F-Secure PC Protection Plus
Frequently Asked Questions

F-Secure PC Protection Plus provided by Blue Ridge Communications

Blue Ridge Communications is committed to ensuring that your online experience is safe and secure. We have partnered with F-Secure®, a leading provider of anti-virus and firewall software, to offer you a powerful yet easy-to-use suite of security services.

With F-Secure PC Protection Plus, your computer is protected with anti-virus and firewall protection, web-filtering and spam blockers, and anti-spyware protection. And F-Secure PC Protection Plus is automatically updated so that your security services are kept current.

Virus & Spy Protection
Protects and eliminates viruses and spyware-related software from your PC.

Firewall
Protects your PC from unwanted Internet hackers, snoopers, and viruses.

Spam Control
Manage your incoming e-mail better with our configurable filter.

Web Filtering
Control what your children can view on the Internet.

Contents

1   General use

1.1   I am experiencing technical difficulties with F-Secure PC Protection Plus. How can I proceed?

A: Our friendly Customer Care Representatives are available 24 hours a day, 7 days a week to answer your questions. If you wish to contact us, please call Toll Free 1-800-281-3564. We appreciate your comments and look forward to serving you!

1.2   Why was the user interface changed?

A: The user interface was changed because we wanted to improve the usability of the product. The old user interface was not designed to support the amount of features that the product currently has.

1.3   Does IRC (Internet Relay Chat) work with F-Secure PC Protection Plus?

A: Yes. If your Internet Shield Security Level is set to "Normal," F-Secure PC Protection Plus will allow IRC by default. However, if you are using another Security Level or have added your own firewall rules or services, remember to check that "Service IRC" and "Service IDENT" traffic is allowed in both ways in the Security Level that you are using.

2   Before Installation

2.1   Does the F-Secure PC Protection Plus product work with other antivirus or firewall products installed on my computer?

A: No. You cannot have two antivirus or firewall products from different vendors installed on your computer. The F-Secure PC Protection Plus product automatically detects and removes most common antivirus and firewall products during the installation. You can also manually remove any other antivirus or firewall products before installing the product.

2.2   Is F-Secure PC Protection Plus available for Apple Macintosh?

A: No. F-Secure PC Protection Plus is only available for Microsoft Windows (workstation) operating systems.

2.3   Are two antivirus programs better than one?

A: No. It is best to have one good antivirus program. An antivirus program needs to open a file to scan it for malware. If another antivirus program is trying to open the same file at the same time, it has to wait for the file to become free. This may cause problems. For example, programs may not start correctly, or the whole system crashes.

2.4   Is the F-Secure PC Protection Plus product compatible with Windows XP SP2 or SP3 Security Center and the internal firewall of the operating system?

A: Yes, it is compatible. However, you cannot use two software firewalls on the same computer simultaneously. When you install the product, the internal firewall of Windows XP is automatically turned off.

2.5   Which operating systems does the product support?

A: Your computer must meet the requirements listed below.
Supported operating systems:
- Windows 8 (32-bit and 64-bit): all editions.
- Windows 7 (32-bit and 64-bit): all editions.
- Windows Vista (32-bit and 64-bit): all editions, Service Pack 2 or later.
- Windows XP (32-bit): Home, Professional, Service Pack 3 or later.

2.6   How can I check if my computer meets the system requirements for the product?

A: Recommended requirements for Microsoft Windows 8, 7 and Vista:
- Processor: Intel Pentium 4 2 GHz or higher.

- Memory: 1 GB or more.
- Disk space: 800 MB of free hard disk space (500 MB for Anti-Virus only).
- Display: 16-bit or more (65000 colors).
- Internet connection: an Internet connection is required to validate your subscription and receive updates.

Recommended requirements for Microsoft Windows XP:

- Processor: Intel Pentium III 1GHz or higher.
- Memory: 512 MB or more.
- Operating system: Microsoft Windows XP, Service Pack 3.
- Disk space: 800 MB of free hard disk space (500 MB for Anti-Virus only).
- Display: 16-bit or more (65000 colors).
- Internet connection: an Internet connection is required to validate your subscription and receive updates.

Supported web browsers:

- Internet Explorer 7 & 8 (Windows XP) and Internet Explorer 8 & 9 (Windows Vista & Windows 7, 32-bit and 64-bit), Internet Explorer 10 (Windows 8, 32-bit and 64-bit)
- Mozilla Firefox, two latest major versions
- Google Chrome, two latest major versions

2.7 How do I know if my computer has a 32-bit or a 64-bit version of Windows XP?

A: There are several ways to find out the version of your Windows XP:

1. Open **My Computer** to check system properties:
2. Click **Start > My Computer**.
3. **Right-click** with your mouse and select **Properties**. **The System Properties** window
4. Click the **General** tab and check the first line under Computer:
    a. In 64-bit XP, **Itanium or Itanium 2** is shown.
    b. In 32-bit XP, **some other value** is shown.
1. Open the **Winmsd.exe** tool to check the system type or processor:
    a. Click **Start** > **Run**.
    b. Type **winmsd.exe** in the **Open** field, and click **OK.**
2. Do either of the following:
    a. Locate **System Type** in the right pane under **Item**. Check the value:
        i. In 64-bit XP, the value is **Itanium based system**.
    b. In 32-bit XP, the value is **X86 based PC**.
3. Locate **Processor** in the right pane under **Item**. Check the value:
        i. In 64-bit XP, the value starts with **ia64**.
        ii. In 32-bit XP, the value starts with **x86**.
a. Use the **Diagnostic Utility** tool to check the version:
    a. Click **Start > Run**.
    b. Type **dxdiag** in the **Open** field, and click **OK**.

Note: If a Windows dialog box is shown, asking you to verify your drivers, you can safely click No and continue. The DirectX Diagnostic Tool dialog box opens.

Allow the program to finish loading.

a. Locate **Operating System** in **System Information**: In 64-bit XP, the value is, for example, Microsoft Windows XP 64-bit Edition.
b. Locate **Processor** in **System Information**: In 64-bit XP, the value is either Itanium or Itanium2.

2.8 How can I check which version of the Windows operating system I have?

A: You can check the operating system version in Windows system properties.

To check your system properties in Microsoft Windows:

1. Click **Start.**
2. Select **Control Panel**.
3. In Windows XP and Vista:

a. Select the **Performance and Maintenance** category.

   Note: This step may not be necessary in all computers.

    a. Double-click **System**. The **System Properties** window opens.
    b. Click the **General** tab.

4. In Windows 7, select System and Security > Security.

    a. You can view the properties of your computer, such as operating system version, processor information and the amount of memory (RAM).

2.9 How can I check if my computer meets the system requirements for the F-Secure PC Protection Plus product?

A: To check your system properties in Microsoft Windows:

1. Click **Start**.
2. Select **Control Panel**.
3. In Windows XP and Vista:
    1. Select the **Performance and Maintenance** category.
       Note: This step may not be necessary in all computers.
    2. Double-click **System**. **The System Properties** window opens.
    3. Click the **General** tab.

4. In Windows 7, select **System and Security** > **Security**.
   You can view the properties of your computer, such as operating system version, processor information and the amount of memory (RAM).

2.10 How do I remove conflicting security programs manually?

A: During the installation, the program tries to remove conflicting security programs, such as other antivirus or firewall programs, automatically. If they cannot be removed, you will be asked to remove the programs manually through Windows Control Panel.

1. To remove a program:
    a. In Windows XP, click **Start.**
    b. Click **Control Panel**.
    c. Double-click **Add or Remove Programs**.
    d. Select the program and click **Remove**.

2. In Windows Vista, click the **Start** button.
    a. Click **Control Panel.**
    b. Click **Programs.**
    c. Click **Programs and Features.**
    d. Select the program and click **Uninstall.**
    e. In Windows 7, click the **Start** button.
    f. Select **Control Panel.**
    g. Select **Programs and Features**.
    h. Select the program and click **Uninstall**.
3. Antivirus programs may have several related components, which have the same product name. Repeat the steps above to remove all of them.
4. **Restart** your computer.

2.10.1 To uninstall AVG 6:
1. Click **Start > Run.**
2. In the Open box, type **'C:\Program Files\Grisoft\AVG6\Setup.exe /uninstall'** and click **OK.**
3. If you are asked whether you want to run the Virus Vault, click **No.**
4. If you are asked whether you wish to continue with the uninstallation, click **Yes.**
5. Select Restart the Computer and click **OK.**

2.10.2 To uninstall PC-cillin:
Uninstall a Trend Micro product by using the **Trend Micro Diagnostic Toolkit**:
http://esupport.trendmicro.com/Pages/How-do-I-remove-old-or-new-versions-of-Trend-Micro-products-in-my-comp.aspx

2.10.3 To uninstall Ad-Aware:
1. Click **My Computer.**
2. Go to **C:\Program Files\Lavasoft\Ad-Aware.**
3. Run the **unregaaw.exe file.**
4. **Delete** the entire **Ad-Aware** folder.
5. **Remove** the Lavasoft Ad-Aware link from your Start menu and the Ad-Aware icon(s) from your desktop (if present).
6. Go to **C:\Documents and Settings\[User Name]\Application Data\Lavasoft**
7. Delete the **entire Lavasoft folder.**
8. Empty the **Recycle Bin**.
9. **Restart** your computer.

2.10.4 To uninstall McAfee:
Uninstall a McAfee consumer product by using the **McAfee Consumer Products Removal Tool** (MCPR.exe). Search for the tool in the Internet by using keywords "McAfee Consumer Products Removal tool (MCPR.exe)".

2.10.5 To uninstall Norton:

Uninstall a Norton security product by using **Nortol Removal Tool:**
http://service1.symantec.com/Support/tsgeninfo.nsf/docid/2005033108162039

2.10.6 More information

If, however, your computer does still not start correctly after installing the F-Secure product, do the following:

1. Start your computer in safe mode. For instructions, see article: http://www.f-secure.com/en/home/kb/2110
2. Remove the F-Secure product.
3. Restart your computer.
4. Create an FSDiag file. For instructions, see: http://www.f-secure.com/en/web/home_global/support/contact/fsdiag.
5. Send the FSDiag file to F-Secure support by submitting a support request: http://www.f-secure.com/en/web/home_global/support/contact/request.

3 Installation

3.1 Why is F-Secure using a network installer for downloading and installing the product?

A: F-Secure uses the small network installer for the following reasons:

- Thanks to the small size of the network installer, the initial download is quicker than ever. The network installer takes over the downloading of additional components, thus making the installation also more reliable.
- The installation of the products is now also faster because only the required product components will be downloaded and installed.
- The latest version is always installed. This means that the user doesn't need to upgrade the product after installation

3.2 How do I install the product?

3.2.1 Before you install

Before you can start installing the security product, you need:

- the product CD **or** a downloaded version of the product (http://www.f-secure.com/en/web/home_global/support/installers)
- a valid subscription key for the product
- to be connected to the Internet.

If more than one person uses the computer and you have created user accounts for everyone, you have to log on as a user with administrator rights before starting the installation.

Note: The product cannot be installed on a computer that uses other antivirus or firewall products.

The product detects and removes security and firewall software of the largest security software vendors automatically during installation. However, it is possible that for some reason the removal fails. In this case, you need to remove any other security or firewall software manually.

3.2.2 Installing the security product

To install the product:

1. Do one of the following:
   a. If you purchased the product online, you have received an e-mail message which contains the download link and your unique subscription key for the product. Once you have downloaded the installation package, **double-click the installer (.exe) file to start the installation.**
   b. If you want to install the product from CD, the installation should start automatically once you insert the CD. If it doesn't start, browse to the root folder of the CD and **double-click the autorun.exe or installer (.exe) file to start the installation**. Your unique subscription key can be found inside the product box.

c.   The **Welcome to My F-Secure setup** window is displayed:
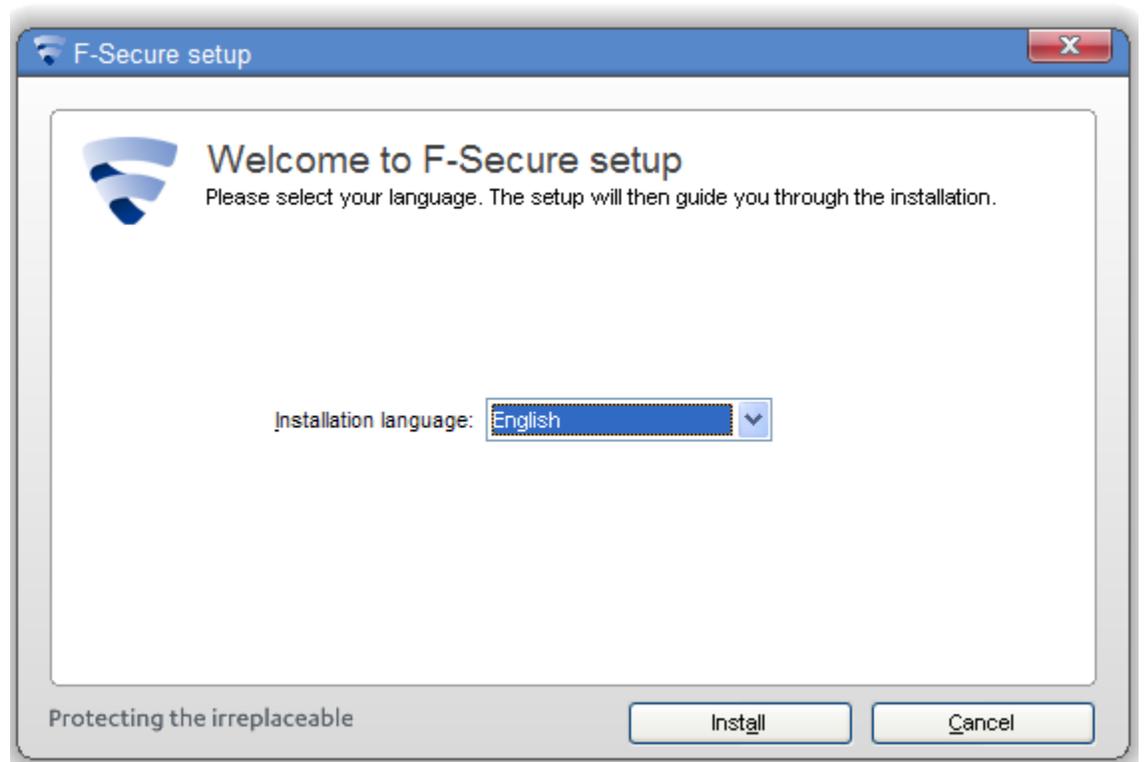
2.   Select your language and click **Install**. The License terms window is displayed:
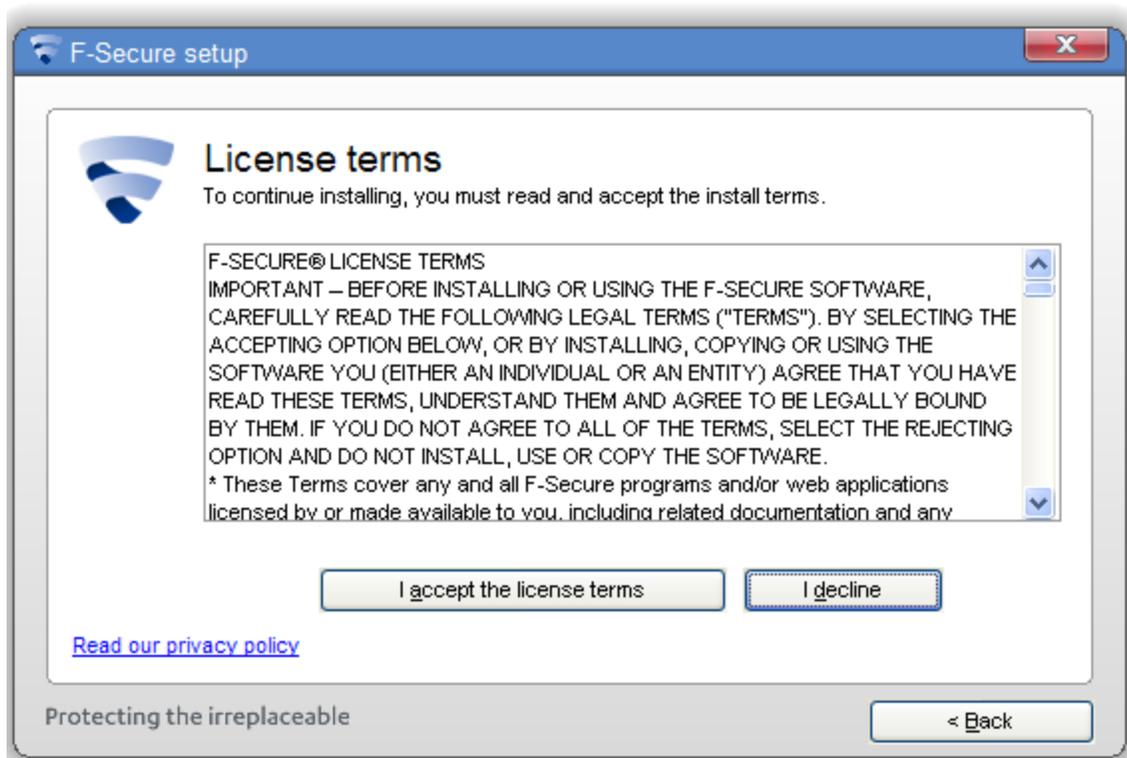
Figure 2: License terms

3. Read the license terms. If you accept them, click **I accept the license terms**.
4. Once you have accepted the license terms, the downloading of files starts. This phase may take a few minutes. Once the downloading of files is completed, the Automatic installation window is displayed:
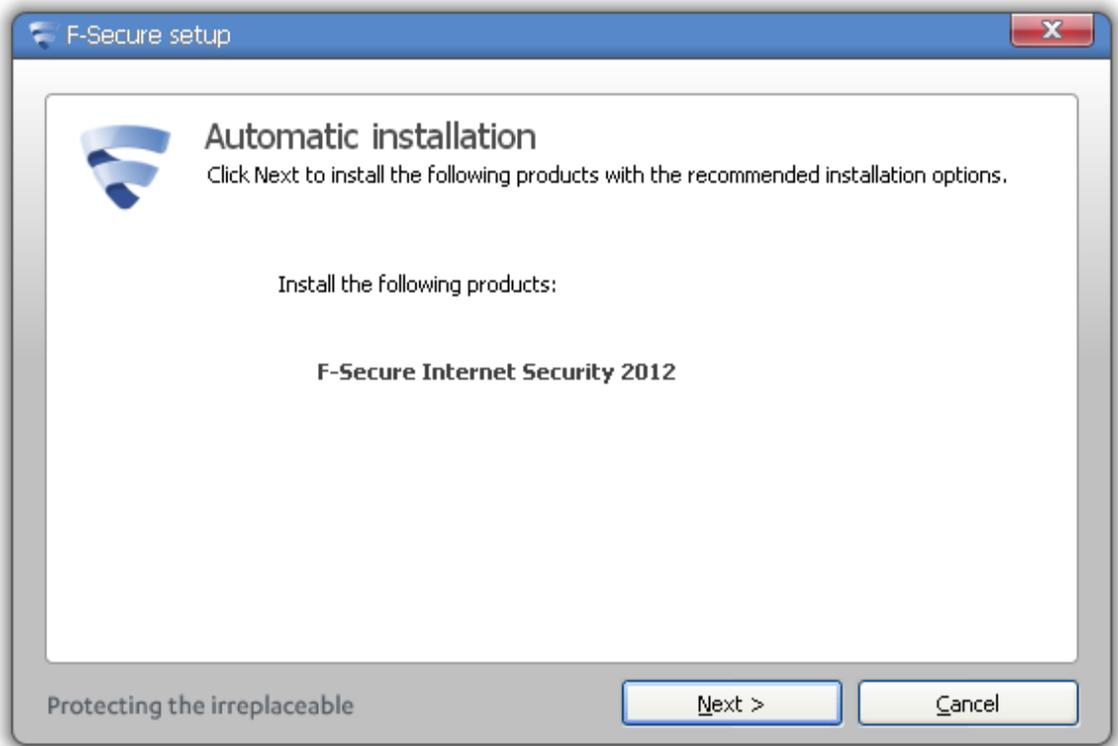
Figure 3: Automatic Download

5. Click **Next** to continue the installation. The Real-time Protection Network window is displayed:
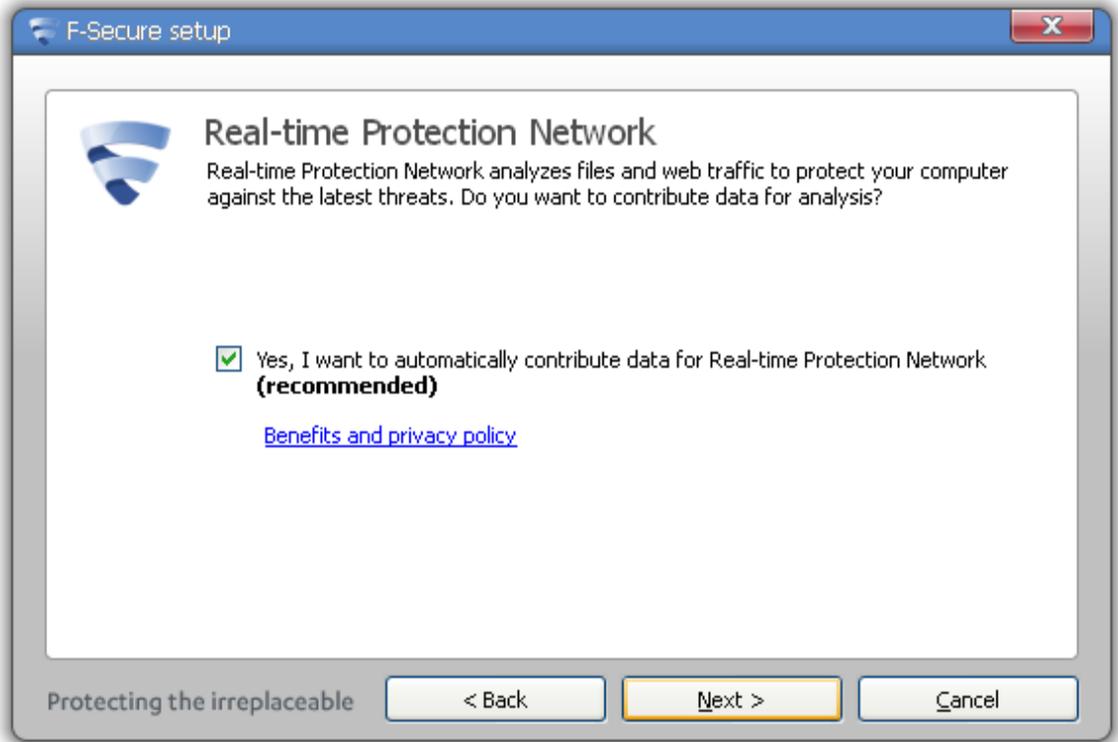
6. If you want to contribute anonymized data for analysis to improve the product's detection rate, click **Next**. If you decide not to do so, **clear the selection** before clicking **Next**. The installation continues with the removal of conflicting software, installing of computer security and online safety.

   Installation of the product is now completed.

   Note: If your computer is running on Windows XP, you need to restart it to complete the installation.

   To open the product user interface, click the F-Secure icon in the lower-right corner of your screen. The launch pad is displayed:

Figure 4: Launch pad

The launch pad contains all your applications. To open any of the applications available, click the application icon on the launch pad. You can also change common settings and manage your subscriptions through the launch pad; just right-click the right-most icon on the launch pad and select the desired option from the pop-up menu.

3.3 What is the launch pad?

A: Once you have downloaded the F-Secure network installer (F-SecureNetworkInstaller.exe) and installed the product, the launch pad is displayed at the bottom of your screen:

Figure 5: Launch Pad

If it is not visible on the screen, you can open it from the F-Secure icon on your desktop. This is where you can access all your F-Secure applications and manage your subscriptions.
The launch pad's common settings are settings that apply to all of the programs installed on the launch pad. Instead of changing the settings separately in each program, you can simply edit the common settings, which are then used by all of the installed programs.
You can use the launch pad to change the following common settings:

- **Downloads** - where you can view information about what updates have been downloaded and manually check if new updates are available.
- **Connection** settings - where you can change how your computer connects to the Internet.
- **Notifications** - where you can view past notifications and set what kind of notifications you want to see.
- **Privacy** settings - where you can select whether or not your computer is allowed to connect to the Real-time Protection Network.

Note: For security reasons, some of the settings can be changed only by a user with administrative access rights.

3.3.1 To manage your subscriptions for installed programs through the launch pad:

1. On the launch pad, **right-click** the right-most icon. A pop-up menu appears.

2. Select **View my subscriptions**. The **My subscriptions** window opens.
3. Do one of the following:
   a. Select **Subscription status** to view information about your subscriptions for installed programs.
   b. Select **Installation status** to see what programs are available to be installed.

3.3.2 For more information about F-Secure launch pad:

On the launch pad, **right-click** the right-most icon. A pop-up menu appears.
Select **Help.**

3.4 What is Online Safety?

A: Online Safety helps you and your family to browse the web safely. In addition to protecting you against malicious software and web sites, you can also restrict the type of content that can be viewed by your children. You can also control when and for how long someone is allowed to browse the Internet.

The product uses Windows user accounts to control the settings for each member of your family. Only someone with administrative access rights is allowed to change the product settings for the various Windows user accounts.

We recommend that you set up a separate Windows user account for each family member. For example, parents can have administrative access rights, and children can have normal access rights for their Windows user accounts.

3.4.1 For more information about how to use Online Safety:

On the F-Secure launch pad, **right-click** the **Online Safety icon**. A pop-up menu appears. Select **Help.**

3.5 What is Computer Security?

A: Computer Security protects your computer against all kinds of malicious attacks. It keeps viruses, worms, and spyware away from your computer. It blocks spam and phishing e-mails.

The firewall stops unwanted visitors getting into your computer via the Internet and protects you from hackers.

If you are using Microsoft Windows 7, the product also makes sure that you will not receive surprising bills when you are using mobile broadband.

Note: For security reasons, some of the settings can be changed only by a user with administrative access rights.

3.5.1 For more information about how to use Computer Security:

On the F-Secure launch pad, **right-click** the **Computer Security icon**. A pop-up menu appears. Select **Help.**

3.6 I am experiencing technical difficulties with F-Secure PC Protection Plus. How can I proceed?

A: Our Customer Care Representatives are available to help answer your questions. If you wish to speak with a representative, please call your Internet Service Provider . We appreciate your comments and look forward to serving you!

3.7 I have subscribed to F-Secure PC Protection Plus but cannot install my software. Why?

A: Here is a list of the most frequent reasons preventing the installation:
- You still have old security software installed on your PC. This software should be removed before installing F-Secure PC Protection Plus. Please remove this old security software manually.
- Your PC might be infected with a virus, which prevents the installation of F-Secure PC Protection Plus. To check your PC for viruses, go to the following address: http://support.f-secure.com/enu/home/ols.shtml

Please use the Online Scanner to check your PC for possible virus infections and remove them.

3.8 Why is the first F-Secure PC Protection Plus installation package so large?

A: The first package downloads a lot of files from the Internet, for example all the virus definitions. The next updates are significantly smaller.

3.9 The product is downloading updates after installation. That did not happen in the previous product version. Why has this changed?

A: The product has always updated the virus definition databases after installation to protect your computer against the latest threats. The only difference is that now you can see how the downloading proceeds.

3.10 Can I install the F-Secure PC Protection Plus product on top of an evaluation version?

A: Yes. If you are using an evaluation version of the product, you can upgrade to a full commercial version. You can do this as follows:
1. To open the product, double-click the product icon at the bottom right corner of your screen.
2. On the main page, click **Tasks**.
3. Click **My subscription**.
4. If you have not yet purchased a full product version from a reseller, select **Buy online**. This opens a web site where you can buy a full product version. Follow the instructions on that page.
1. When you have the subscription key for the full product version, click **My subscription.**
2. Select **Enter new subscription key**.
3. In the dialog box that opens, enter your new subscription key and click **Register.**

Tip: If you received your subscription key by e-mail, you can copy the key from the email message and paste it into the field.

If you would like to upgrade your current version to a version with other or additional features, you need to purchase a new product subscription with a new subscription key.

3.11 I have an existing security product installed, and I purchased the F-Secure PC Protection Plus product on a CD. I entered my new product subscription key to activate my new subscription, but the reinstallation does not start. What should I do?

A: To change your existing security installation to F-Secure PC Protection Plus installation, you need to reinstall the product from the CD. During the installation, enter the F-Secure PC Protection Plus subscription key.

3.12 I installed or upgraded the F-Secure PC Protection Plus product but cannot see the product icon on the system tray. What should I do?

A: You can try the following:
1. Check that the icons are not hidden in your operating system:
   a. In Windows XP or Vista: click the **Show hidden icons** icon to show the system tray icons.
   b. In Windows 7: click the **caret** to show the system tray icons.
2. Open **Task Manager**. Check that the **fsm32 process** is visible.
3. If the process is visible, use the **Support Tool** for generating **an fsdiag file**. Send the file to our technical support.
4. If the process is not visible, try to **install** the product again.

3.13 After installation or an upgrade I still can't access or locate F-Secure PC Protection Plus on my computer. What is wrong?

A: It is possible that the download process of the software package was not completed. As a result, some of the necessary F-Secure PC Protection Plus components have not yet been installed. You will need an active Internet connection to proceed with the remaining download before finalizing the installation.

3.14 After installing the F-Secure PC Protection Plus product, I have no access to the Internet or my e-mail. What can I do?

A: You may have denied your web browser's network connections. To open the product, double-click the product icon at the bottom right corner of your screen.

To check that the network connections are allowed for your browser:
1. On the main page, click **Settings**.
2. Select **Network connections** > **Application control**.
3. Click the **Applications** tab. You can view a list of denied or allowed applications.
4. Locate the browser that you are using. For example, if you use Internet Explorer, locate **iexplore.exe.**

5. Check that the connections are allowed for your browser.

3.15 After I installed the product and re-booted, the computer seems to freeze and does not react. What is happening?

A: You most likely installed the application on top of an existing anti-virus or firewall application, which was not automatically removed by the system during the installation. You will need to reset the computer and start the system in Safe Mode (reboot computer, after a few seconds the system will ask you whether or not to go into the booting options by pushing a function button). Once Safe Mode is selected, you will need to uninstall the old anti-virus and/or firewall application through the Control Panel.

If you have F-Secure Anti-Virus installed on your computer and would like to upgrade the product to F-Secure Internet Security, purchase first the latest version of F-Secure Internet Security and then install the new product on top of F-Secure Anti-Virus.
During the installation when you are asked for the subscription key, enter the new F-Secure Internet Security subscription key.

3.16 Where can I find the product subscription key?

A: The location of the product key depends on where you purchased your product:

- **Web store**
  If you have bought the product in a web store, the subscription key is included in the confirmation e-mail that you received after the purchase.
- **Retail store**
  If you have bought the product CD in a retail store, the subscription key is on the front cover of the Quick installation guide.

3.17 How do I uninstall the product?

3.17.1 To uninstall F-Secure Internet Security or F-Secure Anti-Virus 2013, 2012, 2011 or 2010 from Windows XP:

1. Click **Start** > Control Panel.
2. Double-click **Add or Remove Programs.**
3. Scroll down to your F-Secure product and click **Change/Remove.**
4. When asked, **restart** your computer.

3.17.2 To uninstall F-Secure Internet Security or F-Secure Anti-Virus 2013, 2012, 2011 or 2010 from Windows Vista:

1. Click **Start** > **Control Panel**.
2. Click **Uninstall a program.**
3. Scroll down to your F-Secure product and click **Uninstall/Change.**
4. When asked, **restart** your computer.

3.17.3 To uninstall F-Secure Internet Security or F-Secure Anti-Virus 2013, 2012, 2011 or 2010, from Windows 7:

1. Click **Start** > **Control Panel**.
2. Double-click **Programs and Features**.
3. Scroll down to your F-Secure product and click **Uninstall/Change**.
4. When asked, **restart** your computer.

4 Subscription and registration

4.1 I have a shared Internet connection. Can I use the F-Secure PC Protection Plus product on all the computers?

A: Yes, you can use the license for 3 installations in the same home network.

4.2 Can I give a copy of the software to a friend?

A: No, the license is meant for personal use.

4.3 I formatted my hard drive. Do I need to register the F-Secure PC Protection Plus product again?

A: No, you do not need to register your product again. If you still have your product subscription key (xxxx-xxxx-xxxx-xxxx-xxxx), you can reinstall the product and use the same key.

4.4 Can I install the product on several computers?

A: You receive a subscription key with your product. You can install the product with the same subscription key on 3 computers.

4.5 I have already installed the product and registered the subscription. How can I transfer the subscription to another computer?

A: If your subscription allows only one installation, you can transfer the subscription to another computer. To do this, install the F-Secure PC Protection Plus product by using the same subscription key.

The subscription is transferred to the new computer, and the old installation stops working.

If you have problems transferring the subscription, do the following:
1. **Uninstall** the product from both computers:
   a. Click **Start.**
   b. Select **Control Panel > Add/Remove Programs.**
2. Do the following on the computer to which you want to transfer the subscription:
   a. **Restart** the computer to which you want to transfer the subscription.
   b. **Delete** the product folder in the installation directory.
   c. **Reinstall** the product.
   d. After you have entered your subscription key and registered it, a message informs you that the subscription is already registered to another computer. Click **Next.** The product will be registered to your new computer.

4.6 How can I register a full version of the F-Secure PC Protection Plus on top of an evaluation version?

A: To register your subscription in an evaluation product, do the following:
1. **Connect** your computer to the Internet.

2. To open the product, double-click **the product icon** at the bottom right corner of your screen.
3. On the main page, click **Tasks.**
4. Click **My subscription.**
5. Select **Enter new subscription key.**
6. In the dialog box that opens, enter your new subscription key and click **Register.**
   Tip: If you received your subscription key by e-mail, you can copy the key from the email message and paste it into the field. After registration, the full subscription is activated and in use.

5 Viruses

5.1 The second full scan of the computer was quite fast. Did the product really scan my whole computer?

A: The product detects which files were scanned and checks if they have changed since the last scan. If they have not changed, they are not scanned again. The same applies to archives. This may mean that a different number of files are scanned each time you scan your computer, and therefore, the scanning time may vary.

5.2 Should I manually scan my hard disks daily?

A: No, this is not necessary. Virus and spyware scanning includes real-time scanning, which means that your computer is scanned for viruses in real time. You can scan manually for viruses by using scheduled scanning. To open the product, double-click the product icon at the bottom right corner of your screen. To start a scheduled scan:

1. On the main page, click **Settings.**
2. Select **Computer > Scheduled scanning.**
3. Select Turn on **scheduled scanning.**
4. Select which days you would like to regularly scan for viruses and spyware.

Option	Description
Daily	To scan every day.
Weekly	To scan on selected days during the week. Select on which days to scan from the list to the right.
Monthly	To scan on up to three days a month. To select which days: a. Select one of the Day options. b. Select the day of the month from the list next to the selected day. c. Repeat if you want to scan on another day.

Figure 6: Scheduled Scanning

5. Select when you want to start the scan on the selected days.

Option	Description
Start time	The time when the scan will start. You should select a time when you expect to not be using the computer.
After computer is not used for	Select a period of idle time after which the scanning starts if the computer is not used.

Figure 7: Select scan start time

5.3 The product shows that the virus definitions are out of date. What can I do?

A: Updates are considered old after seven days. You should always try to keep your virus definition database up-to-date as viruses can change very quickly, and F-Secure may release several updates per day.

If this is the first time the computer has been turned on in the last seven days, for example after a holiday, the entire update package will be automatically downloaded and installed within 30 minutes.

If the F-Secure product still indicates that the virus definitions are out of date, try the following:

1. **Open** the F-Secure launch pad, **right-click** the F-Secure icon and select **Check for updates.**
2. **Open** the F-Secure launch pad, **right-click** the F-Secure icon and select **View my subscriptions.** In the **My subscriptions** window, you can check the status of your subscription.
3. Check that the Windows date and time are correct because incorrect settings can cause the product to report that your virus definitions are out of date even though this is not the case. You can see the date and time in the Windows system tray. You can change the clock settings in the Date and Time Properties. To open the properties, **double-click** the clock.
4. Download and run fsaua-reset.exe. When the command window opens, press Y. The program will close by itself.
5. Download and run fsdbupdate9.exe which contains a new copy of the virus definitions.

If the above actions do not help, we recommend that you first uninstall the product and then reinstall it.

5.4 How can I exclude a file or folder from virus and spyware scanning?

A: To open the product, double-click the product icon at the bottom right corner of your screen. To exclude a file or folder from virus and spyware scanning:

1. On the main page, click Settings.
2. Do one of the following:
    a. Select **Computer > Virus and spyware scanning.**
    b. Select **Computer > Manual scanning.**
1. Click Open excluded items list.
2. To exclude a file, drive, or folder:
    a. Select the **Objects** tab.
    b. Select **Exclude objects** (files, folders, …).
    c. Click **Add.**

       d.   Select the **file, drive, or folder** that you want to exclude from virus scanning.
           Note: Some drives may be removable drives, such as CD, DVD or network drives.
           Network drives and empty removable drives cannot be excluded.
       e.   Click **OK.**

3. **Repeat** the previous step to exclude other files, drives, or folders from being scanned for viruses.
4. Click **OK** to close the Exclude from scanning dialog box.
5. Click **OK** to apply the new settings.

5.5   How can I exclude certain file types from virus and spyware scanning?

A: To open the product, double-click the product icon at the bottom right corner of your screen. To exclude file types from virus and spyware scanning:

1. On the main page, click **Settings**.
2. Do one of the following:
       a.   Select **Computer > Virus and spyware scanning.**
       b.   Select **Computer > Manual scanning.**
3. Click **Open excluded items** list.
4. To e**xclude** a file type:
       a.   Select the **File Types** tab.
       b.   Select **Exclude files with these extensions.**
       c.   Type a **file extension** that identifies the type of files that you want to exclude, in the field next to the Add button. To specify files that have no extension, type '.'. You can use the wildcard '?' to represent any single character, or '*' to represent any number of characters. For example, to exclude executable files, type exe in the field.
       d.   Click **Add.**
5. **Repeat** the previous step for any other extension you want to be excluded from being scanned for viruses.
6. Click **OK** to close the Exclude from scanning dialog box.
7. Click **OK** to apply the new settings.

5.6   How to clean an infected System Volume Information folder or a System Restore folder?

A: System Restore is a feature of Windows Vista, Windows XP, Windows 7 and Windows ME (Windows ME is not supported by the F-Secure PC Protection Plus product). If a virus infects the computer, it is possible that the virus is backed up in the System Restore folder. To scan and clean the System Restore folder, you need to turn it off. By turning off System Restore, you lose your last system restore point. Unfortunately there is no other way to remove infections from System Restore. If you want to continue using the System Restore feature, it is important to turn it on after removing the infected files.

1. To turn off System Restore in Windows XP:

a. Close all open programs.

b. Right-click **My Computer**, and select **Properties.** The System Properties dialog box opens.

c. Click the **System Restore** tab.

d. Select the **Turn off System Restore** on all drives check box.

e. Click **Apply.**

f. When the system asks if you want to turn off System Restore, click **Yes.**

g. Click **OK.**

h. **Scan** all hard drives and all files for viruses with your existing security product.

2. Once you have scanned and cleaned the files, turn on System Restore in XP as follows:

   a. Right-click **My Computer**, and select **Properties.** The System Properties dialog box opens.

   b. Click the **System Restore** tab.

   c. Clear the **Turn off System Restore** on all drives check box.

   d. Click **Apply,** and then click **OK.**

3. To **turn off System Restore in Windows Vista**:

   a. Close all open programs.

   b. Click **Start.**

   c. Select **All Programs > Maintenance.**

   d. Select **Maintenance > Backup and Restore Center.**

   e. Click **Create a restore point** or change settings. If asked, click **Continue.**

   f. Under **Available disks,** clear the checkboxes for all drives.

   g. Click **Apply.**

   h. When the system asks if you want to turn off System Restore, click **Turn System Restore Off.**

   i. Click **OK.**

   j. **Restart** your computer.

   k. **Scan** all hard drives and all files for viruses with your existing security product.

4. Once you have scanned and cleaned the files, **turn on System Restore in Vista** as follows:

   a. Close all open programs.

   b. Click **Start.**

   c. Select **All Programs > Maintenance.**

   d. Select **Maintenance Backup and Restore Center.**

   e. Click **Create a restore point** or change settings. If asked, click Continue.

   f. Under Available Disks, select **all drives**.

   g. Click **Apply.**

   h. When the system asks if you want to turn off System Restore, click **Turn System Restore Off.**

   i. Click **OK.**

5. To turn off System Restore in Windows 7:

   a. Close all open programs.

   b. Right-click **Computer,** and select **Properties.** The **View basic information about your computer** dialog box opens.

c. Click **System protection.**

d. Click the **System protection tab.**

e. Click **Configure.**

f. Select **Turn off System protection.**

g. Click **Apply.**

h. When the system asks if you want to **turn off System Protection**, click **Yes.**

i. Click **OK.**

j. **Scan all hard drives and all files** for viruses with your existing security product.

6. Once you have scanned and cleaned the files, turn on System Restore in Windows 7 as follows:

a. Right-click **My Computer**, and select **Properties.** The **View basic information about your computer** dialog box opens.

b. Click **System protection**.

c. Click the **System protection tab.**

d. Click **Configure.**

e. Select **Restore system settings** and previous versions of files.

f. Click **Apply.**

g. Click **OK.**

5.7 How does the advanced process monitoring in DeepGuard protect my computer?

A: Advanced process monitoring checks if processes are changed while they are running. Infected files may try to do that and infect the whole computer through bugs in software. Advanced process monitoring protects also the web browser against infections, which makes it an important part of browsing protection. Advanced process monitoring may, however, cause issues with certain games which use antic heat mechanisms. The problem occurs because both DeepGuard and the game try to make sure that a process is not changed. DeepGuard checks for infections, and the game checks that no scores or similar are changed. Turning off advanced process monitoring resolves the issue.

5.8 I suspect that a file that was reported as malware is not actually malware. What can I do?

A: Please report the file as a false positive at the following web site: http://www.f-secure.com/en_EMEA/security/security-lab/submit-samples/sample-analysissystem/index.html.

5.9 I have many files with extensions "0xe" or "0ll" on my hard drive. What are these files?

A: These files were originally viruses that have been renamed by F-Secure PC Protection Plus in order to prevent them from infecting your computer. Disinfection was not possible because these files were 100% virus code and F-Secure PC Protection Plus renamed them automatically by giving them a .0xe or 0ll extension. Renamed files (like "0xe" or "0ll") still

contain malicious code, but they cannot spread or harm your computer anymore. You can delete the files manually or let F-Secure PC Protection Plus remove them automatically.

5.10 I have received an e-mail about a virus. The message says that the virus is really dangerous. What can I do?

A: Most likely you have received a chain letter that spreads information about a non-existent virus or a hoax. More information about viruses and hoaxes can be found on F-Secure web pages at http://www.F-Secure.com/virus-info/.

5.11 My F-Secure PC Protection Plus Virus Protection manual scanning is very slow or does not finish at all. Why?

A: If you are running other operations on your PC at the same time this situation can occur. These other operations could be maintenance programs, such as scandisk or disk de-fragmentation. Please stop running other software activities before scanning to expedite the manual scanning process.

6   Spyware

6.1 What is spyware?

A: Spyware are programs that collect your personal information. Spyware may collect personal information including:
- Internet sites you have browsed,
- e-mail addresses from your computer,
- passwords, or
- credit card numbers.

Spyware almost always installs itself without your explicit permission. Spyware may get installed together with a useful program or by tricking you into clicking an option in a misleading pop-up window.

6.2 An application stopped working after I removed spyware from my computer. What can I do?

A: Applications that install spyware may stop working if you remove the spyware from the application. You have two options:
1. **Stop** using the application and **uninstall** it.
2. If you still want to use the application, do the following:
   a. Instead of removing the spyware, **move it** to the quarantine.
   b. When you want to **use** the application, **restore** the spyware from the quarantine.

Note: Restored spyware starts to work again and can spy your computer and show advertising pop-ups.

   c.   You may also want to **deny** the spyware from **connecting to the Internet** by using **application control**.

6.3   Every time I scan my computer, I find a lot of spyware. Why?

A: Most likely, the majority of found spyware items are so-called tracking cookies. Cookies are items in the web browser that web sites use to save some information on the user's computer. Such cookies can compromise your privacy.

6.4   Is my computer protected against spyware with F-Secure PC Protection Plus?

A: The product uses real-time spyware scanning, which is turned on by default. It is integrated to the anti-virus protection. You can also run a separate manual scan for spyware.

7   Firewall

7.1   What is a firewall?

A: The firewall protects your computer by allowing safe Internet traffic and blocking unsafe traffic.

Typically, the firewall allows all traffic from your computer to the Internet, but blocks all traffic from the Internet to your computer unless you specifically allow it. By blocking the inbound traffic, the firewall protects your computer against malicious software, such as worms, and prevents intruders from accessing your computer. Depending on your alerting settings, firewall alert pop-ups may be shown about the actions of the firewall.

7.2   What has happened to the firewall in Version 12?

A: The product's firewall functionality has been redesigned. The new firewall design makes the use of the product easier than ever.
Now the product uses operating system's own Windows Firewall for basic firewall functionality, such as inbound network traffic filtering, location-specific settings and HomeGroup support. On top of this basic protection by Windows Firewall, the product has been complemented with the following security mechanisms to improve the firewall functionality:

- Blocking download of exploits and other harmful files. Each downloaded file is scanned and all harmful files are blocked automatically.
- Preventing suspicious applications from accessing the Internet. If the safety of an application cannot be verified, DeepGuard starts to monitor its behavior. Based on the behavior analysis, DeepGuard will either allow or deny the network access or it asks the user whether to permit the access or not.
- Browser manipulation detection. DeepGuard detects if malware is trying to manipulate user's browser and prevents the attempt.

7.3   How do I allow an application to access my computer through the firewall?

A: When the firewall is turned on, it restricts access to and from your computer. Some applications may require that you allow them through the firewall to work properly. The product uses Windows Firewall to protect your computer.
To change Windows Firewall settings:

1. Open **Computer Security.**
2. On the main page of Computer Security, click **Settings.**
   Note: You need administrative rights to change the settings.
3. Select **Computer Security > Firewall.**
4. Click **Change Windows Firewall** settings.
   Note: You need administrative rights to edit the settings.

For more information on Windows Firewall, refer to Microsoft Windows documentation.

7.4   How can I allow an application that DeepGuard has blocked?

A: Sometimes DeepGuard may block a safe application from running, even if you want to use the application and know it to be safe. This happens because the application tries to make system changes that might be potentially harmful. You may also have unintentionally blocked the application when a DeepGuard pop-up has been shown.
To allow the application that DeepGuard has blocked:

1. Open **Computer Security.**
2. On the main page of Computer Security, click **Tools.**
3. Click **Applications.** The Monitored applications list is shown.
4. Find the application that you want to allow.
   Note: You can click column headings to sort the list. For example, click the Permission column to sort the list into groups of allowed and denied programs.
5. Select **Allow** in the **Permission** column.
6. Click **Close.**

DeepGuard allows the application to make system changes again.

7.5   I want to allow all traffic (for some reason, temporarily). How do I do this?

A: The only way to allow all Internet traffic is to right click on F-Secure PC Protection Plus icon, choose "Unload" from the menu, then "Unload and allow all network traffic." Please note that you will not be secured when allowing all traffic. To restore your security again, please right-click on F-Secure PC Protection Plus icon and choose "Reload."

7.6   How do I exclude a file or folder from scanning?

A: Sometimes you may want to exclude a file or folder from the scan. Excluded items are not scanned unless you remove them from the excluded items list.
Note: Exclusion lists are separate for real-time and manual scanning. For example, if you exclude a file from the real-time scan, it is scanned during the manual scan unless you exclude it from the manual scan as well.
To exclude a file or folder from scanning:

1. Open **Computer Security.**
2. On the main page of Computer Security, click **Settings.**
3. Do one of the following:
4. Select **Computer Security** > **Virus and spyware scanning**.
5. Select **Other settings > Manual scanning.**
6. Click the **Exclude files from the scan** link. The Exclude from scanning dialog is displayed.
7. Depending on what you want to exclude from scanning, do one of the following:

- To exclude a file, drive, or folder:
    1. Select the **Objects** tab
    2. Select the **Exclude objects (**files, folders…) check box.

34

3. Click **Add.**
4. Select the file, drive, or folder that you want to exclude from virus scanning.
   Note: Some drives may be removable drives, such as CD, DVD or network drives. Network drives and empty removable drives cannot be excluded.
- Click **OK** to close the Exclude from scanning dialog.

To exclude a specific file type:
1. Select the **File Types** tab.
2. Select the **Exclude files** with these extensions check box.
3. Type the file extension, which identifies the type of files you want to exclude, in the field next to the **Add button**.
4. Click **Add.**
5. Repeat the steps 3 and 4 for any other extension you want to exclude from scanning.
6. Click **OK** to close the Exclude from scanning dialog.

Note: Some files cannot be excluded and will always be scanned, such as executable files.

7.7   How can I exclude an application from scanning?

A: You cannot exclude applications directly. New applications appear on the exclusion list only if you have excluded them during scanning.

If the scanning detects an application that behaves like spyware or riskware but you know it to be safe, you can exclude it from scanning so that the product does not warn you about it anymore. However, if an application behaves like a virus or other malicious software, it cannot be excluded.

You can view the applications that you have excluded from scanning, and remove them from the excluded items list if you want to scan them in the future. To view the applications that are excluded from scanning:
1. Open **Computer Security.**
2. On the main page of Computer Security, click **Settings.**
3. Do one of the following:
- Select **Computer Security > Virus and spyware scanning.**
- Select **Other settings** > Manual scanning.
   1. Click the **Exclude files from the scan** link. The Exclude from scanning dialog is displayed.
   2. On the **Applications** tab, you can see the applications that you have excluded from scanning.

7.8   How can I prevent applications from downloading harmful files?

A: You can prevent applications on your computer from downloading harmful files from the Internet.

Some web sites contain exploits and other harmful files that may harm your computer. With advanced network protection, you can prevent any application from downloading harmful files before they reach your computer.

To block any application from downloading harmful files:
1. Open **Computer Security.**
2. On the main page of Computer Security, click **Settings.**
   Note: You need administrative rights to change the settings.
3. Select **Computer Security > Firewall.**
4. Select **Do not allow applications** to download harmful files.
Note: This setting is effective even if you turn off the firewall.

7.9 Can I use the Windows XP firewall with the F-Secure PC Protection Plus product?

A: No. You cannot use the Windows XP firewall with the product. The F-Secure PC Protection Plus product already has a firewall. If you use two software firewalls simultaneously, your computer may freeze. However, you can use a hardware firewall (router) with the product.
Note: You can use the Windows XP firewall with other ISP.net products that do not contain a firewall, such as the existing security product.

7.10 What is the difference between firewall profiles (or security levels) and firewall rules?

A: The F-Secure PC Protection Plus product includes several firewall profiles that allow you to set more flexible or severe security policies. Firewall profiles allow you to instantly change your level of protection according to your needs. Firewall profiles are automatically updated to make sure that you are protected against the newest forms of malicious computer programs and Internet attacks. Every firewall profile is composed of a set of pre-configured firewall rules. Expert users may create their own firewall rules to modify the firewall profile.

7.11 How do I change the firewall profile/security level in the F-Secure PC Protection Plus product?

A: To open the product, double-click the product icon at the bottom right corner of your screen.

To change the firewall profile:
1. On the main page, click Status.
2. Next to Firewall, click the link, which shows the current firewall profile. The Change firewall profile dialog box opens.
3. Read the firewall profile descriptions carefully.
4. Select the appropriate profile from the list and click OK.
   The Status page now shows the new firewall profile. The firewall rules and application control settings change according to the selected firewall profile.

7.12 How do I add new firewall rules?

A: Before starting to create a rule, select the firewall profile to which you want to add this rule.

Note: You may not be able to add your own rules to all firewall profiles. To open the product, double-click the product icon at the bottom right corner of your screen.

7.13 How do I start creating a rule?

A: Enter a name for the rule and select whether the firewall rule denies or allows traffic.

To start creating a rule:
1. On the main page, click **Settings.**
2. Select **Network connections > Firewall.**
3. Click the **Rules** tab.
4. Click **Add.** The **Add new rule** dialog box opens.
5. In the **Name** field, enter a name for the rule. Use a name that you can easily identify.
6. To either deny or allow traffic, select either **Deny or Allow**.
7. To create a rule that is valid only when you have an active dial-up connection, select Use this rule only with dial-up connection. This option is relevant only if you use a modem or ISDN for your Internet connection. You may want to select this option, for example, if you use a laptop outside your home network and access the Internet through a modem or ISDN connection. Outside your home, your laptop is not protected by the router firewall, and you may want to create a stricter rule that denies all unnecessary inbound traffic and use this rule outside home. Usually, you do not have to create a rule, and the default firewall profile protects your computer both inside and outside home.
8. Click **Next.**

7.14 How do I select the IP addresses?

A: Apply the rule to all network connections or specify the IP addresses and networks to which the new rule applies.

Note: The IPv6-related options are only available if your operating system is Microsoft Windows Vista or Windows 7.

To select the IP addresses:
1. Select one of the following options:
   a. To apply the rule to both IPv4 and IPv6 addresses, select **Any IP address.**
   b. To apply the rule to all IPv4 addresses, select **Any IPv4 address.**
   c. To apply the rule to all IPv6 addresses, select **Any IPv6 address.**
   d. To apply the rule to specific IP addresses and networks, select **Custom** and click **Edit.** The **Addresses** dialog box opens.
   e. In the **Addresses** dialog box, select one of the following options on the Type list:

Type	Address example
IP address	192.168.5.16
DNS name	www.example.com
IP range	192.168.1.1-192.168.1.63
IP subnet	192.168.88.0/29
MyDNS	[mydns]
MyNetwork	[mynetwork]
IPv6 address	2001:db8:85a3:8d3:1319:8a2e:370:733
IPv6 range	2001:db8:1234:: - 2001:db8:1234:FFFF:FFFF:FFFF:FFFF:FFFF
IPv6 subnet	2001:db8:1234::/48

Figure 8: Select Address type

      a. Enter the address in the **Address** field.
      b. To add the address to the addresses list, click **Add to list.**
      c. Repeat steps a-c to add all necessary addresses to the addresses list.
      d. Click **OK.**
2. Click **Next.**

How can you define an IP subnet? If you want to define an IP subnet, use Classless Inter-Domain Routing (CIDR) notation. It is a standard notation that consists of a network address and subnet mask. For example:

Network address	Subnet mask	CIDR notation
192.168.0.0	255.255.0.0	192.168.0.0/16
192.168.1.0	255.255.255.0	192.168.1.0/24
192.168.1.255	255.255.255.255	192.168.1.255/32

Figure 9: Define IP subnet

7.15 How do I select the services and direction?

A: Select the services to which the firewall rule applies, and the direction of the traffic.

To select the services and direction:

1. Select the services to which you want to apply the rule:
   a. If you want to apply the rule to all IP traffic, select All IP traffic on the list.
   b. If the service you need is not on the list, you need to create it first.
   The icon appears in the Direction column for the services you selected.
1. For every service, **select the direction of the traffic** to which the rule applies. The direction is from your computer to the Internet or vice versa. To select the direction, **click the icon** in the Direction column.

Direction	Explanation
▣↔🌐	The service is allowed or denied in both directions.
▣←🌐	The service is allowed or denied if it is from the Internet to your own computer (inbound).
▣→🌐	The service is allowed or denied if it is from your own computer to the Internet (outbound).

Figure 10: Services and Direction

2. Click **Next.**

7.16 How do I select alerting options?

A: Select how the product notifies you when the firewall rule denies or allows traffic.

To select the alerting option:
1. Select one of the following options:
   a. If you do not want to be notified, select **No alert**. No alerts are generated to the alerts log, and no alert pop-ups are shown to you. We recommend that you select this option if you are creating a rule for allowing traffic.
   b. If you want the product to generate alerts in the alerts log, select **Log.**
   c. If you want the product to generate alerts in the alerts log and to show alert pop-ups to you, select **Log** and **pop-up**. Note that you have to turn on the alert pop-ups also in the Firewall alerts dialog box. In the **Alert text field**, enter a **description** to be shown in the alerts log and pop-ups.
2. Click **Next.**

7.17 How do I check and accept the rule?

A: To do this:
1. Check the **rule summary.** If you need to edit the rule, click **Previous.**
2. When you are satisfied with your new rule, click F**inish.**
   Your new rule is now shown on the rules list on the Rules tab, and it is automatically turned on. If you have created several rules, you can now define their priority order.

7.18 When do I have to create a new firewall service for a rule?

A: You may have to do this if you are creating a firewall rule for a program but there is no suitable firewall service available. To open the product, double-click the product icon at the bottom right corner of your screen.

The service defines the protocols and ports the program uses. To find out this information, consult the documentation of the program.

To create a firewall service:
1. On the main page, click **Settings.**
2. Select **Network connections > Firewall.**
3. Click the **Services** tab.
4. Click **Add.** The Add new service dialog box opens.
5. In the **Name** field, enter a name for the service. Use a name that you can easily identify.
6. From the **Protocol** list, select the **protocol** for the service:
   - ICMP (1)
   - TCP (6)
   - UDP (17)
   If you want to use another IP protocol, enter the protocol number (0-255) in the field.

1. If the service uses the TCP or UDP protocol, define the initiator ports for the service. If the program documentation does not include the initiator ports, you can usually use any port number above 1023.
   - Next to the Initiator ports field, click **Edit.**
     - Add the ports:
     - To enter a **single port**, enter the port number in the Single field, for example, 1024.
     - To enter a **port range,** add the lowest and the highest port number of the range to the Range fields, for example, 1024-65535.
   - Click **Add to list.**
   - **Repeat** the steps a-c to add all necessary ports.
   - Click **OK.**
2. If the service uses the TCP or UDP protocol, define the responder ports for the service.

   The responder ports are usually mentioned in the program documentation.
   - Next to the Responder ports field, click **Edit.**
     - Add the ports:
     - To enter a **single port**, enter the port number in the Single field.
     - To enter a **port range**, add the lowest and the highest port of the range to the Range fields.
   - Click **Add to list.**
   - **Repeat** the steps a-c to add all necessary ports.
   - Click **OK**.
3. If the service uses the ICMP protocol, define the ICMP type and code for the service. Click **Edit** to enter the values in the Type and Code fields. The allowed values are 0-255.
4. If you will use this service for allowing inbound traffic, you can define whether you want to allow also broadcast and multicast traffic. This kind of traffic is created by streaming programs, such as web radio or television. To allow them, select the **Allow broadcasts** and **Allow multicasts** checkboxes. Usually, you can leave these checkboxes unselected.
5. In the Add new service dialog box, click **OK**.
   Your new service is now shown on the services list on the Services tab. To deny or allow the traffic that the service defines, you need to add the service to a firewall rule which allows outbound Internet connections.

7.19 How can I create a rule using a service that is not listed? [Such as peer-to-peer network games or Virtual Network Computing (VNC)]

A: You may have to create a new firewall service and rule if you start playing peer-to-peer network games, or start using a service such as Virtual Network Computing (VNC) remote desktop.

For example, for VNC you need to create two firewall services to open the following ports:
- TCP ports 5500, 5800, 5900, the initiator port is > 1024
- UDP ports 5500, 5800, 5900, the initiator port is > 1024

1. Create a service for TCP with the following details:
   - Service description: VNCTCP
   - Protocol: TCP (6)
   - Initiator ports, range: 1023-65535
   - Responder ports, single: 5500, 5800 and 5900.
2. Create a service for UDP with the following details:
   - Enter a service description: VNCUDP
   - Select the protocol: UDP (17)
   - Enter initiator ports, range: 1023-65535
   - Enter responder ports: 5500, 5800, and 5900.
3. Create a firewall rule with the following details:
   - Enter a rule name: VNC.
   - Select the rule type: Allow.
   - Select the IP addresses: Any IP Address.
   - Select services: VNCTCP and VNCUDP. Click between the computer and globe icon until a double arrow is shown.

Alert type: No alert.

1. To apply the firewall rule, define VNC as allowed in application control:
   - Select **Network connections > Application control**.
   - Click the **Applications** tab.
   - Click **Add.**
   - Click **Browse** and browse for **vncviewer.exe.**
   - Under Outbound (client) connection, select **Allow.**
   - Under Inbound (server) connection, select **Allow.**
   - Click **OK.**

You should now see the new rule added to the rules list and it should be turned on. You can now close the product and retry your VNC.

7.20 How do I change the firewall rules?

A: You can only change a firewall rule that you have created yourself. To open the product, double-click the product icon at the bottom right corner of your screen.

To change a rule:
1. On the main page, click **Settings.**
2. Select **Network connections > Firewall.**
3. Click the **Rules** tab.
4. Select the rule and click **Details**. The Rule details dialog box opens.
5. Make the necessary changes in each step and move to the next step by clicking **Next.**
6. In the Rule details dialog box, **check the changes** that you made.
7. If you are satisfied with the rule, click **Finish.**

The changes that you made are applied to the rule.

7.21 How can I open a port through the firewall?

A: You can open a port through the firewall if you want to allow some Internet traffic and you know the port number that you want to open. You may not be able to add your own rules to all firewall profiles. Select the firewall profile to which you want to add the new rule before you open the port.

When you open a port through the firewall, you create a new firewall rule and two new services.

1. On the main page, click **Tasks.**
2. Click **Open firewall** port.
3. In the Name field, **enter a name** for the new firewall rule.
4. In the Port number field, **define the responder port** for the rule. The responder port is usually mentioned in the product documentation.
5. Click **OK.**

The new rule is added to the firewall rules list and two new services are created on the firewall services list for both the TCP and UDP protocols with the specified port number.

7.22 Why is my FTP software not working after I installed the F-Secure PC Protection Plus product?

A: You have to add a new, outbound firewall rule to your firewall profile. To add a new rule for the FTP software:

1. To open the product, **double-click the product icon** at the bottom right corner of your screen.
2. On the main page, click **Settings.**
3. Select **Network connections > Firewall.**
4. Click the **Rules** tab.
5. Click **Add.** The Add new rule dialog box opens.
6. Follow the instructions in the dialog boxes.
7. In step 3, select the predefined FTP / File Transfer Protocol, active mode as the service.
8. Follow the instructions in the dialog boxes.
9. In the final step, click **Finish.**

7.23 I have a home office or home network. How can I get two computers to see each other's files?

A: You need to create a new firewall rule for Windows file sharing to share files between computers on your home network. To open the product, double-click the product icon at the bottom right corner of your screen. If you use a router on your network, check the Dynamic Host Configuration Protocol (DHCP) settings of your router to find out the IP address range allocated to your home network. For more information, consult the router documentation. The most usual IP address range for home networks is 192.168.1.1 - 192.168.1.254. If you want to share files between all your computers, you have to create the same rule on all of the computers.

To create the rule:

1. On the main page, click **Settings.**
2. Select **Network connections > Firewall.**
3. Click the **Rules** tab.
4. Click **Add.**
5. Enter a name and select the rule type:

Step	Example
Enter a name for the rule	FileSharing
Select the rule type	Allow

Figure 11: Create rule

Step	Example
a. Click Custom. b. Click Edit. c. Select IP range and enter the addresses of your computers in the field. d. Click Add to list.	192.168.1.1 - 192.168.1.254

Figure 12: Select IP Address

1. Select the IP addresses:

2. Select the services and direction:

Step	Example
Select the services that Windows file sharing uses	a. SMB over TCP/IP (TCP) b. SMB over TCP/IP (UDP) c. Windows file sharing and network printers d. Windows network browsing e. ICMP / Internet Control Message Protocol
Select the direction for both services	🖥←🌐(from the Internet to your computer)

Figure 13: Select services and direction

1. Select the services and direction:

Step	Example
Select the alerting type	No alert

Figure 14: Select services and direction

2. Check the **summary** of the rule and click **Finish**. Your new rule is now shown on the rules list on the **Rules** tab, and it is automatically turned on.
3. Test that the rule works. To do this, use Windows file sharing to share a folder or file and check whether you can access the folder or file from all of your computers.
   Tip: If you want to share the printer on your home network, create a similar rule. In this case, you have to only create an inbound "allow" rule on the computer to which the printer is connected.

7.24 Can I use a digital TV card with the F-Secure PC Protection Plus product?

A: Yes, you can. If the TV picture freezes when you use a digital TV card with the F-Secure PC Protection Plus product, add the TV card as a trusted networking adapter. To open the product, double-click the product icon at the bottom right corner of your screen.

1. On the main page, click **Settings.**
2. Select **Network connections > Firewall.**
3. Click the **Settings** tab.
4. On the Trusted network adapter list, **select the TV card.**
5. Click **OK.**

Your TV card should work now.

7.25 How do I allow all network traffic temporarily?

Note: Your computer is not protected when you allow all network traffic.

A: To allow all network traffic:

1. **Right-click** the product icon in the bottom right hand corner of your screen.
2. Select **Unload** from the menu.
3. To allow all Internet traffic, select **Unload** and allow all network traffic.
4. **Confirm** the unload when requested.

To restore your security again, **right-click the product icon** and select **Reload**.

8 E-mail filtering/Spam Control

8.1 How can I make sure that messages from a specific e-mail address are not considered spam?

A: To open the product, double-click the product icon at the bottom right corner of your screen. To allow messages from specific e-mail addresses, follow the instructions below. You can also do this through the Spam Control menu button (in Microsoft Outlook, Outlook Express or Windows Mail), or by right-clicking the system tray icon. You can add, edit or remove individual e-mail addresses or whole domains to your allowed senders list. For example, if you add *@example.com to your allowed senders list, all e-mail messages from the example.com domain are allowed.

To edit your list of trusted e-mail addresses:
1. On the main page, click **Settings.**
2. Select **Internet > E-mail filtering.**
3. Click **Allow senders**. The Allow senders settings page opens.
4. Choose one of the following actions:
    1. To **add** a new e-mail address:
    2. Click **Add**. The Add sender/domain dialog box opens.
    3. In the Address field, **enter the e-mail address or domain name** from which you want to allow e-mail messages. You can add a short description for the new address in the Description field.
    4. Click **OK.** The new e-mail address is now shown on your allowed senders list.

    1. To **edit** an e-mail address:
    In the list, select the e-mail address you want to edit, and click **Edit.** The Edit sender/domain dialog box opens.
        1. **Edit** the selected e-mail address, and click **OK.**
        2. To remove an e-mail address from the allowed senders list:
        3. In the list, select the e-mail address you want to remove, and click **Remove.** The e-mail address is removed from the list.

8.2 How do I block spam from a specific e-mail address?

A: To open the product, **double-click** the product icon at the bottom right corner of your screen.

You can **add, edit or remove** individual e-mail addresses or whole domains to your blocked senders list. For example, if you add *@example.com to your blocked senders list, all e-mail messages from the example.com domain are blocked.

To edit your list of blocked e-mail addresses:
1. On the main page, click **Settings.**
2. Select **Internet > E-mail filtering.**

3. Click **Block senders.**
4. Choose one of the following actions:
    1. To **add** a new e-mail address:
    - Click **Add**. The Add sender/domain dialog box opens.
    - In the **Address** field, enter the e-mail address or domain name from which you want to block e-mail messages. You can add a short description for the new address in the **Description** field.
    - Click **OK**. The new e-mail address is now shown on your blocked senders list.

    2. To **edit** an e-mail address:
    - In the list, **select the e-mail address** you want to edit, and click **Edit**. The Edit sender/domain dialog box opens.
    - **Edit** the selected e-mail address, and click **OK**.

    3. To **remove** an e-mail address from the blocked senders list:
    - In the list, **select the e-mail address** you want to remove, and click **Remove.** The e-mail address is removed from the list.

8.3 How do I edit the list of trusted e-mail addresses?

A: To open the product, double-click the product icon at the bottom right corner of your screen. To edit the list, see instructions in *How can I make sure that messages from a specific e-mail address are not considered spam?*

9   Browsing protection

9.1   How does browsing protection work?

A: Browsing protection protects your computer on several levels:

1. *Safety ratings for web sites:*
   You can see safety ratings for web sites listed on search engine results and in web
   mail content. The safety ratings help you avoid web sites that contain security
   threats, such as malware (viruses, worms, trojans). They protect you against the
   latest Internet threats that are not yet recognized by traditional antivirus programs.
   The safety rating for a site can be one of the following: safe, suspicious, harmful or
   unknown.
2. *Exploit shields:*
   Exploit shields protect your computer against vulnerabilities that have been found
   in programs installed on your computer. Exploit shields identify and prevent
   malicious web sites from using such vulnerabilities to, for example, force an
   unauthorized download that contains malware.
3. *Process monitoring (in DeepGuard):*
   DeepGuard monitors and blocks attempts to load malware into your web browser. If
   the browser becomes infected, the functionality of a trusted web site can change.
   For example, it may start asking for your password.

9.2   I do not want to see safety ratings for web sites anymore. How can I turn them off?

A: You can turn off the safety ratings in your browser in two ways.

1. Open the launch pad and click **Online Safety.**
2. Click **Users** and select the user whose Online Safety features you want to edit.
3. Click the **Browsing protection** Settings **link**. The Browsing protection settings window is
   displayed.
4. Clear the check boxes under Show ratings and click **OK.**

9.3   I think that a web site is rated incorrectly. What can I do?

A: You can suggest a new safety rating for the web site. If other browsing protection users
agree with you, the rating of the site may eventually change. However, the decision is made
based on information from several sources, including F-Secure malware analysts and F-
Secure partners.

To suggest a new rating for a site:

- Click **Report** on the toolbar. This opens the **Notify us** dialog box.
- Select a **rating** to give your opinion of the web site's safety (It is safe to use, It is
  harmful to use or I have no opinion).
- Click **OK.** This will open the Rating confirmation dialog box.
  *Tip: Select Do not show this message again if you do not want to see the confirmation
  dialog box when rating web sites in future.*

- Click **OK.**

10 Parental Controls

10.1 How do browsing modes in Parental Controls work?

A: With the Parental Controls browsing modes, you can define browsing times and web sites that are suitable for your teenagers and small children. You can give your teenagers more freedom to browse the Internet while having tighter restrictions on your small children's online activities. You can create and set up the Parent, Teenager, and Small Child browsing modes either with Start-up Wizard during the installation, or later on the Parental Controls page. Small Child browsing mode The Small Child browsing mode is active after you have installed the product or restarted the computer.

Small Child browsing mode.

- Anyone using the computer can access only those web sites that you have specifically allowed.
- Access to the Internet is allowed only during the scheduled time.

All the web sites that you have allowed are listed on Parental Controls Start Page that opens in the browser when the Small Child mode is active.

Teenager browsing mode.

When the Teenager browsing mode is active:

- Anyone using the computer can access all web sites, except those that contain restricted or unwanted content, for example on drugs or adult material.
- Access to the Internet is allowed only during the scheduled time.

If you have created both Small Child and Teenager browsing modes on your computer tell your teenagers the password you created for the Teenager mode. When they enter the password, they can browse web pages that:

- Do not contain restricted material, and
- You have specifically allowed.

Note: If you turn Web Page Filter off, your teenagers can visit web pages and sites despite their content.

10.2 What is Parent browsing mode?

A: When the Parent browsing mode is active, anyone using the computer can access the Internet without any time or content restrictions. You are asked to create the Parent password when you are creating the browsing modes. You need the Parent password to:

- open the product user interface,
- view or change the product settings,
- connect to the Internet with a new application, or
- uninstall the product.

10.3 Why do I need the Parental Controls password?

A: If Parental Controls is turned on, you need the Parental Controls password to change the F-Secure PC Protection Plus settings. The password prevents other computer users from making changes to the settings. Even the user interface cannot be opened without the password.

10.4 How do I allow web pages for small children?

A: To allow web pages for your small children, follow the instructions below. To open the product, double-click the product icon at the bottom right corner of your screen.

Tip: If you use Internet Explorer, you can allow (or block) new sites by using the F-Secure PC Protection Plus Web filter button in the browser's toolbar.

1. On the main page, click **Settings.**
2. Select **Internet > Parental Controls.**
3. Select the **Small child tab**.
4. Select **Allow only selected sites**. If this option is not selected, small children can browse all web sites and pages.
5. Click **View web sites.**
6. Select the **Allowed tab.**
7. Click **Add.**
8. In the **Allow Web Site** dialog box, type the address of the web page to which you want to allow access.
   - To allow access to the entire www.example.com web site, type www.example.com
   - To allow access to a part of the www.example.com web site, type www.example.com/subsite
9. Click **OK**.

You can block or allow web pages for your teenagers in a similar way.

10.5 How can I turn off Parental Controls temporarily?

Note: You need the Parental Controls password for changing all Parental Controls settings.

A: To turn off Parental Controls temporarily:
- On the main page, click **Settings.**
- Select **Internet > Parental Controls.**
- Clear the **Turn on Parental Controls** check box.

10.6 I have forgotten my Parental Controls password. How can I access the F-Secure PC Protection Plus settings?

A: If you have forgotten your password, you can access the F-Secure PC Protection Plus settings, and reset the password by using your product subscription key.

To reset the password:
1. Open the **product interface**. A dialog box opens asking you to enter the **Parent password.**

Note: To see a hint for your password, move the cursor to the Show password hint. This hint will hopefully remind you what your password is.

2. Click **Forgot your password?**
3. Enter the **first four digits of your subscription key**, and click **Next**. You received the subscription key when you purchased the product.
4. Do the following:
5. Enter a new password.
   Note: When creating passwords, keep in mind the following:
   - Select a password that is easy to remember but hard to guess.
   - A password can contain any characters.
   - A password must have between 3 and 80 characters.
   - Depending on how your product is set up, your password may need to be longer than a certain number of characters.
6. **Re-enter** the new password to confirm it.
7. Click **Next.**
8. Enter your **password hint.** Your password hint, should remind you what your password is. It should be something that tells you what your password is but does not let anyone else guess the password. Keep in mind that you children can also see this hint.
9. Click **OK.**

A message is shown telling you that you have successfully reset the password. Click **OK.**

10.7 The Parental Controls time lock is blocking the connection to the Internet. What can I do?

A: When the time lock blocks the connection to the Internet, the web browser shows a block page which says that the time lock is active and the Internet cannot be accessed. To extend the browsing time:

1. On the **Time Lock Block Page** that opens in your browser, click **Extend Internet browsing time.**
2. In the dialog box, **enter your Parent password**, and click **OK.**
3. In the Time Lock dialog box, **schedule a time**, and click **OK.**

Tip: In Internet Explorer, you can also extend browsing time by using the Parental Controls menu button.

10.8 I created a Small Child browsing mode and now Parental Controls prevents me from accessing the Internet. What can I do?

A: When the Small Child browsing mode is used, Parental Controls blocks all web sites that you have not specifically allowed. When you try to open the Internet, the Parental Controls Start Page opens. To access the Internet, switch to the Parent browsing mode by clicking Parent. You can also allow web sites for the Small Child mode by clicking Allow new web sites for small children.

11 Automatic updates

11.1 How do I know that I have the latest updates?

A: Automatic updates are turned on as soon as you install the F-Secure software. Whenever your computer is connected to the Internet, the F-Secure product checks for the newest updates automatically and downloads them once every two hours.

The entire update package is quite large, and the download time depends on the speed of your Internet connection. If your computer has not been turned on in the last seven days, the entire update package will be downloaded and installed, and this takes longer than the normal daily updates.

Note: To make the download as fast as possible, we recommend that you connect your computer to the Internet at least once a week if possible.

11.1.1 Checking for the latest updates

A: To check for the latest database updates:

1. On the launch pad, click **Computer Security.**
2. On the main page of Computer Security, click **Settings.**
3. Select **Other settings > Database versions** to view the Database versions page.

The date and version of the database update package with the highest version number is displayed on the page. Note that the update package with the highest version number is not necessarily the latest update that has been downloaded.

If you want to see the latest updates installed for each of the scanning engines available in the product, do the following:

On the launch pad, **right-click** the right-most icon. A pop-up menu appears.

1. Select **Open common settings**.
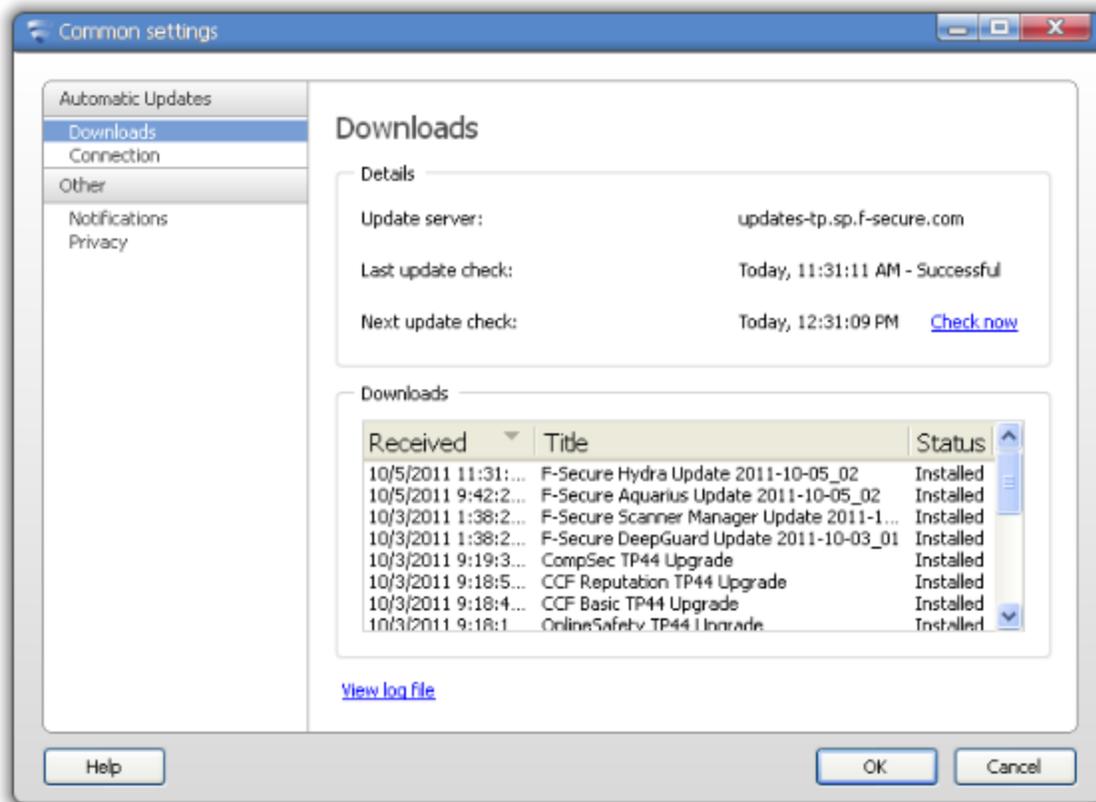2. Select **Automatic updates > Downloads:**

Figure 15: Downloads

On the Downloads table, you can check the corresponding engine name and the version of its latest update.

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

11.1.2 Checking for updates manually

The product receives the latest updates automatically as soon as you are connected to the Internet. However, if you want to be sure and check that you have the latest updates:

1. On the launch pad, **right-click** the right-most icon. A pop-up menu appears.
2. Select **Check for updates**. The Checking for updates window is displayed.
3. The product checks for new updates and installs them immediately.

11.2 How can I check that my computer is protected and that automatic updates are working?

A: The Status page shows you a quick overview of all installed product features and their current status.

To open the Status page, click **Status** on the main page of Computer Security.

The icons show you the status of the program and its security features:

Status icon	Status name	Description
	OK	Your computer is protected. The feature is turned on, and working properly.
	Information	The product informs you about a special status of a feature. This icon is shown, for example, when a feature is being updated.
	Warning	Your computer is not fully protected. For example, the product has not received updates is a long time, or the status of a feature requires attention.
	Error	Your computer is not protected. For example, your subscription has expired, a critical feature is turned off.
	Off	A non-critical feature is turned off.

Table 1: Updates

11.3 How do I update the databases of F-Secure PC Protection Plus?

A: F-Secure PC Protection Plus automatically updates itself, no user interaction is needed. If you are using a modem, automatic updates are performed every time you connect to the Internet. If you have a broadband connection, updates are checked once per hour. In case you want to manually check if there are new updates available, choose on the "Automatic Updates" button and click the "Check Now" link.

12 Scanning

12.1 How can I clean Recycle Bin from malware?

A: The F-Secure product may detect infected files inside the Recycle Bin folders. These folders are used to store files that the user has deleted. You can usually find the folders here:

- C:\RECYCLED
- C:\RECYCLER
- C:\$RECYCLE.BIN\

To remove the infected files inside these folders, you need to empty Recycle Bin.

To empty Recycle Bin, do as follows:

1. Double-click the **Recycle Bin icon** on your desktop.
2. From the **File** menu, select **Empty Recycle Bin.**
3. Click **OK.**

All files inside the Recycle Bin folders on all drives are removed. Note that because these files are meant to be deleted, no real data is lost in the operation.

12.2 Should I manually scan my hard disks daily?

A: Normally, it is not necessary to scan your hard disks manually. Virus and spyware scanning includes real-time scanning, which means that your computer is scanned for viruses in real time. If you want, you can scan manually for viruses by using scheduled scanning.

Note: Scanning for malware is an intensive process. It requires the full power of your computer and takes some time to complete. For this reason, you might want to set the program to scan your computer when you are not using it.

12.2.1 Setting up a scheduled scan

You can set the program to scan your computer at regular times, for example, weekly, daily, or monthly. To start a scheduled scan:

1. Open **Computer Security.**
2. On the main page of Computer Security, click **Settings.**
3. Select **Other settings > Scheduled scanning.**
4. Select **Turn on scheduled scanning.**
5. Select which days you would like to scan for viruses and spyware regularly:

Option	Description
Daily	To scan every day.
Weekly	To scan on selected days during the week. Select from the list to the right on which days to scan.

Monthly	To scan on up to three days a month. To select which days: • Select one of the Day options. • Select the day of the month from the list next to the selected day. • Repeat if you want to scan on another day.

Table 2: Scan Options

Select when you want to start the scan on the selected days:

Option	Description
Start time	The time when the scan will start. Select a time when you expect not to use the computer.
After computer is not used for	Select a period of idle time after which the scanning starts if the computer is not used.

Table 3: Scan Options - Time

Click **OK.**

12.3 How can I clean an infected System Volume Information folder or a System Restore folder?

A: If a virus infects your computer, it is possible that the virus is backed up in the System Restore folder. System Restore is a feature of the Windows operating systems.
To clean the System Restore folder, you need to first turn it off, and then scan and clean the folder. By turning off System Restore, you lose your last system restore point.
Unfortunately, there is no other way to remove infections from System Restore. If you want to continue using the System Restore feature, it is important to turn it on after removing the infected files.

12.3.1 To turn off System Restore in Windows 7:
1. Close all open programs.
2. Right-click **Computer** and select **Properties**. The **View basic information about your computer** dialog box opens.
3. Click **System protection.** The System Properties dialog box opens.
4. Click the **System protection** tab.
5. Click **Configure.**
6. Select **Turn off System protection.**
7. Click **Apply.**
8. When the system asks if you want to turn off system protection, **click Yes.**

9. Click **OK.**

10. Scan all hard drives and all files for viruses with your F-Secure security product.

Once you have scanned and cleaned the files, turn on System Restore in Windows 7 as follows:

1. Right-click **Computer** and select **Properties. The View basic information about your computer** dialog box opens.
2. Click **System protection.**
3. Click the **System protection** tab.
4. Click **Configure.**
5. Select **Restore system settings and previous versions of files**.
6. Click **Apply.**
7. Click **OK.**

12.3.2 To turn off System Restore in Windows XP:

1. Close all open programs.
2. Right-click **My Computer** and select **Properties**. The **System Properties dialog box** opens.
3. Click the **System Restore** tab.
4. Select the **Turn off System Restore on all drives** check box.
5. Click **Apply.**
6. When the system asks if you want to turn off System Restore, click **Yes.**
7. Click **OK.**
8. Scan all hard drives and all files for viruses with your F-Secure security product.
9. Once you have scanned and cleaned the files, **turn on System Restore** in Windows XP as follows:
   1. Right-click **My Computer** and select **Properties**. The **System Properties** dialog box opens.
   2. Click the **System Restore** tab.
   3. Clear the **Turn off System Restore on all drives** check box.
   4. Click **Apply**, and then click **OK.**

12.3.3 To turn off System Restore in Windows Vista:

1. Close all open programs.
2. Click **Start.**
3. Select **All Programs > Maintenance.**
4. Select **Maintenance > Backup and Restore Center**.
5. Click **Create a restore point or change settings.** If asked, click **Continue.**
6. Under Available disks, clear the check boxes for all drives.
7. Click **Apply.**
8. When the system asks if you want to turn off System Restore, click **Turn System Restore Off.**
9. Click **OK.**
10. **Restart** your computer.
11. Scan all hard drives and all files for viruses with your F-Secure security product.

Once you have scanned and cleaned the files, turn on System Restore in Vista as follows:

1. Close all open programs.
2. Click **Start.**
3. Select **All Programs > Maintenance**.
4. Select **Maintenance > Backup and Restore Center.**
5. Click **Create a restore point or change settings.** If asked, click **Continue.**
6. Under Available Disks, **select all drives**.
7. Click **Apply.**
8. When the system asks if you want to turn on System Restore, click **Turn System Restore On.**
9. Click **OK.**

Index of Tables

Index of Figures