only if you have selected Get Started during the previous step.

To complete the registration of your product you need to enter a license key. An active Internet connection is required.

Proceed according to your situation:

## ● I purchased the product

In this case, register the product by following these steps:

1. Select **I purchased Bitdefender and I want to register now**.
2. Type the license key in the corresponding field.



### Note

You can find your license key:

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

3. Click **Register Now**.

## ● I want to evaluate Bitdefender

In this case, you can use the product for a 30 day period. To begin the trial period, select **I want to evaluate the product**.

Click **Next**.

## Step 6 - Configure product behavior

Bitdefender can be configured to automatically manage your security permanently or in certain situations. Use the switches to turn on or off **Autopilot**, **Automatic Laptop Mode** and **Automatic Game Mode**.

Enable the Autopilot for completely silent security. While on Autopilot, Bitdefender makes all security related decisions for you and you don't have to configure any settings. For more information, please refer to *"Autopilot"* (p. 15).

If you play your fair share of games, enable Automatic Game Mode and Bitdefender will detect when you launch a game and will enter Game Mode, modifying its settings so as to keep its impact on your system's performance to a minimum. For more information, please refer to *"Game Mode"* (p. 16).

For laptop users, enabling Automatic Laptop Mode will make Bitdefender go into laptop mode when it detects that your laptop is running on battery power, modifying its settings so as to keep its impact on battery consumption to a minimum. For more information, please refer to *"Laptop Mode"* (p. 18).

Click **Next**.



## Step 7 - Configure connection filters

This is where you can select which connection filters to activate. These are the filters that actively ensure you are protected during your Internet activities and while you are connected to networks.

Use the switches to enable / disable:

- Antispam
- Firewall
- Web Antimalware
- Antiphishing
- Antifraud
- Search Advisor

You can turn the filters on or off at any time after the installation from the Bitdefender interface. To achieve the best level of protection, it is recommended to activate all the filters.

Activate the Antispam filter only if you use an e-mail client configured to receive e-mail messages via the POP3 protocol.

Click **Next**.

## Step 8 - Login to MyBitdefender

A MyBitdefender account is required in order to use the online features of your product. For more information, please refer to *"MyBitdefender account"* (p. 31).

Proceed according to your situation.

### **I want to create a MyBitdefender account**

To successfully create a MyBitdefender account, follow these steps:

1. Select **Create new account**.

A new window will appear.

2. Type the required information in the corresponding fields. The data you provide here will remain confidential.

- **E-mail** - enter your e-mail address.
- **User name** - enter a user name for your account.
- **Password** - enter a password for your account. The password must be at least 6 characters long.
- **Confirm password** - retype the password.



## Note

Once the account is created, you can use the provided e-mail address and password to log in to your account at <https://my.bitdefender.com>.

3. Click **Create**.
4. Before being able to use your account, you must complete the registration. Check your e-mail and follow the instructions in the confirmation e-mail sent by Bitdefender.

## I want to log in using my Facebook or Google account

To log in with your Facebook or Google account, follow these steps:

1. Select the service you want to use. You will be redirected to the login page of that service.
2. Follow the instructions provided by the selected service to link your account to Bitdefender.



## Note

Bitdefender does not get access to any confidential information such as the password of the account you use to log in, or the personal information of your friends and contacts.

## I already have a MyBitdefender account

If you have logged in to an account from your product before, Bitdefender will detect it and prompt you to enter the password to log in to that account.

If you already have an active account, but Bitdefender does not detect it, or you simply want to log in with a different account, enter the e-mail address and password and click **Login to MyBitdefender**.

## Postpone for later

If you want to leave this task for another time, click **Ask me later**. Remember that you must log in to an account to use the online features of the product.

Getting started

## 5. The basics

Once you have installed Bitdefender Internet Security 2013, your computer is protected against all kinds of malware (such as viruses, spyware and trojans) and Internet threats (such as hackers, phishing and spam).

You can engage the **Autopilot** to enjoy completely silent security and you are not required to configure any settings. However, you may want to take advantage of the Bitdefender settings to fine-tune and improve your protection.

Bitdefender will make most security-related decisions for you and will rarely show pop-up alerts. Details about actions taken and information about program operation are available in the Events window. For more information, please refer to *“Events”* (p. 14).


From time to time, you should open Bitdefender and fix the existing issues. You may have to configure specific Bitdefender components or take preventive actions to protect your computer and your data.

If you have not registered the product, remember to do so until the trial period ends. For more information, please refer to *“Registering Bitdefender”* (p. 29).

To use the online features of Bitdefender Internet Security 2013, make sure to link your computer to a MyBitdefender account. For more information, please refer to *“MyBitdefender account”* (p. 31).

If you experience issues while using Bitdefender, check the *“Solving common issues”* (p. 125) section for possible solutions to the most common problems. The *“How to”* (p. 38) section is where you will find step-by-step instructions on how to perform common tasks.

### 5.1. Opening the Bitdefender window

To access the main interface of Bitdefender Internet Security 2013, use the Windows Start menu, by following the path **Start → All Programs → Bitdefender 2013 → Bitdefender Internet Security 2013** or, quicker, double-click the Bitdefender icon  in the system tray.

For more information about the Bitdefender window and icon in the system tray, please refer to *“Bitdefender interface”* (p. 20).

### 5.2. Fixing issues

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

Detected issues include important protection settings that are turned off and other conditions that can represent a security risk. They are grouped into two categories:

- **Critical issues** - prevent Bitdefender from protecting you against malware or represent a major security risk.
- **Minor (non-critical) issues** - can affect your protection in the near future.

The Bitdefender icon in the **system tray** indicates pending issues by changing its color as follows:

**B Red color:** Critical issues affect the security of your system. They require your immediate attention and must be fixed as soon as possible.

**B Yellow color:** Non-critical issues affect the security of your system. You should check and fix them when you have the time.


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

When you open the Bitdefender window, the Security status area on the upper toolbar will indicate the number and nature of issues affecting your system.

## 5.2.1. Fix All Issues wizard

To fix detected issues follow the **Fix All Issues** wizard.

1. To open the wizard, do any of the following:

- Right-click the Bitdefender icon in the **system tray** and choose **Fix All Issues**. Depending on the detected issues, the icon is either red **B** (indicating critical issues) or yellow **B** (indicating non-critical issues).
- Open the Bitdefender window and click anywhere inside the Security status area on the upper toolbar (for example, you can click the  **Fix All Issues** button).

2. You can see the issues affecting the security of your computer and data. All current issues are selected to be fixed.

If you do not want to fix a specific issue right away, clear the corresponding check box. You will be prompted to specify for how long to postpone fixing the issue. Choose the desired option from the menu and click **OK**. To stop monitoring the respective issue category, choose **Permanently**.

The issue status will change to **Postpone** and no action will be taken to fix the issue.

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

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

- **Disabled security settings.** Such issues are fixed immediately, by enabling the respective security settings.
- **Preventive security tasks you need to perform.** When fixing such issues, a wizard helps you successfully complete the task.

## 5.2.2. Configuring status alerts

Bitdefender can inform you when issues are detected in the operation of the following program components:

- Firewall
- Antispam
- Antivirus
- Update
- Browser Security

You can configure the alert system to best serve your security needs by choosing which specific issues to be informed about. Follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **General**.
4. In the **General Settings** window, select the **Advanced** tab.
5. Click the **Configure status alerts** link.
6. Click the switches to turn on or off status alerts according to your preferences.

## 5.3. Events

Bitdefender keeps a detailed log of events concerning its activity on your computer. Whenever something relevant to the security of your system or data happens, a new message is added to the Bitdefender Events, in a similar way to a new e-mail appearing in your Inbox.

Events are a very important tool in monitoring and managing your Bitdefender protection. For instance, you can easily check if the update was successfully performed, if malware was found on your computer etc. Additionally, you can take further action if needed or change actions taken by Bitdefender.

To access the Events log, follow these steps:


1. Open the **Bitdefender window**.
2. Click the **Events** on the upper toolbar to open the **Events Overview** window.

Messages are grouped according to the Bitdefender module whose activity they are related to:

- **Antivirus**

- **Antispam**
- **Privacy Control**
- **Firewall**
- **Update**
- **Safego**

**Events counters** are displayed in the Bitdefender interface to allow easy identification of areas with outstanding events. These are icons appearing on specific modules that indicate the number of unread critical events related to a module's activity.


For example, if there is one unread critical event related to the activity of the Update module, the icon  appears on the Update panel.


A counter showing the total number of unread messages from all modules appears on the Events button in the main window.

A list of events is available for each category. To find out information about a particular event in the list, click it. Event details are displayed in the lower part of the window. Each event comes with the following information: a short description, the action Bitdefender took on it when it happened, and the date and time when it occurred. Options may be provided to take further action if needed.

You can filter events by their importance. There are three types of events, each type indicated by a specific icon:

 **Information** events indicate successful operations.

 **Warning** events indicate non-critical issues. You should check and fix them when you have the time.

 **Critical** events indicate critical issues. You should check them immediately.

To help you easily manage logged events, each section of the Events window provides options to delete or mark as read all events in that section.

## 5.4. Autopilot

For all the users who want nothing more from their security solution than to be protected without being bothered, Bitdefender Internet Security 2013 has been designed with a built-in Autopilot mode.

While on Autopilot, Bitdefender applies an optimal security configuration and takes all security-related decisions for you. This means you will see no pop-ups, no alerts and you will not have to configure any settings whatsoever.

In Autopilot mode, Bitdefender automatically fixes critical issues, enables and quietly manages:

- Antivirus protection, provided by on-access scanning and continuous scanning.
- Firewall protection.

- Privacy protection, provided by antiphishing and antimalware filtering for your web browsing.
- Automatic updates.

To turn the Autopilot on or off, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **User Mode / Autopilot** switch on the upper toolbar. When the switch is on the User Mode position, the Autopilot is off.

As long as the Autopilot is on, the Bitdefender icon in the system tray changes to



## Important

While the Autopilot is on, modifying any of the settings it manages will result in it being turned off.

To see a history of actions performed by Bitdefender while Autopilot was engaged, open the **Events** window.

## 5.5. Game Mode and Laptop Mode

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

To adapt to these particular situations, Bitdefender Internet Security 2013 includes two special operation modes:

- **Game Mode**
- **Laptop Mode**


### 5.5.1. Game Mode

Game Mode temporarily modifies protection settings so as to minimize their impact on system performance. The following settings are applied when Game Mode is on:

- All Bitdefender alerts and pop-ups are disabled.
- **On-access scanning** is set to the **Permissive** protection level.
- Autoscan is turned off. Autoscan finds and uses time-slices when system resource usage falls below a certain threshold to perform recurring scans of the entire system.
- The Bitdefender firewall is set to normal mode (**Paranoid mode** is turned off). This means that all new connections (both incoming and outgoing) are automatically allowed, regardless of the port and protocol being used.



- Auto Update is turned off.
- The Bitdefender toolbar in your web browser is disabled when you play browser-based online games.

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

## Using Game Mode

By default, Bitdefender automatically enters Game Mode when you start a game from the Bitdefender's list of known games or when an application goes to full screen. Bitdefender will automatically return to the normal operation mode when you close the game or when the detected application exits full screen.

If you want to manually turn on Game Mode, use one of the following methods:

- Right-click the Bitdefender icon in the system tray and select **Turn on Game Mode**.
- Enable using Game Mode **keyboard shortcut**. Press Ctrl+Shift+Alt+G (the default hotkey).



### Important

Do not forget to turn Game Mode off when you finish. To do this, use the same methods you did when you turned it on.

## Game Mode keyboard shortcut

To set and use a keyboard shortcut for entering / leaving Game Mode, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **General**.
4. In the **General Settings** window, select the **General** tab.
5. Make sure the Game Mode keyboard shortcut switch is on.
6. Set the desired combination:
  - a. The default combination is Ctrl+Alt+Shift+G.  
Choose the modifier keys you want to use by checking one the following: Control key (Ctrl), Shift key (Shift) or Alternate key (Alt).
  - b. In the edit field, type the letter corresponding to the regular key you want to use.

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



## Note

To disable the shortcut, turn off the **Game Mode keyboard shortcut** switch.

## Turning on or off automatic game mode

To turn on or off automatic game mode, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **General**.
4. In the **General Settings** window, select the **General** tab.
5. Turn on or off automatic game mode by clicking the corresponding switch.

## 5.5.2. Laptop Mode

Laptop Mode is especially designed for laptop and notebook users. Its purpose is to minimize Bitdefender's impact on power consumption while these devices are running on battery. When Bitdefender operates in Laptop Mode, the Autoscan and Auto Update features are turned off, as they require more system resources and, implicitly, increase power consumption.

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

To turn on or off automatic laptop mode, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **General**.
4. In the **General Settings** window, select the **General** tab.
5. Turn on or off automatic laptop mode by clicking the corresponding switch.

If Bitdefender is not installed on a laptop, turn off automatic laptop mode.

## 5.6. Password-protecting Bitdefender settings

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

To configure password protection for the Bitdefender settings, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.

3. In the **Settings Overview** window, select **General**.
4. In the **General Settings** window, select the **General** tab.
5. Turn on password protection by clicking the switch.
6. Click the **Change password** link.
7. Enter the password in the two fields and then click **OK**. The password must be at least 8 characters long.

Once you have set a password, anyone trying to change the Bitdefender settings will first have to provide the password.



## Important

Be sure to remember your password or keep a record of it in a safe place. If you forget the password, you will have to reinstall the program or to contact Bitdefender for support.

To remove password protection, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **General**.
4. In the **General Settings** window, select the **General** tab.
5. Turn off password protection by clicking the switch. Enter the password and then click **OK**.

## 5.7. Anonymous usage reports

By default, Bitdefender sends reports containing information about how you use it to Bitdefender servers. This information is essential for improving the product and can help us offer you a better experience in the future. Please note that these reports will contain no confidential data, such as your name or IP address, and that they will not be used for commercial purposes.

In case you want to stop sending Anonymous usage reports, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **General**.
4. In the **General Settings** window, select the **Advanced** tab.
5. Click the switch to turn off Anonymous usage reports.

## 6. Bitdefender interface


Bitdefender Internet Security 2013 meets the needs of computer beginners and very technical people alike. Its graphical user interface is designed to suit each and every category of users.

To see the status of the product and perform essential tasks, the Bitdefender **system tray icon** is available at any time.

The **main window** gives you access to important product information, the program modules and lets you perform common tasks. From the main window you can access the **settings window** for detailed configuration and advanced administrative tasks, and the **Events** window for an in-depth log of Bitdefender activity.

If you want to keep a constant eye on essential security information and have quick access to key settings, add the **Security Widget** to your desktop.


### 6.1. System tray icon

To manage the entire product more quickly, you can use the Bitdefender icon  in the system tray.



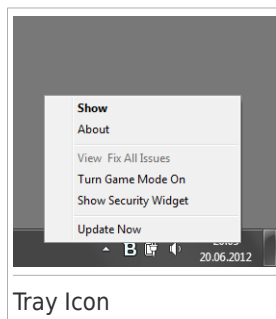
#### Note

If you are using Windows Vista or Windows 7, the Bitdefender icon may not be visible at all times. To make the icon appear permanently, follow these steps:

1. Click the arrow  in the lower-right corner of the screen.
2. Click **Customize...** to open the Notification Area Icons window.
3. Select the option **Show icons and notifications** for the **Bitdefender Agent** icon.

If you double-click this icon, Bitdefender will open. Also, by right-clicking the icon, a contextual menu will allow you to quickly manage the Bitdefender product.


- **Show** - opens the main window of Bitdefender.
- **About** - opens a window where you can see information about Bitdefender and where to look for help in case something unexpected appears.
- **Fix All Issues** - helps you remove current security vulnerabilities. If the option is unavailable, there are no issues to be fixed. For detailed information, please refer to *"Fixing issues"* (p. 12).
- **Turn Game Mode On / Off** - activates / deactivates **Game Mode**.





Tray Icon

- **Hide / Show Security Widget** - enables / disables **Security Widget**.
- **Update Now** - starts an immediate update. You can follow the update status in the Update panel of the main Bitdefender window.

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


 Critical issues affect the security of your system. They require your immediate attention and must be fixed as soon as possible.

 Non-critical issues affect the security of your system. You should check and fix them when you have the time.

 The product operates in **Game Mode**.

 Bitdefender **Autopilot** is engaged.

If Bitdefender is not working, the system tray icon appears on a gray background:

 This usually happens when the license key expires. It can also occur when the Bitdefender services are not responding or when other errors affect the normal operation of Bitdefender.

## 6.2. Main window

The main Bitdefender window allows you to perform common tasks, quickly fix security issues, view information about events in product operation and configure product settings. Everything is just a few clicks away.

The window is organized in two main areas:

### Upper toolbar

This is where you can check your computer's security status and access important tasks.


### Panels area

This is where you can manage the main Bitdefender modules.

The **MyBitdefender** drop-down menu at the top of the window lets you manage your account and access the online features of your product from the account dashboard.

You can find several useful links on the lower part of the window. These links are also available in the **Events** and **Settings** windows.

Link	Description
<b>Number of days left</b>	The time remaining before your current license expires is displayed. Click the link to open a window where you can see more information about your license key or register your product with a new license key.

Link	Description
<b>Feedback</b>	Opens a web page in your browser where you can take a short survey about your experience in using the product. We rely on your feedback in our constant quest to improve Bitdefender products.
<b>Help and Support</b>	Click this link if you need help with Bitdefender. A new window will appear where you can open the product help, go to the Support Center or contact support.
	<p>Adds question marks in different areas of the Bitdefender window to help you easily find information about the different interface elements.</p> <p>Move your mouse cursor over a mark to see quick information about the element next to it.</p>


## 6.2.1. Upper toolbar

The upper toolbar contains the following elements:

- **Security Status Area** on the left side of the toolbar, informs you if there are any issues affecting your computer's security and helps you fix them.

The color of the security status area changes depending on the detected issues and different messages are displayed:

- ▶ **The area is colored green.** There are no issues to fix. Your computer and data are protected.
- ▶ **The area is colored yellow.** Non-critical issues are affecting the security of your system. You should check and fix them when you have the time.
- ▶ **The area is colored red.** Critical issues are affecting the security of your system. You should address these issues immediately.

By clicking **View Issues**  in the center of the toolbar or anywhere in the security status area to its left, you can access a wizard that will help you easily remove any threats from your computer.

For detailed information, please refer to *"Fixing issues"* (p. 12).

- **Events** allows you to access a detailed history of relevant events that occurred in the activity of the product. For detailed information, please refer to *"Events"* (p. 14).
- **Settings** allows you to access the settings window from where you can configure the product settings. For detailed information, please refer to *"Settings Overview window"* (p. 26).


- **Autopilot / User Mode** allows you to engage the Autopilot and enjoy completely silent security. For detailed information, please refer to "*Autopilot*" (p. 15).


## 6.2.2. Panels area

The panels area is where you can directly manage the Bitdefender modules.

To browse through the panels, use the slider below the panels area or the arrows located to the right and to the left.



Each module panel contains the following elements:

- The name of the module and a status message.
- An icon  is available on the upper-right corner of most panels. Clicking it takes you directly to that modules' advanced settings window.
- The icon of the module.

If there are any events related to a module's activity that you have not read yet, an event counter will be displayed next to the module icon. For example, if there is one unread event related to the activity of the Update module, the icon  appears on the Update panel. Click the counter to go directly to that module's Events window.

- A button that lets you perform important tasks related to the module.
- A switch is available on certain panels allowing you to turn on or off an important feature of the module.

You can organize the panels as you wish, by following these steps:

1. Click  on the left side of the slider below the panels to open the Modules Overview window.
2. Drag individual module panels and drop them in other slots to rearrange the area according to your needs.
3. Click  to return to the main window.

The panels available in this area are:

### Antivirus

Antivirus protection is the foundation of your security. Bitdefender protects you in real-time and on-demand against all sorts of malware, such as viruses, trojans, spyware, adware, etc.

From the Antivirus panel you can easily access important scan tasks. Click **Scan Now** and select a task from the drop-down menu:

- Quick Scan
- Full System Scan
- Custom Scan

- Vulnerability Scan
- Rescue Mode

The **Autoscan** switch allows you to turn the Autoscan feature on or off.

For more information about scan tasks and how to configure antivirus protection, please refer to *"Antivirus protection"* (p. 60).

## Antispam

The Bitdefender antispam module ensures your Inbox stays free of unwanted e-mails by filtering POP3 mail traffic.

Antispam protection is not enabled by default. The module components are installed the first time you enable this module using the Antispam switch.

Once the module is enabled, you can click **Manage** in the Antispam panel and select Friends or Spammers from the drop-down menu to edit the corresponding address list.

For more information on configuring antispam protection, please refer to *"Antispam"* (p. 84).

## Privacy

The privacy control module helps you keep important personal data private. It protects you while on the Internet against phishing attacks, fraud attempts, private data leaks, and more.

- **File Shredder** - starts a wizard that will allow you to delete files permanently.

The Antiphishing switch allows you to turn on or off antiphishing protection.

For more information about how to configure Bitdefender to protect your privacy, please refer to *"Privacy Control"* (p. 94).

## Firewall

The firewall protects you while you are connected to networks and the Internet by filtering all connection attempts.

By clicking **Manage Adapters** in the Firewall panel, you can configure general connection settings for network adapters.

The Firewall switch allows you to turn on or off firewall protection.



### Warning

Because it exposes your computer to unauthorized connections, turning off the firewall should only be a temporary measure. Turn the firewall back on as soon as possible.

For more information about firewall configuration, please refer to *"Firewall"* (p. 100).



## Update

In a world where cyber criminals constantly try to come up with new ways to cause harm, it is essential to keep your security solution up to date if you are to stay one step ahead of them.

By default, Bitdefender automatically checks for updates every hour. If you want to turn off automatic updates, use the **Auto Update** switch on the Update panel.



### Warning

This is a critical security issue. We recommend you to disable automatic update for as little time as possible. If Bitdefender is not updated regularly, it will not be able to protect you against the latest threats.

Click the **Update Now** button on the panel to start an immediate update.

For more information about configuring updates, please refer to *"Keeping Bitdefender up-to-date"* (p. 34).

## Safego

To help you stay safe on social networks, you can access Safego, the Bitdefender security solution for social networks, directly from Bitdefender Internet Security 2013.

Click the **Manage** button on the Safego panel and select a task from the drop-down menu:

- **Activate for Facebook** through your MyBitdefender account. If Safego has already been activated, you will be able to access statistics regarding its activity by selecting **View Reports for Facebook** in the menu.
- **Activate for Twitter** through your MyBitdefender account. If Safego has already been activated, you will be able to access statistics regarding its activity by selecting **View Reports for Twitter** in the menu.

For more information, please refer to *"Safego protection for social networks"* (p. 119).

## ID Theft Protection

Bitdefender offers a comprehensive identity theft protection service.



### Note

This feature is available only for users in the United States.

Activate the service through your MyBitdefender account by clicking the switch on the ID Theft Protection panel. If the service has already been activated, you will be able to access statistics regarding its activity by clicking the corresponding button.

For more information, please refer to *"ID theft protection"* (p. 98).

## 6.3. Settings Overview window

The Settings Overview window gives you access to the advanced settings of your product. This is where you can configure Bitdefender in detail.

Select a module to configure its settings or perform security or administrative tasks. The following list briefly describes each module.

### General

Allows you to configure general product settings, such as the settings password, Game Mode, Laptop Mode, proxy settings and status alerts.

### Antivirus

Allows you to configure your protection against malware, detect and fix vulnerabilities of your system, set scan exclusions and manage quarantined files.

### Antispam

Allows you to keep your Inbox SPAM-free and to configure the antispam settings in detail.

### Privacy Control

Allows you to prevent data leaks and protect your privacy while you are online. Configure protection for your web browser, instant messaging software, create data protection rules, and more.

### Firewall

Allows you to configure general firewall settings, firewall rules, intrusion detection and monitor network activity.

### Update

Allows you to configure the update process in detail.

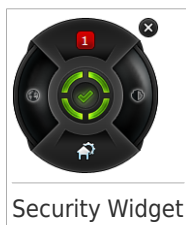
To return to the **main window**, click  on the upper-left corner of the window.

## 6.4. Security Widget

**Security Widget** is the quick and easy way to monitor and control Bitdefender Internet Security 2013. Adding this small and unintrusive widget to your desktop lets you see critical information and perform key tasks at all times:

- monitor scanning activity in real-time.
- monitor firewall activity in real-time.
- monitor the security status of your system and fix any existing issues.
- view notifications and get access to the latest events reported by Bitdefender.
- one click access to your MyBitdefender account.

- scan files or folders by dragging and dropping one or multiple items over the widget.



The overall security status of your computer is displayed **at the center** of the widget. The status is indicated by the color and shape of the icon that is displayed in this area.



Critical issues affect the security of your system.

They require your immediate attention and must be fixed as soon as possible. Click the status icon to begin fixing the reported issues.



Non-critical issues affect the security of your system. You should check and fix them when you have the time. Click the status icon to begin fixing the reported issues.



Your system is protected.



When an on-demand scan task is in progress, this animated icon is displayed.

When issues are reported, click the status icon to launch the Fix Issues wizard.

The button **on the left side** of the widget gives you direct access to the Firewall settings window, and also doubles up as a real-time graphical representation of firewall activity. When a blue bar appears on this button, it means the firewall module is actively filtering network connections. The taller the blue bar, the more intense is the activity of this module.

**The upper side** of the widget displays the unread events counter (the number of outstanding events reported by Bitdefender, if any). Click the event counter, for example **1** for one unread event, to open the Events Overview window. For more information, please refer to *"Events"* (p. 14).

The button **on the right side** of the widget gives you direct access to the Antivirus settings window, and also doubles up as a real-time graphical representation of scanning activity. When a blue bar appears on this button, it indicates ongoing

real-time antivirus scanning activity. The taller the blue bar, the more intense is the activity of this module.


The button **on the lower side** of the widget launches your MyBitdefender account control panel in a web browser window. For more information, please refer to *"MyBitdefender account"* (p. 31).

## 6.4.1. Scanning files and folders

You can use the Security Widget to quickly scan files and folders. Drag any file or folder you want to be scanned and drop it over the **Security Widget**.

The **Antivirus Scan wizard** will appear and guide you through the scanning process. The scanning options are pre-configured for the best detection results and can not be changed. If infected files are detected, Bitdefender will try to disinfect them (remove the malware code). If disinfection fails, the Antivirus Scan wizard will allow you to specify other actions to be taken on infected files.

## 6.4.2. Hide / show Security Widget

When you no longer want to see the widget, click .

To restore Security Widget, follow these steps:

1. Right-click the Bitdefender icon in the system tray.
2. Click **Show Security Widget** in the contextual menu that appears.

## 7. Registering Bitdefender

In order to be protected by Bitdefender, you must register your product with a license key. The license key specifies how long you may use the product. As soon as the license key expires, Bitdefender stops performing its functions and protecting your computer.

You should purchase a license key or renew your license a few days before the current license key expires. For more information, please refer to *"Buying or renewing license keys"* (p. 29). If you are using a trial version of Bitdefender, you must register it with a license key if you want to continue using it after the trial period ends.

### 7.1. Entering your license key

If, during the installation, you selected to evaluate the product, you can use it for a 30-day trial period. To continue using Bitdefender after the trial period expires, you must register it with a license key.

A link that indicates the number of days left on your license appears at the bottom of the Bitdefender window. Click this link to open the registration window.

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

To register Bitdefender Internet Security 2013:

1. Type the license key in the edit field.



#### Note

You can find your license key:

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

If you do not have a Bitdefender license key, click the link provided in the window to open a web page from where you can purchase one.

2. Click **Register Now**.

Even after you purchase a license key, until the in-product registration with the key is completed, Bitdefender Internet Security 2013 will continue to appear as a trial version.

### 7.2. Buying or renewing license keys

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

Bitdefender will alert you when the expiration date of your current license is approaching. Follow the instructions in the alert to purchase a new license.

You can visit a web page from where a license key can be purchased at any time, by following these steps:

1. Open the **Bitdefender window**.
2. Click the link that indicates the number of days left on your license, located at the bottom of the Bitdefender window, to open the product registration window.
3. Click **Don't have a license key? Buy one now!**
4. A web page will open on your web browser where you can purchase a Bitdefender license key.

## 8. MyBitdefender account

The online features of your product and additional Bitdefender services are available exclusively through MyBitdefender. You must link your computer to MyBitdefender by logging in to an account from Bitdefender Internet Security 2013 in order to do any of the following:

- Recover your license key, should you ever lose it.
- Configure **Parental Control** settings for your children's Windows accounts and monitor their activity wherever you are.
- Get protection for your Facebook and Twitter accounts with **Safego**.
- Manage Bitdefender Internet Security 2013 **remotely**.

Multiple Bitdefender security solutions for PCs as well as other platforms integrate with MyBitdefender. You can manage the security of all the devices linked to your account from a single centralized dashboard.

Your MyBitdefender account can be accessed from any device connected to the Internet at <https://my.bitdefender.com>.

You can also access and manage your account directly from your product:

1. Open the **Bitdefender window**.
2. Click **MyBitdefender** at the top of the window and select an option from the drop-down menu:

- **Account Settings**

Log in to an account, create a new account, configure MyBitdefender behavior.

- **Dashboard**

Launch the MyBitdefender dashboard in your browser.

- **Parental Control**

Monitor and control your children's use of the computer.

### 8.1. Linking your computer to MyBitdefender

To link your computer to a MyBitdefender account, you must log in to an account from Bitdefender Internet Security 2013. Until you link your computer to MyBitdefender, you will be prompted to log in to MyBitdefender every time you want to use a feature that requires an account.

To open the MyBitdefender window from which you can create or log in to an account, follow these steps:

1. Open the **Bitdefender window**.

2. Click **MyBitdefender** at the top of the window and then select **Account settings** from the drop-down menu.

If you have already logged in to an account, the account you are logged in to is displayed. Click **Go to MyBitdefender** to go to your dashboard. To change the account linked to the computer, select to log in to another account.

If you have not logged in to an account, proceed according to your situation.

## I want to create a MyBitdefender account

To successfully create a MyBitdefender account, follow these steps:

1. Select **Create a new account**.

A new window will appear.

2. Type the required information in the corresponding fields. The data you provide here will remain confidential.

● **Email** - enter your e-mail address.

● **User name** - enter a user name for your account.

● **Password** - enter a password for your account. The password must be at least 6 characters long.

● **Confirm password** - retype the password.

3. Click **Create**.

4. Before being able to use your account, you must complete the registration. Check your e-mail and follow the instructions in the confirmation e-mail sent by Bitdefender.

## I want to log in using my Facebook or Google account

To log in with your Facebook or Google account, follow these steps:

1. Click the icon of the service you want to use to log in. You will be redirected to the login page of that service.
2. Follow the instructions provided by the selected service to link your account to Bitdefender.



### Note

Bitdefender does not get access to any confidential information such as the password of the account you use to log in, or the personal information of your friends and contacts.



## I already have a MyBitdefender account

If you already have an account but you have not logged in to it yet, follow these steps to log in:

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



### Note

If you have forgotten your password, click **Forgot password** and follow the instructions to retrieve it.

2. Click **Login to MyBitdefender**.

Once the computer is linked to an account, you can use the provided e-mail address and password to log in at <https://my.bitdefender.com>.

You can also access your account directly from Bitdefender Internet Security 2013 using the drop-down menu at the top of the window.

## 9. Keeping Bitdefender up-to-date

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

If you are connected to the Internet through broadband or DSL, Bitdefender takes care of this itself. By default, it checks for updates when you turn on your computer and every **hour** after that. If an update is detected, it is automatically downloaded and installed on your computer.

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



### Important

To be protected against the latest threats keep Automatic Update turned on.

In some particular situations, your intervention is required in order to keep your Bitdefender protection up-to-date:

- If your computer connects to the Internet through a proxy server, you must configure the proxy settings as described in *"How do I configure Bitdefender to use a proxy Internet connection?"* (p. 54).
- If you do not have Internet connection, you can update Bitdefender manually as described in *"My computer is not connected to the Internet. How do I update Bitdefender?"* (p. 131). The manual update file is released once a week.
- Errors may occur while downloading updates on a slow Internet connection. To find out how to overcome such errors, please refer to *"How to update Bitdefender on a slow Internet connection"* (p. 130).
- If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update Bitdefender by user request. For more information, please refer to *"Performing an update"* (p. 35).

### 9.1. Checking if Bitdefender is up-to-date

To check if your Bitdefender protection is up-to-date, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Update** panel, look for the time of the last update just under the panel's name.

For detailed information about the latest updates, check the update events:


1. In the main window, click **Events** on the upper toolbar.
2. In the **Events Overview** window, click **Update**.

You can find out when updates were initiated and information about them (whether they were successful or not, if they require a restart to complete the installation). If required, restart the system at your earliest convenience.

## 9.2. Performing an update

In order to perform updates, an Internet connection is required.

To start an update, do any of the following:

- Open the Bitdefender window and click **Update now** on the **Update** panel.
- Right-click the Bitdefender icon  in the **system tray** and select **Update now**.

The Update module will connect to the Bitdefender update server and it will check for updates. If an update is detected, you will be asked to confirm it or the update will be performed automatically, depending on the **update settings**.



### Important

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

## 9.3. Turning on or off automatic update

To turn on or off automatic update, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Update** panel, click the **Auto Update** switch.
3. A warning window will appear. You must confirm your choice by selecting from the menu how long you want the automatic update to be disabled. You can disable the automatic update for 5, 15 or 30 minutes, for an hour, permanently or until the system restart.



### Warning

This is a critical security issue. We recommend you to disable automatic update for as little time as possible. If Bitdefender is not updated regularly, it will not be able to protect you against the latest threats.

## 9.4. Adjusting update settings

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

The default update settings are suited for most users and you do not normally need to change them.

To adjust the update settings, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Update**.
4. In the **Update Settings** window, adjust the settings according to your preferences.

## Update location

Bitdefender is configured to update from the Bitdefender update servers on the Internet. The update location is <http://upgrade.bitdefender.com>, a generic Internet address that is automatically redirected to the closest Bitdefender update server in your region.

Do not change the update location unless advised by a Bitdefender representative or by your network administrator (if you are connected to an office network).

You can switch back to the generic Internet update location by clicking **Default**.

## Update processing rules

You can choose between three ways to download and install updates:

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

Some updates require a restart to complete the installation. By default, if an update requires a restart, Bitdefender will keep working with the old files until the user voluntarily restarts the computer. This is to prevent the Bitdefender update process from interfering with the user's work.

If you want to be prompted when an update requires a restart, turn off the **Postpone reboot** option by clicking the corresponding switch.

## P2P updates

Besides the normal update mechanism, Bitdefender also uses a smart update sharing system based on a peer-to-peer (P2P) protocol to distribute malware signature updates between Bitdefender users.

You can turn on or off the P2P update options using the corresponding switches.

**Use P2P update system**

Turn on this option to download malware signature updates from other Bitdefender users using the P2P update system. Bitdefender uses ports 8880 - 8889 for peer-to-peer update.

**Distribute Bitdefender files**

Turn on this option to share the latest malware signatures available on your computer with other Bitdefender users.

How to

## 10. Installation

### 10.1. How do I install Bitdefender on a second computer?

If you have purchased a license key for more than one computer, you can use the same license key to register a second PC.

To install Bitdefender correctly on a second computer, follow these steps:

1. Install Bitdefender from the CD/ DVD or using the installer provided in the online purchase e-mail and follow the same installation steps.
2. When the registration window appears, enter the license key and click **Register Now**.
3. At the next step, you have the option to log in to your MyBitdefender account or create a new MyBitdefender account.

You can also choose to create a MyBitdefender account later on.

4. Wait until the installation process is completed and close the window.

### 10.2. When should I reinstall Bitdefender?

In some situations, you may need to reinstall your Bitdefender product.

Typical situations when you would need to reinstall Bitdefender include the following:

- you have reinstalled the operating system
- you have purchased a new computer
- you want to change the display language of the Bitdefender interface

To reinstall Bitdefender you can use the installation disc you purchased or download a new version from the [Bitdefender website](#).

During the installation, you will be asked to register the product with your license key.

If you cannot find your license key, you can log in to <https://my.bitdefender.com> to retrieve it. Type the e-mail address and the password of your account in the corresponding fields.

### 10.3. How do I switch from one Bitdefender 2013 product to another?

You can easily switch from one Bitdefender 2013 product to another.

The three Bitdefender 2013 products you can install on your system are:

- Bitdefender Antivirus Plus 2013

- Bitdefender Internet Security 2013

- Bitdefender Total Security 2013

If you want to install another Bitdefender 2013 product on your system than the one you purchased, follow these steps:

1. Open the **Bitdefender window**.
2. A link that indicates the number of days left on your license appears at the bottom of the Bitdefender window. Click this link to open the registration window.
3. Enter the license key and click **Register Now**.
4. Bitdefender will inform you that the license key is for a different product and will give you the option to install it. Click the corresponding link and follow the procedure to perform the installation.



## 11. Registration

### 11.1. What Bitdefender product am I using?

To find out which Bitdefender program you have installed, follow these steps:

1. Open the **Bitdefender window**.
2. At the top of the window you should see one of the following:
  - Bitdefender Antivirus Plus 2013
  - Bitdefender Internet Security 2013
  - Bitdefender Total Security 2013

### 11.2. How do I register a trial version?

If you have installed a trial version, you may only use it for a limited period of time. To continue using Bitdefender after the trial period expires, you must register your product with a license key.

To register Bitdefender, follow these steps:

1. Open the **Bitdefender window**.
2. A link that indicates the number of days left on your license appears at the bottom of the Bitdefender window. Click this link to open the registration window.
3. Enter the license key and click **Register Now**.

If you do not have a license key, click the link provided in the window to visit a web page from where you can purchase one.

4. Wait until the registration process is completed and close the window.

### 11.3. When does my Bitdefender protection expire?

To find out the remaining number of days from your license key, follow these steps:

1. Open the **Bitdefender window**.
2. A link that indicates the number of days left on your license appears at the bottom of the Bitdefender window.
3. For additional information, click the link to open the registration window.
4. In the **Register Your Product** window, you can:
  - See the current license key
  - Register with another license key
  - Purchase a license key

## 11.4. How do I register Bitdefender without an Internet connection?

If you just purchased Bitdefender and you do not have an Internet connection, you can still register Bitdefender offline.

To register Bitdefender with your license key, follow these steps:

1. Go to a PC connected to the Internet. For example, you can use a friend's computer or a PC from a public location.
2. Go to <https://my.bitdefender.com> to create a MyBitdefender account.
3. Log in to your account.
4. Click your user name at the top and select **Products** from the drop-down menu.
5. Click **Offline registration**.
6. Enter the license key you purchased.
7. Click **Submit** to obtain an authorization code.



### Important

Write down the authorization code.

8. Go back to your PC with the authorization code.
9. Open the **Bitdefender window**.
10. A link that indicates the number of days left on your license appears at the bottom of the Bitdefender window. Click this link to open the registration window.
11. Enter the authorization code in the corresponding field and click **Register Now**.
12. Wait until the registration process is completed.

## 11.5. How do I renew my Bitdefender protection?

When your Bitdefender protection is about to expire, you must renew your license key.

- Follow these steps to visit a website where you can renew your Bitdefender license key:
  1. Open the **Bitdefender window**.
  2. A link that indicates the number of days left on your license appears at the bottom of the Bitdefender window. Click this link to open the registration window.
  3. Click **Don't have a license key? Buy one now!**

4. A web page will open on your web browser where you can purchase a Bitdefender license key.



## Note

As an alternative, you can contact the retailer you bought your Bitdefender product from.

- Follow these steps to register your Bitdefender with the new license key:
  1. Open the **Bitdefender window**.
  2. A link that indicates the number of days left on your license appears at the bottom of the Bitdefender window. Click this link to open the registration window.
  3. Enter the license key and click **Register Now**.
  4. Wait until the registration process is completed and close the window.

For more information, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 12. Scanning with Bitdefender

### 12.1. How do I scan a file or a folder?

The easiest and recommended way to scan a file or folder is to right-click the object you want to scan, point to Bitdefender and select **Scan with Bitdefender** from the menu. To complete the scan, follow the Antivirus Scan wizard. Bitdefender will automatically take the recommended actions on detected files.

If there remain unresolved threats, you will be prompted to choose the actions to be taken on them.

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

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

### 12.2. How do I scan my system?

To perform a full scan on the system, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click **Scan Now** and select **System Scan** from the drop-down menu.
3. Follow the Antivirus Scan wizard to complete the scan. Bitdefender will automatically take the recommended actions on detected files. If there remain unresolved threats, you will be prompted to choose the actions to be taken on them. For more information, please refer to *"Antivirus Scan Wizard" (p. 70)*.

### 12.3. How do I create a custom scan task?

If you want to scan specific locations on your computer or to configure the scanning options, configure and run a Custom Scan.

To create a customized scan task, proceed as follows:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click **Scan Now** and select **Custom Scan** from the drop-down menu.
3. Click **Add Target** to select the files or folders to be scanned.
4. If you want to configure the scanning options in detail, click **Scan Options**.

You can easily configure the scanning options by adjusting the scan level. Drag the slider along the scale to set the desired scan level.

You can also choose to shutdown the computer when the scan is over if no threats are found. Remember that this will be the default behavior every time you run this task.

5. Click **Start Scan** and follow the **Antivirus Scan wizard** to complete the scan. At the end of the scan, you will be prompted to choose the actions to be taken on the detected files, if any.
6. If you want to save the scan task for future use, open the custom scan configuration window again.
7. Locate the scan you have just run in the **Recent scans** list.
8. Go with the mouse cursor over the name of the scan and click the ★ icon to add the scan to the Favorite Scans list.
9. Enter a suggestive name for the scan.

## 12.4. How do I exclude a folder from being scanned?

Bitdefender allows excluding specific files, folders or file extensions from scanning. Exclusions are to be used by users having advanced computer knowledge and only in the following situations:

- You have a large folder on your system where you keep movies and music.
- You have a large archive on your system where you keep different data.
- You keep a folder where you install different types of software and applications for testing purposes. Scanning the folder may result in losing some of the data.

To add the folder to the Exclusions list, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Exclusions** tab.
5. Make sure **Exclusions for files** is turned on by clicking the switch.
6. Click the **Excluded files and folders** link.
7. Click the **Add** button, located at the top of the exclusions table.
8. Click **Browse**, select the folder that you want to be excluded from scanning and then click **OK**.
9. Click **Add** and then click **OK** to save the changes and close the window.

## 12.5. What to do when Bitdefender detected a clean file as infected?

There are cases when Bitdefender mistakenly flags a legitimate file as being a threat (a false positive). To correct this error, add the file to the Bitdefender Exclusions area:

1. Turn off the Bitdefender real-time antivirus protection:
  - a. Open the **Bitdefender window**.
  - b. Click the **Settings** button on the upper toolbar.
  - c. In the **Settings Overview** window, select **Antivirus**.
  - d. In the **Antivirus Settings** window, select the **Shield** tab.
  - e. Click the switch to turn off **on-access scanning**.
2. Display hidden objects in Windows. To find out how to do this, please refer to *"How do I display hidden objects in Windows?"* (p. 56).
3. Restore the file from the Quarantine area:
  - a. Open the **Bitdefender window**.
  - b. Click the **Settings** button on the upper toolbar.
  - c. In the **Settings Overview** window, select **Antivirus**.
  - d. In the **Antivirus Settings** window, select the **Quarantine** tab.
  - e. Select the file and click **Restore**.
4. Add the file to the Exclusions list. To find out how to do this, please refer to *"How do I exclude a folder from being scanned?"* (p. 45).
5. Turn on the Bitdefender real-time antivirus protection.
6. Contact our support representatives so that we may remove the detection signature. To find out how to do this, please refer to *"Asking for help"* (p. 148).

## 12.6. How do I check what viruses Bitdefender detected?

Each time a scan is performed, a scan log is created and Bitdefender records the detected issues.

The scan log contains detailed information about the logged scanning process, such as scanning options, the scanning target, the threats found and the actions taken on these threats.

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

To check a scan log or any detected infection at a later time, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Events** button on the upper toolbar.
3. In the **Events Overview** window, select **Antivirus**.
4. In the **Antivirus Events** window, select the **Virus Scan** tab. This is where you can find all malware scan events, including threats detected by on-access scanning, user-initiated scans and status changes for automatic scans.
5. In the events list, you can check what scans have been performed recently. Click an event to view details about it.
6. To open a scan log, click **View log**. The scan log will open in a new window.

## 13. Parental Control

### 13.1. How do I protect my children from online threats?

Bitdefender Parental Control allows you to restrict access to Internet and to specific applications, preventing your children from viewing inappropriate content whenever you are not around.

To configure the Parental Control, follow these steps:

1. Create limited (standard) Windows user accounts for your children to use. For more information, please refer to *"How do I create Windows user accounts?"* (p. 50).
2. Make sure you are logged on to the computer with an administrator account. Only users with administrative rights on the system (system administrators) can access and configure Parental Control.
3. Configure Parental Control for the Windows user accounts your children use.
  - a. Open the **Bitdefender window**.
  - b. Click the **MyBitdefender** button at the top of the window and select **Parental Control** from the drop-down menu.
  - c. The Parental Control dashboard will open in a new window. This is where you can check and configure the Parental Control settings.
  - d. Click **Add child** on the left-side menu.
  - e. Enter the name and age of the child in the **Profile** tab. Setting the age of the child will automatically load settings considered appropriate for that age category, based on child development standards.

Check your children's activities and change the Parental Control settings using MyBitdefender from any computer or mobile device connected to the Internet.

For detailed information on using Parental Control, please refer to *"Parental Control"* (p. 113).

### 13.2. How do I restrict the Internet access for my child?


Once you have configured Parental Control, you can easily block Internet access for specific periods of time.

Bitdefender Parental Control enables you to control the Internet usage for your children even when you are not at home.

To restrict Internet access for certain times of day, follow these steps:

1. On any device with Internet access, open a web browser.



2. Go to: <https://my.bitdefender.com>
3. Log in to your account using your user name and password.
4. Click **Parental Control** to access the dashboard.
5. Select your child's profile on the left-side menu.
6. Click  on the **Web** panel to access the **Web Activity** window.
7. Click **Schedule**.
8. Select from the grid the time intervals during which Internet access is blocked. You can click individual cells, or you can click and drag to cover longer periods. To start a new selection, click **Reset**.
9. Click **OK**.



## Note


Bitdefender will perform updates every hour no matter if web access is blocked.

## 13.3. How do I block my child's access to a website?

Bitdefender Parental Control allows you to control the content accessed by your child while using the computer and enables you to block access to a website even when you are not at home.

Bitdefender Parental Control enables you to control the Internet usage for your children even when you are not at home.

To block access to a website, follow these steps:


1. On any device with Internet access, open a web browser.
2. Go to: <https://my.bitdefender.com>
3. Log in to your account using your user name and password.
4. Click **Parental Control** to access the dashboard.
5. Select your child's profile on the left-side menu.
6. Click  on the **Web** panel to access the **Web Activity** window.
7. Click **Blacklist**.
8. Enter the website address in the corresponding field and click **Add**.
9. The website has been added to the blocked websites list.

## 13.4. How do I prevent my child from playing a game?

Bitdefender Parental Control allows you to control the content accessed by your child while using the computer.

If you need to restrict access to a game or an application, you can use Bitdefender Parental Control even when you are not at home.

To block access to a game or an application , follow these steps:

1. On any device with Internet access, open a web browser.
2. Go to: <https://my.bitdefender.com>
3. Log in to your account using your user name and password.
4. Click **Parental Control** to access the dashboard.
5. Select your child's profile on the left-side menu.
6. Click  on the **Applications** panel to access the **Applications Activity** window.
7. Click **Blacklist**.
8. Type (or copy and paste) the path to the executable in the corresponding field.
9. Click **Add** to add the application to the **Black list Applications**.

## 13.5. How do I create Windows user accounts?

A Windows user account is a unique profile that includes all the settings, privileges and personal files for each user. Windows accounts let the home PC administrator control access for each user.

Setting up user accounts comes in handy when the PC is used by both parents and children – a parent can set up accounts for each child.

Choose which operating system you have to find out how to create Windows accounts.

### ● Windows XP:

1. Log on to your computer as an administrator.
2. Click Start, click Control Panel, and then click User Accounts.
3. Click Create a new account.
4. Type the name for the user. You can use the person's full name, first name, or a nickname. Then click Next.
5. For the account type, choose Limited, and then Create Account. Limited accounts are appropriate for children because they cannot make system-wide changes or install certain applications.
6. Your new account will have been created and you will see it listed in the Manage Accounts screen.

### ● Windows Vista or Windows 7:

1. Log on to your computer as an administrator.

2. Click Start, click Control Panel, and then click User Accounts.
3. Click Create a new account.
4. Type the name for the user. You can use the person's full name, first name, or a nickname. Then click Next.
5. For the account type, click Standard, and then Create Account. Limited accounts are appropriate for children because they cannot make system-wide changes or install certain applications.
6. Your new account will have been created and you will see it listed in the Manage Accounts screen.



## Note

Now that you have added new user accounts, you can create passwords for the accounts.

## 14. Privacy Control

### 14.1. How do I make sure my online transaction is secure?


To make sure your online operations remain private, you can use the browser provided by Bitdefender to protect your transactions and home banking applications.

Bitdefender Safepay is a secured browser designed to protect your credit card information, account number or any other sensitive data you may enter while accessing different online locations.

To keep your online activity secure and private, follow these steps:

1. Double-click the Bitdefender Safepay icon on your desktop.

Bitdefender Safepay browser will appear.

2. Click the button  to access the **Virtual Keyboard**.
3. Use the **Virtual Keyboard** when typing sensitive information such as your passwords.

### 14.2. How do I protect my Facebook account?

Safego is a Facebook application developed by Bitdefender to keep your social networking account safe.

Its role is to scan the links you receive from your Facebook friends and monitor your account privacy settings.

To access Safego from your Bitdefender product, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Safego** panel, click **Manage** and select **Activate for Facebook** from the drop-down menu. You will be directed to your account.

If you already activated Safego for Facebook, you will be able to access statistics regarding its activity by clicking the **View Reports for Facebook** button.

3. Use your Facebook login information to connect to the Safego application.
4. Allow Safego access to your Facebook account.

### 14.3. How do I remove a file permanently with Bitdefender?

If you want to remove a file permanently from your system, you need to delete the data physically from your hard disk.

The Bitdefender File Shredder will help you to quickly shred files or folders from your computer using the Windows contextual menu, by following these steps:

1. Right-click the file or folder you want to permanently delete, point to Bitdefender and select **File Shredder**.
2. A confirmation window will appear. Click **Yes** to start the File Shredder wizard.
3. Wait for Bitdefender to finish shredding the files.
4. The results are displayed. Click **Close** to exit the wizard.

## 15. Useful Information

### 15.1. How do I automatically shut down the computer after the scan is over?

Bitdefender offers multiple scan tasks that you can use to make sure your system is not infected with malware. Scanning the entire computer may take longer time to complete depending on your system's hardware and software configuration.

For this reason, Bitdefender allows you to configure Bitdefender to shut down your system as soon as the scan is over.

Consider this example: you have finished your work at the computer and you want to go to sleep. You would like to have your entire system checked for malware by Bitdefender.

This is how you set up Bitdefender to shut down your system at the end of the scan:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click **Scan Now** and select **Custom Scan** from the drop-down menu.
3. Click **Add Target** to select the files or folders to be scanned.
4. If you want to configure the scanning options in detail, click **Scan Options**.
5. Choose to shutdown the computer when the scan is over if no threats are found.
6. Click **Start Scan**.

If no threats are found, the computer will shut down.

If there remain unresolved threats, you will be prompted to choose the actions to be taken on them. For more information, please refer to "*Antivirus Scan Wizard*" (p. 70).

### 15.2. How do I configure Bitdefender to use a proxy Internet connection?

If your computer connects to the Internet through a proxy server, you must configure Bitdefender with the proxy settings. Normally, Bitdefender automatically detects and imports the proxy settings from your system.



#### Important

Home Internet connections do not normally use a proxy server. As a rule of thumb, check and configure the proxy connection settings of your Bitdefender program when updates are not working. If Bitdefender can update, then it is properly configured to connect to the Internet.

To manage the proxy settings, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **General**.
4. In the **General Settings** window, select the **Advanced** tab.
5. Turn on proxy usage by clicking the switch.
6. Click the **Manage proxies** link.
7. There are two options to set the proxy settings:
  - **Import proxy settings from default browser** - proxy settings of the current user, extracted from the default browser. If the proxy server requires a username and a password, you must specify them in the corresponding fields.



## Note

Bitdefender can import proxy settings from the most popular browsers, including the latest versions of Internet Explorer, Mozilla Firefox and Opera.

- **Custom proxy settings** - proxy settings that you can configure yourself. The following settings must be specified:
    - ▶ **Address** - type in the IP of the proxy server.
    - ▶ **Port** - type in the port Bitdefender uses to connect to the proxy server.
    - ▶ **User name** - type in a user name recognized by the proxy.
    - ▶ **Password** - type in the valid password of the previously specified user.
8. Click **OK** to save the changes and close the window.

Bitdefender will use the available proxy settings until it manages to connect to the Internet.

## 15.3. Am I using a 32 bit or a 64 bit version of Windows?

To find out if you have a 32 bit or a 64 bit operating system, follow these steps:

- For **Windows XP**:
  1. Click **Start**.
  2. Locate **My Computer** on the **Start** menu.
  3. Right-click **My Computer** and select **Properties**.
  4. If you see **x64 Edition** listed under **System**, you are running the 64 bit version of Windows XP.

If you do not see **x64 Edition** listed, you are running a 32 bit version of Windows XP.

- For **Windows Vista** and **Windows 7**:

1. Click **Start**.
2. Locate **Computer** on the **Start** menu.
3. Right-click **Computer** and select **Properties**.
4. Look under **System** in order to check the information about your system.

## 15.4. How do I display hidden objects in Windows?

These steps are useful in those cases where you are dealing with a malware situation and you need to find and remove the infected files, which could be hidden.

Follow these steps to display hidden objects in Windows:

1. Click **Start**, go to **Control Panel** and select **Folder Options**.
2. Go to **View** tab.
3. Select **Display contents of system folders** (for Windows XP only).
4. Select **Show hidden files and folders**.
5. Clear **Hide file extensions for known file types**.
6. Clear **Hide protected operating system files**.
7. Click **Apply** and then **OK**.

## 15.5. How do I remove other security solutions?

The main reason for using a security solution is to provide protection and safety for your data. But what happens when you have more than one security product on the same system?

When you use more than one security solution on the same computer, the system becomes unstable. The Bitdefender Internet Security 2013 installer automatically detects other security programs and offers you the option to uninstall them.

If you did not remove the other security solutions during the initial installation, follow these steps:

- For **Windows XP**:

1. Click **Start**, go to **Control Panel** and double-click **Add / Remove programs**.
2. Wait a few moments until the list of installed software is displayed.
3. Find the name of the program you want to remove and select **Remove**.
4. Wait for the uninstall process to complete, then reboot your system.

- For **Windows Vista** and **Windows 7**:

1. Click **Start**, go to **Control Panel** and double-click **Programs and Features**.



2. Wait a few moments until the installed software list is displayed.
3. Find the name of the program you want to remove and select **Uninstall**.
4. Wait for the uninstall process to complete, then reboot your system.

If you fail to remove the other security solution from your system, get the uninstall tool from the vendor website or contact them directly in order to provide you with the uninstall guidelines.

## 15.6. How do I use System Restore in Windows?

If you cannot start the computer in normal mode, you can boot up in Safe Mode and use System Restore to restore to a time when you could start the computer without errors.

To perform the System Restore, you must be logged on to Windows as an administrator.

To use System Restore, follow these steps:

### ● In Windows XP:

1. Log on to Windows in Safe Mode.
2. Follow the path from the Windows start menu: **Start → All Programs → System Tools → System Restore**.
3. On the **Welcome to System Restore** page, click to select the **Restore my computer to an earlier time** option, and then click Next.
4. Follow the wizard steps and you should be able to boot up the system in normal mode.

### ● In Windows Vista and Windows 7:

1. Log on to Windows in Safe Mode.
2. Follow the path from the Windows start menu: **All Programs → Accessories → System Tools → System Restore**.
3. Follow the wizard steps and you should be able to boot up the system in normal mode.

## 15.7. How do I restart in Safe Mode?

Safe mode is a diagnostic operating mode, used mainly to troubleshoot problems affecting normal operation of Windows. Such problems range from conflicting drivers to viruses preventing Windows from starting normally. In Safe Mode only a few applications work and Windows loads just the basic drivers and a minimum of operating system components. This is why most viruses are inactive when using Windows in Safe Mode and they can be easily removed.

To start Windows in Safe Mode:

1. Restart the computer.
2. Press the **F8** key several times before Windows starts in order to access the boot menu.
3. Select **Safe Mode** in the boot menu or **Safe Mode with Networking** if you want to have Internet access.
4. Press **Enter** and wait while Windows loads in Safe Mode.
5. This process ends with a confirmation message. Click **OK** to acknowledge.
6. To start Windows normally, simply reboot the system.

## Managing your security

## 16. Antivirus protection

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

- **On-access scanning** - prevents new malware threats from entering your system. Bitdefender will, for example, scan a word document for known threats when you open it, and an e-mail message when you receive one.

On-access scanning ensures real-time protection against malware, being an essential component of any computer security program.



### Important

To prevent viruses from infecting your computer keep **on-access scanning** enabled.

- **On-demand scanning** - allows detecting and removing the malware that already resides in the system. This is the classic scan initiated by the user - you choose what drive, folder or file Bitdefender should scan, and Bitdefender scans it - on-demand.

With **Autoscan** turned on, there is hardly any need to manually run scans for malware. Autoscan will scan your computer over and over again, taking appropriate actions when malware is detected. Autoscan runs only when enough system resources are available so as not to slow down the computer.

Bitdefender automatically scans any removable media that is connected to the computer to make sure it can be safely accessed. For more information, please refer to *"Automatic scan of removable media"* (p. 74).

Advanced users can configure scan exclusions if they do not want specific files or file types to be scanned. For more information, please refer to *"Configuring scan exclusions"* (p. 75).

When it detects a virus or other malware, Bitdefender will automatically attempt to remove the malware code from the infected file and reconstruct the original file. This operation is referred to as disinfection. Files that cannot be disinfected are moved to quarantine in order to contain the infection. For more information, please refer to *"Managing quarantined files"* (p. 77).

If your computer has been infected with malware, please refer to *"Removing malware from your system"* (p. 139). To help you clean your computer of malware that cannot be removed from within the Windows operating system, Bitdefender provides you with **Rescue Mode**. This is a trusted environment, especially designed for malware removal, which enables you to boot your computer independent of Windows. When the computer runs in Rescue Mode, Windows malware is inactive, making it easy to remove.

To protect you against unknown malicious applications, Bitdefender uses Active Virus Control, an advanced heuristic technology, which continuously monitors the applications running on your system. Active Virus Control automatically blocks applications that exhibit malware-like behavior to stop them from damaging your computer. Occasionally, legitimate applications may be blocked. In such situations, you can configure Active Virus Control not to block those applications again by creating exclusion rules. To learn more, please refer to *"Active Virus Control"* (p. 78).

Many forms of malware are designed to infect systems by exploiting their vulnerabilities, such as missing operating system updates or outdated applications. Bitdefender helps you easily identify and fix system vulnerabilities in order to make your computer more secure against malware and hackers. For more information, please refer to *"Fixing system vulnerabilities"* (p. 81).

## 16.1. On-access scanning (real-time protection)

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

The default real-time protection settings ensure good protection against malware, with minor impact on system performance. You can easily change the real-time protection settings according to your needs by switching to one of the predefined protection levels. Or, if you are an advanced user, you can configure the scan settings in detail by creating a custom protection level.

### 16.1.1. Turning on or off real-time protection

To turn on or off real-time protection against malware, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Shield** tab.
5. Click the switch to turn on or off on-access scanning.
6. If you want to disable real-time protection, a warning window will appear. You must confirm your choice by selecting from the menu how long you want the real-time protection to be disabled. You can disable real-time protection for 5, 15 or 30 minutes, for an hour, permanently or until the system restart.



## Warning

This is a critical security issue. We recommend you to disable real-time protection for as little time as possible. If real-time protection is disabled, you will not be protected against malware threats.

## 16.1.2. Adjusting the real-time protection level

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

To adjust the real-time protection level, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Shield** tab.
5. Drag the slider along the scale to set the desired protection level. Use the description on the right side of the scale to choose the protection level that better fits your security needs.

## 16.1.3. Configuring the real time protection settings

Advanced users might want to take advantage of the scan settings Bitdefender offers. You can configure the real-time protection settings in detail by creating a custom protection level.

To configure the real time protection settings, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Shield** tab.
5. Click **Custom**.
6. Configure the scan settings as needed.
7. Click **OK** to save the changes and close the window.

## Information on the scan options

You may find this information useful:

- If you are not familiar with some of the terms, check them in the **glossary**. You can also find useful information by searching the Internet.

- **Scan options for accessed files.** You can set Bitdefender to scan all accessed files or applications (program files) only. Scanning all accessed files provides best protection, while scanning applications only can be used for better system performance.

By default, both local folders and network shares are subject to on-access scanning. For better system performance, you can exclude network locations from on-access scanning.

Applications (or program files) are far more vulnerable to malware attacks than other types of files. This category includes the following file extensions:

386; a6p; ac; accda; accdb; accdc; accde; accdp; accdr; accdt; accdu; acl; acr; action; ade; adp; air; app; as; asd; asp; awk; bas; bat; bin; cgi; chm; cla; class; cmd; cnv; com; cpl; csc; csh; dat; dek; dld; dll; doc; docm; docx; dot; dotm; dotx; drv; ds; ebm; esh; exe; ezs; fky; frs; fpx; gadget; grv; hlp; hms; hta; htm; html; iaf; icd; ini; inx; ipf; isu; jar; js; jse; jsx; kix; laccdb; lnk; maf; mam; maq; mar; mat; mcr; mda; mdb; mde; mdt; mdw; mem; mhtml; mpp; mpt; mpx; ms; msg; msi; msp; mst; msu; oab; obi; obs; ocx; oft; ole; one; onepkg; ost; ovl; pa; paf; pex; pfd; php; pif; pip; pot; potm; potx; ppa; ppam; pps; ppsm; ppsx; ppt; pptm; pptx; prc; prf; prg; pst; pub; puz; pvd; pwc; py; pyc; pyo; qpx; rbx; rgs; rox; rpj; rtf; scar; scr; script; sct; shb; shs; sldm; sldx; smm; snp; spr; svd; sys; thmx; tlb; tms; u3p; udf; url; vb; vbe; vbs; vbscript; vxd; wbk; wcm; wdm; wiz; wll; wpk; ws; wsf; xar; xl; xla; xlam; xlb; xlc; xll; xlm; xls; xlsb; xlsx; xlt; xltm; xltx; xlw; xml; xqt; xsf; xsn; xtp

- **Scan inside archives.** Scanning inside archives is a slow and resource-intensive process, which is therefore not recommended for real-time protection. Archives containing infected files are not an immediate threat to the security of your system. The malware can affect your system only if the infected file is extracted from the archive and executed without having real-time protection enabled.

If you decide on using this option, you can set a maximum accepted size limit of archives to be scanned on-access. Select the corresponding check box and type the maximum archive size (in MB).

- **Scan options for e-mail, web and instant messaging traffic.** To prevent malware from being downloaded to your computer, Bitdefender automatically scans the following malware entry points:

- ▶ incoming and outgoing e-mails
- ▶ web traffic
- ▶ files received via Yahoo! Messenger

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

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

- **Scan boot sectors.** You can set Bitdefender to scan the boot sectors of your hard disk. This sector of the hard disk contains the necessary computer code to start the boot process. When a virus infects the boot sector, the drive may become inaccessible and you may not be able to start your system and access your data.
- **Scan only new and changed files.** By scanning only new and changed files, you may greatly improve overall system responsiveness with a minimum trade-off in security.
- **Scan for keyloggers.** Select this option to scan your system for keylogger applications. Keyloggers record what you type on your keyboard and send reports over the Internet to a malicious person (hacker). The hacker can find out sensitive information from the stolen data, such as bank account numbers and passwords, and use it to gain personal benefits.

## Actions taken on detected malware

You can configure the actions taken by the real-time protection.

To configure the actions, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Shield** tab.
5. Click **Custom**.
6. Configure the scan settings as needed.
7. Click **OK** to save the changes and close the window.

The following actions can be taken by the real time protection in Bitdefender:

### Take proper actions

Bitdefender will take the recommended actions depending on the type of detected file:

- **Infected files.** Files detected as infected match a malware signature in the Bitdefender Malware Signature Database. Bitdefender will automatically attempt to remove the malware code from the infected file and reconstruct the original file. This operation is referred to as disinfection.



Files that cannot be disinfected are moved to quarantine in order to contain the infection. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. For more information, please refer to *"Managing quarantined files"* (p. 77).



## Important

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

- **Suspicious files.** Files are detected as suspicious by the heuristic analysis. Suspicious files cannot be disinfected, because no disinfection routine is available. They will be moved to quarantine to prevent a potential infection.

By default, quarantined files are automatically sent to Bitdefender Labs in order to be analyzed by the Bitdefender malware researchers. If malware presence is confirmed, a signature is released to allow removing the malware.

- **Archives containing infected files.**

- ▶ Archives that contain only infected files are deleted automatically.
- ▶ If an archive contains both infected and clean files, Bitdefender will attempt to delete the infected files provided it can reconstruct the archive with the clean files. If archive reconstruction is not possible, you will be informed that no action can be taken so as to avoid losing clean files.

## Move files to quarantine

Moves detected files to quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. For more information, please refer to *"Managing quarantined files"* (p. 77).

## Deny access

In case an infected file is detected, the access to this will be denied.

## 16.1.4. Restoring the default settings

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

To restore the default real-time protection settings, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. Click **Antivirus** on the left-side menu and then the **Shield** tab.
4. Click **Default**.

## 16.2. On-demand scanning

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

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

On-demand scanning is based on scan tasks. Scan tasks specify the scanning options and the objects to be scanned. You can scan the computer whenever you want by running the default tasks or your own scan tasks (user-defined tasks). If you want to scan specific locations on your computer or to configure the scan options, configure and run a custom scan.

### 16.2.1. Autoscans

Autoscan is a light on-demand scan that silently scans all your data for malware and takes the appropriate actions for any infections found. Autoscan finds and uses time-slices when system resource usage falls below a certain threshold to perform recurring scans of the entire system.

Benefits of using Autoscan:

- It has close to zero impact on the system.
- By pre-scanning the entire hard-disk, future on-demand tasks will be completed extremely fast.
- On-access scanning will also take significantly less time.

To turn on or off Autoscan, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click the switch to turn on or off **Autoscan**.

### 16.2.2. Scanning a file or folder for malware

You should scan files and folders whenever you suspect they might be infected. Right-click the file or folder you want to be scanned, point to **Bitdefender** and select **Scan with Bitdefender**. The **Antivirus Scan wizard** will appear and guide you through the scanning process. At the end of the scan, you will be prompted to choose the actions to be taken on the detected files, if any.

## 16.2.3. Running a Quick Scan

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

To run a Quick Scan, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click **Scan Now** and select **Quick Scan** from the drop-down menu.
3. Follow the **Antivirus Scan wizard** to complete the scan. Bitdefender will automatically take the recommended actions on detected files. If there remain unresolved threats, you will be prompted to choose the actions to be taken on them.

## 16.2.4. Running a System Scan

The System Scan task scans the entire computer for all types of malware threatening its security, such as viruses, spyware, adware, rootkits and others. If you have turned off **Autoscan**, it is recommended to run a System Scan at least once a week.



### Note

Because **System Scan** performs a thorough scan of the entire system, the scan may take a while. Therefore, it is recommended to run this task when you are not using your computer.

Before running a System Scan, the following are recommended:

- Make sure Bitdefender is up-to-date with its malware signatures. Scanning your computer using an outdated signature database may prevent Bitdefender from detecting new malware found since the last update. For more information, please refer to *"Keeping Bitdefender up-to-date"* (p. 34).
- Shut down all open programs.

If you want to scan specific locations on your computer or to configure the scanning options, configure and run a custom scan. For more information, please refer to *"Configuring a custom scan"* (p. 68).

To run a System Scan, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click **Scan Now** and select **System Scan** from the drop-down menu.
3. Follow the **Antivirus Scan wizard** to complete the scan. Bitdefender will automatically take the recommended actions on detected files. If there remain

unresolved threats, you will be prompted to choose the actions to be taken on them.

## 16.2.5. Configuring a custom scan

To configure a scan for malware in detail and then run it, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click **Scan Now** and select **Custom Scan** from the drop-down menu.
3. If you want to, you can quickly rerun a previous custom scan by clicking the corresponding entry in the **Recent Scans** or **Favorite Scans** list.
4. Click **Add Target**, select the check boxes corresponding to the locations you want to be scanned for malware and then click **OK**.
5. Click **Scan Options** if you want to configure the scan options. A new window will appear. Follow these steps:
  - a. You can easily configure the scanning options by adjusting the scan level. Drag the slider along the scale to set the desired scan level. Use the description on the right side of the scale to identify the scan level that better fits your needs.

Advanced users might want to take advantage of the scan settings Bitdefender offers. To configure the scan options in detail, click **Custom**. You can find information about them at the end of this section.
  - b. You can also configure these general options:
    - **Run the task with low priority.** Decreases the priority of the scan process. You will allow other programs to run faster and increase the time needed for the scan process to finish.
    - **Minimize Scan Wizard to system tray.** Minimizes the scan window to the **system tray**. Double-click the Bitdefender icon to open it.
    - Specify the action to be taken if no threats are found.
  - c. Click **OK** to save the changes and close the window.
6. Click **Start Scan** and follow the **Antivirus Scan wizard** to complete the scan. Depending on the locations to be scanned, the scan may take a while. At the end of the scan, you will be prompted to choose the actions to be taken on the detected files, if any.

## Saving a custom scan to favorites

When you configure and run a custom scan, it is automatically added to a limited list of recent scans. If you plan to reuse a custom scan in the future, you can choose to save it to the favorite scans list.

To save a recently run custom scan to the favorite scans list, follow these steps:

1. Open the custom scan configuration window.
  - a. Open the **Bitdefender window**.
  - b. On the **Antivirus** panel, click **Scan Now** and select **Custom Scan** from the drop-down menu.
2. Locate the desired scan in the **Recent scans** list.
3. Go with the mouse cursor over the name of the scan and click the ★ icon to add the scan to the favorite scans list.

Scans saved to favorites are marked using the ★ icon. If you click this icon, the scan is removed from the favorite scans list.

## Information on the scan options

You may find this information useful:

- If you are not familiar with some of the terms, check them in the **glossary**. You can also find useful information by searching the Internet.
- **Scan files.** You can set Bitdefender to scan all types of files or applications (program files) only. Scanning all files provides best protection, while scanning applications only can be used to perform a quicker scan.

Applications (or program files) are far more vulnerable to malware attacks than other types of files. This category includes the following file extensions: 386; a6p; ac; accda; accdb; accdc; accde; accdp; accdr; accdt; accdu; acl; acr; action; ade; adp; air; app; as; asd; asp; awk; bas; bat; bin; cgi; chm; cla; class; cmd; cnv; com; cpl; csc; csh; dat; dek; dld; dll; doc; docm; docx; dot; dotm; dotx; drv; ds; ebm; esh; exe; ezs; fky; frs; fxp; gadget; grv; hlp; hms; hta; htm; html; iaf; icd; ini; inx; ipf; isu; jar; js; jse; jsx; kix; laccdb; lnk; maf; mam; maq; mar; mat; mcr; mda; mdb; mde; mdt; mdw; mem; mhtml; mpp; mpt; mpx; ms; msg; msi; msp; mst; msu; oab; obi; obs; ocx; oft; ole; one; onepkg; ost; ovl; pa; paf; pex; pfd; php; pif; pip; pot; potm; potx; ppa; ppam; pps; ppsm; ppsx; ppt; pptm; pptx; prc; prf; prg; pst; pub; puz; pvd; pwc; py; pyc; pyo; qpx; rbx; rgs; rox; rpj; rtf; scar; scr; script; sct; shb; shs; sldm; sldx; smm; snp; spr; svd; sys; thmx; tlb; tms; u3p; udf; url; vb; vbe; vbs; vbscript; vxd; wbk; wcm; wdm; wiz; wll; wpk; ws; wsf; xar; xl; xla; xlam; xlb; xlc; xll; xlm; xls; xlsb; xlsd; xlsx; xlt; xltm; xltx; xlw; xml; xqt; xsf; xsn; xtp

- **Scan options for archives.** Archives containing infected files are not an immediate threat to the security of your system. The malware can affect your

system only if the infected file is extracted from the archive and executed without having real-time protection enabled. However, it is recommended to use this option in order to detect and remove any potential threat, even if it is not an immediate threat.



## Note

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


- **Scan boot sectors.** You can set Bitdefender to scan the boot sectors of your hard disk. This sector of the hard disk contains the necessary computer code to start the boot process. When a virus infects the boot sector, the drive may become inaccessible and you may not be able to start your system and access your data.
- **Scan memory.** Select this option to scan programs running in your system's memory.
- **Scan registry.** Select this option to scan registry keys. Windows Registry is a database that stores configuration settings and options for the Windows operating system components, as well as for installed applications.
- **Scan cookies.** Select this option to scan the cookies stored by browsers on your computer.
- **Scan only new and changed files.** By scanning only new and changed files, you may greatly improve overall system responsiveness with a minimum trade-off in security.
- **Ignore commercial keyloggers.** Select this option if you have installed and use commercial keylogger software on your computer. Commercial keyloggers are legitimate computer monitoring software whose most basic function is to record everything that is typed on the keyboard.
- **Scan for rootkits.** Select this option to scan for **rootkits** and objects hidden using such software.

## 16.2.6. Antivirus Scan Wizard

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



## Note

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

## Step 1 - Perform scan

Bitdefender will start scanning the selected objects. You can see real-time information about the scan status and statistics (including the elapsed time, an estimation of the remaining time and the number of detected threats). To see more details, click the **Show more** link.

Wait for Bitdefender to finish scanning. The scanning process may take a while, depending on the complexity of the scan.

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

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

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

Choose the desired option and click **OK** to continue scanning.

## Step 2 - Choose actions

At the end of the scan, you will be prompted to choose the actions to be taken on the detected files, if any.



### Note

When you run a quick scan or a full system scan, Bitdefender will automatically take the recommended actions on detected files during the scan. If there remain unresolved threats, you will be prompted to choose the actions to be taken on them.

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

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

## Take proper actions

Bitdefender will take the recommended actions depending on the type of detected file:

- **Infected files.** Files detected as infected match a malware signature in the Bitdefender Malware Signature Database. Bitdefender will automatically attempt to remove the malware code from the infected file and reconstruct the original file. This operation is referred to as disinfection.

Files that cannot be disinfected are moved to quarantine in order to contain the infection. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears. For more information, please refer to *"Managing quarantined files"* (p. 77).



### Important

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

- **Suspicious files.** Files are detected as suspicious by the heuristic analysis. Suspicious files cannot be disinfected, because no disinfection routine is available. They will be moved to quarantine to prevent a potential infection. By default, quarantined files are automatically sent to Bitdefender Labs in order to be analyzed by the Bitdefender malware researchers. If malware presence is confirmed, a signature is released to allow removing the malware.

- **Archives containing infected files.**

- ▶ Archives that contain only infected files are deleted automatically.
- ▶ If an archive contains both infected and clean files, Bitdefender will attempt to delete the infected files provided it can reconstruct the archive with the clean files. If archive reconstruction is not possible, you will be informed that no action can be taken so as to avoid losing clean files.

## Delete

Removes detected files from the disk.

If infected files are stored in an archive together with clean files, Bitdefender will attempt to delete the infected files and reconstruct the archive with the clean files. If archive reconstruction is not possible, you will be informed that no action can be taken so as to avoid losing clean files.



## Take no action

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

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

## Step 3 - Summary

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

Click **Close** to close the window.



### Important

In most cases Bitdefender successfully disinfects the infected files it detects or it isolates the infection. However, there are issues that cannot be solved automatically. If required, please restart your system in order to complete the cleaning process. For more information and instructions on how to remove malware manually, please refer to *"Removing malware from your system"* (p. 139).

## 16.2.7. Checking scan logs

Each time a scan is performed, a scan log is created and Bitdefender records the detected issues in the Antivirus Overview window. The scan log contains detailed information about the logged scanning process, such as scanning options, the scanning target, the threats found and the actions taken on these threats.

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

To check a scan log or any detected infection at a later time, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Events** button on the upper toolbar.
3. In the **Events Overview** window, select **Antivirus**.
4. In the **Antivirus Events** window, select the **Virus Scan** tab. This is where you can find all malware scan events, including threats detected by on-access scanning, user-initiated scans and status changes for automatic scans.
5. In the events list, you can check what scans have been performed recently. Click an event to view details about it.
6. To open the scan log, click **View log**. The scan log will open in your default web browser.

## 16.3. Automatic scan of removable media


Bitdefender automatically detects when you connect a removable storage device to your computer and scans it in the background. This is recommended in order to prevent viruses and other malware from infecting your computer.

Detected devices fall into one of these categories:

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

You can configure automatic scan separately for each category of storage devices. Automatic scan of mapped network drives is off by default.

### 16.3.1. How does it work?

When it detects a removable storage device, Bitdefender starts scanning it for malware in the background (provided automatic scan is enabled for that type of device). A Bitdefender scan icon  will appear in the **system tray**. You can click this icon to open the scan window and to see the scan progress.

If Autopilot is on, you will not be bothered about the scan. The scan will only be logged and information about it will be available in the **Events** window.

If Autopilot is off:

1. You will be notified through a pop-up window that a new device has been detected and it is being scanned.
2. In most cases, Bitdefender automatically removes detected malware or isolates infected files into quarantine. If there are unresolved threats after the scan, you will be prompted to choose the actions to be taken on them.



#### Note

Take into account that no action can be taken on infected or suspicious files detected on CDs/DVDs. Similarly, no action can be taken on infected or suspicious files detected on mapped network drives if you do not have the appropriate privileges.

3. When the scan is completed, the scan results window is displayed to inform you if you can safely access files on the removable media.

This information may be useful to you:

- Please be careful when using a malware-infected CD/DVD, because the malware cannot be removed from the disc (the media is read-only). Make sure real-time protection is turned on to prevent malware from spreading to your system. It is best practice to copy any valuable data from the disc to your system and then dispose of the disc.

- In some cases, Bitdefender may not be able remove malware from specific files due to legal or technical constraints. Such an example are files archived using a proprietary technology (this is because the archive cannot be recreated correctly).

To find out how to deal with malware, please refer to *"Removing malware from your system"* (p. 139).

## 16.3.2. Managing removable media scan

To manage automatic scan of removable media, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Exclusions** tab.

For best protection, it is recommended to turn on automatic scan for all types of removable storage devices.

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

## 16.4. Configuring scan exclusions

Bitdefender allows excluding specific files, folders or file extensions from scanning. This feature is intended to avoid interference with your work and it can also help improve system performance. Exclusions are to be used by users having advanced computer knowledge or, otherwise, following the recommendations of a Bitdefender representative.

You can configure exclusions to apply to on-access or on-demand scanning only, or to both. The objects excluded from on-access scanning will not be scanned, no matter if they are accessed by you or by an application.



### Note

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

### 16.4.1. Excluding files or folders from scanning

To exclude specific files or folders from scanning, follow these steps:

1. Open the **Bitdefender window**.

2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Exclusions** tab.
5. Turn on scan exclusions for files using the corresponding switch.
6. Click the **Excluded files and folders** link. In the window that appears, you can manage the files and folders excluded from scanning.
7. Add exclusions by following these steps:
  - a. Click the **Add** button, located at the top of the exclusions table.
  - b. Click **Browse**, select the file or folder that you want to be excluded from scanning and then click **OK**. Alternatively, you can type (or copy and paste) the path to the file or folder in the edit field.
  - c. By default, the selected file or folder is excluded from both on-access and on-demand scanning. To change when to apply the exclusion, select one of the other options.
  - d. Click **Add**.
8. Click **OK** to save the changes and close the window.

## 16.4.2. Excluding file extensions from scanning

When you exclude a file extension from scanning, Bitdefender will no longer scan files with that extension, regardless of their location on your computer. The exclusion also applies to files on removable media, such as CDs, DVDs, USB storage devices or network drives.



### Important

Use caution when excluding extensions from scanning because such exclusions can make your computer vulnerable to malware.

To exclude file extensions from scanning, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Exclusions** tab.
5. Turn on scan exclusions for files using the corresponding switch.
6. Click the **Excluded extensions** link. In the window that appears, you can manage the file extensions excluded from scanning.
7. Add exclusions by following these steps:

- a. Click the **Add** button, located at the top of the exclusions table.
  - b. Enter the extensions that you want to be excluded from scanning, separating them with semicolons (;). Here is an example:  
`txt;avi;jpg`
  - c. By default, all files with the specified extensions are excluded from both on-access and on-demand scanning. To change when to apply the exclusion, select one of the other options.
  - d. Click **Add**.
8. Click **OK** to save the changes and close the window.

## 16.4.3. Managing scan exclusions

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

To manage scan exclusions, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Exclusions** tab. Use the options in the **Files and folders** section to manage scan exclusions.
5. To remove or edit scan exclusions, click one of the available links. Proceed as follows:
  - To remove an entry from the table, select it and click the **Remove** button.
  - To edit an entry from the table, double-click it (or select it and click the **Edit** button). A new window will appear where you can change the extension or the path to be excluded and the type of scanning you want them to be excluded from, as needed. Make the necessary changes, then click **Modify**.
6. To turn off scan exclusions, use the corresponding switch.

## 16.5. Managing quarantined files

Bitdefender isolates the malware-infected files it cannot disinfect and the suspicious files in a secure area named quarantine. When a virus is in quarantine it cannot do any harm because it cannot be executed or read.

By default, quarantined files are automatically sent to Bitdefender Labs in order to be analyzed by the Bitdefender malware researchers. If malware presence is confirmed, a signature is released to allow removing the malware.

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

To check and manage quarantined files, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Quarantine** tab.
5. Quarantined files are managed automatically by Bitdefender according to the default quarantine settings. Though not recommended, you can adjust the quarantine settings according to your preferences.

### **Rescan quarantine after virus definitions update**

Keep this option turned on to automatically scan quarantined files after each virus definitions update. Cleaned files are automatically moved back to their original location.

### **Submit suspicious quarantined files for further analysis**

Keep this option turned on to automatically send quarantined files to Bitdefender Labs. The sample files will be analyzed by the Bitdefender malware researchers. If malware presence is confirmed, a signature is released to allow removing the malware.

### **Delete content older than {30} days**

By default, quarantined files older than 30 days are automatically deleted. If you want to change this interval, type a new value in the corresponding field. To disable automatic deletion of old quarantined files, type 0.

6. To delete a quarantined file, select it and click the **Delete** button. If you want to restore a quarantined file to its original location, select it and click **Restore**.

## 16.6. Active Virus Control

Bitdefender Active Virus Control is an innovative proactive detection technology which uses advanced heuristic methods to detect new potential threats in real time.

Active Virus Control continuously monitors the applications running on the computer, looking for malware-like actions. Each of these actions is scored and an overall score is computed for each process. When the overall score for a process reaches a given threshold, the process is considered to be harmful and it is blocked automatically.

If Autopilot is off, you will be notified through a pop-up window about the blocked application. Otherwise, the application will be blocked without any notification. You can check what applications have been detected by Active Virus Control in the **Events** window.

## 16.6.1. Checking detected applications

To check the applications detected by Active Virus Control, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Events** button on the upper toolbar.
3. In the **Events Overview** window, select **Antivirus**.
4. In the **Antivirus Events** window, select the **Active Virus Control** tab.
5. Click an event to view details about it.
6. If you trust the application, you can configure Active Virus Control not to block it anymore by clicking **Allow and monitor**. Active Virus Control will continue to monitor excluded applications. If an excluded application is detected to perform suspicious activities, the event will simply be logged and reported to Bitdefender Cloud as detection error.

## 16.6.2. Turning on or off Active Virus Control

To turn on or off Active Virus Control, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Shield** tab.
5. Click the switch to turn on or off Active Virus Control.

## 16.6.3. Adjusting the Active Virus Control protection

If you notice that Active Virus Control detects legitimate applications often, you should set a more permissive protection level.

To adjust the Active Virus Control protection, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Shield** tab.
5. Make sure Active Virus Control is turned on.
6. Drag the slider along the scale to set the desired protection level. Use the description on the right side of the scale to choose the protection level that better fits your security needs.



## Note

As you set the protection level higher, Active Virus Control will require fewer signs of malware-like behavior to report a process. This will lead to a higher number of applications being reported and, at the same time, to an increased likelihood of false positives (clean applications detected as malicious).

## 16.6.4. Managing excluded processes

You can configure exclusion rules for trusted applications so that Active Virus Control does not block them if they perform malware-like actions. Active Virus Control will continue to monitor excluded applications. If an excluded application is detected to perform suspicious activities, the event will simply be logged and reported to Bitdefender Cloud as detection error.

To manage Active Virus Control process exclusions, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Exclusions** tab.
5. Click the **Excluded processes** link. In the window that appears, you can manage the Active Virus Control process exclusions.



## Note

Process exclusions also apply to the **Intrusion Detection System** included in the Bitdefender firewall.

6. Add exclusions by following these steps:
  - a. Click the **Add** button, located at the top of the exclusions table.
  - b. Click **Browse**, find and select the application you want to be excluded and then click **OK**.
  - c. Keep the **Allow** option selected to prevent Active Virus Control from blocking the application.
  - d. Click **Add**.
7. To remove or edit exclusions, proceed as follows:
  - To remove an entry from the table, select it and click the **Delete** button.
  - To edit an entry from the table, double-click it (or select it) and click the **Modify** button. Make the necessary changes, then click **Modify**.
8. Save the changes and close the window.



## 16.7. Fixing system vulnerabilities

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

Bitdefender provides two easy ways to fix the vulnerabilities of your system:

- You can scan your system for vulnerabilities and fix them step by step using the **Vulnerability Scan** wizard.
- Using automatic vulnerability monitoring, you can check and fix detected vulnerabilities in the **Events** window.

You should check and fix system vulnerabilities every one or two weeks.

### 16.7.1. Scanning your system for vulnerabilities

To fix system vulnerabilities using the Vulnerability Scan wizard, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click **Scan Now** and select **Vulnerability Scan** from the drop-down menu.
3. Follow the six-step guided procedure to remove vulnerabilities from your system. You can navigate through the wizard using the **Next** button. To exit the wizard, click **Cancel**.

#### a. **Protect your PC**

Select vulnerabilities to check.

#### b. **Check for issues**

Wait for Bitdefender to finish checking your system for vulnerabilities.

#### c. **Windows updates**

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

To initiate the installation of selected updates, click **Next**. Please note that it may take a while to install the updates and some of them may require a system restart to complete the installation. If required, restart the system at your earliest convenience.

#### d. **Application updates**

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

## e. **Weak passwords**

You can see the list of the Windows user accounts configured on your computer and the level of protection their password provides.

Click **Fix** to modify the weak passwords. You can choose between asking the user to change the password at the next logon or changing the password yourself immediately. For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, \$ or @).

## f. **Summary**

This is where you can view the operation result.

## 16.7.2. Using automatic vulnerability monitoring

Bitdefender scans your system for vulnerabilities regularly, in the background, and keeps records of detected issues in the **Events** window.

To check and fix the detected issues, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Events** button on the upper toolbar.
3. In the **Events Overview** window, select **Antivirus**.
4. In the **Antivirus Events** window, select the **Vulnerability** tab.
5. You can see detailed information regarding the detected system vulnerabilities. Depending on the issue, to fix a specific vulnerability proceed as follows:
  - If Windows updates are available, click **Update now** to open the Vulnerability Scan wizard and install them.
  - If an application is outdated, click **Update now** to find a link to the vendor web page from where you can install the latest version of that application.
  - If a Windows user account has a weak password, click **Fix password** to force the user to change the password at the next logon or change the password yourself. For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, \$ or @).
  - If the Windows Autorun feature is enabled, click **Disable** to disable it.

To configure the vulnerability monitoring settings, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Events** window, select the **Vulnerability** tab.
5. Click the switch to turn on or off Automatic Vulnerability Scan.



## Important

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

6. Choose the system vulnerabilities you want to be regularly checked by using the corresponding switches.

### Critical Windows updates

Check if your Windows operating system has the latest critical security updates from Microsoft.

### Regular Windows updates

Check if your Windows operating system has the latest regular security updates from Microsoft.

### Application updates

Check if crucial web-related applications installed on your system are up-to-date. Outdated applications can be exploited by malicious software, making your PC vulnerable to outside attacks.

### Weak passwords

Check whether the passwords of the Windows accounts configured on the system are easy to guess or not. Setting passwords that are hard to guess (strong passwords) makes it very difficult for hackers to break into your system. A strong password includes uppercase and lowercase letters, numbers and special characters (such as #, \$ or @).

### Media autorun

Check the status of the Windows Autorun feature. This feature enables applications to be automatically started from CDs, DVDs, USB drives or other external devices.

Some types of malware use Autorun to spread automatically from removable media to the PC. This is why it is recommended to disable this Windows feature.



## Note

If you turn off monitoring of a specific vulnerability, related issues will no longer be recorded in the Events window.

## 17. Antispam

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

Bitdefender Antispam employs remarkable technological innovations and industry standard antispam filters to weed out spam before it reaches the user's Inbox. For more information, please refer to *"Antispam insights"* (p. 84).

The Bitdefender Antispam protection is available only for e-mail clients configured to receive e-mail messages via the POP3 protocol. POP3 is one of the most widely used protocols for downloading e-mail messages from a mail server.



### Note

Bitdefender does not provide antispam protection for e-mail accounts that you access through a web-based e-mail service.

The spam messages detected by Bitdefender are marked with the [spam] prefix in the subject line. Bitdefender automatically moves spam messages to a specific folder, as follows:

- In Microsoft Outlook, spam messages are moved to a **Spam** folder, located in the **Deleted Items** folder. The **Spam** folder is created during the installation of Bitdefender.
- In Outlook Express and Windows Mail, spam messages are moved directly to **Deleted Items**.
- In Mozilla Thunderbird, spam messages are moved to a **Spam** folder, located in the **Trash** folder. The **Spam** folder is created during the installation of Bitdefender.

If you use other mail clients, you must create a rule to move the e-mail messages marked as [spam] by Bitdefender to a custom quarantine folder.

### 17.1. Antispam insights

#### 17.1.1. Antispam filters

The Bitdefender Antispam Engine incorporates several different filters that ensure your Inbox to be SPAM-free: **Friends list**, **Spammers list**, **Charset filter**, **Link filter**, **Signatures filter**, **NeuNet (Heuristic) filter** and **in-the-cloud detection**.

## Friends list / Spammers list

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



### Note

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

## Charset filter

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

## Link filter

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

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

## Signatures filter

The Bitdefender spam researchers constantly analyze the spam e-mails in the wild and release spam signatures to allow for their detection.

The Signatures filter checks e-mails against the spam signatures in the local database. If a match is made, the message is tagged as SPAM.



### Note

Unlike the other filters, the Signatures filter cannot be turned off independently of the antispam protection.

## NeuNet (Heuristic) Filter

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

If the spam score exceeds the threshold level, the e-mail is considered SPAM. The threshold level is defined by the antispam sensitivity level. For more information, please refer to *"Adjusting the sensitivity level"* (p. 92).

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



## Note

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

## In-the-cloud detection

In-the cloud detection makes use of the Bitdefender Cloud services to provide you with efficient and always up-to-date antispam protection.

E-mails are checked in the cloud only if the local antispam filters do not provide a conclusive result.

### 17.1.2. Antispam operation

The Bitdefender Antispam Engine uses all antispam filters combined to determine whether a certain e-mail message should get into your **Inbox** or not.

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

Otherwise, the **Spammers list** filter will take over the e-mail to verify if the sender's address is on its list. If a match is made, the e-mail will be tagged as SPAM and moved in the **Spam** folder.

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.

The **Link filter** will compare the links found in the e-mail against the links from the Bitdefender database of known spam links. In case of a match, the e-mail will be considered SPAM.

Next, the **Signatures filter** checks the e-mail against the spam signatures in the local database. If a match is made, the message is tagged as SPAM.

The **NeuNet (Heuristic) filter** will take over the e-mail and will perform a set of tests on all the message components, looking for words, phrases, links or other characteristics of SPAM. Based on the results of the analysis, the e-mail will receive a spam score.



## Note

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

If the spam score exceeds the threshold level, the e-mail is considered SPAM. The threshold level is defined by the antispam protection level. For more information, please refer to *"Adjusting the sensitivity level"* (p. 92).

If the local antispam filters do not provide a conclusive result, the e-mail is checked using in-the-cloud detection, which finally decides whether the e-mail is spam or legitimate.

## 17.1.3. Antispam updates

Every time an update is performed, new signatures for known spam e-mails and links are added to the databases. This will help increase the effectiveness of your Antispam engine.

To protect you against spammers, Bitdefender can perform automatic updates. Keep the **Automatic Update** option enabled.

## 17.1.4. Supported e-mail clients and protocols

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

- Microsoft Outlook 2007 / 2010
- Microsoft Outlook Express and Windows Mail (on 32-bit systems)
- Mozilla Thunderbird 3.0.4

## 17.2. Turning on or off antispam protection

Antispam protection is not enabled by default. To enable the antispam module, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Antispam** panel, click the switch to turn on or off **Antispam**.
3. Wait for Bitdefender to install the module components.

## 17.3. Using the antispam toolbar in your mail client window

In the upper area of your mail client window you can see the Antispam toolbar. The Antispam toolbar helps you manage antispam protection directly from your mail client. You can easily correct Bitdefender if it marked a legitimate message as SPAM.



## Important

Bitdefender integrates into the most commonly used mail clients through an easy-to-use antispam toolbar. For a complete list of supported mail clients, please refer to *"Supported e-mail clients and protocols"* (p. 87).

Each button from the Bitdefender toolbar will be explained below:

**Is Spam** - indicates that the selected e-mail is spam. The e-mail will be moved immediately to the **Spam** folder. If the antispam cloud services are activated, the message is sent to Bitdefender Cloud for further analysis.

**Not Spam** - indicates that the selected e-mail is not spam and Bitdefender should not have tagged it. The e-mail will be moved from the **Spam** folder to the **Inbox** directory. If the antispam cloud services are activated, the message is sent to Bitdefender Cloud for further analysis.



## Important

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

**Add Spammer** - adds the sender of the selected e-mail to the Spammers list. You may need to click **OK** to acknowledge. The e-mail messages received from addresses in the Spammers list are automatically marked as [spam].

**Add Friend** - adds the sender of the selected e-mail to the Friends list. You may need to click **OK** to acknowledge. You will always receive e-mail messages from this address no matter what they contain.

**Spammers** - opens the **Spammers list** that contains all the e-mail addresses from which you don't want to receive messages, regardless of their content. For more information, please refer to *"Configuring the Spammers List"* (p. 91).

**Friends** - opens the **Friends list** that contains all the e-mail addresses from which you always want to receive e-mail messages, regardless of their content. For more information, please refer to *"Configuring the Friends List"* (p. 90).



**Settings** - opens a window where you can configure the antispam filters and the toolbar settings.

## 17.3.1. Indicating detection errors

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


1. Open your mail client.
2. Go to the junk mail folder where spam messages are moved.
3. Select the legitimate message incorrectly marked as [spam] by Bitdefender.




4. Click the  **Add Friend** button on the Bitdefender antispam toolbar to add the sender to the Friends list. You may need to click **OK** to acknowledge. You will always receive e-mail messages from this address no matter what they contain.
5. Click the  **Not Spam** button on the Bitdefender antispam toolbar (normally located in the upper part of the mail client window). The e-mail message will be moved to the Inbox folder.

## 17.3.2. Indicating undetected spam messages

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

1. Open your mail client.
2. Go to the Inbox folder.
3. Select the undetected spam messages.
4. Click the  **Is Spam** button on the Bitdefender antispam toolbar (normally located in the upper part of the mail client window). They are immediately marked as [spam] and moved to the junk mail folder.

## 17.3.3. Configuring toolbar settings

To configure the antispam toolbar settings for your e-mail client, click the  **Settings** button on the toolbar and then the **Toolbar Settings** tab.



Settings are grouped into two categories:

- In the **E-mail Rules** category, you can configure the processing rules for the spam e-mails detected by Bitdefender.
  - ▶ **Move message to Deleted Items** (only for Microsoft Outlook Express / Windows Mail)



### Note

In Microsoft Outlook / Mozilla Thunderbird, detected spam messages are automatically moved to a Spam folder, located in the Deleted Items / Trash folder.

- ▶ **Mark spam e-mail messages as 'read'** - marks the spam messages as read automatically, so as not to be disturbing when they arrive.
- In the **Notifications** category, you can choose whether or not to display confirmation windows when you click the  **Add Spammer** and  **Add Friend** buttons on the antispam toolbar. Confirmation windows can prevent accidentally adding e-mail senders to Friends / Spammers list.

## 17.4. Configuring the Friends List

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



### Note

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

To configure and manage the Friends list:

- If you are using Microsoft Outlook / Outlook Express / Windows Mail / Thunderbird, click the **Friends** button on the **Bitdefender antispam toolbar** integrated into your mail client.
- Alternatively, follow these steps:
  1. Open the **Bitdefender window**.
  2. On the **Antispam** panel, click **Manage** and select **Manage Friends** from the drop-down menu.

To add an e-mail address, select the **E-mail address** option, enter the address and then click **Add**. Syntax: name@domain.com.

To add all the e-mail addresses from a specific domain, select the **Domain name** option, enter the domain name and then click **Add**. Syntax:

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

It is recommended to avoid adding entire domains, but this may be useful in some situations. For example, you can add the e-mail domain of the company you work for, or those of your trusted partners.

To delete an item from the list, click the corresponding **Remove** link. To delete all entries from the list, click the **Clear list** button and then **Yes** to confirm.

You can save the Friends list to a file so that you can use it on another computer or after reinstalling the product. To save the Friends list, click the **Save** button and save it to the desired location. The file will have a .bwl extension.


To load a previously saved Friends list, click the **Load** button and open the corresponding .bwl file. To reset the content of the existing list when loading a previously saved list, select **Overwrite the current list**.

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

## 17.5. Configuring the Spammers List

The **Spammers list** is a list of all the e-mail addresses from which you don't want to receive messages, regardless of their content. Any e-mail message received from an address contained in the **Spammers list** will be automatically marked as SPAM, without further processing.

To configure and manage the Spammers list:

- If you are using Microsoft Outlook / Outlook Express / Windows Mail / Thunderbird, click the  **Spammers** button on the **Bitdefender antisпам toolbar** integrated into your mail client.
- Alternatively, follow these steps:
  1. Open the **Bitdefender window**.
  2. On the **Antisпам** panel, click **Manage** and select **Manage Spammers** from the drop-down menu.
  3. Go to the **Antisпам** panel.
  4. Click **Manage** and choose **Spammers** from the menu.

To add an e-mail address, select the **E-mail address** option, enter the address and then click **Add**. Syntax: name@domain.com.

To add all the e-mail addresses from a specific domain, select the **Domain name** option, enter the domain name and then click **Add**. Syntax:

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

It is recommended to avoid adding entire domains, but this may be useful in some situations.



### Warning

Do not add domains of legitimate web-based e-mail services (such as Yahoo, Gmail, Hotmail or other) to the Spammers list. Otherwise, the e-mail messages received from any registered user of such a service will be detected as spam. If, for example, you add yahoo.com to the Spammers list, all e-mail messages coming from yahoo.com addresses will be marked as [spam].

To delete an item from the list, click the corresponding **Remove** link. To delete all entries from the list, click the **Clear list** button and then **Yes** to confirm.

You can save the Spammers list to a file so that you can use it on another computer or after reinstalling the product. To save the Spammers list, click the **Save** button and save it to the desired location. The file will have a .bwł extension.

To load a previously saved Spammers list, click the **Load** button and open the corresponding .bwl file. To reset the content of the existing list when loading a previously saved list, select **Overwrite the current list**.

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

## 17.6. Adjusting the sensitivity level

If you notice that some legitimate e-mails are marked as spam, or that many spam e-mails go undetected, you can try adjusting the antispam sensitivity level to solve the problem. However, rather than independently change the sensitivity level, it is recommended that you first read *"Antispam filter does not work properly"* (p. 132) and follow the instructions to correct the problem.

To adjust the antispam sensitivity level, follow these steps:

1. Open Bitdefender.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antispam**.
4. In the **Antispam Settings** window, select the **Settings** tab.
5. Use the description on the right side of the scale to choose the sensitivity level that better fits your security needs. The description also informs you about any additional actions you should take in order to avoid potential problems or to increase antispam detection efficiency.

## 17.7. Configuring the local antispam filters

As described in *"Antispam insights"* (p. 84), Bitdefender uses a combination of different antispam filters to identify spam. The antispam filters are pre-configured for efficient protection.




### Important

Depending on whether or not you receive legitimate e-mails written in Asian or Cyrillic characters, disable or enable the setting that automatically blocks such e-mails. The corresponding setting is disabled in the localized versions of the program that use such charsets (for example, in the Russian or Chinese version).

To configure the local antispam filters, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antispam**.
4. In the **Antispam Settings** window, select the **Settings** tab.
5. Click the switches to turn on or off the local antispam filters.


If you are using Microsoft Outlook / Outlook Express / Windows Mail / Thunderbird, you can configure the local antispam filters directly from your mail client. Click the  **Settings** button on the Bitdefender antispam toolbar (normally located in the upper part of the mail client window) and then the **Antispam Filters** tab.

## 17.8. Configuring in-the-cloud detection

In-the cloud detection makes use of the Bitdefender Cloud services to provide you with efficient and always up-to-date antispam protection.

To configure in-the-cloud detection, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antispam**.
4. In the **Antispam Settings** window, select the **Cloud** tab.
5. Click the switch to turn on or off in-the-cloud detection.
6. Samples of legitimate or spam e-mails can be submitted to Bitdefender Cloud when you indicate detection errors or undetected spam e-mails. This helps improve the Bitdefender antispam detection. Configure the e-mail sample submission to Bitdefender Cloud by selecting the desired options.

If you are using Microsoft Outlook / Outlook Express / Windows Mail / Thunderbird, you can configure in-the-cloud detection directly from your mail client. Click the  **Settings** button on the Bitdefender antispam toolbar (normally located in the upper part of the mail client window) and then the **Cloud Settings** tab.

## 18. Privacy Control

Your private information is a constant target for cyber criminals. As the threats have spread to nearly the entire spectrum of online activities, improperly protected e-mail, instant messaging and web browsing can lead to information leaks that compromise your privacy.

Additionally, important files you store on your computer can one day find themselves in the wrong hands.

Bitdefender Privacy Control addresses all these threats with a multitude of components.

- **Antiphishing Protection** - offers a comprehensive set of features that protect your entire web browsing experience, including preventing you from disclosing personal information to fraudulent websites disguised as legitimate ones.
- **IM Encryption** - encrypts your IM conversations to ensure their contents remain between you and your chat partner.
- **File Shredder** - permanently erases files and their traces from your computer.
- **ID theft protection** - for users in the United States, Bitdefender offers a comprehensive identity theft protection service.

### 18.1. Antiphishing protection

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

Bitdefender provides real-time antiphishing protection for:

- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Safari
- Opera
- Yahoo! Messenger

To configure Antiphishing settings, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Privacy Control**.
4. In the **Privacy Control Settings** window, select the **Antiphishing** tab.

Click the switches to turn on or off:

- Showing the **Bitdefender toolbar** in the web browser.



## Note

The Bitdefender browser toolbar is not enabled by default.

- Search advisor, a component that rates the results of your search engine queries and the links posted on social networking websites by placing an icon next to every result:

-  You should not visit this web page.

-  This web page may contain dangerous content. Exercise caution if you decide to visit it.

-  This is a safe page to visit.

Search Advisor rates the search results from the following web search engines:

- ▶ Google
- ▶ Yahoo!
- ▶ Bing
- ▶ Baidu

Search Advisor rates the links posted on the following online social networking services:

- ▶ Facebook
- ▶ Twitter

- Scanning SSL web traffic.

More sophisticated attacks might use secure web traffic to mislead their victims. It is therefore recommended to enable SSL scanning.

- Protection against fraud.
- Protection against phishing.
- Protection for instant messaging.

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

To configure and manage the antiphishing whitelist, click the **Whitelist** link. A new window will appear.

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


To remove a web site from the list, select it in the list and click the corresponding **Remove** link.

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

## 18.1.1. Bitdefender protection in the web browser

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

- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Safari
- Opera

The Bitdefender toolbar is not your typical browser toolbar. The only thing it adds to your browser is a small dragger  at the top of every web page. Click it to see the toolbar.


The Bitdefender toolbar contains the following elements:

### Page Rating

Depending on how Bitdefender classifies the web page you are currently viewing, one of the following ratings is displayed on the left side of the toolbar:

- The message "Page not safe" appears on a red background - you should leave the web page immediately. To find out more about this threat, click the + symbol on the page rating.
- The message "Caution is advised" appears on an orange background - this web page may contain dangerous content. Exercise caution if you decide to visit it.
- The message "This page is safe" appears on a green background - this is a safe page to visit.

### Sandbox

Click  to launch the browser in a Bitdefender-provided environment, isolating it from the operating system. This prevents browser-based threats from exploiting browser vulnerabilities to gain control of your system. Use Sandbox when visiting web pages you suspect may contain malware.

Browser windows opened in Sandbox will be easily recognizable through their modified outline and Sandbox icon added at the center of the title bar.



### Note

Sandbox is not available on computers running Windows XP.

### Settings

Click  to select individual features to turn on or off:

- Antiphishing Filter
- Antimalware Web Filter
- Search Advisor



## Power Switch

To enable / disable the toolbar features completely, click  on the right side of the toolbar.

## 18.1.2. Bitdefender alerts in the browser

Whenever you try to visit a website classified as unsafe, the website is blocked and a warning page is displayed in your browser.

The page contains information such as the website URL and the detected threat.

You have to decide what to do next. The following options are available:

- Navigate away from the web page by clicking **Take me back to safety**.
- Disable blocking pages that contain phishing by clicking **Disable Antiphishing filter**.
- Disable blocking pages that contain malware by clicking **Disable Antimalware filter**.
- Add the page to the Antiphishing whitelist by clicking **Add to whitelist**. The page will no longer be scanned by Bitdefender Antiphishing engines.
- Proceed to the web page, despite the warning, by clicking **I understand the risks, take me there anyway**.

## 18.2. IM encryption

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

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

- Your chat partner has a Bitdefender product installed that supports IM Encryption and IM Encryption is enabled for the instant messaging application used for chatting.
- You and your chat partner use Yahoo! Messenger.



### Important

Bitdefender will not encrypt a conversation if one of the chat partners uses a web-based chat application such as Meebo.

Once the prerequisites are met, Bitdefender will inform you of the encryption status of your chat session through messages displayed in the chat window.

To turn instant messaging encryption on or off follow these steps:

1. Open the **Bitdefender window**.

2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Privacy Control**.
4. In the **Privacy Control Settings** window, click the switch to turn on or off instant messaging encryption. By default, encryption is enabled.

## 18.3. Deleting files permanently

When you delete a file, it can no longer be accessed through normal means. However, the file continues to be stored on the hard disk until it is overwritten when copying new files.

The Bitdefender File Shredder will help you permanently delete data by physically removing it from your hard disk.

You can quickly shred files or folders from your computer using the Windows contextual menu, by following these steps:

1. Right-click the file or folder you want to permanently delete.
2. Select **Bitdefender > File Shredder** in the context menu that appears.
3. A confirmation window will appear. Click **Yes** to start the File Shredder wizard.
4. Wait for Bitdefender to finish shredding the files.
5. The results are displayed. Click **Close** to exit the wizard.

Alternatively, you can shred files from the Bitdefender interface.

1. Open the **Bitdefender window**.
2. On the **Privacy** panel, click **Secure** and select **File Shredder** from the drop-down menu.
3. Follow the File Shredder wizard:
  - a. **Select file/folder**  
Add the files or folders you want to be permanently removed.
  - b. **Shredding Files**  
Wait for Bitdefender to finish shredding the files.
  - c. **Results**  
The results are displayed. Click **Close** to exit the wizard.

## 18.4. ID theft protection

To protect you against identity theft, Bitdefender comes with the **ID theft protection** service.



## Note

This service is available only for users in the United States.

This service monitors and identifies changes in both public and private records such as national security watch lists, Social Security records, national phone records, criminal records, DMV and driving records, medical collections and much more.

To activate this service, use the button on the **ID Theft Protection** panel in the main Bitdefender window.

ID theft protection can be configured exclusively through your MyBitdefender account. Click the provided link to log in to <https://my.bitdefender.com>, where you can learn more about this service and set up identity protection.

## 19. Firewall

The Firewall protects your computer from inbound and outbound unauthorized connection attempts, both on local networks and on the Internet. It is quite similar to a guard at your gate - it keeps track of connection attempts and decides which to allow and which to block.

The Bitdefender firewall uses a set of rules to filter data transmitted to and from your system. The rules are grouped into 3 categories:

### General Rules

Rules that determine the protocols over which communication is allowed.

A default set of rules that provides an optimal protection is used. You can edit the rules by allowing or denying connections over certain protocols.

### Application Rules

Rules that determine how each application can access network resources and the Internet.

Under normal conditions, Bitdefender automatically creates a rule whenever an application tries to access the Internet. You can also manually add or edit rules for applications.

### Adapter Rules

Rules that determine whether your computer can communicate with other computers connected to the same network.

You must create rules to specifically allow or deny traffic between your computer and other computers.

If your computer is running Windows Vista or Windows 7, Bitdefender automatically assigns a network type to every network connection it detects. Depending on the network type, the firewall protection is set to the appropriate level for each connection.

To find out more about the firewall settings for each network type and how you can edit the network settings, please refer to *"Managing connection settings"* (p. 101).

Additional protection is provided by the **Intrusion Detection System** (IDS). IDS monitors the network and system activities for malicious activities or policy violations. It can detect and block attempts to change critical system files, Bitdefender files or registry entries, the installation of malware drivers and attacks performed by code injection (DLL injection).

Bitdefender is configured by default to take recommended actions for your protection automatically, without bothering you. If you want to be informed and decide on the best action when an application requests Internet access or exhibits suspicious behavior, you must turn on **Paranoid Mode**.

## 19.1. Turning on or off firewall protection

To turn firewall protection on or off, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Firewall** panel, click the Firewall switch.



### Warning

Because it exposes your computer to unauthorized connections, turning off the firewall should only be a temporary measure. Turn the firewall back on as soon as possible.

## 19.2. Managing connection settings

To view and edit the network connection settings, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Firewall** panel, click **Manage Adapters**.

A new window will appear. The graph at the top of the window shows real-time information regarding incoming and outgoing traffic.

Below the graph, the following information is displayed for each network connection.

- **Network Type** - the type of network your computer is connected to. Bitdefender applies a basic set of firewall settings depending on the type of network you are connected to.

You can change the type by opening the **Network Type** drop-down menu and selecting one of the available types from the list.

Network Type	Description
<b>Trusted</b>	Disable the firewall for the respective adapter.
<b>Home/Office</b>	Allow all traffic between your computer and computers in the local network.
<b>Public</b>	All traffic is filtered.
<b>Untrusted</b>	Completely block network and Internet traffic through the respective adapter.

- **Stealth Mode** - whether you can be detected by other computers.

To configure the Stealth Mode, select the desired option from the corresponding drop-down menu.

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

- **Generic** - whether generic rules are applied to this connection.

If the IP address of a network adapter is changed, Bitdefender modifies the network type accordingly. If you want to keep the same type, select **Yes** from the corresponding drop-down menu.

## 19.3. Managing firewall rules

### 19.3.1. General rules

Whenever data is transmitted over the Internet, certain protocols are used.

The general rules allow you to configure the protocols over which traffic is allowed. To edit the rules, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Firewall**.
4. In the **Firewall Settings** window, select the **Settings** tab.
5. Under Firewall Rules, click **General Rules**.

A new window will appear. The current rules are displayed.

To edit a rule, click its corresponding arrow in the **Action** column and select **Allow** or **Deny**.

#### **DNS over UDP / TCP**

Allow or deny DNS over UDP and TCP.

By default, this type of connection is allowed.

#### **Incoming ICMP / ICMPv6**

Allow or deny ICMP / ICMPv6 messages.

ICMP messages are often used by hackers to carry out attacks against computer networks. By default, this type of connection is denied.

## **Sending E-mails**

Allow or deny sending e-mails over SMTP.

By default, this type of connection is allowed.

## **Web Browsing HTTP**

Allow or deny HTTP web browsing.

By default, this type of connection is allowed.

## **Incoming Remote Desktop Connections**

Allow or deny other computers' access over Remote Desktop Connections.

By default, this type of connection is allowed.

## **Windows Explorer traffic on HTTP / FTP**

Allow or deny HTTP and FTP traffic from Windows Explorer.

By default, this type of connection is denied.

## 19.3.2. Application rules

To view and manage the firewall rules controlling applications' access to network resources and the Internet, click **Application rules**.

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Firewall**.
4. In the **Firewall Settings** window, select the **Settings** tab.
5. Under Firewall Rules, click **Application Rules**.

You can see the programs (processes) for which firewall rules have been created in the table. To see the rules created for a specific application, click the + box next to the respective application or simply double-click it.

For each rule the following information is displayed:

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

Protocol	Description
<b>Any</b>	Includes all IP protocols.
<b>TCP</b>	Transmission Control Protocol - TCP enables two hosts to establish a connection and exchange streams of data. TCP guarantees

Protocol	Description
	delivery of data and also guarantees that packets will be delivered in the same order in which they were sent.
<b>UDP</b>	User Datagram Protocol - UDP is an IP-based transport designed for high performance. Games and other video-based applications often use UDP.
<b>A number</b>	Represents a specific IP protocol (other than TCP and UDP). You can find the complete list of assigned IP protocol numbers at <a href="http://www.iana.org/assignments/protocol-numbers">http://www.iana.org/assignments/protocol-numbers</a> .

- **Action** - whether the application is allowed or denied access to the network or Internet under the specified circumstances.

To manage the rules, use the buttons on the lower part of the window:

- **Add rule** - opens the **Add Application Rule** window where you can create a new rule.
- **Edit rule** - opens the **Edit Application Rule** window where you can modify the settings of a selected rule.
- **Remove rule** - deletes the selected rule.

## Adding / editing application rules

To add or edit an application rule, click the corresponding button. A new window will appear. Proceed as follows:

- **Program Path.** Click **Browse** and select the application the rule applies to.
- **Local Address.** Specify the local IP address and port the rule applies to. If you have more than one network adapter, you can clear the **Any** check box and type a specific IP address.
- **Remote Address.** Specify the remote IP address and port the rule applies to. To filter traffic between your computer and a specific computer, clear the **Any** check box and type its IP address.
- **Network Type.** Select the type of network the rule applies to.
- **Events.** Depending on the selected protocol, choose the network events the rule applies to. The following events may be taken into account:

Event	Description
<b>Connect</b>	Preliminary exchange of standard messages used by connection-oriented protocols (such as TCP) to establish a connection. With connection-oriented protocols, data traffic



Event	Description
	between two computers occurs only after a connection is established.
<b>Traffic</b>	Flow of data between two computers.
<b>Listen</b>	State in which an application monitors the network awaiting to establish a connection or to receive information from a peer application.

- **Protocol.** Select from the menu the IP protocol the rule applies to.
  - ▶ If you want the rule to apply to all protocols, select **Any**.
  - ▶ If you want the rule to apply to TCP, select **TCP**.
  - ▶ If you want the rule to apply to UDP, select **UDP**.
  - ▶ If you want the rule to apply to a specific protocol, select **Other**. An edit field will appear. Type the number assigned to the protocol you want to filter in the edit field.



#### Note

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

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

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

- **IP version.** Select from the menu the IP version (IPv4, IPv6 or any) the rule applies to.
- **Permission.** Select one of the available permissions:

Permission	Description
<b>Allow</b>	The specified application will be allowed network / Internet access under the specified circumstances.
<b>Deny</b>	The specified application will be denied network / Internet access under the specified circumstances.

## 19.3.3. Adapter rules

For each network connection you can configure special trusted or untrusted zones. A trusted zone is a device that you fully trust, for example a computer or a printer. All traffic between your computer and a trusted device is allowed. To share resources with specific computers in an unsecured wireless network, add them as allowed computers.

An untrusted zone is a device that you do not want to communicate with your computer at all.

To view and manage zones on your network adapters, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Firewall**.
4. In the **Firewall Settings** window, select the **Settings** tab.
5. Under Firewall Rules, click **Adapter Rules**.

A new window will appear displaying the network adapters with active connections and the current zones, if any.

To manage the zones, use the buttons on the lower part of the window:

- **Add Zone** - opens the **Add IP Address** window where you can create a new zone for a selected adapter.
- **Edit Zone** - opens the **Edit Rule** window where you can modify the settings of a selected zone.
- **Remove Zone** - deletes the selected zone.

## Adding / editing zones

To add or edit a zone, click the corresponding button. A new window displaying the IP addresses of the devices connected to the network will appear. Proceed as follows:

1. Select the IP address of the computer you want to add, or type an address or address range in the provided text box.
2. Select the action:
  - **Allow** - to allow all traffic between your computer and the selected computer.
  - **Deny** - to block all traffic between your computer and the selected computer.
3. Click **OK** to save the changes and close the window.




## 19.4. Monitoring network activity

To monitor the current network / Internet activity (over TCP and UDP) sorted by application and to open the Bitdefender Firewall log, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Firewall**.
4. In the **Firewall Settings** window, select the **Advanced** tab.
5. Under Networks Activity, click **Network activity**.

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

An icon is displayed next to each connection. The meaning of the icons is as follows:

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

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

For a comprehensive list of events regarding the Firewall module usage (enabling/disabling firewall, traffic blocking, modifying settings) or generated by the activities detected by this module (scanning ports, blocking connection attempts or traffic according to the rules) view the Bitdefender Firewall log file by clicking **Show Log**. The location of the log file is ?\Program Files\Common Files\Bitdefender\Bitdefender Firewall\bdfirewall.txt.

## 19.5. Configuring alert intensity

Bitdefender Internet Security 2013 was designed to be as unintrusive as possible. Under normal conditions, you do not have to make decisions on whether to allow or deny connections or actions attempted by the applications running on your system. Bitdefender makes all the decisions for you.

If you want to be in complete control of the decision making, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.

3. In the **Settings Overview** window, select **Firewall**.
4. In the **Firewall Settings** window, select the **Settings** tab.
5. Turn on **Paranoid Mode** by clicking the corresponding switch.



## Note

When Paranoid Mode is turned on, the **Autopilot** is automatically switched off.

As long as Paranoid Mode is on, an alert will be displayed prompting you for action every time one of the following situations occurs:

- An application tries to connect to the Internet.
- An application tries to perform an action considered suspicious by the **Intrusion Detection System** or the **Active Virus Control**.

The alert contains detailed information regarding the application and the detected behavior. You must select to **Allow** or **Deny** the action using the corresponding button.

## 19.6. Configuring advanced settings

To configure advanced firewall settings, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Firewall**.
4. In the **Firewall Settings** window, select the **Advanced** tab.

### 19.6.1. Intrusion Detection System

To configure the Intrusion Detection System, follow these steps:

1. To turn on the Intrusion Detection System, click the corresponding switch.
2. Drag the slider along the scale to set the desired aggressiveness level. Use the description on the right side of the scale to choose the level that better fits your security needs.

You can check what applications have been detected by the Intrusion Detection System in the **Events** window.

If there are applications you trust and do not want the Intrusion Detection System to scan, you can add exclusion rules for them. To exclude an application from scanning, follow the steps described in section *"Managing excluded processes"* (p. 80).



## Note

The operation of the Intrusion Detection System is related to that of the **Active Virus Control**. Process exclusion rules apply to both systems.

## 19.6.2. Other settings

The following features can be enabled or disabled.

- **Internet Connection Sharing** - enables support for Internet Connection Sharing.



## Note

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

- **Block port scans** - detects and blocks attempts to find out which ports are open.

Port scans are frequently used by hackers to find out which ports are open on your computer. They might then break into your computer if they find a less secure or vulnerable port.

- **Increase log verbosity** - increases the verbosity of the Firewall log.

Bitdefender maintains a log of events regarding the Firewall module usage (enabling/disabling firewall, traffic blocking, modifying settings) or generated by the activities detected by this module (scanning ports, blocking connection attempts or traffic according to the rules). The log can be accessed from the **Firewall Activity** window by clicking **Show Log**.

- **Monitor Wi-Fi Connections** - when you are connected to wireless networks, information is displayed regarding specific network events (for example, when a new computer has joined the network).

## 20. Safepay secure online transactions

The computer is fast becoming THE tool for shopping and banking. Paying bills, transferring money, buying pretty much anything you can imagine has never been quicker or easier.

This involves sending personal information, account and credit card data, passwords and other types of private information over the Internet, in other words exactly the type of information flow that cyber-criminals are very interested to tap into. Hackers are relentless in their efforts to steal this information, so you can never be too careful about securing online transactions.

Bitdefender Safepay offers a unified solution for the various ways in which your private data can be compromised. It is a protected browser, a sealed environment that is designed to keep your online banking, e-shopping and any other type of online transaction private and secure. You can launch Bitdefender Safepay whenever you want to send sensitive information over the Internet, or set it up that it launches automatically when you visit certain websites.

Bitdefender Safepay offers the following features:

- It blocks access to your desktop and any attempt to take snapshots of your screen.
- It comes with a virtual keyboard which, when used, makes it impossible for hackers to read your keystrokes.
- It is completely independent from your other browsers.
- It comes with built-in hotspot protection to be used when your computer is connected to unsecured Wi-fi networks.
- It supports bookmarks and allows you to navigate between your favorite banking/shopping sites.
- It is not limited to banking and e-shopping. Any website can be opened in Bitdefender Safepay.








### 20.1. Using Bitdefender Safepay

By default, Bitdefender detects when you navigate to an online banking site or online shop in any browser on your computer and prompts you to launch it in Bitdefender Safepay.


To open Bitdefender Safepay manually, follow this path: **Start → All Programs → Bitdefender 2013 → Bitdefender Safepay** or, quicker, double-click the Bitdefender Safepay shortcut on your desktop.

If you are used to web browsers, you will have no trouble using Bitdefender Safepay - it looks and behaves like a regular browser:

- enter URLs you want to go to in the address bar.

- add tabs to visit multiple websites in the Bitdefender Safepay window by clicking .
- navigate back and forward and refresh pages using    respectively.
- access Bitdefender Safepay **settings** by clicking .
- manage your **bookmarks** by clicking  next to the address bar.
- open the virtual keyboard by clicking .

## 20.2. Configuring settings

Click  to configure the following settings:

### General Bitdefender Safepay behavior

Choose what will happen when you access an online shop or Internet banking site in your regular web browser:

- Automatically open in Bitdefender Safepay.
- Have Bitdefender prompt you for action each time.
- Never use Bitdefender Safepay for pages visited in a regular browser.

### Domains list


Choose how Bitdefender Safepay will behave when you visit websites from specific domains in your regular web browser by adding them to the domains list and selecting the behavior for each one:

- Automatically open in Bitdefender Safepay.
- Have Bitdefender prompt you for action each time.
- Never use Bitdefender Safepay when visiting a page from the domain in a regular browser.

## 20.3. Managing bookmarks

If you disabled the automatic detection of some or all websites, or Bitdefender simply doesn't detect certain websites, you can add bookmarks to Bitdefender Safepay so that you can easily launch favorite websites in the future.

Follow these steps to add a URL to Bitdefender Safepay bookmarks:

1. Click  next to the address bar to open the Bookmarks page.



### Note

The Bookmarks page is opened by default when you start Bitdefender Safepay.

2. Click the **+** button to add a new bookmark.
3. Enter the URL and the title of the bookmark and click **Create**. The URL is also added to the Domains list on the **settings** page.


## 20.4. Hotspot protection for unsecured networks

When using Bitdefender Safepay while connected to unsecured Wi-fi networks (for example, a public hotspot) an extra layer of security is offered by the Hotspot protection feature. This service encrypts Internet communication over unsecured connections, helping you maintain your privacy no matter what network you are connected to.

The following prerequisites must be met for Hotspot protection to work:

- You are logged in to a MyBitdefender account from Bitdefender Internet Security 2013.
- Your computer is connected to an unsecured network.

Once the prerequisites are met, Bitdefender will automatically prompt you to use the secured connection whenever you open Bitdefender Safepay. All you need to do is enter your MyBitdefender credentials when prompted.

The secure connection will be initialized and a message will be displayed in the Bitdefender Safepay window when the connection is established. The symbol  appears in front of the URL in the address bar to help you easily identify secure connections.



## 21. Parental Control

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

Once you have configured Parental Control, you can easily find out what your child is doing on the computer.

All you need is a computer with Internet access and a web browser.

You can configure Parental Control to block :

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

Check your children's activities and change the Parental Control settings using MyBitdefender from any computer or mobile device connected to the Internet.

### 21.1. Accessing Parental Control dashboard

The Parental Control dashboard is organized into modules from where you can monitor the child's activities on the computer.

Bitdefender enables you to control the access to the Internet and to specific applications for your children. At the same time, it allows you to monitor their Facebook account activity.

With Bitdefender you can access Parental Control settings from MyBitdefender account on any computer or mobile device connected to the Internet.

Access your online account:

- On any device with Internet access:
  1. Open a web browser.
  2. Go to: <https://my.bitdefender.com>
  3. Log in to your account using your user name and password.
  4. Click **Parental Control** to access the dashboard.
- From your Bitdefender 2013 interface:
  1. Make sure you are logged on to the computer with an administrator account. Only users with administrative rights on the system (system administrators) can access and configure Parental Control.
  2. Open the [Bitdefender window](#).

3. Click the **MyBitdefender** button at the top of the window and select **Parental Control** from the drop-down menu.
4. The Parental Control dashboard will open in a new window. This is where you can check and configure the Parental Control settings of each Windows user account.

## 21.2. Adding your child's profile

Before you configure Parental Control, create separate Windows user accounts for your children to use. This will allow you to know exactly what each of them is doing on the computer. You should create limited (standard) user accounts so that they cannot change the Parental Control settings. For more information, please refer to *"How do I create Windows user accounts?"* (p. 50).

To add your child's profile to Parental Control:

1. Access the Parental Control dashboard from your MyBitdefender account.
2. Click **Add child** on the left-side menu.
3. Enter the name and age of the child in the **Profile** tab. Setting the age of the child will automatically load settings considered appropriate for that age category, based on child development standards.
4. Select the **Devices** tab.

In the Devices tab you can see the computers and mobile devices that are linked to your MyBitdefender account.

5. Select the computer and the Windows account for your child.
6. Click **Save**.

The computer and the Windows account of your child are now linked to your MyBitdefender account.

### 21.2.1. Monitoring the child's activity


Bitdefender helps you keep track of what your children are doing on the computer. In this way, you can always find out exactly what websites they have visited, what applications they have used or what activities have been blocked by the Parental Control.

The reports contain detailed information for each event, such as:

- The status of the event.
- The name of the blocked website.
- The name of the blocked application.
- The device name.

- The date and time when the event occurred.
- The actions taken by Bitdefender.


To monitor the Internet traffic, the accessed applications or the Facebook activity for your child, follow these steps:

1. Access the Parental Control dashboard from your MyBitdefender account.
2. Click  to access the activity window for the corresponding module.

## 21.2.2. Configuring e-mail notifications


By default, when Parental Control is enabled, your children's activities are logged.

To receive e-mail notifications, follow these steps:

1. Access the Parental Control dashboard from your MyBitdefender account.
2. Click the **General Settings** icon  on the top right corner.
3. Enter the e-mail address where the e-mail notifications are to be sent.
4. Click the button next to **Update** to adjust the frequency: daily, weekly or monthly.

## 21.3. Configuring Parental Control

The Parental Control dashboard is where you can directly manage the Parental Control modules.

Each module contains the following elements: the name of the module, a status message, the icon of the module and a button  that lets you perform important tasks related to the module.

Click a tab to configure the corresponding Parental Control feature for the computer:

- **Web** - to filter web navigation and set time restrictions on Internet access.
- **Applications** - to block or restrict access to specific applications.
- **Facebook** - to protect your child's Facebook account.
- **Instant Messaging** - to allow or block chat with specific instant messaging contacts.

The following modules can be accessed to monitor the child's activity on the mobile device:


- **Location** - to find the current location of your child's device on Google Maps.
- **SMS** - to block text messages from a phone number.
- **Calls** - to block calls from a phone number.

For more information on these modules, access your MyBitdefender account.

## 21.3.1. Web Control

Web control helps you block websites with inappropriate content and set time restrictions on Internet access.

To configure Web control for a specific user account:

1. Click  on the **Web** panel to access the **Web Activity** window.
2. Use the switch to turn on **Web Activity**.

### Blocking a website

To block access to a website, follow these steps:

1. Click the **Blacklist** button.
2. Enter the website in the corresponding field.
3. Click **Add**. The website will be added to the list of blocked websites. If you change your mind, click the corresponding **Remove** button.

### Keywords control

Keywords control helps you block users' access to instant messages and web pages that contain specific words. Using Keywords control you can prevent your children from seeing inappropriate words or phrases when they are online. Furthermore, you can ensure they will not be giving out personal information (such as the home address or phone number) to people they met on the Internet.

To configure Keywords control for a specific user account, follow these steps:

1. Click the **Keywords** button.
2. Enter the keyword in the corresponding field.
3. Click **Add**. If you change your mind, click the corresponding **Remove** button.

### Category filter

The Category filter dynamically filters access to websites based on their content. When you set the age of your child, the filter is automatically configured to block website categories considered inappropriate for your child's age. This configuration is suitable in most cases.

If you want more control over the Internet content your child is exposed to, you can choose the specific website categories to be blocked by the Category filter.

To configure in detail the Category filter settings for a specific user account, follow these steps:

1. Click the **Categories** button.

2. You can check what web categories are automatically blocked / restricted for the currently selected age group. If you are not satisfied with the default settings, you can configure them as needed.
3. Click **Save**.

## Restricting Internet access by time

You can specify when your child is allowed to access the Internet using the **Web Schedule** options in the **Web Activity** window.


To configure in detail the Internet access for a specific user account, follow these steps:

1. Click the **Schedule** button.
2. Select from the grid the time intervals during which Internet access is blocked.
3. Click **OK**.

## 21.3.2. Applications Control

The Applications control helps you block any application from running. Games, media and messaging software, as well as other categories of software and malware can be blocked this way.

To configure Applications control for a specific user account, follow these steps:

1. Click  on the **Applications** panel to access the **Application Activity** window.
2. Use the switch to turn on **Application Activity**.
3. Click the **Blacklist** button.
4. Click **Add** to add the application to the **White list Applications** or **Black list Applications**.

## 21.3.3. Facebook protection

Parental Control monitors your child's Facebook account and reports the main activities taking place.

These online activities are verified and you are warned if they prove to be a threat for your account privacy.

The monitored elements of the online account include:

- the number of friends
- comments of the child or his friends on his photos or posts
- messages
- wall posts

- uploaded photos and videos
- account privacy settings

To configure Facebook protection for a specific user account:

1. Go to the **Facebook** tab.
2. Click **Connect child's profile** in the **Facebook** panel.
3. To protect the child's Facebook account, install the application using the corresponding link.

## 21.3.4. Instant Messaging control


The Instant Messaging (IM) control allows you to specify the IM contacts your children are allowed to chat with or block access to instant messages that contain specific words.



### Note

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

To configure Instant Messaging control for a specific user account, follow these steps:

1. Go to the **Instant Messaging** tab.
2. Click  on the **Instant Messaging** panel to access the **Instant Messaging Activity** window.
3. Use the switch to turn on **Instant Messaging Activity**.

Restrict the **Instant Messaging** access using one of the available options:

- **Blacklist** button to enter an instant messaging ID.
- **Keywords** button to block access to instant messages that contain specific words.

## 22. Safego protection for social networks

You trust your online friends, but do you trust their computers? Use Safego protection for social networks to protect your account and your friends from online threats.

Safego is a Bitdefender application developed to keep your Facebook and Twitter accounts safe. Its role is to scan the links you receive from your friends and monitor your account privacy settings.



### Note

A MyBitdefender account is required in order to use this feature.

For more information, please refer to *"MyBitdefender account"* (p. 31).

## Safego protection for Facebook

These are the main features available for your Facebook account:

- automatically scans the posts in your News Feed for malicious links.
- protects your account against online threats.

When it detects a post or a comment which is a spam, a phishing or a malware, you will receive a warning message.

- warns your friends on suspicious links posted on their News Feed.
- helps you build a safe network of friends using the **Friend'O'Meter** feature.
- get a system safety status check provided by Bitdefender QuickScan.

To access Safego for Facebook from your Bitdefender product, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Safego** panel, click **Manage** and select **Activate for Facebook** from the drop-down menu. You will be directed to your account.

If you already activated Safego for Facebook, you will be able to access statistics regarding its activity by clicking the **View Reports for Facebook** button.

3. Use your Facebook login information to connect to the Safego application.
4. Allow Safego access to your Facebook account.

## Safego protection for Twitter

These are the main features available for your Twitter account:

- permanently scans your account in the background.
- when a threat is detected, you are notified through a direct message so that you can take the necessary actions to neutralize it.

- sends a direct message from your account to those persons on your Follow list in whose accounts issues have been detected.
- scans your private messages for spam, phishing and malware.
- automatically posts weekly security statistics about the activity in your account.

To access Safego for Twitter from your Bitdefender product, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Safego** panel, click **Manage** and select **Activate for Twitter** from the drop-down menu. You will be directed to your account.

If you already activated Safego for Twitter, you will be able to access statistics regarding its activity by clicking the **View Reports for Twitter** button.

3. Use your Twitter login information to connect to the Safego application.
4. Allow Safego access to your Twitter account.



## 23. USB Immunizer

The Autorun feature built into Windows operating systems is a very useful tool that allows computers to automatically execute a file from media connected to it. For example, software installations can start automatically when a CD is inserted into the optical drive.

Unfortunately, this feature can also be used by malware to automatically launch and infiltrate your computer from rewritable media such as USB flash drives and memory cards connected through card readers. Numerous Autorun based attacks have been created in recent years.

With USB Immunizer you can prevent any NTFS, FAT32 or FAT formatted flash drive from automatically executing malware ever again. Once an USB device is immunized, malware can no longer configure it to run a certain application when the device is connected to a computer running Windows.

To immunize an USB device, follow these steps:

1. Connect the flash drive to your computer.
2. Browse your computer to locate the removable storage device and right-click its icon.
3. In the contextual menu, point to **Bitdefender** and select **Immunize this drive**.



### Note

If the drive has already been immunized, the message **The USB device is protected against autorun-based malware** will appear instead of the Immunize option.

To prevent your computer from launching malware from unimmunized USB devices, disable the media autorun feature. For more information, please refer to *"Using automatic vulnerability monitoring"* (p. 82).

## 24. Managing your computers remotely

Your MyBitdefender account allows you to manage the Bitdefender products installed on your computers remotely.

Use MyBitdefender to create and apply tasks to your computers from a remote location.

Any computer will be managed from MyBitdefender account if it meets the following conditions:

- you have installed a Bitdefender 2013 product on the computer
- you have linked the Bitdefender product to the MyBitdefender account.
- the computer is connected to the Internet

### 24.1. Accessing MyBitdefender

Bitdefender enables you to control the security of your computers by adding tasks to your Bitdefender products.

With Bitdefender you can access your MyBitdefender account on any computer or mobile device connected to the Internet.

Access MyBitdefender:

- On any device with Internet access:
  1. Open a web browser.
  2. Go to: <https://my.bitdefender.com>
  3. Log in to your account using your user name and password.
- From your Bitdefender 2013 interface:
  1. Open the **Bitdefender window**.
  2. Click the **MyBitdefender** button at the top of the window and select **Dashboard** from the drop-down menu.

### 24.2. Running tasks on the computers

To run a task on one of your computers, access your MyBitdefender account.

If you click a computer icon at the bottom of the window, you can see all the administrative tasks you can run on the remote computer.

#### **Product registration**

Allows you to register Bitdefender on the remote computer by entering a license key.

#### **Perform a complete scan of your PC**

Allows you to run a complete scan on the remote computer.

**Scan critical areas to detect active malware**

Allows you to run a quick scan on the remote computer.

**Fix critical issues**

Allows you to fix the issues that are affecting the security of the remote computer.

**Product update**

Initiates the update process for the Bitdefender product installed on this computer.

## Troubleshooting

## 25. Solving common issues

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

- *"My system appears to be slow" (p. 125)*
- *"Scan doesn't start" (p. 126)*
- *"I can no longer use an application" (p. 126)*
- *"I cannot connect to the Internet" (p. 127)*
- *"I cannot access a device on my network" (p. 128)*
- *"My Internet is slow" (p. 129)*
- *"How to update Bitdefender on a slow Internet connection" (p. 130)*
- *"My computer is not connected to the Internet. How do I update Bitdefender?" (p. 131)*
- *"Bitdefender services are not responding" (p. 131)*
- *"Antispam filter does not work properly" (p. 132)*
- *"Bitdefender removal failed" (p. 136)*
- *"My system doesn't boot up after installing Bitdefender" (p. 137)*

If you cannot find your problem here, or if the presented solutions do not solve it, you can contact the Bitdefender technical support representatives as presented in chapter *"Asking for help" (p. 148)*.

### 25.1. My system appears to be slow

Usually, after installing a security software, there may appear a slight slowdown of the system, which to a certain degree is normal.

If you notice a significant slowdown, this issue can appear for the following reasons:

- **Bitdefender is not the only security program installed on the system.**

Though Bitdefender searches and removes the security programs found during the installation, it is recommended to remove any other antivirus program you may use before installing Bitdefender. For more information, please refer to *"How do I remove other security solutions?" (p. 56)*.

- **The Minimum System Requirements for running Bitdefender are not met.**

If your machine does not meet the Minimum System Requirements, the computer will become sluggish, especially when multiple applications are running at the

same time. For more information, please refer to "*Minimum system requirements*" (p. 3).

- **Your hard disk drives are too fragmented.**

File fragmentation slows down file access and decreases system performance.

To defragment your disk using your Windows operating system, follow the path from the Windows start menu: **Start → All Programs → Accessories → System Tools → Disk Defragmenter**.

## 25.2. Scan doesn't start

This type of issue can have two main causes:

- **A previous Bitdefender installation which was not completely removed or a faulty Bitdefender installation.**

In this case, follow these steps:

1. Remove Bitdefender completely from the system:
  - a. Go to <http://www.bitdefender.com/uninstall> and download the uninstall tool on your computer.
  - b. Run the uninstall tool using administrator privileges.
  - c. Restart your computer.
2. Reinstall Bitdefender on the system.

- **Bitdefender is not the only security solution installed on your system.**

In this case, follow these steps:

1. Remove the other security solution. For more information, please refer to "*How do I remove other security solutions?*" (p. 56).
2. Remove Bitdefender completely from the system:
  - a. Go to <http://www.bitdefender.com/uninstall> and download the uninstall tool on your computer.
  - b. Run the uninstall tool using administrator privileges.
  - c. Restart your computer.
3. Reinstall Bitdefender on the system.

If this information was not helpful, you can contact Bitdefender for support as described in section "*Asking for help*" (p. 148).

## 25.3. I can no longer use an application

This issue occurs when you are trying to use a program which was working normally before installing Bitdefender.

You may encounter one of these situations:

- You could receive a message from Bitdefender that the program is trying to make a modification to the system.
- You could receive an error message from the program you're trying to use.

This type of situation occurs when the Active Virus Control module mistakenly detects some applications as malicious.

Active Virus Control is a Bitdefender module which constantly monitors the applications running on your system and reports those with potentially malicious behavior. Since this feature is based on a heuristic system, there may be cases when legitimate applications are reported by Active Virus Control.

When this situation occurs, you can exclude the respective application from being monitored by Active Virus Control.

To add the program to the exclusions list, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antivirus**.
4. In the **Antivirus Settings** window, select the **Exclusions** tab.
5. Click the **Excluded Processes** link. In the window that appears, you can manage the Active Virus Control process exclusions.
6. Add exclusions by following these steps:
  - a. Click the **Add** button, located at the top of the exclusions table.
  - b. Click **Browse**, find and select the application you want to be excluded and then click **OK**.
  - c. Keep the **Allow** option selected to prevent Active Virus Control from blocking the application.
  - d. Click **Add**.

If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 25.4. I cannot connect to the Internet

You may notice that a program or a web browser can no longer connect to the Internet or access network services after installing Bitdefender.

In this case, the best solution is to configure Bitdefender to automatically allow connections to and from the respective software application:

1. Open the **Bitdefender window**.

2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Firewall**.
4. In the **Firewall Settings** window, select the **Settings** tab.
5. Under Firewall Rules, click **Application Rules**.
6. To add an application rule, click the corresponding button.
7. Click **Browse** and select the application the rule applies to.
8. Select all the network types available.
9. Go to **Permission** and select **Allow**.

Close Bitdefender, open the software application and try again to connect to the Internet.

If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 25.5. I cannot access a device on my network

Depending on the network you are connected to, the Bitdefender firewall may block the connection between your system and another device (such as another computer or a printer). As a result, you may no longer share or print files.

In this case, the best solution is to configure Bitdefender to automatically allow connections to and from the respective device. For each network connection you can configure a special trusted zone.

A trusted zone is a device that you fully trust. All traffic between your computer and the trusted device is allowed. To share resources with specific devices, such as computers or printers, add them as trusted zones.

To add a trusted zone on your network adapters, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Firewall**.
4. In the **Firewall Settings** window, select the **Settings** tab.
5. Under Firewall Rules, click **Adapter Rules**.
6. To add a zone, click the corresponding button. A new window displaying the IP addresses of the devices connected to the network will appear.
7. Select the IP address of the computer or the printer you want to add, or type an address or address range in the provided text box.
8. Go to **Permission** and select **Allow**.

If you still cannot connect to the device, the issue may not be caused by Bitdefender.



Check for other potential causes, such as the following:

- The firewall on the other computer may block file and printer sharing with your computer.
  - ▶ If the Windows Firewall is used, it can be configured to allow file and printer sharing as follows: open the Windows Firewall settings window, **Exceptions** tab and select the **File and Printer Sharing** check box.
  - ▶ If another firewall program is used, please refer to its documentation or help file.
- General conditions that may prevent using or connecting to the shared printer:
  - ▶ You may need to log on to a Windows administrator account to access the shared printer.
  - ▶ Permissions are set for the shared printer to allow access to specific computer and users only. If you are sharing your printer, check the permissions set for the printer to see if the user on the other computer is allowed access to the printer. If you are trying to connect to a shared printer, check with the user on the other computer if you have permission to connect to the printer.
  - ▶ The printer connected to your computer or to the other computer is not shared.
  - ▶ The shared printer is not added on the computer.



## Note

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

- Access to a network printer may be restricted to specific computers or users only. You should check with the network administrator if you have permission to connect to that printer.

If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 25.6. My Internet is slow


This situation may appear after you install Bitdefender. The issue could be caused by errors in the Bitdefender firewall configuration.

To troubleshoot this situation, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Firewall** panel, click the switch to turn off **Firewall**.
3. Check if your Internet connection improved with the Bitdefender firewall disabled.

- If you still have a slow Internet connection, the issue may not be caused by Bitdefender. You should contact your Internet Service Provider to verify if the connection is operational on their side.

If you receive confirmation from your Internet Service Provider that the connection is operational on their side and the issue still persists, contact Bitdefender as described in section *"Asking for help"* (p. 148).

- If the Internet connection improved after disabling the Bitdefender firewall, follow these steps:
  - a. Open the **Bitdefender window**.
  - b. On the **Firewall** panel, click the switch to turn on **Firewall**.
  - c. Click the **Settings** button on the upper toolbar.
  - d. In the **Settings Overview** window, select **Firewall**.
  - e. In the **Firewall Settings** window, select the **Advanced** tab.
  - f. Go to **Internet connection sharing** and click the switch to turn it on.
  - g. Go to **Block port scans** and click the switch to turn it off.
  - h. Click  to return to the main window.
  - i. On the **Firewall** panel, click **Manage adapters**.
  - j. Go to **Network Type** and select **Home/Office**.
  - k. Go to **Stealth Mode** and set it to **Remote**. Set the **Generic** to **Yes**.
  - l. Close Bitdefender, reboot the system and check the Internet connection speed.


If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 25.7. How to update Bitdefender on a slow Internet connection

If you have a slow Internet connection (such as dial-up), errors may occur during the update process.

To keep your system up to date with the latest Bitdefender malware signatures, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Update**.
4. In the **Update Settings** window, select the **Update** tab.
5. Under **Update processing rules**, select **Prompt before downloading**.

6. Click  to return to the main window.
7. Go to the **Update** panel and click **Update Now**.
8. Select only **Signatures updates** and then click **OK**.
9. Bitdefender will download and install only the malware signature updates.

## 25.8. My computer is not connected to the Internet. How do I update Bitdefender?

If your computer is not connected to the Internet, you must download the updates manually to a computer with Internet access and then transfer them to your computer using a removable device, such as a flash drive.

Follow these steps:

1. On a computer with Internet access, open a web browser and go to:  
<http://www.bitdefender.com/site/view/Desktop-Products-Updates.html>
2. In the **Manual Update** column, click the link corresponding to your product and system architecture. If you do not know whether your Windows is running on 32 or 64 bits, please refer to *"Am I using a 32 bit or a 64 bit version of Windows?"* (p. 55).
3. Save the file named `weekly.exe` to the system.
4. Transfer the downloaded file on a removable device, such as a flash drive, and then to your computer.
5. Double-click the file and follow the wizard steps.

## 25.9. Bitdefender services are not responding

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

- The Bitdefender icon in the **system tray** is grayed out and you are informed that the Bitdefender services are not responding.
- The Bitdefender window indicates that the Bitdefender services are not responding.

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

- an important update is being installed.
- temporary communication errors between the Bitdefender services.
- some of the Bitdefender services are stopped.
- other security solutions running on your computer at the same time with Bitdefender.

To troubleshoot this error, try these solutions:

1. Wait a few moments and see if anything changes. The error may be temporary.
2. Restart the computer and wait a few moments until Bitdefender is loaded. Open Bitdefender to see if the error persists. Restarting the computer usually solves the problem.
3. Check if you have any other security solution installed as they may disrupt the normal operation of Bitdefender. If this is the case, we recommend you to remove all of the other security solutions and then reinstall Bitdefender.

For more information, please refer to *"How do I remove other security solutions?"* (p. 56).

If the error persists, please contact our support representatives for help as described in section *"Asking for help"* (p. 148).

## 25.10. Antispam filter does not work properly

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

- A number of legitimate e-mail messages are marked as [spam].
- Many spam messages are not marked accordingly by the antispam filter.
- The antispam filter does not detect any spam message.

### 25.10.1. Legitimate messages are marked as [spam]

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

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

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

- You receive a lot of solicited commercial mail as a result of subscribing on various websites. In this case, the solution is to add the e-mail addresses from which you receive such e-mail messages to the Friends list.
- A significant part of your legitimate mail is from people to whom you never e-mailed before, such as customers, potential business partners and others. Other solutions are required in this case.

1. If you are using one of the mail clients Bitdefender integrates into, **indicate detection errors**.




## Note

Bitdefender integrates into the most commonly used mail clients through an easy-to-use antispam toolbar. For a complete list of supported mail clients, please refer to *"Supported e-mail clients and protocols"* (p. 87).

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

## Add contacts to Friends List

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

1. In your mail client, select an e-mail message from the sender that you want to add to the Friends list.
2. Click the  **Add Friend** button on the Bitdefender antispam toolbar.
3. You may be asked to acknowledge the addresses added to the Friends list. Select **Don't show this message again** and click **OK**.

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

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

1. Open the **Bitdefender window**.
2. On the **Antispam** panel, click **Manage** and select **Friends** from the drop-down menu.

A configuration window will appear.

3. Type the e-mail address you always want to receive e-mail messages from and then click **Add**. You can add as many e-mail addresses as you want.
4. Click **OK** to save the changes and close the window.

## Indicate detection errors

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

1. Open your mail client.

2. Go to the junk mail folder where spam messages are moved.
3. Select the legitimate message incorrectly marked as [spam] by Bitdefender.
4. Click the  **Add Friend** button on the Bitdefender antispam toolbar to add the sender to the Friends list. You may need to click **OK** to acknowledge. You will always receive e-mail messages from this address no matter what they contain.
5. Click the  **Not Spam** button on the Bitdefender antispam toolbar (normally located in the upper part of the mail client window). The e-mail message will be moved to the Inbox folder.

## Decrease antispam protection level

To decrease the antispam protection level, follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antispam**.
4. In the **Antispam Settings** window, select the **Settings** tab.
5. Move the slider lower on the scale.

## 25.10.2. Many spam messages are not detected

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

Try the following solutions:

1. If you are using one of the mail clients Bitdefender integrates into, **indicate undetected spam messages**.




### Note

Bitdefender integrates into the most commonly used mail clients through an easy-to-use antispam toolbar. For a complete list of supported mail clients, please refer to *"Supported e-mail clients and protocols"* (p. 87).

2. **Add spammers to the Spammers list**. The e-mail messages received from addresses in the Spammers list are automatically marked as [spam].
3. **Increase antispam protection level**. By increasing the protection level, the antispam filter will need less spam indications to classify an e-mail message as spam.


## Indicate undetected spam messages

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

1. Open your mail client.
2. Go to the Inbox folder.
3. Select the undetected spam messages.
4. Click the  **Is Spam** button on the Bitdefender antispam toolbar (normally located in the upper part of the mail client window). They are immediately marked as [spam] and moved to the junk mail folder.

## Add spammers to Spammers List

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

1. Open your mail client.
2. Go to the junk mail folder where spam messages are moved.
3. Select the messages marked as [spam] by Bitdefender.
4. Click the  **Add Spammer** button on the Bitdefender antispam toolbar.
5. You may be asked to acknowledge the addresses added to the Spammers list. Select **Don't show this message again** and click **OK**.

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

1. Open the **Bitdefender window**.
2. On the **Antispam** panel, click **Manage** and select **Spammers** from the drop-down menu.  
A configuration window will appear.
3. Type the spammer's e-mail address and then click the **Add**. You can add as many e-mail addresses as you want.
4. Click **OK** to save the changes and close the window.

## Increase antispam protection level

To increase the antispam protection level, follow these steps:

1. Open the **Bitdefender window**.

2. Click the **Settings** button on the upper toolbar.
3. In the **Settings Overview** window, select **Antispam**.
4. In the **Antispam Settings** window, select the **Settings** tab.
5. Move the slider higher on the scale.

## 25.10.3. Antispam filter does not detect any spam message

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

- Antispam protection might be turned off. To verify the antispam protection status, open the Bitdefender window and check the switch in the **Antispam** panel.

If Antispam is turned off, this is what is causing your problem. Click the switch to turn on your antispam protection.

- The Bitdefender Antispam protection is available only for e-mail clients configured to receive e-mail messages via the POP3 protocol. This means the following:
  - ▶ E-mail messages received via web-based e-mail services (such as Yahoo, Gmail, Hotmail or other) are not filtered for spam by Bitdefender.
  - ▶ If your e-mail client is configured to receive e-mail messages using other protocol than POP3 (for example, IMAP4), the Bitdefender Antispam filter does not check them for spam.



### Note

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

- Bitdefender Internet Security 2013 doesn't scan Lotus Notes POP3 traffic.

A possible solution is to repair or reinstall the product. However, you may want to contact Bitdefender for support instead, as described in section *"Asking for help"* (p. 148).

## 25.11. Bitdefender removal failed

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

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



If removal fails, some Bitdefender registry keys and files may remain in your system. Such remainders may prevent a new installation of Bitdefender. They may also affect system performance and stability.

In order to completely remove Bitdefender from your system, follow these steps:

1. Go to <http://www.bitdefender.com/uninstall> and download the uninstall tool on your computer.
2. Run the uninstall tool using administrator privileges.
3. Restart your computer.

If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 25.12. My system doesn't boot up after installing Bitdefender

If you just installed Bitdefender and cannot reboot your system in normal mode anymore there may be various reasons for this issue.

Most probably this is caused by a previous Bitdefender installation which was not removed properly or by another security solution still present on the system.

This is how you may address each situation:

### ● **You had Bitdefender before and you did not remove it properly.**

To solve this, follow these steps:

1. Reboot your system and enter in Safe Mode. To find out how to do this, please refer to *"How do I restart in Safe Mode?"* (p. 57).
2. Remove Bitdefender from your system:
  - a. Go to <http://www.bitdefender.com/uninstall> and download the uninstall tool on your computer.
  - b. Run the uninstall tool using administrator privileges.
  - c. Restart your computer.
3. Reboot your system in normal mode and reinstall Bitdefender.

### ● **You had a different security solution before and you did not remove it properly.**

To solve this, follow these steps:

1. Reboot your system and enter in Safe Mode. To find out how to do this, please refer to *"How do I restart in Safe Mode?"* (p. 57).
2. Remove Bitdefender from your system:
  - a. Go to <http://www.bitdefender.com/uninstall> and download the uninstall tool on your computer.

- b. Run the uninstall tool using administrator privileges.
  - c. Restart your computer.
3. In order to correctly uninstall the other software, go to their website and run their uninstall tool or contact them directly in order to provide you with the uninstall guidelines.
  4. Reboot your system in normal mode and reinstall Bitdefender.

**You have already followed the steps above and the situation is not solved.**

To solve this, follow these steps:

1. Reboot your system and enter in Safe Mode. To find out how to do this, please refer to *"How do I restart in Safe Mode?"* (p. 57).
2. Use the System Restore option from Windows to restore the computer to an earlier date before installing the Bitdefender product. To find out how to do this, please refer to *"How do I use System Restore in Windows?"* (p. 57).
3. Reboot the system in normal mode and contact our support representatives for help as described in section *"Asking for help"* (p. 148).

## 26. Removing malware from your system

Malware can affect your system in many different ways and the Bitdefender approach depends on the type of malware attack. Because viruses change their behavior frequently, it is difficult to establish a pattern for their behavior and their actions.

There are situations when Bitdefender cannot automatically remove the malware infection from your system. In such cases, your intervention is required.

- *"Bitdefender Rescue Mode" (p. 139)*
- *"What to do when Bitdefender finds viruses on your computer?" (p. 141)*
- *"How do I clean a virus in an archive?" (p. 142)*
- *"How do I clean a virus in an e-mail archive?" (p. 143)*
- *"What to do if I suspect a file as being dangerous?" (p. 144)*
- *"How to clean the infected files from System Volume Information" (p. 144)*
- *"What are the password-protected files in the scan log?" (p. 145)*
- *"What are the skipped items in the scan log?" (p. 146)*
- *"What are the over-compressed files in the scan log?" (p. 146)*
- *"Why did Bitdefender automatically delete an infected file?" (p. 146)*

If you cannot find your problem here, or if the presented solutions do not solve it, you can contact the Bitdefender technical support representatives as presented in chapter *"Asking for help" (p. 148)*.

### 26.1. Bitdefender Rescue Mode

**Rescue Mode** is a Bitdefender feature that allows you to scan and disinfect all existing hard drive partitions outside of your operating system.

Once Bitdefender Internet Security 2013 is installed, Rescue Mode can be used even if you are no longer able to boot into Windows.

#### Starting your system in Rescue Mode

You can enter Rescue Mode in one of two ways:

From the Bitdefender window

To enter Rescue Mode directly from Bitdefender, follow these steps:

1. Open the **Bitdefender window**.
2. On the **Antivirus** panel, click **Scan Now** and select **Rescue Mode** from the drop-down menu.

A confirmation window will appear. Click **Yes** to reboot your computer.

3. After the computer restarts, a menu will appear prompting you to select an operating system. Choose **Bitdefender Rescue Image** and press the **Enter** key to boot into a Bitdefender environment from where you can clean up your Windows partition.
4. If prompted, press **Enter** and select the screen resolution closest to the one you normally use. Then press **Enter** again.

Bitdefender Rescue Mode will load in a few moments.

Boot your computer directly into Rescue Mode

If Windows no longer starts, you can boot your computer directly into Bitdefender Rescue Mode by following the steps below.



## Note

This method is not available on computers running Windows XP.

1. Start / reboot your computer and start pressing the **space** key on your keyboard before the Windows logo appears.
2. A menu will appear prompting you to select an operating system to start. Press **TAB** to go to the tools area. Choose **Bitdefender Rescue Image** and press the **Enter** key to boot into a Bitdefender environment from where you can clean up your Windows partition.
3. If prompted, press **Enter** and select the screen resolution closest to the one you normally use. Then press **Enter** again.

Bitdefender Rescue Mode will load in a few moments.

## Scanning your system in Rescue Mode

To scan your system in Rescue Mode, follow these steps:

1. Enter Rescue Mode, as described in [“Starting your system in Rescue Mode” \(p. 139\)](#).
2. The Bitdefender logo will appear and the antivirus engines will start to be copied.
3. A welcome window will then appear. Click **Continue**.
4. An update of the antivirus signatures is started.
5. After the update is completed, the Bitdefender On-demand Antivirus Scanner window will appear.
6. Click **Scan Now**, select the scan target in the window that appears and click **Open** to start scanning.

It is recommended to scan your entire Windows partition.



## Note

When working in Rescue Mode, you are dealing with Linux-type partition names. Disk partitions will appear as `sda1` probably corresponding to the (C:) Windows-type partition, `sda2` corresponding to (D:) and so on.

7. Wait for the scan to complete. If any malware is detected, follow the instructions to remove the threat.
8. To exit Rescue Mode, right-click in an empty area of the desktop, select **Logout** in the menu that appears and then choose whether to reboot or shut down the computer.

## 26.2. What to do when Bitdefender finds viruses on your computer?

You may find out there is a virus on your computer in one of these ways:

- You scanned your computer and Bitdefender found infected items on it.
- A virus alert informs you that Bitdefender blocked one or multiple viruses on your computer.

In such situations, update Bitdefender to make sure you have the latest malware signatures and run a Full System Scan to analyze the system.

As soon as the full scan is over, select the desired action for the infected items (Disinfect, Delete, Move to quarantine).



## Warning

If you suspect the file is part of the Windows operating system or that it is not an infected file, do not follow these steps and contact Bitdefender Customer Care as soon as possible.

If the selected action could not be taken and the scan log reveals an infection which could not be deleted, you have to remove the file(s) manually:

### The first method can be used in normal mode:

1. Turn off the Bitdefender real-time antivirus protection:
  - a. Open the **Bitdefender window**.
  - b. Click the **Settings** button in the upper toolbar.
  - c. Select **Antivirus**.
  - d. Click the **Shield** tab in the **Antivirus Settings** window.
  - e. Click the switch to turn off **On-access scanning**.
2. Display hidden objects in Windows. To find out how to do this, please refer to *"How do I display hidden objects in Windows?"* (p. 56).

3. Browse to the location of the infected file (check the scan log) and delete it.
4. Turn on the Bitdefender real-time antivirus protection.

**In case the first method failed to remove the infection, follow these steps:**

1. Reboot your system and enter in Safe Mode. To find out how to do this, please refer to *"How do I restart in Safe Mode?"* (p. 57).
2. Display hidden objects in Windows.
3. Browse to the location of the infected file (check the scan log) and delete it.
4. Reboot your system and enter in normal mode.

If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 26.3. How do I clean a virus in an archive?

An archive is a file or a collection of files compressed under a special format to reduce the space on disk necessary for storing the files.

Some of these formats are open formats, thus providing Bitdefender the option to scan inside them and then take appropriate actions to remove them.

Other archive formats are partially or fully closed, and Bitdefender can only detect the presence of viruses inside them, but is not able to take any other actions.

If Bitdefender notifies you that a virus has been detected inside an archive and no action is available, it means that removing the virus is not possible due to restrictions on the archive's permission settings.

Here is how you can clean a virus stored in an archive:

1. Identify the archive that includes the virus by performing a System Scan of the system.
2. Turn off the Bitdefender real-time antivirus protection:
  - a. Open the **Bitdefender window**.
  - b. Click the **Settings** button in the upper toolbar.
  - c. Select **Antivirus**.
  - d. Click the **Shield** tab in the **Antivirus Settings** window.
  - e. Click the switch to turn off **On-access scanning**.
3. Go to the location of the archive and decompress it using an archiving application, like WinZip.
4. Identify the infected file and delete it.
5. Delete the original archive in order to make sure the infection is totally removed.

6. Recompress the files in a new archive using an archiving application, like WinZip.
7. Turn on the Bitdefender real-time antivirus protection and run a Full system scan in order to make sure there is no other infection on the system.



## Note

It's important to note that a virus stored in an archive is not an immediate threat to your system, since the virus has to be decompressed and executed in order to infect your system.

If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 26.4. How do I clean a virus in an e-mail archive?

Bitdefender can also identify viruses in e-mail databases and e-mail archives stored on disk.

Sometimes it is necessary to identify the infected message using the information provided in the scan report, and delete it manually.

Here is how you can clean a virus stored in an e-mail archive:

1. Scan the e-mail database with Bitdefender.
2. Turn off the Bitdefender real-time antivirus protection:
  - a. Open the **Bitdefender window**.
  - b. Click the **Settings** button in the upper toolbar.
  - c. Select **Antivirus**.
  - d. Click the **Shield** tab in the **Antivirus Settings** window.
  - e. Click the switch to turn off **On-access scanning**.
3. Open the scan report and use the identification information (Subject, From, To) of the infected messages to locate them in the e-mail client.
4. Delete the infected messages. Most e-mail clients also move the deleted message to a recovery folder, from which it can be recovered. You should make sure the message is deleted also from this recovery folder.
5. Compact the folder storing the infected message.
  - In Outlook Express: On the File menu, click Folder, then Compact All Folders.
  - In Microsoft Outlook: On the File menu, click Data File Management. Select the personal folders (.pst) files you intend to compact, and click Settings. Click Compact.
6. Turn on the Bitdefender real-time antivirus protection.

If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 26.5. What to do if I suspect a file as being dangerous?

You may suspect a file from your system as being dangerous, even though your Bitdefender product did not detect it.

To make sure your system is protected, follow these steps:

1. Run a **System Scan** with Bitdefender. To find out how to do this, please refer to *"How do I scan my system?"* (p. 44).
2. If the scan result appears to be clean, but you still have doubts and want to make sure about the file, contact our support representatives so that we may help you.

To find out how to do this, please refer to *"Asking for help"* (p. 148).

## 26.6. How to clean the infected files from System Volume Information

The System Volume Information folder is a zone on your hard drive created by the Operating System and used by Windows for storing critical information related to the system configuration.

The Bitdefender engines can detect any infected files stored by the System Volume Information, but being a protected area it may not be able to remove them.

The infected files detected in the System Restore folders will appear in the scan log as follows:

?:\System Volume Information\\_restore{B36120B2-BA0A-4E5D-...

To completely and immediately remove the infected file or files in the data store, disable and re-enable the System Restore feature.

When System Restore is turned off, all the restore points are removed.

When System Restore is turned on again, new restore points are created as the schedule and events require.

In order to disable the System Restore follow these steps:

### ● For Windows XP:

1. Follow this path: **Start → All Programs → Accessories → System Tool → System Restore**
2. Click **System Restore Settings** located on the left hand side of the window.
3. Select the **Turn off System Restore** check box on all drives, and click **Apply**.
4. When you are warned that all existing Restore Points will be deleted, click **Yes** to continue.



5. To turn on the System Restore, clear the **Turn off System Restore** check box on all drives, and click **Apply**.

## ● For Windows Vista:

1. Follow this path: **Start** → **Control Panel** → **System and Maintenance** → **System**
2. In the left pane, click **System Protection**.  
If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
3. To turn off the System Restore clear the check boxes corresponding to each drive and click **OK**.
4. To turn on the System Restore select the check boxes corresponding to each drive and click **OK**.

## ● For Windows 7:

1. Click **Start**, right-click **Computer** and click **Properties**.
2. Click **System protection** link in the left pane.
3. In the **System protection** options, select each drive letter and click **Configure**.
4. Select **Turn off system protection** and click **Apply**.
5. Click **Delete**, click **Continue** when prompted and then click **OK**.

If this information was not helpful, you can contact Bitdefender for support as described in section *"Asking for help"* (p. 148).

## 26.7. What are the password-protected files in the scan log?

This is only a notification which indicates that Bitdefender has detected these files are either protected with a password or by some form of encryption.

Most commonly, the password-protected items are:

- Files that belong to another security solution.
- Files that belong to the operating system.

In order to actually scan the contents, these files would need to either be extracted or otherwise decrypted.

Should those contents be extracted, Bitdefender's real-time scanner would automatically scan them to keep your computer protected. If you want to scan those files with Bitdefender, you have to contact the product manufacturer in order to provide you with more details on those files.

Our recommendation to you is to ignore those files because they are not a threat for your system.

## 26.8. What are the skipped items in the scan log?

All files that appear as Skipped in the scan report are clean.

For increased performance, Bitdefender does not scan files that have not changed since the last scan.

## 26.9. What are the over-compressed files in the scan log?

The over-compressed items are elements which could not be extracted by the scanning engine or elements for which the decryption time would have taken too long making the system unstable.

Overcompressed means that Bitdefender skipped scanning within that archive because unpacking it proved to take up too many system resources. The content will be scanned on real time access if needed.

## 26.10. Why did Bitdefender automatically delete an infected file?

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

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

This is usually the case with installation files that are downloaded from untrustworthy websites. If you find yourself in such a situation, download the installation file from the manufacturer's website or other trusted website.

Contact us

## 27. Asking for help

Bitdefender strives to provide its customers with an unparalleled level of fast and accurate support. If you experience any issue with or if you have any question about your Bitdefender product, you can use several online resources to quickly find a solution or an answer. Or, if you prefer, you can contact the Bitdefender Customer Care team. Our support representatives will answer your questions in a timely manner and they will provide you with the assistance you need.

The *“Solving common issues”* (p. 125) section provides you with the necessary information regarding the most frequent issues you may encounter when using this product.

If you do not find the solution to your problem in the provided resources, you can contact us directly:

- *“Contact us directly from your Bitdefender product”* (p. 148)
- *“Contact us through our online Support Center”* (p. 149)



### Important

To contact the Bitdefender Customer Care you must register your Bitdefender product. For more information, please refer to *“Registering Bitdefender”* (p. 29).

## Contact us directly from your Bitdefender product

If you have a working Internet connection, you can contact Bitdefender for assistance directly from the product interface.

Follow these steps:

1. Open the **Bitdefender window**.
2. Click the **Help and Support** link, located at the bottom-right corner of the window.
3. You have the following options:
  - **Bitdefender Help.**  
Browse the Bitdefender documentation articles and try the proposed solutions.
  - **Support Center**  
Access our database and search for the necessary information.
  - **Contact Support**  
Use the **Contact Support** button to launch the Support Tool and contact the Customer Care Department. You can navigate through the wizard using the **Next** button. To exit the wizard, click **Cancel**.
    - a. Select the agreement check box and click **Next**.

- b. Complete the submission form with the necessary data:
  - i. Enter your e-mail address.
  - ii. Enter your full name.
  - iii. Choose your country from the corresponding menu.
  - iv. Enter a description of the issue you encountered.
- c. Please wait for a few minutes while Bitdefender gathers product related information. This information will help our engineers find a solution to your problem.
- d. Click **Finish** to send the information to the Bitdefender Customer Care Department. You will be contacted as soon as possible.

## Contact us through our online Support Center

If you cannot access the necessary information using the Bitdefender product, please refer to our online Support Center:

1. Go to <http://www.bitdefender.com/support/consumer.html>. The Bitdefender Support Center hosts numerous articles that contain solutions to Bitdefender-related issues.
2. Select your product and search the Bitdefender Support Center for articles that may provide a solution to your problem.
3. Read the relevant articles or documents and try the proposed solutions.
4. If the solution does not solve your problem, go to <http://www.bitdefender.com/support/contact-us.html> and contact our support representatives.

## 28. Online resources

Several online resources are available to help you solve your Bitdefender-related problems and questions.

- Bitdefender Support Center: <http://www.bitdefender.com/support/consumer.html>
- Bitdefender Support Forum: <http://forum.bitdefender.com>
- the HOTforSecurity computer security portal: <http://www.hotforsecurity.com>

You can also use your favorite search engine to find out more information about computer security, the Bitdefender products and the company.

### 28.1. Bitdefender Support Center

The Bitdefender Support Center is an online repository of information about the Bitdefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the Bitdefender support and development teams, along with more general articles about virus prevention, the management of Bitdefender solutions with detailed explanations, and many other articles.

The Bitdefender Support Center is open to the public and freely searchable. The extensive information it contains is yet another means of providing Bitdefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from Bitdefender clients eventually find their way into the Bitdefender Support Center, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The Bitdefender Support Center is available any time at <http://www.bitdefender.com/support/consumer.html>.

### 28.2. Bitdefender Support Forum

The Bitdefender Support Forum provides Bitdefender users with an easy way to get help and to help others.

If your Bitdefender product does not operate well, if it cannot remove specific viruses from your computer or if you have questions about the way it works, post your problem or question on the forum.

Bitdefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced Bitdefender user.

Before posting your problem or question, please search the forum for a similar or related topic.

The Bitdefender Support Forum is available at <http://forum.bitdefender.com>, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Home & Home Office Protection** link to access the section dedicated to consumer products.

## 28.3. HOTforSecurity Portal

The HOTforSecurity portal is a rich source of computer security information. Here you can learn about the various threats your computer is exposed to when connected to the Internet (malware, phishing, spam, cyber-criminals). A useful dictionary helps you understand the computer security terms that you are not familiar with.

New articles are posted regularly to keep you up-to-date with the latest threats discovered, the current security trends and other information on the computer security industry.

The HOTforSecurity web page is <http://www.hotforsecurity.com>.

## 29. Contact information

Efficient communication is the key to a successful business. During the past 10 years BITDEFENDER has established an unquestionable reputation by constantly striving for better communication so as to exceed the expectations of our clients and partners. Should you have any questions, do not hesitate to contact us.

### 29.1. Web addresses

Sales department: [sales@bitdefender.com](mailto:sales@bitdefender.com)  
Support Center: <http://www.bitdefender.com/help>  
Documentation: [documentation@bitdefender.com](mailto:documentation@bitdefender.com)  
Local distributors: <http://www.bitdefender.com/partners>  
Partner program: [partners@bitdefender.com](mailto:partners@bitdefender.com)  
Media relations: [pr@bitdefender.com](mailto:pr@bitdefender.com)  
Careers: [jobs@bitdefender.com](mailto:jobs@bitdefender.com)  
Virus submissions: [virus\\_submission@bitdefender.com](mailto:virus_submission@bitdefender.com)  
Spam submissions: [spam\\_submission@bitdefender.com](mailto:spam_submission@bitdefender.com)  
Report abuse: [abuse@bitdefender.com](mailto:abuse@bitdefender.com)  
Web site: <http://www.bitdefender.com>

### 29.2. Local distributors

The Bitdefender local distributors are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters.

To find a Bitdefender distributor in your country:

1. Go to <http://www.bitdefender.com/partners/#PartnerLocator/>.
2. The contact information of the Bitdefender local distributors should be displayed automatically. If this does not happen, select the country you reside in to view the information.
3. If you do not find a Bitdefender distributor in your country, feel free to contact us by e-mail at [sales@bitdefender.com](mailto:sales@bitdefender.com). Please write your e-mail in English in order for us to be able to assist you promptly.

### 29.3. Bitdefender offices

The Bitdefender offices are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters. Their respective addresses and contacts are listed below.

#### U.S.A

**Bitdefender, LLC**



# Bitdefender Internet Security 2013

PO Box 667588  
Pompano Beach, FL 33066  
Phone (office&sales): 1-954-776-6262  
Sales: [sales@bitdefender.com](mailto:sales@bitdefender.com)  
Technical support: <http://www.bitdefender.com/help>  
Web: <http://www.bitdefender.com>

## UK and Ireland

Genesis Centre Innovation Way  
Stoke-on-Trent, Staffordshire  
ST6 4BF  
E-mail: [info@bitdefender.co.uk](mailto:info@bitdefender.co.uk)  
Phone: +44 (0) 8451-305096  
Sales: [sales@bitdefender.co.uk](mailto:sales@bitdefender.co.uk)  
Technical support: <http://www.bitdefender.com/help>  
Web: <http://www.bitdefender.co.uk>

## Germany

**Bitdefender GmbH**  
Airport Office Center  
Robert-Bosch-Straße 2  
59439 Holzwickede  
Deutschland  
Office: +49 2301 91 84 0  
Sales: [vertrieb@bitdefender.de](mailto:vertrieb@bitdefender.de)  
Technical support: <http://kb.bitdefender.de>  
Web: <http://www.bitdefender.de>

## Spain

**Bitdefender España, S.L.U.**  
Avda. Diagonal, 357, 1º 1ª  
08037 Barcelona  
Fax: +34 93 217 91 28  
Phone: +34 902 19 07 65  
Sales: [comercial@bitdefender.es](mailto:comercial@bitdefender.es)  
Technical support: <http://www.bitdefender.es/ayuda>  
Website: <http://www.bitdefender.es>

## Romania

**BITDEFENDER SRL**  
West Gate Park, Building H2, 24 Preciziei Street  
Bucharest

Fax: +40 21 2641799

Sales phone: +40 21 2063470

Sales e-mail: [sales@bitdefender.ro](mailto:sales@bitdefender.ro)

Technical support: <http://www.bitdefender.ro/suport>

Website: <http://www.bitdefender.ro>

## United Arab Emirates

### **Dubai Internet City**

Building 17, Office # 160

Dubai, UAE

Sales phone: 00971-4-4588935 / 00971-4-4589186

Sales e-mail: [sales@bitdefender.com](mailto:sales@bitdefender.com)

Technical support: <http://www.bitdefender.com/suport>

Website: <http://www.bitdefender.com/world>

## Glossary

### **ActiveX**

ActiveX is a model for writing programs so that other programs and the operating system can call them. ActiveX technology is used with Microsoft Internet Explorer to make interactive Web pages that look and behave like computer programs, rather than static pages. With ActiveX, users can ask or answer questions, use push buttons, and interact in other ways with the Web page. ActiveX controls are often written using Visual Basic.

Active X is notable for a complete lack of security controls; computer security experts discourage its use over the Internet.

### **Adware**

Adware is often combined with a host application that is provided at no charge as long as the user agrees to accept the adware. Because adware applications are usually installed after the user has agreed to a licensing agreement that states the purpose of the application, no offense is committed.

However, pop-up advertisements can become an annoyance, and in some cases degrade system performance. Also, the information that some of these applications collect may cause privacy concerns for users who were not fully aware of the terms in the license agreement.

### **Archive**

A disk, tape, or directory that contains files that have been backed up.

A file that contains one or more files in a compressed format.

### **Backdoor**

A hole in the security of a system deliberately left in place by designers or maintainers. The motivation for such holes is not always sinister; some operating systems, for example, come out of the box with privileged accounts intended for use by field service technicians or the vendor's maintenance programmers.

### **Boot sector**

A sector at the beginning of each disk that identifies the disk's architecture (sector size, cluster size, and so on). For startup disks, the boot sector also contains a program that loads the operating system.

### **Boot virus**

A virus that infects the boot sector of a fixed or floppy disk. An attempt to boot from a diskette infected with a boot sector virus will cause the virus to become active in memory. Every time you boot your system from that point on, you will have the virus active in memory.

**Browser**

Short for Web browser, a software application used to locate and display Web pages. The two most popular browsers are Netscape Navigator and Microsoft Internet Explorer. Both of these are graphical browsers, which means that they can display graphics as well as text. In addition, most modern browsers can present multimedia information, including sound and video, though they require plug-ins for some formats.

**Command line**

In a command line interface, the user types commands in the space provided directly on the screen using command language.

**Cookie**

Within the Internet industry, cookies are described as small files containing information about individual computers that can be analyzed and used by advertisers to track your online interests and tastes. In this realm, cookie technology is still being developed and the intention is to target ads directly to what you've said your interests are. It's a double-edge sword for many people because on one hand, it's efficient and pertinent as you only see ads about what you're interested in. On the other hand, it involves actually "tracking" and "following" where you go and what you click. Understandably so, there is a debate over privacy and many people feel offended by the notion that they are viewed as a "SKU number" (you know, the bar code on the back of packages that gets scanned at the grocery check-out line). While this viewpoint may be extreme, in some cases it is accurate.

**Disk drive**

It's a machine that reads data from and writes data onto a disk.

A hard disk drive reads and writes hard disks.

A floppy drive accesses floppy disks.

Disk drives can be either internal (housed within a computer) or external (housed in a separate box that connects to the computer).

**Download**

To copy data (usually an entire file) from a main source to a peripheral device. The term is often used to describe the process of copying a file from an online service to one's own computer. Downloading can also refer to copying a file from a network file server to a computer on the network.

**E-mail**

Electronic mail. A service that sends messages on computers via local or global networks.

**Events**

An action or occurrence detected by a program. Events can be user actions, such as clicking a mouse button or pressing a key, or system occurrences, such as running out of memory.

**False positive**

Occurs when a scanner identifies a file as infected when in fact it is not.

**Filename extension**

The portion of a filename, following the final point, which indicates the kind of data stored in the file.

Many operating systems use filename extensions, e.g. Unix, VMS, and MS-DOS. They are usually from one to three letters (some sad old OSes support no more than three). Examples include "c" for C source code, "ps" for PostScript, "txt" for arbitrary text.

**Heuristic**

A rule-based method of identifying new viruses. This method of scanning does not rely on specific virus signatures. The advantage of the heuristic scan is that it is not fooled by a new variant of an existing virus. However, it might occasionally report suspicious code in normal programs, generating the so-called "false positive".

**IP**

Internet Protocol - A routable protocol in the TCP/IP protocol suite that is responsible for IP addressing, routing, and the fragmentation and reassembly of IP packets.

**Java applet**

A Java program which is designed to run only on a web page. To use an applet on a web page, you would specify the name of the applet and the size (length and width, in pixels) that the applet can utilize. When the web page is accessed, the browser downloads the applet from a server and runs it on the user's machine (the client). Applets differ from applications in that they are governed by a strict security protocol.

For example, even though applets run on the client, they cannot read or write data onto the client's machine. Additionally, applets are further restricted so that they can only read and write data from the same domain that they are served from.

**Keylogger**

A keylogger is an application that logs anything you type.

Keyloggers are not malicious in nature. They can be used for legitimate purposes, such as monitoring employees or children activity. However, they

are increasingly being used by cyber-criminals for malicious purposes (for example, to collect private data, such as login credentials and social security numbers).

**Macro virus**

A type of computer virus that is encoded as a macro embedded in a document. Many applications, such as Microsoft Word and Excel, support powerful macro languages.

These applications allow you to embed a macro in a document, and have the macro execute each time the document is opened.

**Mail client**

An e-mail client is an application that enables you to send and receive e-mail.

**Memory**

Internal storage areas in the computer. The term memory identifies data storage that comes in the form of chips, and the word storage is used for memory that exists on tapes or disks. Every computer comes with a certain amount of physical memory, usually referred to as main memory or RAM.

**Non-heuristic**

This method of scanning relies on specific virus signatures. The advantage of the non-heuristic scan is that it is not fooled by what might seem to be a virus, and does not generate false alarms.

**Packed programs**

A file in a compression format. Many operating systems and applications contain commands that enable you to pack a file so that it takes up less memory. For example, suppose you have a text file containing ten consecutive space characters. Normally, this would require ten bytes of storage.

However, a program that packs files would replace the space characters by a special space-series character followed by the number of spaces being replaced. In this case, the ten spaces would require only two bytes. This is just one packing technique - there are many more.

**Path**

The exact directions to a file on a computer. These directions are usually described by means of the hierarchical filing system from the top down.

The route between any two points, such as the communications channel between two computers.

**Phishing**

The act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private

information that will be used for identity theft. The e-mail directs the user to visit a Web site where they are asked to update personal information, such as passwords and credit card, social security, and bank account numbers, that the legitimate organization already has. The Web site, however, is bogus and set up only to steal the user's information.

**Polymorphic virus**

A virus that changes its form with each file it infects. Since they have no consistent binary pattern, such viruses are hard to identify.

**Port**

An interface on a computer to which you can connect a device. Personal computers have various types of ports. Internally, there are several ports for connecting disk drives, display screens, and keyboards. Externally, personal computers have ports for connecting modems, printers, mice, and other peripheral devices.

In TCP/IP and UDP networks, an endpoint to a logical connection. The port number identifies what type of port it is. For example, port 80 is used for HTTP traffic.

**Report file**

A file that lists actions that have occurred. Bitdefender maintains a report file listing the path scanned, the folders, the number of archives and files scanned, how many infected and suspicious files were found.

**Rootkit**

A rootkit is a set of software tools which offer administrator-level access to a system. The term was first used for the UNIX operating systems and it referred to recompiled tools which provided intruders administrative rights, allowing them to conceal their presence so as not to be seen by the system administrators.

The main role of rootkits is to hide processes, files, logins and logs. They may also intercept data from terminals, network connections or peripherals, if they incorporate the appropriate software.

Rootkits are not malicious in nature. For example, systems and even some applications hide critical files using rootkits. However, they are mostly used to hide malware or to conceal the presence of an intruder into the system. When combined with malware, rootkits pose a great threat to the integrity and the security of a system. They can monitor traffic, create backdoors into the system, alter files and logs and avoid detection.

**Script**

Another term for macro or batch file, a script is a list of commands that can be executed without user interaction.

## **Spam**

Electronic junk mail or junk newsgroup postings. Generally known as any unsolicited e-mail.

## **Spyware**

Any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet; however, it should be noted that the majority of shareware and freeware applications do not come with spyware. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about e-mail addresses and even passwords and credit card numbers.

Spyware's similarity to a Trojan horse is the fact that users unwittingly install the product when they install something else. A common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today.

Aside from the questions of ethics and privacy, spyware steals from the user by using the computer's memory resources and also by eating bandwidth as it sends information back to the spyware's home base via the user's Internet connection. Because spyware is using memory and system resources, the applications running in the background can lead to system crashes or general system instability.

## **Startup items**

Any files placed in this folder will open when the computer starts. For example, a startup screen, a sound file to be played when the computer first starts, a reminder calendar, or application programs can be startup items. Normally, an alias of a file is placed in this folder rather than the file itself.

## **System tray**

Introduced with Windows 95, the system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, modem, volume, and more. Double click or right-click an icon to view and access the details and controls.

## **TCP/IP**

Transmission Control Protocol/Internet Protocol - A set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems. TCP/IP includes standards for how computers communicate and conventions for connecting networks and routing traffic.



## **Trojan**

A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as destructive. One of the most insidious types of Trojan horse is a program that claims to rid your computer of viruses but instead introduces viruses onto your computer.

The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly and open the city gates, allowing their compatriots to pour in and capture Troy.

## **Update**

A new version of a software or hardware product designed to replace an older version of the same product. In addition, the installation routines for updates often check to make sure that an older version is already installed on your computer; if not, you cannot install the update.

Bitdefender has its 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 signature**

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.