Test Orientation Guide for Beta Testers

This guide is intended to help beta testers explore the features, give a sense of what to expect from the product and not to be used as a test plan or test suite.

We are most interested in your feedback regarding Bitdefender Safepay BETA not only in terms of product defects but also regarding the ease of use and maybe missing functionality that you believe to be important and wish to be added in the future. We strive to build a product that you feel comfortable using, so we appreciate any feedback regarding situations when you feel things could go smoother (not enough information, options that are hard to understand or to use if you need them, any product behavior that you find hard to understand).

1. General Overview

Using your computer for handling money online is a thing of the present and almost everybody is doing it one way or another by shopping and paying online, managing an online bank account, donating money etc. If a malware infested computer is used to handle money, one can… well lose their money. You could argue that the antivirus will protect your computer for malware, but no matter how good is the detection of an antivirus another layer of protection is an extremely good way to keep your money in your accounts, especially from the so called zero day malware.

So… what is this extra layer of protection? Bitdefender Safepay is a protected browser running in a secured desktop.

Safepay blocks keyloggers that may steal your credentials for commercial or fraudulent purposes, prevents tempering attempts that other browsers are exposed to and much more.

Safepay can be used as any other browser but is designed having security as first priority. This means you may encounter problems displayed video content because some actions are automatically blocked to prevent malware injection and other vulnerabilities.

Let's dive into details.

2. Installation

Where can I find it?

Well, if you have this document you probably already have the installation kit. If not, check the Bitdefender website for the beta kit.

What does it do?

As a beta tester you should be familiar with this one.

The installation kit is in online format, meaning that it will download the necessary files during setup and this process might take a few minutes, depending on your internet connection speed.

How can it be tested?

a) One of the simplest tests is the straight forward one. Get the installer, run it and install Bitdefender Safepay.
b) The installer will create a shortcut on your desktop as well as in Start Menu.
c) Right after installation, you will be prompted to login with a MyBitdefender account. This step is mandatory. You probably already have a MyBitdefender account. If not, don't worry, you can create a fresh new one.
d) The uninstall process is another functionality to test.

*Important: For any installation issue like install failed, download failed, uninstall failed, repair failed or even if a retry is prompted, it's very important to attach to you feedback the install logs. You can find the installation logs, depending on your operating system in these 2 locations:

XP: C:\Documens and Settings\All users\Application Data
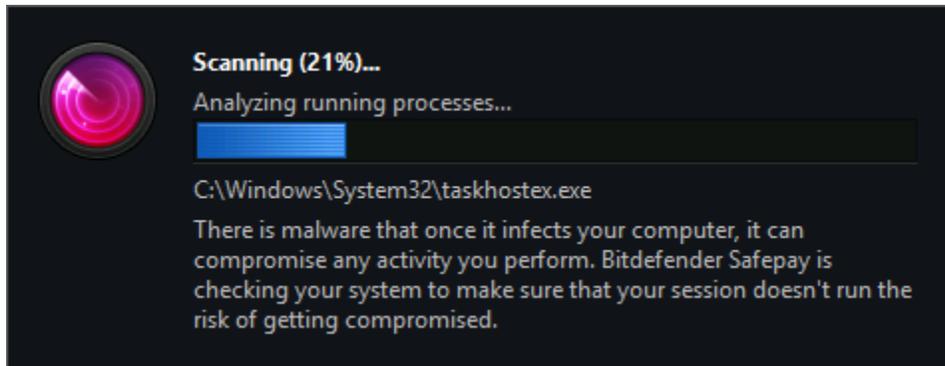
Vista/Win7/Win8: C:\ProgramData

All files that have a ".bin" extension and have a name similar to this "1351070153.bdinstall.bin" should be attached to your feedback.

2. Quick Scan

Where can I find it?

It automatically starts after you open Bitdefender Safepay. You can turn it ON/OFF from the Settings page. This is what it looks like:

What does it do?

Quick Scan uses in-the-cloud scanning to detect malware running in your system to make sure that your session doesn't run the risk of getting compromised. Completing a Quick Scan usually takes less than a minute and uses a fraction of the system resources needed by a regular virus scan.

How can it be tested?

a) Check if scanning starts right after you first open Bitdefender Safepay.
b) Should you own an infected test machine, check if active malwares are detected.
c) Switch it ON/OFF from Settings and check if settings apply.

3. Hotspot Protection for unsecured networks

Where can I find it?

Bitdefender will automatically establish the secured HOTSPOT PROTECTION connection whenever you open Bitdefender Safepay. The only prerequisite for this service to be initiated is to be connected to a free wi-fi. Once the connection is established, you will notice this green icon in the address bar:
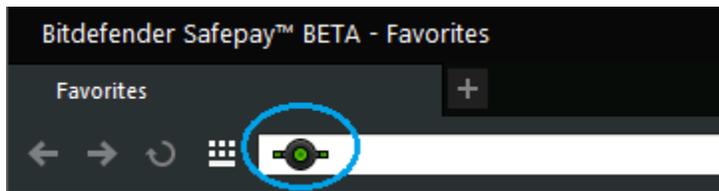
What does it do?

Hotspot protection feature provides an extra layer of security. This service encrypts Internet communication over unsecured connections, helping you maintain your privacy no matter what network you are connected to.

How can be tested?

a) Just connect to an open wi-fi and make sure Safepay is detecting it as an unsecured network.
b) Check that the connection is successfully established by looking at the icon in the address bar.
c) Make sure that webpages load with no issues while the HOTSPOT PROTECTION connection is active (no performance impact, all elements in the page are loaded, etc.).

4. Websites Scanning

Where can I find it?

This feature is already enabled after installation. You can customize scan filters by accessing the Settings page -> Scan Websites.

What does it do?

Whenever you try to visit a website classified as unsafe, the website is blocked and a warning page is displayed in Bitdefender Safepay. You have to decide what to do next: continue anyway or go back to the previous page.

How can it be tested?

Cloud filters are ON by default. You can customize them in Settings page. A few tests:

a) Check that legit webpages are not blocked.
b) Check that unsafe pages are blocked.

c) Check that navigation is granted once you choose to continue anyway.
d) Customize URL Scan filters and check that settings apply correctly.

5. Desktop Switching

Where can I find it?

After opening Bitdefender Safepay, you will notice a red button on the top left side. After pressing it, you will get back to your default desktop. There, you will notice a red button on the top right side.
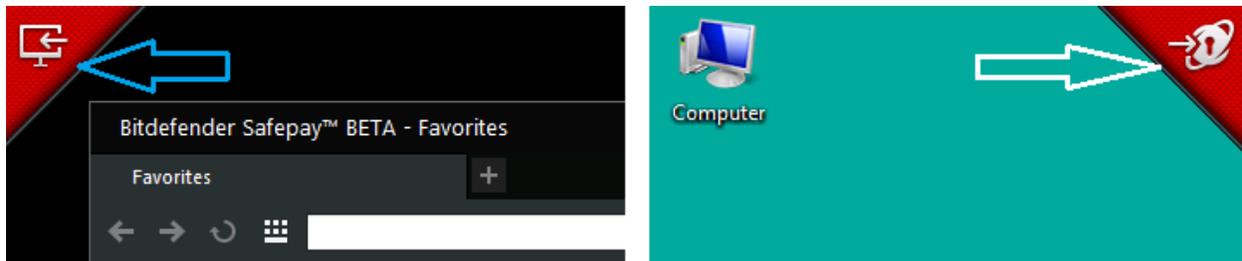
What does it do?

It allows you to switch back and forth between Safepay's secured desktop and your default desktop. Use this feature when you need to grab information from one desktop to another. Switching back to your default desktop will automatically apply after you download a file and click Open on confirmation dialogue:
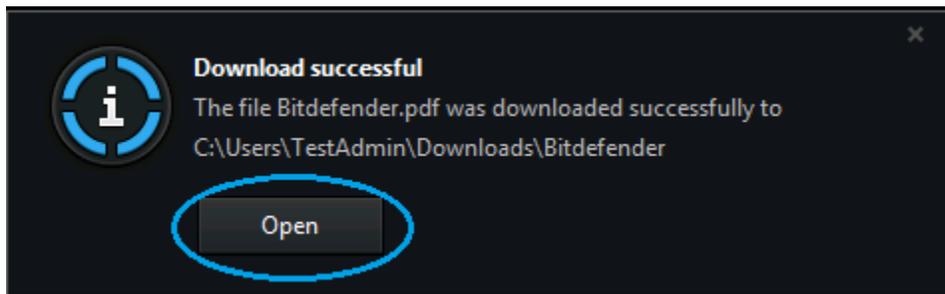
How can it be tested?

a) Click the red buttons and you should navigate between the two desktops.
b) Download files and press Open on the download confirmation dialogue.

6. Virtual Keyboard

Where can I find it?

On the left side of the address bar.

What does it do?

It protects you against keyloggers that may steal your credentials for commercial or fraudulent purposes.

How can it be tested?

a) One of the simplest test is to open a login websites and use the virtual keyboard to type your credentials.
b) Make sure it automatically opens once you click a password input field.
c) Use your imagination and try to capture the keys you press within the Virtual Keyboard ☺.

7. Settings Page

Where can I find it?

On the toolbar, at the top right corner of the main window:

What does it do?

It encapsulates several settings you can customize as you wish as follows:

a) Turn Hotspot protection ON/OFF;
b) Turn Quick Scan ON/OFF;
c) Customize URL Scan filters;
d) Import proxy settings from your default browser or set-up one for Bitdefender Safepay only;

e) Turn auto-update process ON/OFF.

How can it be tested?

Straight forward by enabling/disabling the features listed on the page.

8. Bookmarks Page

Where can I find it?

On the toolbar, at the top right corner of the main window. The Bookmarks page is opened by default when you start Bitdefender Safepay.

What does it do?

It saves your preferred websites for easier access once you open Bitdefender Safepay. Bookmarks can be added either by:

a) Pressing the Bookmarks button located at the end of your address bar;
b) Opening the Bookmarks page and manually adding websites.

How can it be tested?

By adding or removing websites entries.

9. Every other functionality

a) For security reasons, Bitdefender Safepay will not load any other add-ons/plugins with the exception of Adobe Flash Player.
b) Bitdefender Safepay does not allow opening links in popups or new tabs if the URL is not a bank or is not in your list of bookmarks.
c) Safepay does not support virtual printers like PDF, XPS, etc.
d) Safepay includes usability features commonly used by other browsers such as: Back, Forward, Refresh, Print, etc.

Where can I find it?

Most of them will be discovered while browsing.

What does it do?

You will have to find out by yourself. Most of them should be self-explanatory.

How can it be tested?

Just use your imagination and try to break the software.

Important:

A few good practice rules for useful feedback:

1. Use a representative title for your feedback.

As your feedback is publicly available to all beta testers, if a feedback title is generic, the chance it will be found by another beta tester is diminished and duplicate issues will be reported. Also, we have to process all of your feedback and you can help us by using a relevant issue title.

2. Give as many details as possible.

One-liner feedback is rarely useful without screenshots, logs, crash dumps or memory dumps. Also, this kind of report will most likely generate a ping pong between you and our team anyway, in order to obtain the necessary information to reproduce the bug so it would be best, if possible of course, to add the steps to reproduce the issue, like first do this and then click on that and this issue will arise.

3. Try not to cramp too many issues under one feedback report.

Having many issues under one feedback, although at first might seem easy to read, after a while it becomes hard to manage.