

# bitdefender®

Mobile Antivirus  
Windows Mobile Smartphone Edition

User's guide



**Antivirus**

# BitDefender Mobile Antivirus

## Windows Mobile Smartphone Edition

### *User's guide*

**SOFTWIN**

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Build Beta 1.0

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# Preface

This guide is intended to all users who have chosen **BitDefender Mobile Antivirus** as a security solution for their mobile devices. The information presented in this book is accessible to everyone who has a basic knowledge of the mobile device owned and of its operating system.

This book will describe for you **BitDefender Mobile Antivirus**, the Company and the team who built it, will guide you through the installation process, will teach you how to configure it. You will find out how to use **BitDefender Mobile Antivirus**, how to update, test and customize it. You will learn how to get best from BitDefender.

We wish you a pleasant and useful lecture.

## 1. Conventions used in this book

### 1.1. Typographical conventions

Several text styles are used in the book for an improved readability. Their aspect and meaning are presented in the table below.

Appearance	Description
sample syntax	Syntax samples are printed with monospaced characters.
<a href="http://www.bitdefender.com">http://www.bitdefender.com</a>	The URL link is pointing to some external location, on http or ftp servers.
< <a href="mailto:support@bitdefender.com">support@bitdefender.com</a> >	E-mail messages are inserted in the text for contact information.
<a href="#">"Preface" (p. xi)</a>	This is an internal link, towards some location inside the document.
filename	File and directories are printed using monospaced font.

Appearance	Description
option	All the product options are printed using <b>strong</b> characters.
<i>error messages</i>	Error messages are printed in <i>italics</i> .

## 1.2. Admonitions

The admonitions are in-text notes, graphically marked, bringing to your attention additional information related to the current paragraph.



### Note

The note is just a short observation. Although you can omit it, the notes can provide valuable information, such as specific feature or a link to some related topic.



### Important

This requires your attention and is not recommended to skip over it. Usually, it provides non-critical but significant information.



### Warning

This is critical information you should treat with increased caution. Nothing bad will happen if you follow the indications. You should read and understand it, because it describes something extremely risky.

## 2. The book structure

The book consists of five parts, containing the major topics: Product installation, Description and features, Product usage, Best practices and Getting help. Moreover, a glossary is provided to clarify some technical terms.

**Product installation.** Step by step instructions for installing BitDefender on a mobile device. This is a comprehensive tutorial on installing **BitDefender Mobile Antivirus**. Starting with the prerequisites for a successful installation, you are guided through the whole installation process. Finally, the removing procedure is described in case you need to uninstall BitDefender.

**Description and features.** A short introduction to BitDefender. It explains who BitDefender is, who SOFTWIN and Data Security Division are. **BitDefender Mobile Antivirus**, its components and features are presented to you.

**Product usage.** Description of basic administration and maintenance of BitDefender. The chapters explain in detail all options of **BitDefender Mobile Antivirus**, how to scan your mobile device and how to perform the updates.

**Best practices.** Follow the steps described in here in order to ensure a mobile device free from malware.

**Getting help.** Where to look and where to ask for help if something unexpected appears. It also includes a section where error messages are listed and a FAQ section.

**Glossary.** The Glossary tries to explain some technical and uncommon terms you will find in the pages of this document.

### 3. Request for Comments

We invite you to help us improve the book. We have tested and verified all of the information to the best of our ability. Please write to tell us about any flaws you find in this book or how you think it could be improved, to help us provide you with the best documentation possible.

Let us know by sending an e-mail to <[documentation@bitdefender.com](mailto:documentation@bitdefender.com)>.



# Product installation

Product installation

# 1. BitDefender Mobile Antivirus - Update Module installation

The **BitDefender Mobile Antivirus - Update Module installation** section of this user guide contains the following topics:

- System requirements
- Installation steps
- Repair or uninstall BitDefender Mobile Antivirus - Update Module

## 1.1. System requirements

To ensure a proper functioning of the product, before installation, verify that the following system requirements are met:

- **Minimum Processor** - Pentium MMX 200 MHz
- **Minimum hard disk space** - 40MB
- **Minimum RAM Memory** - 64MB (128MB Recommended)
- **Operating system** - Windows 98/NT-SP6/ME/2000/XP; Internet Explorer 5.0 (+)
- **Software** - support for .NET Framework version 1.1; Active Sync



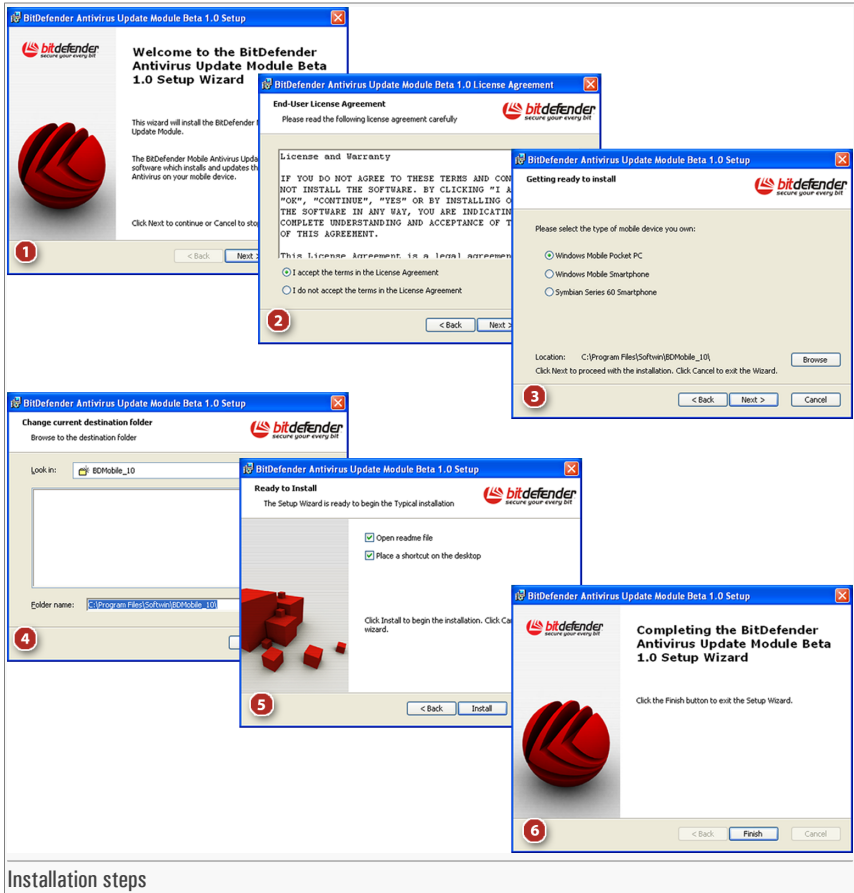
### Warning

In order to install **BitDefender Mobile Antivirus** on your device and to update it, you will need an active connection between the device and the PC. Make sure you have installed an infrared or bluetooth device and your device supports the respective connection. A data cable may be used, too.

## 1.2. Installation steps

Locate the setup file and double-click it. This will launch a wizard, which will guide you through the setup process:

Installation steps:



### Installation steps

1. Click **Next** to continue or click **Cancel** if you want to quit installation.
2. Please read the License Agreement, select **I accept the terms in the License Agreement** and click **Next**. If you do not agree with these terms, click **Cancel**. The installation process will be abandoned and you will exit setup.
3. Select the operating system your mobile device works on. You have the following options:
  - **Windows Mobile Pocket PC**

- **Windows Mobile Smartphone**
- **Symbian Series 60 Smartphone**

Choose **Windows Mobile Smartphone** in order to install **BitDefender Mobile Antivirus** on your mobile device.

You can select the folder where you want to install the product. The default folder is C:\Program Files\Softwin\BDMobile\_10.

If you want to select another folder, click **Browse**. Else, click **Next** to continue. You will skip step 4.

4. If you have chosen **Browse**, a new window will appear containing a file browser. Select the folder you wish BitDefender Mobile Antivirus - Update Module to be installed in. Click **OK** to change the path or **Cancel** to return to the previous window, without making any modifications.

You will return to step 3. Click **Next** to continue.

5. You have two options selected by default:

- **Open readme file** - to open the readme file at the end of the installation.
- **Place a shortcut on the desktop** - to place a shortcut to BitDefender Mobile Antivirus - Update Module on your desktop at the end of the installation.

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



### Important

If the PC is connected to your device and Active Sync is open, the installation file will be automatically transferred on your device by this application. If the transfer failed, it will be reinitiated next time a connection is detected. For more information, check the "[BitDefender Mobile Antivirus installation](#)" (p. 21) section.

6. Click **Finish** to complete the product installation. If you have accepted the default settings for the installation path, a new folder named Softwin is created in Program Files and it contains the subfolder BDMobile\_10.



### Note

You may be asked to restart your system so that the setup wizard can complete the installation process.

## 1.3. Repair or uninstall BitDefender Mobile Antivirus - Update Module

If you want to repair or remove **BitDefender Mobile Antivirus - Update Module**, follow the path from the Windows start menu: **Start -> Programs -> BitDefender -> Repair or Uninstall**.

You will be requested to confirm your choice by clicking **Next**. A new window will appear where you can select:

- **Repair** - to re-install BitDefender Mobile Antivirus - Update Module
- **Remove** - to remove all installed components.

To continue setup, select one of the options listed above. We recommend that you choose **Remove** for a clean re-installation. After the uninstall process is over, we recommend that you delete the Softwin folder from the Program Files (only if you do not have installed another program created by Softwin).

## 2. BitDefender Mobile Antivirus installation

The **BitDefender Mobile Antivirus installation** section of this user guide contains the following topics:

- [Device requirements](#)
- [Installing BitDefender Mobile Antivirus](#)
- [Uninstalling BitDefender Mobile Antivirus](#)

### 2.1. Device requirements

To ensure a proper functioning of the product, before installation, verify that the following system requirements are met:

- **Minimum memory** - 130kb.
- **Operating system** - Windows Mobile Smartphone v2002(+).
- **Software** - Active Sync.



#### Warning

In order to install **BitDefender Mobile Antivirus** on your device, you need to connect the device to your computer. Please make sure you have installed a bluetooth or infrared device or a data cable and read their respective documentation.

### 2.2. Installing BitDefender Mobile Antivirus

1. Install **BitDefender Mobile Antivirus - Update Module** on your computer.



#### Note

For more details check the "[BitDefender Mobile Antivirus - Update Module installation](#)" (p. 17) section.

2. During the installation of **BitDefender Mobile Antivirus - Update Module**, if the device is connected to the PC, a message will appear asking you to confirm the installation of **BitDefender Mobile Antivirus** using the default installation folder.

If no connection is available, the installation process will start the first time when your device is connected to the PC.

**Warning**

If for any reasons the installation process could not be started, transfer from the folder where you have installed **BitDefender Mobile Antivirus - Update Module** the **.CAB** file to your device and initiate the installation process.

3. Click **Yes** to install **BitDefender Mobile Antivirus** in the default installation folder.  
If you want to change the installation folder, click **No**. A new message will appear. You may choose to install BitDefender in the main memory or on the memory card. Click **OK**  
To exit installation, click **Cancel**.
4. If installation completed successfully, a message will appear, requesting to check the screen of the device for further additional steps. Click **OK**

## 2.3. Uninstalling BitDefender Mobile Antivirus

If you want to uninstall **BitDefender Mobile Antivirus** you must follow the next steps:

1. Using the Windows Start menu, follow the path **Start -> Settings**.
2. Browse for **Remove Programs** and start this application.
3. Select **Softwin BitDefender** and then **Remove** from the menu. If you select **Done** or **Cancel** from the menu, you will return to the previous screen.
4. You will be asked to confirm your choice. Select **Yes** to remove BitDefender from your device.

# Description and features



## 3. Overview

BitDefender provides security solutions to satisfy the protection requirements of today's computing environment, delivering effective threat management for over 41 million home and corporate users in more than 100 countries.

Designed to provide full protection for corporate network and systems, the BitDefender solution range comprises, beside antivirus protection, antispam, personal firewall and security management solutions. BitDefender also specializes in providing assistance with designing and establishing content security policies for corporate networks.

BitDefender Professional was the third product of its kind in the world to receive ICSA certification for Windows XP and the first to be awarded for groundbreaking innovation by the European Commission and Academies. BitDefender Antivirus is certified by all the major reviewers in the antivirus field - ICSA Labs, CheckMark, CheckVir, TÜV and Virus Bulletin.

BitDefender is headquartered in Bucharest, Romania and has offices in Tettngang, Germany, Barcelona, Spain and Florida, US. Website: <http://www.bitdefender.com>

### 3.1. Why BitDefender?

**Proven. Most reactive antivirus producer.** BitDefender fast reactivity in case of computer virus epidemic was confirmed beginning with the last outbreaks of CodeRed, Nimda and Sircam, as well as Badtrans.B or other dangerous, fast-spreading malicious codes. BitDefender was the first to provide antidotes against these codes and to make them freely available on the Internet for all affected people. Now, with the continuous expansion of the Klez virus - in various versions immediate antivirus protection has become once more a critical need for any computer system.

**Innovative. Awarded for innovation by the European Commission and EuroCase.** BitDefender has been proclaimed a winner of the European IST-Prize, awarded by the European Commission and by representatives of 18 academies in Europe. Now in its eighth year, the European IST Prize is a reward for groundbreaking products that represent the best of European innovation in information technology.

**Comprehensive. Covers every single point of your network, providing complete security.** BitDefender security solutions for the corporate environment satisfy the protection requirements of today's business environment, enabling management of all complex threats that endanger a network, from a small local area to large multi-server, multi-platform WAN's.

**Your Ultimate Protection. The final frontier for any possible threat to your computer system.** As virus detection based on code analysis has not always offered good results, BitDefender has implemented behavior based protection, providing security against newborn malware.

These are **the costs** that organizations want to avoid and what the security products are designed to prevent:

- Worm attacks
- Communication loss because of infected e-mails
- E-mail breakdown
- Cleaning and recovering systems
- Lost productivity experienced by end users because systems are not available
- Hacking and unauthorized access that causes damage

Some simultaneously **developments and benefits** can be accomplished by using the BitDefender security suite:

- Increase network availability by stopping the spread of malicious code attacks (i.e., Nimda, Trojan horses, DDoS).
- Protect remote users from attacks.
- Reduce administrative costs and deploys rapidly with BitDefender Enterprise management capabilities.
- Stop the spreading of malware through e-mail, using a BitDefender e-mail protection at the company's gateway. Temporarily or permanently block unauthorized, vulnerable, and expensive application connections.

## 3.2. Data Security Division

Ever since the beginning, SOFTWIN's Data Security Division approached data protection in a specific manner, with the first intelligent update, requiring no user intervention, the first remote antivirus management through WAP technology or the first Personal Firewall to be integrated within an antivirus engine to provide complete response to today's complex security threats.

Born to provide full data security at all critical levels in today's business environment, Data Security Division aims to ensure systems protection against computer viruses, to do antivirus research, to develop new technologies for monitoring all possible ways to infect a system and, last but not least, to educate the IT&C public on the danger of computer viruses.

BitDefender security solutions satisfy the protection requirements of today's business environment, enabling management of all complex threats that endanger a network, from a small local area to large multi-server, multi-platform WAN's.

### 3.3. SOFTWIN

Bucharest-based SOFTWIN is the leading provider of complex software solutions and services in Romania.

SOFTWIN focuses on providing software solutions and services that enable fast growing companies to solve critical business challenges and to capitalize on new business opportunities.

SOFTWIN enables companies to focus on their core business and expand to new markets, by outsourcing non-core activities.

SOFTWIN employs over 500 highly qualified professionals experienced in developing customized solutions and services.

Since its establishment in 1990, SOFTWIN's average annual revenue has increased by +30%.

SOFTWIN has 4 divisions, which also define the company's main business lines:

- CRM
- Business Information Solutions
- eContent Solutions
- Data Security Solutions

SOFTWIN provides services and solutions to customers worldwide. Over 90% of the company's turnover is achieved from exports to the US and European Union.

Using cutting edge technologies, SOFTWIN successfully developed over 500 software development projects, over 3,500 content structuring projects for international partners, having over 43 million data security solutions users in 80 countries worldwide and more than 1,500,000 client calls handled annually for CRM services.



## 4. BitDefender Mobile Antivirus

Introducing mobile devices with operating systems created a new challenge for hackers. It was a matter of time until the first malware appeared, followed by other malicious applications. Even though their number is reduced, the risk of having a mobile device infected with a malware exists. And one must take into consideration the fact that this is only the beginning. In time, the number of these malicious applications will rise. That is why a mobile device must be protected against these applications by using a reliable antivirus.

**BitDefender Mobile Antivirus** comes to solve the basic protection needs that your mobile device requires. Some key features make **BitDefender Mobile Antivirus** the best option for protecting your mobile device:

- **Virus scanning and removal.** The scan engine is based on the award-winning BitDefender technologies.
- **Easy updates.** BitDefender can be updated via PC, using the update application.
- **Professional technical support.** It is offered online by qualified support representatives. Also, an online database with answers to Frequently Asked Questions is available.

**BitDefender Mobile Antivirus** stands out from the rest of mobile antiviruses by its user-friendly interface and its key features. By installing **BitDefender Mobile Antivirus** on your mobile device, you will protect it against malicious software and you will keep your data safe.



Product usage

# Product usage

Product usage

## 5. BitDefender Mobile Antivirus

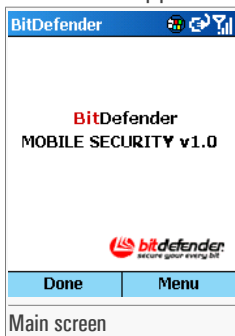
The **BitDefender Mobile Antivirus** section of this user guide contains the following topics:

- Overview
- Scan
- Report
- Device update

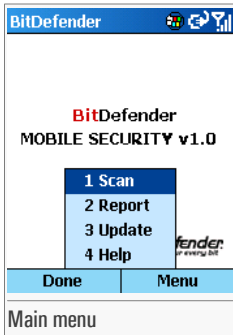
### 5.1. Overview

**BitDefender Mobile Antivirus** represents the application installed on the device. Its function is to protect your device against viruses and other malware.

On the **Start** menu, choose **Programs** and then start BitDefender. The following screen will appear:



If you select **Menu** from the right bottom, the main menu of the application will appear:



The following options are available:

- **Scan** - to access the **Scan** section.



**Note**

For a detailed description check the [Scan](#) section of this user guide.

- **Report** - to access the **Report** section.



**Note**

For a detailed description check the [Report](#) section of this user guide.

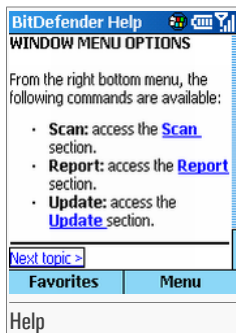
- **Update** - to access the **Update** section.



**Note**

For a detailed description check the [Device update](#) section of this user guide.

- **Help** - to access the complete help file.



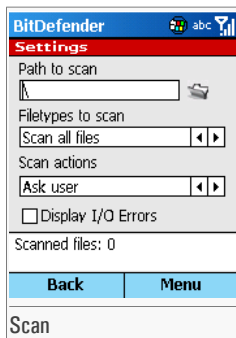
Here are described BitDefender Mobile Antivirus and its features. Use the navigation pad to see the desired topic.

In each section, in the **Menu**, a contextual help is accessible to a better understanding of the topics related to the respective section.

Select **Done** to exit BitDefender.

## 5.2. Scan

To access this section choose **Scan** from the main menu.



Here you can configure the scan settings, you can scan your device and you can also see the scan results.

### 5.2.1. Settings list

In the **Settings list** you can access the scan settings. Four options are available:

- **Path to scan** - to specify the scan target. In the edit box, type in the path to the objects you want to be scanned.

On the right of the edit box you can see a browse button. Use it in order to browse through files and select the path you want to be scanned. Choose **OK** to select the path. The new path will appear in the edit box.

If you choose **Cancel**, no modification will be made on the scan target.



#### Note

The default path of the browser is \. With this option, all your files will be scanned.

- **Filetypes to scan** - to specify the type of files to be scanned. Two options are available:

Option	Description
Scan all files	All files will be scanned against viruses and other malware.
Scan programs	Only program files will be scanned against viruses and other malware.



#### Note

By default, all files will be scanned.

- **Scan actions** - to specify the action mode. Two options are available:

Option	Description
Ask user	When finding an infected file, the user will be prompted. You will have to confirm your choice by selecting <b>Delete/Ignore</b> .
Delete	Infected files will be automatically deleted.

**Note**

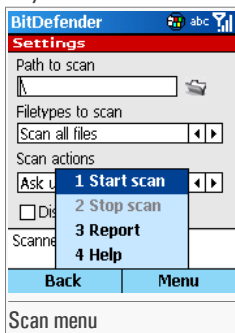
By default, the user will be prompted for action.

- **Display I/O Errors** - to log the **I/O errors** in the report file.

Use the navigation pad in order to browse through the **Settings list** and to select the desired options.

## 5.2.2. Activity and Report

If you select **Menu** from the right bottom, a contextual menu will appear:



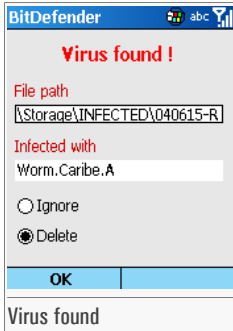
On the menu, the following options are available:

- **Start scan** - to initiate a scan process.
- **Stop scan** - to abort the scan process; this option is enabled only during scanning.
- **Report** - to access the report file of the last scan process.
- **Help** - to access a contextual help file.

In order to start a scan process just select **Start scan**.

You can see the last file scanned. If an infected file is detected, depending on the scan action selected, it will be automatically deleted or you will be prompted for action.

If the **Ask user** option is enabled, everytime an infected file is detected, the next message will appear:



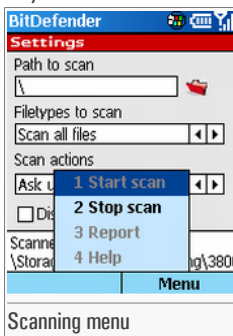
Choose **Delete** to delete the file or **Ignore** to ignore the infection.



### Warning

If you choose **No**, your system will not be protected.

If you select **Menu** from the right bottom, a contextual menu will appear:



Only the following option is enabled:

- **Stop scan** - to abort the scan process.

At the end of the scanning process, you will be directed to the **Report** section where you can view the scan results.

**Note**

For more details about the report files check the [Report](#) section.

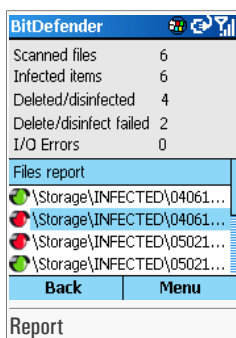
If you want to return to the main menu, select **Back**.

## 5.3. Report

To access this section choose **Report** from the main menu.

**Note**

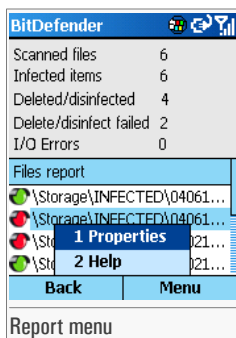
You can also enter it from the **Scan** section.



The last scan statistics are given at the top of the screen.

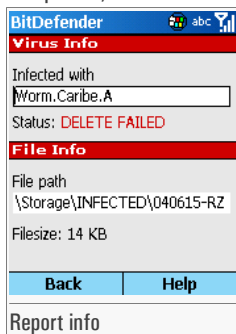
The report file consists of a list, where all the infected files are displayed. It can also contain the I/O errors, if the checkbox corresponding to the **Display I/O Errors** option from the **Scan** section was selected. Each item in the list has enclosed the file path.

If you select **Menu** from the right bottom, a contextual menu will appear:



You can choose:

- **Info** - to view detailed information about the infected file. By selecting this option, the next screen will appear:



Here you can view more information about the selected file from the report list.

There are two types of logged files: infected files and I/O errors. For an infected file, the name of the virus, the status (**Deleted/Delete failed**), the path and, eventually, the file size are available. For an I/O error, the status, the path and the file size are available.



### Note

Most of the I/O errors occur while scanning the ROM files. They are not necessarily security breaches.

Select **Back** to return to the **Report** section or **Help** to access the contextual help file.

- **Help** - to access the contextual help file.

Select **Back** to return to the previous section.

## 5.4. Device update

To access this section choose **Update** from the main menu.



Update statistics are available in this section.

You can see the last time when BitDefender and the virus signature database were updated. Also, the number of virus signatures is displayed.

Select **Help** from the right bottom, to access the contextual help file.

Select **Back** to return to the previous section.



## 6. BitDefender Mobile Antivirus - Update Module

The **BitDefender Mobile Antivirus - Update Module** section of this user guide contains the following topics:

- [Overview](#)
- [Update](#)
- [Settings](#)
- [Getting help](#)

### 6.1. Overview

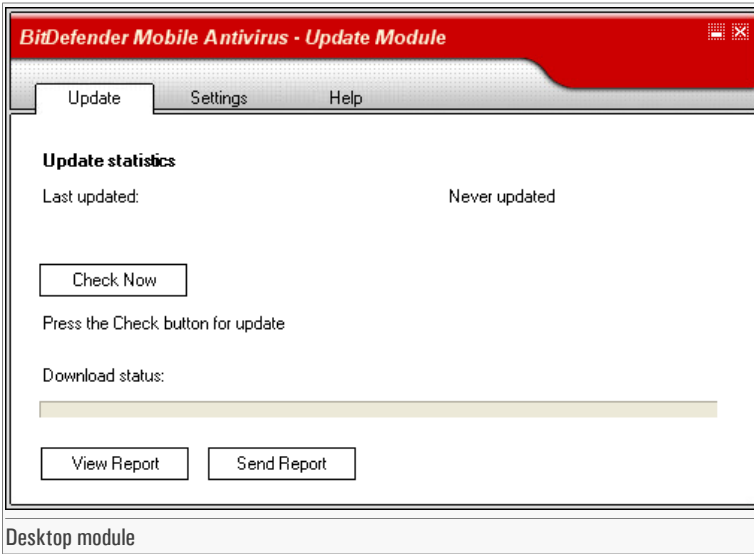
**BitDefender Mobile Antivirus - Update Module** represents the desktop component of **BitDefender Mobile Antivirus**. Its function is to search for updates and transfer them to the device. Also, it offers a complete support for users.



#### Warning

You must install **BitDefender Mobile Antivirus - Update Module** on a computer in order to install **BitDefender Mobile Antivirus** on your mobile device.

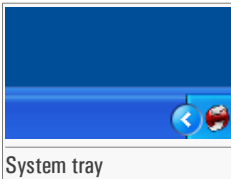
To access the console, follow the path: **Start -> Programs -> BitDefender -> BitDefender Mobile Antivirus** or quicker, double click the **BitDefender** icon from the system tray.



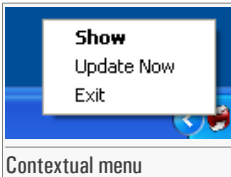
#### Desktop module

You can access each section of this application by simply clicking the corresponding tab.

When the console is minimized, an icon will appear in the system tray:



If you double-click this icon, the console will open.

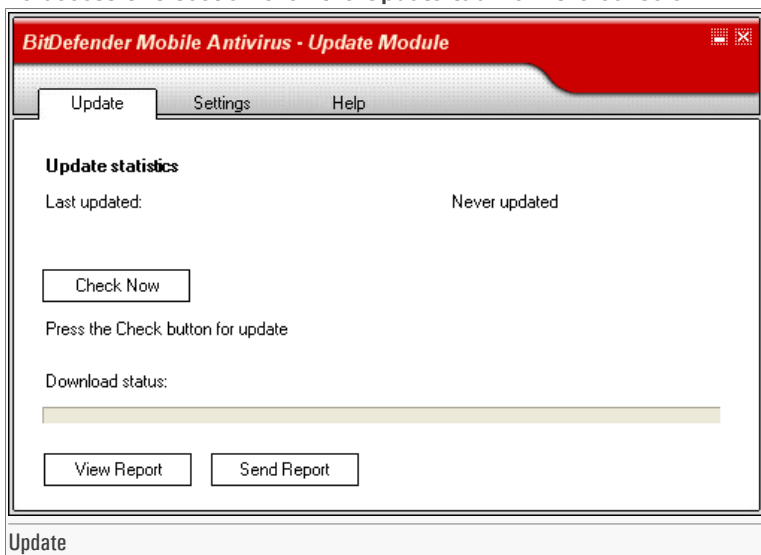


Also, by right-clicking it, a contextual menu containing the following options, will appear:

- **Show** - opens the console.
- **Update now** - performs an **immediate update**.
- **Exit** - shuts down the application. By selecting this option, the icon from the system tray will disappear and in order to access the console, you will have to launch it again from the Windows Start menu.

## 6.2. Update

To access this section click the **Update** tab from the console.



In this section you can check for updates and see the update statistics.

In order to update **BitDefender Mobile Antivirus**, you have to download the updates on your computer and transfer them to your device.

You can check for updates anytime you want by clicking **Check Now**. The **Update** module will connect to the BitDefender update server and will verify if any update is available. Also, you can set BitDefender to automatically check for updates. If you are connected to the Internet through broadband or DSL and you have selected **Automatically update every x hours**, BitDefender will check for updates when you turn on your computer and every **3 hours** after that.

If an update was detected, it will be downloaded to your computer. Then, BitDefender will try to establish a connection between your computer and the device. If a connection is available, the update file will be transferred to the device and the update process will be completed.



### Important

BitDefender will automatically transfer the update file on your device using Active-Sync.

If the connection timed out, the update file will not be transferred on your device. The process will resume as soon as a connection is detected.

Every time an update check is requested, no matter if it is manual or automatic, a report file is created. To see the report file, click **View report**. You can send the report file to BitDefender by clicking **Send report**.

## 6.3. Settings

To access this section click the **Update** tab from the console.

The screenshot shows the 'Settings' tab of the 'BitDefender Mobile Antivirus - Update Module' dialog box. The dialog has three tabs: 'Update', 'Settings', and 'Help'. The 'Settings' tab is active. It contains the following options and fields:

- Load BitDefender Mobile when Windows starts
- Automatically update every  hours      Timeout connection  seconds
- Update Location:  (with add and remove icons)
- Use Proxy
- Proxy Settings:
  - Sets:
  - User:
  - Password:
- Buttons:  and

Below the dialog box, the word 'Settings' is written in a separate box.

In this section you can configure the desktop application settings.

The window contains 3 categories of options (**General settings**, **Update settings** and **Update location settings**).

### 6.3.1. General settings

This option regards the desktop product:

- **Load BitDefender Mobile when Windows starts** - automatically launches BitDefender Mobile at startup.

### 6.3.2. Update settings

You can configure the update settings:

- **Automatically update every x hours** - BitDefender automatically checks for available updates at the specified update locations. You can set how often BitDefender should check for updates. The default time interval is 3 hours.
- **Timeout connection** - sets the time interval for BitDefender to try establish a connection with the mobile device. The default time interval is 30 seconds.

### 6.3.3. Update location settings

You can check for updates from the local network, over the Internet, directly or through a proxy server. The following options are available:

- **Update location** - you can specify the location(s) where BitDefender should check for updates. The default location is: <http://upgrade.bitdefender.com>.

To add a new item to the list click the  **Add** button and type in the new location.

BitDefender will check for updates at each location in the list, in order of their priority. If an update is detected, it will stop searching for updates at other locations.



#### Important

The locations are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Right-click a rule and choose **Move up** or **Move down** in order to change its priority.

To delete an item from the list, select it and click the  **Remove** button.

- **Use Proxy** - in case the company uses a proxy server check this option. The following settings must be specified:
- **Sets** - type in the IP or the name of the proxy server and the port BitDefender uses to connect to the proxy server.

**Important**

Syntax: name:port or ip:port.

- **User** - type in a user name recognized by the proxy.

**Important**

Syntax: domain\user.

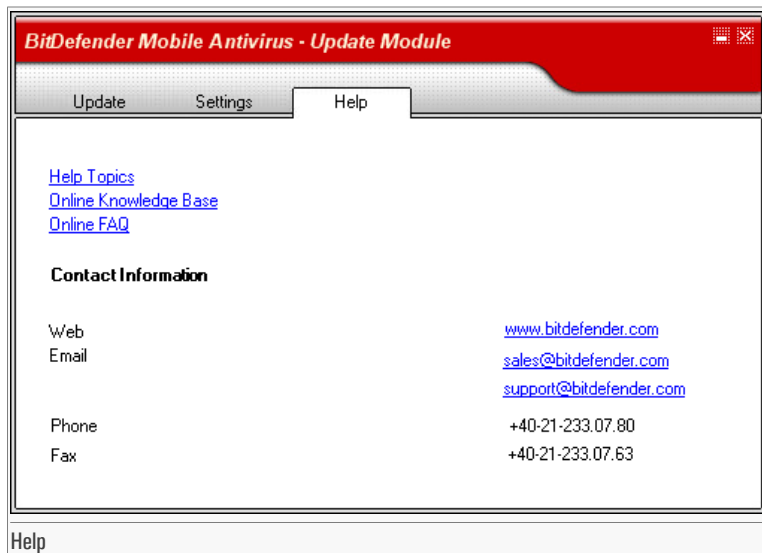
- **Password** - type in the valid password for the previously specified user.

To enable/disable an option select/clear the checkbox corresponding to it.

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

## 6.4. Getting help

To access this section click the **Help** tab from the console.



In this section you can get all the information you need in case something unexpected appears. You can also see the contact information.

## 6.4.1. Help Information

In the superior part of the window, three links are available:

- **Help Topics** - to access the help files. Here you can find all the information you need about BitDefender Mobile Antivirus and a short description of BitDefender and SOFTWIN. It also contains a **Best Practices** section, where you can learn how to keep your device free of malware.
- **Online Knowledge Base** - to connect to the BitDefender Knowledge Base.



### Warning

An active Internet connection is required in order to access the **Online Knowledge Base**.



### Note

For more information about the BitDefender Knowledge Base, please check the *"Support"* (p. 63) section.

- **Online FAQ** - to connect to an online FAQ database.

**Warning**

An active Internet connection is required in order to access the **online FAQ database**.

## 6.4.2. Contact information

Below, you can see the **Contact Information**. Using this information you can get online help from our support center or you can contact us.

**Note**

For more information please check the *"Support"* (p. 63) section.

# Best practices



## 7. Best practices

The **Best practices** section of this user guide contains the topic:

- Scan

### 7.1. Scan

Steps to be followed in order to efficiently scan your device and keep it free from malware:

1. After the installation process is over, perform an update by user request of your virus signatures as described in the *"Update"* (p. 45) section.
2. Perform a full scan of your system as described in the *"Scan"* (p. 35) section.
3. Update BitDefender periodically as described in the *"Update"* (p. 45) section.
4. Before initiating a scan process, choose the appropriate scan settings. A few examples are given below:
  - If you want to scan a single file or a specific part of your device, specify its path as described in the *"Scan"* (p. 35) section.
  - You can save time by reducing the number a scanned files. If you suspect only the program files to be corrupted, choose the corresponding option.
  - Choose **Delete** if you wish to automatically delete infected files. If you do not want to loose files without warning, select the **Ask user** option.
5. Scan every new file received.



Getting help

# Getting help

Getting help

## 8. Error messages

While using BitDefender, some errors may occur. Whenever BitDefender encounters an error, a message will be displayed on the screen.

The error messages, a short explanation and possible solutions are given further in order to deal with these errors.

### 1. General

1. *Cannot allocate memory. Close some applications and run again BitDefender Antivirus !!!*

The scan engine could not be loaded because of the insufficient memory. Close some applications to free memory and restart the application.

### 2. Scanning

1. *Error loading scan plugins.EMALWARE.DLL and/or EMALWARE.CVD may be missing or corrupted !!!*

The scan engine could not be loaded because some files may be missing or corrupted. Reinstall the application.

2. *Error loading mobilecore.dll. System error code:*

The scan engine could not be loaded because it hadn't been found. Reinstall the application.

3. *Error getting GetCore() address. System error code:*

The scan engine could not be loaded because its address hadn't been found. Reinstall the application.

4. *"x" is not existing. Scan aborted.*

The scan engine could not be loaded because a scan path is not valid. Check if the scan path is valid.

5. *Cannot create scan thread. System error code:*

The scan process cannot be started. Restart the application or reboot.

6. *Path to scan is empty. Scan aborted.*

The scan engine could not be loaded because the scan path doesn't exist. Check if the scan path is valid.

7. *Scan engine failed on file "x". Scan process will be aborted.*

The scan engine could not be loaded because a scan path is not valid. Restart the scan process, restart the application or reboot the device.

### 3. Report

1. *Error opening log file. The logging will be disabled. System error code:*

The report file could not be displayed. Restart the application.



#### Note

The scan process is not affected by this error.

2. *Error writing log file. The logging will be disabled. System error code:*

The report file could not be written. Restart the application.



#### Note

The scan process is not affected by this error.

3. *The size of the report file is exceeding 30K. The parsing process could take a little bit longer. Do you want to continue?*

The report file loading could take some time. Choose if you wish to wait for the report file to be loaded or not.

4. *Invalid report file*

The report file could not be loaded because it may be corrupted. Delete the report file and restart the scan process.

#### 4. Help file

1. *Error viewing help. System error code:*

The help file is missing or corrupted. Reinstall the application or check the online help or the manual.

2. *Cannot display help. System error code:*

The help file could not be opened. Reinstall the application or check the online help or the manual.



## 9. Frequently Asked Questions

### 1. Installation

Q: What are the system requirements?

A: You will find them in the *"Device requirements"* (p. 21) section.

Q: How can I install BitDefender on my mobile device?

A: The installation procedure on a mobile device is described in the *"BitDefender Mobile Antivirus installation"* (p. 21) section.

Q: How do I remove BitDefender from my mobile device?

A: The removing procedure is described in the *"Uninstalling BitDefender Mobile Antivirus"* (p. 22) section.

### 2. Scan

Q: How can I perform a full system scan?

A: Type **backslash** "\" in the **Path to scan** field or select the default path of the browser and choose **Start scan** from the menu.

Q: How can I scan a file?

A: Locate the folder where the respective file is situated using the browser, select the path and choose **Start scan** from the menu.

Q: How often should I scan my device?

A: We recommend you to scan your device every time you receive a file.

Q: What happens with the infected files?

- A: By default, whenever an infected file is detected you will be asked to confirm the scan action (**Delete**/**Ignore**). If you want, you can choose to automatically delete infected files.

### 3. Update

- Q: Why is it necessary to update BitDefender?

- A: Every time you perform an update, new virus signatures may be added to the scan engines. Also, the update process may consist in upgrading the product. Having an up-to-date virus signature database, your device will be protected against the new-born malware.

- Q: How can I update BitDefender?

- A: You can manually update BitDefender using **BitDefender Mobile Antivirus - Update Module** as described in the [Update](#) section. If you want to automatically update BitDefender, choose the corresponding option from the [Settings](#) section.



#### Warning

In order to update **BitDefender Mobile Antivirus**, you will need an active connection between the device and the PC. Make sure you have installed an infrared or bluetooth device and your device supports the respective connection. Also, a data cable may be used.

## 10. Support

### 10.1. Support department

As a valued provider, SOFTWIN strives to provide its customers with an unparalleled level of fast and accurate support. The Support Center listed below is continually being updated with the newest virus descriptions and answers to common questions, so that you obtain the necessary information in a timely manner.

At SOFTWIN, dedication to saving its customers time and money by providing the most advanced products at the fairest prices has always been a top priority. Moreover, we think that a successful business is based on a good communication and a commitment to excellence in customer support.

You are welcome to ask for support at <[support@bitdefender.com](mailto:support@bitdefender.com)> any time. For a prompt response, please include in your email as many details as you can about your BitDefender, about your system and describe the problem as accurate as possible.

### 10.2. On-line help

#### 10.2.1. BitDefender Knowledge Base

The BitDefender Knowledge Base is an online repository of information about BitDefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the BitDefender support and development teams, along with more general articles about virus prevention, the management of BitDefender solutions and detailed explanations, and many other articles.

The BitDefender Knowledge Base is open to the public and freely searchable. This wealth of information is yet another way to provide BitDefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from BitDefender clients eventually find their way into the BitDefender Knowledge Base, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The BitDefender Knowledge Base is available any time at <http://kb.bitdefender.com>.

## 10.3. Contact information

Efficient communication is the key to a successful business. For the past 10 years SOFTWIN has established an indisputable reputation in exceeding the expectations of clients and partners, by constantly striving for better communications. Please do not hesitate to contact us regarding any issues or questions you might have.

### 10.3.1. Web addresses

Sales department: <[sales@bitdefender.com](mailto:sales@bitdefender.com)>

Technical support: <[support@bitdefender.com](mailto:support@bitdefender.com)>

Documentation: <[documentation@bitdefender.com](mailto:documentation@bitdefender.com)>

Partner Program: <[partners@bitdefender.com](mailto:partners@bitdefender.com)>

Marketing: <[marketing@bitdefender.com](mailto:marketing@bitdefender.com)>

Media Relations: <[pr@bitdefender.com](mailto:pr@bitdefender.com)>

Job Opportunities: <[jobs@bitdefender.com](mailto:jobs@bitdefender.com)>

Virus Submissions: <[virus\\_submission@bitdefender.com](mailto:virus_submission@bitdefender.com)>

Spam Submissions: <[spam\\_submission@bitdefender.com](mailto:spam_submission@bitdefender.com)>

Report Abuse: <[abuse@bitdefender.com](mailto:abuse@bitdefender.com)>

Product web site: <http://www.bitdefender.com>

Product ftp archives: <ftp://ftp.bitdefender.com/pub>

Local distributors: [http://www.bitdefender.com/partner\\_list](http://www.bitdefender.com/partner_list)

BitDefender Knowledge Base: <http://kb.bitdefender.com>

### 10.3.2. Address

The BitDefender offices are ready to respond to any inquiries regarding their areas of operations, in both commercial and general matters. Their respective addresses and contacts are listed below.

#### Germany

**Softwin GmbH**

Karlsdorfer Straße 56 88069

Tettngang

Technischer Support: <[support@bitdefender.de](mailto:support@bitdefender.de)>  
Vertrieb: <[vertrieb@bitdefender.de](mailto:vertrieb@bitdefender.de)>  
Phone: 07542/94 44 44  
Fax: 07542/94 44 99  
Product web site: <http://www.bitdefender.de>

## Spain

**Constelación Negocial, S.L**  
C/ Balmes 195, 2ª planta, 08006  
Barcelona  
Soporte técnico: <[soporte@bitdefender-es.com](mailto:soporte@bitdefender-es.com)>  
Ventas: <[comercial@bitdefender-es.com](mailto:comercial@bitdefender-es.com)>  
Phone: +34 932189615  
Fax: +34 932179128  
Sitio web del producto: <http://www.bitdefender-es.com>

## U.S.A

**BitDefender LLC**  
6301 NW 5th Way, Suite 3500  
Fort Lauderdale, Florida 33308  
Technical support: <[support@bitdefender.us](mailto:support@bitdefender.us)>  
Sales: <[sales@bitdefender.us](mailto:sales@bitdefender.us)>  
Phone: 954 776 62 62, 800 388 80 62  
Fax: 954 776 64 62, 800 388 80 64  
Product web site: <http://www.bitdefender.us>

## Romania

**SOFTWIN**  
5th Fabrica de Glucoza St.  
PO BOX 52-93  
Bucharest  
Technical support: <[suport@bitdefender.ro](mailto:suport@bitdefender.ro)>  
Sales: <[sales@bitdefender.ro](mailto:sales@bitdefender.ro)>  
Phone: +40 21 2330780  
Fax: +40 21 2330763  
Product web site: <http://www.bitdefender.ro>



# Glossary

## Access point

An access point is a stand alone device used to connect wireless communication devices in its range to a fixed wire network. Using this base station, a mobile device owner can connect to other mobile device or computer, to the Internet or to a server.

It also refers to the radio device attached to the mobile device that receives the signal from the base station.

## Backdoor

A hole in the security of a system deliberately left in place by designers or maintainers. The motivation for such holes is not always sinister; some operating systems, for example, come out of the box with privileged accounts intended for use by field service technicians or the vendor's maintenance programmers.

## Bluetooth

It represents a short-range radio technology which enables a low cost, low power wireless connection. A device that supports bluetooth can connect to one or more bluetooth supporting devices only if they are in range and the connection is accepted by each part. The most common range of action for a such device is 10 metres.

Two devices using bluetooth connection can easily transfer data. Although manufacturers and developers have taken many security measures to protect the system and the data, it doesn't mean that there is no security risk. However, without specialised equipment, a potential attack can be launched only if the hacker's device is in range.

## Browser

Generally, a software application used to locate and display files or folders. It is most commonly used when referring to Internet. A web browser is used to locate and display Web pages.

Disk drive	It's a machine that reads data from and writes data onto a disk.
Download	To copy data (usually an entire file) from a main source to a peripheral device. The term is often used to describe the process of copying a file from an online service to one's own computer or mobile device. Downloading can also refer to copying a file from a network file server to a computer on the network.
E-mail	Electronic mail. A service that sends messages on computers via local or global networks.
Error messages	Whenever BitDefender encounters an error or doesn't function properly, an error message will be displayed. It contains information about what had gone wrong.
Events	An action or occurrence detected by a program. Events can be user actions, such as clicking a mouse button or pressing a key, or system occurrences, such as running out of memory.
Filename extension	<p>The portion of a filename, following the final point, which indicates the kind of data stored in the file.</p> <p>Many operating systems use filename extensions, e.g. Unix, VMS, and MS-DOS. They are usually from one to three letters (some sad old OSES support no more than three). Examples include "c" for C source code, "ps" for PostScript, "txt" for arbitrary text.</p>
GPRS	General Packet Radio Service (GPRS) is a mobile data service that enables sending and receiving data at a moderate speed. It is commonly used for sending and receiving emails and MMS messages, web browsing, downloading games, ringtones or logos etc.
Infrared	Infrared radiation is an electromagnetic radiation that has wavelengths situated between 750nm and 1mm. One of its main use is enabling short-range communication between computers, computer peripherals and mobile devices.

	<p>Data can be easily exchanged using infrared devices. Unlike bluetooth technology, the infrared connection permits a secure data transfer.</p>
I/O errors	<p>An I/O error is counted everytime the scanning engine is denied access to a file. The files for which an I/O error is returned include the operating system files, the files in use, and the user-protected files.</p> <p>Operating system files. The files are in use by the Windows operating system and the scanning engine is permanently denied access to them. For example, the paging file used for storing the system virtual memory is inaccessible to the antivirus.</p> <p>Files in use. The files are in use by other software and the scanning engine is temporarily denied access to them. For example, using an editing software during a scan will deny the access to the files opened in the editing software. Closing the editing software before starting the scan will allow the scanning engine to access these files.</p> <p>User-protected files. The user initiating the scan is denied the access to the files. For example, although a user is allowed to scan the files contained in her home folder on a file server, she will not be able to scan the files from the other users' home folders stored on the same file server.</p> <p>To reduce the number of I/O errors, close all other software before initiating the scan.</p>
Malware	<p>Short for malicious software. The term refers to any application designed to damage a system.</p> <p>This kind of software comprises a various range of different applications, such as viruses, trojans and worms.</p>
Memory	<p>Internal storage areas in the computer or the mobile device. The term memory identifies data storage that comes in the form of chips, while the word storage is used for memory that exists on tapes or disks.</p>

	<p>A mobile device has three types of memory: RAM, ROM and flash. RAM represents the read and write memory, while ROM is the read-only memory. The data stored in RAM can be modified and, when the power is turned off, it is lost. In ROM, the data cannot be modified or erased. Flash memory is a memory chip where a program can be stored. It can be erased and reprogramed in blocks, but only in special conditions.</p> <p>To extend the memory of a device, a MMC can be used. MMC, or Multi Media Card, is a flash memory card. Its size can reach up to 2 Gb.</p>
MMS	<p>Multimedia Message Service(SMS) is a service that permits the sending of multimedia content from a mobile device to another using WAP technology. Images, audio or video clips can be sent via MMS.</p> <p>A mobile device can be infected using this service, by receiving an infected file.</p>
Mobile device	<p>Currently, it is used when referring to intelligent mobile communication devices, such as smartphones and handhelds devices. Running on operating systems, combining phone and computer features and small size are their main characteristics.</p>
Path	<p>The exact directions to a file on a device that works on an operating system. These directions are usually described by means of the hierarchical filing system from the top down.</p> <p>The route between any two points, such as the communications channel between two computers.</p>
Port	<p>An interface on a computer to which you can connect a device. Personal computers have various types of ports. Internally, there are several ports for connecting disk drives, display screens, and keyboards. Externally, personal computers have ports for connecting modems, printers, mice, bluetooth device, infrared device and other peripheral devices.</p> <p>In TCP/IP and UDP networks, an endpoint to a logical connection. The port number identifies what type of</p>

	<p>port it is. For example, port 80 is used for HTTP traffic.</p>
Report file	<p>A file that lists actions that have occurred. BitDefender maintains a report file that contains the scan results.</p>
Root	<p>Represents the top level of a hierarchy.</p> <p>When talking about the disk drive root, it refers to all files or folders.</p>
SMS	<p>Short Message Service(SMS) is a service available on most mobile phones. It enables two mobile phones owners to communicate through short text messages.</p>
Startup items	<p>Any files placed in this folder will open when the computer starts. For example, a startup screen, a sound file to be played when the computer first starts, a reminder calendar, or application programs can be startup items. Normally, an alias of a file is placed in this folder rather than the file itself.</p>
System tray	<p>Introduced with Windows 95, the system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, modem, volume, and more. Double click or right click an icon to view and access the details and controls.</p>
Trojan	<p>A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as destructive. However, they may contain a package with several malicious applications, like viruses or worms, that can spread by themselves and affect other mobile devices or even computers. One of the most insidious types of Trojan horse is a program that claims to rid your device of viruses but instead introduces viruses onto your device.</p> <p>The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly</p>

	<p>and open the city gates, allowing their compatriots to pour in and capture Troy.</p>
Update	<p>A new version of a software or hardware product designed to replace an older version of the same product. In addition, the installation routines for updates often check to make sure that an older version is already installed on your device; if not, you cannot install the update.</p> <p>BitDefender has it's own update module that allows you to manually check for updates, or let it automatically update the product.</p>
Virus	<p>A program or piece of code that is loaded onto your device without your knowledge and runs against your will. Most viruses can also replicate themselves. A simple virus that can copy itself over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.</p>
Virus definition	<p>The binary pattern of a virus, used by the antivirus program to detect and eliminate the virus.</p>
WAP	<p>Wireless Application Protocol (WAP) is a system similar to a Web browser designed for applications that run on mobile devices. Internet access from a mobile device is possible thanks to WAP technology.</p>
Worm	<p>A malicious program that propagates itself over a network, reproducing itself as it goes. Mobile worms can spread from a mobile device to another via bluetooth or memory cards. Also, it can infect computers. It cannot attach itself to other programs.</p>