

# **bitdefender**

## **INTERNET SECURITY v10**



10th anniversary

## **User's guide**



Antivirus

Firewall

Antispam

Antispyware

Parental Control

## BitDefender Internet Security v10

### *User's guide*

## BitDefender

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Version 10.2

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# Preface

This guide is intended to all users who have chosen **BitDefender Internet Security v10** as a security solution for their personal computers. The information presented in this book is suitable not only for computer literates, it is accessible to everyone who is able to work under Windows.

This book will describe for you **BitDefender Internet Security v10**, the Company and the team who built it, will guide you through the installation process, will teach you how to configure it. You will find out how to use **BitDefender Internet Security v10**, how to update, test and customize it. You will learn how to get best from BitDefender.

We wish you a pleasant and useful lecture.

## 1. Conventions Used in This Book

### 1.1. Typographical Conventions

Several text styles are used in the book for an improved readability. Their aspect and meaning are presented in the table below.

Appearance	Description
<code>sample syntax</code>	Syntax samples are printed with <code>monospaced</code> characters.
<a href="http://www.bitdefender.com">http://www.bitdefender.com</a>	The URL link is pointing to some external location, on http or ftp servers.
<code>&lt;support@bitdefender.com&gt;</code>	E-mail addresses are inserted in the text for contact information.
"Preface" (p. xv)	This is an internal link, towards some location inside the document.
filename	File and directories are printed using <code>monospaced</code> font.
option	All the product options are printed using <b>strong</b> characters.
<code>sample code listing</code>	The code listing is printed with <code>monospaced</code> characters.

## 1.2. Admonitions

The admonitions are in-text notes, graphically marked, bringing to your attention additional information related to the current paragraph.



### Note

This note is just a short observation. Although you can omit it, the notes can provide valuable information, such as specific feature or a link to some related topic.



### Important

This requires your attention and is not recommended to skip over it. Usually, it provides non-critical but significant information.



### Warning

This is critical information you should treat with increased caution. Nothing bad will happen if you follow the indications. You should read and understand it, because it describes something extremely risky.

## 2. The Book Structure

The book consists of 7 parts, containing the major topics: About BitDefender, Product Installation, Description and Features, Management Console, Best Practices, BitDefender Rescue CD and Getting Help. Moreover, a glossary is provided to clarify some technical terms.

**About BitDefender.** A short introduction to BitDefender. It explains who BitDefender and SOFTWIN are.

**Product Installation.** Step by step instructions for installing BitDefender on a workstation. This is a comprehensive tutorial on installing **BitDefender Internet Security v10**. Starting with the prerequisites for a successfully installation, you are guided through the whole installation process. Finally, the removing procedure is described in case you need to uninstall BitDefender.

**Description and Features.** **BitDefender Internet Security v10**, its features and the product modules are presented to you.

**Management Console.** Description of basic administration and maintenance of BitDefender. The chapters explain in detail all options of **BitDefender Internet Security v10**, how to register the product, how to scan your computer, how to perform the updates. You are taught how to configure and use all BitDefender modules.

**Best Practices.** Follow these instructions in order to make the best of your BitDefender.





**BitDefender Rescue CD.** Description of the BitDefender Rescue CD. It helps understand and use the features offered by this bootable CD.

**Getting Help.** Where to look and where to ask for help if something unexpected appears.

**Glossary.** The Glossary tries to explain some technical and uncommon terms you will find in the pages of this document.

## 3. Request for Comments

We invite you to help us improve the book. We have tested and verified all of the information to the best of our ability. Please write to tell us about any flaws you find in this book or how you think it could be improved, to help us provide you with the best documentation possible.

Let us know by sending an e-mail to [<documentation@bitdefender.com>](mailto:documentation@bitdefender.com).



### Important

Please write all of your documentation-related e-mails in English so that we can process them efficiently.





# About BitDefender





# 1. Who is BitDefender?

BitDefender is a leading global provider of security solutions that satisfy the protection requirements of today's computing environment. The company offers one of the industry's fastest and most effective lines of security software, setting new standards for threat prevention, timely detection and mitigation. BitDefender delivers products and services to over 41 million home and corporate users in more than 180 countries. BitDefender has offices in the **United States**, the **United Kingdom**, **Germany**, **Spain** and **Romania**.

- Features antivirus, firewall, antispyware, antispam and parental control for corporate and home users;
- The BitDefender range of products is intended to be implemented on complex IT structures (work stations, file servers, mail servers, and gateway), on Windows, Linux and FreeBSD platforms;
- Worldwide distribution, products available in 18 languages;
- Easy to use, with an installation wizard that guides users through the installation process and only asks a few questions;
- Internationally certified products: Virus Bulletin, ICSA Labs, Checkmark, IST Prize, etc;
- Round the clock customer care – the customer care team is available 24 hours, 7 days a week;
- Lightning fast response time to new computer attacks;
- Best detection rate;
- Hourly Internet updates of virus signatures - automatic or scheduled actions offering protection against the newest viruses.

## 1.1. Why BitDefender?

**Proven. Most reactive antivirus producer.** BitDefender fast reactivity in case of computer virus epidemic was confirmed beginning with the last outbreaks of CodeRed, Nimda and Sircam, as well as Badtrans.B or other dangerous, fast-spreading malicious codes. BitDefender was the first to provide antidotes against these codes and to make them freely available on the Internet for all affected people. Now, with the continuous expansion of the Klez virus - in various versions immediate antivirus protection has become once more a critical need for any computer system.

### **Innovative. Awarded for innovation by the European Commission and EuroCase.**

BitDefender has been proclaimed a winner of the European IST-Prize, awarded by the European Commission and by representatives of 18 academies in Europe. Now in its eighth year, the European IST Prize is a reward for groundbreaking products that represent the best of European innovation in information technology.

### **Comprehensive. Covers every single point of your network, providing complete security.**

BitDefender security solutions for the corporate environment satisfy the protection requirements of today's business environment, enabling management of all complex threats that endanger a network, from a small local area to large multi-server, multi-platform WAN's.

### **Your Ultimate Protection. The final frontier for any possible threat to your computer system.**

As virus detection based on code analysis has not always offered good results, BitDefender has implemented behavior based protection, providing security against newborn malware.

These are **the costs** that organizations want to avoid and what the security products are designed to prevent:

- Worm attacks
- Communication loss because of infected e-mails
- E-mail breakdown
- Cleaning and recovering systems
- Lost productivity experienced by end users because systems are not available
- Hacking and unauthorized access that causes damage

Some simultaneously **developments and benefits** can be accomplished by using the BitDefender security suite:

- Increase network availability by stopping the spread of malicious code attacks (i.e., Nimda, Trojan horses, DDoS).
- Protect remote users from attacks.
- Reduce administrative costs and deploys rapidly with BitDefender Enterprise management capabilities.
- Stop the spreading of malware through e-mail, using a BitDefender e-mail protection at the company's gateway. Temporarily or permanently block unauthorized, vulnerable, and expensive application connections.

Further information about BitDefender can be obtained by visiting: <http://www.bitdefender.com>.



## 1.2. About SOFTWIN

Founded in 1990, winner of the IST Prize in 2002, SOFTWIN is now considered to be the technological leader of the East-European software industry with annual growth rates of more than 50% in the past five years and 70% of annual turnover from exports.

With a team of over 800 qualified professionals, and more than 10000 projects managed so far, SOFTWIN focuses on providing complex software solutions and services which enable fast growing companies to solve critical business challenges and to take advantage of new business opportunities. The SOFTWIN development process is ISO 9001 certified.

As it is active on the most advanced IT markets of the US and European Union, SOFTWIN develops on 4 interlinked **business lines**:

- eContent Solutions
- BitDefender
- Business Information Solutions
- Customer Relationship Management







# Product Installation





## 2. BitDefender Internet Security v10 Installation

The **BitDefender Internet Security v10 Installation** section of this user guide contains the following topics:

- System Requirements
- Installation Steps
- Initial Setup Wizard
- Upgrade
- Removing, Repairing or Modifying BitDefender

### 2.1. System Requirements

For proper functioning of the product, before installation, make sure that one of the following operating systems runs on your computer and that the corresponding system requirements are met:

#### Microsoft Windows 2000 / XP 32-bit

- Pentium II 350 MHz or higher processor
- Minimum 128 MB of RAM Memory (256 MB recommended)
- Minimum 60 MB available hard disk space
- Internet Explorer 5.5 or higher

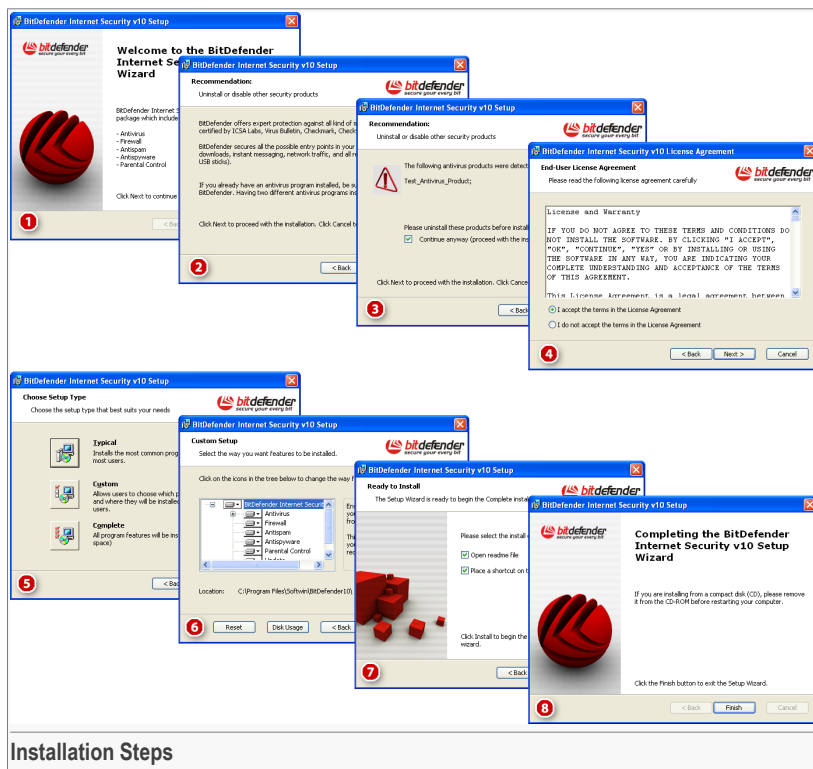
#### Microsoft Windows Vista 32-bit

- 800 MHz processor or higher
- Minimum 512 MB of RAM Memory (1 GB recommended)
- Minimum 60 MB available hard disk space

**BitDefender Internet Security v10** can be downloaded for evaluation from <http://www.bitdefender.com> the SOFTWIN corporate website dedicated to data security.

### 2.2. Installation Steps

Locate the setup file and double-click it. This will launch a wizard, which will guide you through the setup process.



### Installation Steps

1. Click **Next** to continue or click **Cancel** if you want to quit installation.
2. Click **Next** to continue or click **Back** to return to the first step.
3. BitDefender Internet Security v10 alerts you if you have other antivirus products installed on your computer.



### Warning

It is highly recommended that you uninstall any other antivirus products detected before installing BitDefender. Running two or more antivirus products at the same time on a computer usually renders the system unusable.

Click **Back** to return to the previous step or **Cancel** to exit setup. If you want to continue, click **Next**.

**Note**

If BitDefender Internet Security v10 does not detect other antivirus products on your system, you will skip this step.

4. Please read the License Agreement, select **I accept the terms in the License Agreement** and click **Next**. If you do not agree with these terms click **Cancel**. The installation process will be abandoned and you will exit setup.
5. You can choose what kind of installation you want: typical, custom or complete.

**Typical**

The program will be installed with the most common options. This is the recommended option for most users.

**Custom**

You may choose the components you want to install. Recommended for advanced users only.

**Complete**

For full installation of the product. All BitDefender modules will be installed.

If you select **Typical** or **Complete**, you will skip step 6.

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

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

You can select the folder where you want to install the product. The default folder is `C:\Program Files\Softwin\BitDefender 10`.

If you want to select another folder, click **Browse** and in the window that opens, select the folder in which you would like BitDefender Internet Security v10 installed. Click **Next**.

7. You have two options selected by default:
    - **Open readme file** - to open the readme file at the end of the installation.
    - **Place a shortcut on the desktop** - to place a shortcut to BitDefender Internet Security v10 on your desktop at the end of the installation.
- Click **Install** in order to begin the installation of the product.



### Important

During the installation process a **wizard** will appear. The wizard helps you register your **BitDefender Internet Security v10**, create a BitDefender account and set BitDefender to perform important security tasks.

Complete the wizard-guided process in order to go to the next step.

8. Click **Finish** to complete the product installation. If you have accepted the default settings for the installation path, a new folder named `Softwin` is created in `Program Files` and it contains the subfolder `BitDefender 10`.



### Note

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

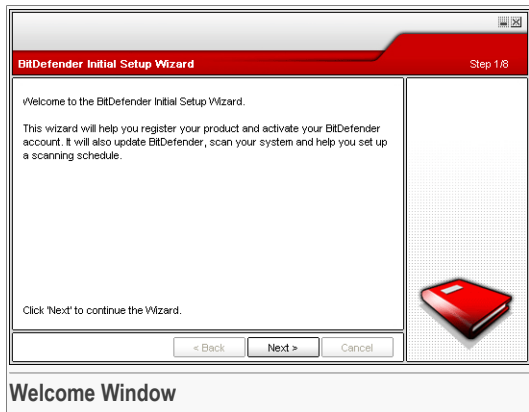
## 2.3. Initial Setup Wizard

During the installation process a wizard will appear. The wizard helps you register your **BitDefender Internet Security v10**, create a BitDefender account and set BitDefender to perform important security tasks.

Completing this wizard is not mandatory; however, we recommend you do so in order to save time and ensure your system is safe even before BitDefender Internet Security v10 is installed.

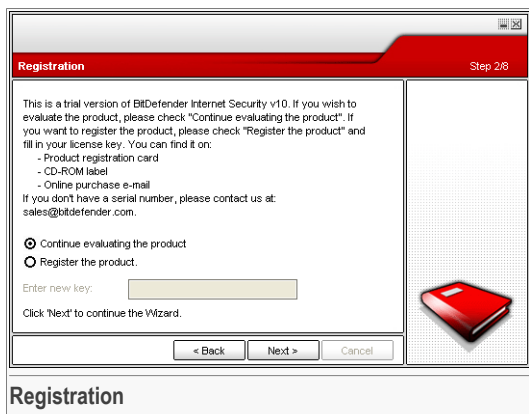


## 2.3.1. Step 1/8 - BitDefender Initial Setup Wizard



Click **Next**.

## 2.3.2. Step 2/8 - Register BitDefender Internet Security v10



Choose **Register the product** to register **BitDefender Internet Security v10**. Type the license key in the **Enter new key** field.

To continue evaluating the product, select **Continue evaluating the product**.

Click **Next**.

### 2.3.3. Step 3/8 - Create a BitDefender Account

**Register the Product** Step 3/8

You need to create an account to have access to BitDefender technical support and other personalized BitDefender services. If you already have a BitDefender account please fill in the data required. If you do not have a BitDefender account, please fill in your e-mail address and a password.

E-mail:

Password:

Retype password:

[Forgot your password?](#)

☐ Skip this step

Click 'Next' to continue or 'Cancel' to exit the Wizard.

< Back Next > Cancel

**Account Creation**

#### I do not have a BitDefender account

In order to benefit from free BitDefender technical support and other free services you need to create an account.

Type a valid e-mail address in the **E-mail** field. Think of a password and type it in the **Password** field. Confirm the password in the **Re-type password** field. Use the e-mail address and the password to log in to your account at <http://myaccount.bitdefender.com>.



#### Note

The password must be least four characters long.

To successfully create an account you must first activate your e-mail address. Check your e-mail address and follow the instructions in the e-mail sent to you by the BitDefender registration service.



#### Important

Please activate your account before moving on to the next step.

If you do not want to create a BitDefender account, just select **Skip this step**. You will also skip the next step of the wizard.

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





## I already have a BitDefender account

If you already have an active account, provide the e-mail address and the password of your account. If you provide an incorrect password, you will be prompted to re-type it when you click **Next**. Click **Ok** to enter the password again or **Cancel** to exit the wizard.

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

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

### 2.3.4. Step 4/8 - Enter Account Details

**Account Details**



#### Note

You will not go through this step if you have selected **Skip this step** in the [third step](#).

Fill in your first and last name, and select the country in which you reside.

If you already have an account, the wizard will display the information you provided previously, if any. Here you can modify this information if you wish.

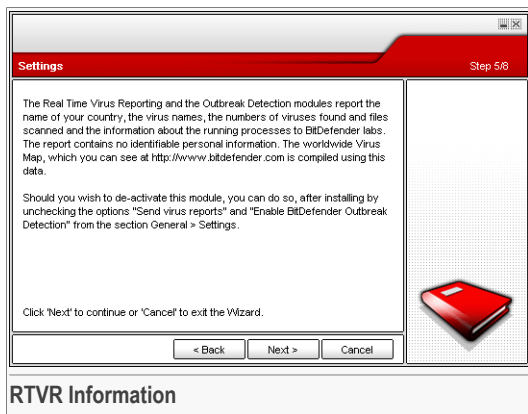


#### Important

The data you provide here will remain confidential.

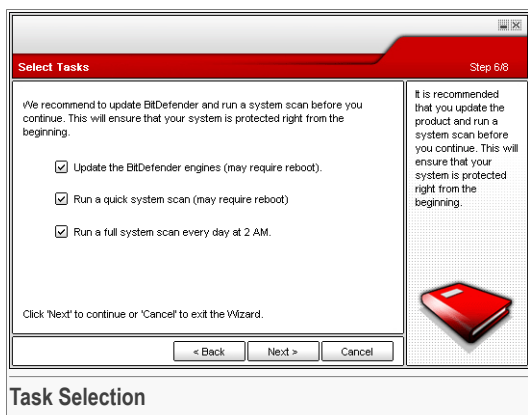
Click **Next** to continue or **Cancel** to exit the wizard.

### 2.3.5. Step 5/8 - Learn about RTVR



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

### 2.3.6. Step 6/8 - Select the Tasks to Be Run



Set BitDefender Internet Security v10 to perform important tasks for the security of your system.

The following options are available:



- **Update the BitDefender Internet Security v10 engines (may require reboot)** - during the next step, an update of the BitDefender Internet Security v10 engines will be performed in order to protect your computer against the latest threats.
- **Run a quick system scan (may require reboot)** - during the next step, a quick system scan will be run so as to allow BitDefender Internet Security v10 to make sure that your files from the `Windows` and `Program Files` folders are not infected.
- **Run a full system scan every day at 2 AM** - runs a full system scan every day at 2 AM.

**Important**

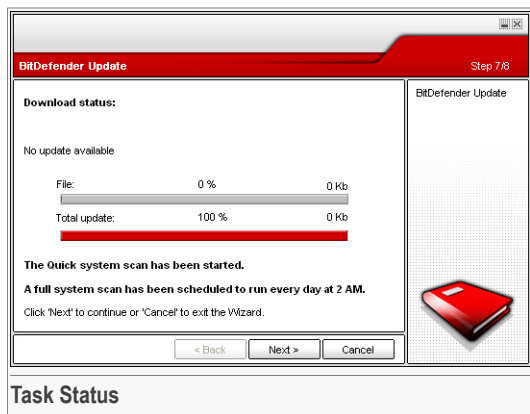
We recommend that you have these options enabled before moving on to the next step in order to ensure the security of your system.

If you select only the last option or no option at all, you will skip the next step.

You can make any changes you want by returning to the previous steps (click **Back**). Further on, the process is irreversible: if you choose to continue, you will not be able to return to the previous steps.

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

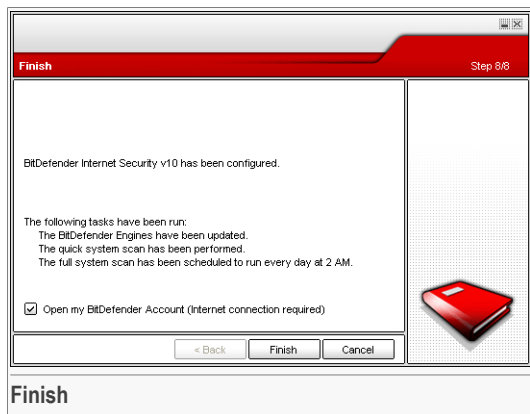
## 2.3.7. Step 7/8 - Wait for the Tasks to Complete



Wait for the task(s) to complete. You can see the status of the task(s) selected in the previous step.

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

## 2.3.8. Step 8/8 - View Summary



This is the final step of the configuration wizard.

Select **Open my BitDefender Account** to enter your BitDefender account. Internet connection is required.

Click **Finish** to complete the wizard and continue with the installation process.

## 2.4. Upgrade

The upgrade procedure can be done in one of the following ways:

- **Uninstall your previous version and install the new one - for all BitDefender versions**

First, you must remove your previous version, then restart the computer and install the new one as described in the *[“Installation Steps”](#)* (p. 9) section.



### Important

If you upgrade from BitDefender v8 or higher, we recommend you save the [BitDefender settings](#), the [Friends list](#) and the [Spammers list](#). After the upgrade process is over, you may load them.



## 2.5. Removing, Repairing or Modifying BitDefender

If you want to modify, repair or remove **BitDefender Internet Security v10**, follow the path from the Windows start menu: **Start** → **Programs** → **BitDefender 10** → **Modify, Repair or Uninstall**.

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

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



### Important

Before repairing the product we recommend you save the [Friends list](#) and the [Spammers list](#). You can also save the [BitDefender settings](#) and the [Bayesian database](#). After the repair process is over you may reload them.

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

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





# Description and Features







## 3. BitDefender Internet Security v10

### *Complete protection from Internet threats!*

**BitDefender Internet Security v10** covers all the security needs of an Internet-connected family. It provides comprehensive protection against viruses, spyware, spam, scams, phishing attempts, intruders and objectionable web content.

**BitDefender v10** is designed to place as little burden as possible on its users and on the host system, while providing state-of-the-art defense against current Internet threats.

### 3.1. Antivirus

The purpose of the antivirus module is to ensure detection and removal of all viruses in the wild. BitDefender Antivirus uses robust scan engines certified by ICSA Labs, Virus Bulletin, Checkmark, CheckVir and TÜV.

**Proactive Detection.** B-HAVE (Behavioral Heuristic Analyzer in Virtual Environments) emulates a virtual computer-inside-a-computer where pieces of software are run in order to check for potential malware behavior. This BitDefender proprietary technology represents a new security layer that keeps the operating system safe from unknown viruses by detecting malicious pieces of code for which signatures have not yet been released.

**Permanent Antivirus Protection.** The new and improved BitDefender scanning engines will scan and disinfect infected files on access, minimizing data loss. Infected documents can now be recovered instead of being deleted.

**Rootkit Detection and Removal.** A new BitDefender module looks for rootkits (malicious programs designed to control victim computers, while staying hidden) and removes them on detection.

**Web scanning.** Web traffic is now filtered in real-time even before reaching your browser, providing a safe and enjoyable web experience.

**Peer-2-Peer and IM Applications Protection.** Filters against viruses that spread via instant messaging and file sharing software applications.

**Full E-mail Protection.** BitDefender runs on the POP3/SMTP protocol level, filtering incoming and outgoing e-mail messages, regardless of the e-mail client used (Outlook™, Outlook Express™ / Windows Mail™, The Bat!™, Netscape®, etc.), without any additional configuration.

## 3.2. Firewall

The firewall module filters network traffic and controls the access permission of applications connecting to the Internet. In Stealth Mode, your computer is “hidden” from malicious software and hackers. The firewall module is capable of automatically detecting and protecting against port scans (streams of packets sent to a machine in order to find “access points”, often in preparation for an attack).

**Internet Traffic Control.** Defines exactly which incoming or outgoing connections to permit/deny. Defines rules regarding specific protocols, ports, applications and/or remote addresses.

**Internet Application Control.** BitDefender maintains a database of trusted applications, and informs users whether or not the applications demanding network access are trustworthy, so they can make informed decisions. Alternatively, BitDefender can grant access automatically for trusted applications.

**Connection Control.** BitDefender lets you see in real-time which programs have opened which connections to the network. You can choose to allow or block them, either permanently or temporarily, by a single mouse click.

**Stealth Mode.** Malicious individuals or software programs need not find out that your computer even exists, let alone provide services to the network. The Stealth Mode option will stop your machine from responding to attempts to find out which ports are open, or where exactly it is.

**Port Scan Detection.** The BitDefender firewall module is now able to automatically detect and block port scans. A port scan is a simple way to find out whether or not your computer might be vulnerable; it consists of an attempt at connecting to ports to see if there is any response, much like a burglar trying doors to find one that is open.

**Firewall Wizard.** The firewall wizard helps users select the security profile which is most appropriate for the setting they are in - at home, in the office or on the go.

## 3.3. Antispam

The new and improved BitDefender Antispam technology employs remarkable technological innovations which allow it to adapt to new spamming techniques as they emerge, and to “learn” its user’s preferences to block spam while maintaining a very low ratio of legitimate mails tagged as spam.

**Adaptive Filtering.** BitDefender employs advanced clustering and neural network analysis techniques to classify e-mail based on user preference and emerging patterns in the local collection of e-mails. The antispam Bayesian filter can be trained by the



user (by simply classifying some e-mail as spam or legitimate) and is also self-trained, continually developing new filtering criteria based on past decisions.

**Anti-Phishing.** BitDefender's new phishing detector keeps your computer clear of malicious e-mails trying to trick you into giving away your bank account information or other sensitive data.

**Heuristic, URL, White List/Black List, Charset and Image Filters.** Five types of filters further refine your control over e-mail. The heuristic filter checks mail for the characteristics of spam. The Whitelist/Blacklist filter rejects mail from known spammer addresses and lets your friends' mail through. The URL filter blocks mail containing malicious links, while the charset filter blocks mail written in "strange" characters. The image filter decides whether images embedded in e-mails are specific to spam.

**Compatibility and Outlook™ Integration.** BitDefender antispam is compatible with all e-mail clients. The BitDefender antispam toolbar in Microsoft Outlook™ and Outlook Express™ / Windows Mail™ allows users to train the Bayesian filter.

## 3.4. Antispyware

BitDefender monitors and prevents potential spyware threats in real-time, before they can damage your system. By making use of a comprehensive database of spyware signatures, it will keep your computer spyware-free.

**Real-Time Antispyware.** BitDefender monitors dozens of potential "hotspots" in your system where spyware might act, and also checks any changes made to your system and software. Known spyware threats are also blocked in real-time.

**Spyware Scanning and Cleaning.** BitDefender can scan your entire system, or just part of it, for known spyware threats. The scan uses a constantly updated spyware signature database.

**Privacy Protection.** The privacy guard monitors HTTP (web) and SMTP (mail) traffic flowing out of your computer for what might be personal information –such as credit card numbers, Social Security numbers and other user-defined strings (e.g. bits of passwords).

**Anti-Dialer.** A configurable anti-dialer prevents malicious applications from running up a huge telephone bill at your expense.

## 3.5. Parental Control

The BitDefender parental control module can block access to web sites, e-mails you deem inappropriate, or the Internet (for certain periods of time, such as when it's

“homework time”), and it can prevent applications such as games, chat, file-sharing programs or others from running.

**Web Control.** A URL filter enables you to block access to inappropriate web content. A list of candidates for blocking both sites and parts thereof is provided and updated by BitDefender, as part of the regular update process.

**Heuristic Web Filtering.** Heuristic filters automatically classify web pages based on content and other cues. Instead of relying only on keywords, this approach applies antispam research principles when classifying web pages. Predefined profiles based on user age are provided.

**Web Keyword Filter.** BitDefender users can now explicitly block all web pages which contain specific words or phrases.

**Mail Keyword Filter.** Incoming e-mail which contains inappropriate words or phrases can be filtered before reaching the Inbox.

**Web Time Limiter.** Using the web time limiter, you can allow or block web access for users or applications during specified intervals of time.

**Application Control.** Any application can be prevented from running. Games, media and messaging software, as well as other categories of software and malware can be blocked in this way. This type of blocking also protects applications from modifications, copying or moving.

## 3.6. Other Features

**Deployment and Use.** A setup wizard starts immediately after installation, helping users select the most appropriate update settings, implementing a scanning schedule and providing a quick path to the registration and activation of the product.

**User Experience.** BitDefender has redesigned the user experience, placing emphasis on ease of use and clutter avoidance. As a result, many BitDefender v10 modules require significantly less user interaction, through the convenient use of automation and machine learning.

**Hourly Updates.** Your copy of BitDefender will be updated 24 times a day over the Internet, directly or through a Proxy Server. The product is able to repair itself, if necessary, by downloading the damaged or missing files from BitDefender servers.

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

**Rescue Disk.** **BitDefender Internet Security v10** is delivered on a bootable CD. This CD can be used to analyze/repair/disinfect a compromised system which cannot be started.



## 4. BitDefender Modules

**BitDefender Internet Security v10** contains the modules: **General**, **Antivirus**, **Firewall**, **Antispam**, **Antispyware**, **Parental Control** and **Update**.

### 4.1. General Module

BitDefender comes fully configured for maximum security.

In the **General** module you can configure the security level and perform important security tasks. Also, you can register your product and you can set the overall behavior of BitDefender.

### 4.2. Antivirus Module

BitDefender protects you from viruses, spyware and other malware entering your system by scanning your files, e-mail messages, downloads and all other content as it enters your system.

The protection BitDefender offers is divided into two categories:

- **On-access scanning** - prevents new viruses, spyware and other malware from entering your system. This is also called real-time protection - files are scanned as the user accesses them. BitDefender will, for example, scan a word document for known threats when you open it, and an e-mail message when you receive one. BitDefender scans "as you use your files" - on-access.
- **On-demand scanning** - detects already resident viruses, spyware or other malware in your 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.

### 4.3. Firewall Module

The **Firewall** protects your computer from inbound and outbound unauthorized connection attempts. It is quite similar to a guard at your gate - it will keep a watchful eye on your Internet connection and keep track of who to allow access to the Internet and who to block.

In Stealth Mode your computer is "hidden" from malicious software and hackers. The firewall module is capable of automatically detecting and protecting against port scans

(streams of packets sent to a machine in order to find “access points”, often in preparation for an attack).

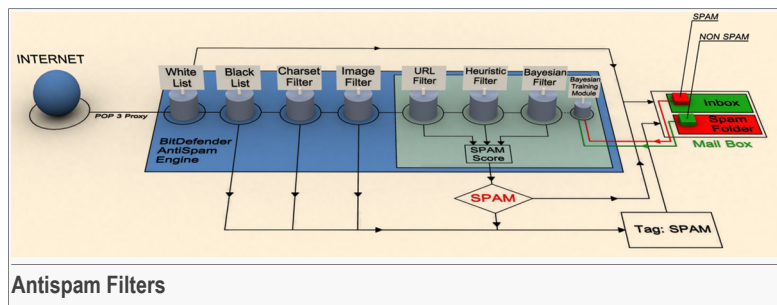
A firewall is essential if you have a broadband or DSL connection.

## 4.4. Antispam Module

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

### 4.4.1. Working Schema

The schema below shows the way BitDefender works.



The antispam filters from the above schema ([White list](#), [Black list](#), [Charset filter](#), [Image filter](#), [URL filter](#), [NeuNet \(Heuristic\) filter](#) and [Bayesian filter](#)) are used in conjunction by the BitDefender, to determine whether a certain piece of mail should make it to your **Inbox** or not.

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

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

Else, the [Charset filter](#) will check if the e-mail is written in Cyrillic or Asian characters. If so the e-mail will be tagged as SPAM and moved in the **Spam** folder.



If the e-mail is not written in Asian or Cyrillic it will be passed to the [Image filter](#). The **Image filter** will detect all the e-mail messages containing attached images with spam content.

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

The [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. The result is that it will add a Spam score to the e-mail, too.

#### Note



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

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

If the aggregate score (URL score + heuristic score + Bayesian score) exceeds the SPAM score for a message (set by the user in the [Status](#) section as a tolerance level), the message is considered SPAM.

#### Important



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

## 4.4.2. Antispam Filters

BitDefender Antispam Engine incorporates seven different filters that ensure your Inbox to be SPAM-free: [White list](#), [Black list](#), [Charset filter](#), [Image filter](#), [URL filter](#), [NeuNet \(Heuristic\) filter](#) and [Bayesian filter](#).

#### Note



You can enable/disable each one of this filters in the [Settings](#) section from the **Antispam** module.

### White List / Black List

Most people communicate regularly to a group of people or even receive messages from companies or organizations in the same domain. By using **friends or spammers 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**

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

The **Friends/Spammers list** can be managed from the [Management Console](#) or from the [Antispam toolbar](#).

**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

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

## Image Filter

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

## URL Filter

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

Every URL link in an e-mail message will be checked against the URL database. In case of a match a spam score will be added to the e-mail.

## NeuNet (Heuristic) Filter

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

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



**Note**

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

## Bayesian Filter

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

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

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

**Important**

You can correct the Bayesian module by using the **Is Spam** and **Not Spam** buttons from the [Antispam toolbar](#).

**Note**

Every time you perform an update:

- new image signatures will be added to the **Image filter**;
- new links will be added to the **URL filter**;
- new rules will be added to the **NeuNet (Heuristic) filter**.

This will help increase the effectiveness of your Antispam engine.

**Important**

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

## 4.5. Antispyware Module

BitDefender monitors dozens of potential “hotspots” in your system where spyware might act, and also checks any changes made to your system and software. It is

effective in blocking Trojan horses and other tools installed by hackers, who try to compromise your privacy and send your personal information, like credit card numbers, from your computer to the hacker.

## 4.6. Parental Control Module

The BitDefender parental control module can block access to web sites you deem inappropriate, block access to the Internet for certain periods of time (such as when it's time for lessons), and block applications like games, chat, filesharing programs or others from running.

## 4.7. Update Module

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

Updates come in the following ways:

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

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

- **Automatic update** - BitDefender automatically contacts the update server in order to check if an update was released. If so, BitDefender is updated automatically. The automatic update can also be done anytime you want by clicking **Update now** from the **Update** module.
- **Manual update** - you must download and install the latest threat signatures manually.



# Management Console

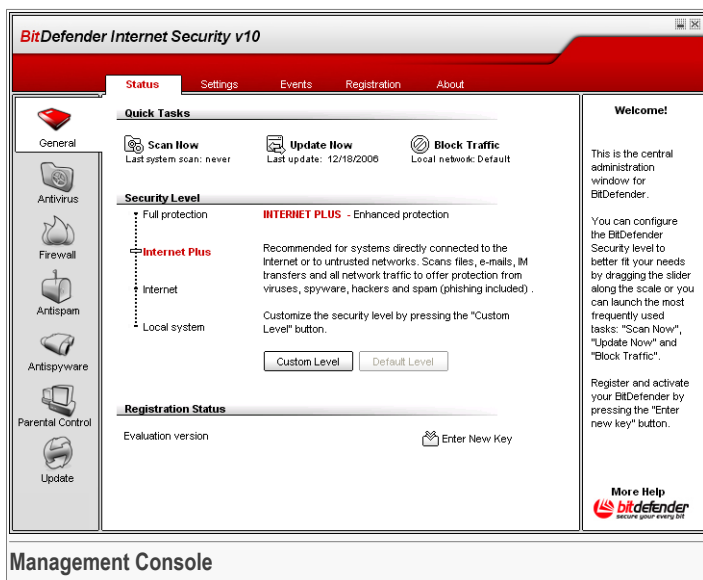




## 5. Overview

**BitDefender Internet Security v10** was designed with a centralized management console, which allows the configuration of the protection options for all BitDefender modules. In other words, all you need to do is open the management console in order to have access to all modules: **Antivirus**, **Firewall**, **Antispam**, **Antispyware**, **Parental Control** and **Update**.

To access the management console, use the Windows Start menu, by following the path **Start** → **Programs** → **BitDefender 10** → **BitDefender Internet Security v10** or quicker, double click the **BitDefender icon** from the system tray.



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

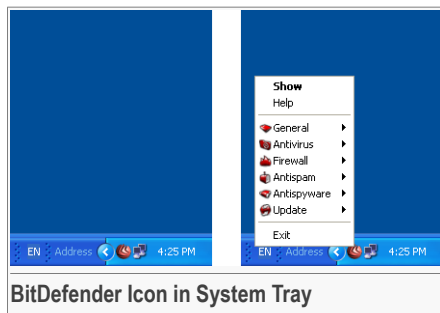
- **General** - in this section you can set the overall security level and perform essential security tasks. Here you can also register the product and see a summary of all the BitDefender main settings, product details and contact information.
- **Antivirus** - in this section you can configure the **Antivirus** module.
- **Firewall** - in this section you can configure the **Firewall** module.

- **Antispam** - in this section you can configure the **Antispam** module.
- **Antispyware** - in this section you can configure the **Antispyware** module.
- **Parental Control** - in this section you can configure the **Parental Control** module.
- **Update** - in this section you can configure the **Update** module.

On the right side of the management console you can see information regarding the section you are in. The **More Help** option, placed at the bottom right, opens the **Help** file.

## 5.1. System Tray




When the console is minimized, an icon will appear in the system tray:



If you double-click this icon, the management console will open. Also, by right-clicking it, a contextual menu will appear. It provides quick management of BitDefender:

- **Show / Close** - opens the management console or minimizes it to the system tray.
- **Help** - opens the help file.
- **General** - administration of the **General** module.
  - **Enter New Key** - starts the registration wizard that will guide you through the registration process.
  - **Edit Account** - starts a wizard that will help you create a BitDefender account.
- **Antivirus** - administration of the **Antivirus** module.
  - **Real-time protection is enabled / disabled** - shows the status of the **real-time protection** (enabled / disabled). Click this option to disable or enable the real-time protection.
  - **Scan** - opens a submenu from where you can select to run one of the scan tasks available in the **Scan** section.
- **Firewall** - administration of the **Firewall** module.



- **Firewall is enabled / disabled** - shows the status of the [firewall protection](#) (enabled / disabled). Click this option to disable or enable the firewall protection.
- **Block all traffic** - blocks all network / Internet traffic.
-  **Antispam** - administration of the [Antispam](#) module.
- **Antispam filter is enabled / disabled** - shows the status of the [antispam protection](#) (enabled / disabled). Click this option to disable or enable the antispam protection.
- **Friends list** - opens the [Friends list](#).
- **Spammers list** - opens the [Spammers list](#).
-  **Antispyware** - administration of the [Antispyware](#) module.
- **Behavioral Antispyware is enabled / disabled** - shows the status of the [behavioral antispyware protection](#) (enabled / disabled). Click this option to disable or enable the behavioral antispyware protection.
- **Advanced settings** - allows you to configure the antispyware controls.
-  **Update** - administration of the [Update](#) module.
- **Update Now** - performs an immediate update.
- **Automatic update is enabled / disabled** - shows the status of the [automatic update](#) (enabled / disabled). Click this option to disable or enable the automatic update.
- **Exit** - shuts down the application. By selecting this option, the icon from the system tray will disappear and in order to access the management console, you will have to launch it again from the Windows Start menu.



### Note

The icon will turn into black if you disable one or more of the BitDefender modules. This way you will know if some modules are disabled without opening the management console.

The icon will blink when an update is available.

## 5.2. Scan Activity Bar

The **Scan activity bar** is a graphic visualization of the scanning activity on your system.



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

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

**Note**

The **Scan activity bar** will notify you when the Virus Shield or the Firewall is disabled with a red cross over the corresponding area (**File Zone** or **Net Zone**). This way you will know if you are protected without opening the management console.

When you no longer want to see the graphic visualization, just right-click it and select **Hide**.

**Note**

To completely hide this window, clear the **Enable the Scan Activity bar (on screen graph of product activity)** option (from the **General** module, [Settings](#) section).





## 6. General Module

The **General** section of this user guide contains the following topics:

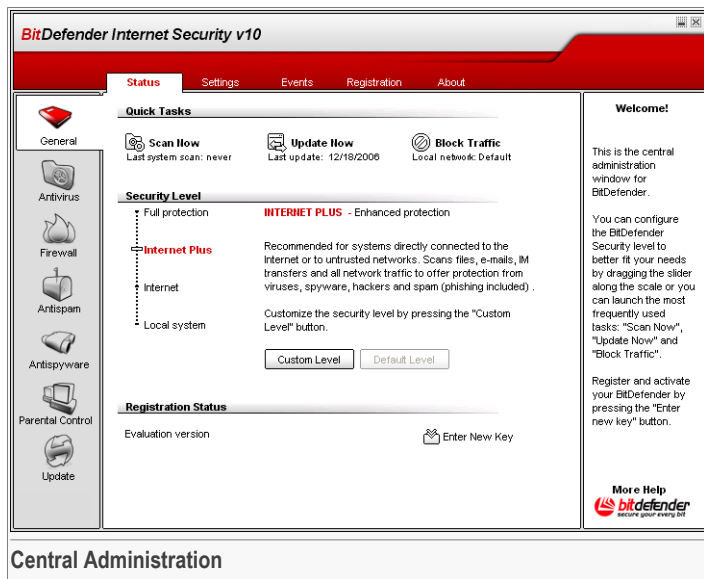
- Central Administration
- Management Console Settings
- Events
- Product Registration
- About



### Note

For more details regarding the **General** module check the description of the “*General Module*” (p. 27).

### 6.1. Central Administration



In this section you can configure the overall security level and perform important BitDefender tasks. You can also register the product and see the expiration date.

### 6.1.1. Quick Tasks


BitDefender allows quick access to essential security tasks. Using these tasks you can keep your BitDefender up-to-date, scan your system or block traffic.

To scan the entire system just click  **Scan Now**. The [scan window](#) will appear and a full system scan will be initiated.



#### Important


We strongly recommend that you run a full system scan at least once a week. For more details about scan tasks and the scanning process check the [On-demand Scanning](#) section of this user guide.

Before scanning your system, we recommend that you update BitDefender so it can detect the latest threats. To update BitDefender just click  **Update Now**. Wait a few seconds for the update process to complete or, better, check the [Update](#) section to see the update status.



#### Note

For more details about the update process check the [Automatic Update](#) section of this user guide.

To block all network/Internet traffic just click  **Block Traffic**. This will isolate your computer from any other computer in the network.



#### Note

To learn how to efficiently protect your computer inside the network it is part of, check the [Firewall Module](#) chapter of this user guide.

### 6.1.2. Security Level

You can choose the security level that better fits your protection needs. Drag the slider along the scale to set the appropriate security level.

There are 4 security levels:

Security level	Description
<b>Local system</b>	Offers standard protection, especially recommended for computers with no network or Internet access. The resource consumption level is low.  Accessed files are scanned for viruses and spyware.



Security level	Description
<b>Internet</b>	<p>Offers standard protection for computers directly connected to the Internet or to untrusted networks. The resource consumption level is moderate.</p> <p>Accessed files, e-mails, IM transfers and all network traffic are scanned in order to offer protection from viruses, spyware and hackers.</p>
<b>Internet Plus</b>	<p>Offers advanced protection for computers directly connected to the Internet or to untrusted networks. The resource consumption level is moderate.</p> <p>Accessed files, e-mails, IM transfers and all network traffic are scanned in order to offer protection from viruses, spyware, hackers and spam (phishing included).</p>
<b>Full Protection</b>	<p>Offers full protection for your system. The resource consumption level is high.</p> <p>Scans accessed files, e-mails, IM transfers and all network traffic to offer protection from viruses, spyware, hackers, spam (phishing included) and inappropriate content.</p>

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

Click **Default Level** to set the slider at the default level.

### 6.1.3. Registration Status

You can see information about the status of your BitDefender license. Here you can register the product and see the expiration date.

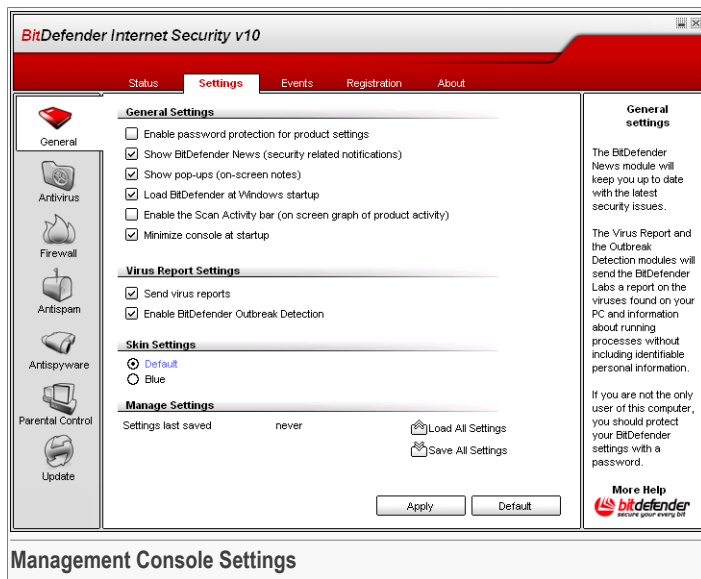
To enter a new key click  **Enter New Key**. Complete the [registration wizard](#) to successfully register BitDefender.



#### Note

For more details about the registration process check the [Product Registration](#) section of this user guide.

## 6.2. Management Console Settings



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

There are 4 categories of options: **General Settings**, **Virus Report Settings**, **Skin Settings** and **Manage Settings**.

### 6.2.1. General Settings

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



#### Note

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

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



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

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



### Important


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

- **Show BitDefender News (security related notifications)** - shows from time to time security notifications regarding virus outbreaks, sent by the BitDefender server.
- **Show pop-ups (on-screen notes)** - shows pop-up windows regarding the product status.
- **Load BitDefender at Windows startup** - automatically launches BitDefender at system startup.



### Note

We recommend you to keep this option selected.

- **Enable the Scan Activity bar (on screen graph of product activity)** - enables/disables the [Scan Activity Bar](#).
- **Minimize console at startup** - minimizes the BitDefender management console after it has been loaded at system startup. Only the  [BitDefender icon](#) will appear in the system tray.

## 6.2.2. Virus Report Settings

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

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



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

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

### 6.2.3. Skin Settings

Allows you to select the color of the management console. The skin represents the background image on the interface. In order to select a different skin, click the corresponding color.

### 6.2.4. Manage Settings

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



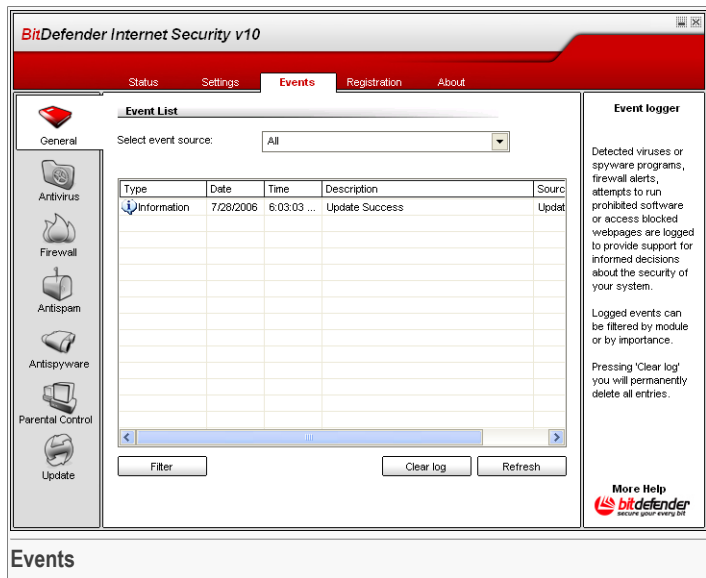
#### Important

Only users with administrative rights can save and load settings.

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



## 6.3. Events



In this section all the events generated by BitDefender are displayed.

There are 3 types of events: **Information**, **Warning** and **Critical**.

Examples of events:

- **Information** - when an e-mail was scanned;
- **Warning** - when a suspected file was detected;
- **Critical** - when an infected file was detected.

For each event the following information are offered: the date and the time when the event occurred, a small description and its source (**Antivirus**, **Firewall**, **Antispyware** or **Update**). Double-click an event to see its properties.

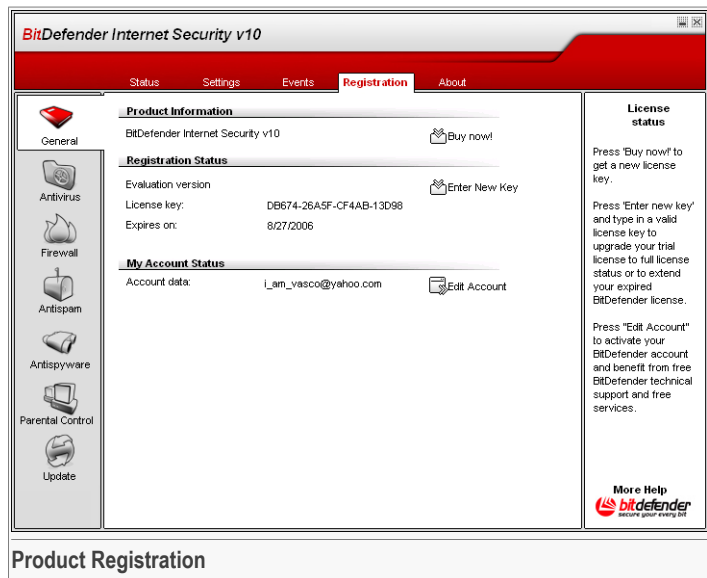
You can filter these events in 2 ways (by type or by source):

- Click **Filter** to select what types of event to display.
- Select the event source from the drop-down menu.

If the **management console** is open at the **Events** section and at the same time an event occurs you must click **Refresh** to see that event.

To delete all the events from the list click **Clear log**.

## 6.4. Product Registration



This section contains information about the BitDefender product (registration status, product ID, expiration date) and the BitDefender account. Here you can register the product and configure your BitDefender account.

Click the **Buy Now** button to get a new license key from the BitDefender online store.

By clicking **Enter New Key** you can register the product, modify the registration key or the account details. To configure your BitDefender account click **Edit Account**. In both cases, the registration wizard will appear.

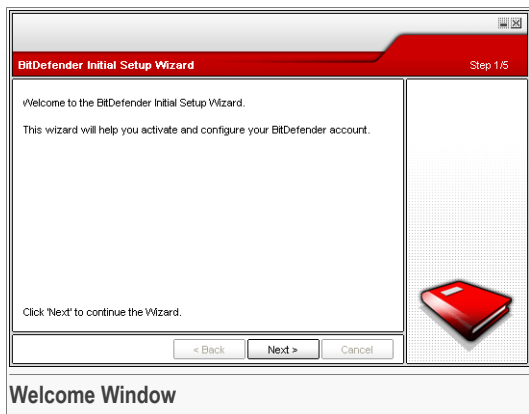
### 6.4.1. Registration Wizard

The registration wizard is a 5 step procedure.



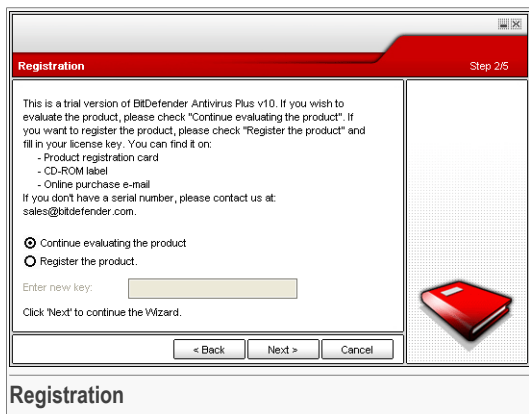


## Step 1/5 - Welcome to BitDefender Registration Wizard



Click **Next**.

## Step 2/5 - Register BitDefender



Choose **Register the product** to register **BitDefender Internet Security v10**. Type the license key in the **Enter new key** field.

To continue evaluating the product select **Continue evaluating the product**.

Click **Next**.

## Step 3/5 - Create a BitDefender Account

### I do not have a BitDefender account

In order to benefit from free BitDefender technical support and other free services you need to create an account.

Type a valid e-mail address in the **E-mail** field. Think of a password and type it in the **Password** field. Confirm the password in the **Re-type password** field. Use the e-mail address and the password to log in to your account at <http://myaccount.bitdefender.com>.



#### Note

The password must be least four characters long.

To successfully create an account you must first activate your e-mail address. Check your e-mail address and follow the instructions in the e-mail sent to you by the BitDefender registration service.



#### Important

Please activate your account before moving on to the next step.

If you do not want to create a BitDefender account, just select **Skip this step**. You will also skip the next step of the wizard.

Click **Next** to continue.



## I already have a BitDefender account

If you already have an active account, provide the e-mail address and the password of your account. If you provide an incorrect password, you will be prompted to re-type it when you click **Next**. Click **Ok** to enter the password again or **Cancel** to exit the wizard.

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

Click **Next** to continue.

## Step 4/5 - Enter Account Details

### Note



You will not go through this step if you have selected **Skip this step** in the [third step](#).

Fill in your first and last name and select the country you are from.

If you already have an account, the wizard will display the information you provided previously, if any. Here you can also modify this information if you want to.

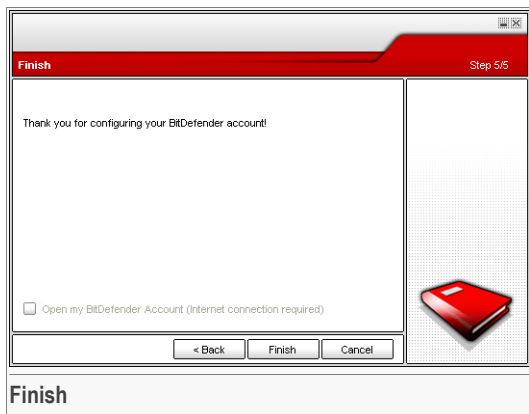


### Important

The data you provide here will remain confidential.

Click **Next**.

## Step 5/5 - View Summary



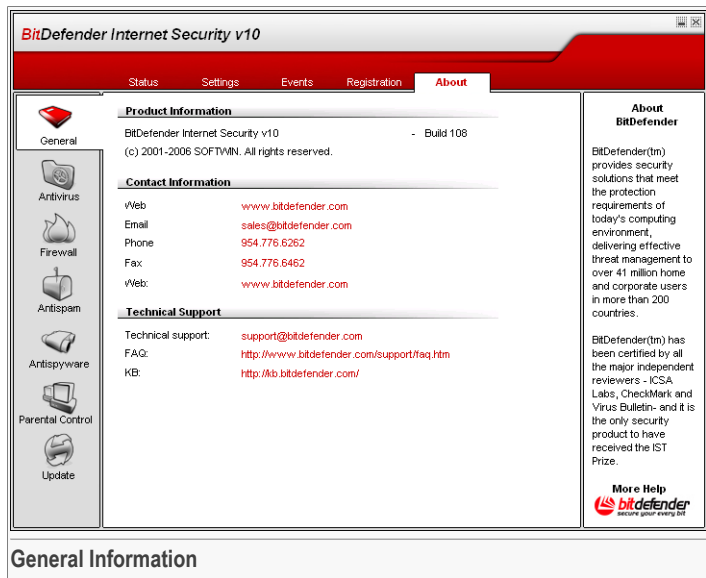
This is the final step of the configuration wizard. You can make any changes you want by returning to the previous steps (click **Back**).

If you do not want to make any changes, click **Finish** to exit the wizard.

Select **Open my BitDefender Account** to enter your BitDefender account. Internet connection is required.



## 6.5. About



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

BitDefender™ is a leading global provider of security solutions that satisfy the protection requirements of today's computing environment. The company offers one of the industry's fastest and most effective lines of security software, setting new standards for threat prevention, timely detection and mitigation. BitDefender delivers products and services to over 41 million home and corporate users in more than 180 countries.

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

Further information about BitDefender can be obtained by visiting:  
<http://www.bitdefender.com>.





## 7. Antivirus Module

The **Antivirus** section of this user guide contains the following topics:

- On-access Scanning
- On-demand Scanning
- Quarantine



### Note

For more details regarding the **Antivirus** module check the description of the “*Antivirus Module*” (p. 27).

### 7.1. On-access Scanning

The screenshot displays the BitDefender Internet Security v10 application window. The 'Shield' tab is active, showing that 'Real-time protection is enabled'. The 'Protection Level' is set to 'Default', which is described as 'Standard security, low use of resources'. The 'Statistics' section shows the last scanned file as 'f:\bd10\images\screenshots\antivirus\_shield.png'. A traffic graph is visible at the bottom, showing activity over a 120-second period. The right sidebar contains a 'Real-time protection' section with a description and a 'More Help' link. The left sidebar lists various security modules: General, Antivirus, Firewall, Antispam, Antispyware, Parental Control, and Update.

**BitDefender Internet Security v10**

**Shield** Scan Quarantine

☒ **Real-time protection is enabled**

Last system scan: never

**Protection Level**

Aggressive  
Default  
Permissive

**DEFAULT** - Standard security, low use of resources

- Scan all files
- Scan incoming and outgoing e-mail messages
- Scan for viruses and spyware
- Do not scan Web (HTTP) traffic
- Actions on infected files: Disinfect, Deny
- Scan using B-HAVE (heuristic analysis)

**Statistics**

Last scanned file: f:\bd10\images\screenshots\antivirus\_shield.png

Traffic: 0x 60x 120s

**Real-time protection**

This section contains the most important real-time protection settings and statistics. BitDefender scans accessed files against viruses, spyware and other malware.

Drag the slider along the scale to choose a predefined setting or define your own settings by pressing the "Custom Level" button. If unsure, choose the Default level.

**More Help**  
 **bitdefender**  
secure your every bit

**Real-time Protection**

In this section you can configure the **Real-time protection** and you can view information about its activity. The **Real-time protection** keeps your computer safe by scanning e-mail messages, downloads and all accessed files.

**Important**

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

In the bottom side of the section you can see the **Real-time protection** statistics about files and e-mail messages scanned. Click  **More statistics** if you want to see a more explained window regarding these statistics.

## 7.1.1. Protection Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

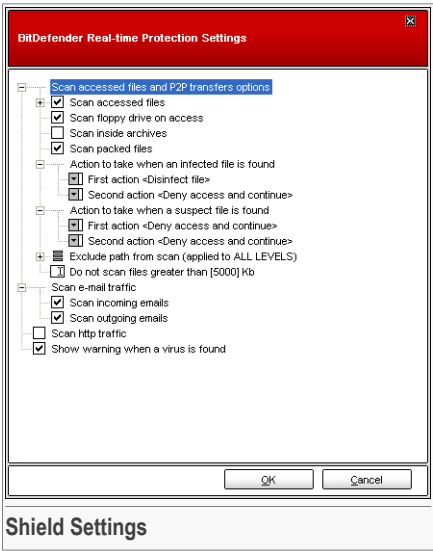
There are 3 protection levels:

Protection level	Description
<b>Permissive</b>	Covers basic security needs. The resource consumption level is very low.  Programs and incoming mail messages are only scanned for viruses. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/deny access.
<b>Default</b>	Offers standard security. The resource consumption level is low.  All files and incoming&outgoing mail messages are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/deny access.
<b>Aggressive</b>	Offers high security. The resource consumption level is moderate.  All files, incoming&outgoing mail messages and web traffic are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/deny access.

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

You can customize the **Real-time protection** by clicking **Custom level**. The following window will appear:





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

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

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

- **Scan accessed files and P2P transfers options** - scans the accessed files and the communications through Instant Messaging Software applications (ICQ, NetMeeting, Yahoo Messenger, MSN Messenger). Further on, select the type of the files you want to be scanned.

Option		Description
Scan accessed files	Scan all files	All the accessed files will be scanned, regardless their type.
	Scan program files only	Only the program files will be scanned. This means only the files with the following extensions: .exe; .bat; .com; .dll; .ocx; .scr; .bin; .dat; .386; .vxd; .sys; .wdm; .cla; .class; .ovl; .ole; .exe; .hlp; .doc; .dot; .xls; .ppt; .wbk; .wiz; .pot; .ppa; .xla; .xlt; .vbs; .vbe; .mdb; .rtf; .htm; .hta; .html; .xml; .xtp; .php; .asp; .js; .shs; .chm; .lnk; .pif; .prc; .url; .smm; .pdf; .msi; .ini; .csc; .cmd; .bas; .eml and .nws.

Option	Description
<b>Scan user defined extensions</b>	Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";".
<b>Exclude extensions from scan: [ ]</b>	The files with the extensions specified by the user will NOT be scanned. These extensions must be separated by ";".
<b>Scan for riskware</b>	Scans for riskware. These files will be treated as infected files. Software that includes adware components might stop working if this option is enabled.  Select <b>Skip dialers and applications from scan</b> if you want to exclude these kind of files from scanning.
<b>Scan floppy drive on access</b>	Scans the floppy drive, when it is accessed.
<b>Scan inside archives</b>	The accessed archives will be scanned. With this option on, the computer will slow down.
<b>Scan packed files</b>	All packed files will be scanned.
<b>First action</b>	Select from the drop-down menu the first action to take on infected and suspicious files.
<b>Deny access and continue</b>	In case an infected file is detected, the access to this will be denied.
<b>Clean file</b>	Disinfects the infected file.
<b>Delete file</b>	Deletes the infected files immediately, without any warning.
<b>Move file to quarantine</b>	Move the infected files into the quarantine.
<b>Second action</b>	Select from the drop-down menu the second action to take on infected files, in case the first action fails.
<b>Deny access and continue</b>	In case an infected file is detected, the access to this will be denied.
<b>Delete file</b>	Deletes the infected files immediately, without any warning.



Option	Description
<b>Move file to quarantine</b>	Move the infected files into the quarantine.
<b>Do not scan files greater than [x] Kb</b>	Type in the maximum size of the files to be scanned. If the size is 0 Kb, all files will be scanned, regardless their size.
<b>Exclude path from scan(applied to ALL LEVELS)</b>	<p>Click "+" corresponding to this option in order to specify a folder that will be excluded from scanning. The consequence of this will be that the option will expand and a new option, <i>New item</i>, will appear. Click the corresponding checkbox of the new item and from the exploring window select the folder you want to be excluded from scanning.</p> <p>The objects selected here will be excluded from scanning, regardless of the protection level chosen (not only for the <b>Custom Level</b>).</p>

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

The following options are available:

Option	Description
<b>Scan incoming mails</b>	Scans all incoming e-mail messages.
<b>Scan outgoing mails</b>	Scans all outgoing e-mail messages.

- **Scan http traffic** - scans the http traffic.
- **Show warning when a virus is found** - opens an alert window when a virus is found in a file or in an e-mail message.

For an infected file the alert window will contain the name of the virus, the path to it, the action taken by BitDefender and a link to the BitDefender site where you can find more information about it. For an infected e-mail the alert window will contain also information about the sender and the receiver.

In case a suspicious file is detected you can launch a wizard from the alert window that will help you to send that file to the BitDefender Lab for further analysis. You can type in your e-mail address to receive information regarding this report.

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

If you want to return to the default level click **Default Level**.

## 7.2. On-demand Scanning



In this section you can configure BitDefender to scan your computer.

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.

### 7.2.1. Scan Tasks

The on-demand scan is based on scan tasks. The user can scan the computer using the default tasks or his own scan tasks (user-defined tasks).



There are three categories of scan tasks:

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



Default Task	Description
<b>Deep System Scan</b>	Scans the entire system, including archives, for viruses and spyware.
<b>Full System Scan</b>	Scans the entire system, except for archives, for viruses and spyware.
<b>Quick System Scan</b>	Scans all programs for viruses and spyware.
<b>Removable drives scan</b>	Scans removable drives for viruses and spyware.
<b>Scan Memory</b>	Scans memory for known spyware threats.
<b>Scan for Rootkits</b>	Scans memory for stealth malware.

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

A task called *My Documents* is provided. Use this task to scan your documents from the *My Documents* folder.

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

Three buttons are available to the right of each task:

-  **Schedule Task** - indicates that the selected task is scheduled for later. Click this button to go to the [Scheduler](#) section from the **Properties** windows where you can modify this setting.
-  **Delete** - removes the selected task.

#### Note



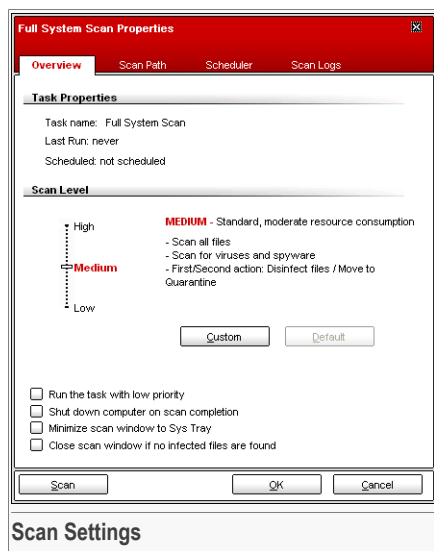
Not available for system tasks. You cannot remove a system task.

-  **Scan Now** - runs the selected task, initiating an [immediate scan](#).

## 7.2.2. Scan Task Properties

Each scan task has its own **Properties** window, where you can configure the scan options, set the scan target, schedule the task or see the reports. To enter this window double-click the task. The following window will appear:

### Scan Settings



Here you can see information about the task (name, last run and schedule status) and set the scan settings.

### Scan Level

First of all, you have to choose the scan level. Drag the slider along the scale to set the appropriate scan level.

There are 3 scan levels:

Protection level	Description
<b>Low</b>	Offers reasonable detection efficiency. The resource consumption level is low.



Protection level	Description
	Programs only are scanned for viruses. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/move to quarantine.
<b>Medium</b>	<p>Offers good detection efficiency. The resource consumption level is moderate.</p> <p>All files are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/move to quarantine.</p>
<b>High</b>	<p>Offers high detection efficiency. The resource consumption level is high.</p> <p>All files and archives are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: clean file/move to quarantine.</p>

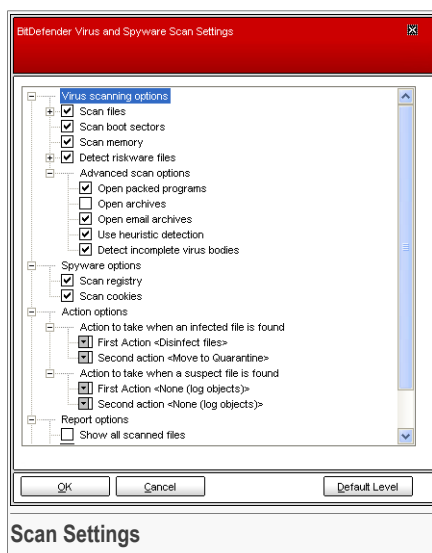
**Important**

The **Scan for Rootkits** task has the same scan levels. However, the options are different:

- **Low** - Only processes are scanned. No action is taken on the detected objects.
- **Medium** - Files and processes are scanned in search for hidden objects. No action is taken on the detected objects.
- **High** - Files and processes are scanned in search for hidden objects. Detected objects are renamed.

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

Click **Custom** to set your own scan options. The following window will appear:



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

The scan options are grouped in five categories:

- **Virus scanning options**
- **Spyware options**
- **Action options**
- **Report options**
- **Other options**

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



### Important

For the **Scan for Rootkits** task only three categories are available: **Rootkit scanning options**, **Report options** and **Other options**. From the first category you can choose what to scan (files or memory, or both) and you can set the action taken on the detected objects (**None (log objects)/Rename files**). The last two categories are identical to the ones described below.

- Specify the type of objects to be scanned (archives, e-mail messages and so on) and other options. This is made through the selection of certain options from **Virus scanning options** category.





Option		Description
<b>Scan files</b>	<b>Scan all files</b>	All the accessed files will be scanned, regardless their type.
	<b>Scan program files only</b>	Only the program files will be scanned. This means only the files with the following extensions: exe; bat; com; dll; ocx; scr; bin; dat; 386; vxd; sys; wdm; cla; class; ovl; ole; exe; hlp; doc; dot; xls; ppt; wbk; wiz; pot; ppa; xla; xlt; vbs; vbe; mdb; rtf; htm; hta; html; xml; xtp; php; asp; js; shs; chm; lnk; pif; prc; url; smm; pdf; msi; ini; csc; cmd; bas; eml and nws.
	<b>Scan user defined extensions</b>	Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";".
	<b>Exclude user defined extensions</b>	The files with the extensions specified by the user will NOT be scanned. These extensions must be separated by ";".
<b>Scan boot sectors</b>		Scans the system's boot sector.
<b>Scan memory</b>		Scans the memory for viruses and other malware.
<b>Detect riskware files</b>		<p>Scans for threats other than viruses, such as dialers and adware. These files will be treated as infected files. Software that includes adware components might stop working if this option is enabled.</p> <p>Select <b>Except applications and dialers</b> if you want to exclude these kind of files from scanning.</p>
<b>Advanced scan options</b>	<b>Open packed programs</b>	Scans packed files.
	<b>Open archives</b>	Scans inside archives.
	<b>Open e-mail archives</b>	Scans inside mail archives.
	<b>Use heuristic detection</b>	To use heuristic scanning of the files. The aim of heuristic scanning is to identify new viruses,

Option	Description
	based on certain patterns and algorithms, before a virus definition is found. False alarm messages can appear. When such a file is detected it is classified as suspicious. In these cases, we recommend you to send the file to the BitDefender lab to be analyzed.
<b>Detect incomplete virus bodies</b>	Detects incomplete virus bodies.

- Specify the spyware scan target (registry, cookies). This is made through the selection of certain options from **Spyware scan options** category.

Option	Description
<b>Scan registry</b>	Scans registry entries.
<b>Scan cookies</b>	Scans cookie files.

- Specify the action on infected or suspicious files. Open **Action options** category in order to see all possible actions on these files.

Select the actions to take when an infected or a suspected file is detected. You can specify different actions for infected and suspected files. You can also select a second action if the first fails.

Action	Description
<b>None (log objects)</b>	No action will be taken on infected files. These files will appear in the report file.
<b>Prompt user for action</b>	When an infected file is detected, a window will appear prompting the user to select the action on that file. Depending on the importance of that file, you can select to disinfect it, isolate it in the quarantine zone or delete it.
<b>Disinfect files</b>	Disinfects the infected file.
<b>Delete files</b>	Deletes the infected files immediately, without any warning.
<b>Move files to Quarantine</b>	Moves the infected files into the quarantine.



Action	Description
<b>Rename files</b>	Changes the extension of the infected files. The new extension of the infected files will be <code>.vir</code> . By renaming the infected files, the possibility of executing and thus of spreading the infection is removed. At the same time they can be saved for further examination and analysis.

**Important**

**Rename files** has a similar effect on the hidden files (rootkits). The new extension of the detected files will be `.bd.ren`. By renaming the detected files, the possibility of executing and thus of spreading the potential infection is removed. At the same time they can be saved for further examination and analysis.

- Specify the options for the report files. Open **Report options** category in order to see all possible options.

Option	Description
<b>Show all scanned files</b>	Lists all scanned files and their status (infected or not) in a report file. With this option on, the computer will slow down.
<b>Delete logs older than [x] days</b>	This is an edit field that allows specifying how long a report should be kept in the <a href="#">Scan Logs</a> section. Select this option and type in a new time interval. The default time interval is 180 days.

**Note**

The report files can be seen in the [Scan Logs](#) section from the **Properties** window.

- Specify the other options. Open **Other options** category from where you can select the following option:

Option	Description
<b>Submit suspect files to BitDefender Lab</b>	You will be prompted to submit all suspect files to BitDefender lab after the scan process has finished.

If you click **Default Level** you will load the default settings.

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

## Other Settings

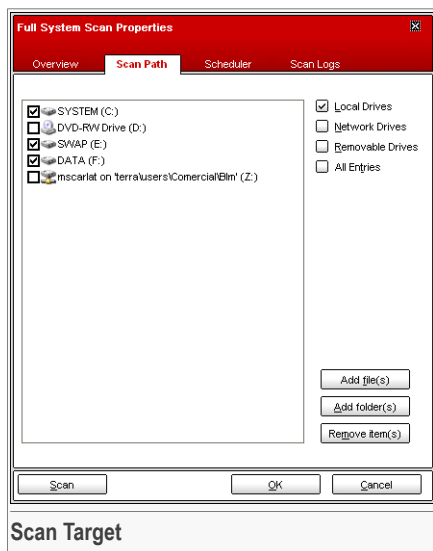
A series of general options for the scanning process are also available:

Option	Description
<b>Run the task with Low priority</b>	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.
<b>Shut down the PC when scan is completed</b>	Shut down the computer after the scan process has finished.
<b>Submit suspect files to BitDefender Lab</b>	You will be prompted to submit all suspect files to BitDefender lab after the scan process has finished.
<b>Minimize scan window on start to systray</b>	Minimizes the scan window to <a href="#">system tray</a> . Double-click the BitDefender icon to open it.

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

## Scan Target

Double-click a selected task and then click the **Scan Path** tab to enter this section.



Here you can set the scan target.

The section contains the following buttons:

- **Add file(s)** - opens, a browsing window, where you can select the file(s), you want to scan.
- **Add folder(s)** - same as above, but you select which folder(s) you want BitDefender to scan instead of which file(s).

**Note**



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

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

**Note**



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

Besides the buttons explained above there are also some options that allow the fast selection of the scan locations.

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

**Note**

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

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

## Scheduler

Double-click a selected task and then click the **Scheduler** tab to enter this section.

The image shows a screenshot of the 'Full System Scan Properties' dialog box, specifically the 'Scheduler' tab. The dialog has four tabs: 'Overview', 'Scan Path', 'Scheduler' (selected), and 'Scan Logs'. Under the 'Scheduler' tab, there is a 'Properties' section with the text 'Scheduled: not scheduled'. Below this is a 'Schedule' section with three radio buttons: 'not scheduled' (selected), 'Once', and 'Periodically'. Under 'Periodically', there are fields for 'At every: 1 days', 'Start Date: 7/28/2006', and 'Start Time: 7/28/2006'. At the bottom of the dialog are three buttons: 'Scan', 'OK', and 'Cancel'. Below the dialog box, the word 'Scheduler' is written in a separate box.

Here you can see if the task is scheduled or not and you can modify this property.

**Important**

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



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

- **Not scheduled** - launches the task only when the user requests it.
- **Once** - launches the scan only once, at a certain moment. Specify the start date and time in the **Start Date/Time** fields.
- **Periodically** - launches the scan periodically, at certain time intervals(hours, days, weeks, months, years) starting with a specified date and time.

If you want the scan to be repeated at certain intervals, select **Periodically** and type in the **At every** edit box the number of minutes/hours/days/weeks/ months/years indicating the frequency of this process. You must also specify the start date and time in the **Start Date/Time** fields.

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

## Scan Logs

Double-click a selected task and then click the **Scan Logs** tab to enter this section.

**Full System Scan Properties**

Overview   Scan Path   Scheduler   **Scan Logs**

Status	Date & Time	Summary
no viruses found	7/28/2006 6:15:23 PM	Scan aborted

Show log   Delete log

Scan   OK   Cancel

**Scan Logs**

Here you can see the report files generated each time the task was executed. Each file has enclosed information on its status (clean/infected), the date and time when the scan was performed and a summary (scan finished).

Two buttons are available:

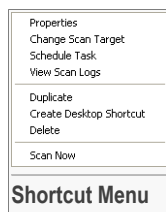
- **Show log** - to view the selected report file;
- **Delete log** - to delete the selected report file.

Also, to view or delete a file, right-click the file and select the corresponding option from the shortcut menu.

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

### 7.2.3. Shortcut Menu

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



The following commands are available on the shortcut menu:

- **Properties** - opens the **Properties** window, **Overview** tab, where you can change the settings of the selected task;
- **Change Scan Target** - opens the **Properties** window, **Scan Path** tab, where you can change the scan target for the selected task;
- **Schedule Task** - opens the **Properties** window, **Scheduler** tab, where you can schedule the selected task;
- **View Scan Logs** - opens the **Properties** window, **Scan Logs** tab, where you can see the reports generated after the selected task was run;
- **Duplicate** - duplicates the selected task;



#### Note

This is useful when creating new tasks, as you can modify the settings of the task duplicate.

- **Create Desktop Shortcut** - creates a desktop shortcut to the selected task;
- **Delete** - deletes the selected task;



#### Note

Not available for system tasks. You cannot remove a system task.





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

**Important**

Due to their particular nature, only the **Properties** and **View Scan Logs** options are available for the tasks in the **Misc Tasks** category.

## 7.2.4. On-demand Scan Types

BitDefender allows three types of on-demand scan:

- **Immediate scanning** - run a scan task from the system / user tasks;
- **Contextual scanning** - right-click on a file or a folder and select BitDefender Antivirus v10;
- **Drag& Drop scanning** - drag and drop a file or a folder over the **Scan Activity Bar**;

### Immediate Scanning

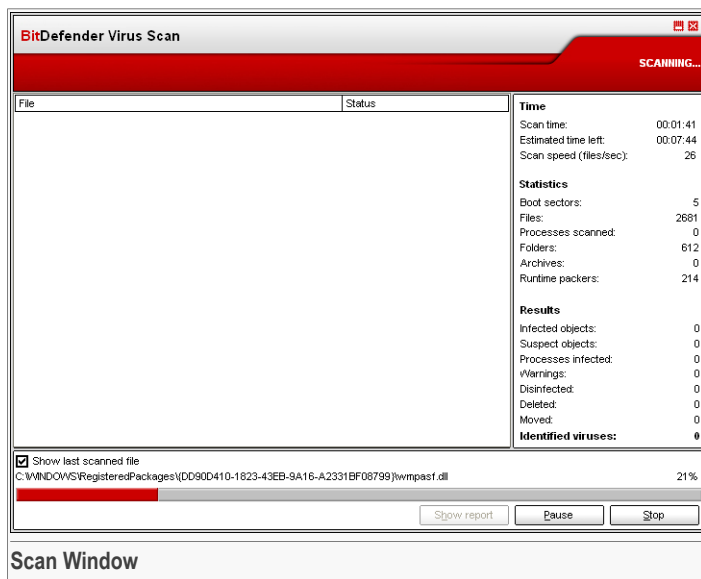
To scan your computer or part of it you can use the default scan tasks or you can create your own scan tasks. There are two methods of creating scan tasks:

- **Duplicate** an existing task, rename it and make the necessary changes in the **Properties** window;
- Click **New Task** to create a new task and **configure** it.

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

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

To start the scan, just select the desired scan task from the list and click the **Scan now** button on the right. You can also click **Run Task**. The scan window will appear:



An icon will appear in the [system tray](#) when a scan process is running.

While scanning, BitDefender will show you its progress and alert you if any threats are found. In the right, you can see statistics about the scanning process. Depending on the scan target, spyware and/or virus information is available. If both are available, click the corresponding tab to learn more about the spyware or virus scanning process.

Select the check box corresponding to **Show last scanned file** and only the information about the last scanned file will be visible.



### Note

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

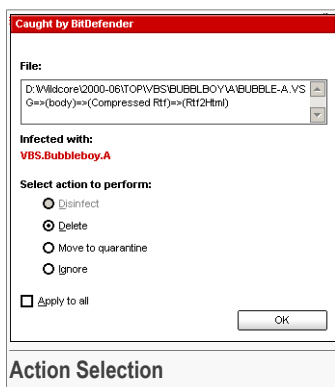
Three buttons are available:

- **Stop** - opens a new window from where you can end the scan process. Click **Yes&Close** to exit the scan window.
- **Pause** - stops temporally the scan process - you can continue it by clicking **Resume**.
- **Show report** - opens the scan report.

**Note**

If you right click a running task, a shortcut (contextual) menu allowing you to manage the scan window will appear. The options (**Pause / Resume**, **Stop** and **Stop&Close**) are similar to those of the buttons in the scan window.

If the **Prompt user for action** option is set in the [Properties](#) window, when an infected file is detected an alert window will ask you to select the action to be taken on the infected file.



You can view the name of the file and the name of the virus.

Select one of the following actions to take on the infected file:

- **Disinfect** - disinfects the infected file;
- **Delete** - deletes the infected file;
- **Move to quarantine** - moves the infected file into the quarantine;
- **Ignore** - ignores the infection. No action will be taken on the infected file.

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

**Note**

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

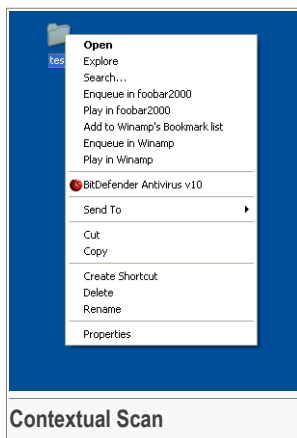
Click **OK**.

**Note**

The report file is saved automatically in the [Scan Logs](#) section from the **Properties** window of the respective task.

## Contextual Scanning

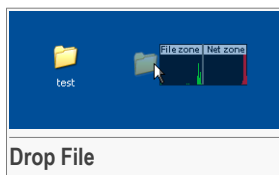
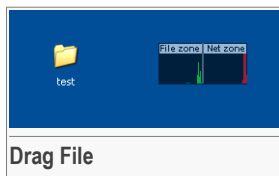
Right-click the file or folder you want scanned and select **BitDefender Antivirus v10**.



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

## Drag&Drop Scanning

Drag the file or folder you want scanned and drop it over the **Scan Activity Bar** as shown below.





If an infected file is detected an **alert window** will appear asking you to select the action to be taken on the infected file.

In both alternative scanning (contextual and drag&drop scanning) the **scan window** will appear.

## 7.2.5. Rootkit Scanning

BitDefender comes to solve the latest security threats by introducing a rootkit detector along with its efficient antivirus&antispysware engines. BitDefender is now able to detect rootkits by searching for hidden files, folders or processes. Moreover, it can protect your system by renaming the malware which uses rootkits.

In order to scan your computer for rootkits, run the **Scan for Rootkits** task. A scan window will appear.



### Important

When you check for rootkits, it is strongly recommended that you set BitDefender not to take any action on hidden files.

At the end of the scan you can see the results. If hidden files have been detected, check them carefully: the presence of hidden files might indicate a possible intrusion.

If you are sure that the detected files belong to malware, we recommend that you set the **Rename files** action and run the **Scan for Rootkits** task again. In this way, the hidden files will be blocked.



### Warning

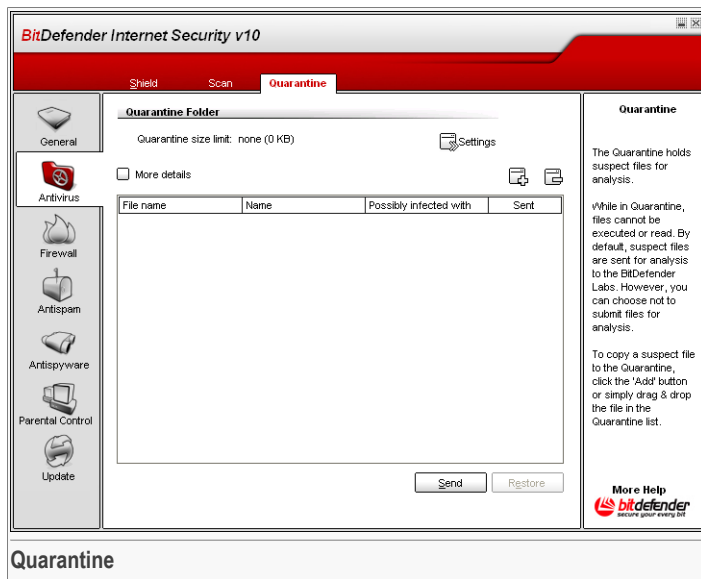
**NOT ALL HIDDEN ITEMS ARE MALWARE!** Before renaming hidden files, make sure they belong neither to a valid application nor to the system. Renaming such files could render your system unusable.



### Important

If your system has been hacked, there is only one safe way of completely doing away with the intrusion: reinstalling the system.

## 7.3. Quarantine



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

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


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




### Note

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



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


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

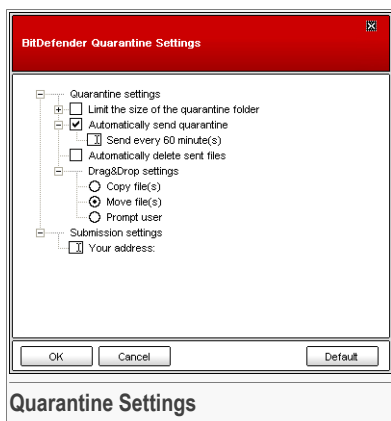
You can send any selected file from the quarantine to the BitDefender Lab by clicking **Send**.



### Important

You must specify some information before you may submit these files. For that click **Settings** and complete the fields from the **Submission settings** section, as described below.

Click  **Settings** to open the advanced options for the quarantine zone. The following window will appear:



The quarantine options are grouped in two categories:

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



### Note

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

### Quarantine settings

- **Limit the size of quarantine folder** - maintains under control the size of the quarantine. This option is enabled by default and its size is 12000 kB. If you want to change this value type in a new one in the corresponding field. If you select the checkbox corresponding to **Automatically delete old files**, when the quarantine is full, and you add a new file, the oldest files in the quarantine will be automatically deleted in order to free space for the new added file.
- **Automatically send quarantine** - sends automatically the quarantined files to the BitDefender Labs for further analysis. You can set the time period between two consecutive sending processes in minutes in the **Send every x minutes** field.
- **Automatically delete sent files** - deletes automatically the quarantined files after sending them to the BitDefender Lab for analysis.
- **Drag&Drop settings** - if you are using the Drag&Drop method to add files to the quarantine here you can specify the action: copy, move or prompt user.

### Submission settings

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

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





## 8. Firewall Module

The **Firewall** section of this user guide contains the following topics:

- [Firewall Wizard](#)
- [Firewall Status](#)
- [Traffic Protection](#)
- [Advanced Settings](#)
- [Firewall Activity](#)

### Note




For more details regarding the **Firewall** module check the description of the *[“Firewall Module”](#)* (p. 27).

### 8.1. Firewall Wizard

Whenever you log on to a new network, a wizard will appear helping you to create a new BitDefender Firewall Network Profile for the current network. The wizard also helps you create a set of basic firewall rules, necessary for your most commonly used applications. The end result is a protected system, with a functioning mail client and web browser.

### Note



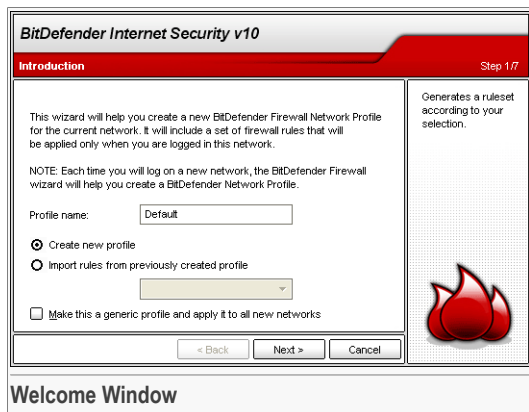
The wizard can also be launched any time you want by clicking the  **Reconfigure profile** button from the [Traffic](#) section.

### Important



If the wizard is not completed, the Firewall will be disabled. The wizard will automatically appear when you try to enable the Firewall.

### 8.1.1. Step 1/7 - Welcome Window



Type the name of the new network profile in the **Profile name** field.

Choose **Create new profile** to follow the wizard and create a set of basic firewall rules.

If you select **Import rules from a previously created profile** you must choose a network profile from the list. The new profile imports all the rules of the selected profile. You will go directly to the last step of the wizard, without further configuration.

Select **Make this a generic profile and apply it to all new networks** to create a generic profile or to overwrite the existing one. The generic profile will be applied each time BitDefender detects a new network, without having to run the firewall wizard.



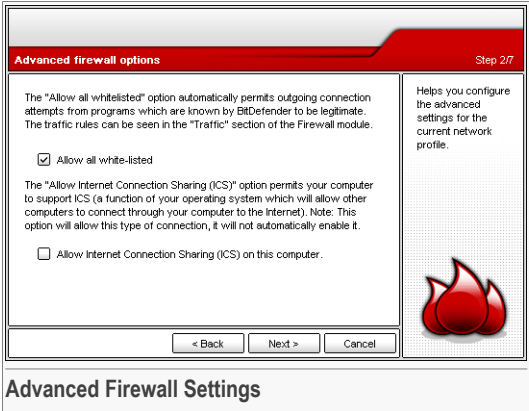
#### Note

To disable this feature, go to the [Advanced](#) section and uncheck the **Apply the same (generic) profile to all new networks** option.

Click **Next**.



## 8.1.2. Step 2/7 - Advanced Firewall Settings

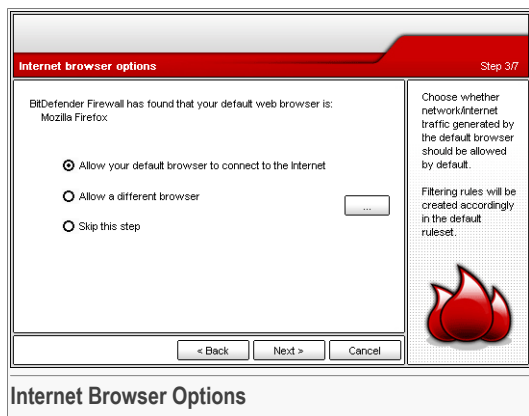


Configure the advanced firewall settings of the current network profile.  
The following options are available:

Option	Description
<b>Allow all white-listed</b>	<p>Automatically permits outgoing connection attempts from programs which are known by BitDefender to be legitimate. Based on this option, rules that allow outgoing connection attempts from such programs are created in the <b>Traffic</b> section without your intervention. A pop-up will notify you when such a rule is created.</p> <p>Whitelisted programs are the most commonly used applications worldwide. They include the most known web browsers, audio&amp;video players, chat and files sharing programs, as well as server clients and operating system applications.</p>
<b>Allow Internet Connection Sharing (ICS) on this computer</b>	<p>Permits your computer to support Internet Connection Sharing(ICS). This option does not automatically enable ICS on your system, but only allows this type of connection in case you enable it from your operating system.</p>

Option	Description
	Internet Connection Sharing (ICS) enables members of local area networks to connect to Internet through your computer. This is useful when you benefit from a special/particular Internet connection (e.g. wireless connection) and you want to share it with other members from your network.

### 8.1.3. Step 3/7 - Internet Browser Options



BitDefender will detect your default browser. Choose whether network/internet traffic generated by the default browser should be allowed by default or select a different browser.



#### Important

If you select to skip this step, rules which depend on this choice will not be created. You will have to create your own ruleset. Do not skip this step if you are not sure you want to create appropriate rules by yourself.

Click **Next**.



## 8.1.4. Step 4/7 - Mail Client Options

**Mail client options** Step 4/7

BitDefender Firewall has found that your default mail client is:  
Microsoft Office Outlook


☒ Allow your default mail client to connect to the Internet

☐ Allow a different mail client

☐ Skip this step

Choose whether network/internet traffic by the default e-mail client should be allowed by default.

Filtering rules will be created accordingly in the default ruleset.



< Back Next > Cancel

**Mail Client Options**

BitDefender will detect your default mail client. Choose whether network/internet traffic generated by the default mail client should be allowed by default or select a different mail client.

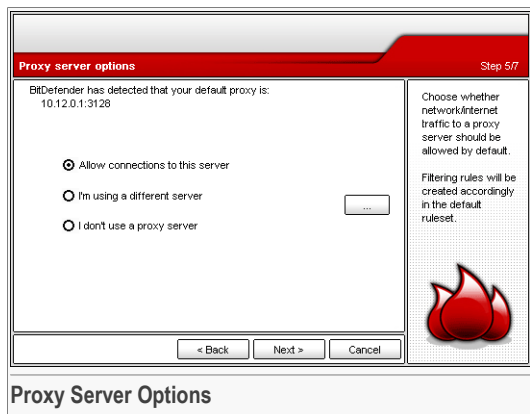


### Important

If you select to skip this step, rules which depend on this choice will not be created. You will have to create your own ruleset. Do not skip this step if you are not sure you want to create appropriate rules by yourself.

Click **Next**.

## 8.1.5. Step 5/7 - Proxy Server Options



If you are using a proxy server to connect to the Internet BitDefender will detect it. Choose whether network/internet traffic to a proxy server should be allowed by default or click ... corresponding to **I'm using a different server** and type in the proxy server IP address and the port.



### Important

If you select to skip this step, rules which depend on this choice will not be created. You will have to create your own ruleset. Do not skip this step if you are not sure you want to create appropriate rules by yourself.

Click **Next**.



### 8.1.6. Step 6/7 - Network Type Selection

Network type selection

Step 6/7

How do you connect to the Internet?

☒ Trusted LAN (Office Network)

☐ Untrusted LAN


☐ Direct Connection (Home/Other)

☐ Skip this step and setup own ruleset (Advanced users only)

A trusted Local Area Network. You should only trust networks that are firewalled and protected by an antivirus. Please check with your network administrator to verify this. If you do not know what type of connection you are using, do not choose this setting.

Select the type of network/Internet connection.

If you are not sure what type of Internet connection you have, please choose "Direct Connection (Home/Other)".



< Back

Next >

Cancel

Network Type Selection

You must select the type of your network/internet connection. The following options are available:

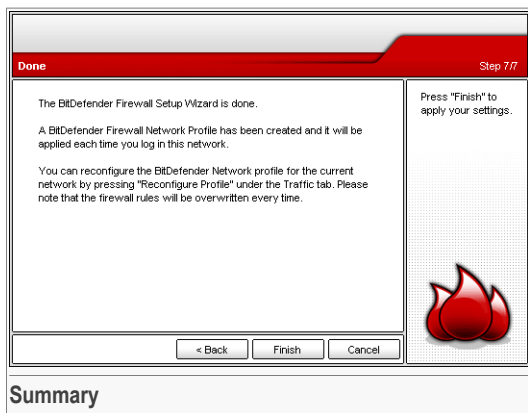
Option			Description
Trusted Network	Local Area	Area	You should only trust networks that are firewalled and protected by an antivirus. Please check with your network administrator to verify this. If you do not know what type of connection you are using, do not choose this setting.
Untrusted Network	Local Area	Area	Choose this setting if you are a guest in a network other than your home or office net. If you do not know what type of connection you are using, do not choose this setting.
Direct connection			Choose this setting if you connect directly to the internet, or if you don't know what type of connection you are using. All incoming connections will be denied. While this may cause some applications to loose connectivity, it will assure an elevated level of security. You may add rules manually for the applications that fail to work.

**Important**

If you select to skip this step, rules which depend on this choice will not be created. You will have to create your own ruleset. Do not skip this step if you are not sure you want to create appropriate rules by yourself.


Click **Next**.

## 8.1.7. Step 7/7 - Summary



This is the final step of the configuration wizard. You can make any changes you want by returning to the previous steps (click **Back**).

If you do not want to make any changes, click **Finish** to end the wizard.

You can re-run the Firewall setup wizard at any time by clicking  **Reconfigure profile** button from the **Traffic** section.





## 8.2. Firewall Status

**BitDefender Internet Security v10**

**Status** Traffic Advanced Activity

☒ **Firewall is enabled**

Current network: dsl  
IP: 10.10.17.97  
Gateway: 10.10.0.1

☒ Block Traffic

**Protection Level**

Ask  
Allow all whitelisted  
Allow all  
Deny all

**ALLOW ALL WHITELISTED**  
Allows outgoing connection attempts from programs which are known to be legitimate by BitDefender. You can see the traffic rules as they are created in the "Traffic" section.

Default Level

**Network Activity**

Incoming: 0.18K  
Outgoing: 0B

The Firewall protects your computer from inbound and outbound unauthorized connection attempts.

This tab contains the general settings of the Firewall.

Drag the slider along the scale to set the default behavior with new events.

The graph shows the internet traffic volume over the last two minutes.

More Help  
bitdefender  
Internet Security v10

**Firewall Status**

In this section you can enable/disable the **Firewall**, block all network/internet traffic and set the default behaviour on new events.



### Important

To be protected against Internet attacks keep the **Firewall** enabled.

To block all network/Internet traffic click the ☒ **Block Traffic** button.

In the bottom side of the section you can see the BitDefender statistics regarding incoming and outgoing traffic. The graph shows internet traffic volume over the last two minutes.



### Note

The graph appears even if the **Firewall** is disabled.

## 8.2.1. Protection Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

There are 4 protection levels:

Protection level	Description
<b>Deny All</b>	Rejects traffic attempts that do not match any of the current rules without prompting. Use this policy if you have already set up rules for all the programs and connections you need.
<b>Allow All</b>	Allows traffic attempts that do not match any of the current rules without prompting. This policy is strongly discouraged, but it might be useful for network administrators.
<b>Allow All Whitelisted</b>	<p>Allows all outgoing connection attempts from programs which are known to be legitimate by BitDefender. You can see the traffic rules as they are created in the <a href="#">Traffic</a> section.</p> <p>Whitelisted programs are the most commonly used applications worldwide. They include the most known web browsers, audio&amp;video players, chat and filesharing programs, as well as server clients and operating system applications.</p>
<b>Ask</b>	Asks if traffic attempts that do not match any of the current rules should be allowed.



### Important

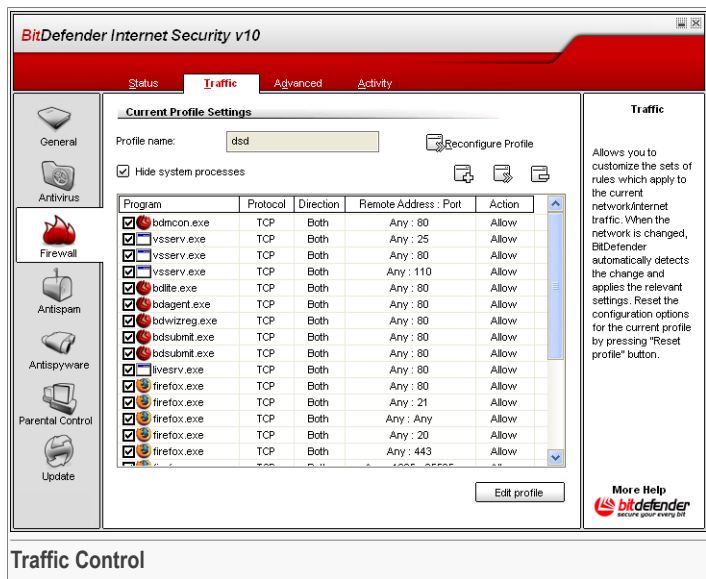
If the management console is closed and no match has been found in the ruleset for the new event, the action is **Deny**.

Click **Default Level** to set the default policy (**Permit all whitelisted**).

If you want to see which programs are whitelisted, click **Show Whitelist**.



## 8.3. Traffic Control



In this section you can specify which incoming or outgoing connections to permit/deny by creating rules with specific protocols, ports, applications and/or remote addresses.

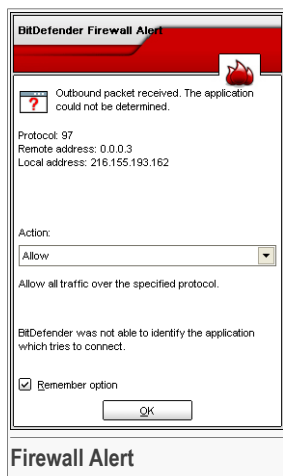
Select the checkbox corresponding to **Hide system processes** to hide the rules regarding system or BitDefender processes.

The rules can be input automatically (through the alert window) or **manually** (click the **Add** button and choose the parameters for the rule).

### 8.3.1. Adding Rules Automatically

The rules are added to the list when you answer the questions from BitDefender about a new program that tries to access the Internet.

With **Firewall** enabled, BitDefender will ask for your permission whenever a connection to the Internet has been made:



You can see the following: the application that is trying to access the internet, the protocol, the IP address and the port on which the application is trying to connect.

Check **Remember option** option, select the desired action from the **Action** drop-down menu and click **OK** and a rule will be created, applied and listed in the rules table. This way you will no longer be notified when the process repeats.

You can select one of the following actions:

Action	Description
<b>Allow</b>	Allow all traffic by this application over the specified protocol.
<b>Deny</b>	Block all traffic by this application over the specified protocol.
<b>Allow all traffic by this application</b>	Allow all traffic by this application over all IP protocols.
<b>Deny all traffic by this application</b>	Block all traffic by this application over all IP protocols.
<b>Allow this remote host only</b>	Allow traffic by this application over the specified protocol with the specified remote host.
<b>Allow this port only</b>	Allow traffic by this application over the specified protocol on specified port for any destination.
<b>Deny this remote host only</b>	Block traffic by this application over the specified protocol with the specified remote host.
<b>Deny this port only</b>	Block traffic by this application over the specified protocol on specified port for any destination.



**Important**

Allow inbound connection attempts only from IP's or domains you explicitly trust.

Every rule that has been remembered can be accessed in the **Traffic** section for further fine-tuning.

**Important**


Rules are listed by order of priority starting from the top, with the first rule counting as the highest priority. Click **Edit profile** to enter the **Detailed view** display where you can change the priority of the rules by moving them up and down.

To delete a rule, just select it and click the  **Delete rule** button. To modify a rule select it and click  **Edit rule** button or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

**Note**

A contextual menu is also available and it contains the following options: **Add rule**, **Delete rule** and **Edit rule**.

## 8.3.2. Adding Rules Manually

Click the  **Add rule** button and choose the parameters for the rule. The following window appears:

**Add rule**

Application Info  
 Select application: Any Program path: Browse

Action  
 Action: Network events: All

Addresses  
 Direction: Both Protocol: Any

Source Address  
 IP Address: 0 . 0 . 0 . 0 . 0 . 0 Type: Any  
 Mask: 0 . 0 . 0 . 0 . 0 . 0 ☐ Local  
 Port(s): Any

Destination Address  
 IP Address: 0 . 0 . 0 . 0 . 0 . 0 Type: Any  
 Mask: 0 . 0 . 0 . 0 . 0 . 0 ☐ Local  
 Port(s): Any

Persistence  
☒ Create persistent rule

Add Cancel

**Select Parameters**

You can set the parameters:

- **Application** - select the application for the rule. You can choose only one application (from the **Select application** drop-down menu select **Path/Filename**, then click **Browse** and select the application) or all the applications (from the **Select application** drop-down menu select **Any**).
- **Action** - select the action of the rule and the corresponding event(s).

Action	Description
Allow	The action will be permitted.
Deny	The action will be denied.

- **Addresses** - select the traffic direction and the protocol for the rule.  
**Direction** - select the traffic direction.



Type	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.

**Protocol type** - select one of the protocols ICMP, TCP, UDP or any.

A list with the most common protocols is available to help you select only specific protocol. Select the desired protocol (on which the rule applies) from the corresponding drop-down menu or select **Any** to select all the protocols.



Protocol	Description
<b>ICMP</b>	Internet Control Message Protocol - is an extension to the Internet Protocol (IP). ICMP supports packets containing error, control, and informational messages. The PING command, for example, uses ICMP to test an Internet connection.
<b>TCP</b>	Transmission Control Protocol - TCP enables two hosts to establish a connection and exchange streams of data. TCP guarantees 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.

- **Source Address** - type in the IP address, the mask or check **Local** if the rule applies on the local computer. If you have selected TCP or UDP as protocol you can set a specific port or a range between 0 and 65535. If you want the rule to apply for all the ports select **Any**.
- **Destination Address** - type in the IP address, the mask or check **Local** if the destination of the rule is the local computer. If you have selected TCP or UDP as protocol you can set a specific port or a range between 0 and 65535. If you want the rule to apply for all the ports select **Any**.
- **Persistence** - select the checkbox corresponding to **Create persistent rule** to save the rule for future "sessions". If this options is not selected the rule will be deleted at the end of this session (computer restart or BitDefender update).

Click **Add**.

**Important**


Rules are listed by order of priority starting from the top, with the first rule counting as the highest priority. Click **Edit profile** to enter the **Detailed view** display where you can change the priority of the rules by moving them up and down.

To delete a rule, just select it and click the  **Delete rule** button. To modify a rule select it and click  **Edit rule** button or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

**Note**

A contextual menu is also available and it contains the following options: **Add rule**, **Delete rule** and **Edit rule**.

### 8.3.3. Modifying Profiles

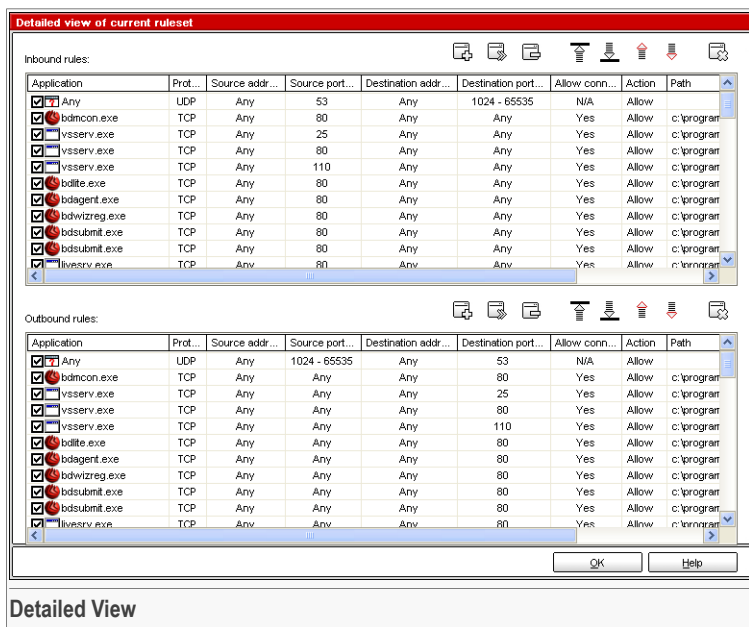
Before enabling the Firewall module you will be asked to complete a wizard in order to create a new network profile. The wizard helps you create a set of basic firewall rules necessary for your most commonly used applications. Click  **Reconfigure profile** to run the wizard again and reconfigure the profile.

**Important**

All the rules that you added in this section will be lost if you choose to reconfigure the network profile.

You can modify a profile by clicking **Edit profile**. The following window will appear:





Rules are divided into 2 sections: inbound rules and outbound rules. You can see the application and the rule parameters of each rule (source address, destination address, source ports, destination port, action, etc).

To delete a rule, just select it and click the **Delete rule** button. To delete all the rules click the **Clear list** button. To modify a rule, either select it and click the **Edit rule** button or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

You can increase or decrease the priority of a rule. Click the **Move Up In List** button to increase the priority of the selected rule by one level, or click the **Move Down In List** button to decrease the priority of the selected rule by one level.

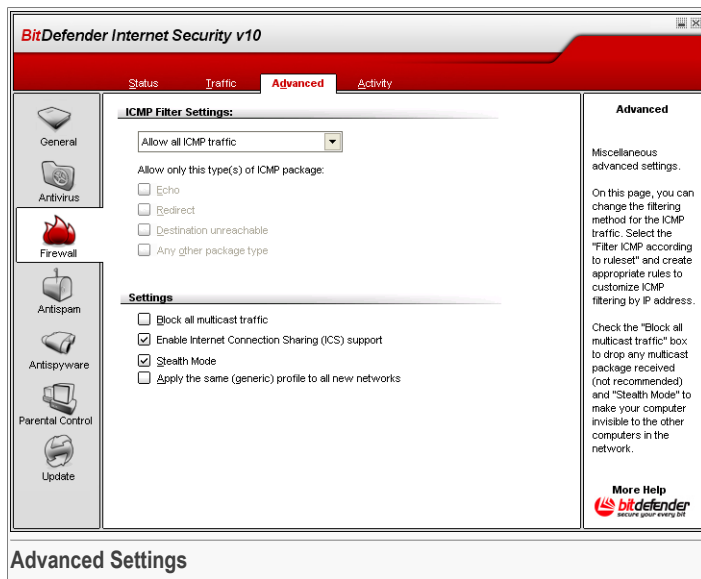


### Note

A contextual menu is also available and it contains the following options: **Add rule**, **Edit rule**, **Delete rule**, **Move up**, **Move down** and **Clear list**.

Click **OK** to return to the management console.

## 8.4. Advanced Settings



In this section you can configure the advanced settings of the BitDefender firewall. The advanced settings allow you to specify the filtering rules for the ICMP traffic ([ICMP Filter Settings](#)) and to block multicast traffic, to share your Internet connection or make your computer invisible to malicious software and hackers ([Settings](#)).

### 8.4.1. ICMP Filter Settings

From the menu, you can select one of the following policies to filter the ICMP traffic:

- **Allow all ICMP traffic** - allows all the ICMP traffic.
- **Block all ICMP traffic** - blocks all the ICMP traffic.
- **Custom ICMP filtering** - customizes the way ICMP traffic is filtered. You are able to configure the following options:



Option	Description
<b>Echo</b>	This option enables the Echo Reply and Echo Request messages. The Echo Request is an ICMP message which sends a packet of data to the host and expects that data to be sent in return in a Echo Reply. The host must respond to all Echo Requests with an Echo Reply containing the exact data received in the request message. The Echo Reply is an ICMP message generated in response to an ICMP Echo Request message, and is mandatory for all hosts and routers.
<b>Redirect</b>	This is an ICMP message which informs a host to redirect its routing information (to send packets on an alternate route). If the host tries to send data through a router (R1) and then another router (R2) to reach the host, and a direct path from the host to R2 is available, the redirect will inform the host of such a route. The router will still send the original datagram to the intended destination. However, if the datagram contains routing information, this message will not be sent even if a better route is available.
<b>Destination unreachable</b>	This is an ICMP message which is generated by the router to inform the client that the destination host is unreachable, unless the datagram has a multicast address. Reasons for this message may include the physical connection to the host does not exist (distance is infinite), the indicated protocol or port is not active, or the data must be fragmented but the 'don't fragment' flag is on.
<b>Any other package type</b>	With this option enabled any other package than <b>Echo</b> , <b>Destination unreachable</b> or <b>Redirect</b> will pass.

- **Apply current ruleset for ICMP** - applies to the ICMP traffic the current settings established in the [Status](#) section of the **Firewall** module.

## 8.4.2. Settings

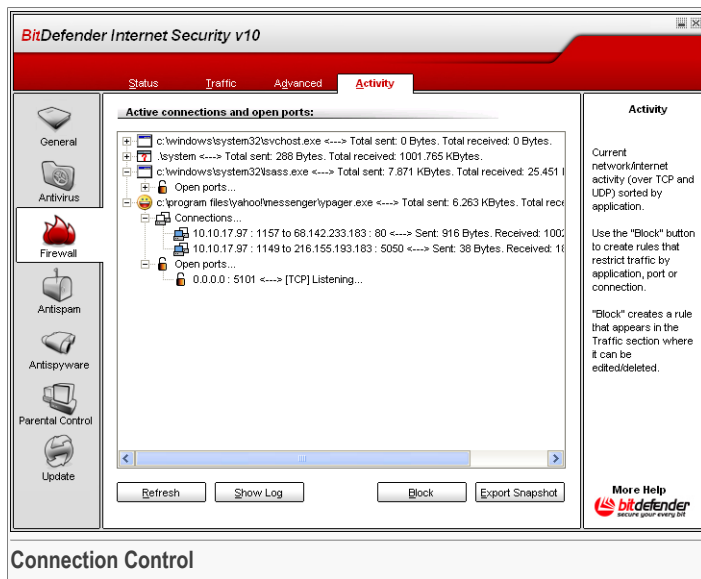
The following advanced firewall settings are available:

Option	Description
<b>Block all multicast traffic</b>	<p>Drops any multicast package received.</p> <p>Multicast traffic is the kind of traffic addressing a special group in a network. Packages are sent to a special address from where the multicast client can receive them if he agrees to.</p> <p>For example, a member of a network who owns a TV-tuner may broadcast (send to each network member) or multicast (send to a special address) the video stream. The computers that listen the multicast address can accept or reject the package. If accepted, the video stream can be watched by the multicast clients.</p> <p>Excessive amounts of multicast traffic consumes bandwidth and resources. With this option enabled any multicast package received will be dropped. However, it is not recommended to select this option.</p>
<b>Enable Internet Connection Sharing(ICS) support</b>	<p>Enables support for Internet Connection Sharing(ICS). This option does not automatically enable ICS on your system, but only allows this type of connection in case you enable it from your operating system.</p> <p>Internet Connection Sharing (ICS) enables members of local area networks to connect to Internet through your computer. This is useful when you benefit from a special/particular Internet connection (e.g. wireless connection) and you want to share it with other members from your network.</p> <p>Sharing your Internet connection with members of local area networks leads to a higher resource consumption level and may involve a certain risk. It also takes off some of your ports (those opened by the members who are using your Internet connection).</p>
<b>Stealth Mode</b>	<p>Makes your computer invisible to malicious software and hackers.</p> <p>Malicious individuals or software programs need not find out that your computer even exists, let alone provides services to the network. The <b>Stealth Mode</b> option will</p>



Option	Description
	<p>stop your machine from responding to attempts to find out which ports are open, or where exactly it is.</p> <p>A simple way of finding out whether your computer might be vulnerable is to connect to ports to see if there is any response. This is called a port scan. BitDefender automatically detects and blocks port scans.</p>
<b>Apply the same (generic) profile to all new networks</b>	<p>Applies the generic profile, if any, to all new networks detected by BitDefender. It does not have any effect whatsoever on the networks for which you have previously specified a network profile. Uncheck this option to run the firewall wizard when BitDefender detects a new network.</p> <p>The generic profile is created when you complete the <a href="#">firewall wizard</a>, with the <b>Make this a generic profile and apply it to all new networks</b> option selected in the first step of this wizard.</p>

## 8.5. Connection Control



In this section you can see the current network/internet activity (over TCP and UDP) sorted by application. Also, here you can access the BitDefender Firewall log.

Click **Block** to create rules that restrict traffic by the selected application, port or connection. You will be requested to confirm your choice. The rules can be accessed in the [Traffic](#) section for further fine-tuning.

Use the **Refresh** button to re-open the **Activity** section (in order to view the last activities of the **Firewall** module).

Click **Export Snapshot** to export the list to a .txt file.

For a comprehensive list of events regarding the Firewall module usage (starting/stopping firewall, traffic blocking, enabling Stealth Mode, modifying settings, applying a profile) or generated by the activities detected by it (scanning ports, blocking connection attempts or traffic according to the rules) check the BitDefender Firewall log file that can be viewed by clicking **Show Log**. The file is located in the Common Files folder of the current Windows user, under the path: `...Software\BitDefender\Firewall\bdfirewall.txt`.



## 9. Antispam Module

The **Antispam** section of this user guide contains the following topics:

- Antispam Status
- Antispam Settings
- Integration with Microsoft Outlook / Outlook Express / Windows Mail



### Note

For more details regarding the **Antispam** module check the description of the “*Antispam Module*” (p. 28).

### 9.1. Antispam Status

The screenshot shows the BitDefender Internet Security v10 interface. The 'Status' tab is selected, displaying the Antispam module status. The 'Antispam is enabled' checkbox is checked. Below it, the 'Friends list' contains 5 items and the 'Spammers list' contains 6 items. There are links to 'Manage Friends' and 'Manage spammers'. The 'Protection Level' is set to 'Moderate to Aggressive', with a description explaining that this setting is recommended for high volumes of spam and may produce false positives. A 'Default Level' button is visible. The 'Antispam Statistics' section shows zero counts for received e-mails, spam e-mails, total e-mails received, and total spam e-mails. On the right, the 'Antispam Status' section provides a detailed description of the module's function and lists the sources of mail for the Friends and Spammers lists. The BitDefender logo and 'More Help' link are at the bottom right.

**BitDefender Internet Security v10**

**Status** Settings

☒ **Antispam is enabled**

Friends list: 5 items [Manage Friends](#)  
Spammers list: 6 items [Manage spammers](#)

**Protection Level**

Aggressive  
Moderate  
Permissive

**MODERATE TO AGGRESSIVE -**  
This setting is recommended if you receive high volumes of spam regularly. May produce some false positives (legitimate mail incorrectly tagged as spam). Configuring the Friends/Spammers lists and training the Bayesian filter will help reduce the number of false positives.

[Default Level](#)

**Antispam Statistics**

Received e-mails (this session):	0
Spam e-mails (this session):	0
Total e-mails received:	0
Total spam e-mails:	0

**Antispam Status**

BitDefender Antispam analyzes incoming mail traffic and determines whether messages are spam or not. Move the slider to set the protection level.

Friends list: mail from these addresses will always land in your usual inbox.  
Spammers list: mail coming from these addresses will automatically be tagged [spam].

**More Help**  
 **bitdefender**  
secure your every bit

In this section you can configure the **Antispam** module and you can view information regarding its activity.



### Important

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

In the **Statistics** section you can view the results of the antispam activity presented per session (since you started your computer) or a summary (since the installation of the BitDefender).

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

## 9.1.1. Fill in the List of Addresses

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



### Friends List

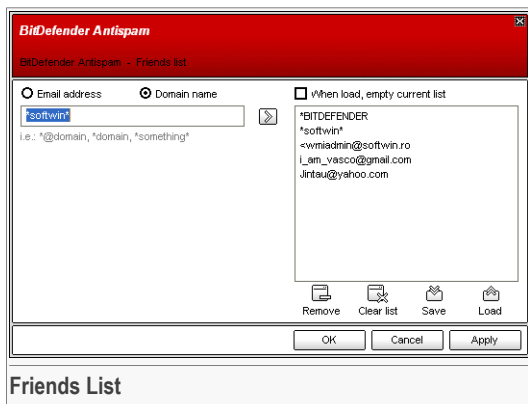
The **Friends list** is a list of all the e-mail addresses from which you always want to receive messages, regardless of their content. Messages from your friends are not labeled as spam, even if the content resembles spam.



### Note

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

To manage the **Friends list** click  (corresponding to the **Friends list**) or click the  **Antispam toolbar**.



Here you can add or remove entries from the **Friends list**.





If you want to add an e-mail address check the **Email address** option, type in the address and click . The address will appear in the **Friends list**.

**Important**

Syntax: <name@domain.com>.

If you want to add a domain check the **Domain name** option, type in the domain and click . The domain will appear in the **Friends list**.

**Important**

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;

To delete an item from the list, select it and click **Remove** button. If you click **Clear list** button you will delete all entries from the list, but notice: it is impossible to recover them.

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

To reset the content of the current list when you load a previously saved list select **When load, empty current list**.

**Note**

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

Click **Apply** and **OK** to save and close the **Friends list**.

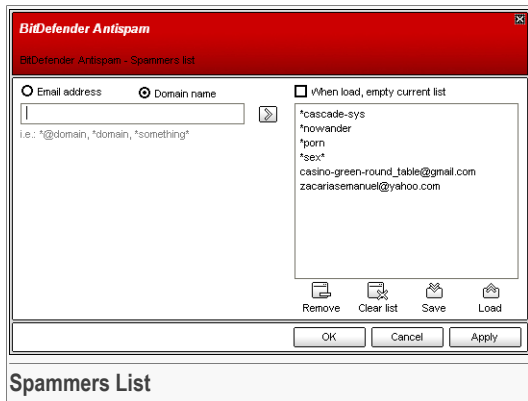
## Spammers List

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.

**Note**

Any e-mail message received from an address contained in the **Spammers list** will be automatically marked as SPAM, without further processing.

To manage the **Spammers list** click (corresponding to the **Spammers list**) or click the **Spammers** button from the **Antispam toolbar**.



Here you can add or remove entries from the **Spammers list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click . The address will appear in the **Spammers list**.

**Important**

Syntax: <name@domain.com>.

If you want to add a domain check the **Domain name** option, type in the domain and click . The domain will appear in the **Spammers list**.

**Important**

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.



To delete an item from the list, select it and click **Remove** button. If you click **Clear list** button you will delete all entries from the list, but notice: it is impossible to recover them.

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

To reset the content of the current list when you load a previously saved list select **When load, empty current list**.

Click **Apply** and **OK** to save and close the **Spammers list**.

**Important**

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

## 9.1.2. Set Tolerance Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

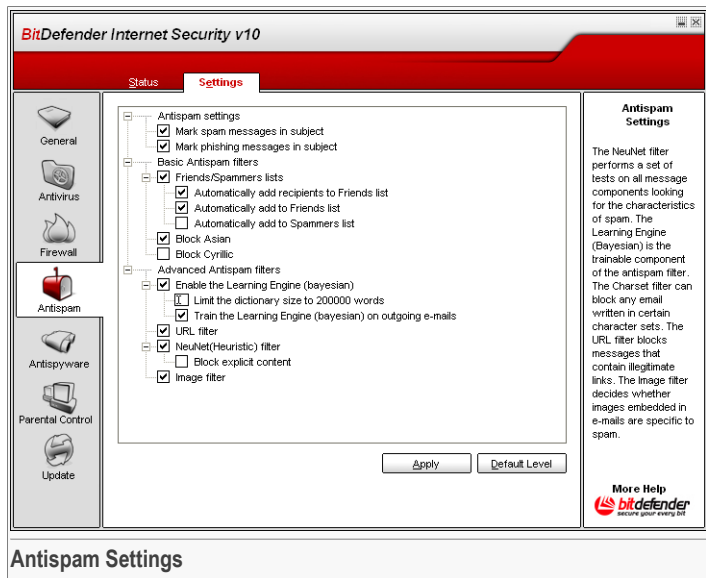
There are 5 tolerance levels:

Tolerance level	Description
<b>Tolerant</b>	Offers protection for accounts that receive a lot of legitimate commercial mail.  The filter will let most e-mail pass through, but it may produce false negatives (spam classified as legitimate mail).
<b>Tolerant to Moderate</b>	Offers protection for accounts that receive some legitimate commercial mail.  The filter will let most e-mail pass through, but it may produce false negatives (spam classified as legitimate mail).
<b>Moderate</b>	Offers protection for regular accounts.  The filter will block most spam, while avoiding false positives.
<b>Moderate to Aggressive</b>	Offers protection for accounts that receive high volumes of spam regularly.

Tolerance level	Description
	<p>The filter will let very little spam through, but it may produce false positives (legitimate mail incorrectly tagged as spam).</p> <p>Configure the <b>Friends/Spammers Lists</b> and train the <b>Learning Engine (Bayesian)</b> in order to reduce the number of false positives.</p>
<b>Aggressive</b>	<p>Offers protection for accounts that receive very high volumes of spam regularly.</p> <p>The filter will let very little spam through, but it may produce false positives (legitimate mail incorrectly tagged as spam).</p> <p>Add your contacts to the <b>Friends List</b> in order to reduce the number of false positives.</p>



## 9.2. Antispam Settings



Here you can enable/disable each one of the Antispam filters and you can specify some other settings regarding the Antispam module.

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





### Note

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

### 9.2.1. Antispam Settings

- **Mark spam messages in subject** - all e-mail messages considered to be spam will be tagged with SPAM in the subject line.
- **Mark phishing messages in subject** - all e-mail messages considered to be phishing messages will be tagged with SPAM in the subject line.

## 9.2.2. Basic Antispam Filters

- **Friends/Spammers lists** - activates/deactivates the [Friends/Spammers lists](#).
- **Automatically add recipients to Friends list** - automatically add recipients of sent mail to Friends list.
- **Automatically add to Friends list** - the next time you click  **Not Spam** button from the [Antispam toolbar](#) the sender will be added automatically to the **Friends list**.
- **Automatically add to Spammers list** - the next time you click  **Is Spam** button from the [Antispam toolbar](#) the sender will be added automatically to the **Spammers list**.

### Note



The  **Not Spam** and the  **Is Spam** buttons are used to train the [Bayesian filter](#).

- **Block Asian** - blocks messages written in [Asian charsets](#).
- **Block Cyrillic** - blocks messages written in [Cyrillic charsets](#).

## 9.2.3. Advanced Antispam Filters

- **Enable the Learning Engine (bayesian)** - activates/deactivates the [Learning Engine \(bayesian\)](#).
- **Limit the dictionary size to 200000 words** - sets the size of the Bayesian dictionary - smaller is faster, bigger is more accurate.

### Note



The recommended size is: 200.000 words.

- **Train the Learning Engine (bayesian) on outgoing e-mails** - trains the Learning Engine (bayesian) on outgoing e-mails.
- **URL filter** - activates/deactivates the [URL filter](#).
- **NeuNet(Heuristic) filter** - activates/deactivates the [NeuNet\(Heuristic\) filter](#).
- **Block explicit content** - activates/deactivates the detection of messages with SEXUALLY EXPLICIT in the subject line.
- **Image filter** - activates/deactivates the [Image filter](#).



### Note

To enable/disable an option select/clear the checkbox corresponding to it.

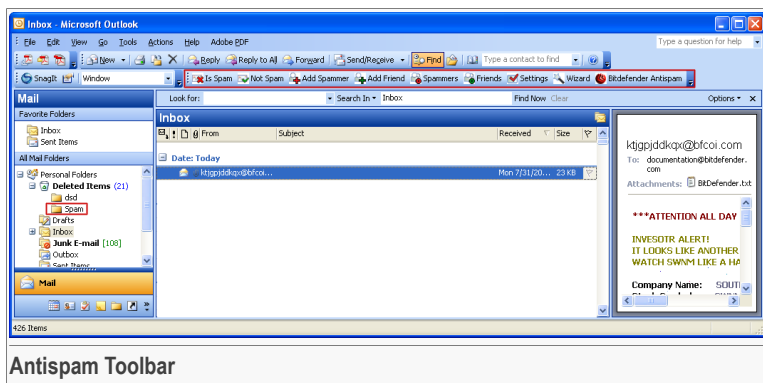
Click **Apply** to save the changes or click **Default Level** to load the default settings.

## 9.3. Integration with Microsoft Outlook / Outlook Express / Windows Mail

BitDefender integrates directly with Microsoft Outlook / Outlook Express / Windows Mail through an intuitive and easy-to-use toolbar.

### 9.3.1. Antispam Toolbar

At the topside of Microsoft Outlook / Outlook Express / Windows Mail you can see the Antispam toolbar.



Antispam Toolbar




### Important

The difference between BitDefender Antispam for Microsoft Outlook or Outlook Express / Windows Mail is that the SPAM messages are moved in the **Spam** folder for Microsoft Outlook while for Outlook Express / Windows Mail they are moved in the **Deleted Items** folder. In both cases the messages are tagged as SPAM in the subject line.

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


Each button from the BitDefender toolbar will be explained below:

-  **Is Spam** - sends a message to the Bayesian module indicating that the selected e-mail is spam. The e-mail will be tagged as SPAM and moved to the **Spam** folder.

The future e-mail messages that fit the same patterns will be tagged as SPAM.

**Note**

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


-  **Not Spam** - sends a message to the Bayesian module indicating that the selected e-mail is not spam BitDefender shouldn't have tagged it. The e-mail will be moved from the **Spam** folder to the **Inbox** directory.


The future e-mail messages that fit the same patterns will no longer be tagged as SPAM.

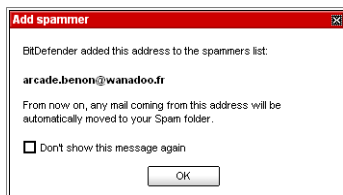
**Note**

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

**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**.



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

Click **OK** to close the window.

**Add Spammer**

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

**Note**

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

-  **Add friend** - adds the sender of the selected e-mail to the **Friends list**.





### Add Friend

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


Click **OK** to close the window.

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



### Note

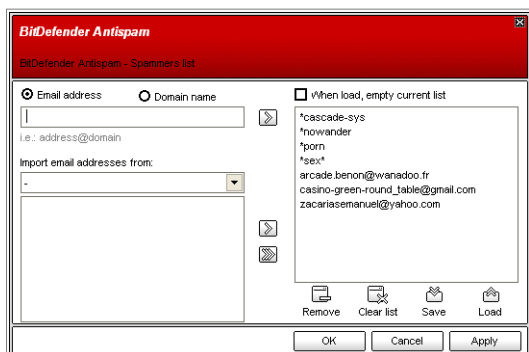
You can select one sender or as many senders as you want.

-  **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.




### Note

Any e-mail message received from an address contained in the **Spammers list** will be automatically marked as SPAM, without further processing.



### Spammers List

Here you can add or remove entries from the **Spammers list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click the  button. The address will appear in the **Spammers list**.

**Important**

Syntax: <name@domain.com>.

If you want to add a domain check the **Domain name** option, type in the domain and click the  button. The domain will appear in the **Spammers list**.

**Important**



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.

To import e-mail addresses from **Windows Address Book / Outlook Express Folders** into **Microsoft Outlook / Outlook Express / Windows Mail** select the appropriate option from the **Import email addresses from** drop-down menu.

For **Microsoft Outlook Express / Windows Mail** a new window will appear from where you can select the folder that contains the e-mail addresses you want to add to the **Spammers list**. Choose them and click **Select**.


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

To delete an item from the list, select it and click  **Remove** button. If you click  **Clear list** button you will delete all entries from the list, but notice: it is impossible to recover them.

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

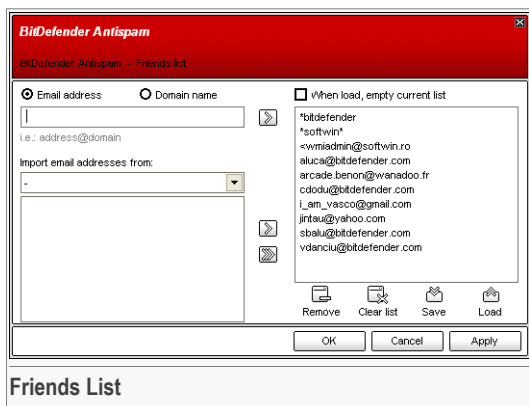
To reset the content of the current list when you load a previously saved list select **When load, empty current list**.

Click **Apply** and **OK** to save and close the **Spammers list**.


-  **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.

**Note**

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



Here you can add or remove entries from the **Friends list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click the  button. The address will appear in the **Friends list**.



### Important

Syntax: <name@domain.com>.

If you want to add a domain check the **Domain name** option, type in the domain and click the  button. The domain will appear in the **Friends list**.





### Important



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;

To import e-mail addresses from **Windows Address Book / Outlook Express Folders** into **Microsoft Outlook / Outlook Express / Windows Mail** select the appropriate option from the **Import email addresses from** drop-down menu.

For **Microsoft Outlook Express / Windows Mail** a new window will appear from where you can select the folder that contains the e-mail addresses you want to add to the **Friends list**. Choose them and click **Select**.

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

To delete an item from the list, select it and click  **Remove** button. If you click  **Clear list** button you will delete all entries from the list, but notice: it is impossible to recover them.

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


To reset the content of the current list when you load a previously saved list select **When load, empty current list**.

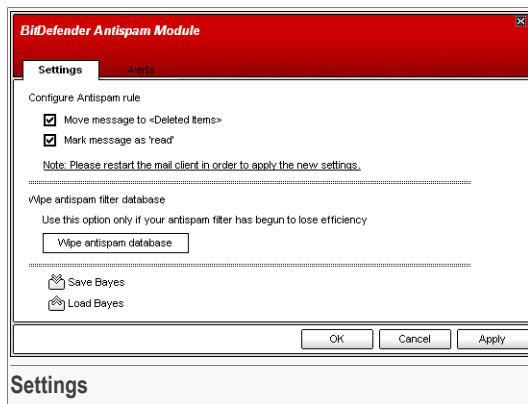


### Note

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

Click **Apply** and **OK** to save and close the **Friends list**.

-  **Settings** - opens the **Settings** window where you can specify some options for the **Antispam** module.



The following options are available:

- **Move message to Deleted Items** - moves the spam messages to the **Deleted Items** (only for Microsoft Outlook Express / Windows Mail);
- **Mark message as 'read'** - marks all the spam messages as read so as not to be disturbing when new spam messages arrive.



If your antispam filter is very inaccurate, you may need to wipe the filter database and retrain the [Bayesian filter](#). Click **Wipe antispam database** to reset the [Bayesian database](#).

Use the **Save Bayes/** **Load Bayes** buttons to save / load the [Bayesian database](#) list to a desired location. The file will have `.dat` extension.

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

#### Note



In the **Alerts** window you can also enable/disable the apparition of the **Please select an email message** alert. This alert appears when you select a group instead of an email message.

- **Wizard** - opens the [wizard](#) that will step you through the process of training the [Bayesian filter](#), so that the efficiency of BitDefender Antispam will be further increased. You can also add addresses from your **Address Book** to your **Friends list** / **Spammers list**.
- **BitDefender Antispam** - opens the [Management Console](#).

## 9.3.2. Antispam Configuration Wizard

The first time you run Microsoft Outlook / Outlook Express / Windows Mail with BitDefender installed, a wizard will appear helping you to configure the [Friends list](#) and the [Spammers list](#) and to train the [Bayesian filter](#) in order to increase the efficiency of the Antispam filters.

#### Note



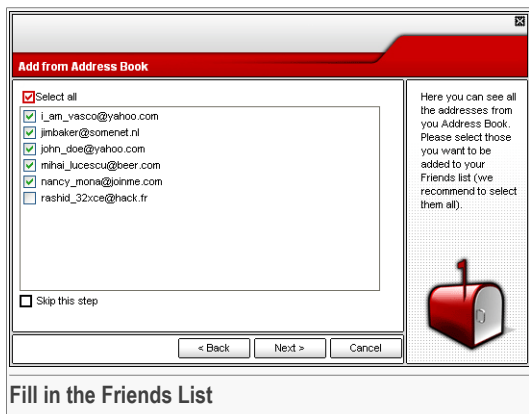
The wizard can also be launched any time you want by clicking the **Wizard** button from the [Antispam toolbar](#).

## Step 1/6 - Welcome Window



Click **Next**.

## Step 2/6 - Fill in the Friends List

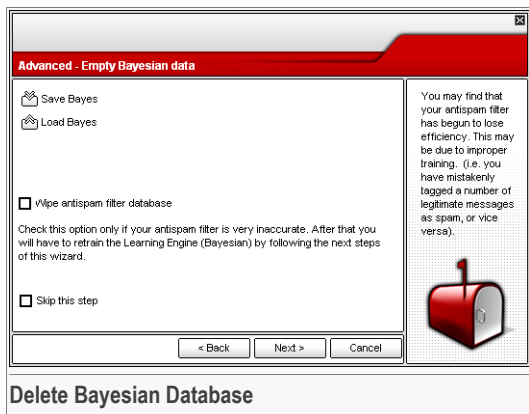


Here you can see all the addresses from your **Address Book**. Please select those you want to be added to your **Friends list** (we recommend to select them all). You will receive all the e-mail messages from these addresses, regardless of their content.

Select **Skip this step** if you want to pass over this step. Click **Back** to go to the previous step or click **Next** to continue the wizard.



## Step 3/6 - Delete Bayesian Database



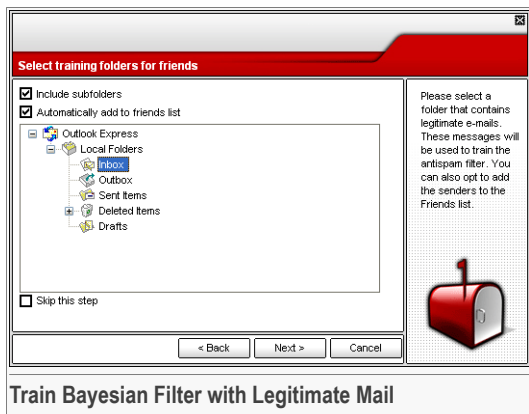
You may find that your antispam filter has begun to lose efficiency. This may be due to improper training. (i.e. you have mistakenly tagged a number of legitimate messages as spam, or vice versa). If your filter is very inaccurate, you may need to wipe the filter database and retrain the filter by following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

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

Use the **Save Bayes** / **Load Bayes** buttons to save / load the **Bayesian database** list to a desired location. The file will have `.dat` extension.

Select **Skip this step** if you want to pass over this step. Click **Back** to go to the previous step or click **Next** to continue the wizard.

## Step 4/6 - Train Bayesian Filter with Legitimate Mail



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

At the topside of the window 2 options are available:

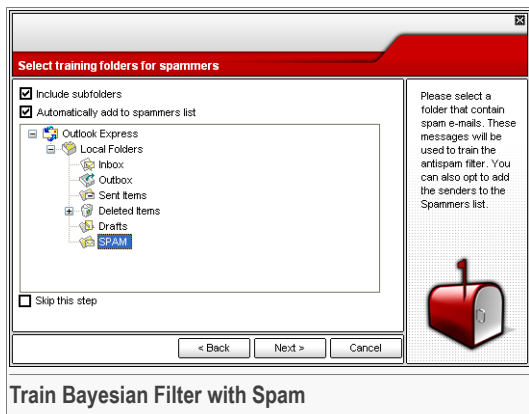
- **Include subfolders** - to include the subfolders to your selection;
- **Automatically add to friends list** - to add the senders to the **Friends list**.

Select **Skip this step** if you want to pass over this step. Click **Back** to go to the previous step or click **Next** to continue the wizard.





## Step 5/6 - Train Bayesian Filter with Spam



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



### Important

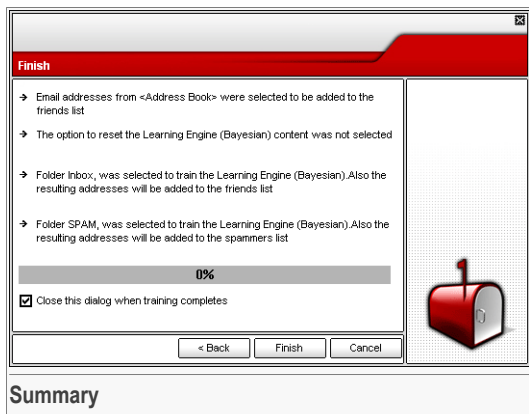
Please make sure that the folder you choose contains no legitimate e-mail at all, otherwise the antispam performance will be considerably reduced.

At the topside of the window 2 options are available:

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

Select **Skip this step** if you want to pass over this step. Click **Back** to go to the previous step or click **Next** to continue the wizard.

## Step 6/6 - Summary



Here you can view all the settings for the configuration wizard. You can make any changes, by returning to the previous steps (click **Back**).

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



## 10. Antispyware Module

The **Antispyware** section of this user guide contains the following topics:

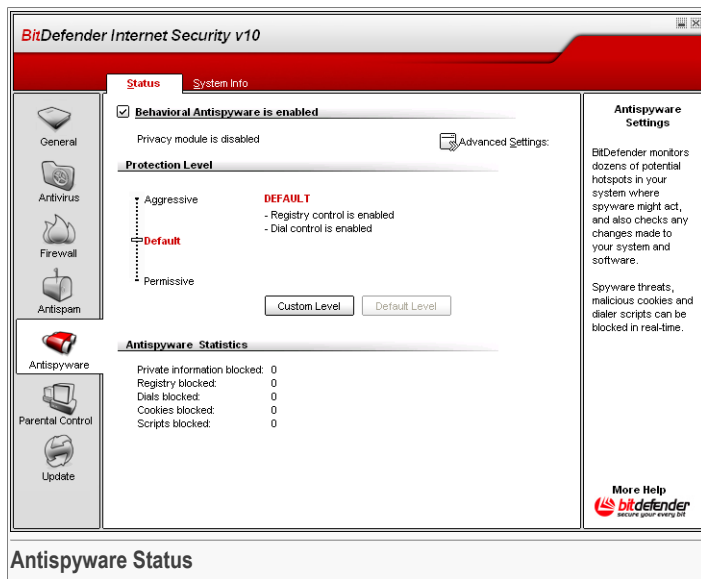
- Antispyware Status
- Advanced Settings - Privacy Control
- Advanced Settings - Registry Control
- Advanced Settings - Dial Control
- Advanced Settings - Cookie Control
- Advanced Settings - Script Control
- System Information

### Note



For more details regarding the **Antispyware** module check the description of the *"Antispyware Module"* (p. 31).

## 10.1. Antispyware Status



In this section you can configure the **Behavioral Antispyware** and you can view information regarding its activity.



### Important

To prevent spyware from infecting your computer keep the **Behavioral Antispyware** enabled.

At the bottom of the section you can see the **Antispyware statistics**.

The **Antispyware** module protects your computer against spywares through 5 important protection controls:

- **Privacy Control** - protects your confidential data by filtering all outgoing HTTP and SMTP traffic according to the rules you create in the **Privacy** section.
- **Registry Control** - asks for your permission whenever a program tries to modify a registry entry in order to be executed at Windows start-up.
- **Dial Control** - asks for your permission whenever a dialer attempts to access a computer modem.



- **Cookie Control** - asks for your permission whenever a new website tries to set a cookie.
- **Script Control** - asks for your permission whenever a website tries to activate a script or other active content.

To configure the settings for these controls click  **Advanced Settings**.

### 10.1.1. Protection Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.


There are 3 protection levels:

Protection level	Description
<b>Permissive</b>	Only <b>Registry control</b> is enabled.
<b>Default</b>	<b>Registry control</b> and <b>Dial Control</b> are enabled.
<b>Aggressive</b>	<b>Registry control</b> , <b>Dial Control</b> and <b>Privacy Control</b> are enabled.

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


Click **Default Level** to position the slider at the default level.

## 10.2. Advanced Settings - Privacy Control

To access this section click the  **Advanced Settings** button from the **Antispyware** module, **Status** section.



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

The rules must be input manually (click the  **Add** button and choose the parameters for the rule). The configuration wizard will appear.

### 10.2.1. Configuration Wizard



## Step 1/3 - Set Rule Type and Data

**BitDefender Wizard** Step 1/3

Rule Name:

Rule Type:

Rule Data:

All data you enter is encrypted. For extra safety, do not enter the whole of the data you wish to protect.

< Back Next > Cancel

**Set Rule Type and Data**

Enter the name of the rule in the edit field.

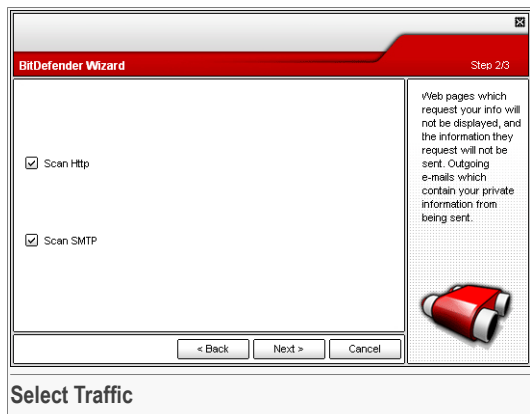
You must set the following parameters:

- **Rule Type** - choose the rule type (address, name, credit card, PIN, SSN etc).
- **Rule Data** - type in the rule data.

All of the data you enter is encrypted. For extra safety, do not enter all of the data you wish to protect.

Click **Next**.

## Step 2/3 - Select Traffic



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

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

Click **Next**.





## Step 3/3 - Describe Rule

BitDefender Wizard Step 3/3

Rule Description

My credit card

Enter a description for this rule. The description should help you or other administrators identify what information you blocked with more ease.

< Back Finish Cancel

**Describe Rule**

Enter a short description of the rule in the edit field.

Click **Finish**.

You can see the rules listed in the table.

To delete a rule, just select it and click the  **Delete** button. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

To edit a rule select it and click the  **Edit** button or double-click it. The following window will appear:

Rule Name credit card

Rule Type credit card

Rule data \*\*\*\*\*

☒ Scan http

☒ Scan smtp


Rule Description

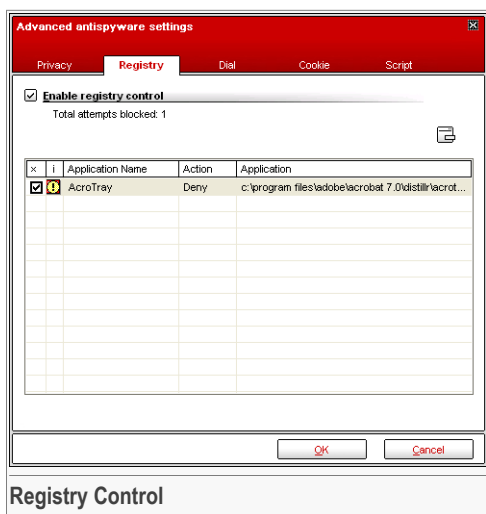
My credit card

OK Cancel

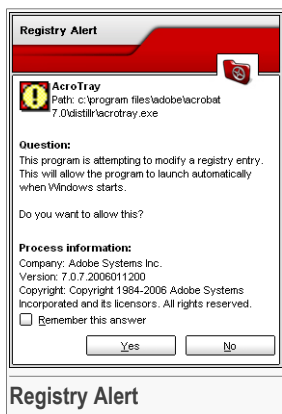
**Edit Rule**

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

To access this section enter the **Advanced Antispyware Settings** window (go to the **Antispyware** module, **Status** section and click  **Advanced Settings**) and click the **Registry** tab.



**Registry Control** keeps an eye on the Windows Registry - this is again useful for detecting Trojan horses. It will alert you whenever a program will try to modify a registry entry in order to be executed at Windows start-up.




You can deny this modification by clicking **No** or you can allow it by clicking **Yes**.

If you want BitDefender to remember your answer you must select the checkbox: **Remember this answer**.



#### Note

Your answers will be the basis of the rule-list.

To delete a registry entry, just select it and click  **Delete** button. To temporarily deactivate a registry entry without deleting it, clear the checkbox corresponding to it.




#### Note

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

Click **OK** to close the window.

## 10.4. Advanced Settings - Dial Control

To access this section enter the **Advanced Antispyware Settings** window (go to the **Antispyware** module, **Status** section and click  **Advanced Settings**) and click the **Dial** tab.



With **Dial Control** you will be in charge of which connections to different phone numbers you permit or block. This function monitors all dialers attempting to access a computer modem, immediately warning the user and prompting him to choose whether to block or allow such operations:



Check **Remember this answer** option and click **Yes** or **No** and a rule will be created, applied and listed in the rules table. You will no longer be notified when the application tries to dial the same phone number.





Every rule that has been remembered can be accessed in the **Dial** section for further fine-tuning.



### Important

The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

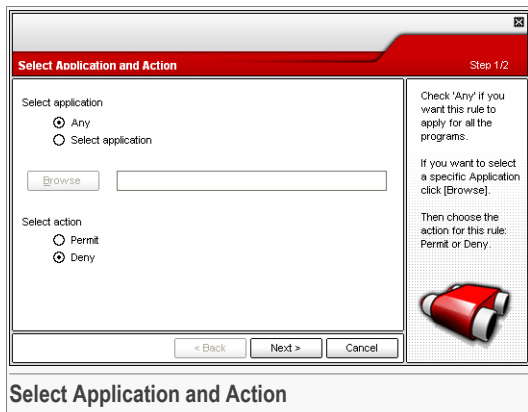
To delete a rule, just select it and click the  **Delete** button. To modify a parametre of a rule just double click its field and make the desired modification. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

The rules can be input automatically (through the alert window) or manually (click the  **Add** button and choose the parameters for the rule). The configuration wizard will appear.

## 10.4.1. Configuration Wizard

The configuration wizard is a 2 steps procedure.

### Step 1/2 - Select Application and Action



**Select Application and Action** Step 1/2

Select application

☒ Any  
☐ Select application

Browse

Select action

☐ Permit  
☒ Deny

Check 'Any' if you want this rule to apply for all the programs.

If you want to select a specific Application click [Browse].

Then choose the action for this rule: Permit or Deny.

< Back Next > Cancel

You can set the parameters:

- **Application** - select the application for the rule. You can choose only one application (click **Select application**, then **Browse** and select the application) or all the applications (just click **Any**).
- **Action** - select the action of the rule.

Action	Description
<b>Permit</b>	The action will be permitted.
<b>Deny</b>	The action will be denied.

Click **Next**.

## Step 2/2 - Select Phone Numbers

Click **Specify phone number**, type in the phone number for which the rule will be applied and click **Add**.



### Note

You can use wild cards in your list of banned phone number; e.g.: 1900\* means all numbers beginning with 1900 will be blocked.

Check **Any** if you want this rule to apply for any phone number. To delete a phone number select it and click **Remove**.



### Note


You can also create a rule that permits a certain program to dial only certain numbers (such as that of your Internet Service Provider or your fax news service).

Click **Finish**.

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



## 10.5. Advanced Settings - Cookie Control

To access this section enter the **Advanced Antispyware Settings** window (go to the **Antispyware** module, **Status** section and click  **Advanced Settings**) and click the **Cookie** tab.



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

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

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

This is where **Cookie Control** helps. When enabled, **Cookie Control** will ask for your permission whenever a new website tries to set a cookie:



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

Check **Remember this answer** option and click **Yes** or **No** and a rule will be created, applied and listed in the rules table. You will no longer be notified the next time when you connect to the same site.

This will help you to choose which websites you trust and which you don't.



#### Note


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


Every rule that has been remembered can be accessed in the **Cookie** section for further fine-tuning.



#### Important

The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

To delete a rule, just select it and click the  **Delete** button. To modify a parameter of a rule just double click its field and make the desired modification. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

The rules can be input automatically (through the alert window) or manually (click the  **Add** button and choose the parameters for the rule). The configuration wizard will appear.

## 10.5.1. Configuration Wizard

The configuration wizard is a 1 step procedure.





## Step 1/1 - Select Address, Action and Direction

**Select Address, Action and Direction** Step 1/1

Enter domain

☐ Any

☒ Enter domain

www.softwin.com

Select action

☒ Permit

☐ Deny

Select direction

☐ Outgoing

☐ Incoming

☒ Both

< Back Finish Cancel

Select the websites and domains that you accept or reject cookies from. Cookies are used to track surfing behavior and other information. Note that some sites will not function properly without cookies. You can accept cookies but never return them - set the action to 'Deny' or 'Permit'.

You can set the parameters:

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

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

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


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

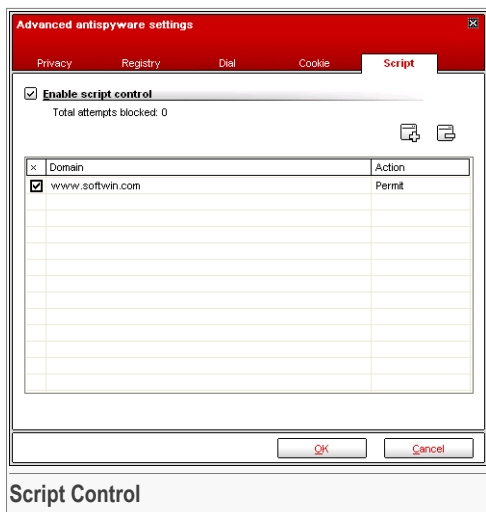
Click **Finish**.



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

## 10.6. Advanced Settings - Script Control

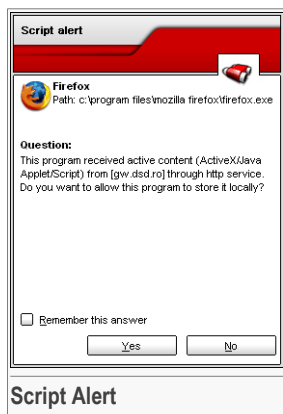
To access this section enter the **Advanced Antispyware Settings** window (go to the **Antispyware** module, **Status** section and click  **Advanced Settings**) and click the **Script** tab.



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

BitDefender lets you choose to run these elements or to block their execution.

With **Script Control** you will be in charge of which websites you trust and which you don't. BitDefender will ask you for permission whenever a website tries to activate a script or other active content:



You can see the name of the resource.


Check **Remember this answer** option and click **Yes** or **No** and a rule will be created, applied and listed in the rules table. You will no longer be notified when the same site tries to send you active content.


Every rule that has been remembered can be accessed in the **Script** section for further fine-tuning.



### Important

The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

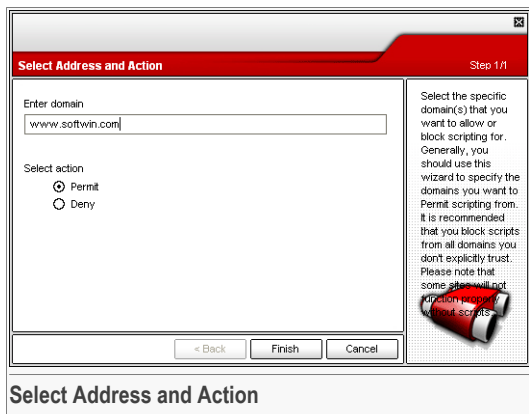
To delete a rule, just select it and click the  **Delete** button. To modify a parametre of a rule just double click its field and make the desired modification. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

The rules can be input automatically (through the alert window) or manually (click the  **Add** button and choose the parameters for the rule). The configuration wizard will appear.

## 10.6.1. Configuration Wizard

The configuration wizard is a 1 step procedure.

## Step 1/1 - Select Address and Action



You can set the parameters:

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

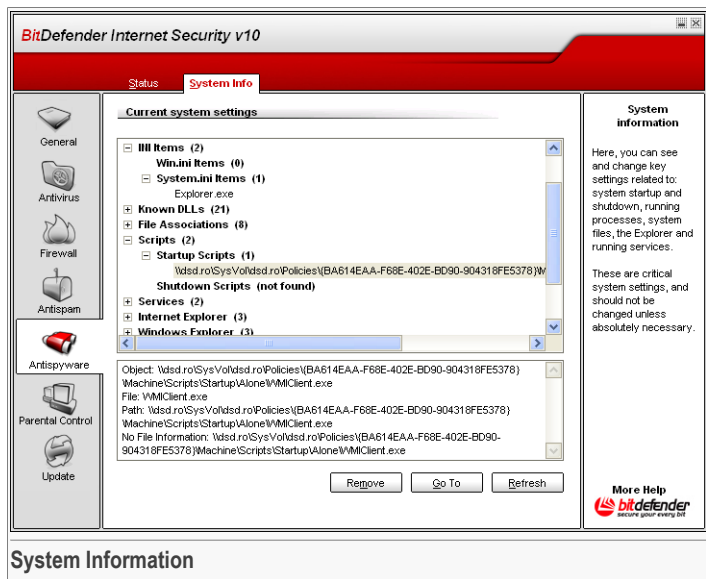
Action	Description
Permit	The scripts on that domain will execute.
Deny	The scripts on that domain will not execute.

Click **Finish**.

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



## 10.7. System Information



Here you can see and change key info settings.

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

Three buttons are available:

- **Remove** - deletes the selected item.
- **Go to** - opens a window where the selected item is placed (the **Registry** for example).
- **Refresh** - re-opens the **System Info** section.





## 11. Parental Control Module

The **Parental Control** section of this user guide contains the following topics:

- Parental Control Status
- Web Control
- Applications Control
- Keyword Filtering
- Web Time Limiter

### Note



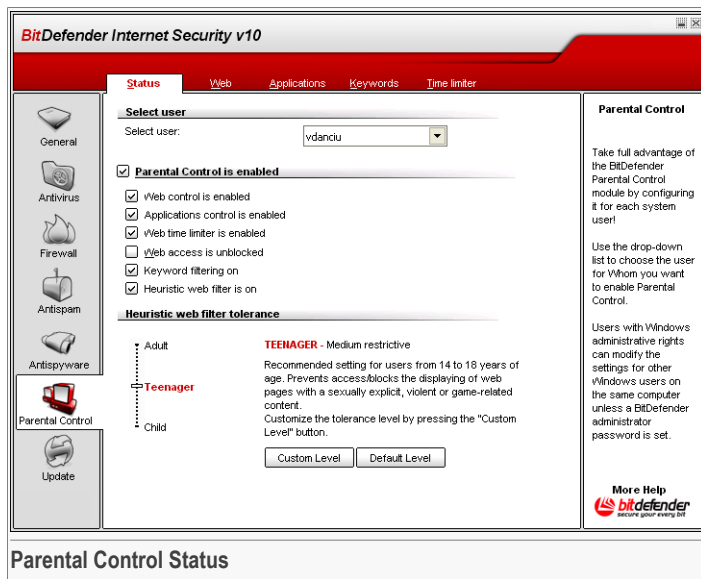
For more details regarding the **Parental Control** module check the description of the *"Parental Control Module"* (p. 32).



### Important

This module can only be accessed and configured by users with administrative rights (system administrators). If the settings are password-protected, they can only be modified if the password is provided. An administrator cannot impose a set of rules to a user for whom rules have been previously defined by another administrator.

## 11.1. Parental Control Status



In this section, you can configure the overall **Parental Control** protection level for a selected user.



### Important

Keep the **Parental Control** enabled in order to protect your children against inappropriate content by using your customized computer access rules.



### Note

If you are not the only person with administrative rights using this computer, it is recommended that you protect your BitDefender settings with a password. To set a password, enter the **General** module, access the **Settings** section and use the **Enable password protection for product settings** option.

In order to configure the protection level you must first select the user you want these settings to apply to. Then configure the protection level using the following controls:

- **Web Control** - enable **Web Control** in order to filter web navigation according to the rules set by you in the **Web** section.





- **Applications Control** - enable **Applications Control** in order to block access to applications on your computer according to the rules set by you in the [Applications](#) section.
- **Web Time Limiter** - enable **Web Time Limiter** in order to allow web access according to the timetable set by you in the [Time Limiter](#) section.
- **Web Access** - enable this option in order to block access to all websites (not just the ones in the [Web](#) section).
- **Keyword Filtering** - enable **Keyword Filtering** in order to filter web and mail access according to the rules set by you in the [Keywords](#) section.
- **Heuristic web filter** - enable this option in order to filter web access according to pre-established rules based on age categories.

### 11.1.1. Heuristic Web Filter Tolerance

Drag the slider along the scale to set the protection level you consider appropriate for the selected user.

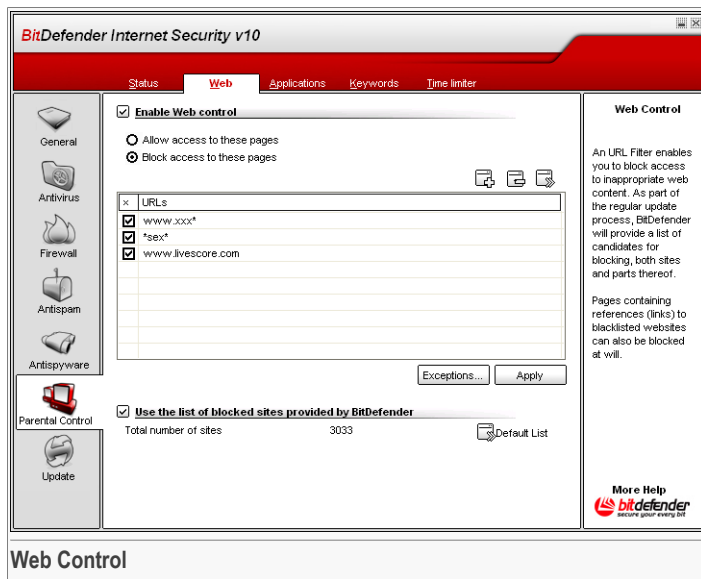
There are 3 protection levels:

Protection level	Description
<b>Child</b>	Offers restricted web access, according to the recommended settings for users under the age of 14.  Web pages with potentially harmful content for children (porn, sexuality, drugs, hacking etc) are blocked.
<b>Teenager</b>	Offers restricted web access, according to the recommended settings for users from 14 to 18 years.  Web pages with sexual, pornographic or adult content are blocked.
<b>Adult</b>	Offers unrestricted access to all web pages regardless of their content.

Click **Customize** to set your own filtering rules. In the window that will appear, select the content categories (gambling, hacking, porn etc) you want BitDefender to stop the user from accessing on the web and click **OK**.

Click **Default Level** to set the slider at default level.


## 11.2. Web Control



The **Web Control** helps you to block access to web sites with inappropriate content. A list of candidates for blocking both sites and parts thereof is provided and updated by BitDefender, as part of the regular update process.

To enable this protection select the checkbox corresponding to **Enable Web Control**.

Select **Allow access to these pages/Block access to these pages** to see the list of allowed/blocked sites. Click **Exceptions...** to access a window where you can see the complementary list.

The rules must be input manually. First of all, select **Allow access to these pages/Block access to these pages** to permit/block access to the web sites that you will specify in the wizard. Then, click the  **Add...** button to start the configuration wizard.

### 11.2.1. Configuration Wizard

The configuration wizard is a 1 step procedure.



## Step 1/1 - Specify Websites

**Set URL**

Enter URL  
www.livescore.com

You can enter single Web page addresses, or addresses which contain wildcards.

For example, you can block all addresses which contain the word <<cigars>> by entering "cigars" in the provided field.

< Back Finish Cancel

**Specify Websites**

Type in the web site for which the rule will be applied and click **Finish**.




### Important

Syntax:

- \*.xxx.com - the action of the rule will apply on all web sites finished with .xxx.com;
- \*porn\* - the action of the rule will apply on all web sites containing porn in the web site address;
- www.\*.com - the action of the rule will apply on all web sites having the domain suffix com;
- www.xxx.\* - the action of the rule will apply on all web sites starting with www.xxx. no matter the domain suffix.

Click **Apply** to save the changes.

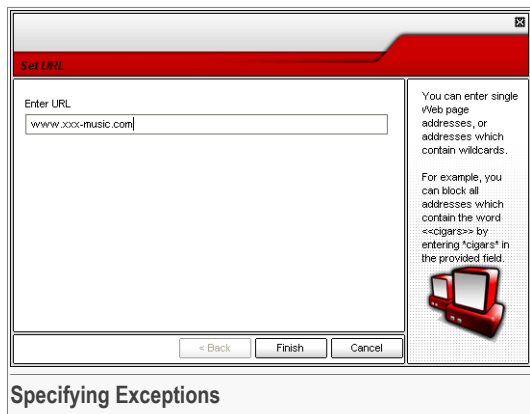
To delete a rule, just select it and click the  **Delete** button. To modify a rule select it and click the  **Edit...** button or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

## 11.2.2. Specify Exceptions

Sometimes you may need to specify exceptions to a particular rule. For example, you set a rule that blocks sites which contain the word "killer" in the address (syntax: \*killer\*). You are also aware of the existence of a site called killer-music where

visitors can listen to music online. To make an exception to the previously created rule, access the **Exceptions** window and define an exception to the rule.

Click **Exceptions....** The following window will appear:




Click **Add...** to specify exceptions. The [configuration wizard](#) will appear. Complete the wizard in order to set the exception.

Click **Apply** to save the changes.

To delete a rule, just select it and click **Delete**. To modify a rule select it and click **Edit...** or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

### 11.2.3. BitDefender Web Blacklist

In order to help you protect your children, BitDefender provides a blacklist of websites with inappropriate or possibly dangerous content. To block the sites that appear on this list select **Use the list of blocked sites provided by BitDefender**.

You can see the number of blocked sites. To see the blocked pages, click the  **Default List** button. The following window will appear:



**Default list of blocked sites**

Search for:

URLs

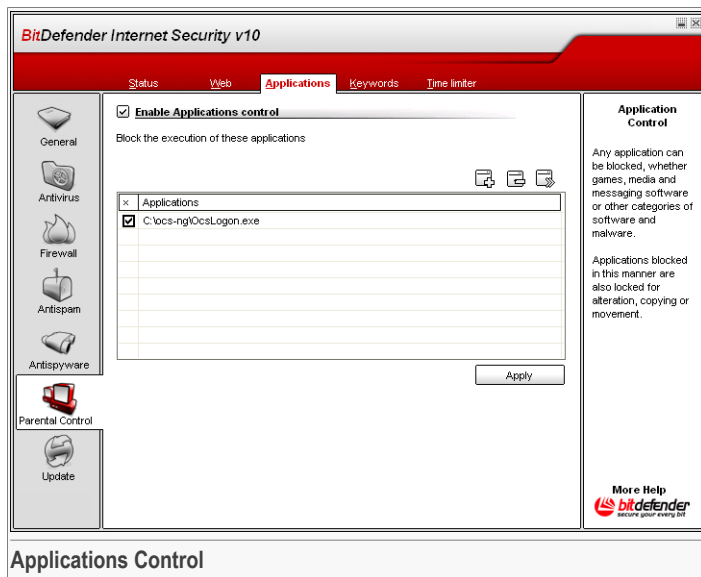
- 0-asiansex.com
- 011bucks.com
- 0123hardcore.com
- 0190-dialer.com
- 0190-dialers.com
- 0190partner.de
- 0190service.de
- 01sexe.com
- 05p.com
- 0texkax7c6hzuidk.com
- 1000femmes.com
- 100hot.com
- 100mature.net

**BitDefender Web Blacklist**

Select a site and click **View site** to see its content.

If you want to block a site, you may want to first check for it in the blacklist. Type the address or its first letters in the edit field and click **Find**. If the string matches an entry, that entry will be displayed.

## 11.3. Applications Control



The **Applications Control** helps you to block any application from running. Games, media and messaging software, as well as other categories of software and malware can be blocked this way. Applications blocked in this manner are also protected from modifications, and cannot be copied or moved.

To enable this protection select the checkbox corresponding to **Enable Applications Control**.

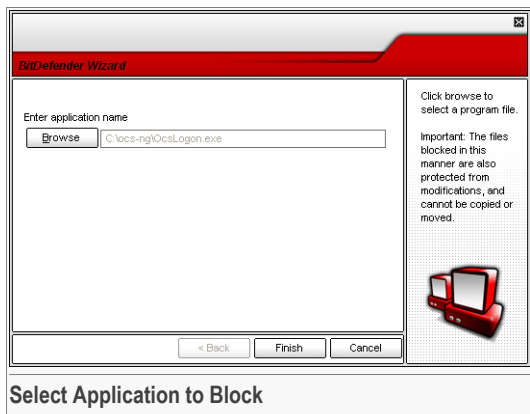
The rules must be input manually. Click the  **Add...** button to start the configuration wizard.

### 11.3.1. Configuration Wizard

The configuration wizard is a 1 step procedure.





## Step 1/1 - Select Application to Block

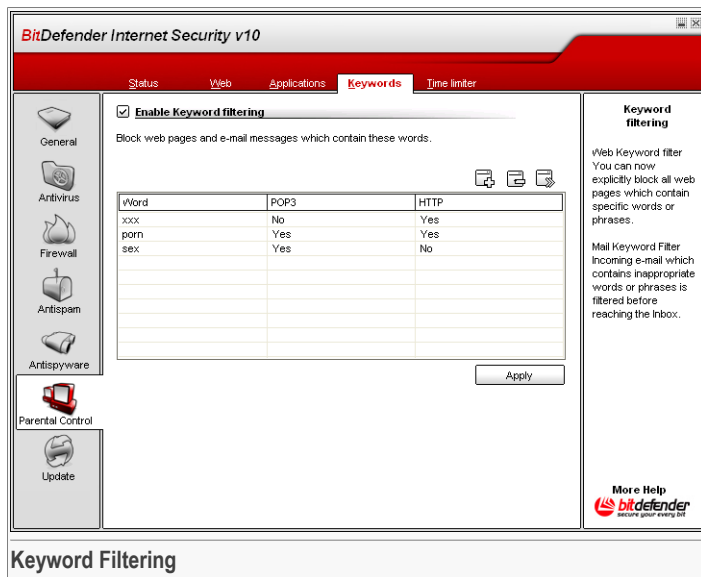


Click **Browse**, select the application to be blocked and click **Finish**.

Click **Apply** to save the changes.

To delete a rule, just select it and click the  **Delete** button. To modify a rule select it and click the  **Edit...** button or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

## 11.4. Keyword Filtering



The **Keyword filter** helps you block access to e-mail messages or web pages that contain a specific word. In this way you can stop users from seeing inappropriate words or phrases.

To enable this protection select the checkbox corresponding to **Keyword filtering**.

The rules must be input manually. Click the **Add...** button to start the configuration wizard.

### 11.4.1. Configuration Wizard

The configuration wizard comprises a 1 step procedure.





## Step 1/1 - Enter Keyword

**Step 1/1 - Add keyword**

Add new word

sex


Select option

☒ POP3

☐ HTTP

☐ Both

Please add the word you want to block from being displayed (entire e-mail messages and web pages will be blocked).



**Enter Keyword**


You must set the following parameters:

- **Keyword** - type in the edit field the word or phrase you want to block.
- **Protocol** - choose the protocol BitDefender should scan for the specified word.

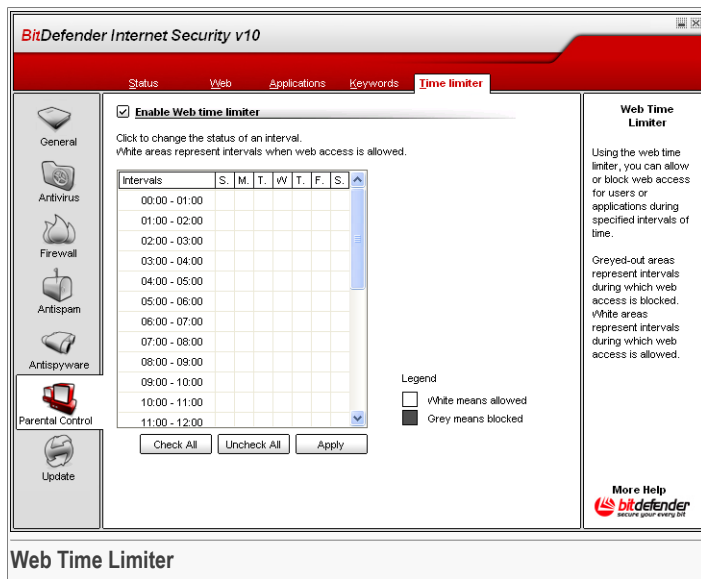
The following options are available:

Option	Description
<b>POP3</b>	E-mail messages that contain the keyword are blocked.
<b>HTTP</b>	Web pages that contain the keyword are blocked.
<b>Both</b>	Both e-mail messages and web pages that contain the keyword are blocked.

Click **Apply** to save the changes.

To delete a rule, just select it and click the  **Delete** button. To modify a rule select it and click the  **Edit...** button or double-click it. To temporarily deactivate a rule without deleting it, clear the corresponding checkbox.

## 11.5. Web Time Limiter



The **Web Time Limiter** helps you to allow or block web access for users or applications during specified time intervals.



### Note

BitDefender will perform updates every hour no matter the settings of the **Web Time Limiter**.

To enable this protection select the check box corresponding to **Enable Web Time Limiter**.

Select the time intervals when all the internet connections will be blocked. You can click individual cells, or you can click and drag to cover longer periods. Also, you can click **Check all** to select all the cells and, implicitly, to block all the web access. If you click **Uncheck all**, the internet connections will be permitted all the time.



### Important

The boxes coloured in grey represent the time intervals when all internet connections are blocked.



Click **Apply** to save the changes.





## 12. Update Module

The **Update** section of this user guide contains the following topics:

- Automatic Update
- Manual Update
- Update Settings



### Note

For more details regarding the **Update** module check the description of the “*Update Module*” (p. 32).

### 12.1. Automatic Update

**Automatic Update**

In this section you can see update-related information and perform updates.




### Important

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

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

If an update was detected, depending on the options set in the [Automatic update options](#) section, you will be asked to confirm the update or the update will be made automatically.

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

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





#### Important

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



#### Note

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

You can get the malware signatures of your BitDefender by clicking  **Show Virus List**. A HTML file that contains all the available signatures will be created. Click again  **Show Virus List** to see the list. You can search through the database for a specific malware signature or click **BitDefender Virus List** to go to the online BitDefender signature database.

## 12.2. Manual Update

This method allows installing the latest virus definitions. To install a product upgrade of the latest version use the [Automatic update](#).



#### Important

Use the manual update when the automatic update can not be performed or when the computer is not connected to the Internet.

There are 2 ways to perform the manual update:

- with `weekly.exe` file;
- with `zip` archives.



### 12.2.1. Manual Update with `weekly.exe`

The update package `weekly.exe` is released every Friday and it includes all the virus definitions and scan engines updates available up to the release date.

To update BitDefender using `weekly.exe`, follow the next steps:

1. Download [weekly.exe](#) and save it locally on your hard disk.
2. Locate the downloaded file and double-click it to launch the update wizard.
3. Click **Next**.
4. Check **I accept the terms in the License Agreement** and click **Next**.
5. Click **Install**.
6. Click **Finish**.

### 12.2.2. Manual Update with `zip` archives

There are two `zip` archives on the update server, containing the updates of the scanning engines and virus signatures: `cumulative.zip` and `daily.zip`.

- `cumulative.zip` is released every week on Monday and it includes all the virus definitions and scan engines updates up to the release date.
- `daily.zip` is released each day and it includes all the virus definitions and scan engines updates since the last cumulative and up to the current date.

BitDefender uses a service-based architecture. Because of this the procedure to replace the virus definitions is different depending on the operating system:

- Windows 2000, Windows XP.

#### Windows 2000, Windows XP

Steps to be followed:

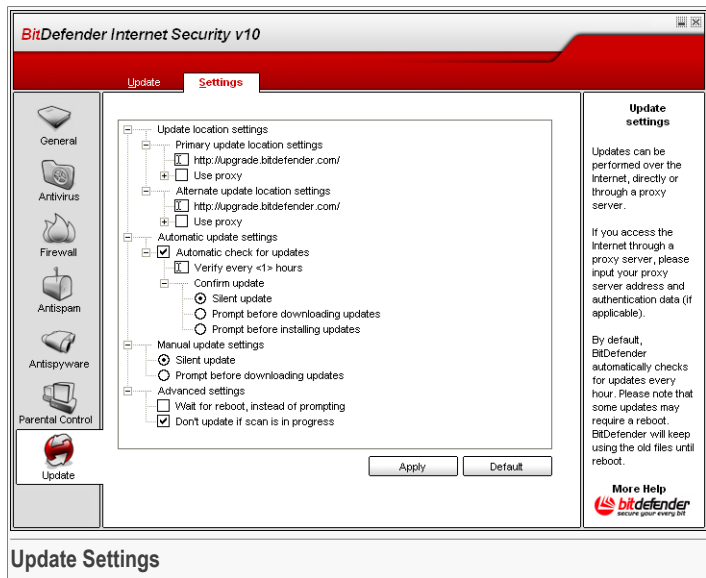
1. **Download the appropriate update.** If it is Monday, please download the [cumulative.zip](#) and save it somewhere on your disk when prompted. Otherwise please download the [daily.zip](#) and save it on your disk. If this is the first time you update using the manual updates, please download the both archives.
2. **Stop BitDefender antivirus protection.**
  - **Exit BitDefender management console.** Right-click BitDefender's icon from the [System Tray](#) and select **Exit**.

- **Open Services.** Click **Start**, then **Control Panel**, double-click **Administrative Tools** and click **Services**.
  - **Stop BitDefender Virus Shield service.** Select **BitDefender Virus Shield** service from the list and click **Stop**.
  - **Stop BitDefender Scan Server service.** Select **BitDefender Scan Server** service from the list and click **Stop**.
3. **Extract the archive content.** Start with `cumulative.zip` when both update archives are available. Extract the content in the folder `C:\Program Files\Common Files\Softwin\BitDefender Scan Server\Plugins\` and accept overwriting existing files.
4. **Restart BitDefender antivirus protection.**
- **Start BitDefender Scan Server service.** Select **BitDefender Scan Server** service from the list and click **Start**.
  - **Start BitDefender Virus Shield service.** Select **BitDefender Virus Shield** service from the list and click **Start**.
  - Open **BitDefender management console**.





## 12.3. Update Settings



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

The window with the update settings contains 4 categories of options (**Update location settings**, **Automatic update options**, **Manual update settings** and **Advanced options**) organized in an expandable menu, similar to the ones from Windows.



### Note

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

### 12.3.1. Update Location Settings

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

- **Update location** - If you are connected to a local network that has BitDefender virus signatures placed locally, you can change the location of the updates here. By default this is: <http://upgrade.bitdefender.com>.
- **Use proxy** - In case the company uses a proxy server check this option. The following settings must be specified:
  - **Proxy sets** - type in the IP or the name of the proxy server and the port BitDefender uses to connect to the proxy server.

**Important**

Syntax: name:port or ip:port.

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

**Important**

Syntax: domain\user.

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

## 12.3.2. Automatic Update Options

- **Automatic check for updates** - BitDefender automatically checks our servers for available updates.
- **Verify every x hours** - Sets how often BitDefender checks for updates. The default time interval is 1hour.
- **Silent update** - BitDefender automatically downloads and implements the update.
- **Ask before download** - every time an update is available, you will asked before download.
- **Ask before install** - every time an update was downloaded, you will asked before installing it.

**Important**

If you select **Ask before download** or **Ask before install** and you close&exit the management console the automatic update will not be performed.



### 12.3.3. Manual Update Settings

- **Silent update** - the manual update will be made automatically in background.
- **Ask before download** - every time you perform a manual update you will be asked before downloading and installing the updates.



#### Important

If you select **Ask before download** and you close & exit the management console the manual update will not be performed.

### 12.3.4. Advanced Options

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



#### Note

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

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





# Best Practices





## 13. Best Practices

The **Best Practices** section of this user guide contains the following topics:

- [How to Protect Your Internet-Connected Computer](#)
- [How to Protect Your Computer against Malware Threats](#)
- [How to Configure a Scan Task](#)
- [How to Configure the Firewall Module](#)
- [How to Keep Your Computer Free from Spam](#)
- [How to Protect Your Child against Inappropriate Content](#)

### 13.1. How to Protect Your Internet-Connected Computer

Follow these steps to protect your Internet-connected computer:

1. **Complete the initial setup wizard.** During the installation process a [wizard](#) will appear. It will help you register BitDefender and create a BitDefender account in order to benefit from free technical support. It will also help you set BitDefender to perform important security tasks.



#### Important

If you have a BitDefender Internet Security v10 Rescue CD, scan your system before installing BitDefender to ensure that you do not have any malware already existing in your system.

2. **Update BitDefender.** If you have not completed the initial setup wizard during the installation process, perform an update by user request (go to the **Update** module, [Update](#) section, and click **Update Now**).
3. **Perform a full system scan.** Access the **Antivirus** module, [Shield](#) section and click **Scan Now**.



#### Note

You can also initiate a full system scan from the [Scan](#) section. Select the **Full System Scan** task and click **Run Task**.

4. **Prevent infection.** In the **Shield** section, keep the [real-time protection](#) on in order to be protected against viruses, spyware and other malware. Set the [protection](#)

**level** that best fits your needs. You can **customize** it whenever you want by clicking **Custom Level**.



### Important

Program your BitDefender to scan your system at least once a week by **scheduling** the **Full System Scan** task from the **Scan** section.

5. **Keep your BitDefender current.** In the **Update** module, **Update** section, keep the **Automatic Update** enabled in order to be protected against the latest threats.
6. **Prevent Internet attacks.** **Configure** the **BitDefender Firewall** in order to be protected against Internet attacks.
7. **Block spyware tools.** In the **Antispyware** module, **Status** section keep protection at the **recommended level** or higher. This way, you will be protected against illegitimate programs trying to change registry entries and against high-cost dialers. If you want to keep your confidential data safe enable the **Privacy Control** and **create** appropriate rules.
8. **Keep spam away.** If you have an e-mail account you want to protect, **configure** the **Antispam** module.
9. **Block access to inappropriate content.** If your children use the computer, protect them against inappropriate content by **configuring** the **Parental Control** module.

## 13.2. How to Protect Your Computer against Malware Threats


Follow these steps to protect your computer against viruses, spyware and other malware:

1. **Complete the initial setup wizard.** During the installation process a **wizard** will appear. It will help you register BitDefender and create a BitDefender account in order to benefit from free technical support. It will also help you set BitDefender to perform important security tasks.




### Important

If you have a BitDefender Rescue CD, scan your system before installing BitDefender to ensure that you do not have any malware already existing in your system.

2. **Update BitDefender.** If you have not completed the initial setup wizard during the installation process, perform an update by user request (go to the **Update** module, **Update** section, and click  **Update Now**).





3. **Perform a full system scan.** Access the **Antivirus** module, **Shield** section and click  **Scan Now**.

**Note**

You can also initiate a full system scan from the **Scan** section. Select the **Full System Scan** task and click **Run Task**.

4. **Prevent infection.** In the **Shield** section, keep the **real-time protection** on in order to be protected against viruses, spyware and other malware. Set the **protection level** that best fits your needs. You can **customize** it whenever you want by clicking **Custom Level**.

**Important**

Program your BitDefender Internet Security v10 to scan your system at least once a week by **scheduling** the **Full System Scan** task from the **Scan** section.

5. **Keep your BitDefender current.** In the **Update** module, **Update** section, keep the **Automatic Update** enabled in order to be protected against the latest threats.
6. **Schedule a full system scan.** Go to the **Scan** section and program BitDefender to **scan your system** at least once a week by **scheduling** the **Full System Scan** task.

## 13.3. How to Configure a Scan Task

Follow these steps to create and configure a scan task:

1. **Create a new task.** Go to the **Scan** section and click **New Task**. The **Properties** window will appear.

**Note**

You can also create a new task by **duplicating** one that already exists. To do this, right-click a task and select **Duplicate** from the shortcut menu. Double-click the duplicate to open the **Properties** window.

2. **Set the scan level.** Go to the **Overview** section to set the **scan level**. If you want, you can **customize** the scan settings by clicking **Custom**.
3. **Set the scan target.** Go to the **Scan Path** section and choose the **objects you want to be scanned**.
4. **Schedule the task.** If the scan task is complex, you might need to schedule it for later, when your computer is in the idle mode. This will help BitDefender perform

an accurate scan of your system. Go to the **Scheduler** section to [schedule the task](#).


## 13.4. How to Configure the Firewall Module

Follow these steps to configure the **Firewall** module:

1. **Create a network profile.** Whenever you log on to a new network, a [wizard](#) will appear. Complete the firewall wizard in order to create a set of basic firewall rules for the network profile.



### Note


The wizard can also be launched any time you want by clicking  **Reconfigure profile** in the [Traffic](#) section.

2. **Set protection level.** Go to the **Status** section to [set the firewall policy](#) (**Deny All**, **Allow All**, **Allow All Whitelisted**, **Ask**).



### Important

We recommend that you maintain protection at the **Allow all whitelisted** level. This way, BitDefender will create rules for the most common applications without bothering you.



3. **Create rules.** Go to the **Traffic** section and click the  **Add** button to [create rules](#) for your most commonly used applications. You must specify the rule parameters.
4. **Set advanced firewall options.** Go to the **Advanced** section to specify the [filtering rules](#) for the ICMP traffic and [other firewall settings](#).

## 13.5. How to Keep Your Computer Free from Spam

Follow these steps to keep Spam away from your computer:


1. **Set the tolerance level.** Access the **Antispam** module, [Status](#) section to set the [tolerance level](#). Choosing the appropriate tolerance level will help all of your legitimate mail go to the Inbox, whether you usually receive a lot of legitimate commercial mail or a high volume of spam.
2. **Complete the antispam configuration wizard.** If you are using Microsoft Outlook or Microsoft Outlook Express / Windows Mail, follow the [configuration wizard](#) that opens the first time you access your e-mail client. You can also open the wizard from the [Antispam toolbar](#).



3. **Fill in the Friends List.** Access the **Antispam** module, **Status** section and click  or click the  **Friends** button from the **Antispam toolbar** to open the **Friends list**. Add the addresses of the people you absolutely need to receive mail from to the **Friends list**.

**Note**

BitDefender does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

4. **Train the Learning Engine (bayesian).** Every time you receive an e-mail that you consider to be spam, but that BitDefender did not tag as such, select it and click the  **Is Spam** button from the **antispam toolbar**. Future messages that fit the **same pattern** will be tagged as SPAM.

**Note**

The **Learning Engine** activates only after you have trained it on more than 60 legitimate e-mail messages. To do this, you must follow the **configuration wizard**.

5. **Keep your BitDefender current.** In the **Update** module, **Update** section, keep the **Automatic Update** enabled in order to be protected against new threats as they emerge.

**Note**

Every time you perform an update:

- new image signatures will be added to the **Image filter**;
- new links will be added to the **URL filter**;
- new rules will be added to the **NeuNet (Heuristic) filter**.

This will help increase the effectiveness of your Antispam engine.

6. **Configure the Charset filter.** Most spam messages are written in **Cyrillic and / or Asian charsets**. Access the **Antispam** module, **Settings** section and select **Block Asian/Block Cyrillic** if you want to reject all the e-mail messages written in these charsets.

**Note**

You can enable/disable each of the Antispam filters by accessing the **Settings** section in the **Antispam** module.

## 13.6. How to Protect Your Child against Inappropriate Content

Follow these steps to protect your child against inappropriate content:

1. **Create a Windows limited-user account.** To prevent your child from accessing the **Parental Control** module or modifying its settings, he or she must have limited rights on your system.
2. **Select user.** The list of people who use the computer is displayed in the [Status](#) section. Choose from this list the user you want to protect using **Parental Control**.
3. **Set overall protection.** Go to the **Status** section to enable the [protection controls](#) for your child. If you have enabled the **heuristic web filter**, set the appropriate [protection level](#).
4. **Block sites.** Go to the **Web** section to [make](#) a list of websites to which your child is denied access. Where needed, you can [specify exceptions](#). You can also block access to a [list of websites](#) provided by BitDefender. These websites have inappropriate or possibly dangerous content.
5. **Block applications.** Go to the **Applications** section to [block access to applications](#) you do not want your child to use.



### Note

If you feel that your child spends too much time playing, using media or messaging software or some other applications, you can block his/her access to them.

6. **Block words.** To prevent your child from seeing potentially dangerous content on the web or in the mail, use the **Keyword filtering** to look for particular words or phrases indicative of such content. Go to the **Keyword** section to define rules that [block access to websites or e-mail messages](#), or both, if they contain specific strings.
7. **Control web access.** Go to the **Time limiter** section to [specify the timetable](#) according to which web access is allowed.
8. **Protect your settings with a password.** Access the **General** module, [Settings](#) section and select **Enable password protection for product settings**. Only users who know the password will be able to modify the settings you imposed to a certain user.



## BitDefender Rescue CD

**BitDefender Internet Security v10** comes with a bootable CD (BitDefender Rescue CD based on LinuxDefender) capable to scan and disinfect all existing hard drives before your operating system starts.

You should use BitDefender Rescue CD any time your operating system is not working properly because of virus infections. That usually happens when you don't use an antivirus product.

The update of the virus signatures is made automatically, without user intervention each time you start the BitDefender Rescue CD.

LinuxDefender is a BitDefender re-mastered Knoppix distribution, which integrates the latest BitDefender for Linux security solution into the GNU/Linux Knoppix Live CD, offering instant SMTP antivirus/antispam protection and a desktop antivirus which is capable to scan and disinfect existing hard drives (including Windows NTFS partitions), remote Samba/Windows shares or NFS mount points. A web-based configuration interface to BitDefender solutions is also included.





## 14. Overview

### Hot Features

- Instant email protection (Antivirus & Antispam)
- AntiVirus solutions for your hard-drive
- NTFS write support (using Captive project)
- Disinfection of infected files from Windows XP partitions

### 14.1. What is KNOPPIX?

Quote from <http://knopper.net/knoppix>:

“ KNOPPIX is a bootable CD with a collection of GNU/Linux (<http://www.linux.com/>) software, automatic hardware detection, and support for many graphic cards, sound cards, SCSI and USB devices and other peripherals. KNOPPIX can be used as a Linux demo, educational CD, rescue system, or adapted and used as a platform for commercial software product demos. It is not necessary to install anything on a hard disk. ”

### 14.2. System Requirements

Before booting LinuxDefender, you must first verify if your system meets the following requirements.

#### Processor type

x86 compatible, minimum 166 MHz, but do not expect a great performance in this case. An i686 generation processor, at 800MHz, would make a better choice.

#### Memory

The minimum accepted value is 64MB, recommended is 128MB, for a better performance.

#### CD-ROM

LinuxDefender runs from a CD-ROM, therefore a CD-ROM and a BIOS capable to boot from it is required.

#### Internet connection

Although LinuxDefender will run with no Internet connection, the update procedures will require an active HTTP link, even through some proxy server. Therefore, for an up to date protection, the Internet connection is a MUST.

**Graphical resolution**

A graphical resolution of 800x600 at least is recommended for the web-based administration.

## 14.3. Included Software

BitDefender Rescue CD includes the following software packages.

- BitDefender SMTP Proxy (Antispam & Antivirus)
- BitDefender Remote Admin (web-based configuration)
- BitDefender Linux Edition (antivirus scanner) + GTK Interface
- BitDefender Documentation (PDF & HTML format)
- BitDefender Extras (Artwork, Leaflets)
- Linux-Kernel 2.6
- Captive NTFS write project
- LUFS - Linux Userland File System
- Tools for data recovery and system repairs, even for other operating systems
- Network and security analysis tools for network administrators
- Amanda backup solution
- tthttpd
- Ethereal network traffic analyzer, IPTraf IP LAN Monitor
- Nessus network security auditor
- Parted, QTParted and partimage, partition resize, save & recovery solution
- Adobe Acrobat Reader
- Mozilla Firefox Web browser

## 14.4. BitDefender Linux Security Solutions

LinuxDefender CD includes BitDefender SMTP Proxy Antivirus/Antispam for Linux, BitDefender Remote Admin (a web-based interface for configuring BitDefender SMTP Proxy) and BitDefender Linux Edition on-demand antivirus scanner.

### 14.4.1. BitDefender SMTP Proxy

BitDefender for Linux Mail Servers - SMTP Proxy is a secure content inspection solution, which provides antivirus and antispam protection at the gateway level, by scanning all e-mail traffic for known and unknown malware. As a result of a unique proprietary technology, BitDefender for Mail Servers is compatible with the majority of existing e-mail platforms and "RedHat Ready" certified.

This Antivirus and Antispam solution scans, disinfects and filters email traffic for any existing mail server, regardless of platform and operating system. BitDefender SMTP





Proxy is started at boot time and scans all incoming email traffic. To configure BitDefender SMTP Proxy, use BitDefender Remote Admin, using the instructions below.

## 14.4.2. BitDefender Remote Admin

You can configure and manage BitDefender services remotely (after you have configured your network) or locally, by following the next steps:

1. Start Firefox browser and load BitDefender Remote Admin URL: <https://localhost:8139> (or double-click the BitDefender Remote Admin icon from your desktop)
2. Log in with "bd" user and "bd" password
3. Choose "SMTP Proxy" on the left-hand menu
4. Set the Real SMTP server and the listening port
5. Add email domains to relay
6. Add network domains to relay
7. Choose "AntiSpam" on the left menu to configure antispam capabilities
8. Choose "AntiVirus" to configure BitDefender Antivirus actions (what to do when a virus is found, quarantine location)
9. Additionally, you can configure "Mail notifications" and logging capabilities ("Logger")

## 14.4.3. BitDefender Linux Edition

The antivirus scanner included in LinuxDefender is integrated directly into the desktop. This version features a GTK+ graphical interface.

Just browse your hard drive (or mounted remote shares), right click on any file or folder and select "Scan with BitDefender". BitDefender Linux Edition will scan selected items and display a status report. For fine grained options see BitDefender Linux Edition documentation (in the BitDefender Documentation folder or manual page) and the **/opt/BitDefender/lib/bdc** program.





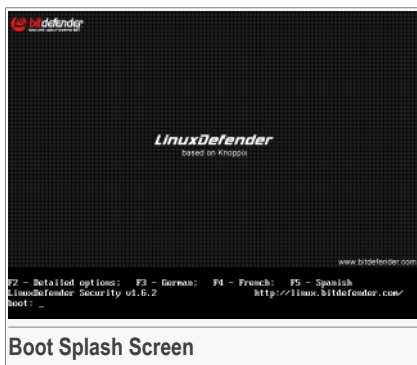
## 15. LinuxDefender Howto

### 15.1. Start and Stop

#### 15.1.1. Start LinuxDefender

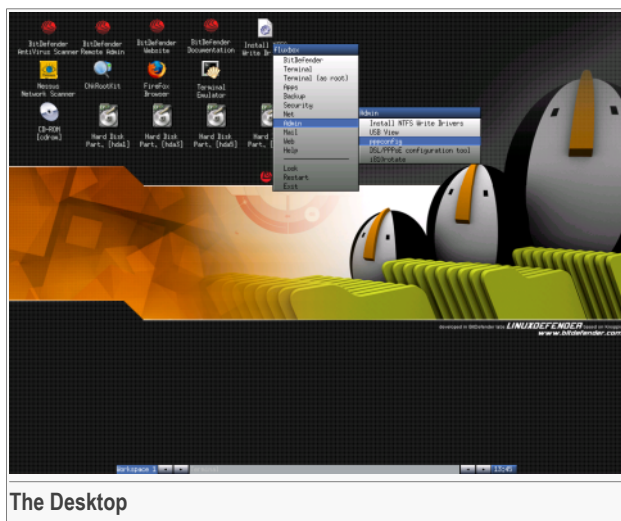
To start the CD, set up the BIOS of your computer to boot off the CD, put the CD in the drive and reboot the computer. Make sure that your computer can boot from CD.

Wait until the next screen shows up and follow the on-screen instructions to start LinuxDefender.



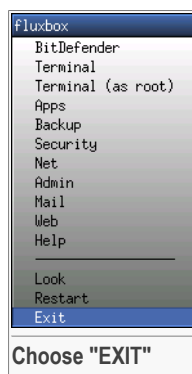
Press **F2** for detailed options. Press **F3** for detailed options in German. Press **F4** for detailed options in French. Press **F5** for detailed options in Spanish. For a quick start-up with default options, just press **ENTER**.

When the boot process has finished you will see the next desktop. You may now start using LinuxDefender.



### 15.1.2. Stop LinuxDefender

To properly exit from LinuxDefender it's recommended to unmount all mounted partitions using **umount** command or by right-clicking the partition icons on the desktop and select **Unmount**. Then you can safely shut down your computer by selecting **Exit** from the LinuxDefender menu (right-click to open it) or by issuing the **halt** command in a terminal.



When LinuxDefender has successfully closed all programs it will show a screen like the following image. You may remove the CD in order to boot from your hard drive. Now it's ok to turn off your computer or to reboot it.



```
X-Window session terminated without errors.
Shutting down.
INIT: Sending processes the KILL signal
Sent all processes the TERM signal.....
Sent all processes the KILL signal.....
Shutting down network device eth0
Unmounting file systems.
/proc/bus/usb unmounted
/randisk unmounted
could not mount /KNOPPIX - trying /dev/cloop instead
/dev/root unmounted

KNOPPIX halted.
Please remove CD, close cdrom drive and hit return.
```

Wait for this message when shutting down

## 15.2. Configure the Internet Connection

If you're in a DHCP network and you have an ethernet network card, the Internet connection should already be detected and configured. For a manual configuration, follow the next steps.

1. Open the LinuxDefender menu (right-click) and select **Terminal** to open a console.
2. Type **netcardconfig** in the open terminal to launch the network configuration tool.
3. If your network is using DHCP, select **yes** (if you're not sure, ask your network administrator). Otherwise, see below.
4. The network connection should be automatically configured now. You can see your IP and network card settings with **ifconfig** command.
5. If you have a static IP (you're not using DHCP), choose **No** at the DHCP question.
6. Follow the on-screen instructions. If you're not sure what to write, contact your system or network administrator for details.

If everything goes well, you can test your Internet connection by "ping-ing" `bitdefender.com`.

```
$ ping -c 3 bitdefender.com
```

If you're using a dial-up connection, choose **pppconfig** from the LinuxDefender / Admin menu. Then follow the on-screen instruction to set up a PPP Internet connection.

## 15.3. BitDefender Update

The BitDefender packages for LinuxDefender are using the system's ramdisk for updatable files. This way, you can update all virus signatures, scanning engines or antispam databases, even if you're running the system from a read-only media, as the LinuxDefender CD.

Make sure that you have a working Internet connection. First open BitDefender Remote Admin and select **Live! Update** from the left menu. Press **Update Now** to check for new updates.

Alternately, you can issue the next command in a terminal.

```
# /opt/BitDefender/bin/bd update
```

All update processes are logged into default BitDefender log. You can watch it with the next command.

```
# tail -f /ramdisk/BitDefender/var/log/bd.log
```

If you're using a proxy for outbound connections, configure the Proxy settings in the **Live! Update** menu, **Configuration** tab.

## 15.4. Virus Scanning

### 15.4.1. How do I access my Windows data?

#### NTFS Write Support

NTFS write support is available using the [Captive NTFS write project](#). You need two driver files from your Windows installation: `ntoskrnl.exe` and `ntfs.sys`. Currently, only Windows XP drivers are supported. Note that you can use them to access Windows 2000/NT/2003 partitions too.

#### Installing NTFS Drivers

To access your NTFS Windows partitions and to be able to write data on them, you have to install the NTFS drivers first. If you're not using NTFS for your Windows partitions, but FAT, or you need read-only access to your data, you can directly mount the drives and access Windows drives as any Linux drive.



To add support for NTFS partitions, you have to install the NTFS drivers first, from your hard drives, remote shares, USB sticks or from Windows Update. It's recommended to use the drivers from a known-safe location because the local drivers from the Windows host may be virused or corrupted.

Double-click **Install NTFS Write Drivers** desktop icon to run the **BitDefender Captive NTFS Installer**. Select the first option if you want to install the drivers from the local hard drive.

If the drivers are in a common location, use **Quick search** to find the drivers.

Alternately, you can specify where your drivers are found. Or you can download the drivers from Windows Update SP1.

The drivers are not installed on the hard-drive, but temporarily used by LinuxDefender to access the Windows NTFS partitions. If the program installs the NTFS drivers, you can double-click the NTFS partitions desktop icons and browse the content. For a powerful file manager, use Midnight Commander from the LinuxDefender menu (or type **mc** in a console).

## 15.4.2. How do I perform an antivirus scan?

Browse your folders, right-click a file or directory and select **Send to**. Then choose **BitDefender Scanner**.

Or you can issue the next command as root, from a terminal. The **BitDefender Antivirus Scanner** will start with the selected file or folder as default location to scan.

```
# /opt/BitDefender/bin/bdgtk2 /path/to/scan/
```

Then click **Start Scan**.

If you want to configure the antivirus options, select **Configure Antivirus** tab from the left panel of the program.

## 15.5. Build an Instant Mail Filtering Toaster

You can use LinuxDefender to create an ad-hoc mail filtering solution, without installing any software or modifying the mail server. The idea behind this is to put a LinuxDefender system in front of your mail server, allowing BitDefender to scan for spam and viruses all SMTP traffic and to relay it to the real mail server.

### 15.5.1. Prerequisites

You'll need a PC with Pentium 3 compatible CPU or newer, at least 256MB of RAM and a CD/DVD drive to boot from. The LinuxDefender system will have to receive the SMTP traffic instead of the real mail server. There are several ways to make this setup.

1. Change the IP of your real mail server and assign the old IP to the LinuxDefender system
2. Change your DNS records so that the MX entry for your domains is pointing to the LinuxDefender system
3. Setup your email clients to use the new LinuxDefender system as SMTP server
4. Change your firewall settings to forward / redirect all SMTP connections to the LinuxDefender system instead of the real mail server

LinuxDefender howto will not explain any of the above issues. For more information you may consult [Linux Networking guides](#) and [Netfilter documentation](#).

### 15.5.2. The email toaster

Boot your LinuxDefender CD and wait until the X Windows system is loaded and functional.

To configure BitDefender SMTP Proxy, double-click the **BitDefender Remote Admin** icon from the desktop. The following window will appear. Use `bd` username and `bd` password to log into BitDefender Remote Admin.

After a successful login, you'll be able to configure BitDefender SMTP Proxy.

Choose **SMTP Proxy** to configure the real mail server you want to protect against spam and viruses.

Select **Email domains** tab to enter all email domains you want to accept email for.

Press the **Add Email Domain** or **Add Bulk Domains** and follow the on-screen instructions to set the relay email domains.

Select **Net domains** tab to enter all networks you want to relay email for.

Press the **Add Net Domain** or **Add Bulk Net Domains** and follow the on-screen instructions to set the relay network domains.

Select **Antivirus** from the left menu, to choose what to do when a virus is found and to configure other antivirus options.

Now, all SMTP traffic is scanned and filtered by BitDefender. By default, all virused messages are cleaned or dropped and all spam messages detected by BitDefender





are tagged in the Subject with the word [SPAM]. An email header (X-BitDefender-Spam: Yes/No) is added to all emails to ease the client-side filtering.

## 15.6. Perform a Network Security Audit

Beside its anti-malware, data recovery and mail filtering capabilities, LinuxDefender comes with a set of tools that perform an in-depth host & network security audit. Forensics analysis of compromised systems is also possible using the security tools included into LinuxDefender. Read this small tutorial to learn how you can start a quick security audit of your hosts or networks.

### 15.6.1. Check for Rootkits

Before start looking for security issues on networked computers, first be sure that the LinuxDefender host is not compromised. You can perform a virus scanning of installed hard-drives, as shown in **Scan for viruses** tutorial or you can scan for Unix rootkits.

First, mount all your hard-disk partition, double-clicking their desktop icons or by using **mount** command in the console. Then double click the **ChkRootKit** icon to check the CD content or launch the **chkrootkit** command in the console, using `-r NEWROOT` parameter to specify the new / (root) directory of the host.

```
# chkrootkit -r /dev/hda3
```

If a rootkit is found, chkrootkit will show the finding in **BOLD**, using capital letters.

### 15.6.2. Nessus - the Network Scanner

Nessus is the world's most popular open-source vulnerability scanner used in over 75,000 organizations world-wide. Many of the world's largest organizations are obtaining significant cost savings by using Nessus to audit business-critical enterprise devices and applications.

—[www.nessus.org](http://www.nessus.org)

Nessus can be used to remotely scan your network computers against various vulnerabilities. It also recommends some measures to take to mitigate security risks and to prevent security incidents.

Double-click the **Nessus Security Scanner** desktop icon or run **startnessus** from a terminal. Wait until the following window is shown. Depending on your hardware resources, it may take up to 10 minutes for Nessus to load, along its more than 5000 plugins containing vulnerability databases. Use `knoppix` user and `knoppix` password to log in.

Click the **Target selection** tab and enter the computer IP or hostnames you want to scan for vulnerabilities. Make sure you customize all scan options according to your network or system configuration before you start the scan in order to save tons of bandwidth and resources and have a more accurate scan result. Then click **Start the scan**.

When the scan process is complete, Nessus displays the findings and the recommendations. You can save the report in several formats, including HTML with pies and charts. The saved report can be viewed in your favorite browser.

## 15.7. Check Your System's RAM Health

Usually, when your system has an unexpected behavior (it hangs or it resets itself from time to time), it may be a memory problem. You can test your RAM modules with the **memtest** program, as described below.

Start your computer and boot from LinuxDefender CD. Type **memtest** at boot-time and press Enter.

The Memtest program will start immediately and it will run several tests to check the RAM status. You can configure what tests to run and other Memtest options, by pressing `c`.

A full Memtest run may take up to 8 hours, depending on your systems RAM capacity and speed. It's recommended to let Memtest run all its tests to entirely check for RAM errors. You can quit at any time, by pressing `ESC`.

If you intend to buy new hardware (a complete system or only some components) it's recommended to use LinuxDefender and memtest to check it for errors or compatibility issues.



# Getting Help





## 16. Support

### 16.1. Support Department

As a valued provider, BitDefender strives to provide its customers with an unparalleled level of fast and accurate support. The Support Center (which you can contact at the address provided below) continually keeps up with the latest threats. This is where all of your questions are answered in a timely manner.

With BitDefender, dedication to saving customers' time and money by providing the most advanced products at the fairest prices has always been a top priority. Moreover, we believe that a successful business is based on good communication and commitment to excellence in customer support.

You are welcome to ask for support at <[support@bitdefender.com](mailto:support@bitdefender.com)> at any time. For a prompt response, please include in your email as many details as you can about your BitDefender, your system and describe the problem you have encountered as accurately as possible.

### 16.2. On-line Help

#### 16.2.1. BitDefender Knowledge Base

The BitDefender Knowledge Base is an online repository of information about the BitDefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the BitDefender support and development teams, along with more general articles about virus prevention, the management of BitDefender solutions with detailed explanations, and many other articles.

The BitDefender Knowledge Base is open to the public and freely searchable. The extensive information it contains is yet another means of providing BitDefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from BitDefender clients eventually find their way into the BitDefender Knowledge Base, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The BitDefender Knowledge Base is available any time at <http://kb.bitdefender.com>.

## 16.3. Contact Information

Efficient communication is the key to a successful business. During the past 10 years SOFTWIN 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.

### 16.3.1. Web Addresses

Sales department: <[sales@bitdefender.com](mailto:sales@bitdefender.com)>  
Technical support: <[support@bitdefender.com](mailto:support@bitdefender.com)>  
Documentation: <[documentation@bitdefender.com](mailto:documentation@bitdefender.com)>  
Partner Program: <[partners@bitdefender.com](mailto:partners@bitdefender.com)>  
Marketing: <[marketing@bitdefender.com](mailto:marketing@bitdefender.com)>  
Media Relations: <[pr@bitdefender.com](mailto:pr@bitdefender.com)>  
Job Opportunities: <[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)>  
Product web site: <http://www.bitdefender.com>  
Product ftp archives: <ftp://ftp.bitdefender.com/pub>  
Local distributors: [http://www.bitdefender.com/partner\\_list](http://www.bitdefender.com/partner_list)  
BitDefender Knowledge Base: <http://kb.bitdefender.com>

### 16.3.2. Branch 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.

#### Germany

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Germany

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Fax: +49 7542 9444 99

Email: <[info@bitdefender.com](mailto:info@bitdefender.com)>Sales: <[sales@bitdefender.com](mailto:sales@bitdefender.com)>



Web: <http://www.bitdefender.com>

Technical Support: <[support@bitdefender.com](mailto:support@bitdefender.com)>

## UK and Ireland

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Fax: +44 845 130 5069

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Sales: <[sales@bitdefender.com](mailto:sales@bitdefender.com)>

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

Technical support: <[support@bitdefender.com](mailto:support@bitdefender.com)>

## Spain

**Constelación Negocial, S.L**

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Barcelona

Soporte técnico: <[soporte@bitdefender-es.com](mailto:soporte@bitdefender-es.com)>

Ventas: <[comercial@bitdefender-es.com](mailto:comercial@bitdefender-es.com)>

Phone: +34 932189615

Fax: +34 932179128

Sitio web del producto: <http://www.bitdefender-es.com>

## U.S.A

**BitDefender, LLC**

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Fort Lauderdale, Florida 33309

Technical support:

Email: <[support@bitdefender.com](mailto:support@bitdefender.com)>

Customer Service: 954-776-6262

<http://www.bitdefender.com>

## Romania

**SOFTWIN**

5th Fabrica de Glucoza St.

PO BOX 52-93

Bucharest

Technical support: <[suport@bitdefender.ro](mailto:suport@bitdefender.ro)>

Sales: <[sales@bitdefender.ro](mailto:sales@bitdefender.ro)>

Phone: +40 21 2330780

Fax: +40 21 2330763

Product web site: <http://www.bitdefender.ro>





# Glossary

**ActiveX**

ActiveX is a model for writing programs so that other programs and the operating system can call them. ActiveX technology is used with Microsoft Internet Explorer to make interactive Web pages that look and behave like computer programs, rather than static pages. With ActiveX, users can ask or answer questions, use push buttons, and interact in other ways with the Web page. ActiveX controls are often written using Visual Basic.

Active X is notable for a complete lack of security controls; computer security experts discourage its use over the Internet.

**Adware**

Adware is often combined with a host application that is provided at no charge as long as the user agrees to accept the adware. Because adware applications are usually installed after the user has agreed to a licensing agreement that states the purpose of the application, no offense is committed.

However, pop-up advertisements can become an annoyance, and in some cases degrade system performance. Also, the information that some of these applications collect may cause privacy concerns for users who were not fully aware of the terms in the license agreement.

**Archive**

A disk, tape, or directory that contains files that have been backed up.

A file that contains one or more files in a compressed format.

**Backdoor**

A hole in the security of a system deliberately left in place by designers or maintainers. The motivation for such holes is not always sinister; some operating systems, for example, come out of the box with privileged accounts intended for use by field service technicians or the vendor's maintenance programmers.

**Boot sector**

A sector at the beginning of each disk that identifies the disk's architecture (sector size, cluster size, and so on). For startup disks, the boot sector also contains a program that loads the operating system.

**Boot virus**

A virus that infects the boot sector of a fixed or floppy disk. An attempt to boot from a diskette infected with a boot sector virus will cause the virus to become

active in memory. Every time you boot your system from that point on, you will have the virus active in memory.

**Browser**

Short for Web browser, a software application used to locate and display Web pages. The two most popular browsers are Netscape Navigator and Microsoft Internet Explorer. Both of these are graphical browsers, which means that they can display graphics as well as text. In addition, most modern browsers can present multimedia information, including sound and video, though they require plug-ins for some formats.

**Command line**

In a command line interface, the user types commands in the space provided directly on the screen using command language.

**Cookie**

Within the Internet industry, cookies are described as small files containing information about individual computers that can be analyzed and used by advertisers to track your online interests and tastes. In this realm, cookie technology is still being developed and the intention is to target ads directly to what you've said your interests are. It's a double-edge sword for many people because on one hand, it's efficient and pertinent as you only see ads about what you're interested in. On the other hand, it involves actually "tracking" and "following" where you go and what you click. Understandably so, there is a debate over privacy and many people feel offended by the notion that they are viewed as a "SKU number" (you know, the bar code on the back of packages that gets scanned at the grocery check-out line). While this viewpoint may be extreme, in some cases it is accurate.

**Disk drive**

It's a machine that reads data from and writes data onto a disk.

A hard disk drive reads and writes hard disks.

A floppy drive accesses floppy disks.

Disk drives can be either internal (housed within a computer) or external (housed in a separate box that connects to the computer).

**Download**

To copy data (usually an entire file) from a main source to a peripheral device. The term is often used to describe the process of copying a file from an online service to one's own computer. Downloading can also refer to copying a file from a network file server to a computer on the network.

**E-mail**

Electronic mail. A service that sends messages on computers via local or global networks.

**Events**

An action or occurrence detected by a program. Events can be user actions, such as clicking a mouse button or pressing a key, or system occurrences, such as running out of memory.

**False positive**

Occurs when a scanner identifies a file as infected when in fact it is not.

**Filename extension**

The portion of a filename, following the final point, which indicates the kind of data stored in the file.

Many operating systems use filename extensions, e.g. Unix, VMS, and MS-DOS. They are usually from one to three letters (some sad old OSes support no more than three). Examples include "c" for C source code, "ps" for PostScript, "txt" for arbitrary text.

**Heuristic**

A rule-based method of identifying new viruses. This method of scanning does not rely on specific virus signatures. The advantage of the heuristic scan is that it is not fooled by a new variant of an existing virus. However, it might occasionally report suspicious code in normal programs, generating the so-called "false positive".

**IP**

Internet Protocol - A routable protocol in the TCP/IP protocol suite that is responsible for IP addressing, routing, and the fragmentation and reassembly of IP packets.

**Java applet**

A Java program which is designed to run only on a web page. To use an applet on a web page, you would specify the name of the applet and the size (length and width, in pixels) that the applet can utilize. When the web page is accessed, the browser downloads the applet from a server and runs it on the user's machine (the client). Applets differ from applications in that they are governed by a strict security protocol.

For example, even though applets run on the client, they cannot read or write data onto the client's machine. Additionally, applets are further restricted so that they can only read and write data from the same domain that they are served from.

**Macro virus**

A type of computer virus that is encoded as a macro embedded in a document. Many applications, such as Microsoft Word and Excel, support powerful macro languages.

These applications allow you to embed a macro in a document, and have the macro execute each time the document is opened.

**Mail client**

An e-mail client is an application that enables you to send and receive e-mail.

**Memory**

Internal storage areas in the computer. The term memory identifies data storage that comes in the form of chips, and the word storage is used for memory that exists on tapes or disks. Every computer comes with a certain amount of physical memory, usually referred to as main memory or RAM.

**Non-heuristic**

This method of scanning relies on specific virus signatures. The advantage of the non-heuristic scan is that it is not fooled by what might seem to be a virus, and does not generate false alarms.

**Packed programs**

A file in a compression format. Many operating systems and applications contain commands that enable you to pack a file so that it takes up less memory. For example, suppose you have a text file containing ten consecutive space characters. Normally, this would require ten bytes of storage.

However, a program that packs files would replace the space characters by a special space-series character followed by the number of spaces being replaced. In this case, the ten spaces would require only two bytes. This is just one packing technique - there are many more.

**Path**

The exact directions to a file on a computer. These directions are usually described by means of the hierarchical filing system from the top down.

The route between any two points, such as the communications channel between two computers.

**Phishing**

The act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The e-mail directs the user to visit a Web site where they are asked to update personal information, such as passwords and credit card, social security, and bank account numbers, that the



legitimate organization already has. The Web site, however, is bogus and set up only to steal the user's information.

**Polymorphic virus**

A virus that changes its form with each file it infects. Since they have no consistent binary pattern, such viruses are hard to identify.

**Port**

An interface on a computer to which you can connect a device. Personal computers have various types of ports. Internally, there are several ports for connecting disk drives, display screens, and keyboards. Externally, personal computers have ports for connecting modems, printers, mice, and other peripheral devices.

In TCP/IP and UDP networks, an endpoint to a logical connection. The port number identifies what type of port it is. For example, port 80 is used for HTTP traffic.

**Report file**

A file that lists actions that have occurred. BitDefender maintains a report file listing the path scanned, the folders, the number of archives and files scanned, how many infected and suspicious files were found.

**Rootkit**

A rootkit is a set of software tools which offer administrator-level access to a system. The term was first used for the UNIX operating systems and it referred to recompiled tools which provided intruders administrative rights, allowing them to conceal their presence so as not to be seen by the system administrators.

The main role of rootkits is to hide processes, files, logins and logs. They may also intercept data from terminals, network connections or peripherals, if they incorporate the appropriate software.

Rootkits are not malicious in nature. For example, systems and even some applications hide critical files using rootkits. However, they are mostly used to hide malware or to conceal the presence of an intruder into the system. When combined with malware, rootkits pose a great threat to the integrity and the security of a system. They can monitor traffic, create backdoors into the system, alter files and logs and avoid detection.

**Script**

Another term for macro or batch file, a script is a list of commands that can be executed without user interaction.

**Spam**

Electronic junk mail or junk newsgroup postings. Generally known as any unsolicited e-mail.

**Spyware**

Any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet; however, it should be noted that the majority of shareware and freeware applications do not come with spyware. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about e-mail addresses and even passwords and credit card numbers.

Spyware's similarity to a Trojan horse is the fact that users unwittingly install the product when they install something else. A common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today.

Aside from the questions of ethics and privacy, spyware steals from the user by using the computer's memory resources and also by eating bandwidth as it sends information back to the spyware's home base via the user's Internet connection. Because spyware is using memory and system resources, the applications running in the background can lead to system crashes or general system instability.

**Startup items**

Any files placed in this folder will open when the computer starts. For example, a startup screen, a sound file to be played when the computer first starts, a reminder calendar, or application programs can be startup items. Normally, an alias of a file is placed in this folder rather than the file itself.

**System tray**

Introduced with Windows 95, the system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, modem, volume, and more. Double click or right click an icon to view and access the details and controls.

**TCP/IP**

Transmission Control Protocol/Internet Protocol - A set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems. TCP/IP includes standards for how computers communicate and conventions for connecting networks and routing traffic.

**Trojan**

A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as destructive.



One of the most insidious types of Trojan horse is a program that claims to rid your computer of viruses but instead introduces viruses onto your computer.

The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly and open the city gates, allowing their compatriots to pour in and capture Troy.

**Update**

A new version of a software or hardware product designed to replace an older version of the same product. In addition, the installation routines for updates often check to make sure that an older version is already installed on your computer; if not, you cannot install the update.

BitDefender has 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 definition**

The binary pattern of a virus, used by the antivirus program to detect and eliminate the virus.

**Worm**

A program that propagates itself over a network, reproducing itself as it goes. It cannot attach itself to other programs.

