F-Secure Anti-Virus 2003

Win 95/98/ME/NT4.0/2000/XP

User's Guide

Contents

About This Guide

This guide provides all the information you need to install and use F-Secure Anti-Virus 2003.

Chapter 1. *Installing F-Secure Anti-Virus 2003.* Provides the necessary information for you to install F-Secure Anti-Virus 2003 .

Chapter 2. *Getting Started.* Offers information for new users and a reference for more experienced users on how to access and get started using F-Secure Anti-Virus 2003.

Chapter 3. *Home.* Offers you a quick and detailed overview of your security settings and F-Secure Anti-Virus 2003's status.

Chapter 4. *Virus Protection.* Explains how you can enable or disable virus protection, select your virus protection profile and monitor when you have received virus definition updates.

Chapter 5. *Automatic Updates.* Offers information on the automatic update service that provides you with the latest virus information, software versions and profile versions.

Chapter 6. *My Subscription.* Explains how you can view your subscription status, renew your subscription and change your subscription number.

Chapter 7. *How F-Secure Anti-Virus 2003 Protects Your Computer.* Defines the threats against your computer and explains how F-Secure Anti-Virus 2003 protects your computer against these threats.

Troubleshooting - solves some common problems.

Glossary - explanation of terms.

Support and Maintenance - contains the contact information for assistance.

Glossary of Icons

The following icons appear in F-Secure Anti-Virus 2003:

	Enabled	The feature is enabled and working properly.
	Question	A question that may require you to make a decision.
	Info	Informative text to help you use F-Secure Anti-Virus 2003 .
	Busy	Please wait.
	Warning	An F-Secure Anti-Virus 2003 feature is disabled or your virus definitions have not been updated recently.
	Error	An error has occurred. Please read the error message carefully.

Note: Some icon meanings differ on the My Subscription page. For more information, see **Chapter 6.** *My Subscription.* on page page 37.

1.   Installing F-Secure Anti-Virus 2003

1.1 Before You Begin

System Requirements

Your computer must meet the following requirements to install and run F-Secure Anti-Virus 2003:

Processor:	Intel Pentium II or higher
Operating System:	Microsoft® Windows® 95/98/ME/NT4.0 (SP6 required)/2000/XP
Memory:	Windows 95/98/ME/NT4.0 - 64 MB of RAM
	Windows 2000/XP - 128MB of RAM
Disk Space:	30 MB free hard disk space (60 MB during installation)
Display:	Minimum 256 colors
Internet Connection:	An Internet connection is required in order to validate your subscription and receive updates
Browser:	Internet Explorer 3.0 or newer is required

Preparing your Computer for Installation

Running several different antivirus and firewall programs at the same time is not recommended. Conflicting antivirus software can corrupt and damage your files.

Removing Other Antivirus/Firewall Software

F-Secure Anti-Virus 2003 can automatically upgrade versions of F-Secure Anti-Virus 4 and 5, and F-Secure Distributed Firewall 5.

Antivirus and firewall programs from other vendors must be uninstalled separately before you install F-Secure Anti-Virus 2003. Please refer to the appropriate vendor's documentation to uninstall the software.

1.2 Installation Steps

Note: If you are using Windows NT 4.0, Windows 2000 or Windows XP and have more than one account, you have to log in as an administrator to install F-Secure Anti-Virus 2003.

To install F-Secure Anti-Virus 2003, please follow these instructions:

Part 1: Installing F-Secure Anti-Virus 2003

1. Close all other programs, and insert your F-Secure Anti-Virus 2003 CD into the CD-Rom drive on your computer.

Installation should now start automatically. If it does not start, browse the CD and open the Setup directory. Locate the file *install.exe* and double-click it to start the installation.

2. Choose the language you want to use for this installation and click **Next** to continue.

3. Read the subscription agreement and if you agree to the terms, click your mouse on the *I accept the agreement* checkbox. Click **Next** to continue.

4. Choose the directory to which you want to install F-Secure Anti-Virus 2003. Click **Next** to continue.

5. Files are transferred to your computer. When the transfer is complete, continue to the second part of the installation.

Note: You may be asked to restart your computer. Select *Restart Now* (If you select *Restart Later*, installation will not continue until the computer is restarted) and click **Finish** to continue.

Part 2: Selecting Components and Validating Your Subscription

1. To validate your subscription, ensure that your Internet connection is active. You are prompted to either:

   • Enter your subscription number to register your subscription. Click **Next** to continue.

   • Select to evaluate the product (if you are installing in evaluation mode). Click **Next** to continue. Choose your preferred type of installation from the following window, and click **Next** to continue.

Tip: You can follow the installation progress by double-clicking in the Windows system tray at the bottom right of your screen. This icon will be replaced with the icon when the installation is complete.

2. After F-Secure Anti-Virus 2003 has installed the necessary files, you are asked to restart your computer. Select *Restart Now* (If you select *Restart Later*, installation will not be complete until the computer is restarted). Click **OK** to finish the installation.

To make sure the installation was successful, see *"Is F-Secure Anti-Virus 2003 Active and Working Properly?"* on page 7.

1.3 If you Need to Uninstall F-Secure Anti-Virus 2003

Uninstall F-Secure Anti-Virus 2003 using the Windows *Add/Remove Programs* feature found in the Windows control panel. This will ensure safe and complete removal of the program from your computer. To do this:

1. Open the Start menu in your Windows taskbar.
2. Select *Settings -> Control Panel -> Add/Remove Programs*.
3. Select *F-Secure Anti-Virus 2003* and click **Remove**.
4. Restart your computer.

2. Getting Started

2.1 Using F-Secure Anti-Virus 2003 for the First Time

If you are running F-Secure Anti-Virus 2003 for the first time, see the following sections to assist you in ensuring that F-Secure Anti-Virus 2003 is running, and protecting you according to your security needs.

• Is F-Secure Anti-Virus 2003 Active and Working Properly?

• Options for Accessing F-Secure Anti-Virus 2003.

2.2 Is F-Secure Anti-Virus 2003 Active and Working Properly?

After you have installed, or anytime you are using F-Secure Anti-Virus 2003, you can check that F-Secure Anti-Virus 2003 is active and working properly from the icon in your Windows system tray at the bottom right corner of your screen as shown below:

Note: In Windows XP, icons may be hidden. To show the hidden icons, click the button.

The icon may appear differently or not at all depending on the status of F-Secure Anti-Virus 2003. See the list of icons and their meanings in the table below:

Icon	Meaning	What To Do
	F-Secure F-Secure Anti-Virus 2003 is working properly. Your computer is protected.	Use your email and browse the Internet as normal.
	Installation in progress. Your computer is not yet protected.	Wait for installation to finish. The icon will appear when installation is complete.
	Error state. An error has occurred in F-Secure Anti-Virus 2003.	Place your mouse pointer over the icon to see the reason for the error. If necessary, restart your computer.
	Warning. A protection feature has been disabled or your virus definitions are out of date. Your computer is not fully protected.	Place your mouse pointer over the icon to see the status tool-tip. Enable the feature that is currently disabled or go to F-Secure Anti-Virus 2003 and check for updates.

Icon	Meaning	What To Do
	Unloaded. F-Secure Anti-Virus 2003 is deactivated and your computer is not protected.	Right-click the icon and select *Reload* to activate F-Secure Anti-Virus 2003.
No icon	F-Secure Anti-Virus 2003 is not installed. Your computer is not protected.	Restart you computer and install F-Secure Anti-Virus 2003.

2.3 Options for Accessing F-Secure Anti-Virus 2003

There are several ways of accessing and using F-Secure Anti-Virus 2003:

• Windows Start Menu
• The F-Secure Icon
• F-Secure Anti-Virus 2003 Windows Explorer Pop-Up Menu

Windows Start Menu

To open F-Secure Anti-Virus 2003, access basic operations, view manuals and web pages:

1. Open the Windows *Start* menu.
2. Go to the *Programs* menu and the F-Secure Anti-Virus 2003 sub-menu.

3. Click Open F-Secure Anti-Virus 2003 to start using F-Secure Anti-Virus 2003, or select another option from the F-Secure Anti-Virus 2003 sub-menu.

F-Secure Anti-Virus ▶	Virus Protection ▶	▼ Configure Virus Protection
Games ▶	▼ Open F-Secure Anti-Virus	▼ Scan all drives for viruses
Startup ▶	⬜ Uninstall F-Secure Anti-Virus	▼ Scan diskette for viruses
Internet Explorer		▼ Scan folder for viruses
MSN Explorer		
Outlook Express		
Remote Assistance		
Windows Media Player		
All Programs ▶ Windows Messenger		

🔑 Log Off   ⓿ Turn Off Computer

🔳 start   ▼ F-Secure Anti-Virus

The F-Secure Icon

You can use the F-Secure icon (▼) in the Windows system tray (at the bottom right corner of your screen) to open F-Secure Anti-Virus 2003, view the status of F-Secure F-Secure Anti-Virus 2003 or access the F-Secure Anti-Virus 2003 pop-up menu.

To open F-Secure Anti-Virus 2003, double-click the ▼ icon with your left mouse button.

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F-Secure Anti-Virus 2003 Status Tool-Tip

Place your mouse over the icon to show the F-Secure Anti-Virus 2003 status tool-tip. With the tool-tip, you can instantly see if F-Secure Anti-Virus 2003 has a problem, as shown in the example below where Virus Protection has been disabled.

F-Secure Anti-Virus 2003 Pop-Up Menu

Click the   icon with the right mouse button to access the F-Secure Anti-Virus 2003 pop-up menu with its list of common and frequently used operations. From the menu, you can open F-Secure Anti-Virus 2003 or instantly scan for viruses.

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To get a better understanding of each of the menu items, see the table below:

Selection	Explanation
Open F-Secure Anti-Virus 2003	Opens F-Secure Anti-Virus 2003.
Unload F-Secure products	Unload products from memory. Sometimes this is necessary when installing some software, or doing performance-critical tasks. Do not leave you computer in this state for extended periods, as it is not protected.
Scan All Hard Disks	Virus Protection scans all available hard disks on your computer.
Scan Diskette	Virus Protection scans any floppy disk in the A: drive.
Scan Target…	Virus Protection scans the target of your choice. A directory tree appears. Select your target directory file and click OK to begin the scan.
Options…	Opens Advanced options.
About…	Displays information about F-Secure Anti-Virus 2003.

F-Secure Anti-Virus 2003 Windows Explorer Pop-Up Menu

You can scan disks, folders and files for viruses with Windows Explorer. To do this:

1. Place your mouse pointer on the disk, folder or file you want to scan, and right-click your mouse button.

2. From the pop-up menu, select Scan Folders for Viruses. The *Manual Scan* window appears and scanning will be started.
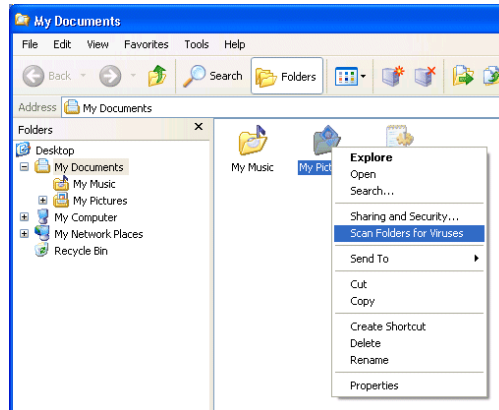
If a virus is found, see *"Removing a Virus from your Computer"* on page 21.

Note: When you perform a scan, F-Secure Anti-Virus 2003 uses settings for scanning from the current Virus Protection profile. See *"Changing your Virus Protection Profile"* on page 18.

3. 🏠 Home

The *Home* page offers you a quick and detailed overview of your security settings and F-Secure Anti-Virus 2003's status.
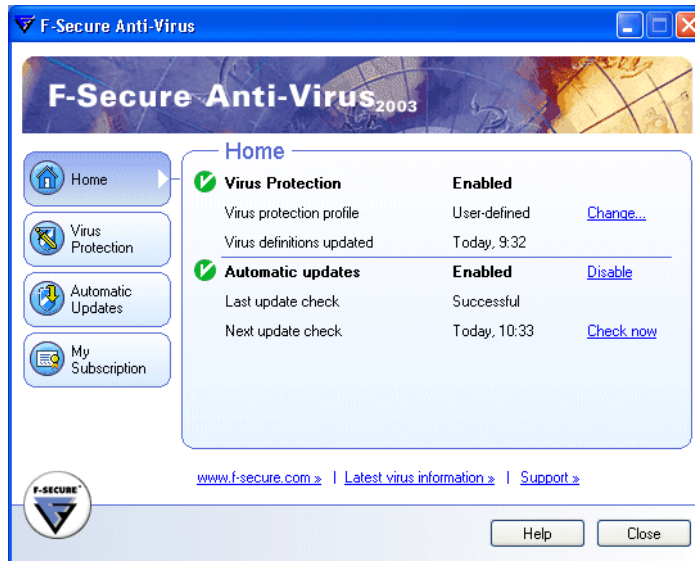
On the Home page, you can:

- Select your Virus Protection profile, and monitor the status of your Virus Protection. For more information and instructions, see **Chapter 4.** *Virus Protection*.
- Enable and disable Automatic Updates and see information on updates received by your computer. For more information and instructions, **Chapter 5.** *Automatic Updates*.

4. 🧪 Virus Protection

On the Virus Protection page, you can:

- Select your Virus Protection profile (for more information, see *"Virus Protection Profiles" on page 18*).
- View when you have received virus definition updates, and when your virus definition files were created at F-Secure VirusLab.
- View the number of files scanned by F-Secure Anti-Virus 2003 and how many viruses have been removed.
- Manually scan for viruses (to learn more, see *"Scan for Viruses" on page 19*).

4.1 Virus Protection Profiles

Virus Protection profiles allow you to instantly change your level of protection according to your needs. Profiles are automatically updated to protect you against the newest forms of malicious computer programs.

If you change any settings in a profile (from Virus Protection Advanced Settings), its name will change to User-Defined. To restore your Virus Protection profile, see *Changing your Virus Protection Profile* below.

Changing your Virus Protection Profile

You can change profiles at any time depending on the security protection you need. Changing your selected profile alters the level of automated actions and reporting.

Change your profile in the Virus Protection section as follows:

1. Click **Change**.
2. Select a profile from the drop-down list. Please read each profile's displayed description carefully before activating it.
3. Click **OK** to start using the selected profile.

4.2 Scan for Viruses

With Virus Protection enabled, your computer is protected. Opening or closing a file will automatically cause it to be scanned for viruses.

If you suspect that a certain file contains a virus, you may scan a file or your computer for viruses. To perform a scan yourself, do the following:

1. Click **Scan for Viruses**.
2. From the menu, select to scan all local hard disks, a single diskette or a folder that you will need to specify.

Scan all local hard disks
Scan diskette
Select folder to scan...
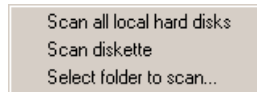
3. The *Manual Scan Statistics* window is displayed and shows you statistics for the scan. Click **Stop** to interrupt the scan at any time.
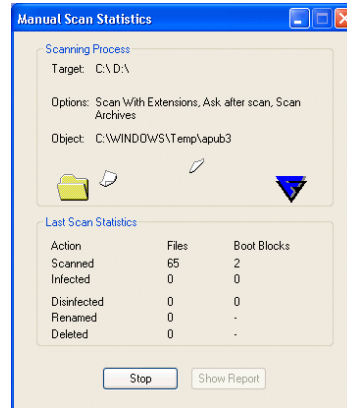
4. A report is generated after the scan is completed. Click Show Report to view the report in your Web browser. If a virus is found, see *"Removing a Virus from your Computer"* on page 21.

Note: When you perform a scan, F-Secure Anti-Virus 2003 uses settings from the current Virus Protection profile. To select a different profile, see *"Virus Protection Profiles" on page 18*.

4.3 Removing a Virus from your Computer

How F-Secure Anti-Virus Disinfection Wizard Removes a Virus

You will see the F-Secure Anti-Virus Disinfection Wizard if:

- A virus was found during a virus scan.
- A virus has been found and your virus protection profile is set to display all findings and report to you before disinfection.
- A virus was found during an automated scan (Automatic Protection is enabled) and F-Secure Anti-Virus 2003 was unable to remove the virus by itself.

The following steps will assist you in removing the virus.

Step 1 - Virus Detected

The name of the detected virus is displayed as shown below. To proceed with the virus disinfection, click **Next**.
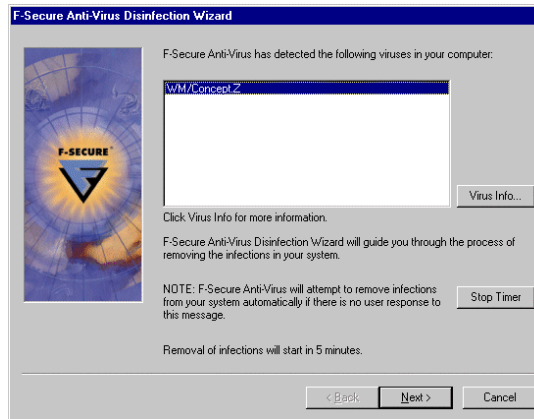
Note: For more information about the virus, click on the name of the virus, and click Virus Info. If the virus is new, it may not be described here yet. Check the F-Secure Computer Virus Info Center at http://www.f-secure.com/v-descs/ for the latest information.

Step 2 - Action Taken

A list of infected files is displayed.
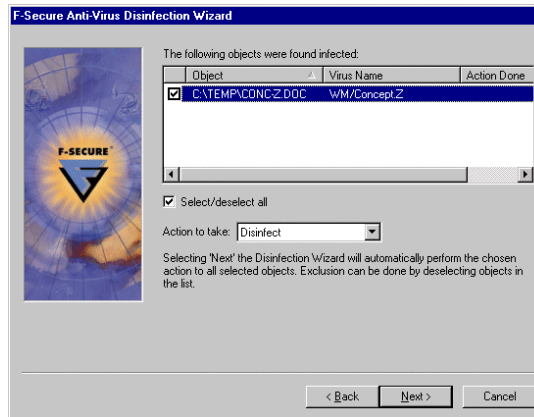
In the Action to Take box, choose the action to be taken on the infected. An overview of each action is found in the table below.

Action	Explanation
Disinfect	The Disinfection Wizard disinfects the infected file. **Note:** If Disinfection Wizard is not able to disinfect the file, it will try to rename the file automatically.
Delete	The Disinfection Wizard deletes the file that contains the virus. All information in the file will be lost. **Warning:** If you select Delete, the object that is infected will also be deleted.
Rename	The Disinfection Wizard renames the file so it will not be possible to automatically run that file. This prevents the virus from being activated.

Once you have selected the action to take, click Next and Disinfection Wizard will perform the action automatically on all of the selected objects.

Step 3 - Action Results

The results of the action are displayed. If you chose an action that failed, you can go back and repeat step 2 and choose a different action.
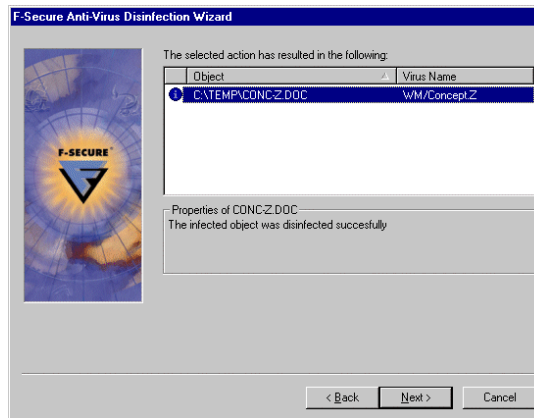
If disinfect and delete actions fail, you can optionally choose to rename the file. This is typically a good idea with executables (.exe) that are infected, as renaming will alter the extension to that of a file that is not allowed to run automatically.

Please note that if disinfecting failed, Disinfection Wizard may have renamed the file automatically already (see the Action table above). You will see a note about this in the *Properties* field.

Note: In case a new virus is discovered, virus definitions are outdated or you receive a false alarm, disinfection or deletion may fail. For instructions on what to do in such a case, see *"Removing a Virus When Disinfection Wizard Fails"* on page 28.

If the operation was successful, click **Next** to continue.

Step 4 - Review and Finish

A Disinfection Report will be generated after you have finished the disinfection process. If you do not want a report to be generated, clear the Generate Report check box. Please note that the Disinfection Report will not be generated for viruses that were found during an automated scan.

Click **Finish** to exit the Disinfection Wizard.
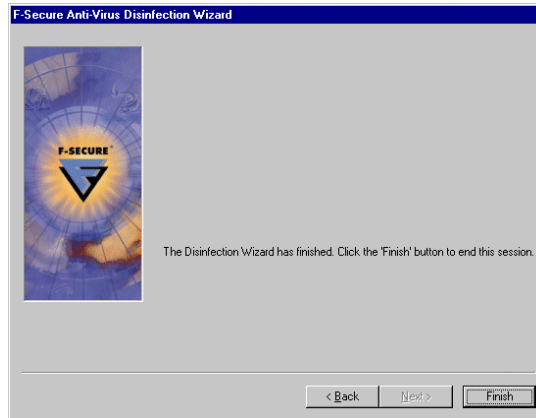
The disinfection report is displayed in your default Web browser and contains links to corresponding virus descriptions in the Web Club's virus database.

Note: If the virus was found in a file that was locked by another process at the time Disinfection Wizard tried to remove it, a window will be shown that requests to restart the computer. If you see this window, save all open documents and proceed according to the instructions stated in the window.

Removing a Virus When Disinfection Wizard Fails

If Disinfection Wizard failed to disinfect or delete the file it could be due to one of the following reasons:

- Virus definition database is outdated. Please make sure you have the latest definition files and retry (see **Chapter 5.** *Automatic Updates*.).

- False alarm. Every care is taken to ensure that F-Secure Anti-Virus 2003 does not think that a harmless file is infected but due to the complex nature of files, F-Secure Anti-Virus 2003 may suspect a safe file.

- Manual disinfection is required. In some cases you need to run a tool that disinfects the file and removes the virus. This is often the case with more modern viruses that use advanced techniques to hide and attach themselves to your files.

- You have discovered a new virus. A new type of virus may have infected your computer. Don't panic. Your files are currently safe as F-Secure Anti-Virus 2003 detected and stopped the virus before it caused any damage.

If you are certain that the file is safe, you can ignore the warnings. You can configure Automatic protection and Manual scanning to ignore this file in future scans. To do this, see *"Setting Protection to Ignore/Scan Selected Files"* on page 30.

How to Manually Remove the Virus

1. Try to disinfect the file yourself. To help you remove the virus, you can either:

   - Check the F-Secure Computer Virus Info Center at http://www.f-secure.com/v-descs/ for information on the virus. The virus information will help you remove the virus and may include a link to the tool necessary to remove the virus.

   - Advanced users: Go directly to ftp://ftp.europe.f-secure.com/anti-virus/tools/ to find a disinfection tool that can assist you.

   The tools will contain all the necessary instructions for you to follow in order to remove the virus from your system.

2. If you have tried Disinfection Wizard without success, your virus definition database is up-to-date and you have not been able to successfully use any disinfection tools from the F-Secure tools Website, follow the instructions in *"What if you Suspect you Have Found a New Virus?"* on page 29.

4.4 What if you Suspect you Have Found a New Virus?

If F-Secure Anti-Virus 2003 warns you that you have a file infected with a virus, but is unable to give you a virus name, and is also unable to disinfect or remove the virus, it may be a brand new virus. Until you know that the possible virus has been removed, or that it was a false alarm, you should not attempt to use the file.

To remove the virus, follow these steps:

1. Make sure that your virus definition database is up to date. A newer definition file may tell F-Secure Anti-Virus 2003 how to deal with the virus in removing it from your computer.

2. If you already have the newest virus definitions (see **Chapter 5.** *Automatic Updates*.), check the F-Secure website to see if there are any tools that you can use to remove the virus manually (http://www.f-secure.com/v-descs/ or ftp://ftp.europe.f-secure.com/anti-virus/tools/).

3. If the previous steps fail, send the file to F-Secure VirusLab. For instructions, go to:

   http://www.f-secure.com/support/technical/general/samples.shtml.

4.5 Setting Protection to Ignore/Scan Selected Files

In certain cases you may want to set Virus Protection to ignore files of certain types, or to ignore specific files. This can be in cases where:

• You are certain a file is not infected, but you are receiving false alarms.

• Your computer has limited resources and setting Virus Protection to scan all files would slow down your computer to an unusable speed.

• The file is of a type that is never infected by a virus.

Some profiles already set automated scanning to scan certain file types. This offers a good balance of scanning files where viruses are typically found without taking up excess processor time and memory.

Warning: Setting Virus Protection to ignore particular files leaves these files open to future attack by viruses and limits a virus scan's ability to find and disinfect viruses. It is recommend for extreme cases only.

Setting Real-Time Protection or Manual Scanning to Scan Selected Files

To set Real-Time Protection or Manual Scanning to scan selected files:

1. Open the F-Secure Anti-Virus 2003 main window.

2. Select the Virus Protection page and click on Advanced Settings. In the Real-Time Protection and Manual Scanning tabs, make sure that Files with these extensions is checked.

Setting Real-Time Protection or Manual Scanning to Ignore Selected Files

To set Real-Time Protection or Manual Scanning to ignore selected files:

1. Open the F-Secure Anti-Virus 2003 main window.

2. Select the Virus Protection page and click **Advanced Settings**. In the Real-Time Protection and Manual Scanning tabs, make sure that:

   • Exclude files with these extensions is checked and enter the file extensions into the text box.

   • Exclude Objects (files, folders…) is checked. Click **Select** to browse to the files you wish to exclude and add them to the list of files to exclude.

5. 🔄 Automatic Updates

The automatic update service activates transparently in the background any time you connect to the Internet, and ensures that you receive the latest updates transparently to your computer.
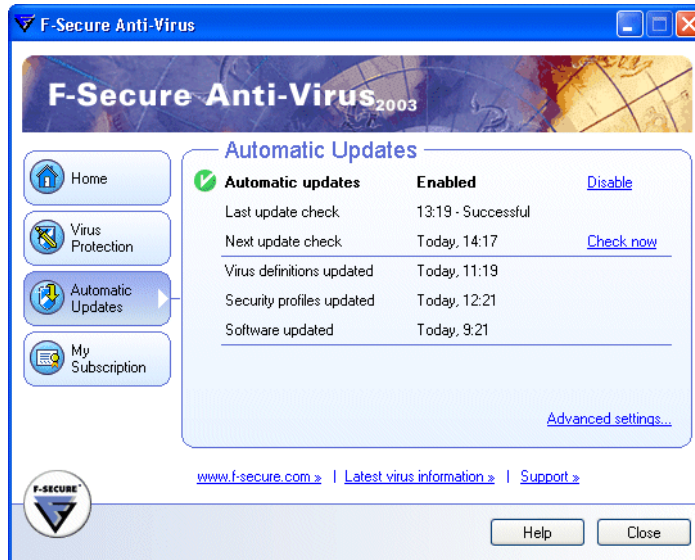
In the Automatic Updates section, you can:

- Click **Enable** to activate or **Disable** to deactivate Automatic Updates.
- See when the most recent update check was made and/or when the next update check will take place.

  If you want to personally check that you have the latest virus definitions, click **Check Now**. If your definitions are not up to date, the newest versions will be downloaded.

Note: If you are using a modem, or have an ISDN connection to the Internet, the connection must be active in order to check for updates.

Note to ISDN users: By default, automatic updates are scheduled once per hour. This means that an Internet connection will be opened once every hour if you have an ISDN router or similar auto-dialer (and each connection will cost you money). If you want to prevent your ISDN router from auto-dialing, disable Automatic Updates and use the **Check now** button to check for updates.

- Check when each of the three features below has been updated.

  Virus definitions
  Frequently updated database for virus protection. These automatic updates are performed transparently in the background without you needing to do anything, and activate any time you connect to the Internet.

  Security Profiles
  Various levels of security settings. To maximize the protection of your computer, profiles are updated whenever new types of attacks are discovered.

  Software
  F-Secure Anti-Virus 2003 software updates that are downloaded in the background.

6. 🔖 My Subscription

The My Subscription page displays information about your personal subscription.

On the My Subscription page, you can:

- View your subscription status. The expiry date of your subscription is stated with the current status as well as one of the following status icons:

 Valid   Your subscription is valid.

 About to expire   Your subscription is valid but is about to expire.

 Expired   Your subscription has expired.

- Renew your subscription online (or if you are using an evaluation version, you can buy a new subscription).
- Change your subscription number.

7. How F-Secure Anti-Virus 2003 Protects Your Computer

7.1 Viruses Protection

Malware (from "malicious software") is the term used for several forms of programming or files such as viruses, worms, Trojan horses, jokes and hoaxes that are developed for the purpose of doing harm to your computer.

Virus Protection detects and removes viruses and other malicious computer programs from your computer. Whenever a file is accessed, either from your own computer's hard drive, an external storage device or the Internet, F-Secure Anti-Virus 2003's Virus Protection checks the opened file for viruses.

Up-to-date virus protection software is combined with automatically updated virus definitions to offer you the best possible protection against viruses. The F-Secure Anti-Virus research laboratory regularly publishes and updates virus definitions, profiles and the F-Secure Anti-Virus 2003 software that are quickly and automatically downloaded by F-Secure Anti-Virus 2003 whenever you connect to the Internet.

F-Secure Virus Protection uses multiple virus scanning engines to ensure flawless protection against viruses. Of these, the heuristic scanning engine protects especially against new and unknown viruses.

7.2 How Can You Help to Avoid Viruses and Other Malware

Using F-Secure Anti-Virus 2003 is the best line of defence against viruses as it stops any known virus before it infects your computer. However, you can help to protect your computer:

- Keep your operating system and applications up-to-date and apply the latest patches when they become available. Be sure to get the updates directly from the vendor.
- Always save files you download to your hard disk before opening or running them. Saving a file that you have downloaded ensures that F-Secure Anti-Virus 2003 checks it.
- Most worms use email to spread and are targeted at users of Microsoft Outlook or Outlook Express. If you need to use any version of Outlook, regularly check for, download and install the latest Outlook security patch from Microsoft.
- When you receive email advertisements, other unsolicited email, or if you feel that an email you received from a friend is somehow strange, do not open their attachments or follow the web links they quoted. If you do want to see an attachment, save it to your hard disk before opening it. This ensures that F-Secure Anti-Virus 2003 checks the attachment for viruses.
- Avoid files from public newsgroups and online chat systems such as IRC and ICQ.
- Avoid forwarding virus warnings or chain letters that you receive from others.

Troubleshooting

Installation

Q. Installation failed. What happened?

A. If there was no Internet connection, F-Secure Anti-Virus 2003 was unable to validate your subscription. Make sure you have an Internet connection and install F-Secure Anti-Virus 2003 again.

General Use

Q. F-Secure Anti-Virus 2003 is very slow and/or does not open. What's wrong?

A. Internet Explorer 3.0 or newer may not be installed. See if you have Internet Explorer installed and check the version number (Internet Explorer is available from the Microsoft Corporation Web site).

Q. I can't see the F-Secure Anti-Virus 2003 icon in the system tray at the bottom right corner of the screen.

A. In Windows XP, icons may be hidden. To show the hidden icons, click the button. If you are not using Window XP, install F-Secure Anti-Virus 2003.

Virus Protection

Q. F-Secure Anti-Virus 2003 is not able to disinfect/delete/rename an infected file on my computer. What do I do?

A. See *"Removing a Virus When Disinfection Wizard Fails"* on page 28.

Q. I am installing software, but Virus Protection informs me there is a virus in it and because of this I cannot complete the installation.

A. If you are certain that the software does not contain any viruses, you can do one of the following:

- Choose a less strict Virus Protection profile (for instructions, see *"Changing your Virus Protection Profile"* on page 18), or

- Right-click the ▼ icon in the system tray (at the bottom right hand of your screen) and choose *Unload F-Secure products*. Don't forget to reload products after installation is complete.

Automatic Updates

Q. What if my computer is offline when an automatic virus update is due?

A. The next time you are online, F-Secure Anti-Virus 2003 will download the latest automatic virus update.

Q. How often should the virus definition databases be updated?

A. Virus definition databases are updated automatically if the Automatic Updates feature is enabled. If you would like to update the databases manually, you should do so at least once a week.

Q. I am trying to manually check for virus definition database updates (clicking Check Now) but nothing happens.

A. If you are using a modem or have an ISDN connection, you are required to connect to the Internet manually before clicking **Check Now**.

Glossary

Application

A software program written for a specific purpose. Applications normally need to be manually launched.

Heuristic

Exploratory problem-solving that utilizes self-educating techniques.

Malware

Malware (from "malicious software") is programming or files that are developed for the purpose of doing harm. This includes computer viruses, worms and Trojan horses.

Profile

Profiles are preconfigured attributes that set your level of security. They are automatically updated to ensure that you are protected against the newest forms of malicious computer programs.

Trojan Horse

A program that intentionally does something that the user of the program does not expect.

Virus

A computer program that spreads by replicating itself.

Virus Definition Database

Virus Definition Databases are used to detect viruses. Whenever a new virus is found, the databases need to be updated for virus protection to be able to detect that virus.

Worm

A computer program capable of replication by inserting copies of itself in networked computers.

Support and Maintenance

During the license period, which is equal to your subscription period, you are entitled to standard support and maintenance services provided by F-Secure or an F-Secure service provider partner. After the termination of the license, the rights to all services including virus definition database updates are expired and the software may automatically disable its operation unless you renew your license. Please contact your license provider for more information.

Did you Purchase the Service from an Internet Service Provider?

If you purchased the service from an Internet Service Provider, you will automatically receive software upgrades and virus definition database updates to your computer. For information on technical support and other maintenance services, please see your service agreement with your Internet Service Provider.

Did you Purchase the Service from a Retail Store or F-Secure Online Store?

If you purchased the service from a retail store, please register your license by filling out the registration form included in the box or on the F-Secure website at: http://www.f-secure.com/register/.

By registering your license, you will have access to F-Secure support and maintenance services. If you purchased the service from F-Secure online store, you are automatically registered.

Technical Support

F-Secure's Online Support Center offers you a comprehensive collection of technical documents that provide you with solutions for problem-based questions, most common installation problems and virus removal instructions. If you have any problems or questions that are not covered in the manual or online services, please contact the F-Secure support staff.

F-Secure Online Customers:
Online Support Center: http://www.f-secure.com
Email: eStore@F-Secure.com

Finland:
Online Support Center: http://www.f-secure.fi/fin/
Email: Anti-Virus-Support@F-Secure.com
Phone: +358 9 2520 5050

Sweden:
Online Support Center: http://www.f-secure.se/support/
Email: FSAV-Support@F-Secure.se (antivirus)
Phone: +46-8-507 440 11 (toll free)

Other countries:

Online Support Center: http://www.f-secure.com/support/

Email: Anti-Virus-Support@F-Secure.com

Phone: +358 9 2520 5050

Maintenance

Virus definition databases are automatically updated to your computer during the subscription period. If you have registered your license, F-Secure may from time to time provide you, at no additional cost, with new software versions, service packs and hot fixes which you can download from F-Secure web site. For a comprehensive collection of virus-related information, please visit F-Secure website at: http://www.f-secure.com/virus-info/.