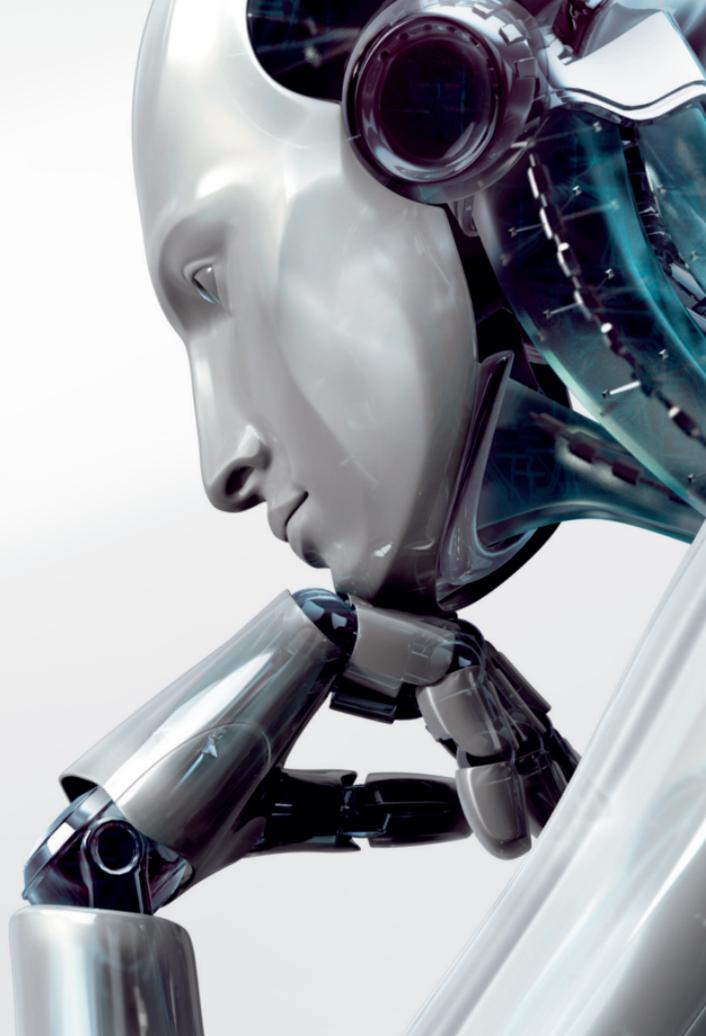


Microsoft® Windows® Vista / XP / 2000

**ESET Smart Security**

**Quick Start Guide**



we protect your digital worlds

# ESET Smart Security

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 features 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.

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# Integrated components



## ESET Antivirus

detects and eliminates viruses, trojans, worms, rootkits and other threats



## ESET Antispyware

fight against spyware and adware, which are an increasing threat to computer security



## ESET Personal Firewall

monitors all traffic between the protected computer and other computers in the network.



## ESET Antispam

filters unsolicited commercial email increasing the security and comfort of electronic communication.

# User interface

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

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

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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 malware threats.

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

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

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# 1. Installation

Before beginning installation, please close all running programs. Since ESET Smart Security contains 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. To take full advantage of the ESET Smart Security system, you will need an Internet connection during the installation process.

You can install ESET Smart Security from an installation CD or from a file that you download from the ESET website:

<http://www.nod32.com.sg>

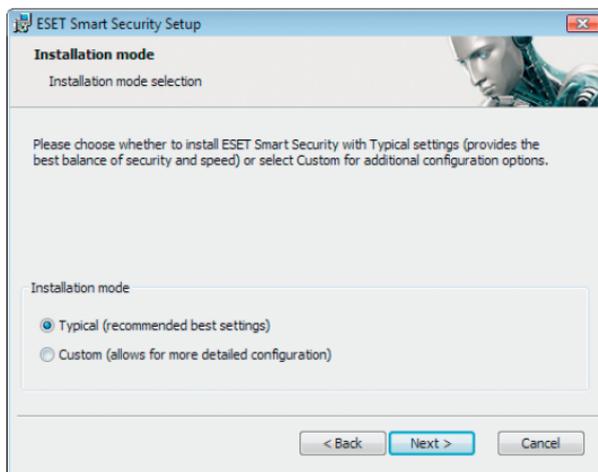
## 1.2. Launching the installation

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** – the most important parameters will be configured during installation. These will be pre-set to their recommended settings. This mode provides comprehensive protection and is suitable for most users.
- **Custom** – enables configuration of all advanced parameters during installation.



This guide describes a typical installation.

### 1.3. Username and Password for updating the program

It is critical that you enter your Username and the Password for ESET Smart Security automatic updates to function. If you decide to set the update parameters later, we strongly recommend doing so immediately after the installation is complete, to ensure that your protection remains current.

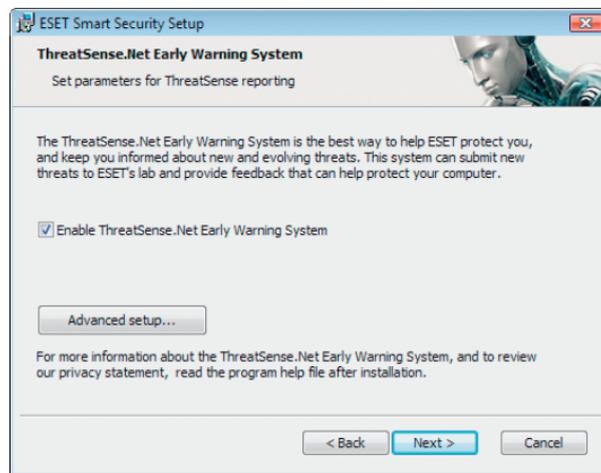


The screenshot shows the 'Automatic update' window in the ESET Smart Security Setup. The title bar reads 'ESET Smart Security Setup'. The main heading is 'Automatic update' with the instruction 'Enter your User name and Password'. Below this, a paragraph explains that users should enter the details from their registration email. There are two input fields: 'User name:' containing 'AV-1234567' and 'Password:' with masked characters. A checkbox 'Set update parameters later' is unchecked. At the bottom are buttons for '< Back', 'Next >', and 'Cancel'.

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

### 1.4. ThreatSense.Net

ThreatSense.Net plays an important role in reporting proactively captured malware to provide you with better protection. We recommend that you leave the ThreatSense.Net Early Warning System enabled.

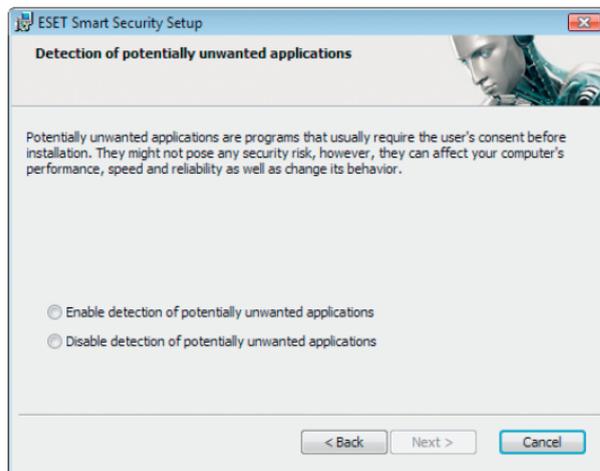


The screenshot shows the 'ThreatSense.Net Early Warning System' window in the ESET Smart Security Setup. The title bar reads 'ESET Smart Security Setup'. The main heading is 'ThreatSense.Net Early Warning System' with the instruction 'Set parameters for ThreatSense reporting'. A paragraph explains that this system helps protect the computer by reporting threats. A checkbox 'Enable ThreatSense.Net Early Warning System' is checked. There is an 'Advanced setup...' button. At the bottom are buttons for '< Back', 'Next >', and 'Cancel'.

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

## 1.5. 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. Select this option if you want to block these types of applications.



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

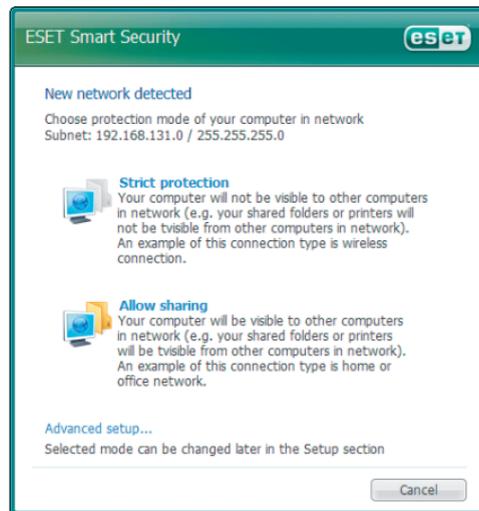
## 1.6. Completing the installation

Once ESET Smart Security has 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. *A computer restart is not normally required*, so you can continue working while ESET Smart Security runs in the background, protecting your computer from malware threats.

## 2. Trusted Zone setup

After the installation is complete and a network connection is detected, a window allowing you to configure a trusted zone will appear. The window shows your computer's local subnet (local network). 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 who connect their computer directly to a cable or DSL modem or use a wireless connection.
- **Allow sharing** – select this option if you want to be able to share files and folders on your computer with others on the same network. This setting is recommended for trusted local home or office networks.



## 3. 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 open the ESET Smart Security user interface, do one of following:

- Double-click on the ESET Smart Security icon  located in the Windows notification area (System tray)
- On the Windows taskbar click *Start > All Programs > ESET > ESET Smart Security > ESET Smart Security*

A color change in this icon indicates a possible problem with ESET Smart Security.

## 4. Entering Username and Password for updates

If your license has expired and you have received a new User name and Password after purchasing a renewal (or you did not enter them during installation), enter the new User name and Password in the update setup window. This step is critical in order to receive updates so 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 User name and Password** on the right.

Enter the data you received in the License details window and click **OK** to confirm. Your Username and

Password are both case sensitive. Enter them *exactly as they appear*. Copying and pasting from the license email is recommended.

### 4.1. Update

By default, ESET Smart Security retrieves updates automatically. However, if you did not enter your User name and Password during installation, then no automatic update would have occurred. We recommend performing the update manually as follows:

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



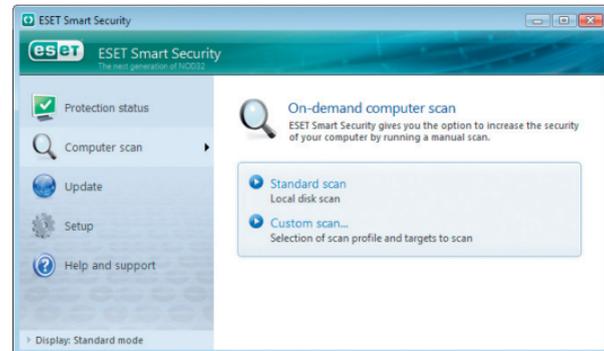
## 5. Computer scanning

The update module will connect to the Internet, contact an available ESET update server and download digitally signed update files. These files 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.

**Note:** You only need to perform a manual update once. Afterwards, ESET Smart Security will download the update files automatically.

After successful installation and update, we recommend that you perform a complete computer scan to check 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 begin. 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 normally during the scan.



## 6. Protection status indication

ESET Smart Security informs you about the status of antivirus protection by means of the following controls:

1. The system tray icon indicates activation or deactivation of the real-time file system protection or firewall by changing color according to the status.
2. A detailed report in the **Protection status** window. If a particular module is disabled, its name will be displayed along with a link to enable it in the **Protection status** panel. Protection status is indicated by 3 colors:



**1. blue** (recommended) – Antivirus protection is fully functional and your computer is protected against threats as well as network attacks. In this mode, all modules are enabled and the virus signature database is current.



**2. yellow** – Real-time file system protection is enabled, but at least one of the following events has occurred:

- the firewall is blocking all network traffic
- an update has failed (e.g., no Internet connection was detected, your license has expired, invalid User name or Password is entered in the update setup, etc.)



**3. red** – Real-time file system protection or the firewall is disabled. Since these modules are vital parts of your computer's protection, we recommend enabling the inactive module immediately!

## 7. Resolving issues

ESET Customer Care representatives are ready to assist you in resolving potential problems. However, before contacting Customer Care, we strongly recommend that you first search for a solution on the ESET website. This should help you resolve the problem within a matter of minutes.

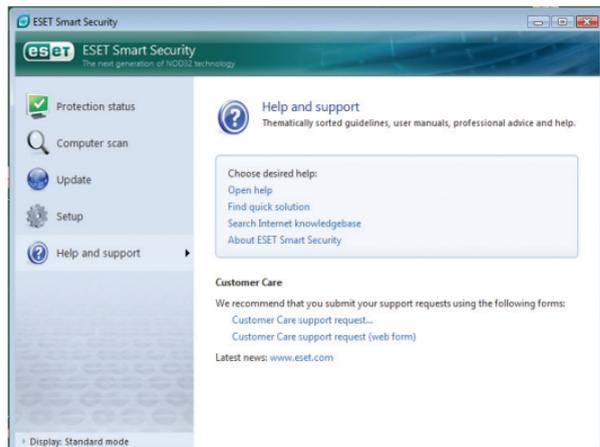
Answers to the most frequently asked questions and a comprehensive knowledgebase can be found at:

<http://www.nod32.com.sg>

To contact ESET Customer Care, please submit a support request at: [http://www.nod32.com.sg/about/contact\\_php](http://www.nod32.com.sg/about/contact_php) or use the support request form integrated into the program.

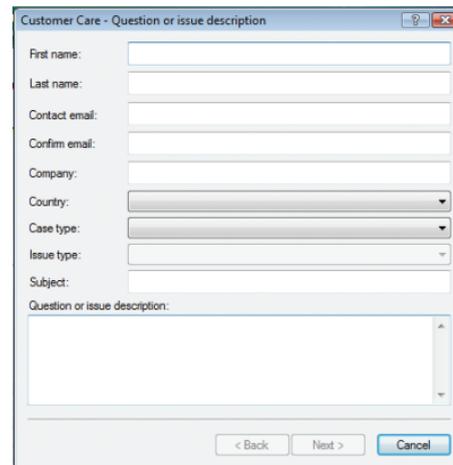
## 7.1 Submitting a Customer Care support request

In the event of a problem, contact ESET Customer Care using the support request form integrated in the program. In the **Help and support** section, select **Customer Care support request**.



A window will appear where you can enter your contact information, case type, case issue, as well as your specific question or issue. Correctly filling in the contact information is crucial for receiving a prompt response to your question.

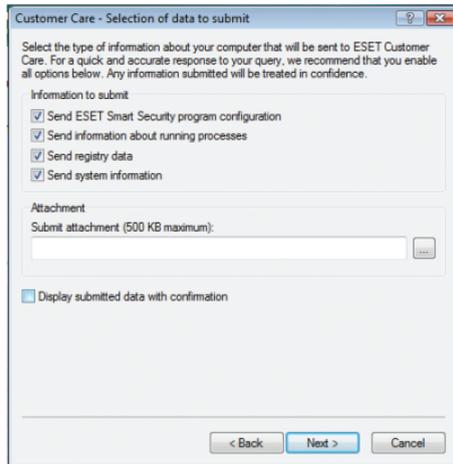
In the **Subject** field, enter a concise description of the issue or question. Next, type in as detailed a description of the issue as possible in the **Question or issue description** field.

The screenshot shows a dialog box titled "Customer Care - Question or issue description". It contains several input fields: "First name:", "Last name:", "Contact email:", "Confirm email:", "Company:", "Country:" (a dropdown menu), "Case type:" (a dropdown menu), "Issue type:" (a dropdown menu), and "Subject:". Below these fields is a large text area labeled "Question or issue description:". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

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

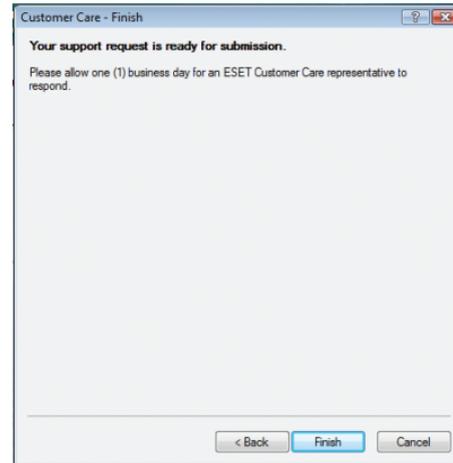
In addition to the issue description, ESET Smart Security also supports submission of other important information that can help pinpoint the problem. We strongly recommend you leave all options selected. To view the information submitted before it is sent to ESET, select the **Display submitted data 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 request to Customer Care by clicking the **Finish** button. A Customer Care representative will contact you as soon as possible.





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