Bitdefender®
Home Scanner

Bitdefender Home Scanner
User's Guide

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Bitdefender®

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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

You may install Bitdefender Home Scanner 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. Two additional tasks can be performed at this step:

   - Read the End User License Agreement which contains the terms and conditions under which you may use Bitdefender. If you do not agree

to these terms, close the window, and then click **Cancel** in the installation window. The installation process will stop and exit the setup.

● 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.

3. Click **START INSTALLATION** to begin the installation. Details about the progress are displayed. It takes just a few moments to complete the setup.

4. Click **START USING HOME SCANNER** to continue.

5. 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 e-mail 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 e-mail address and the password of your Bitdefender Central account;.
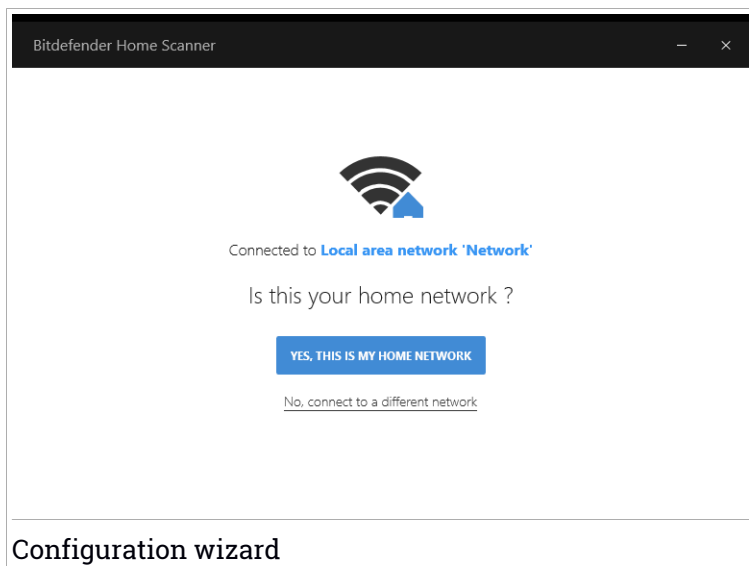Click the **SIGN IN** button to continue.
If you forgot the password for your account or you simply want to reset the one you already set, click the **Forgot my password** link.
Type your e-mail address, then click the **FORGOT PASSWORD** button.

3. CONFIGURATION WIZARD

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

Configuration wizard

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 ☰ icon, as follows:

● 📶 **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.

● ⓘ **About**. From here, you have access to information about the installed version and useful links for when you need to find more about your Bitdefender product.

● 👤 **My Profile**. Details about the Bitdefender account and in use subscription are available. Also, the currently home network can be changed from here.

● ❓ **Help & Support**. From here, whenever you need assistance in solving a situation with your Bitdefender Home Scanner, you can contact the Bitdefender Technical Support department.

4.1. System tray icon

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

If you double-click this icon, Bitdefender will open. Also, by right-clicking the icon, a contextual menu will allow you to quickly 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 and where to look for help in case something unexpected appears.
- **Scan home network** - scans all devices connected to your network.

Tray Icon
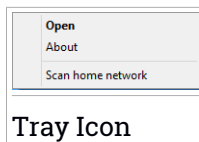
4.2. Scanning for vulnerabilities

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 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 icon on the left sidebar of the Bitdefender interface.
- **On-demand scanning** - you can scan manually the connected devices by selecting the icon 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 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 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 currently 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.

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 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 viruses with Bitdefender Home Scanner?

Bitdefender Home Scanner cannot prevent the devices connected to your home network from getting infected with malware. 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 e-mail 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 currently 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] 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. 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 e-mail 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 viruses from your computer or if you have questions about the way it works, post your problem or question on the forum.

Bitdefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced Bitdefender user.

Before posting your problem or question, please search the forum for a similar or related topic.

The Bitdefender Support Forum is available at 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.