

1. Why do I need a BitDefender Account?

Creating a BitDefender Account takes less than a minute and gives you the following benefits:

- *Access to Customer Care;*
- *Hourly antivirus signature updates;*
- *The possibility of retrieving your license key at any time, in case you change your PC or reinstall the product;*
- *Special offers for other BitDefender products.*

In order to benefit from the advantages listed above, you must create an account within 15 days (for trial products) or within 30 days (for paid products) as of the product installation date.

You will have three options:

- A. Create a new account;*
- B. Sign in to an existing account;*
- C. Register later(registration is mandatory);*

2. How to Create a new account:

To create a BitDefender account, select Create a new BitDefender account and provide the required information. The data you provide here will remain confidential.

E-mail - type in your e-mail address;

Password - type in a password for your BitDefender account. The password must be at least six characters long;

Re-type password - type in again the previously specified password;

** Note! Use the provided e-mail address and password to log in to your account at <https://myaccount.bitdefender.com>.*

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.

If you plan to use BitDefender to back your data up on secure online servers, select Activate Online Backup for this account. Online Backup is only available to users having a registered BitDefender account. This feature is available only for BitDefender Total Security with Online Backup users. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options:

- *Send me product and special offers messages from BitDefender;*
- *Send me only product related messages;*

- Don't send me any messages;

Click Finish.

You will receive a message saying 'Account Succeeded' to confirm that the account has been created.

** Note! Before being able to use your account, you must activate it. Check your e-mail and follow the instructions in the e-mail message sent to you by the BitDefender registration service.*

3. How to Sign in to an existing account

BitDefender will automatically detect if you have previously registered a BitDefender account on your computer. In this case, provide the password of your account. If you already have an active account, but BitDefender does not detect it, select Sign in to an existing BitDefender Account and provide the e-mail address and the password of your account.

** Note! If you have forgotten your password, click Forgot your password? and follow the instructions. If you plan to use BitDefender to back your data up on secure online servers, select Activate Online Backup for this account. Online Backup is only available to users having registered to BitDefender Account. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options:*

- Send me product and special offers messages from BitDefender;
- Send me only product related messages;
- Don't send me any messages;

Click Finish.

Installing BitDefender 2010 Software

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

Before launching the setup wizard, BitDefender will check for newer versions of the installation package. If a newer version is available, you will be prompted to download it. Click Yes to download the newer version or No to continue installing the version then available in the setup file.

4. Follow these steps to install BitDefender 2010:

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

2. BitDefender Security 2010 alerts you if you have other antivirus products installed on your computer. Click Remove to uninstall the corresponding product. If you want to continue without removing the detected products, click Next.

*** NOTE: 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.**

3. Please read the License Agreement and click I agree.

***NOTE: If you do not agree to these terms click Cancel. The installation process will be abandoned and you will exit setup.**

4. By default, BitDefender Total Security 2010 will be installed in C:\Program Files\BitDefender\BitDefender 2010. If you want to change the installation path, click Browse and select the folder in which you would like BitDefender to be installed. Click Next when you are ready to continue.

5. Select options regarding the installation process. Some of them will be 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 Total Security 2010 on your desktop at the end of the installation.**
- **Eject CD when installation is complete: to have the CD ejected at the end of the installation; this option appears when you install the product from the CD.**
- **Disable DNS Caching: this will reduce the risk of having your computer attacked.**
- **Turn off Windows Defender: to turn off Windows Defender; this option appears only on Windows Vista.**

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

*** NOTE: If not already installed, BitDefender will first install .NET Framework 1.1.**

Wait until the installation is completed.

6. Click Finish. You will be asked to restart your system so that the setup wizard can complete the installation process. We recommend doing so as soon as possible.

If you have accepted the default settings for the installation path, you can see in Program Files a new folder, named BitDefender, which contains the subfolder BitDefender 2010.

*** NOTE: After completing the installation and restarting the computer, a registration wizard and a configuration wizard will appear. Complete these wizards in order to register and configure BitDefender Total Security 2010 and to create a BitDefender account.**

5. How to update BitDefender 2010

New malware is found and identified every day. This is why it is very important to keep BitDefender up to date with the latest malware signatures. If you are connected to the Internet through broadband or DSL, BitDefender takes care of this itself. By default, it checks for updates when you turn on your computer and every hour after that.

To see update-related information switch to **EXPERT MODE** and go to the **Update** module.

A. In the first tab, **Update** you can see when the last check for updates and the last update were performed, as well as information about the last update performed (if successful or the errors that occurred). Also, information about the current engine version and the number of signatures is displayed.

If you open this section during an update, you can see the download status and all files that are currently being downloaded.

The automatic update can be enabled or disabled in this area by checking or un-checking the check box.

*** NOTE:** In order to be protected against the latest threats keep the automatic update enabled.

An update by user request can be performed at any time as follows:

- From **Novice Mode** click on the **Update Now** button and the **Update** window will appear.
- From **Intermediate Mode** go to **Security** tab and then click on the **Update Now** button in the left side of the window.
- From **Expert Mode** go to the **Update** tab and click on **Update Now**.

B. The **Settings** tab allows you to configure the update settings and manage proxies.

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. By default, these locations are the same: <http://upgrade.bitdefender.com>.

To modify one of the update locations, provide the URL of the local mirror in the URL field corresponding to the location you want to change.

In case the company uses a proxy server to connect to the Internet, check **Use proxy** and then click the **Manage proxies** button to configure the proxy settings. For more information, please refer to **Proxy Settings**.

*** NOTE:** Configure these settings only if you are connected to a local network that stores BitDefender malware signatures locally or if you connect to the Internet through a proxy server.

2. Automatic Update Settings

You can specify the number of hours between two consecutive checks for updates in the **Time interval** field. By default, the update time interval is set to 1 hour.

To specify how the automatic update process should be performed, select one of the following options:

- **Silent update:** BitDefender automatically downloads and implements the update.
- **Prompt before downloading updates:** every time an update is available, you will be prompted before downloading it.

- Prompt before installing updates: every time an update was downloaded, you will be prompted before installing it.

3. Manual Update Settings

Used to specify how the manual update (update by user request) should be performed:

- Silent update: the manual update will be performed automatically in the background, without user intervention.

- Prompt before downloading updates: every time an update is available, you will be prompted before downloading it.

4. Advanced Settings

To prevent the BitDefender update process from interfering with your work, configure these 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.*

- Don't update if game mode is on: BitDefender will not update if the game mode is turned on. In this way, you can minimize the product's influence on system performance during games

5. Proxy Settings

If your company uses a proxy server to connect to the Internet, you must specify the proxy settings in order for BitDefender to update itself. Otherwise, it will use the proxy settings of the administrator that installed the product or of the current user's default browser, if any.

** NOTE: The proxy settings can be configured only by users with administrative rights on the computer or by power users (users who know the password to the product settings).*

When trying to connect to the Internet, each set of proxy settings is tried at a time, until BitDefender manages to connect.

First, the set containing your own proxy settings will be used to connect to the Internet. If it does not work, the proxy settings detected at installation time will be tried next. Finally, if those do not work either, the proxy settings of the current user will be taken from the default browser and used to connect to the Internet.

Administrator proxy settings (detected at install time):

Proxy settings detected on the administrator's account during installation and which can be configured only if you are logged on to that account. If the proxy server requires a username and a password, you must specify them in the corresponding fields.

Current user proxy settings (from default browser):

Proxy settings of the current user, extracted from the default browser. If the proxy server requires a username and a password, you must specify them in the corresponding fields.

** NOTE: The supported web browsers are Internet Explorer, Mozilla Firefox and Opera. If you use another browser by default, BitDefender will not be able to obtain the proxy settings of the current user.*

Your own set of proxy settings:

Proxy settings that you can configure if you are logged in as an administrator. The following settings must be specified:

Address: type in the IP of the proxy server.

Port: type in the port BitDefender uses to connect to the proxy server.

Username: type in a user name recognized by the proxy.

Password: type in the valid password of the previously specified user.

Click OK to save the changes and close the window.

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

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

Updates come in the following ways:

- Engines upgrades: for the antivirus engines, antispam engines and antispymware engines.

- 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.

6. How to update your bitdefender manually?

Please see:

<http://www.bitdefender.com/site/view/Desktop-Products-Updates.html>

7. Uninstalling BitDefender using the uninstall tool

Using the BitDefender uninstall tool as described below:

Download and save the BitDefender Uninstall Tool on your computer into a location of your choice.

www.bitdefender.com/uninstall

This tool can be used for both 32 bit and 64 bit operating systems.



for Internet Explorer users



for Mozilla Firefox users

After the download completes go to the location where you downloaded and run (double-click) it;

After a couple of moments the uninstall tool interface will appear;

Click Uninstall;

Wait for the tool to display the completion message and then restart your computer.

8. How to scan your computer with BitDefender 2010

The BitDefender Realtime Protection will keep your computer safe against most viruses in the wild, however to be completely secure you should also make sure to perform manual scans from time to time.

BitDefender packs 3 main scan tasks, the Deep Scan, the Full Scan and the Quick Scan.

Deep System Scan: Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.

Full System Scan: Scan Scans the entire system, except for archives. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.

Quick System Scan: Scan Scans the Windows, Program Files and All Users folders. In the default configuration, it scans for all types of malware, except for rootkits, but it does not scan memory, the registry or cookies.

To run the Deep System Scan you can :

- open BitDefender in Novice Mode and click on Scan Now*
- open BitDefender in Intermediate Mode and click on Security, then click on the dropdown box next to System Scan and select Deep System Scan*
- open BitDefender in Expert Mode, go to Antivirus->Virus Scan and doubleclick on Deep System Scan*

You can also create your own customized scan task as follows:

Open BitDefender in Expert Mode, go to Antivirus->Virus Scan, rightclick on Deep System Scan and select Clone. Then click on the Custom button and modify the options at your convenience. At the end don't forget to assign a

name to the scan task.

9. Scheduled tasks:

To schedule a scan task you just need to open BitDefender in Expert Mode, go to Antivirus->Virus Scan, rightclick on the scan task that you prefer and select Scheduler. A window will appear where you can set the desired time for the scheduled task.

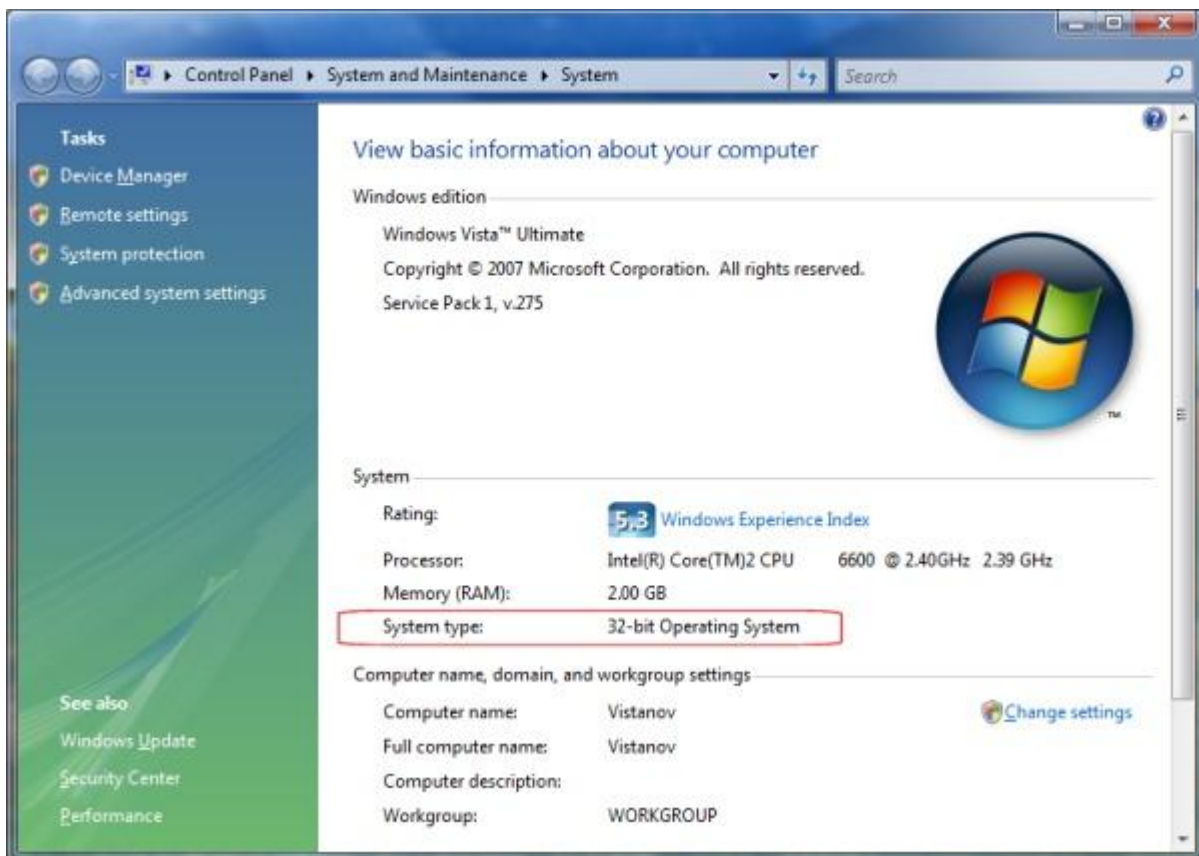
10. How to tell if you have a 32 bit or 64 bit operating system?

The following works for Windows Vista and Windows 7:

You can find out by going to Control Panel -> System and Maintenance (System and Security for Windows 7 users) -> System.

Alternatively you can search for System on Start Search, the search will return a few results, but one should just be the word System, with a computer icon next to it with a white tick on a blue monitor. That's the one you're after.

Clicking on that will launch the following.



System type displays if the system is 32-bit (often referred to as x86) or 64-bit (also known as x64 or x86-64).

For Windows XP:

If you're running Home Edition, you're using 32-bit. Professional shipped as 32-bit and 64-bit, but almost nobody uses x64. To check go to Start -> Right-click on My Computer -> Select Properties from the Menu, from there the 64-bit versions will be listed as Microsoft Windows XP Professional x64 Edition. Otherwise you're running 32-bit.