ESET
SMART
SECURITY 5

Microsoft® Windows® 7 / Vista / XP / 2000 / Home Server

Quick Start Guide

eset

ESET Smart Security provides state-of-the-art protection for your computer against malicious code. Based on the ThreatSense® scanning engine first introduced in the award-winning NOD32 antivirus system, ESET Smart Security continues to deliver unprecedented protection against zero-day threats, without the need for constant reactive signature updates to recognize the threats.

The integrated antivirus, antispyware, firewall and antispam modules, along with parental control functionality, make ESET Smart Security a complete and integrated security solution. This manual will guide you step-by-step through a typical installation process, quick setup and the basic configuration of the product.

Antivirus
Proactively detects and cleans more known and unknown viruses, worms, trojans and rootkits.

Antispyware
Protects you from hidden backdoors, downloaders, exploits, crackers, hijackers, password stealers and keyloggers.

Firewall
Prevents unauthorized users from gaining access to your computer. Monitors traffic to and from your computer.

Antispam
Spam filters work with your system to prevent threats and ensure you spend less time sorting "junk mail".

Parental control
Prevents children from getting access to pages with inappropriate or harmful content.
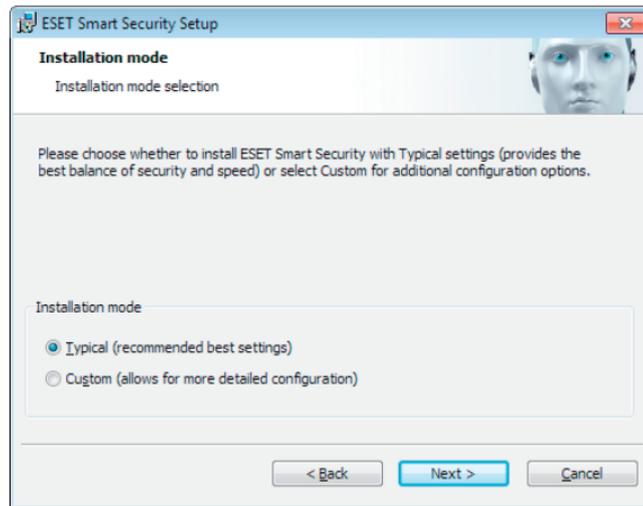
Installation

Before beginning installation, please close all running programs. Since ESET Smart Security contains an antivirus and firewall components, we strongly recommend that you remove any other antivirus programs or firewall you might have installed on your computer. You do not need to disable or remove the Windows firewall in Microsoft Windows 7, XP or Vista, as this is automatically handled by the ESET Smart Security installer. You can install ESET Smart Security from an installation CD/DVD or from a file that you downloaded from the ESET website.

Launching the installation

To launch the installer wizard, either do one of the following:
- If you are installing from the installation CD/DVD, insert the CD/DVD into the CD/DVD-ROM drive. If the autorun menu does not appear automatically, click on your CD/DVD drive and open it manually by clicking the *Autorun.exe* in the CD/DVD root directory.
- If you are installing from a downloaded file, double-click the file to launch the installer.

During the initial phase of the installation, the installer automatically checks online for the latest product version. If found, the installer will offer it for download and begin the installation process. After accepting the license agreement, the installer will offer two types of installation.

Typical – only the most important parameters will be configured during installation. Other parameters will be pre-set to their recommended settings. This mode provides our recommended comprehensive protection and is suitable for most users.

Custom – enables configuration of all advanced parameters during installation.

This guide describes typical installation mode.

### Join our collaboration network

Help us capture malware by joining our collaboration network. This allows us to gather more samples of viruses thus offering increasingly greater proactive protection and speed of scanning to all our users. We recommend that you activate this feature and we thank you for your support.

Detection of potentially unwanted applications

Since some potentially unwanted applications are used legitimately and might not necessarily pose a security risk, the user's consent is required to enable detection.

Completing the installation

When all necessary parameters have been configured, start the final installation by clicking the Install button. The installation progress will be indicated by a progress bar. After installation is complete, ESET Smart Security will be started automatically. Since a computer restart is not normally required, you can carry on working with ESET Smart Security running in the background to protect your computer from malware threats.
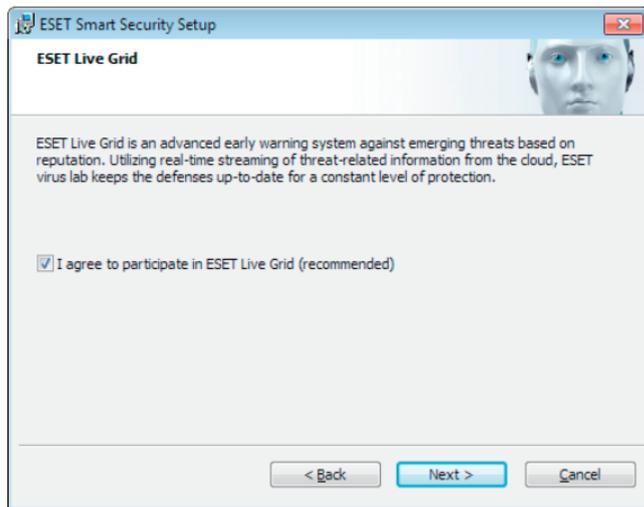
Trusted zone setup

After the installation has completed and a network connection is detected, a prompt window allowing you to configure a trusted zone will appear. The window shows the local subnet defined in your computer's system setup. These options only affect the visibility of your computer in the local network, not the internet. There are two access modes available:

Strict protection – select this option if you do not want to share your folders or printers and want your computer to be invisible to other users on the same network. This setting is recommended for users with a wireless connection.

Allow sharing – select this option if you want to be able to share files and folders on your computer and want your computer to be visible to other users in the same network. This setting is recommended for local home or office trusted networks.
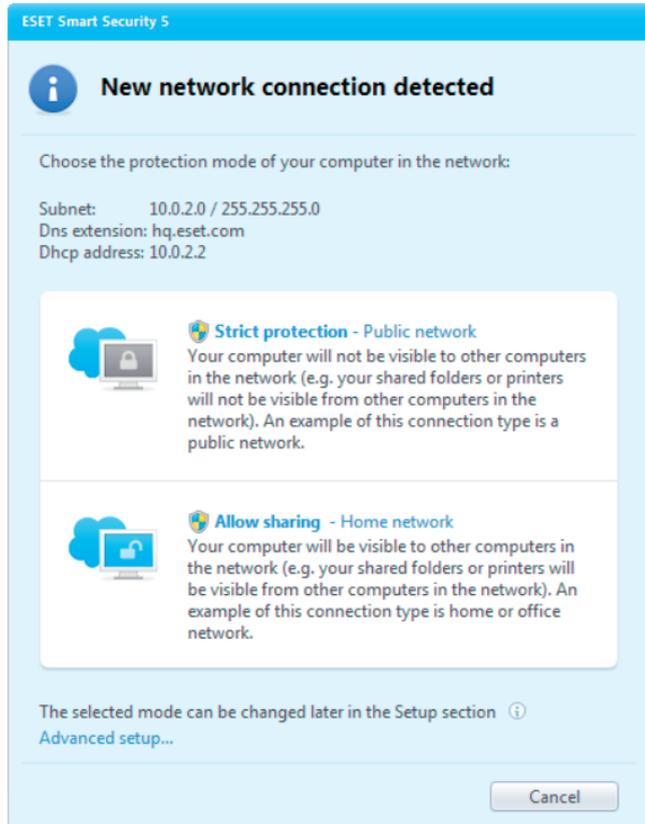
ESET Smart Security 5

New network connection detected

Choose the protection mode of your computer in the network:

Subnet: 10.0.2.0 / 255.255.255.0
Dns extension: hq.eset.com
Dhcp address: 10.0.2.2

Strict protection - Public network
Your computer will not be visible to other computers in the network (e.g. your shared folders or printers will not be visible from other computers in the network). An example of this connection type is a public network.

Allow sharing - Home network
Your computer will be visible to other computers in the network (e.g. your shared folders or printers will be visible from other computers in the network). An example of this connection type is home or office network.

The selected mode can be changed later in the Setup section ⓘ

Advanced setup...

Cancel

Product activation

After the installation, the **Product Activation Type** window appears. You can also open the window by clicking **Product activation** within the Setup section, the Update section or by clicking the status notification icon in the top right corner of the main product window or the ESET icon in the Windows notification area of the taskbar (system tray).

- If you purchased a retail boxed version of the product, select **Activate using an Activation Key (recommended)** and follow the step-by-step activation instructions. The Activation Key is usually located inside or on the back side of the product package. For a successful activation, the Activation Key must be entered as supplied.

- If you received a Username and Password, select the **Activate using a Username and Password** option and enter the license data in the appropriate fields.

- If you would like to evaluate ESET Smart Security before activating, select the **Activate Trial License** option. Fill in the required fields and an Email Address. Your test license will be sent to this address and ESET Smart Security will be activated for a limited period of time.

If you choose not to activate at this time, click **Activate Later**. If you selected Activate Later, you can activate ESET Smart Security directly from the program by clicking the **Product activation** option.

If you do not have a license and would like to buy one, click the **Purchase License** option. This will redirect you to the website of your local ESET distributor.

Starting ESET Smart Security

ESET Smart Security starts protecting your computer immediately after installation. You do not have to open the program to start it. However, at any time you may open ESET Smart Security to check your protection status or to perform various scanning and maintenance tasks. To open ESET Smart Security, double-click the ESET Smart Security icon located in your Windows notification area (system tray).

User interface

The **Home** section informs you about the current protection level of your computer.

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

The **Update** section contains important information about the program updates. It is vitally important for the program to update regularly to provide the maximum level of protection against the latest threats.

The **Setup** options allow you to adjust the protection levels of your computer.

The **Tools** section allows you to enter the advanced features: log files, quarantine, scheduler etc.

Comprehensive **Help and support** for ESET Smart Security. You can also contact ESET technical support directly from here.
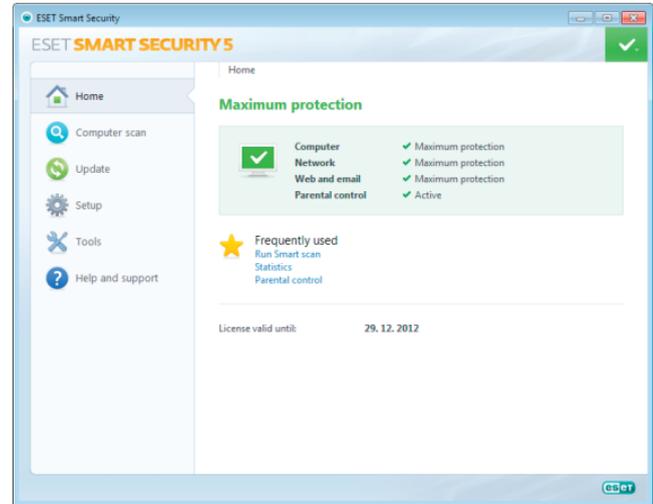
Update

By default, ESET Smart Security comes with a predefined task to ensure regular updates (see the **Scheduler** section in the user guide). If no update has been performed yet, we recommend starting the update manually as follows: From the ESET Smart Security main program window, click **Update** from the main menu on the left and then click **Update virus signature database**.

The update module will connect to the Internet, contact an available ESET update server and download digitally signed update files. These updates contain the most recent malware signatures and new definitions for advanced heuristics as well as other program modules. As soon as a newer update has been installed, ESET Smart Security displays a notification in the system tray area and in the primary ESET window.

Computer scan

After a successful installation and update, we recommend that you perform a complete computer scan for threats. To do this, click **Computer scan** from the main menu on the left and then select **Smart scan** from the ESET Smart Security primary window. Scanning of all local hard drives will start. As long as the scan continues, the status window shows the progress bar as well as the current statistics about scanned and infected files found. If a threat is detected, ESET Smart Security quarantines the file and displays an alert in the system tray area. You should be able to continue working as normal while the scan takes place.

Protection status

ESET Smart Security's current protection status is indicated in the following ways:

The system tray icon
A detailed report in the **Home** section in the event that any protection module is disabled, the **Home** window will show the name of the disabled module, along with a link allowing you to re-enable it.

The individual protection statuses are indicated by the following icons:

🔵 Antivirus protection is working properly and your computer is protected against malicious software as well as network attacks. This status indicates that all protection modules are enabled and the virus signature database is up-to-date.

🟢 **green** – This icon is displayed if your operating system does not have all necessary updates installed.

🟠 **yellow** – Real-time file system protection is enabled, but the maximum level of protection is not ensured. The yellow icon is displayed if Email client protection or Web access protection is disabled or malfunctioning.

🔴 **red** – Real-time file system protection is disabled. Since the proper functioning of this module is vital to your system's security, we recommend enabling the inactive module immediately.

Resolving Issues

ESET's technical support specialists are ready to assist you in resolving potential problems. Before contacting the technical support, we strongly recommend that you first read the related topic in the product documentation (user guide, in-product help file) or search for a solution on the ESET website. This will help you resolve the problem quickly within a couple of minutes. For various problem solutions, directions and hints, visit our Knowledgebase at: **http://kb.eset.com**

To contact ESET's technical support, use the web form available at: **www.eset.com/support/contact**

Submitting a technical support query

In the event of a problem, contact ESET's technical support using the query submission form integrated in the program. In the **Help and support** section, select **Customer Care support request (recommended)…**

Unilicense

Unilcense is our unique way of extending the protection of our products to all platforms on your computer. With one license of our products, you get access to parallel products for other operating systems. Let's say you have an Apple computer and are using both Mac OS X and Windows. With one license of ESET Smart Security or ESET NOD32 Antivirus you will be able to download, install and use similar products for other operating systems running on the same computer at no additional cost. Check out **www.eset.com** for more information.

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