

ESET Smart Security 4

Quick Start Guide

Microsoft® Windows® Vista / XP / 2000 / 2003



we protect your digital worlds

ESET Smart Security provides state-of-the-art protection for your computer against malicious code. Based on the ThreatSense® scanning engine first introduced in the award-winning NOD32 antivirus system, ESET Smart Security continues to deliver unprecedented protection against zero-day threats, without the need for constant reactive signature updates to recognize the threats.

The integrated firewall and antispam modules make ESET Smart Security a complete integrated security solution. This manual will guide you step-by-step through the quick setup and configuration of the product.



Antivirus

Proactively detects and cleans more known and unknown viruses, worms, trojans and rootkits than any other security product.



Antispyware

Protects you from hidden backdoors, downloaders, exploits, crackers, hijackers, password stealers, key loggers and proxys.



Firewall

Prevents unauthorized users from gaining access to your computer. Monitors traffic to and from your computer.



Antispam

New spam filters work with your system to prevent threats and ensure you spend less time sorting "junk mail".

User interface



Protection status informs you about the current protection level of your computer and security.



A computer scan is an important part of each antivirus solution. It is used to perform a scan of the files and folders on your computer's disk(s).



This section contains important information about the program updates. It is vitally important for the program to update regularly to provide the maximum level of protection against the latest threats.



The ESET Smart Security setup options allow you to adjust the protection levels of your computer.



The Tools section, available in extended mode, allows you to enter to advanced features: log, quarantine and scheduler.



Comprehensive help and support for ESET Smart Security. You can also contact ESET technical support directly from here.



Installation

Before commencing installation, please close all running programs. Since ESET Smart Security contains an antivirus and firewall components, we strongly recommend that you remove any other antivirus programs or firewall you might have installed on your computer to prevent mutual conflicts. You do not need to disable or remove the Windows firewall in Windows XP or Vista, as this is automatically handled by the ESET Smart Security installer. You can install ESET Smart Security from an installation CD or from a file that you download from the ESET website.

Launching the installation

To launch the installer wizard, either do one of the following:

- If you install from the installation CD, insert the CD into the CD-ROM

drive and the installation should automatically begin.

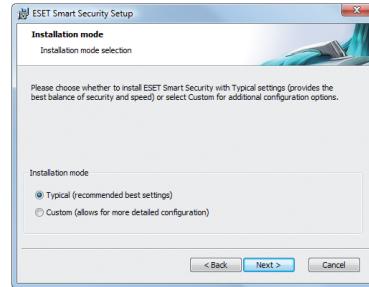
- If you install from a downloaded file double-click the file you downloaded to launch the installer.

After launching the installer and accepting the license agreement, the installer will offer two types of installation.

Typical – only the most important parameters will be configured during installation. Other parameters will be pre-set to their recommended settings. This mode provides our recommended comprehensive protection and is suitable for most users.

Custom – enables configuration of all advanced parameters during installation.

This guide describes typical installation.



Product activation

In order for ESET Smart Security to function correctly, it must first be activated. There are three activation methods available:

Activate using a activation key

Select this option to activate ESET Smart Security on your computer directly after purchase. The Activation key is a 12 or 20-character code, which is included in the product package (on the license certificate). If you purchased online, the registration key is sent to the email address used at time of purchase. To activate ESET Smart Security, click **Next** and enter your activation key. Then, click **Next** and enter the contact information required to complete the activation.

After installation, ESET Smart Security will contact ESET's servers. Your username and password will be retrieved and will be automatically inserted into the Update setup section.

In addition, your username, password and other license information will be sent to the email address you supplied when activating.

Activate using a Username and Password

If you already have a valid username and password, select the **Activate using a Username and Password** option, click **Next** and enter your username and password. Your username and password is required in order to download regular virus signature and program updates.

Continue without product activation

Select this option and click **Next** if you wish to enter your username, password and registration key after installation is completed. ESET Smart Security will still protect your computer, however, no new virus signature updates will be downloaded until the product is activated. Since it is essential that ESET Smart Security

is updated regularly to provide the maximum level of security for your computer, we recommend that you activate the program immediately after installation. To do this, enter your username and password (click **Update > Username and password setup...**), or your activation key (**Update > Register...**) from the main program window.

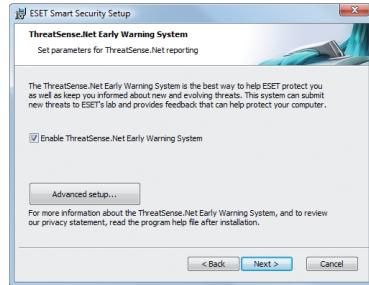
Click **NEXT** to proceed to the next step.



ThreatSense.Net

ThreatSense.Net plays an important role in our research into new detection technologies for capturing malware proactively and thus providing you with better protection. We recommend that you leave the ThreatSense.Net Early Warning System activated.

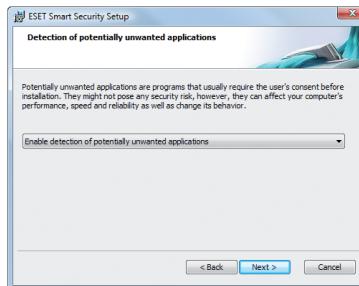
Click **NEXT** to proceed to the next step.



Detection of potentially unwanted applications

Since some potentially unwanted applications are used legitimately, and might not necessarily pose a security risk, the user's consent is required to enable detection. We recommend selecting the **Enable detection of potentially unwanted applications** option.

Click **NEXT** to proceed to the next step.



Completing the installation

When all necessary parameters have been configured, start the final installation by clicking the **Install** button. The installation progress will be indicated by a progress bar. After installation is complete, ESET Smart Security will be started automatically. Since a computer restart is not normally required, you can carry on working with ESET Smart Security working in the background to protect your computer from malware threat.

Trusted zone setup

After the installation has completed and a network connection is detected, a prompt window allowing you to configure a trusted zone will appear. The window shows the local subnet defined in your computer's system setup. These options only affect the visibility of your computer in the local network, not the internet. There are two access modes available:

Strict protection – select this option if you do not want to share files and folders on your computer and want

your computer to be invisible to other users on the same network. This setting is recommended for users with a wireless connection.

Allow sharing – select this option if you want to be able to share files and folders on your computer and want your computer to be visible to other users on the same network. This setting is recommended for local home or office trusted networks.



Starting ESET Smart Security

ESET Smart Security starts protecting your computer immediately after installation. You do not have to start the program to activate it. However at any time you may open ESET Smart Security to check your protection

status or to perform various scanning and maintenance tasks.

To start ESET Smart Security do one of following:

- Double click on the ESET Smart Security icon  located in your

Windows notification area of Task bar (System tray)

- On the windows taskbar click Start > All Programs > ESET > ESET Smart Security > Display user interface

Entering User name and Password for update

If your license has expired and you have received a new username and password after purchasing a renewal (or you did not enter your username and password during installation) enter the new username and password in the update setup window. This is vital for the proper functioning of updates and for ensuring that your computer is continually protected against newly emerging threats.

In the left pane of the ESET Smart Security screen, select **Setup** and then click **Enter Username and Password** on the right.

Enter the username and password you received into the **License details** window and click **OK** to confirm. The username and password are both case sensitive. Enter them carefully and exactly. Copying and pasting from the license email is recommended.



If you have purchased ESET Smart Security, but did not activate it during installation, you can do so by clicking **Update > Register**. Enter your registration key, supply all necessary information and click **Submit**. Your username and password will be automatically inserted in the Update setup section and an email containing this authentication data will be sent to your registration email address.

Update

By default, ESET Smart Security comes with a predefined task to ensure regular updates. If you have not

entered your User name and Password during installation and no update has been performed yet, we recommend starting the update manually as follows:

- Select **Update** in the left pane of the main ESET Smart Security screen
- Click **Update virus signature database**

The update module will connect to the Internet, contact an available ESET update server and download digitally signed update files, which contain the most recent malware signatures and new definitions for advanced heuristics and other program modules.

As soon as a newer update has been installed, ESET Smart Security displays a notification in the system tray area showing the version number of the installed virus signature database.



Computer scanning

After successful installation and update, we recommended that you perform a complete computer scan for threats. To do this, click Computer scan in the main ESET Smart Security screen and select Standard scan. Scanning of all local hard drives will start. As long as the scan continues, the status window shows the progress bar as well as the current statistics about scanned and infected files

found. If a threat is detected, ESET Smart Security quarantines the file and displays an alert in the system tray area. You should be able to continue working as normal while the scan takes place.



Protection Status indication

ESET Smart Security's current protection status is indicated in the following ways:

- The system tray icon
- A detailed report in the **Protection status** window

In the event that any protection module is disabled, the **Protection status** window will show the name of the disabled module, along with a link allowing you to re-enable it.

The individual protection statuses are indicated by the following 3 colors:

 **blue** (recommended) – Antivirus protection is working properly and your computer is protected against malicious software as well as network attacks. This status indicates that all protection modules are enabled and the virus signature database is up-to-date.



- yellow** – Real-time file system protection is enabled, but the maximum level of protection is not ensured: The yellow icon is displayed if any of the following events have occurred:
 - The Personal firewall is blocking all network traffic

- Virus signature database update failed (no Internet connection detected, your license has expired, or you have entered an invalid username and/or password, etc.)
- Document protection, Email client protection, or Web access protection is disabled or malfunctioning

- Operating system is not up to date

- red** – The Personal firewall or real-time file system protection is disabled. Since the proper functioning of these modules is vital to your system's security, we recommend enabling the inactive module immediately.

Resolving Issues

ESET's technical support specialists are ready to assist you in resolving potential problems. Before contacting technical support, we strongly recommend that you search for a solution on the ESET website first. This will help you resolve the problem quickly within a couple of minutes.

Answers to the most frequently asked questions can be found at:

<http://www.eset.eu/support/faq>

For various problem solutions, directions and hints, read our knowledge base:

<http://www.eset.eu/support/knowledge>

To contact ESET's technical support, please fill in the support query submission form integrated into the program. Instructions are in the following section of this manual or use the web form available at the following url if for some reason you cannot use the integrated form:

<http://www.eset.eu/support/form>

Submitting a technical support query

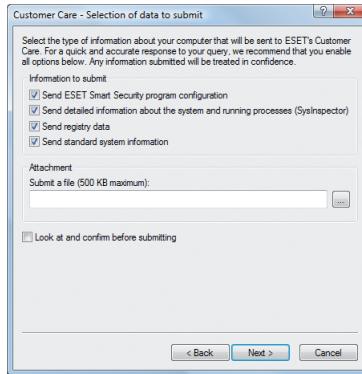
In the event of a problem, contact ESET's technical support using the query submission form integrated in the program. In the **Help and support** section, select **Technical support query**.



A window with contact information, issue type and its specification will appear. Filling in the contact information correctly is crucial for receiving a swift response to your query.

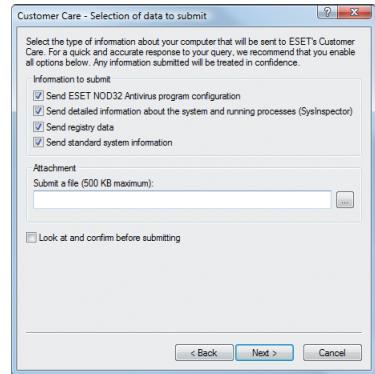
In the **Subject** field, enter a concise description of the issue or question. Next, type in as detailed description of the issue as possible in the **Question or issue description field**.

Click **NEXT** to proceed to the next step.



In addition to the issue description, the program also supports submission of other important information to ESET that can help find the source of the problem. We strongly recommend that you leave all options selected.

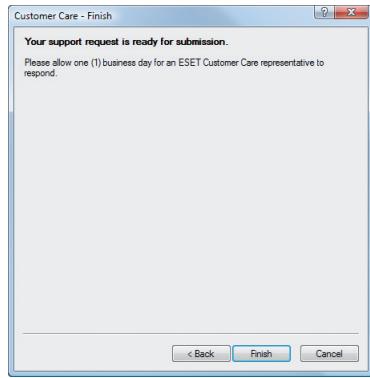
To view the information submitted in the XML format before submission, check the **Display submitted data with confirmation** checkbox.



Besides submitting system information, you can also attach any file if relevant to the issue or question.

Click **NEXT** to proceed to the next step.

After you have filled in all necessary information, submit the query to technical support by clicking the **FINISH** button.



A technical support representative will contact you as soon as possible.



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