Bitdefender® HOME SCANNER



USER'S GUIDE

Bitdefender Home Scanner User's Guide

Publication date 06/11/2018

Copyright© 2018 Bitdefender

Legal Notice

All rights reserved. No part of this book may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without written permission from an authorized representative of Bitdefender. The inclusion of brief quotations in reviews may be possible only with the mention of the quoted source. The content can not be modified in any way.

Warning and Disclaimer. This product and its documentation are protected by copyright. The information in this document is provided on an "as is" basis, without warranty. Although every precaution has been taken in the preparation of this document, the authors will not have any liability to any person or entity with respect to any loss or damage caused or alleged to be caused directly or indirectly by the information contained in this work.

This book contains links to third-party Websites that are not under the control of Bitdefender, therefore Bitdefender is not responsible for the content of any linked site. If you access a third-party website listed in this document, you will do so at your own risk. Bitdefender provides these links only as a convenience, and the inclusion of the link does not imply that Bitdefender endorses or accepts any responsibility for the content of the third-party site.

Trademarks. Trademark names may appear in this book. All registered and unregistered trademarks in this document are the sole property of their respective owners, and are respectfully acknowledged.

Bitdefender

Table of Contents

1. What is Bitdefender Home Scanner?
2. Installation 2 2.1. System requirements 2 2.2. Preparations before installation 2 2.3. Installing Bitdefender Home Scanner 2
3. Configuration wizard 5
4. Interface 6 4.1. System tray icon 6 4.2. Scanning for vulnerabilities 7 4.3. Checking information about devices 6 4.4. Setting a new home network 6 4.5. Notifications 6 4.6. Bitdefender account 10
5. Frequently Asked Questions 11
6. Getting help 15 6.1. Feedback 18 6.2. Bitdefender Support Center 18 6.3. Bitdefender Support Forum 18

1. WHAT IS BITDEFENDER HOME SCANNER?

Nowadays, almost every house has configured its own wireless network to which many devices connect to search useful information, communicate or make online payments. What their owners are not aware about, is that these devices may have vulnerabilities becoming very easy an open door to privacy intruders eager to get access to private information. Moreover, their bad actions can lead to identity theft or financial loss.

Bitdefender Home Scanner is designed to diligently check the vulnerabilities and security flaws present in your home network. Smart home devices such as game consoles, thermostats, smart TVs, DVRs, but also PCs, Macs, iOS and Android smartphones and tablets are detected during the configuration process and as soon as they connect to the home network. It is delivered free of charge and requires activation with a Bitdefender account.

Bitdefender Home Scanner analyzes how secure your wireless network is, looks for vulnerable devices, weak passwords, and based on the vulnerabilities found, comes with recommendations to strengthen the security of your network.

Features included in the product:

- Network mapping to discover the devices connected to your network.
- Vulnerability scanner for the devices connected to the home network, including Internet of Things devices.
- Network identifier for security issues.

2. INSTALLATION

2.1. System requirements

Bitdefender Home Scanner supports exclusively networks based on IPv4 and may be installed only on computers running:

- Windows 7 with Service Pack 1
- Windows 8
- Windows 8.1
- Windows 10

An internet connection is required to register and update Bitdefender Home Scanner.

2.2. Preparations before installation

Before installing Bitdefender Home Scanner, make sure you already have followed these recommendation:

- Check that the system requirements for Bitdefender Home Scanner are met. When the system requirements are not met, either the Bitdefender Home Scanner will not install all its files, or will not work correctly.
- Log on to the computer using an Administrator account.
- Make sure your wireless home network is configured and functional.

Note

Bitdefender Home Scanner is compatible with any antivirus solution including the Bitdefender products.

2.3. Installing Bitdefender Home Scanner

The default install location of Bitdefender Home Scanner is C:\Program Files\Bitdefender Home Scanner. **This location cannot be changed**.

To begin the installation:

- 1. Double-click the installer file to launch the setup wizard.
- 2. Before continuing with the installation, you have to agree with the Terms of use. Please take some time to read the Terms of use as they contain

the terms and conditions under which you may use Bitdefender Home Scanner.

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

- 3. Two additional tasks can be performed at this step:
 - Keep the Send anonymous usage reports option enabled. By allowing this option, reports containing information about how you use the product are sent to the Bitdefender servers. This information is essential for improving the product and can help us provide a better experience in the future. Note that these reports contain no confidential data, such as your name, and that they will not be used for commercial purposes.

• Select the language you want to install the product in.

- 4. Click **INSTALL** to launch the installation process of your Bitdefender product. Details about the progress are displayed. It takes just a few moments to complete the setup.
- 5. Click START USING HOME SCANNER to continue.
- 6. A Bitdefender Central account is required in order to activate the product.

Proceed according to your situation.

I want to create a Bitdefender Central account

To successfully create a Bitdefender Central account, type the required information in the corresponding fields, and then click the **CREATE ACCOUNT** button.

The data you provide here will remain confidential.

The password must be at least 8 characters long and include a digit.

Read the Bitdefender Terms of service before proceeding further.

Note

Once the account is created, you can use the provided email address and password to log in to your account at https://central.bitdefender.com.

I already have a Bitdefender Central account

Click the **Sign In** link, then type the email address and the password of your Bitdefender Central account;.

Click the SIGN IN button to continue.

If you forgot the password for your account or you simply want to reset the one you already set, click the **Forgot my password** link. Type your email address, then click the **FORGOT PASSWORD** button.

I want to log in using my Microsoft, Facebook or Google account To log in with your Microsoft, Facebook or Google account:

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



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

3. CONFIGURATION WIZARD

As soon as the installation process is finished, the configuration wizard appears.



The configured home network is automatically detected.

- If this is the network you want to set as default, click YES, THIS IS MY HOME NETWORK. Click CONFIRM to continue.
- If you would like to set another network as home, click the No, connect to a different network link.

A list with the detected wireless networks is displayed.

Select the network you want to scan for vulnerable devices, and then click **SET AS HOME NETWORK**. Type the password when required, then click **CONNECT**.

Note

It is highly recommended to set as home network only those you trust, and not the public ones.

4. INTERFACE

Bitdefender Home Scanner comes with an intuitive interface allowing you to analyze the security level of your home network. Moreover, you are able to identify all vulnerabilities present on the connected devices and network equipment that can lead remote, unauthorized access, data theft or malicious attacks.

Suggestive icons are available on the left sidebar giving you access to the connected devices list, notifications, product information, Bitdefender account and support.

The names of the icons are visible by clicking the \equiv icon, as follows:

- S Home Scanner. From here, you have access to the list of the detected networks and devices.
- Notifications. From here, you have access to the generated notifications.
- Description of the exact the installed version, to useful links for when you need to find more about your Bitdefender product, and to Terms of use, Privacy Policy, and Open-source licenses compliances.
- W Profile. From here, you can view details about the Bitdefender account and in use subscription are available. Also, the current home network can be changed from here.
- Plan & Support. From here, you can access our webpage dedicated to FAQ (Frequently Asked Questions).

4.1. System tray icon

To manage the entire product more quickly, you can use the Bitdefender 0 icon in the system tray.

If you double-click this icon, Bitdefender will open. Also, by right-clicking the icon, a contextual menu will allow you to quickly run a manually scan of the configured home network.

- Open opens the main window of Bitdefender.
- About opens a window where you can see information about Bitdefender, where you can look for help in case something unexpected appears, and where you can view the Terms of use, Privacy Policy, and Open-source licenses compliances.

Open About	
Scan home ne	twork

• Scan home network - scans all devices connected to your network.

4.2. Scanning for vulnerabilities

Product vulnerabilities, insecure authentication or hidden backdoors can put your privacy at risk. This way, personal data can fall into the wrong hands, giving to unauthorized persons the possibility to use them for their own interests. Bitdefender Home Scanner identifies such critical flaws present on your devices and recommends the best way to fix any breach.

A counter ¹²⁹ icon showing the total number of issues that need your attention is displayed in the **VULNERABILITIES** area.

Bitdefender Home Scanner scans for the following:

- Poorly encrypted communication.
- Insecure authentication.
- Weak login credentials.
- Hidden backdoors.

Bitdefender provides two ways to scan your devices for vulnerabilities:

- On-connect scanning an automatic device detection is set up to run in background and you will be notified each time a new device connects to your home network. To check what device has connected to your home network, select the sicon on the left sidebar of the Bitdefender interface.
- On-demand scanning you can scan manually the connected devices by selecting the science on the left sidebar of the Bitdefender interface. Select the device you want to scan, and then click the SCAN DEVICE option from the upper-right corner of the window that appears.

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

To scan manually a network for vulnerabilities:

- 1. Click the a icon on the left sidebar of the Bitdefender interface. The list with the detected devices is displayed.
- 2. Click the **SCAN NETWORK** button next to the name of your home network. The status of the scanned device is displayed.
- 3. If any device has the POTENTIALLY AT RISK status, select it.

In the **VULNERABILITIES** tab you can see details about the detected issues together with their risk ranking.

Select the vulnerability you want to fix to access our recommendations and the risks your network may be exposed to in case of a cyber-attack.

4.3. Checking information about devices

Being well informed about the devices connected to your network can help you keep away the prying eyes from getting access to the security of your house.

To view details about the devices connected to your network:

1. Click the $\overline{\mathbb{S}}$ icon on the left sidebar of the Bitdefender interface.

The list with the detected devices is displayed.

2. Select the device you want to find more info about, and then the **Device details** tab.

The status for each device can be:

- NO RISK FOUND means there are no issues affecting your home network.
- POTENTIALLY AT RISK means there are security issues present in your home network. You should check and fix them.

For each detected device, the following details are displayed:

- LAST SCANNED here you can view when the last scan has been done.
- MAC ADDRESS here you can view the MAC address assigned to the selected device.
- IP ADDRESS here you can view the IP address assigned to the selected device.
- MANUFACTURER the name of the manufacturer is displayed.

• **DEVICE TYPE** - the type of the selected device is displayed.

Editing devices details

Knowing exactly what devices need security improvements can help you find a solution in a timely manner.

If a device is untitled, you can assign a name or specify its type by following these steps:

- 1. Select the device you want to rename or edit details.
- 2. Click the icon on the upper-right side of the **Device Details** window, and then the **Edit device** option.
- 3. Give a name to this device or select its type from the list, and then click **SAVE DEVICE INFO**.

4.4. Setting a new home network

Either you bought a new router, or simply want to monitor another network for security issues, you can change your current home network by following these steps:

- 1. Select the 💷 icon on the left sidebar of the Bitdefender interface.
- 2. In the HOME NETWORK area, select the Change home network link.
- 3. Select the network you want to keep trace of vulnerabilities, and then click the **SET AS HOME NETWORK** button.

4.5. Notifications

Bitdefender Home Scanner keeps track of important events that occur on the devices part of the home network and informs you about their security level. Each time a new device connected to your network, a new entry is added to the list. If you want to be notified each time a new device is discovered in your network, keep the **Show new device discovery notifications** option enabled.

Every time an event occurs, a counter can be noticed on the 🗳 icon.

When a new device is detected in your network, click **DEVICE DETAILS** to find more details about it. Click **SCAN DEVICE** to scan the device for vulnerabilities.

When the checking is complete, the status of the device is displayed.

4.6. Bitdefender account

A Bitdefender account is mandatory to activate Bitdefender Home Scanner and keep your network protected from potential intruders.

Click the **D** to have access to details about your Bitdefender account and in use subscription.

Select the **Bitdefender Central** link to access your Bitdefender account to verify your subscriptions and perform security tasks on the devices you manage.

5. FREQUENTLY ASKED QUESTIONS

Is my network protected from threats with Bitdefender Home Scanner?

Bitdefender Home Scanner cannot prevent the devices connected to your home network from getting infected with threats. Its role is to detect their vulnerabilities and to come with recommendations to help you improve the security level of your entire network.

What kind of devices are detected by Bitdefender Home Scanner?

Bitdefender Home Scanner is able to detect any wireless device that is turned on and connected to your home network. Wireless devices can either be smart home devices such as baby monitors, WiFi cameras, games consoles, smart TVs, but also Windows, Macs, iOS and Android-based devices.

What vulnerabilities are detected by Bitdefender Home Scanner?

Many smart home devices are insecure and have critical flaws. To help you keep your network safe, Bitdefender Home Scanner searches for the following vulnerabilities:

- Poorly encrypted communication.
- Insecure authentication.
- Weak login credentials.
- Hidden backdoors.

Why is Bitdefender Home Scanner delivered for free?

Our tech-savvy people are exploring every day the needs of our customers to find simple and effective solutions for the unforeseen network attacks. By delivering this product for free we give you the possibility to stay informed at no cost about the possible threats that may violate your privacy.

How will Bitdefender Home Scanner impact the performance of the device it is installed on?

Depending on the number of the devices connected to your home network, the scanning process may take a while and slightly slow down the work of your system. The app is designed to run only when new devices are getting connected and you manually run a scan.

Vulnerabilities have been found in my network. What should I do?

First, it is important to know what vulnerabilities have been found. If weak login credentials are the problem, change the password you have set with a stronger one in which you include numbers, capital letters, lowercase letters and symbols.

If other vulnerabilities are the problem, select the **VULNERABILITIES** tab and follow our suggestions. We highly recommend you to install the latest firmware update, and if possible, make sure that the login credentials are enabled and difficult to be guessed.

What can happen if a hacker takes control over one of my smart home devices?

Hackers can do whatever they like with the devices they manage to disable their security feature. Let's suppose you have a fridge with an LCD display on the front. If its software is outdated, or the password of your network is weak, and an outsider gains access to it, you may have the surprise that cocky images or videos are displayed, or the temperature of your fridge is not anymore the one you initially set. Moreover, your email login credentials could be stolen to send out dozens of spam messages. This action can lead to frustration that you can't stop him from doing this unless you update the software of the hacked device, change the password of your network or contact the manufacturer to provide you with a solution.

How can I change my home network in Bitdefender Home Scanner?

To change your current home network:

- 1. Select the 💽 icon on the left sidebar of the Bitdefender interface.
- 2. In the HOME NETWORK area, select the Change home network link.
- 3. Select the network you want to set as home network, and then click the **SET AS HOME NETWORK** button.

My home network was not detected during the installation process. What should I do?

To be able to use the Bitdefender Home Scanner you need to be connected to a properly configured wireless network. Before installing the product, go to the list of your networks, choose the network you want to connect to, and then select **Connect**. If you have no wireless network configured, follow the steps provided by the vendor of the router you have purchased.

How can I find if there are vulnerabilities present in my network?

Bitdefender Home Scanner automatically scans your network as soon as you configure it and each time a new device connects to it. However, you can manually scan you network for devices, as follows:

- 1. Click the 🗟 icon on the left sidebar of the Bitdefender interface.
- 2. Click the SCAN NETWORK button.

A list with the found devices and their status is displayed.

How can I upgrade to a paid Bitdefender product?

Add an extra layer of protection to your network by using Bitdefender BOX. Bitdefender BOX is a smart security solution that offers extended online protection to all devices connected to the home network, whether they are inside or outside the network. More details about this product can be found at https://www.bitdefender.com/box/.

How can I remove Bitdefender Home Scanner?

If you want to remove Bitdefender Home Scanner from your system, follow these steps:

- In Windows 7:
 - 1. Click Start and go to All Programs.
 - 2. Find Bitdefender Home Scanner and select Uninstall.
 - 3. Click Remove in the window that appears.

In Windows 8 and Windows 8.1:

- 1. From the Windows Start screen, locate **Control Panel** (for example, you can start typing "Control Panel" directly in the Start screen) and then click its icon.
- 2. Click Uninstall a program or Programs and Features.
- 3. Find Bitdefender Home Scanner and select Uninstall.

In Windows 10:

- 1. Click Start, then click Settings.
- 2. Click the System icon in the Settings area, then select Installed apps.
- 3. Find Bitdefender Home Scanner and select Uninstall.

In what languages is Bitdefender Home Scanner available?

Bitdefender Home Scanner is currently available only in English, French and German. Other languages will be added in future releases.

6. GETTING HELP

6.1. Feedback

We welcome your feedback regarding the product. You can send us your opinion via email at homescanner@bitdefender.com.

You can also use your favorite search engine to find out more information about computer security, the Bitdefender products and the company.

6.2. Bitdefender Support Center

The Bitdefender Support Center is an online repository of information about the Bitdefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the Bitdefender support and development teams, along with more general articles about virus prevention, the management of Bitdefender solutions with detailed explanations, and many other articles.

The Bitdefender Support Center is open to the public and freely searchable. The extensive information it contains is yet another means of providing Bitdefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from Bitdefender clients eventually find their way into the Bitdefender Support Center, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The Bitdefender Support Center is available any time at https://www.bitdefender.com/support.

6.3. Bitdefender Support Forum

The Bitdefender Support Forum provides Bitdefender users with an easy way to get help and to help others.

If your Bitdefender product does not operate well, if it cannot remove specific threats from your computer or if you have questions about the way it works, post your problem or question on the forum.

Bitdefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced Bitdefender user. Before posting your problem or question, please search the forum for a similar or related topic.

The Bitdefender Support Forum is available at https://forum.bitdefender.com, in 5 different languages: English, German, French, Spanish and Romanian. Click the Home & Home Office Protection link to access the section dedicated to consumer products.