

Bitdefender[®] ANTIVIRUS FOR MAC



USER'S GUIDE



Bitdefender Antivirus for Mac User's Guide

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Using This Guide

1. Purpose and Intended Audience

This guide is intended to all Macintosh users who have chosen **Bitdefender Antivirus for Mac** as a security solution for their computers. The information presented in this book is suitable not only for computer literates, it is accessible to everyone who is able to work under Macintosh.

You will find out how to configure and use Bitdefender Antivirus for Mac to protect yourself against viruses and other malicious software. You will learn how to get best from Bitdefender.

We wish you a pleasant and useful lecture.

2. How to Use This Guide

This guide is organized around several major topics:

Getting Started (p. 7)

Get started with Bitdefender Antivirus for Mac and its user interface.

Protecting against Malicious Software (p. 10)

Learn how to use Bitdefender Antivirus for Mac to protect yourself against malicious software.

Configuring Preferences (p. 19)

Learn more about the Bitdefender Antivirus for Mac preferences.

Getting Help (p. 35)

Where to look and where to ask for help if something unexpected appears.

3. Conventions Used in This Guide

3.1. Typographical Conventions

Several text styles are used in this guide 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.



Appearance	Description
https://www.bitdefender.com	The URL link is pointing to some external location, on http or ftp servers.
documentation@bitdefender.com	Email addresses are inserted in the text for contact information.
Using This Guide (p. v)	This is an internal link, towards some location inside the document.
filename	File and directories are printed using monospaced font.
option	All the product options are printed using bold characters.
keyword	Important keywords or phrases are highlighted using bold characters.

3.2. 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.

4. 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 email to documentation@bitdefender.com. Please write all of your documentation-related emails in English so that we can process them efficiently.



1. INSTALLATION AND REMOVAL

This chapter includes the following topics:

- *System Requirements* (p. 1)
- *Installing Bitdefender Antivirus for Mac* (p. 1)
- *Removing Bitdefender Antivirus for Mac* (p. 6)

1.1. System Requirements

You may install Bitdefender Antivirus for Mac only on Intel-based Macintosh computers with OS X Mavericks (10.9.5), OS X Yosemite (10.10.5), OS X El Capitan (10.11.6), macOS Sierra (10.12.5 or later), macOS High Sierra 10.13 installed.

Your Mac must also meet all of these additional requirements:

- Minimum 1 GB of RAM Memory
- Minimum 600 MB available hard disk space

An Internet connection is required to register and update Bitdefender Antivirus for Mac.



How to find out your macOS version and hardware information about your Mac

Click the Apple icon in the upper-left corner of the screen and choose **About This Mac**. In the window that appears you can see the version of your operating system and other useful information. Click **More Info** for detailed hardware information.

1.2. Installing Bitdefender Antivirus for Mac

The Bitdefender Antivirus for Mac app can be installed from your Bitdefender account as follows:

1. Log in as an administrator.
2. Go to: <https://central.bitdefender.com>.
3. Log in to your Bitdefender account using your email address and password.
4. In the **MY DEVICES** window, click **INSTALL Bitdefender**.
5. Choose one of the two available options:



● DOWNLOAD

Click the button and save the installation file.

● On another device

Select **macOS** to download your Bitdefender product, and then click **CONTINUE**. Type an email address in the corresponding field, and click then **SEND**.

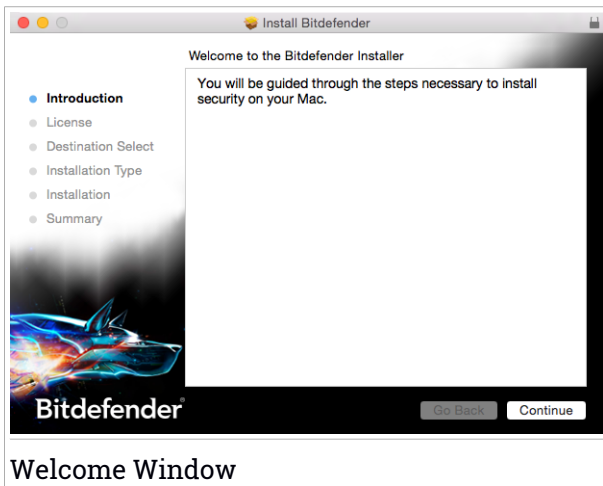
6. Run the Bitdefender product you have downloaded.
7. Complete the installation steps.

1.2.1. Installation process

To install Bitdefender Antivirus for Mac:

1. Click the downloaded file. This will launch the installer, which will guide you through the installation process.
2. Follow the installation wizard.

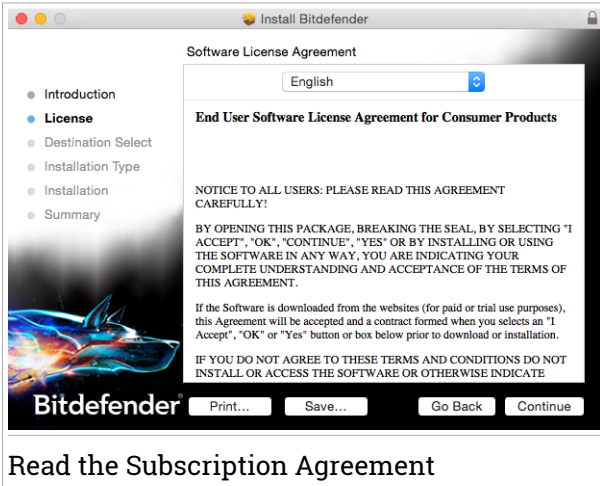
Step 1 - Welcome Window



Click **Continue**.



Step 2 - Read the Subscription Agreement



The Subscription Agreement is a legal agreement between you and Bitdefender for the use of Bitdefender Antivirus for Mac. You can print or save the Subscription Agreement so that you can review it at a later time.

Please read the Subscription Agreement carefully. To continue installing the software you must agree to the terms of the software subscription agreement. Click **Continue**, and then click **Agree**.

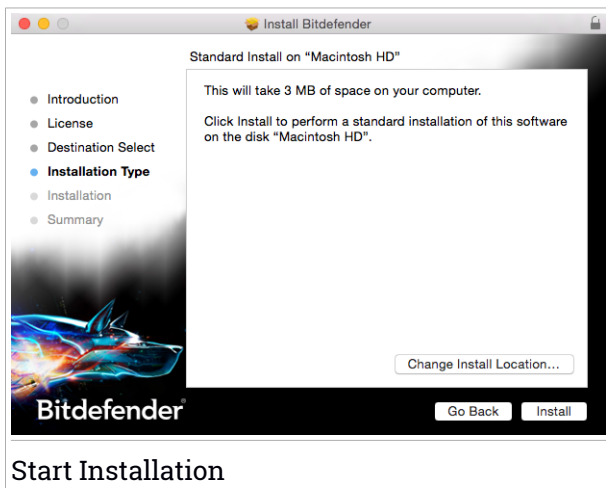


Important

If you do not agree to these terms, click **Continue**, and then click **Disagree** to cancel the installation and quit the installer.



Step 3 - Start Installation

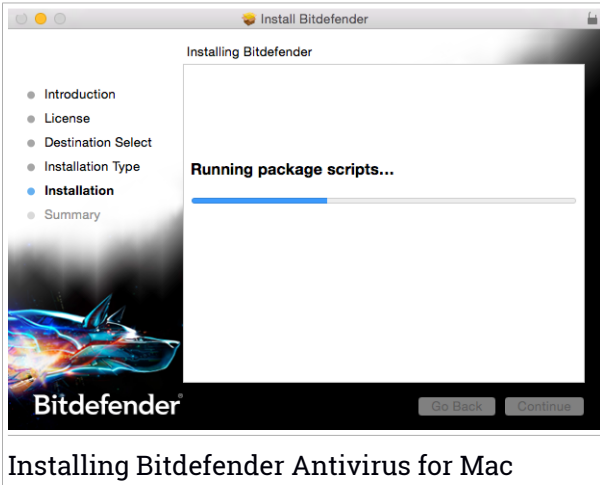


Bitdefender Antivirus for Mac will be installed in Macintosh HD/Library/Bitdefender. The installation path cannot be changed.

Click **Install** to start the installation.

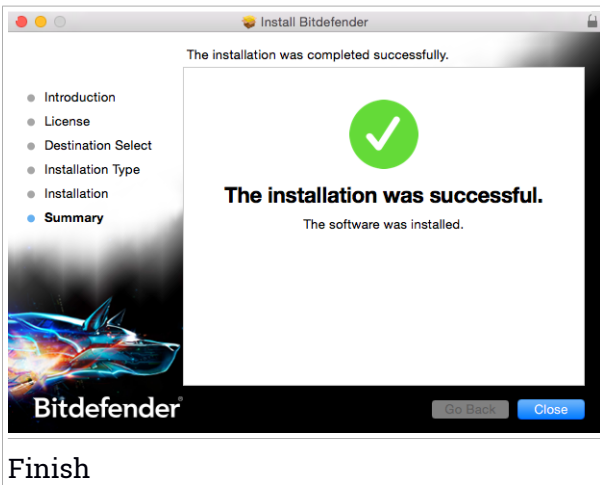


Step 4 - Installing Bitdefender Antivirus for Mac



Wait until the installation is completed, and then click **Continue**.

Step 5 - Finish



Click **Close** to close the installer window.

The installation process is now complete.



Important

If you are installing Bitdefender Antivirus for Mac on macOS High Sierra 10.13 or a newer version, the **System Extension Blocked** notification appears. This notification informs you that the extensions signed by Bitdefender have been blocked and must be manually enabled. Click **OK** to continue. In the Bitdefender Antivirus for Mac window that appears, click the **Security & Privacy** link. Select the Bitdefender check box from the list, and then click **OK**. Restart your Mac to apply the changes and finish the installation process.

At the first installation of Bitdefender Antivirus for Mac, the Safe Files and Time Machine Protection wizards appear. For more information, refer to *Safe Files* (p. 22) and to *Time Machine Protection* (p. 12).

1.3. Removing Bitdefender Antivirus for Mac

Being a complex application, Bitdefender Antivirus for Mac cannot be removed in the normal way, by dragging the application icon from the Applications folder to the Trash.

To remove Bitdefender Antivirus for Mac, follow these steps:

1. Open a **Finder** window, go to the Applications folder and choose Utilities.
2. Double-click the Bitdefender for Mac Uninstaller application to open it.
3. Click the **Uninstall** button and wait for the process to complete.
4. Click **Close** to finish.



Important

If there is an error, you can contact Bitdefender Customer Care as described in *Support* (p. 35).



2. GETTING STARTED

This chapter includes the following topics:

- *About Bitdefender Antivirus for Mac* (p. 7)
- *Opening Bitdefender Antivirus for Mac* (p. 7)
- *Application Main Window* (p. 7)
- *Application Dock Icon* (p. 9)

2.1. About Bitdefender Antivirus for Mac


Bitdefender Antivirus for Mac is a powerful antivirus scanner, which can detect and remove all kinds of malicious software ("malware"), including:

- ransomware
- adware
- viruses
- spyware
- Trojans
- keyloggers
- worms

This app detects and removes not only Mac malware, but also Windows malware, thus preventing you from accidentally sending infected files to your family, friends and colleagues using PCs.

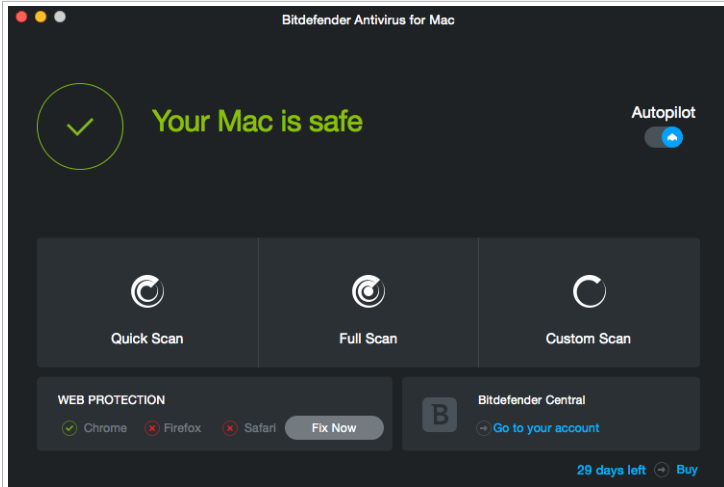
2.2. Opening Bitdefender Antivirus for Mac

You have several ways to open Bitdefender Antivirus for Mac.

- Click the Bitdefender Antivirus for Mac icon in the Launchpad.
- Click the icon  in the menu bar and choose **Open Main Window**.
- Open a Finder window, go to Applications and double-click the icon Bitdefender Antivirus for Mac.

2.3. Application Main Window

In the application's main window you can check your computer's security status, run system scans, secure your web browsing experience, or log into your Bitdefender account.



Application Main Window

The **Autopilot** option located in the upper-right part of the main window, continuously monitors the applications running on the computer, looking for malware-like actions and prevents new malware threats from entering your system.

For security reasons, it is recommended to keep Autopilot enabled. If Autopilot is disabled, you will not be protected automatically against malware threats.

The status bar at the top of the window informs you about the system's security status using explicit messages and suggestive colors. If Bitdefender Antivirus for Mac has no warnings, the status bar is green. When a security issue has been detected, the status bar changes its color to yellow. Click the **View Issues** button to view the issues that affect the security of your system. For detailed information on issues and how to fix them, refer to *Fixing Issues* (p. 14).

Under the status bar, three scan buttons are available to help you scan your Mac:

- **Quick Scan** - checks for malware the most vulnerable locations on your system (for example, the folders that contain the documents, downloads, mail downloads and temporary files of each user).



- **Full Scan** - performs a comprehensive check for malware of the entire system. All connected mounts will be scanned too.
- **Custom Scan** - helps you check specific files, folders or volumes for malware.

For more information, refer to *Scanning Your Mac* (p. 11).

Besides the scan buttons, additional options are available:

- **Web Protection** - filters all web traffic and blocks any malicious content to secure your web browsing experience. For more information, refer to *Web Protection* (p. 15).
- **Go to Bitdefender account** - click the **Go to your account** link at the lower-right part of the main interface to access your Bitdefender account. For more information, refer to *Bitdefender Central* (p. 27).
- **Number of days left** - displays the time remaining before your subscription expires. When the expiration date is reached, click the link to access a web page from where you can renew your subscription.
- **Buy** - redirects you to the Bitdefender web page where you can check available offers or buy a subscription.
- **Feedback** - opens a new window in your default email client from where you can contact us.

2.4. Application Dock Icon

The Bitdefender Antivirus for Mac icon can be noticed in the Dock as soon as you open the application. The icon in the Dock provides you with an easy way to scan files and folders for malware. Just drag and drop the file or folder over the Dock icon and the scan will start immediately.





3. PROTECTING AGAINST MALICIOUS SOFTWARE

This chapter includes the following topics:

- *Best Practices* (p. 10)
- *Scanning Your Mac* (p. 11)
- *Turning on or off Autopilot* (p. 12)
- *Time Machine Protection* (p. 12)
- *Scan Wizard* (p. 13)
- *Fixing Issues* (p. 14)
- *Web Protection* (p. 15)
- *Updates* (p. 17)

3.1. Best Practices

To keep your system malware-free and to prevent accidental infection of other systems, follow these best practices:

- Keep **Autopilot** enabled, as to allow system files to be scanned by Bitdefender Antivirus for Mac.
- Maintain your Bitdefender Antivirus for Mac product up to date with the latest malware signatures and product updates, while having **Autopilot** activated.
- Check and fix the issues reported by Bitdefender Antivirus for Mac regularly. For detailed information, refer to *Fixing Issues* (p. 14).
- Check the detailed log of events concerning the Bitdefender Antivirus for Mac activity on your computer. Whenever something relevant to the security of your system or data happens, a new message is added to the Bitdefender history. For more details, access *History* (p. 24).
- You should also adhere to these best practices:
 - Make a habit of scanning files that you download from an external storage memory (such as an USB stick or a CD), especially when you do not know the source.
 - If you have a DMG file, mount it and then scan its contents (the files within the mounted volume/image).



The easiest way to scan a file, a folder or a volume is to drag&drop it over the Bitdefender Antivirus for Mac window or Dock icon.

No other configuration or action is required. However, if you want to, you can adjust the application settings and preferences to better suit your needs. For more information, refer to *Configuring Preferences* (p. 19).

3.2. Scanning Your Mac

Beside the **Autopilot** feature, which continuously monitors the applications running on the computer, looking for malware-like actions and prevents new malware threats from entering your system, you can scan your Mac or specific files anytime you want.

The easiest way to scan a file, a folder or a volume is to drag&drop it over the Bitdefender Antivirus for Mac window or Dock icon. The scan wizard will appear and guide you through the scanning process.

You can also start a scan as follows:

1. Open Bitdefender Antivirus for Mac.
2. Click one of the three scan buttons to start the desired scan.
 - **Quick Scan** - checks for malware the most vulnerable locations on your system (for example, the folders that contain the documents, downloads, mail downloads and temporary files of each user).
 - **Full Scan** - performs a comprehensive check for malware of the entire system. All connected mounts will be scanned too.



Note

Depending on the size of your hard disk, scanning the entire system may take a while (up to an hour or even more). For improved performance, it is recommended not to run this task while performing other resource-intensive tasks (such as video editing).


If you prefer, you can choose not to scan specific mounted volumes by adding them to the **Exclusions** list from the Preferences window.

- **Custom Scan** - helps you check specific files, folders or volumes for malware.



3.3. Turning on or off Autopilot

To turn on or off Autopilot, do any of the following:

- Open Bitdefender Antivirus for Mac and click the switch to turn on or off Autopilot.
- Click the icon  in the menu bar and choose **Turn OFF Autopilot**.



Warning

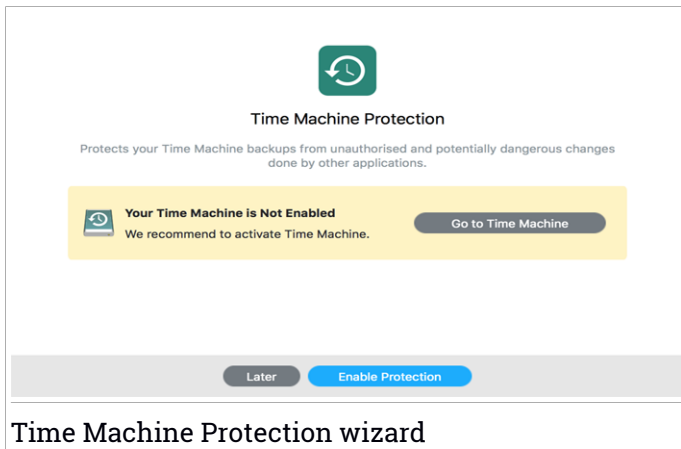
We recommend you to disable Autopilot for as little time as possible. If Autopilot is disabled, you will not be protected automatically against malware threats.

3.4. Time Machine Protection

Bitdefender Time Machine Protection serves as an additional layer of security for your backup drive, including all the files you have decided to store in it, by blocking the access of any external source. In case files from your Time Machine drive will be encrypted by ransomware, you will be able to recover them without paying for the asked ransom.

Time Machine Protection wizard

The Bitdefender Time Machine Protection wizard appears as soon as you install Bitdefender Antivirus for Mac for the first time on your Macintosh.





You have to set up the Time Machine backup system application before enabling the Bitdefender protection.

If the Time Machine feature is not enabled on your machine:

1. Click the **Go to Time Machine** option.

The **Time Machine** window from System Preferences appears.

2. Activate the feature, and then select where to keep the backup files.

If you need additional instructions on how to activate the Time Machine application on your system, click the **Find out how to configure Time Machine** link from the wizard.

To enable Bitdefender Time Machine Protection for your backups:

1. Click the **Enable Protection** option.

A confirmation window appears.

2. Click **Close**.

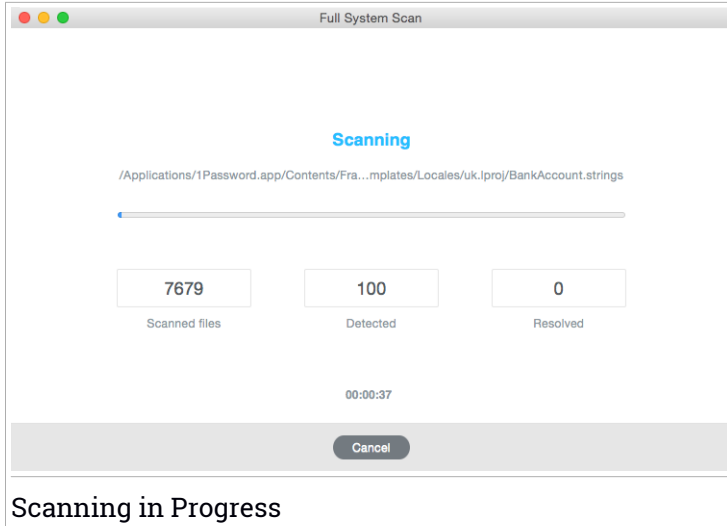
Turning on or off Time Machine Protection

To turn on or off Time Machine Protection:

1. Open Bitdefender Antivirus for Mac.
2. Click Bitdefender Antivirus for Mac in the menu bar and choose **Preferences**.
3. Select the **Protection** tab.
4. Select or clear the **Time Machine Protection** check box.

3.5. Scan Wizard

Whenever you initiate a scan, the Bitdefender Antivirus for Mac scan wizard will appear.



Real-time information about detected and resolved threats is displayed during each Scan.

Wait for Bitdefender Antivirus for Mac to finish scanning.



Note

The scanning process may take a while, depending on the complexity of the scan.

3.6. Fixing Issues

Bitdefender Antivirus for Mac automatically detects and informs you about a series of issues that can affect the security of your system and data. In this way, you can fix security risks easily and in a timely manner.

Fixing the issues indicated by Bitdefender Antivirus for Mac is a quick and easy way to ensure optimal protection of your system and data.

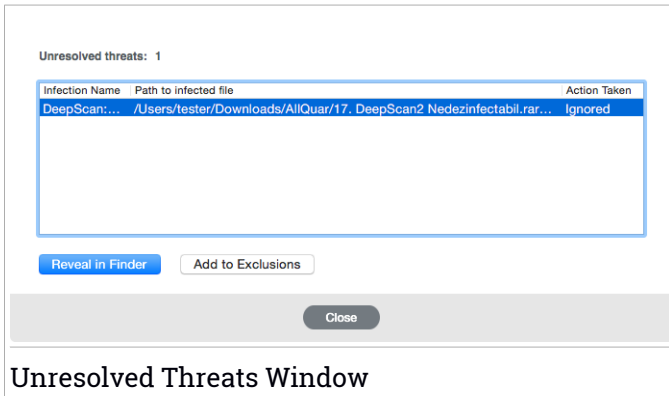
Detected issues include:

- The new malware signatures and product updates have not been downloaded from our servers, because **Autopilot** is disabled.
- Unresolved threats have been detected on your system.
- **Autopilot** is turned off.



To check and fix detected issues:

1. Open Bitdefender Antivirus for Mac.
2. If Bitdefender has no warnings, the status bar is green. When a security issue has been detected, the status bar changes its color to yellow.
3. Check the description for more information.
4. When a issue is detected, click the **View Issues** button to view information about what is affecting the security of your system. You can take actions in the window that appears.



The list of unresolved threats is updated after each system scan.

You can choose to take the following actions on unresolved threats:

- **Reveal in Finder.** Take this action to remove the infections manually.
- **Add to Exclusions.** This action is not available for malware found inside archives.

3.7. Web Protection

Bitdefender Antivirus for Mac uses the TrafficLight extensions to completely secure your web browsing experience. The TrafficLight extensions intercept, process and filter all web traffic, blocking any malicious content.

The extensions work and integrate with the following web browsers: Mozilla Firefox, Google Chrome and Safari.



An array of features is available to protect you from all kinds of threats you may encounter while web browsing:

- **Advanced Threat Filter** - prevents you from accessing websites used for malware, phishing and fraud attacks.
- **Search Results Analyzer** - provides advance warning of risky websites within your search results.
- **Tracker Notification** - detects trackers on the visited web pages and keeps you informed about their presence.

Enabling TrafficLight extensions

To enable the TrafficLight extensions, follow these steps:

1. Open Bitdefender Antivirus for Mac.
2. Click **Fix Now** to activate the Web Protection.
3. Bitdefender Antivirus for Mac will detect what web browser you have installed on your system. To install the TrafficLight extension on your browser, click **Get Extension**.
4. You will be redirected to this online location:
<https://bitdefender.com/solutions/trafficlight.html>
5. Select **Free Download**.
6. Follow the steps to install the TrafficLight extension corresponding to your web browser.

Page rating and alerts

Depending on how TrafficLight classifies the web page you are currently viewing, one of the following icons is displayed in its area:



This is a safe page to visit. You can continue your work.



This web page may contain dangerous content. Exercise caution if you decide to visit it.



You should leave the web page immediately. Alternatively, you can choose one of the available options:

- Navigate away from the website by clicking **Take me back to safety**.



- Proceed to the website, despite the warning, by clicking **I understand the risks, take me there anyway**.

3.8. Updates

New malware is found and identified every day. This is why it is very important to keep Bitdefender Antivirus for Mac up to date with the latest malware signatures.

Keep the **Autopilot** turned on to allow the malware signatures and product updates to be automatically downloaded on your system. If an update is detected, it is automatically downloaded and installed on your computer.

The malware signatures update is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update will not affect the product operation and, at the same time, any vulnerability will be excluded.

- If Bitdefender Antivirus for Mac is up-to-date, it can detect the latest threats discovered and clean the infected files.
- If Bitdefender Antivirus for Mac is not up-to-date, it will not be able to detect and remove the latest malware discovered by Bitdefender Labs.

3.8.1. Requesting an Update

You can request an update manually anytime you want.

An active Internet connection is required in order to check for available updates and download them.

To request an update manually:

1. Open Bitdefender Antivirus for Mac.
2. Click the **Actions** button in the menu bar.
3. Choose **Update Virus Database**.

Alternatively, you can request an update manually by pressing CMD + U.

You can see the update progress and downloaded files.



3.8.2. Getting Updates through a Proxy Server

Bitdefender Antivirus for Mac can update only through proxy servers that do not require authentication. You do not have to configure any program settings.

If you connect to the Internet through a proxy server that requires authentication, you must switch to a direct Internet connection regularly in order to obtain malware signature updates.

3.8.3. Upgrade to a new version

Occasionally, we launch product updates to add new features and improvements or fix product issues. These updates may require a system restart in order to initiate the installation of new files. By default, if an update requires a computer restart, Bitdefender Antivirus for Mac will keep working with the previous files until you reboot the system. In this case, the update process will not interfere with the user's work.

When a product update is completed, a pop-up window will inform you to restart the system. If you miss this notification, you can either click **Restart to upgrade** from the menu bar or manually restart the system.




4. CONFIGURING PREFERENCES

This chapter includes the following topics:

- *Accessing Preferences* (p. 19)
- *Account Info* (p. 19)
- *Protection Preferences* (p. 19)
- *Scan Exclusions* (p. 21)
- *Safe Files* (p. 22)
- *History* (p. 24)
- *Quarantine* (p. 25)

4.1. Accessing Preferences

To open the Bitdefender Antivirus for Mac Preferences window:

1. Open Bitdefender Antivirus for Mac.
2. Do any of the following:
 - Click Bitdefender Antivirus for Mac in the menu bar and choose **Preferences**.
 - Click the icon  in the menu bar and choose **Preferences..**
 - Press Command-Comma(,).

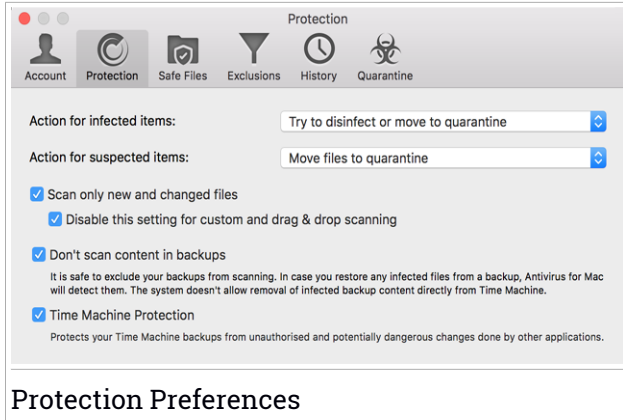
4.2. Account Info

The account info window gives your information about your subscription and your Bitdefender account.

Whenever you want to log in with another Bitdefender account, click the **Switch account** button, type your new email address and password in the Bitdefender account application window, then click **SIGN IN**.

4.3. Protection Preferences

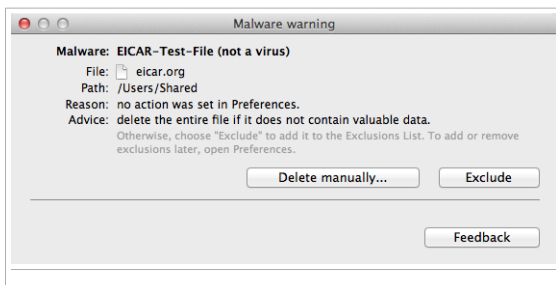
The protection preferences window allows you to configure the overall scanning approach. You can configure the actions taken on the infected and suspicious files detected and other general settings.



- **Action for infected items.** When it detects a virus or other malware, Bitdefender Antivirus for Mac will automatically attempt to remove the malware code from the infected file and reconstruct the original file. This operation is referred to as disinfection. Files that cannot be disinfected are moved to **quarantine** in order to contain the infection.

Though not recommended, you can set the application to take no action on infected files. Detected files are only logged.

Autopilot ensures good protection against malware, with minor impact on system performance. If there are unresolved threats, you can view them and decide what to do with them.



- **Action for suspect items.** Files are detected as suspicious by the heuristic analysis. Suspicious files cannot be disinfected, because no disinfection routine is available.



By default, suspicious files are moved to quarantine. When a virus is in quarantine it cannot do any harm because it cannot be executed or read. If you prefer, you can choose to ignore suspicious files. Detected files are only logged.

- **Scan only new and changed files.** Select this check box to set Bitdefender Antivirus for Mac to scan only files that have not been scanned before or that have been modified since their last scan.

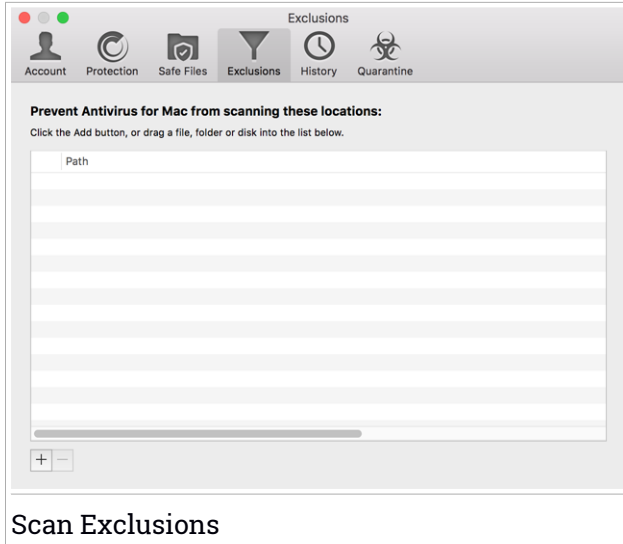
You can choose not to apply this setting for drag&drop scanning by selecting the corresponding check box.

- **Don't scan content in backups.** Select this check box to exclude backup files from scanning. If the infected files are restored at a later time, Bitdefender Antivirus for Mac will automatically detect them and take the proper action.
- **Time Machine Protection.** Select this check box to protect the files stored in Time Machine. In case files from your Time Machine drive will be encrypted by ransomware, you will be able to recover them without paying for the asked ransom.

4.3.1. Scan Exclusions

If you want to, you can set Bitdefender Antivirus for Mac not to scan specific files, folders, or even an entire volume. For example, you might want to exclude from scanning:

- Files that are mistakenly identified as infected (known as false positives)
- Files that cause scanning errors
- Backup volumes



The exclusions list contains the paths that have been excluded from scanning.

There are two ways to set a scan exclusion:

- Drag&drop a file, folder or volume over the exclusions list.
- Click the button labeled with the plus sign (+), located under the exclusions list. Then, choose the file, folder or volume to be excluded from scanning.

To remove a scan exclusion, select it from the list and click the button labeled with the minus sign (-), located under the exclusions list.

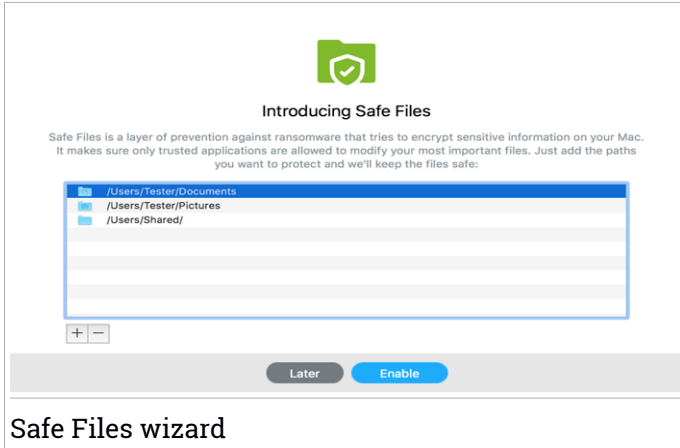
4.4. Safe Files

Ransomware is a malicious software that attacks vulnerable systems by locking them, and asks for money to let the user take back the control of his system. This malicious software acts intelligent by displaying false messages to panic the user, urging him to proceed with the asked payment.

Using the latest technology, Bitdefender ensures system integrity by protecting critical system areas against ransomware attacks without impacting the system. However, you may also want to protect your personal files such as documents, photos, or movies from being accessed by untrusted apps. With Bitdefender Safe Files you can settle personal files to a shelter

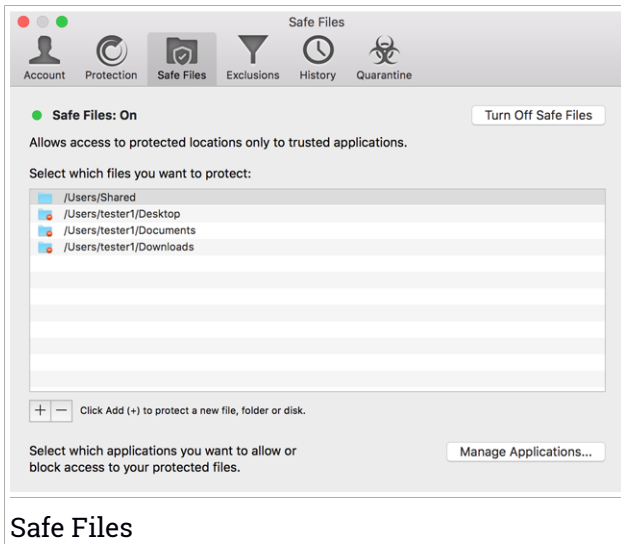


and configure on your own which apps should be allowed to make changes in the protected files and which should not.



Safe Files wizard

The Bitdefender Safe Files wizard appears as soon as you install Bitdefender Antivirus for Mac on your Macintosh. Select or add new locations you want to protect, and then click **Enable Safe Files**.



Safe Files



There are two ways to add afterwards files to the protected environment:

- Drag&drop a file, folder or volume over the Safe Files window.
- Click the button labeled with the plus sign (+), located under the protected files list. Then, choose the file, folder or volume to be protected in case ransomware attacks will try access them.

You will be informed each time an unknown app with an unusual behavior will try to modify the files you added. Click **Allow** or **Block** to add it to the **Managing Applications** list.

4.4.1. Managing Applications

Those applications that try to change or delete protected files may be flagged as potentially unsafe and added to the Blocked applications' list. If such an application is blocked and you are sure that its behavior is normal, you can allow it by clicking the **Manage Applications** button, and then changing its status to Allow.

Apps that are set on Allow can be set on Blocked as well.

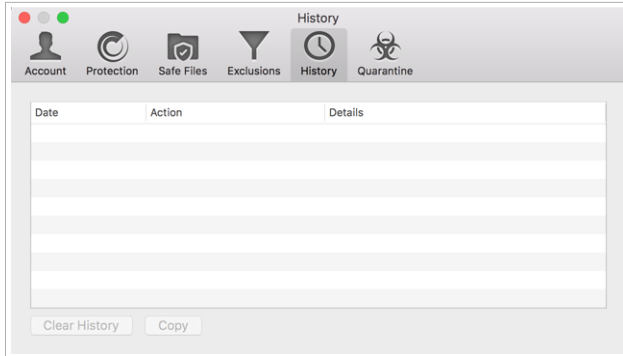
Use the drag&drop method or click the plus sign (+) to add more apps to the list.

4.5. History

Bitdefender keeps a detailed log of events concerning its activity on your computer. Whenever something relevant to the security of your system or data happens, a new message is added to the Bitdefender Antivirus for Mac History, in a similar way to a new email appearing in your Inbox.

Events are a very important tool in monitoring and managing your Bitdefender protection. For instance, you can easily check if the update was successfully performed, if malware was found on your computer, if an unauthorized application tried to access your Time Machine drive, etc.

Details about the product activity are displayed.

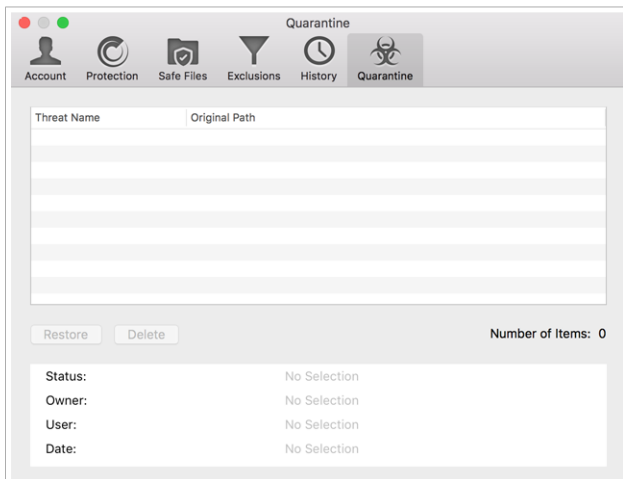


History

Whenever you want to delete the history log, click the **Clear History** button. The **Copy** button gives you the possibility to copy this information on clipboard.

4.6. Quarantine

Bitdefender Antivirus for Mac allows isolating the infected or suspicious files in a secure area, named quarantine. When a virus is in quarantine it cannot do any harm because it cannot be executed or read.



Quarantined Files



The Quarantine section displays all the files currently isolated in the Quarantine folder.

To delete a file from quarantine, select it and click **Delete**. If you want to restore a quarantined file to its original location, select it and click **Restore**.



5. BITDEFENDER CENTRAL

This chapter includes the following topics:

- *About Bitdefender Central* (p. 27)
- *My Subscriptions* (p. 28)
- *My Devices* (p. 29)

5.1. About Bitdefender Central

Bitdefender Central is the web platform where you have access to the product's online features and services and can remotely perform important tasks on devices Bitdefender is installed on. You can log in to your Bitdefender account from any computer or mobile device connected to the Internet by going to <https://central.bitdefender.com>. Once you have access to it, you can start doing the following:

- Download and install Bitdefender on macOS, Windows, and Android operating systems. The products available for download are:
 - Bitdefender Antivirus for Mac
 - The Bitdefender Windows product line
 - Bitdefender Mobile Security
 - Bitdefender Parental Advisor
- Manage and renew your Bitdefender subscriptions.
- Add new devices to your network and manage them wherever you are.

5.2. Accessing Bitdefender Central

There are several ways to access Bitdefender Central. Depending on the task you want to perform, you can use any of the following possibilities:

- From the Bitdefender Antivirus for Mac main interface:
 1. Click the **Go to your account** link at the lower right part of the screen.
- From your web browser:
 1. Open a web browser on any device with Internet access.
 2. Go to: <https://central.bitdefender.com>.



3. Log in to your account using your email address and password.

5.3. My Subscriptions


The Bitdefender Central platform gives you the possibility to easily manage the subscriptions you have for all your devices.

5.3.1. Activate subscription

A subscription can be activated during the installation process by using your Bitdefender account. Together with the activation process, the subscription's validity starts to count down.

If you have purchased an activation code from one of our resellers or you received it as a present, then you can add its availability to your Bitdefender subscription.

To activate a subscription using an activation code, follow these steps:


1. Access **Bitdefender Central**.
2. Click the  icon located in the upper-left corner of the window, and then select the **My Subscriptions** panel.
3. Click the **ACTIVATION CODE** button, then type the code in the corresponding field.
4. Click **SUBMIT**.

The subscription is now activated.

To start installing the product on your devices, refer to *Installing Bitdefender Antivirus for Mac* (p. 1).

5.3.2. Buy subscription

You can purchase a subscription directly from your Bitdefender account by following these steps:

1. Access **Bitdefender Central**.
2. Click the  icon located in the upper-left corner of the window, and then select the **My Subscriptions** panel.
3. Click the **Buy Now** link. You are redirected to a web page from where you can make your purchase.




As soon as you finish the process, the availability of the subscription will be visible in the lower-right corner of the product's main interface.

5.4. My Devices


The **My Devices** area in your Bitdefender account gives you the possibility to install, manage and take remote actions on your Bitdefender product on any device, provided that it is turned on and connected to the Internet. The device cards display the device name, protection status and remaining availability on your subscription.

5.4.1. Customize your device


To easily identify your devices, you can customize the device name:

1. Access **Bitdefender Central**.
2. In the **MY DEVICES** window, click the  icon on the desired device card, and then select **Settings**.
3. Change the device name as desired, then select **SAVE**.


You can create and assign an owner to each of your devices for better management:

1. Access **Bitdefender Central**.
2. In the **MY DEVICES** window, click the  icon on the desired device card, and then select **Profile**.
3. Click **Add owner**, then fill in the corresponding fields. Customize the profile by adding a photo and selecting a date of birth.
4. Click **ADD** to save the profile.
5. Select the desired owner from the **Device owner** list, then click **ASSIGN**.

5.4.2. Remote actions

To remotely update Bitdefender on a device, click the  icon on the desired device card, then select **Update**.



To remotely enable the Autopilot feature, click the  icon on the desired device card, and select **Settings**. Click the corresponding switch to enable Autopilot.

Once you click on a device card, the following tabs are available:

- **Dashboard.** In this window you can check the protection status of your Bitdefender products and number of remaining days on your subscription. The protection status can be green, when there is no issue affecting your product, or red when the device is at risk. When there are issues affecting your product, click **View issues** to find out more details.
- **Protection.** From this window you can remotely run a Quick or a Full Scan on your devices. Click the **SCAN** button to start the process. You can also check when the last scan was performed on the device and a report of the latest scan with the most important information is available. For more information about these two scan processes, please refer to *Scanning Your Mac* (p. 11).



6. FREQUENTLY ASKED QUESTIONS

How can I try Bitdefender Antivirus for Mac before applying for a subscription?

You are a new Bitdefender customer and would like to try our product before buying it. The trial period is 30 days and you can continue using the installed product only if you buy a Bitdefender subscription. To try Bitdefender Antivirus for Mac, you have to:

1. Create a Bitdefender account by following these steps:

- Go to: <https://central.bitdefender.com>.
- Type the required information in the corresponding fields, and then click the **CREATE ACCOUNT** button.

The data you provide here will remain confidential.

2. Download Bitdefender Antivirus for Mac as follows:

- In the **MY DEVICES** window, click **INSTALL Bitdefender**.
- Choose one of the two available options:

- **DOWNLOAD**

Click the button and save the installation file.

- **On another device**

Select **macOS** to download your Bitdefender product, and then click **CONTINUE**. Type an email address in the corresponding field, and then click **SEND**.


- Run the Bitdefender product you have downloaded.

I have an activation code. How do I add its validity to my subscription?

If you have purchased an activation code from one of our resellers or you received it as a present, then you can add its availability to your Bitdefender subscription.

To activate a subscription using an activation code, follow these steps:

1. Access **Bitdefender Central**.

2. Click the  icon located in the upper-left corner of the window, and then select the **My Subscriptions** panel.



3. Click the **ACTIVATION CODE** button, then type the code in the corresponding field.
4. Click again the **ACTIVATION CODE** button.

The extension is now visible in your Bitdefender account, and in your Bitdefender Antivirus for Mac installed product, in the lower-right part of the screen.

The scan log indicates there are still unresolved items. How do I remove them?

The unresolved items in the scan log may be:

- restricted access archives (xar, rar, etc.)

Solution: Use the **Reveal in Finder** option to find the file and delete it manually. Make sure to empty the Trash.

- restricted access mailboxes (Thunderbird, etc.)

Solution: Use the application to remove the entry containing the infected file.

- Content in backups

Solution: Enable the **Don't scan content in backups** option in Protection Preferences or **Add to Exclusions** the detected files.

If the infected files are restored at a later time, Bitdefender Antivirus for Mac will automatically detect them and take the proper action.




Note

Restricted access files means files Bitdefender Antivirus for Mac can only open, but it cannot modify them.

Where can I see details about the product activity?

Bitdefender keeps a log of all important actions, status changes and other critical messages related to its activity. To access this information, open the Bitdefender Antivirus for Mac Preferences window:

1. Open Bitdefender Antivirus for Mac.
2. Do any of the following:
 - Click Bitdefender Antivirus for Mac in the menu bar and choose **Preferences**.
 - Click the icon  in the menu bar and choose **Preferences..**



- Press **Command-Comma(,)**.

3. Choose the **History** tab.

Details about the product activity are displayed.

Can I update Bitdefender Antivirus for Mac through a Proxy Server?

Bitdefender Antivirus for Mac can update only through proxy servers that do not require authentication. You do not have to configure any program settings.

If you connect to the Internet through a proxy server that requires authentication, you must switch to a direct Internet connection regularly in order to obtain malware signature updates.

How do I remove Bitdefender Antivirus for Mac?

To remove Bitdefender Antivirus for Mac, follow these steps:

1. Open a **Finder** window, go to the Applications folder and choose Utilities.
2. Double-click the Bitdefender Uninstaller application.
3. Click **Uninstall** to continue.
4. Wait for the process to complete, then click **Close** to finish.





Important

If there is an error, you can contact Bitdefender Customer Care as described in [Support \(p. 35\)](#).

How do I remove the TrafficLight extensions from my web browser?

- To remove the TrafficLight extensions from Mozilla Firefox, follow these steps:
 1. Open your Mozilla Firefox browser.
 2. Go to **Tools** and select **Add-ons**.
 3. Select **Extensions** on the left column.
 4. Select the extension and click **Remove**.
 5. Restart the browser for the removal process to complete.
- To remove the TrafficLight extensions from Google Chrome, follow these steps:



1. Open your Google Chrome browser.
 2. Click  on the browser toolbar.
 3. Go to **Tools** and select **Extensions**.
 4. Select the extension and click **Remove**.
 5. Click **Uninstall** to confirm the removal process.
- To remove Bitdefender TrafficLight from Safari, follow these steps:
1. Open your Safari browser.
 2. Click  on the browser toolbar and click **Preferences**.
 3. Select the **Extensions** tab and find the **Bitdefender TrafficLight on Safari** extension in the list.
 4. Select the extension and click **Uninstall**.
 5. Click **Uninstall** to confirm the removal process.



7. GETTING HELP

This chapter includes the following topics:

- *Support* (p. 35)
- *Contact Information* (p. 37)

7.1. Support

Bitdefender strives to provide its customers with an unparalleled level of fast and accurate support. If you experience any issue with or if you have any question about your Bitdefender product, you can use several online resources to quickly find a solution or an answer. Or, if you prefer, you can contact the Bitdefender Customer Care team. Our support representatives will answer your questions in a timely manner and they will provide you with the assistance you need.

7.1.1. Online Resources

Several online resources are available to help you solve your Bitdefender-related problems and questions.

- Bitdefender Support Center:
<https://www.bitdefender.com/support/consumer.html>
- Bitdefender Support Forum:
<http://forum.bitdefender.com>
- The HOTforSecurity computer security portal:
<http://www.hotforsecurity.com>

You can also use your favorite search engine to find out more information about computer security, the Bitdefender products and the company.

Bitdefender Support Center

The Bitdefender Support Center is an online repository of information about the 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 with detailed explanations, and many other articles.



The Bitdefender Support Center is open to the public and freely searchable. The extensive information it contains is yet another means of providing 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 Support Center, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The Bitdefender Support Center is available any time at the following address:
<https://www.bitdefender.com/support/consumer.html>.

Bitdefender Support Forum

The Bitdefender Support Forum provides Bitdefender users with an easy way to get help and to help others. You can post any problem or question related to your Bitdefender product.

Bitdefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced Bitdefender user.

Before posting your problem or question, please search the forum for a similar or related topic.

The Bitdefender Support Forum is available at <http://forum.bitdefender.com>, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Home & Home Office Protection** link to access the section dedicated to consumer products.

HOTforSecurity Portal

The HOTforSecurity portal is a rich source of computer security information. Here you can learn about the various threats your computer is exposed to when connected to the Internet (malware, phishing, spam, cyber-criminals). A useful dictionary helps you understand the computer security terms that you are not familiar with.

New articles are posted regularly to keep you up-to-date with the latest threats discovered, the current security trends and other information on the computer security industry.

The HOTforSecurity web page is <http://www.hotforsecurity.com>.



7.1.2. Asking for Assistance

You can contact us for assistance through our online Support Center:

1. Go to <https://www.bitdefender.com/support/consumer.html>.
2. Search the Support Center for articles that may provide a solution to your problem.
3. Read the relevant articles or documents and try the proposed solutions.
4. If you have not found a solution, click **Contact Us** at the bottom of the window.
5. Use the contact form to open an email support ticket or access other available contact options.

7.2. Contact Information

Efficient communication is the key to a successful business. During the past 10 years BITDEFENDER has established an unquestionable reputation by constantly striving for better communication so as to exceed the expectations of our clients and partners. Should you have any questions, do not hesitate to contact us.

7.2.1. Web Addresses

Sales department: sales@bitdefender.com
Support Center: <https://www.bitdefender.com/support/consumer.html>
Documentation: documentation@bitdefender.com
Local distributors: <https://www.bitdefender.com/partners>
Partner program: partners@bitdefender.com
Media relations: pr@bitdefender.com
Careers: jobs@bitdefender.com
Virus submissions: virus_submission@bitdefender.com
Spam submissions: spam_submission@bitdefender.com
Report abuse: abuse@bitdefender.com
Website: <https://www.bitdefender.com>

7.2.2. Local Distributors

The Bitdefender local distributors are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters.

To find a Bitdefender distributor in your country:



1. Go to <https://www.bitdefender.com/partners>.
2. Go to **Partner Locator**.
3. The contact information of the Bitdefender local distributors should be displayed automatically. If this does not happen, select the country you reside in to view the information.
4. If you do not find a Bitdefender distributor in your country, feel free to contact us by email at sales@bitdefender.com. Please write your email in English in order for us to be able to assist you promptly.

7.2.3. Bitdefender Offices

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

U.S.A

Bitdefender, LLC

6301 NW 5th Way, Suite 4300

Fort Lauderdale, Florida 33309

Phone (office&sales): 1-954-776-6262

Sales: sales@bitdefender.com

Technical support: <https://www.bitdefender.com/support/consumer.html>

Web: <https://www.bitdefender.com>

United Arab Emirates

Dubai Internet City

Building 17, Office # 160

Dubai, UAE

Sales phone: 00971-4-4588935 / 00971-4-4589186

Sales email: mena-sales@bitdefender.com

Technical support: <https://www.bitdefender.com/support/consumer.html>

Website: <https://www.bitdefender.com>

Germany

Bitdefender GmbH

TechnoPark Schwerte

Lohbachstrasse 12



D - 58239 Schwerte

Office: +49 2304 9 45 - 162

Fax: +49 2304 9 45 - 169

Sales: vertrieb@bitdefender.de

Technical support: <https://www.bitdefender.de/support/consumer.html>

Web: <https://www.bitdefender.de>

Spain

Bitdefender España, S.L.U.

C/Bailén, 7, 3-D

08010 Barcelona

Fax: +34 93 217 91 28

Phone: +34 902 19 07 65

Sales: comercial@bitdefender.es

Technical support: <https://www.bitdefender.es/support/consumer.html>

Website: <https://www.bitdefender.es>

Romania

BITDEFENDER SRL

Complex DV24, Building A, 24 Delea Veche Street, Sector 2

Bucharest

Fax: +40 21 2641799

Sales phone: +40 21 2063470

Sales email: sales@bitdefender.ro

Technical support: <https://www.bitdefender.ro/support/consumer.html>

Website: <https://www.bitdefender.ro>



Types of Malicious Software

Adware

Adware is often combined with a host application that is provided at no charge as long as the user agrees to accept the adware. Because adware applications are usually installed after the user has agreed to a licensing or subscription agreement that states the purpose of the application, no offense is committed.

However, pop-up advertisements can become an annoyance, and in some cases degrade system performance. Also, the information that some of these applications collect may cause privacy concerns for users who were not fully aware of the terms in the license or subscription agreement.

Keylogger

A keylogger is an application that logs anything you type.

Keyloggers are not malicious in nature. They can be used for legitimate purposes, such as monitoring employees or children activity. However, they are increasingly being used by cyber-criminals for malicious purposes (for example, to collect private data, such as login credentials and social security numbers).

Polymorphic virus

A virus that changes its form with each file it infects. Since they have no consistent binary pattern, such viruses are hard to identify.

Ransomware

Ransomware is a malicious program that tries to make money from users by locking their vulnerable systems. CryptoLocker, CryptoWall, and TeslaWall, are only some variants that hunt personal systems of users.

The infection can be spread by accessing spam email, downloading email attachments, or installing applications, without letting the user know about what is happening on his system. Daily users and companies are targeted by ransomware hackers.



Rootkit

A rootkit is a set of software tools which offer administrator-level access to a system. The term was first used for the UNIX operating systems and it referred to recompiled tools which provided intruders administrative rights, allowing them to conceal their presence so as not to be seen by the system administrators.

The main role of rootkits is to hide processes, files, logins and logs. They may also intercept data from terminals, network connections or peripherals, if they incorporate the appropriate software.

Rootkits are not malicious in nature. For example, systems and even some applications hide critical files using rootkits. However, they are mostly used to hide malware or to conceal the presence of an intruder into the system. When combined with malware, rootkits pose a great threat to the integrity and the security of a system. They can monitor traffic, create backdoors into the system, alter files and logs and avoid detection.

Spyware

Any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet; however, it should be noted that the majority of shareware and freeware applications do not come with spyware. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about email addresses and even passwords and credit card numbers.

Spyware's similarity to a Trojan virus is the fact that users unwittingly install the product when they install something else. A common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today.

Aside from the questions of ethics and privacy, spyware steals from the user by using the computer's memory resources and also by eating bandwidth as it sends information back to the spyware's home base via the user's Internet connection. Because spyware is using memory and system resources, the applications running in the background can lead to system crashes or general system instability.



Trojan

A destructive program that masquerades as a benign application. Unlike viruses, Trojans do not replicate themselves but they can be just as destructive. One of the most insidious types of Trojans is a program that claims to rid your computer of viruses but instead introduces viruses onto your computer.

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 and open the city gates, allowing their compatriots to pour in and capture Troy.

Virus

A program or piece of code that is loaded onto your computer without your knowledge and runs against your will. Most viruses can also replicate themselves. All computer viruses are manmade. 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.

Worm

A program that propagates itself over a network, reproducing itself as it goes. It cannot attach itself to other programs.