Kaspersky Small Office Security

User Guide

APPLICATION VERSION: 4.0

Dear User,

Thank you for choosing our product. We hope that this document will help you in your work and will provide answers regarding this software product.

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Document revision date: 04/29/2015

http://www.kaspersky.com
http://support.kaspersky.com

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ABOUT THIS GUIDE

This document is the User Guide to Kaspersky Small Office Security 4 (hereinafter Kaspersky Small Office Security).

For proper use of Kaspersky Small Office Security, you should be acquainted with the interface of the operating system that you use, have experience with the main techniques specific for that system, and know how to work with email and the Internet.

This Guide is intended to do the following:

- Help you to install, activate, and use Kaspersky Small Office Security.
- Provide a way to quickly find information on issues related to Kaspersky Small Office Security.
- Describe additional sources of information about the application and ways of receiving technical support.

IN THIS SECTION

IN THIS GUIDE

This document contains the following sections:

Sources of information about the application (see page 12)

This section describes sources of information about the application and lists websites that you can use to discuss application use.

Kaspersky Small Office Security (see page 14)

This section describes the application's features and provides brief information about the functions and components of the application. You will learn what items are included in the distribution kit, and what services are available for registered users of the application. This section provides information about the software and hardware requirements that a computer must meet so that a user can install the application on it.

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This section contains step-by-step instructions on how to update databases and application software modules.

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DOCUMENT CONVENTIONS

The document text is accompanied by semantic elements to which we recommend paying particular attention: warnings, hints, and examples.

Document conventions are used to highlight semantic elements. The following table shows document conventions and examples of their use.

Table 1. Document conventions

SAMPLE TEXT	DESCRIPTION OF DOCUMENT CONVENTION
Note that...	Warnings are highlighted in red and boxed. Warnings provide information about possible unwanted actions that may lead to data loss, failures in hardware operation, or operating system problems.
We recommended that you use...	Notes are boxed. Notes may contain useful hints, recommendations, specific values for settings, or important special cases in operation of the application.
Example: ...	Examples are given on a yellow background under the heading "Example".
Update means... The *Databases are out of date* event occurs.	The following semantic elements are italicized in the text: • New terms • Names of application statuses and events
Press **ENTER**. Press **ALT+F4**.	Names of keyboard keys appear in bold and are capitalized. Names of keys that are connected by a + (plus) sign indicate the use of a key combination. Such keys must be pressed simultaneously.
Click the **ENABLE** button.	Names of application interface elements, such as entry fields, menu items, and buttons, are set off in bold.

SAMPLE TEXT	DESCRIPTION OF DOCUMENT CONVENTION
➡ *To configure a task schedule:*	Introductory phrases of instructions are italicized and are accompanied by the arrow sign.
In the command line, type help. The following message then appears: Specify the date in dd:mm:yy format.	The following types of text content are set off with a special font: • Text in the command line • Text of messages that the application displays on screen • Data that the user must enter
<User name>	Variables are enclosed in angle brackets. Instead of the variable, insert the corresponding value, not including the angle brackets.

SOURCES OF INFORMATION ABOUT THE APPLICATION

This section describes sources of information about the application and lists websites that you can use to discuss application use.

You can select the most suitable information source, depending on the level of importance and urgency of the issue.

IN THIS SECTION

SOURCES OF INFORMATION FOR INDEPENDENT RESEARCH

You can use the following sources of information to research on your own:

- Application page on the Kaspersky Lab website
- Application page on the Technical Support website (Knowledge Base)
- Online help
- Documentation

If you cannot find a solution for your issue, we recommend that you contact Kaspersky Lab Technical Support (see the section "Technical support by phone" on page 102).

An Internet connection is required to use information sources on the Kaspersky Lab website.

Application page on the Kaspersky Lab website

The Kaspersky Lab website features an individual page for each application.

On this page (http://www.kaspersky.com/small-office-security), you can view general information about the application and its functions and features.

The page contains a link to the eStore. There you can purchase or renew the application.

Application page on the Technical Support website (Knowledge Base)

The Knowledge Base is a section on the Technical Support website that provides advice on using Kaspersky Lab applications. The Knowledge Base consists of reference articles, which are grouped by topic.

The Knowledge Base contains articles with useful information, advice, and FAQs on how to purchase, install, and use the application on a file server (http://support.kaspersky.com/ksos4fs) or personal computer (http://support.kaspersky.com/ksos4pc).

Articles may provide answers to questions that relate both to Kaspersky Small Office Security as well as to other Kaspersky Lab applications. They also may contain news from Technical Support.

Online help

The online help of the application comprises help files.

Context help provides information about each window of the application, listing and describing the corresponding settings and a list of tasks.

Full help provides detailed information about managing computer protection, configuring the application, and solving typical user tasks.

Documentation

The application user guide provides information about how to install, activate, and configure the application, as well as about use of the application. The document also describes the application interface and provides ways for solving typical user tasks during use of the application.

DISCUSSING KASPERSKY LAB APPLICATIONS ON THE FORUM

If your question does not require an immediate answer, you can discuss it with Kaspersky Lab experts and other users on our forum (http://forum.kaspersky.com).

On the forum you can view existing topics, leave your comments, and create new discussion topics.

KASPERSKY SMALL OFFICE SECURITY

This section describes the application's features and provides brief information about the functions and components of the application. You will learn what items are included in the distribution kit, and what services are available for registered users of the application. This section provides information about the software and hardware requirements that a computer must meet so that a user can install the application on it.

IN THIS SECTION

WHAT'S NEW

Kaspersky Small Office Security provides the following new features:

- Licensing of Kaspersky Small Office Security has been improved:
  - Protection of Mac® OS devices has been added.
  - Online license management has been added.
- Graphic user interface has been improved.
- The latest versions of popular web browsers are now supported: protection components (such as Virtual Keyboard) now support the web browsers Mozilla™ Firefox™ (versions 25.x to 34.x) and Google Chrome™ (versions 33.x to 38.x).
- The Google Chrome browser for a 64-bit operating system is now supported.
- Quick access to the main tasks (such as a scan task or update task) from the taskbar notification area in operating systems that support quick access lists has been added.
- The progress of tasks performed by Kaspersky Small Office Security is now displayed as a progress indicator in the taskbar notification area.
- Application performance has been improved and computer resource consumption has been optimized.
- Less time is required to start the application.
- The application upgrade process has been improved.

- Functioning of the System Watcher component has been improved: protection against cryptors has been implemented. If a cryptor attempts to encrypt a file, Kaspersky Small Office Security automatically creates a backup copy of this file before it is encrypted by a malicious cryptor. Backup copies are stored in the system folder for temporary files. If a cryptor has encrypted a file, Kaspersky Small Office Security automatically restores it from the backup copy. Certain limitations apply to this functionality (see the section "Limitations and warnings" on page 109).

- User warnings when connecting to unprotected Wi- Fi networks have been added.

- Functionality for blocking unauthorized access to the webcam has been added. Access to the web camera video streams is blocked.

- Protection of data in the clipboard against theft and interception has been added.

- You can now manage protection of your devices remotely the portal of Kaspersky Small Office Security Management Console.

- Protection against unauthorized screenshots has been improved. Kaspersky Small Office Security now protects you against unauthorized screenshots by using DirectX® and OpenGL.

- Web Policy Management functionality has been enhanced: the list of websites covered by Safe Search has been expanded.

- Configuration of Web Policy Management, Safe Money, Backup and Restore, and Data Encryption settings has been simplified.

- Safe Money functionality has been improved: events involving the weakening of protection during operation of Protected Browser are recorded in the event log. The application now includes the functionality that checks the trusted secure connection to Kaspersky Lab services and websites of online banking and e-money systems by verifying the certificates of the relevant web resources.

ABOUT KASPERSKY SMALL OFFICE SECURITY

Kaspersky Small Office Security provides comprehensive protection for personal computers and file servers. Comprehensive protection means computer protection, data protection and user protection, as well as remote management of Kaspersky Small Office Security on all network computers. Various functions and protection components are available as part of Kaspersky Small Office Security to deliver comprehensive protection.

File server installation of the application is identical to personal computer installation. When Kaspersky Small Office Security is installed on a file server (such as Microsoft® Windows Server® 2012), the application functionality is limited. For details on application functionality depending on the version, see the "Comparison of application functions depending on the type of operating system" section (on page 17).

Computer Protection

Protection components are designed to protect the computer against known and new threats, network attacks, fraud, and spam. Every type of threat is handled by an individual protection component (see the description of components in this section). Components can be enabled or disabled independently of one another, and their settings can be configured.

In addition to the real-time protection provided by the security components, we recommend that you regularly *scan* your computer for viruses and other malware. This is necessary in order to prevent any possible spreading of malicious programs that have not been discovered by protection components, for example, because a low security level was set or for other reasons.

To keep Kaspersky Small Office Security up to date, you need to *update* the databases and application modules used by the application.

Some specific tasks that should be run occasionally (such as removal of traces of a user's activities in the operating system) are performed by using *advanced tools and wizards*.

The following protection components stand guard over your computer in real time:

What follows is a description of the logic of how the protection components interact when Kaspersky Small Office Security has been set to the mode that is recommended by Kaspersky Lab specialists (in other words, with the default application settings).

File Anti-Virus

File Anti-Virus prevents infection of the computer's file system. The component starts upon startup of the operating system, continuously remains in the computer's RAM, and scans all files that are opened, saved, or launched on your computer and all connected drives. Kaspersky Small Office Security intercepts each attempt to access a file and scans the file for known viruses and other malware. Further access to the file is allowed only if the file is not infected or is successfully disinfected by the application. If a file cannot be disinfected for any reason, it is deleted. A copy of the file is moved to Quarantine when that happens. If an infected file is placed in the same location where the deleted file with the same name used to be, Quarantine saves only a copy of the last file. A copy of the previous file with the same name is not saved.

Mail Anti-Virus

Mail Anti-Virus scans incoming and outgoing email messages on your computer. An email message is available to the recipient only if it does not contain dangerous objects.

Web Anti-Virus

Web Anti-Virus intercepts and blocks the execution of scripts on websites if they pose a threat. Web Anti-Virus also monitors all web traffic and blocks access to dangerous websites.

IM Anti-Virus

IM Anti-Virus ensures the safe use of instant messengers. The component protects information that comes to your computer via IM protocols. IM Anti-Virus ensures safe operation of various applications for instant messaging.

Application Control

Application Control logs actions performed by applications in the operating system, and manages applications' activities based on the group to which the component has assigned an application. A set of rules is specified for each group of applications. These rules manage the applications' access to various operating system resources.

Firewall

Firewall ensures your security when you use local networks and the Internet. The component filters all network activities by using rules of two types: *rules for applications* and *packet rules*.

Network Monitor

Network Monitor is designed for monitoring network activity in real time.

System Watcher

System Watcher component can be used to roll back malware actions in the operating system.

Network Attack Blocker

Network Attack Blocker loads at operating system startup and tracks incoming network traffic for activities characteristic of network attacks. When an attempt to attack your computer is detected, Kaspersky Small Office Security blocks all network activity from the attacking computer that is aimed at your computer.

Anti-Spam

Anti-Spam integrates into the email client installed on your computer and scans all incoming email messages for spam. All messages containing spam are marked with a special header. You can configure Anti-Spam to handle spam messages in a particular way (for example, delete them automatically or move them to a special folder).

Anti-Phishing

Anti-Phishing allows checking URLs to find out if they are included in the list of phishing URLs. This component is built into Web Anti-Virus, Anti-Spam, and IM Anti-Virus.

Anti-Banner

Anti-Banner blocks ad banners on websites and in application interfaces.

Safe Money

Safe Money provides protection of confidential data when using online banking services and payment systems, and prevents theft of funds when making online payments.

Secure Keyboard Input

Secure Keyboard Input provides protection from keyloggers for personal data entered on websites. Virtual Keyboard prevents interception of data entered on the hardware keyboard and protects personal data against interception attempts that use screen shots.

Web Policy Management

Web Policy Management is designed to protect children and teenagers from threats related to computer and Internet use.

Web Policy Management allows you to set flexible restrictions on access to web resources and applications for different users. In addition, Web Policy Management allows viewing statistical reports on the activities of controlled users.

Backup and Restore

Backup and Restore functionality is designed to protect your data against loss as a result of hardware failures. Kaspersky Small Office Security can perform scheduled data backups to removable drives, network and online storages. You can copy files by category and specify the number of versions of the same file to store.

Data Encryption

Data Encryption is designed to protect your confidential data against unauthorized access. You can unlock a data vault and view its contents only after entering a password.

Management Console

If Kaspersky Small Office Security is installed on a computer, the administrator of Kaspersky Small Office Security has an account on My Kaspersky portal (http://center.kaspersky.com), and the license for Kaspersky Small Office Security is registered on this portal, the administrator can manage protection of this computer remotely via the Kaspersky Small Office Security Management Console portal.

COMPARISON OF APPLICATION FUNCTIONS DEPENDING ON THE TYPE OF OPERATING SYSTEM

The table below compares Kaspersky Small Office Security functions depending on the type of operating system (personal computer or file server).

Table 2. Comparison of Kaspersky Small Office Security functions

FUNCTIONALITY	Personal Computer	File Server
File Anti-Virus	yes	yes
Mail Anti-Virus	yes	no
Web Anti-Virus	yes	no
IM Anti-Virus	yes	no
Application Control	yes	yes
System Watcher	yes	no
Firewall	yes	yes, disabled by default
Network Attack Blocker	yes	yes, disabled by default
Anti-Spam	yes	no
Anti-Banner	yes	no
Safe Money	yes	no
Virtual Keyboard	yes	no
Protecting hardware keyboard input	yes	no
Backup and Restore	yes	yes
Data Encryption	yes	yes
File Shredder	yes	yes
Unused Data Cleaner	yes	yes
Cloud Protection	yes	yes
Web Policy Management	yes	no
Management Console	yes	yes
Webcam access protection	yes	no
Protection on Wi-Fi networks	yes	no
Microsoft Windows Troubleshooting	yes	yes
Rescue Disk	yes	yes
Browser Configuration	yes	yes
Privacy Cleaner	yes	yes

The main components of the application are accessible via the main window (see figure below).

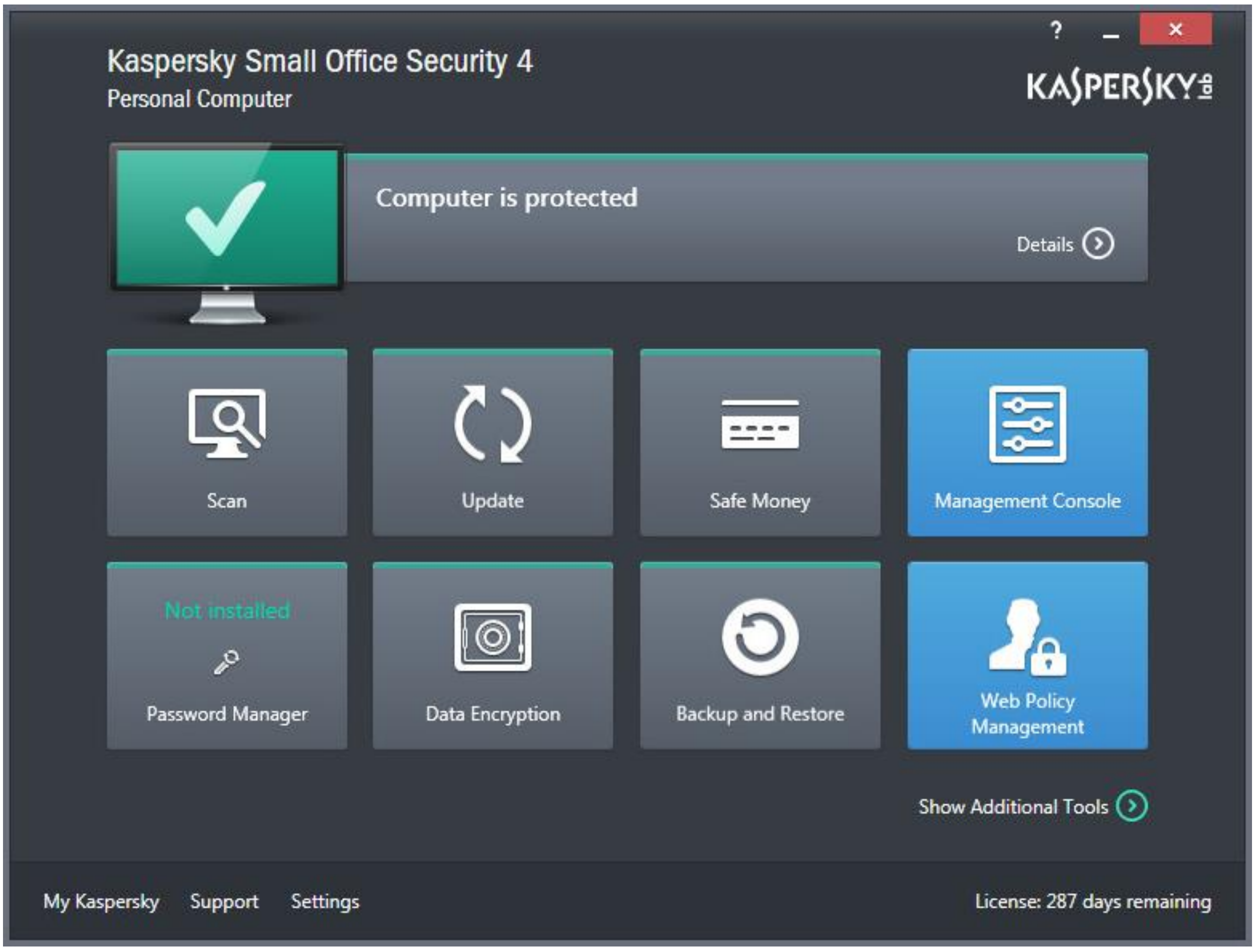


Figure 1. Main window of Kaspersky Small Office Security on a personal computer

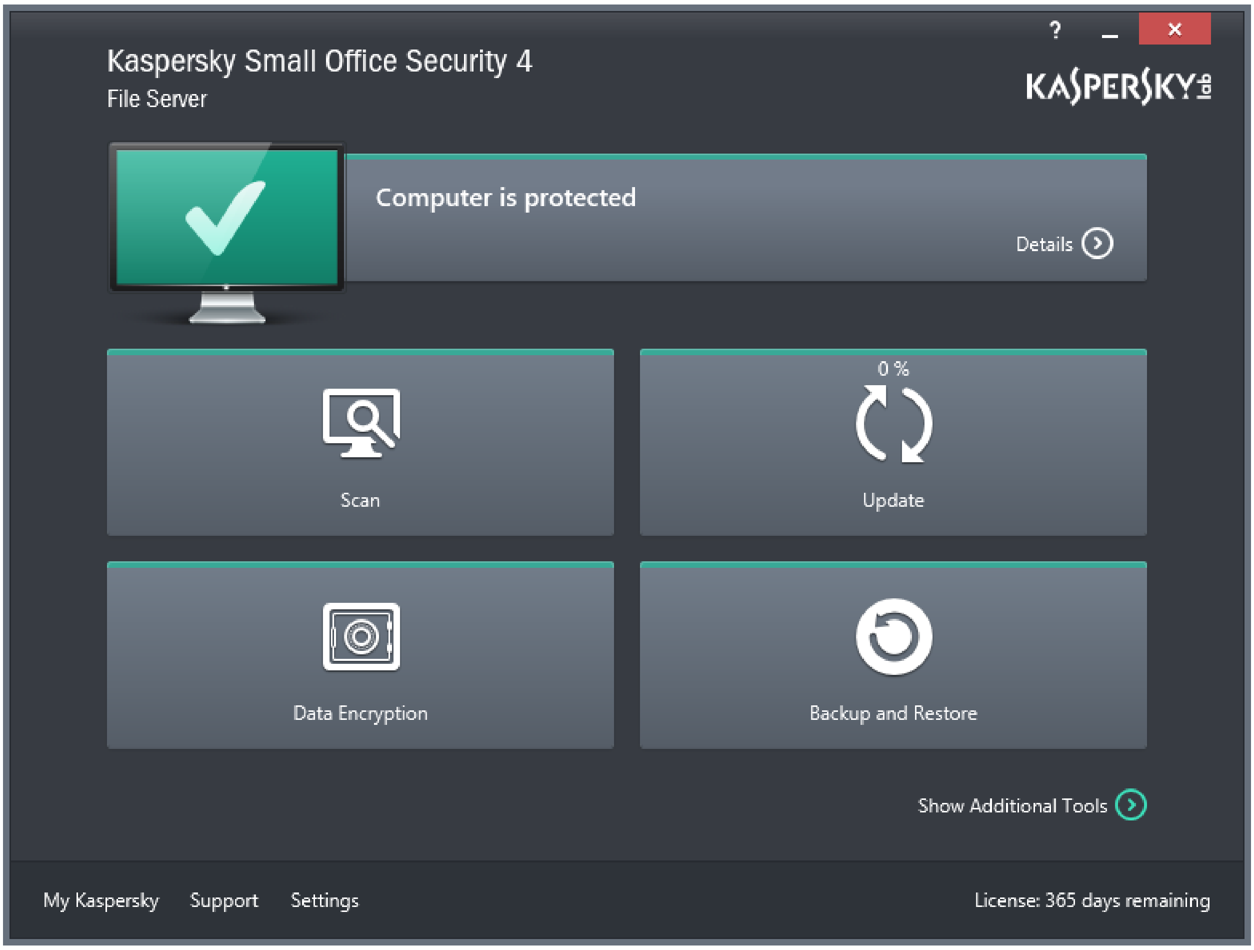


Figure 2. Main window of Kaspersky Small Office Security on a file server

DISTRIBUTION KIT

You can purchase the application in one of the following ways:

- **Boxed**. Distributed via stores of our partners.
- **At the eStore**. Distributed at online stores of Kaspersky Lab (for example, http://www.kaspersky.com, in the **eStore** section) or via partner companies.
- **Via partners**. A partner company provides a license package that contains an activation code.

If you purchase the boxed version of the application, the distribution kit contains the following items:

- Sealed envelope with the setup CD, which contains application files and documentation files
- Brief User Guide, with an activation code
- License Agreement, which stipulates the terms on which you can use the application

The content of the distribution kit may differ depending on the region in which the application is distributed.

If you purchase Kaspersky Small Office Security at an online store, you copy the application from the website of the store. Information that is required for activating the application will be sent to you by email after your payment has been received.

If you purchase Kaspersky Small Office Security from our partners, they will provide application setup instructions, and you will be able to activate the application using an activation code included in the license package.

A license for Kaspersky Small Office Security entitles you to use the following applications: Kaspersky Internet Security for Mac, Kaspersky Internet Security for Android™, and Kaspersky Password Manager. For details on these applications, see the *User Guide for Kaspersky Internet Security for Mac*, *User Guide for Kaspersky Internet Security for Android*, and *User Guide for Kaspersky Password Manager*. The applications and guides can be downloaded from the Kaspersky Lab website.

SERVICE FOR USERS

By purchasing a license for the application, you can benefit from the following services during the entire term of the license:

- Database updates and access to new versions of the application
- Consultations by phone and by email on issues that are related to installation, configuration, and use of the application
- Notifications about the release of new applications by Kaspersky Lab and of new viruses and virus outbreaks. To use this service, subscribe to receive news from Kaspersky Lab on the Technical Support website.

> No consultations are provided on issues that are related to operating systems or third-party software and technologies.

HARDWARE AND SOFTWARE REQUIREMENTS

General requirements:

- 480 MB free disk space on the hard drive
- CD-/DVD-ROM (for installing from the installation CD)
- Internet access (for the application activation and for updating databases and software modules)
- Internet Explorer® 8.0 or later
- Microsoft® Windows® Installer 3.0 or later
- Microsoft .NET Framework 4 or later
- Webcam access protection is provided only for compatible webcam models http://support.kaspersky.com/11757

When deploying on a personal computer

Requirements for Microsoft Windows XP Home Edition (Service Pack 3 or later), Microsoft Windows XP Professional (Service Pack 3 or later), and Microsoft Windows XP Professional x64 Edition (Service Pack 2 or later):

- Processor with a clock speed of 1 GHz or higher
- 512 MB free RAM

Requirements for Microsoft Windows Vista® Home Basic (Service Pack 1 or later), Microsoft Windows Vista Home Premium (Service Pack 1 or later), Microsoft Windows Vista Business (Service Pack 1 or later), Microsoft Windows Vista Enterprise (Service Pack 1 or later), Microsoft Windows Vista Ultimate (Service Pack 1 or later), Microsoft Windows 7 Starter (Service Pack 1 or later), Microsoft Windows 7 Home Basic (Service Pack 1 or later), Microsoft Windows 7 Home Premium (Service Pack 1 or later), Microsoft Windows 7 Professional (Service Pack 1 or later), Microsoft Windows 7

Ultimate (Service Pack 1 or later), Microsoft Windows 8, Microsoft Windows 8 Pro, Microsoft Windows 8 Enterprise, Microsoft Windows 8.1 (Windows 8.1 Update), Microsoft Windows 8.1 Pro (Windows 8.1 Update), Microsoft Windows 8.1 Enterprise (Windows 8.1 Update), and Microsoft Windows 10:

- Processor with a clock speed of 1 GHz or higher
- 1 GB free RAM (for 32-bit operating systems); 2 GB free RAM (for 64-bit operating systems)

Requirements for tablet computers:

- Microsoft Tablet PC
- Intel® Celeron® CPU 1.66 GHz or faster
- 1000 MB free RAM

Requirements for netbooks:

- Intel Atom™ CPU 1.60 GHz or faster
- 1024 MB free RAM
- 10.1-inch display with 1024x600 screen resolution
- Intel GMA 950 graphics core

When deploying on a file server

Kaspersky Small Office Security cannot be installed on a file server running in Server Core mode.

Requirements for the operating systems Microsoft Windows Server 2012 R2 Foundation / Essentials / Standard, Microsoft Windows Server 2012 Foundation / Essentials / Standard:

- 64-bit (x64) processor with a clock speed of 1.4 GHz or higher
- 4 GB free RAM

Requirements for the operating system Microsoft Windows Server 2008 R2 Foundation / Standard / Enterprise Service Pack 1 or later:

- 64-bit (x64) processor with a clock speed of 1.4 GHz or dual-core processor with a clock speed of 1.4 GHz or higher
- 512 MB free RAM

Requirements for the operating system Microsoft Windows Small Business Server 2008 Standard x64 Edition Service Pack 2 or later:

- 64-bit (x64) processor with a clock speed of 2 GHz or higher
- 4 GB free RAM

Requirements for the operating systems Microsoft Windows Small Business Server 2011 Essentials Service Pack 1 or later, Microsoft Windows Small Business Server 2011 Standard Service Pack 1 or later:

- 64-bit (x64) processor with a clock speed of 2 GHz or higher
- 8 GB free RAM

INSTALLING AND REMOVING THE APPLICATION

This section contains step-by-step instructions for application installation and removal.

IN THIS SECTION

STANDARD INSTALLATION PROCEDURE

Kaspersky Small Office Security will be installed to your computer in interactive mode using the Setup Wizard.

Installation on a file server or personal computer is performed from the same installation package.

The Wizard consists of a series of pages (steps), which you can navigate through by clicking the **Back** and **Next** buttons. To close the Wizard after it finishes, click the **Finish** button. To stop the Wizard's activity at any step of installation, close the Wizard window.

If the application will be used to protect more than one computer (with the maximum number of computers defined by the terms of the End User License Agreement), the installation procedure will be identical on all computers.

➧ *To install Kaspersky Small Office Security to your computer:*

On the installation CD, run the installation package (the file with the .exe extension).

To install Kaspersky Small Office Security, you can also use an installation package downloaded from the Internet. In this case, the Setup Wizard displays several additional installation steps for some localization languages.

If Kaspersky Small Office Security is installed on a personal computer, the application is installed together with web browser extensions that ensure safe Internet browsing.

IN THIS SECTION

STEP 1. CHECKING FOR A NEWER VERSION OF THE APPLICATION

Before installation, the Setup Wizard checks the update servers of Kaspersky Lab for a newer version of Kaspersky Small Office Security.

If the Setup Wizard does not detect any newer version of the application on Kaspersky Lab update servers, it starts installing the current version.

If the Setup Wizard detects a newer version of Kaspersky Small Office Security on Kaspersky Lab update servers, it prompts you to download and install it on your computer. It is recommended that you install the new version of the application, because newer versions include more enhancements that allow you to ensure more reliable protection of your computer. If you refuse to install the new version, the Wizard starts installing the current version of the application. If you agree to install the new version of the application, the Setup Wizard copies the files from the installation package to your computer and starts installing the new version.

STEP 2. STARTING INSTALLATION OF THE APPLICATION

During this step, the Setup Wizard offers to install the application.

To proceed with installation, click the **Install** button.

Depending on the installation type and the localization language, during this step the Setup Wizard may prompt you to view the License Agreement concluded between you and Kaspersky Lab, as well as ask whether you want to participate in Kaspersky Security Network.

STEP 3. REVIEWING THE LICENSE AGREEMENT

This step of the Setup Wizard is displayed for some localization languages when installing Kaspersky Small Office Security from an installation package downloaded from the Internet.

During this step, the Setup Wizard asks you to review the License Agreement concluded between you and Kaspersky Lab.

Read the License Agreement thoroughly and, if you agree with all of its terms, click the **Accept** button. Installation of the application to your computer then continues.

If the terms of the License Agreement are not accepted, the application will not be installed.

STEP 4. KASPERSKY SECURITY NETWORK STATEMENT

During this step, the Setup Wizard invites you to participate in Kaspersky Security Network. Participation in the program involves sending information about new threats detected on your computer, running applications, and downloaded signed applications, as well as information about your operating system, to Kaspersky Lab. No personal data received from you is collected, processed, or stored.

Review the Kaspersky Security Network Statement. If you accept all of its terms, in the Wizard window, click the **Accept** button.

If you do not want to participate in Kaspersky Security Network, click the **Decline** button.

After you accept or decline participation in Kaspersky Security Network, application installation continues.

STEP 5. INSTALLATION

Some versions of Kaspersky Small Office Security are distributed by subscription, and a password received from the service provider must be entered before installation.

After you enter the password, application installation starts.

Installation of the application can take some time. Wait for it to finish.

When installation is complete, the Setup Wizard automatically proceeds to the next step.

Kaspersky Small Office Security performs several checks during installation. These checks may detect the following problems:

- *Non-compliance of the operating system with the software requirements*. During installation the Wizard checks the following conditions:

  - Whether the operating system and Service Pack meet the software requirements

  - Whether all of the required applications are available

  - Whether the amount of free disk space is enough for installation

  If any of the above-listed requirements is not met, a corresponding notification is displayed.

- *Presence of incompatible applications on the computer*. If any incompatible applications are detected, they are displayed in a list on the screen, and you will be prompted to remove them. You are advised to manually remove any applications that Kaspersky Small Office Security cannot remove automatically. When removing incompatible applications, you will need to restart your operating system, after which installation of Kaspersky Small Office Security continues automatically.

- *Presence of malicious programs on the computer*. If any malicious programs that interfere with installation of anti-virus software are detected on the computer, the Setup Wizard prompts you to download *Kaspersky Virus Removal Tool*, a special tool designed to neutralize infections.

  If you agree to install the utility, the Setup Wizard downloads it from the Kaspersky Lab servers, after which installation of the utility starts automatically. If the Wizard cannot download the utility, you are prompted to download it on your own by clicking the link provided.

STEP 6. COMPLETING INSTALLATION

During this step, the Wizard informs you of the completion of application installation. To start using Kaspersky Small Office Security immediately, make sure that the **Run Kaspersky Small Office Security** check box is selected and click the **Finish** button.

If you have cleared the **Run Kaspersky Small Office Security** check box before closing the Wizard, you will have to start the application manually.

In some cases, you may need to restart your operating system to complete installation.

STEP 7. ACTIVATING THE APPLICATION

The Activation Wizard is started at the first launch of Kaspersky Small Office Security.

Remote management of licensing and protection of connected devices becomes available only after you create the account of the organization's manager or administrator on My Kaspersky portal (http://center.kaspersky.com). After creating the account, register your license for Kaspersky Small Office Security on My Kaspersky portal. You will then be able to use the portal as Kaspersky Small Office Security Management Console.

Activation is the process of making operational a fully functional version of the application for a specified period of time.

The following options for Kaspersky Small Office Security activation are offered:

- **Activate application**. Select this option and enter an activation code if you have purchased a license for the application.

- **Activate trial version of the application**. Select this activation option if you want to install the trial version of the application before making a decision on whether to purchase a license. You will be able to use the application and all of its features during a short evaluation period. When the trial license expires, the trial version of the application cannot be activated for a second time.

An Internet connection is required for activation of the application.

During application activation, you may have to register on My Kaspersky portal (http://center.kaspersky.com).

STEP 8. REGISTERING A LICENSE

This step is not available in all versions of Kaspersky Small Office Security.

For remote management of licensing and protection of connected devices, register your license for Kaspersky Small Office Security on My Kaspersky portal (http://center.kaspersky.com) under the account of the organization's manager or administrator. This account will be used to install Kaspersky Small Office Security on computers and mobile devices of the organization's employees and to manage protection of all devices remotely.

Employees of the organization may also create accounts on My Kaspersky portal (http://center.kaspersky.com) for personal use.

STEP 9. COMPLETING ACTIVATION

The Wizard informs you that Kaspersky Small Office Security has been successfully activated. In addition, information about the current license is provided in this window: the license expiration date and number of computers covered by the license.

If you have ordered a subscription, information about the subscription status is displayed instead of the license expiration date.

Click the **Finish** button to close the Wizard.

INSTALLING THE APPLICATION FROM THE COMMAND PROMPT

You can install Kaspersky Small Office Security from the command prompt.

Command prompt syntax:

```
<path to the file of the installation package> [parameters]
```

Detailed instructions and a list of settings for installation of the application to a file server (http://support.kaspersky.com/11635) and to a personal computer (http://support.kaspersky.com/11636) are available on the Technical Support website.

UPGRADING A PREVIOUS VERSION OF THE APPLICATION

Installing Kaspersky Small Office Security 4 over Kaspersky Small Office Security 3 and Kaspersky Small Office Security 2

If Kaspersky Small Office Security 3 or Kaspersky Small Office Security 2 is already installed on your computer, you can upgrade it to Kaspersky Small Office Security 4. If you have a current license for Kaspersky Small Office Security 3 or Kaspersky Small Office Security 2, you do not need to activate the application: the Setup Wizard will automatically retrieve information about the license and apply it during installation of Kaspersky Small Office Security 4.

Installing Kaspersky Small Office Security over Kaspersky Small Office Security 1

If you install Kaspersky Small Office Security 4 on a computer where Kaspersky Small Office Security 1 is already installed, Kaspersky Small Office Security 4 prompts you to uninstall Kaspersky Small Office Security 1.

After Kaspersky Small Office Security 1 is uninstalled, the following types of data will no longer be available:

- Anti-Spam databases
- Quarantined files

Kaspersky Small Office Security will be installed to your computer in interactive mode using the Setup Wizard.

Installation on a file server or personal computer is performed from the same installation package.

The Wizard consists of a series of pages (steps), which you can navigate through by clicking the **Back** and **Next** buttons. To close the Wizard after it finishes, click the **Finish** button. To stop the Wizard's activity at any step of installation, close the Wizard window.

If the application will be used to protect more than one computer (with the maximum number of computers defined by the terms of the End User License Agreement), the installation procedure will be identical on all computers.

➧ *To install Kaspersky Small Office Security to your computer:*

On the installation CD, run the installation package (the file with the .exe extension).

To install Kaspersky Small Office Security, you can also use an installation package downloaded from the Internet. In this case, the Setup Wizard displays several additional installation steps for some localization languages.

If Kaspersky Small Office Security is installed on a personal computer, the application is installed together with web browser extensions that ensure safe Internet browsing.

Kaspersky Small Office Security is incompatible with a number of Kaspersky Lab applications. You can view the list of incompatible applications in the Limitations and warnings section (on page 109).

IN THIS SECTION

STEP 1. CHECKING FOR A NEWER VERSION OF THE APPLICATION

Before installation, the Setup Wizard checks the update servers of Kaspersky Lab for a newer version of Kaspersky Small Office Security.

If the Setup Wizard does not detect any newer version of the application on Kaspersky Lab update servers, it starts installing the current version.

If the Setup Wizard detects a newer version of Kaspersky Small Office Security on Kaspersky Lab update servers, it prompts you to download and install it on your computer. It is recommended that you install the new version of the application, because newer versions include more enhancements that allow you to ensure more reliable protection of your computer. If you refuse to install the new version, the Wizard starts installing the current version of the application. If you agree to install the new version of the application, the Setup Wizard copies the files from the installation package to your computer and starts installing the new version.

STEP 2. STARTING INSTALLATION OF THE APPLICATION

During this step, the Setup Wizard offers to install the application.

To proceed with installation, click the **Install** button.

Depending on the installation type and the localization language, during this step the Setup Wizard may prompt you to view the License Agreement concluded between you and Kaspersky Lab, as well as ask whether you want to participate in Kaspersky Security Network.

STEP 3. REVIEWING THE LICENSE AGREEMENT

This step of the Setup Wizard is displayed for some localization languages when installing Kaspersky Small Office Security from an installation package downloaded from the Internet.

During this step, the Setup Wizard asks you to review the License Agreement concluded between you and Kaspersky Lab.

Read the License Agreement thoroughly and, if you agree with all of its terms, click the **Accept** button. Installation of the application to your computer then continues.

If the terms of the License Agreement are not accepted, the application will not be installed.

STEP 4. KASPERSKY SECURITY NETWORK STATEMENT

During this step, the Setup Wizard invites you to participate in Kaspersky Security Network. Participation in the program involves sending information about new threats detected on your computer, running applications, and downloaded signed applications, as well as information about your operating system, to Kaspersky Lab. No personal data received from you is collected, processed, or stored.

Review the Kaspersky Security Network Statement. If you accept all of its terms, in the Wizard window, click the **Accept** button.

If you do not want to participate in Kaspersky Security Network, click the **Decline** button.

After you accept or decline participation in Kaspersky Security Network, application installation continues.

STEP 5. INSTALLATION

Some versions of Kaspersky Small Office Security are distributed by subscription, and a password received from the service provider must be entered before installation.

After you enter the password, application installation starts.

Installation of the application can take some time. Wait for it to finish.

When installation is complete, the Setup Wizard automatically proceeds to the next step.

Kaspersky Small Office Security performs several checks during installation. These checks may detect the following problems:

- *Non-compliance of the operating system with the software requirements*. During installation the Wizard checks the following conditions:

  - Whether the operating system and Service Pack meet the software requirements
  - Whether all of the required applications are available
  - Whether the amount of free disk space is enough for installation

  If any of the above-listed requirements is not met, a corresponding notification is displayed.

- *Presence of incompatible applications on the computer*. If any incompatible applications are detected, they are displayed in a list on the screen, and you will be prompted to remove them. You are advised to manually remove any applications that Kaspersky Small Office Security cannot remove automatically. When removing incompatible applications, you will need to restart your operating system, after which installation of Kaspersky Small Office Security continues automatically.

- *Presence of malicious programs on the computer*. If any malicious programs that interfere with installation of anti-virus software are detected on the computer, the Setup Wizard prompts you to download *Kaspersky Virus Removal Tool*, a special tool designed to neutralize infections.

  If you agree to install the utility, the Setup Wizard downloads it from the Kaspersky Lab servers, after which installation of the utility starts automatically. If the Wizard cannot download the utility, you are prompted to download it on your own by clicking the link provided.

STEP 6. COMPLETING INSTALLATION

This page of the Setup Wizard informs you of the successful completion of application installation.

Restart the operating system after the application has been installed.

If the **Run Kaspersky Small Office Security** check box is selected, the application will be started automatically after you restart your computer.

If you have cleared the **Run Kaspersky Small Office Security** check box before closing the Wizard, you will have to start the application manually.

REMOVING THE APPLICATION

After removing Kaspersky Small Office Security, your computer and private data will be unprotected.

Kaspersky Small Office Security is uninstalled with the help of the Setup Wizard.

➧ *To start the Wizard:*

In the **Start** menu, select **All Programs** → **Kaspersky Small Office Security** → **Remove Kaspersky Small Office Security**.

IN THIS SECTION

STEP 1. ENTERING THE PASSWORD TO REMOVE THE APPLICATION

To remove Kaspersky Small Office Security, you must enter the password for accessing the application settings. If you cannot specify the password, for any reason, application removal will be prohibited.

This step is displayed only if a password has been set for application removal.

STEP 2. SAVING DATA FOR FUTURE USE

During this step you can specify which of the data used by the application you want to keep for further use during the next installation of the application (for example, when installing a newer version of the application).

By default, the application offers to save information about the license.

➧ *To save data for further use, select the check boxes next to the types of data that you want to save:*

- **License information** is a set of data that rules out the need to activate the application during future installation, by allowing you to use it under the current license unless the license expires before you start the installation.

- **Quarantine files** are files scanned by the application and moved to Quarantine.

> After Kaspersky Small Office Security is removed from the computer, quarantined files become unavailable. To perform operations with these files, Kaspersky Small Office Security must be installed.

- **Operational settings of the application** are the values of the application settings selected during configuration.

> Kaspersky Lab does not guarantee support for previous application version settings. After the new version is installed, we recommend checking the correctness of its settings.

> You can also export protection settings at the command prompt, by using the following command:
>
> avp.com EXPORT <file_name>

- **iChecker data** are files that contain information about objects that have already been scanned with iChecker technology.
- **Anti-Spam databases** are databases containing specimens of spam messages added by the user.
- **Data Encryption** are files placed in storage using Data Encryption functionality.

STEP 3. CONFIRMING APPLICATION REMOVAL

Since removing the application threatens the security of your computer and private data, you will be asked to confirm your intention to remove the application. To do this, click the **Remove** button.

STEP 4. REMOVING THE APPLICATION. COMPLETING REMOVAL

During this step, the Wizard removes the application from your computer. Wait until removal is complete.

After you remove Kaspersky Small Office Security, you can specify the reason why you decided to remove the application by leaving a comment on the Kaspersky Lab website. To do this, visit the Kaspersky Lab website, by clicking the **Complete form** button.

> This functionality may be unavailable in some regions.

During removal of the application, you must restart your operating system. If you cancel an immediate restart, completion of the removal procedure is postponed until the operating system is restarted or the computer is turned off and then started up.

APPLICATION LICENSING

This section provides information about key terms related to activation of the application. Read this section to learn more about the purpose of the End User License Agreement and ways to activate the application and renew your license.

IN THIS SECTION

ABOUT THE END USER LICENSE AGREEMENT

The End User License Agreement is a binding agreement between you and Kaspersky Lab ZAO, stipulating the terms on which you may use the application.

Read through the terms of the License Agreement carefully before you start using the application.

It is deemed that you accept the terms of the License Agreement by confirming that you agree with the License Agreement when installing the application. If you do not accept the terms of the License Agreement, you must abort application installation and not use the application.

ABOUT THE LICENSE

A *license* is a time-limited right to use the application, granted under the End User License Agreement. The license is related to the unique code that you have for activating your copy of Kaspersky Small Office Security.

A license entitles you to the following kinds of services:

- The right to use the application on one or several devices

  The number of devices on which you may use the application is specified in the End User License Agreement.

- Assistance from Kaspersky Lab Technical Support
- Other services available from Kaspersky Lab or its partners during the term of the license (see the section "Service for users" on page 21)

To operate the application, you must purchase a license for application use.

The license has a limited term. When the license expires, the application continues to run, but with limited functionality (for example, you cannot update the application or use Kaspersky Security Network). You still can benefit from all of the application components and perform scans for viruses and other malware, but only using the databases installed before the license expired. To continue using Kaspersky Small Office Security in fully functional mode, you must renew your license.

We recommend renewing the license before it expires, in order to ensure maximum protection of your computer against all security threats.

Before purchasing a license, you can get a free trial version of Kaspersky Small Office Security. The trial version of Kaspersky Small Office Security remains functional during a short evaluation period. After the evaluation period expires, all the features of Kaspersky Small Office Security are disabled. To continue using the application, you must purchase a license.

A license for Kaspersky Small Office Security entitles you to use the following applications:

- Kaspersky Small Office Security 4 Personal Computer
- Kaspersky Small Office Security 4 File Server
- Kaspersky Internet Security for Mac
- Kaspersky Internet Security for Android
- Kaspersky Password Manager

You also get access to a special account on My Kaspersky portal (http://center.kaspersky.com) for managing the license for Kaspersky Small Office Security.

ABOUT THE ACTIVATION CODE

An *activation code* is a code that you receive when you purchase a license for Kaspersky Small Office Security. This code is required for activation of the application.

The activation code is a unique sequence of twenty digits and Latin letters in the format xxxxx-xxxxx-xxxxx-xxxxx.

Depending on how you purchased the application, you can obtain the activation code in one of the following ways:

- When you purchase a boxed version of Kaspersky Small Office Security, an activation code is provided in the manual or on the retail box that contains the installation CD.
- When you purchase Kaspersky Small Office Security from an online store, an activation code is emailed to the address that you have specified when ordering.

The license validity period starts to elapse from the date of application activation or from the date when the license was issued. If you have purchased a license for the use of Kaspersky Small Office Security on several devices, the license term starts counting down from the moment you first apply the activation code.

If you lose or accidentally delete your activation code after activating the application, contact Kaspersky Lab Technical Support to restore the activation code (http://support.kaspersky.com).

ABOUT DATA PROVISION

To increase the protection level, you agree to automatically provide the following information to Kaspersky Lab when you accept the provisions of the License Agreement:

- Information about the checksums of processed files (MD5, sha256)
- Information required for assessing the reputations of URLs

- Statistics on use of application notifications
- Statistical data for protection against spam
- Activation data and version of Kaspersky Small Office Security in use
- Information about licensing of the installed version of Kaspersky Small Office Security
- Information about the types of detected threats
- Information about digital certificates currently in use and information required to verify their authenticity
- Application operation details and licenses required to configure the display of content from trusted websites

If your computer is equipped with a TPM (Trusted Platform Module), you also agree to provide Kaspersky Lab with the TPM report on startup of the operating system and the information required to verify the report's authenticity. If an error occurs during installation of Kaspersky Small Office Security, you agree to automatically supply Kaspersky Lab with information about the error code, the installation package that is currently in use, and your computer.

If you participate in Kaspersky Security Network (see the section "Participating in Kaspersky Security Network (KSN)" on page 99), you agree to automatically send the following information related to Kaspersky Small Office Security use from your computer to Kaspersky Lab:

- Information about the hardware and software installed on the computer
- Information about the anti-virus protection status of the computer, as well as about all probably infected objects and decisions made regarding those objects
- Information about applications that are downloaded and started
- Information about errors and use of the interface of Kaspersky Small Office Security
- Application details, including application version, information about files of downloaded software modules, and versions of current application databases
- Statistics about updates and connections to Kaspersky Lab servers
- Information about the currently used wireless connection
- Statistics on delays caused by Kaspersky Small Office Security while the user is using applications installed on the computer
- Files that can be used by criminals to damage your computer, or fragments of such files, including files referenced by malicious links

> Information to be sent to Kaspersky Lab may be stored on your computer up to 30 days after it is created. Data items are kept in an internal protected storage. The maximum volume of data to store is 30 MB.

In addition, you agree to automatically send files (or parts of files) that are at higher risk of being exploited by intruders to do harm to the user's computer or data, to Kaspersky Lab for additional scanning.

Kaspersky Lab protects all received data as required by applicable laws. Kaspersky Lab uses all received information as aggregate statistics only. Aggregate statistics are automatically generated from the source information that is received, and do not contain any personal data or other confidential information. Source information is stored in encrypted form and is destroyed as it is accumulated (twice per year). Aggregate statistics are stored indefinitely.

PURCHASING A LICENSE

If you have installed Kaspersky Small Office Security and have not purchased a license yet, you can purchase a license after installation. When you purchase a license, you receive an activation code that is used to activate the application (see the section "Activating the application" on page 35).

➧ *To purchase a license:*

1. Open the main application window.
2. In the lower part of the main window, click the **License** link to open the **Licensing** window.
3. In the window that opens, click the **Purchase activation code** button.

The web page of Kaspersky Lab eStore or a partner company opens on which you can purchase a license.

ACTIVATING THE APPLICATION

Remote management of licensing and protection of connected devices becomes available only after you create the account of the organization's manager or administrator on My Kaspersky portal (http://center.kaspersky.com). After creating the account, register your license for Kaspersky Small Office Security on My Kaspersky portal.

If you did not activate the application during installation, you can do so later. You will be reminded about the need to activate the application by Kaspersky Small Office Security messages that appear in the taskbar notification area.

➧ *To activate Kaspersky Small Office Security:*

1. Open the main application window.
2. In the lower part of the main application window, click the **Enter activation code** link. The **Activation** window opens.
3. In the **Activation** window, enter the activation code in the entry field and click the **Activate** button.

   An application activation request is made.
4. Enter the user's registration data.

   Depending on the terms of use, the application can prompt you to log in to My Kaspersky portal. If you are not a registered user, complete the registration form to gain access to additional features.

   Registered users can perform the following actions:

   - Contact Technical Support and the Virus Lab.
   - Manage activation codes.
   - Receive information about new applications and special offers from Kaspersky Lab.

   This step is not available in all versions of Kaspersky Small Office Security.
5. Click the **Finish** button in the **Activation** window to complete the registration procedure.

RENEWING A LICENSE

You can renew a license when it is about to expire. To do this, you can specify a new activation code without waiting for the current license to expire. When the current license expires, Kaspersky Small Office Security is activated automatically with the extra activation code.

➡ *To specify an extra activation code for automatic renewal of the license:*

1. Open the main application window.
2. In the lower part of the main window, click the **License** link to open the **Licensing** window.
3. In the window that opens, in the **New activation code** section, click the **Enter activation code** button.
4. Enter the activation code in the corresponding fields and click the **Add** button.

   Kaspersky Small Office Security then sends the data to the Kaspersky Lab activation server for verification.
5. Click the **Finish** button.

The new activation code will be displayed in the **Licensing** window.

The application is automatically activated with the new activation code when the license expires. You can also activate the application manually with a new activation code, by clicking the **Activate now** button. This button is available if the application has not been activated automatically. This button is unavailable before the license expires.

If the new activation code that you specify has already been applied on this computer or on another computer, the activation date for the purpose of renewing the license is the date on which the application was first activated with this activation code.

MANAGING APPLICATION NOTIFICATIONS

Notifications that appear in the taskbar notification area inform you of application events that require your attention. Depending on how critical the event is, you may receive the following types of notifications:

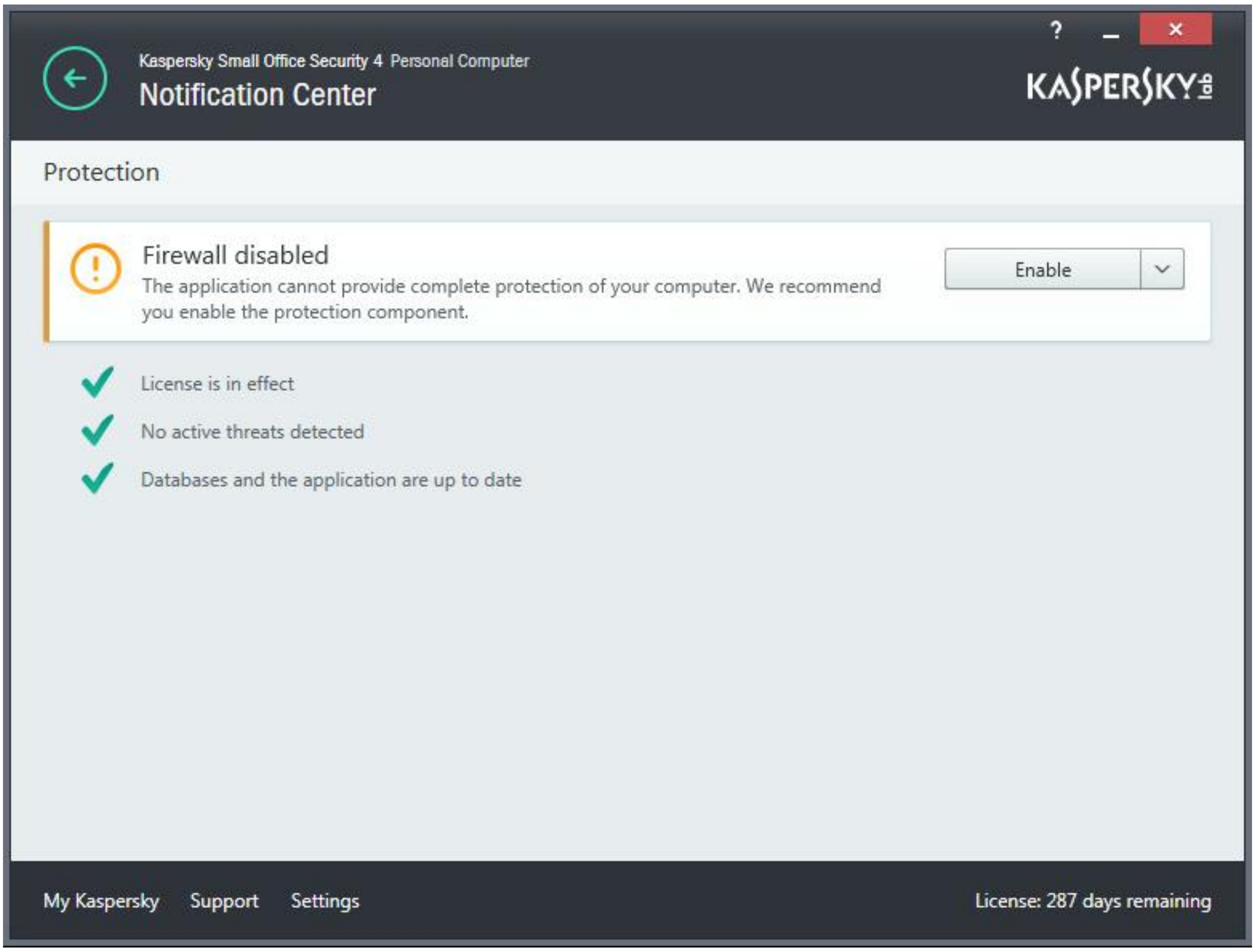
- *Critical notifications* inform you of events that have critical importance for the computer's security, such as detection of a malicious object or dangerous activity in the operating system. Windows used for critical notifications and pop-up messages are red.
- *Important notifications* inform you of events that are potentially important for the computer's security, such as detection of a probably infected object or suspicious activity in the operating system. Windows used for important notifications and pop-up messages are yellow.
- *Information notifications* inform you of events that do not have critical importance for the computer's security. Windows used for information notifications and pop-up messages are green.

If a notification is displayed on the screen, you should select one of the options that are suggested in the notification. The optimal option is the one recommended as the default by Kaspersky Lab experts. A notification can be closed automatically when the computer is restarted, when Kaspersky Small Office Security is quit, or in Connected Standby mode in Windows 8. When a notification is closed automatically, Kaspersky Small Office Security performs the default recommended action.

ASSESSING COMPUTER PROTECTION STATUS AND RESOLVING SECURITY ISSUES

Problems with computer protection are symbolized by an indicator located in the upper part of the main application window. Green indicates that your computer is protected. Yellow indicates that there are protection problems and red indicates that your computer's security is at serious risk. You are advised to fix problems and security threats immediately.

Clicking the indicator in the main application window opens the **Notification Center** window (see the following figure), which contains detailed information about the status of computer protection and suggestions for how to fix the detected problems and threats.



Firewall disabled

The application cannot provide complete protection of your computer. We recommend you enable the protection component.

✓ License is in effect

✓ No active threats detected

✓ Databases and the application are up to date

License: 287 days remaining

Figure 3. Notification Center window

Problems with protection are grouped by categories. For each problem, a list is displayed of actions that you can take to solve the problem.

UPDATING DATABASES AND APPLICATION SOFTWARE MODULES

By default, Kaspersky Small Office Security automatically checks for updates on the Kaspersky Lab update servers. If the server has a new update package, Kaspersky Small Office Security downloads and installs it in the background. You can run an update of Kaspersky Small Office Security manually at any time from the main application window or from the context menu of the application icon in the taskbar notification area.

To download an update package from Kaspersky Lab servers, an Internet connection is required.

On Microsoft Windows 8, update packages are not downloaded if a broadband Internet connection is established and a limit has been set in the application on traffic over this type of connection. To download the update package, you must manually disable the limit in the application settings window, in the **Network** subsection.

➧ *To run an update from the context menu of the application icon in the taskbar notification area:*

In the context menu of the application icon, select **Update**.

➧ *To run an update from the main application window:*

1. Open the main application window and click the **Update** button.

   The **Update** window opens.

2. In the **Update** window, click **Update**.

SCANNING THE COMPUTER

This section provides information about how to scan your computer for viruses and other threats.

IN THIS SECTION

FULL SCAN

During a full scan, Kaspersky Small Office Security scans the following objects by default:

- System memory
- Objects loaded on operating system startup
- Storage
- Hard drives and removable drives

We recommend running a full scan immediately after installing Kaspersky Small Office Security to your computer.

➧ *To start a full scan:*

1. Open the main application window.
2. Click the **Scan** button.

   The **Scan** window opens.
3. In the **Scan** window, select the **Full Scan** section.
4. In the **Full Scan** section, click the **Run scan** button.

Kaspersky Small Office Security starts a full scan of your computer.

CUSTOM SCAN

A custom scan lets you scan a file, folder, or drive for viruses and other threats.

You can start a custom scan in the following ways:

- From the context menu of the object
- From the main application window

To start a custom scan from the context menu of an object:

1. Open Microsoft Windows Explorer and go to the folder that contains the object to be scanned.
2. Right-click to open the context menu of the object (see the following figure) and select **Scan for viruses**.

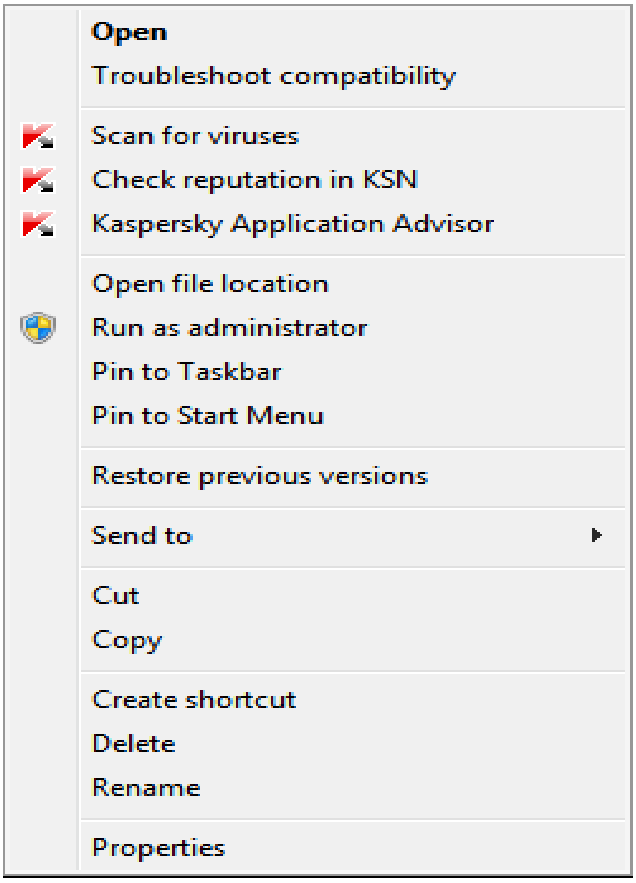


Figure 4. Object context menu

To start a custom scan from the main application window:

1. Open the main application window.
2. Click the **Scan** button.

   The **Scan** window opens.
3. In the **Scan** window, select the **Custom Scan** section.
4. Specify objects to be scanned in one of the following ways:
   - Drag objects to the **Custom Scan** window.
   - Click the **Add** button and, in the file or folder selection window that opens, specify an object.
5. Click the **Run scan** button.

QUICK SCAN

During a quick scan, Kaspersky Small Office Security scans the following objects by default:

- Objects loaded at the startup of the operating system
- System memory
- Boot sectors of the disk

➧ *To start a quick scan:*

1. Open the main application window.
2. Click the **Scan** button.

   The **Scan** window opens.
3. In the **Scan** window, select the **Quick Scan** section.
4. In the **Quick Scan** section, click the **Run scan** button.

Kaspersky Small Office Security starts a quick scan of your computer.

VULNERABILITY SCAN

Vulnerabilities are unprotected places in software code that intruders may deliberately use for their purposes, for example, to copy the data used by applications that have unprotected code. Scanning your computer for vulnerabilities helps you to reveal any such weak points in the protection of your computer. You are advised to fix any vulnerabilities that are found.

➧ *To start a vulnerability scan:*

1. Open the main application window.
2. In the lower part of the main window, click the **Show Additional Tools** link. The **Tools** window opens.
3. In the left part of the **Tools** window, click the **Vulnerability Scan** link to open the **Vulnerability Scan** window.
4. In the **Vulnerability Scan** window, click the **Run scan** button.

Kaspersky Small Office Security starts scanning your computer for vulnerabilities.

RESTORING AN OBJECT DELETED OR DISINFECTED BY THE APPLICATION

Kaspersky Lab recommends that you avoid restoring deleted and disinfected objects since they may pose a threat to your computer.

To restore a deleted or disinfected object, you can use the backup copy of it that was created by the application during scanning of the object.

Kaspersky Small Office Security does not disinfect Windows Store apps. If scanning results indicate that such an app is dangerous, it is deleted from your computer.

When a Windows Store app is deleted, Kaspersky Small Office Security does not create a backup copy of it. To restore such objects, you must use the recovery tools included with the operating system (for detailed information, see the documentation for the operating system that is installed on your computer) or update apps via the Windows Store.

➡ *To restore a file that has been deleted or disinfected by the application:*

1. Open the main application window.
2. In the **Show Additional Tools** drop-down list, select **Quarantine**.
3. In the **Quarantine** window that opens, select the required file from the list and click the **Restore** button.

TROUBLESHOOTING THE OPERATING SYSTEM AFTER INFECTION

This section provides information about how to restore the operating system after it has been infected with viruses.

IN THIS SECTION

RECOVERING THE OPERATING SYSTEM AFTER INFECTION

If you suspect that the operating system of your computer has been corrupted or modified due to malware activity or a system failure, use the *Microsoft Windows Troubleshooting Wizard*, which clears the system of any traces of malicious objects. Kaspersky Lab recommends that you run the Wizard after the computer has been disinfected to make sure that all threats and damage caused by infections have been fixed.

The Wizard checks whether there are any changes to the system, which can include access to the network being blocked, file name extensions for known formats being changed, Control Panel being blocked, etc. There are different reasons for these different kinds of damage. These reasons may include malware activity, incorrect system configuration, system failures, or malfunctioning applications for system optimization.

After the review is complete, the Wizard analyzes the information to evaluate whether there is system damage that requires immediate attention. Based on the review, the Wizard generates a list of actions that are necessary to eliminate the damage. The Wizard groups these actions by category based on the severity of the problems detected.

TROUBLESHOOTING THE OPERATING SYSTEM BY USING THE MICROSOFT WINDOWS TROUBLESHOOTING WIZARD

➧ *To run the Microsoft Windows Troubleshooting Wizard:*

1. Open the main application window.
2. In the **Show Additional Tools** drop-down list, select **Microsoft Windows Troubleshooting**.

   The Microsoft Windows Troubleshooting Wizard window opens.

The Wizard consists of a series of pages (steps), which you can navigate through by clicking the **Back** and **Next** buttons. To close the Wizard after it finishes, click the **Finish** button. To stop the Wizard at any stage, click the **Cancel** button.

Let us review the steps of the Wizard in more detail.

Step 1. Starting recovery of the operating system

Make sure that the Wizard option **Search for damage caused by malware activity** is selected and click the **Next** button.

Step 2. Problems search

The Wizard searches for problems and damage that should be fixed. When the search is complete, the Wizard proceeds automatically to the next step.

Step 3. Select actions to fix damage

All damage found at the previous step is grouped based on the type of danger that it poses. For each damage group, Kaspersky Lab recommends a set of actions to repair the damage. There are three groups of actions:

- *Strongly recommended actions*, which eliminate problems that pose a serious security threat. You are advised to perform all actions in this group.
- *Recommended actions* are aimed at repairing damage that may pose a threat. You are advised to perform all actions in this group as well.
- *Additional actions* repair system damage that is not dangerous now, but may pose a threat to the computer's security in the future.

To view the actions within a group, click the ▶ icon to the left of the group name.

To make the Wizard perform a certain action, to the left of an action, select the corresponding check box. By default, the Wizard performs all recommended and strongly recommended actions. If you do not want to perform a certain action, clear the check box next to it.

It is strongly recommended that you not clear the check boxes selected by default, as doing so will leave your computer vulnerable to threats.

After you define the set of actions for the Wizard to perform, click the **Next** button.

Step 4. Fixing damage

The Wizard performs the actions selected during the previous step. It may take a while to fix damage. After fixing damage, the Wizard automatically proceeds to the next step.

Step 5. Wizard completion

Click the **Finish** button to close the Wizard.

PROTECTING EMAIL

This section provides information about how to protect your email against spam, viruses, and other threats.

IN THIS SECTION

CONFIGURING MAIL ANTI-VIRUS

Kaspersky Small Office Security allows scanning email messages for dangerous objects by using Mail Anti-Virus. Mail Anti-Virus starts when the operating system is started and remains constantly in the RAM of the computer, scanning all email messages that are sent or received over the POP3, SMTP, IMAP, and NNTP protocols, as well as via encrypted connections (SSL) over the POP3, SMTP, and IMAP protocols.

By default, Mail Anti-Virus scans both incoming and outgoing messages. If necessary, you can enable scanning of incoming messages only.

➧ *To configure Mail Anti-Virus:*

1. Open the main application window.
2. In the lower part of the window, click the **Settings** link.
3. In the left part of the window, in the **Protection** section, select the **Mail Anti-Virus** component.

   The Mail Anti-Virus settings are displayed in the window.
4. Make sure that the switch in the upper part of the window that enables / disables Mail Anti-Virus, is enabled.
5. Select a security level:
   - **Recommended**. If you select this security level, Mail Anti-Virus scans both incoming and outgoing messages and scans attached archives.
   - **Low**. If you select this security level, Mail Anti-Virus scans incoming messages only, without scanning attached archives.
   - **High**. If you select this security level, Mail Anti-Virus scans both incoming and outgoing messages and scans attached archives. When you select the high security level, deep heuristic analysis is enabled.
6. In the **Action on threat detection** drop-down list, select the action that you want for Mail Anti-Virus to perform when an infected object is detected (for example, disinfect).

If no threats are detected in an email message, or if all infected objects have been successfully disinfected, the message becomes available for further access. If the component fails to disinfect an infected object, Mail Anti-Virus renames or deletes the object from the message and adds a notification to the message subject line, stating that the message has been processed by Kaspersky Small Office Security. Before deleting an object, Kaspersky Small Office Security creates a backup copy of it and places this copy in Quarantine (see the section "Restoring an object deleted or disinfected by the application" on page 43).

This functionality is unavailable if Kaspersky Small Office Security is installed on a file server.

BLOCKING UNWANTED EMAIL (SPAM)

If you receive large amounts of unwanted messages (spam), enable the Anti-Spam component and set the recommended security level for it.

➧ *To enable Anti-Spam and set the recommended security level:*

1. Open the main application window.
2. In the lower part of the window, click the **Settings** link. Go to the **Settings** section.
3. In the left part of the window, select the **Protection** section.
4. In the right part of the window, select the **Protection** section, select the **Anti-Spam** component.

   The window displays the settings of Anti-Spam.
5. In the right part of the window, enable Anti-Spam by using the switch.
6. In the **Security level** section, make sure that the **Recommended** security level is set.

This functionality is unavailable if Kaspersky Small Office Security is installed on a file server.

PROTECTING PRIVATE DATA ON THE INTERNET

This section provides information about how to make your Internet browsing safe and protect your data against theft.

IN THIS SECTION

ABOUT PROTECTION OF PRIVATE DATA ON THE INTERNET

Kaspersky Small Office Security helps you to protect your private data against theft:

- Passwords, user names, and other registration data
- Account numbers and bank card numbers

Kaspersky Small Office Security includes components and tools that allow you to protect your private data against theft by criminals who use methods such as phishing and interception of data entered on the keyboard.

Protection against phishing is provided by Anti-Phishing, which is implemented in the Web Anti-Virus, Anti-Spam, and IM Anti-Virus components. Enable these components to ensure comprehensive protection against phishing.

Protection against interception of data entered on the keyboard is provided by Virtual Keyboard and Secure Keyboard Input.

The Privacy Cleaner Wizard clears the computer of all information about the user's activities.

Safe Money protects data when you use Internet banking services and shop on online stores.

Protection against private data transfer via the Internet is provided by one of the Web Policy Management tools (see the section "Using Web Policy Management" on page 66).

This functionality is unavailable if Kaspersky Small Office Security is installed on a file server.

ABOUT VIRTUAL KEYBOARD

When using the Internet, you frequently need to enter your personal data or your user name and password. This happens, for example, during account registration on websites, online shopping, and Internet banking.

There is a risk that this personal information can be intercepted by hardware keyboard interceptors or keyloggers, which are programs that record keystrokes. The Virtual Keyboard tool prevents the interception of data entered via the keyboard.

Many programs classified as spyware can take screenshots, which then are automatically transmitted to an intruder for further analysis to steal the user's personal data. Virtual Keyboard protects entered personal data from attempts to intercept it by means of screenshots.

Virtual Keyboard has the following features:

- You can click the Virtual Keyboard buttons with the mouse.
- Unlike hardware keyboards, it is impossible to press several keys simultaneously on Virtual Keyboard. This is why key combinations (such as **ALT**+**F4**) require that you click the first key (for example, **ALT**), then the second key (for example, **F4**), and then the first key again. The second click of the key acts in the same way as releasing the key on a hardware keyboard.
- The Virtual Keyboard language can be switched by using the same shortcut that is specified by the operating system settings for the hardware keyboard. To do so, right-click the other key (for example, if the **LEFT ALT**+**SHIFT** shortcut is configured in the operating system settings for switching the keyboard language, left-click the **LEFT ALT** key and then right-click the **SHIFT** key).

To ensure protection of data entered via Virtual Keyboard, restart your computer after installing Kaspersky Small Office Security.

The use of Virtual Keyboard has the following limitations:

- Virtual Keyboard prevents interception of personal data only when used with the Microsoft Internet Explorer, Mozilla Firefox, or Google Chrome browsers. When used with other browsers, Virtual Keyboard does not protect entered personal data against interception.
- Virtual Keyboard is not available for Microsoft Internet Explorer 10 and 11 browsers with the new Windows user interface style and 11 browsers if the **Enable Enhanced Protected Mode** check box is selected in the browser settings. In this case, we recommend opening Virtual Keyboard from the interface of Kaspersky Small Office Security.
- Virtual Keyboard cannot protect your personal data if the website requiring the entry of such data is hacked, because in this case the information is obtained directly by the intruders from the website.
- Virtual Keyboard does not prevent screenshots that are made by using the **PRINT SCREEN** key and other combinations of keys specified in the operating system settings.
- When running Virtual Keyboard, the AutoComplete feature of Microsoft Internet Explorer stops functioning, since the implementation of the automatic input scheme may allow criminals to intercept data.
- Kaspersky Small Office Security does not provide protection against unauthorized screenshots in Microsoft Windows 8 and 8.1 (64-bit only) if the Virtual Keyboard window is open but the Protected Browser process is not started.
- In some browsers (such as Google Chrome), protection of data input may not work for certain types of data (such as email addresses or numbers).

The preceding list describes the main restrictions in functionality for protection of data input. A full list of restrictions is given in an article on the Kaspersky Lab Technical Support website (http://support.kaspersky.com/11603).

STARTING VIRTUAL KEYBOARD

You can open Virtual Keyboard in the following ways:

- From the context menu of the application icon in the taskbar notification area
- From the main application window
- From the window of Microsoft Internet Explorer, Mozilla Firefox, or Google Chrome, by clicking the Virtual Keyboard quick access icon
- By using the quick launch icon of Virtual Keyboard in entry fields on websites

> You can configure the display of the quick launch icon in entry fields on websites (see the section "Configuring the display of the Virtual Keyboard icon" on page 51).
>
> When Virtual Keyboard is used, Kaspersky Small Office Security disables the autofill option for entry fields on websites.

- By pressing a combination of keyboard keys.

To open Virtual Keyboard from the context menu of the application icon in the taskbar notification area:

In the context menu of the application icon (see the following figure), select **Tools** → **Virtual Keyboard**.

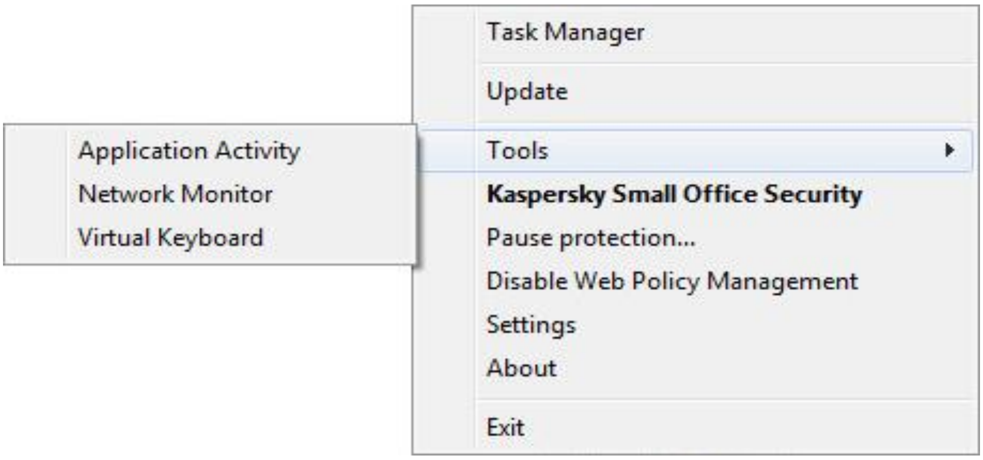


Figure 5. Kaspersky Anti-Virus context menu

To open Virtual Keyboard from the main application window:

1. Open the main application window.
2. In the lower part of the main window, click the **Show Additional Tools** link. The **Tools** window opens.
3. In the left part of the **Tools** window, click the **Virtual Keyboard** link to open Virtual Keyboard.

To open Virtual Keyboard from the window of the Microsoft Internet Explorer or Mozilla Firefox browser,

click the K **Virtual Keyboard** button on the browser toolbar.

To open Virtual Keyboard from the window of the Google Chrome browser,

1. Click the **Kaspersky Protection** button on the browser toolbar.
2. Select the **Virtual Keyboard** item in the menu that opens.

To open the Virtual Keyboard by using the hardware keyboard:

Press the shortcut **CTRL**+**ALT**+**SHIFT**+**P**.

CONFIGURING THE DISPLAY OF THE VIRTUAL KEYBOARD ICON

To configure display of the quick launch icon of Virtual Keyboard in entry fields on websites:

1. Open the main application window.
2. In the lower part of the window, click the **Settings** link.
3. In the **Settings** window that opens, in the **Additional** section, select the **Secure Data Input** subsection.

   The window displays the settings for secure data input.
4. If necessary, in the **Virtual Keyboard** section, select the **Open Virtual Keyboard by typing CTRL+ALT+SHIFT+P** check box.
5. If you want the Virtual Keyboard quick launch icon to be displayed in entry fields, select the **Show quick launch icon in data entry fields** check box.
6. If you want the Virtual Keyboard quick launch icon to be displayed only when specified websites are accessed:

   a. In the **Virtual Keyboard** section, click the **Edit categories** link to open the **Secure Data Input settings** window.

   b. Select the check boxes for categories of websites on which you want the quick launch icon to be displayed in entry fields.

   The Virtual Keyboard quick launch icon is displayed when a website that belongs to any of the selected categories is accessed.

   c. If you want to enable or disable display of the Virtual Keyboard quick launch icon on a specific website:

      a. Click the **Configure exclusions** link to open the **Exclusions for Virtual Keyboard** window.

      b. In the lower part of the window, click the **Add** button.

      A window opens for adding an exclusion for Virtual Keyboard.

      c. In the **URL mask** field, enter the web address of a website.

      d. If you want the Virtual Keyboard quick launch icon to be displayed (or not to be displayed) on a specified web page only, in the **Scope** section, select **Apply to the specified page**.

      e. In the **Virtual Keyboard icon** section, specify whether to display the Virtual Keyboard quick launch icon on the specified web page.

      f. Click the **Add** button.

The specified website appears in the list in the **Exclusions for Virtual Keyboard** window.

When the specified website is accessed, the Virtual Keyboard quick launch icon is displayed in the entry fields in accordance with the specified settings.

PROTECTING DATA ENTERED ON THE COMPUTER KEYBOARD

Protection of data input on the computer keyboard allows avoiding interception of data that is entered via the keyboard.

Secure Keyboard Input has the following limitations:

- Protection of data input from the computer keyboard is available only for the Microsoft Internet Explorer, Mozilla Firefox, and Google Chrome browsers. When using other web browsers, data entered via the computer keyboard is not protected from interception.
- Secure Keyboard Input is not available in Microsoft Internet Explorer from Windows Store.
- Protection of data input from the computer keyboard cannot protect your personal data if a website that requires entering such data has been hacked, because in this case information is obtained by intruders directly from the website.
- In some browsers (such as Google Chrome), protection of data input may not work for certain types of data (such as email addresses or numbers).

The preceding list describes the main restrictions in functionality for protection of data input. A full list of restrictions is given in an article on the Kaspersky Lab Technical Support website (http://support.kaspersky.com/11603).

You can configure protection of data input from the computer keyboard on various websites. After protection of data input from the computer keyboard is configured, you do not have to take any additional actions when entering data.

➧ *To configure protection of data input from the computer keyboard:*

1. Open the main application window.
2. In the lower part of the window, click the **Settings** link. Go to the **Settings** section.
3. In the **Additional** section, select the **Secure Data Input** subsection.

   The window displays the settings for secure data input.
4. In the lower part of the window, in the **Secure Keyboard Input** section, select the **Enable Secure Keyboard Input** check box.
5. Specify the protection scope for data input from the hardware keyboard:
   a. Open the **Secure Data Input settings** window by clicking the **Edit categories** link in the lower part of the **Secure Keyboard Input** section.
   b. Select the check boxes for categories of websites on which you want to protect data that is entered via the keyboard.
   c. If you want to enable protection of data input from the keyboard on a specified website:
      a. Open the **Exclusions for Secure Keyboard Input** window by clicking the **Configure exclusions** link.
      b. In the window, click the **Add** button.

A window opens for adding an exclusion to Secure Keyboard Input.

c. In the window that opens, in the **URL mask** field, enter a website address.

d. Select one of the options for Secure Data Input on this website (**Apply to the specified web page** or **Apply to the entire website**).

e. Select the action to be performed by Secure Data Input on this website (**Protect** or **Do not protect**).

f. Click the **Add** button.

The specified website appears in the list in the **Exclusions for Secure Keyboard Input** window. When this website is accessed, Secure Data Input will be active, functioning in accordance with the settings that you have specified.

CONFIGURING NOTIFICATIONS ABOUT VULNERABILITIES IN WI-FI NETWORKS

When you are connected to a Wi-Fi network, your confidential data may be stolen if that network is protected poorly. Kaspersky Small Office Security checks Wi-Fi networks every time you connect to one. If the Wi-Fi network is not secure (for example, a vulnerable encryption protocol is used, or the name of the Wi-Fi network (SSID) is very popular), the application displays a notification informing you that you are about to connect to an insecure Wi-Fi network. Click the link in the notification window to learn how to safely use the Wi-Fi network.

➧ *To configure notifications of vulnerabilities on Wi-Fi networks:*

1. Open the main application window.
2. In the lower part of the window, click the **Settings** link. Go to the **Settings** section.
3. In the left part of the window, select the **Protection** section.
4. In the right part of the **Protection** section, select the **Firewall** subsection.

   The window displays the settings of the Firewall component.
5. Select the **Notify of vulnerabilities in Wi-Fi networks** check box if it has been cleared. If you do not want to receive notifications, clear the check box. This check box is selected by default.
6. If the **Notify of vulnerabilities in Wi-Fi networks** check box is selected, you can edit the advanced settings for display of notifications:
   - Select the **Block and warn about insecure transmission of passwords over the Internet** check box to block all transmission of passwords in non-encrypted text format when you fill in the **Password** fields on the Internet. This check box is cleared by default.
   - Click the **Reset hidden alerts** link to roll back to the default values of settings for display of notifications about transfers of passwords in non-encrypted form. If you have previously blocked display of notifications about password transfer in non-encrypted form, display of these notifications will resume.

This functionality is unavailable if Kaspersky Small Office Security is installed on a file server.

PROTECTING FINANCIAL TRANSACTIONS AND ONLINE PURCHASES

To provide protection for confidential data that you enter on websites of banks and payment systems (such as bank card numbers and passwords for accessing online banking services), as well as to prevent funds from being stolen when you make online payments, Kaspersky Small Office Security prompts you to open such websites in Protected Browser.

> Protected Browser functionality is unavailable if Kaspersky Small Office Security is installed on a file server.

Protected Browser is a special browser operating mode designed to protect your data as you access bank or payment system websites. Protected Browser is started in an isolated environment to prevent other applications from injecting their code into the process of Protected Browser.

In Protected Browser mode, the application provides protection against the following types of threats:

- Untrusted modules. The application runs a check for untrusted modules every time you visit a bank or payment system website.
- Rootkits. The application scans for rootkits at Protected Browser startup.
- Known operating system vulnerabilities. The application scans for operating system vulnerabilities at Protected Browser startup.
- Invalid certificates of bank or payment system websites. The application checks certificates when you visit a bank or payment system website. The check is performed against a database of compromised certificates.

When you open a website in Protected Browser, a frame appears on the borders of the browser window. The color of the frame indicates the protection status.

The frame of the browser window can display the following color indications:

- Green frame. Signifies that all checks have been performed successfully. You can continue using Protected Browser.
- Yellow frame. Signifies that checks have revealed security problems that need to be resolved.

  The application can detect the following threats and security problems:

  - Untrusted module. Computer scanning and disinfection is required.
  - Rootkit. Computer scanning and disinfection is required.
  - Operating system vulnerability. Operating system updates need to be installed.
  - Invalid certificate of a bank or payment system website.

  > If you do not eliminate the threats detected, the security of the bank or payment system website connection session is not guaranteed. Events involving the launch and use of Protected Browser with reduced protection are recorded in the Windows event log.

  The yellow color of the frame may also signify that Protected Browser cannot be started due to technical limitations. For example, a third-party hypervisor is running or your computer does not support hardware virtualization technology.

For proper functioning of Protected Browser, make sure that the Safe Money plug-ins are activated. The plug-ins are automatically activated in the browser when it is first restarted after the installation of Kaspersky Small Office Security. If you have not quit and started your browser again after installing Kaspersky Small Office Security, the plug-ins are not activated.

Automatic activation of plug-ins has the following limitations:

- Plug-ins are integrated and activated only in browsers that are supported by the application.

  The following browsers support Safe Money plug-ins:

  - Internet Explorer 8.0, 9.0, 10.0, and 11.0

    Internet Explorer 10 and Internet Explorer 11 browsers with the new Windows user interface are not supported.

  - Mozilla Firefox 19.x, 20.x, 21.x, 22.x, 23.x, 24.x, 25.x, 26.x, 27.x, 28.x, 29.x, 30.x, 31.x, 32.x, 33.x, 34.x, and 35.x

  - Google Chrome 33.x, 34.x, 35.x, 36.x, 37.x, and 38.x

    Kaspersky Small Office Security supports Google Chrome 37.x and 38.x both in 32-bit and in 64-bit operating systems.

    Mozilla Firefox plug-ins are not activated automatically if no user profile has been created in the browser. To create a user profile, quit your browser and start it again.

    At the first startup of Google Chrome in protected mode, the web browser prompts you to install an extension named Kaspersky Protection Plugin, which activates plug-ins of the Safe Money component. If you have rejected installation of Kaspersky Protection Plugin, you can install it later by clicking this link: http://support.kaspersky.com/interactive/google/en/kisplugin.

- When your browser is updated, the plug-ins are activated automatically only if the new version supports the same plug-in activation method as the previous version. If the new version of the browser supports the same plug-in activation method as the previous version, the plug-ins are activated automatically.

If the plug-ins are not activated automatically when you start the browser again, you need to activate them manually. You can check if the plug-ins are activated and activate them manually in the browser settings. You can refer to the help system of your current browser for more details on plug-in activation.

You can enable or disable automatic activation of plug-ins (see the section "Enabling automatic activation of Safe Money plug-ins" on page 57) in the application settings window.

Protected Browser cannot be run if the **Enable Self-Defense** check box is cleared in the **Self-Defense** subsection of the **Advanced Settings** section of the application settings window.

IN THIS SECTION

CONFIGURING SAFE MONEY

To configure Safe Money:

1. Open the main application window.
2. In the lower part of the main window, click the **Settings** link to go to the **Settings** section.
3. In the left part of the window, select the **Protection** section.
4. In the right part of the **Protection** section, select the **Safe Money** subsection.

   The window displays the settings of the Safe Money component.
5. Enable Safe Money by clicking the switch in the upper part of the window.
6. To enable notifications regarding vulnerabilities detected in the operating system before running Protected Browser, select the **Notify about operating system vulnerabilities** check box.

CONFIGURING SAFE MONEY FOR A SPECIFIC WEBSITE

To configure Safe Money for a specified website:

1. Open the main application window.
2. In the lower part of the main window, click the **Safe Money** button.

   The **Safe Money** window opens.
3. Click the **Add website to Safe Money** button.

   The right part of the window displays fields for adding website details.
4. In the **Website for Safe Money** field, enter the web address of the website that you want to open in Protected Browser.

   > A website address must be preceded by the prefix for the https:// protocol, which is used by default by Protected Browser.
5. If necessary, in the **Description** field, enter the name or a description for the website.
6. Select the action that you want Protected Browser to perform when you open the website:
   - If you want the website to open in Protected Browser every time you visit it, select **Run Protected Browser**.
   - If you want Kaspersky Small Office Security to prompt you for an action when the website is opened, select **Prompt for action**.
   - If you want to disable Safe Money for the website, select **Do not run Protected Browser**.
7. In the right part of the window, click the **Add** button.

The website will be displayed in the list in the left part of the window.

ENABLING AUTOMATIC ACTIVATION OF SAFE MONEY PLUG-INS

➡ *To enable activation of Safe Money plug-ins in browsers:*

1. Open the main application window.
2. In the lower part of the main window, click the **Settings** link to go to the **Settings** section.
3. In the left part of the window, select the **Protection** section.
4. In the right part of the **Protection** section, select the **Web Anti-Virus** section.
5. In the **Web Anti-Virus settings** window that opens, click the **Advanced Settings** link to open the **Advanced settings of Web Anti-Virus** window.
6. In the **Web browser extensions** section, select the **Automatically activate application plug-ins in all web browsers** check box.

ABOUT PROTECTION AGAINST SCREENSHOTS

To protect your data when you browse protected websites, Kaspersky Small Office Security prevents spyware from taking unauthorized screenshots. Protection against screenshots is enabled by default. If protection has been disabled manually, you can enable it in the application settings window (see the section "Enabling protection against screenshots" on page 57).

Kaspersky Small Office Security uses hypervisor technology to provide protection against screenshots. On computers running on Microsoft Windows 8 x64, the protection against screenshots that is provided by the Kaspersky Small Office Security hypervisor has the following limitations:

- This feature is not available when a third-party hypervisor, such as the VMware® virtualization hypervisor, is running. After you close the third-party hypervisor, protection against screenshots becomes available again.
- The feature is not available if the CPU of your computer does not support hardware virtualization technology. For more details on whether your CPU supports hardware virtualization, please refer to the documentation shipped with your computer or to the website of the CPU manufacturer.
- The feature is not available if a third-party hypervisor (such as the VMware hypervisor) is running when you start Protected Browser.

ENABLING PROTECTION AGAINST SCREENSHOTS

➡ *To enable protection against screenshots:*

1. Open the main application window.
2. In the lower part of the window, click the **Settings** link. Go to the **Settings** section.
3. In the left part of the window, select the **Protection** section.
4. In the right part of the **Protection** section, select the **Safe Money** subsection and make sure that the Safe Money switch is on.

   The **Safe Money settings** window opens.
5. In the **Additional** section, select the **Block capturing screenshots in Protected Browser** check box.

ABOUT CLIPBOARD DATA PROTECTION

Kaspersky Small Office Security blocks unauthorized access by applications to the clipboard when you make online payments, thus preventing theft of data by criminals. Such blocking is active only if an untrusted application attempts to obtain unauthorized access to your clipboard. If you copy data manually from the window of an application to another application's window (for example, from Notepad to a text editor window), access to clipboard is allowed. If the Internet Explorer® browser opened in regular mode is the source of data being copied, only data from the browser address field can be copied to clipboard.

STARTING KASPERSKY PASSWORD MANAGER

The purpose of Kaspersky Password Manager is to automatically fill entry fields for passwords and other identity data on websites and in Windows applications. Kaspersky Password Manager has to be installed independently of Kaspersky Small Office Security. After installing Kaspersky Password Manager, you can start it from the **Start** menu or from the window of Kaspersky Small Office Security.

Successful operation of Kaspersky Password Manager is subject to the following requirements and limitations:

- The application is available to be downloaded, installed, and launched via the interface of Kaspersky Small Office Security only if Kaspersky Small Office Security is installed on a personal computer and not on a file server.
- Kaspersky Password Manager requires an Internet connection to run. Kaspersky Password Manager stores passwords and other identity data in a cloud storage.
- After installing Kaspersky Password Manager, connect the application to My Kaspersky under the account of the user who will be using Kaspersky Password Manager.

> If this requirement is observed, passwords stored in Kaspersky Password Manager will be available to the Kaspersky Password Manager user only.

See the *Kaspersky Password Manager User Guide* for more information on connecting Kaspersky Password Manager to My Kaspersky portal.

➧ *To start Kaspersky Password Manager that is already installed:*

1. Open the main application window of Kaspersky Small Office Security.
2. Click the **Password Manager** button.

The Kaspersky Password Manager window opens.

➧ *To download Kaspersky Password Manager that has not been installed yet:*

1. Open the main application window.
2. Click the **Password Manager** button.

   The **Password Manager** window opens.
3. Click the **Load** button.

   You will be taken to a Kaspersky Lab website where you can download the Kaspersky Password Manager installation package.

See the *Kaspersky Password Manager User Guide* for instructions on using Kaspersky Password Manager.

> This functionality is unavailable if Kaspersky Small Office Security is installed on a file server.

CHECKING A WEBSITE FOR SAFETY

Kaspersky Small Office Security allows checking the safety of a website before you click a link to open it Websites are checked using *Kaspersky URL Advisor*, which is integrated into the Web Anti-Virus component.

Kaspersky URL Advisor is not available in Microsoft Internet Explorer 10 and 11 Windows 8 style browsers.

Kaspersky URL Advisor is integrated into the Microsoft Internet Explorer, Google Chrome, and Mozilla Firefox browsers and checks links on the web pages opened in the browser. Kaspersky Small Office Security displays one of the following icons next to each link:

- 🟩 – if the linked web page is safe according to Kaspersky Lab
- ⬜ – if there is no information about the safety status of the linked web page
- 🟥 – if the linked web page is dangerous according to Kaspersky Lab

To view a pop-up window with more details on the link, move the mouse pointer to the corresponding icon.

By default, Kaspersky Small Office Security checks links in search results only. You can enable link checking on every website.

➡ *To enable link checking on websites:*

1. Open the main application window.
2. In the lower part of the main window, click the **Settings** link to open the **Settings** window.
3. In the **Protection** section, select the **Web Anti-Virus** subsection.

   The window displays the settings for Web Anti-Virus.
4. In the lower part of the window, click the **Advanced Settings** link. The advanced settings window of Web Anti-Virus opens.
5. In the **Kaspersky URL Advisor** section, select the **Check URLs** check box.
6. If you want Web Anti-Virus to scan the content of all websites, select **On all websites except those specified**.

   If necessary, specify web pages that you trust, by clicking the **Configure exclusions** link. Web Anti-Virus does not scan the content of the specified web pages or encrypted connections with the specified websites.
7. If you want Web Anti-Virus to check the content of specific web pages only:

   a. Select **On specified websites only**.

   b. Click the **Configure checked websites** link.

   c. In the **Configure checked websites** window that opens, click the **Add** button.

   d. In the **Add URL** window that opens, enter the URL of a web page whose content you want to check.

   e. Select the checking status for the web page (if the status is *Active*, Web Anti-Virus checks web page content).

   f. Click the **Add** button.

   The specified web page appears in the list in the **Checked websites** window. Web Anti-Virus checks URLs on this web page.

8. If you want to edit the advanced settings for URL checking, in the **Advanced settings of Web Anti-Virus** window, in the **Kaspersky URL Advisor** section, click the **Configure Kaspersky URL Advisor** link.

   The **Configure Kaspersky URL Advisor** window opens.

9. If you want Web Anti-Virus to notify you about the safety of links on all web pages, in the **Check URLs** section, select **All URLs**.

10. If you want Web Anti-Virus to display information about whether a link belongs to a specific category of website content (for example, *Profanity, obscenity*):

    a. Select the **Show information on the categories of website content** check box.

    b. Select the check boxes next to categories of website content about which information should be displayed in comments.

Web Anti-Virus checks links on the specified web pages and displays information about categories of the links in accordance with the current settings.

ANTI-BANNER PROTECTION DURING WEBSITE BROWSING

The Anti-Banner component is designed to provide protection against banners while you browse the web. If this component is enabled, you can block banners directly on a web page or specify the website address and mask using which Kaspersky Small Office Security will block banners on this website. By default, Kaspersky Small Office Security provides protection against the most common types of banners.

This functionality is unavailable if Kaspersky Small Office Security is installed on a file server.

IN THIS SECTION

ENABLING THE ANTI-BANNER COMPONENT

➧ *To enable the Anti-Banner component:*

1. Open the main application window.
2. Click the **Settings** link to open the **Settings** window.
3. Select the **Protection** section.
4. Enable the **Anti-Banner** component.

BLOCKING WEBSITE BANNERS

➧ *To block website banners:*

1. While on a website, place the mouse pointer over the banner that you want to hide.
2. Press the **CTRL** key on the keyboard.
3. In the menu that opens, select **Add to Anti-Banner**.

   The **Blocked URLs** window opens.
4. In the **Blocked URLs** window, click the **Add** button.

   The banner URL is added to the list of blocked URLs.
5. Refresh the web page in the browser to stop the banner from showing.

The banner will not be displayed the next time you visit this web page.

BLOCKING ALL WEBSITE BANNERS

You can block all banners on a certain website. To do so, specify the mask for this website and add it to the list of blocked web addresses.

➧ *To block all banners on a website:*

1. Open the main application window.
2. Click the **Settings** link to open the **Settings** window.
3. Select the **Protection** section.
4. Select the **Anti-Banner** component.

   The **Anti-Banner settings** window opens.
5. In the **Anti-Banner settings** window, click the **Configure blocked URLs** link to open the **Blocked URLs** window.
6. In the **Blocked URLs** window, click the **Add** button.
7. In the window that opens, in the **Web address mask (URL)** field enter the address mask for the website on which you want to block banners. For example: http://example.com*.
8. Specify **Active** as the status for this website.
9. Click the **Add** button.

Kaspersky Small Office Security starts blocking banners on the http://example.com website.

REMOVING TRACES OF ACTIVITY ON THE COMPUTER AND ON THE INTERNET

User actions on a computer are recorded in the operating system. The following information is saved:

- Details of search queries entered by users and websites visited
- Information about started applications, as well as opened and saved files
- Microsoft Windows event log entries
- Other information about user activity

Intruders and unauthorized persons may be able to gain access to private information contained in data on past user actions.

Kaspersky Small Office Security includes the Privacy Cleaner Wizard, which cleans up traces of user activity in the operating system.

➧ *To run the Privacy Cleaner Wizard:*

1. Open the main application window.
2. In the lower part of the main window, click the **Show Additional Tools** link. The **Tools** window opens.
3. In the left part of the **Tools** window, click the **Privacy Cleaner** link to run the Privacy Cleaner Wizard.

The Wizard consists of a series of pages (steps), which you can navigate through by clicking the **Back** and **Next** buttons. To close the Wizard after it finishes, click the **Finish** button. To stop the Wizard at any stage, click the **Cancel** button.

Let us review the steps of the Wizard in more detail.

Step 1. Starting the Wizard

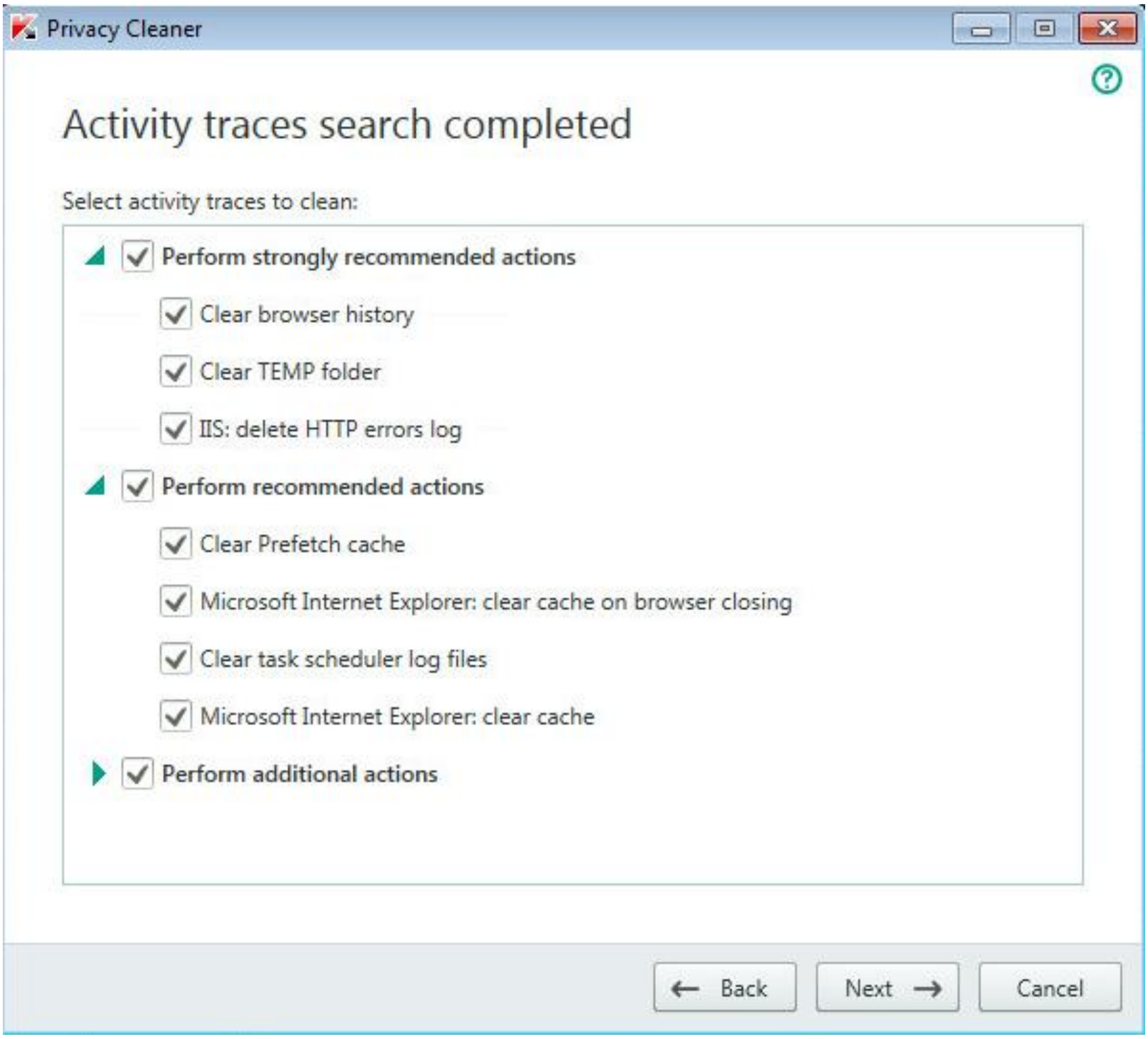
Make sure that the **Search for user activity traces** check box is selected. Click the **Next** button to start the Wizard.

Step 2. Activity traces search

This Wizard searches for traces of activity on your computer. The search may take a while. When the search is complete, the Wizard proceeds automatically to the next step.

Step 3. Selecting Privacy Cleaner actions

When the search is complete, the wizard informs you about the detected activity traces and asks about the actions to take for elimination of these activity traces (see the following figure).



Activity traces search completed

Select activity traces to clean:

- ☑ Perform strongly recommended actions
  - ☑ Clear browser history
  - ☑ Clear TEMP folder
  - ☑ IIS: delete HTTP errors log
- ☑ Perform recommended actions
  - ☑ Clear Prefetch cache
  - ☑ Microsoft Internet Explorer: clear cache on browser closing
  - ☑ Clear task scheduler log files
  - ☑ Microsoft Internet Explorer: clear cache
- ☑ Perform additional actions

Figure 6. Activity traces detected and recommendations on eliminating them

To view the actions within a group, click the ▸ icon to the left of the group name.

To make the Wizard perform a certain action, to the left of an action, select the corresponding check box. By default, the Wizard performs all recommended and strongly recommended actions. If you do not want to perform a certain action, clear the check box next to it.

It is strongly recommended that you not clear the check boxes selected by default, as doing so will leave your computer vulnerable to threats.

After you define the set of actions for the Wizard to perform, click the **Next** button.

Step 4. Privacy Cleaner

The Wizard performs the actions selected during the previous step. Elimination of activity traces may take some time. To clean up certain activity traces, it may be necessary to restart the computer; if so, the Wizard notifies you.

When the clean-up is complete, the Wizard proceeds automatically to the next step.

Step 5. Wizard completion

Click the **Finish** button to close the Wizard.

CONTROLLING USERS' ACTIVITY ON THE COMPUTER AND ON THE INTERNET

This section provides information about how to control users' actions on the computer and on the Internet by using Kaspersky Small Office Security.

IN THIS SECTION

USING WEB POLICY MANAGEMENT

Web Policy Management allows monitoring actions performed by users on the local computer and online. You can use Web Policy Management to restrict access to Internet resources and applications, as well as view reports on users' activities.

Internet users face multiple threats:

- Loss of time and / or money when visiting chat rooms, gaming resources, online stores, and auctions
- Access to websites featuring pornography, extremism, firearms, drug abuse, and explicit violence
- Downloading of files infected with malware
- contacts with criminals that can obtain confidential information from employees by using fraud or otherwise.

Web Policy Management allows you to reduce the risks posed by computer and Internet use. To this end, the following component functions are used:

- Limiting the time for computer and Internet use.
- Creating lists of allowed and blocked applications, as well as temporarily restricting use of allowed applications.
- Creating lists of allowed and blocked websites and selectively blocking categories of websites with inappropriate content.
- Enabling safe search mode on search engines (links to websites with questionable content are not displayed in search results).

- Restricting file downloads from the Internet.
- Creating lists of contacts that are allowed or blocked for communication via instant messaging (IM) clients and social networks.
- Viewing logs of messages exchanged via IM clients and social networks.
- Blocking transmission of certain data.
- Searching for specified keywords in message logs.

All these restrictions can be enabled independently from one another, which allows you to flexibly configure Web Policy Management for various users. For each account, you can view reports on events in the controlled categories that have been logged during the selected period.

> Web Policy Management is unavailable if Kaspersky Small Office Security is installed on a file server.

PROCEEDING TO THE WEB POLICY MANAGEMENT SETTINGS

➧ *To go to the Web Policy Management settings:*

1. Open the main application window.
2. In the main application window, click the **Web Policy Management** button.
3. When you open the **Web Policy Management** window for the first time, the application prompts you to set a password to protect Web Policy Management settings. Select one of the following options:
   - If you want to password-protect access to Web Policy Management settings, fill in the **Password** and **Confirm** fields and click the **Continue** button.
   - If you do not want to password-protect access to Web Policy Management settings, click the **Skip** link to continue to the Web Policy Management settings.

   The **Web Policy Management** window opens.
4. Select a user account and click the **Configure restrictions** link to open the Web Policy Management settings window.

CONTROLLING COMPUTER USE

Web Policy Management allows you to limit the amount of time spent by the user at the computer. You can specify a time interval during which Web Policy Management should block access to the computer (bedtime), as well as a daily time limit on total computer use. You can specify different limit amounts for weekdays and for weekends.

➧ *To configure time limits on computer use:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).
2. In the Web Policy Management settings window, select the **Computer** section.
3. To specify a time interval during which Web Policy Management will block access to the computer, in the **Weekdays** and **Weekends** sections, select the **Block access from** check box.

4. In the drop-down list next to the **Block access from** check box, specify the block start time.

5. In the **to** drop-down list, specify the block end time.

   You can also set up a schedule of computer use by using a table. To view the table, click the 🕓 📅 button.

   Web Policy Management blocks the user's access to the computer during the specified time interval.

6. To set a time limit on total computer use during the day, in the **Weekdays** and **Weekends** sections, select the **Allow access for no longer than** check box and, from the drop-down list next to the check box, select a time interval.

   Web Policy Management blocks the user's access to the computer when the total computer use during a day exceeds the specified amount of time.

7. To set up breaks in the user's sessions of computer use, in the **Time breaks** section, select the **Take a break every** check box and then, from the drop-down lists next to the check box, select values for the frequency of breaks (for example, every hour) and their length (for example, 10 minutes).

8. In the **Web Policy Management** window, activate the **Web Policy Management** switch located next to the user account.

Web Policy Management blocks the user's access to the computer in accordance with the new settings.

CONTROLLING INTERNET USE

By using Web Policy Management, you can limit time spent on the Internet and prohibit users from accessing certain categories of websites or specified websites. You can also prohibit the user from downloading files of certain types (such as archives or videos) from the Internet.

➧ *To set a time limit on Internet use:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).

2. In the Web Policy Management settings window, select the **Internet** section.

3. If you want to limit the total time for Internet use on weekdays, in the **Internet access restriction** section select the **Restrict access on weekdays to <HH:MM> hours per day** check box and then, from the drop-down list next to the check box, select a value for the time limit.

4. If you want to limit the total time for Internet use on weekends, select the **Restrict access on weekends to <HH:MM> hours per day** check box and then, from the drop-down list next to the check box, select a value for the time limit.

5. In the **Web Policy Management** window, activate the **Web Policy Management** switch located next to the user account.

Web Policy Management will limit the total amount of time spent on the Internet by the user, in accordance with the values that you have specified.

➧ *To restrict visits to specific websites:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).

2. In the Web Policy Management settings window, select the **Internet** section.

3. To keep adult content from being displayed in search results, in the **Control Web Browsing** section select the **Enable Safe Search** check box.

When you search for information on such websites as Google™, YouTube™ (only for users who have not signed in to the youtube.com website under their account), Bing®, Yahoo!™, Mail.ru, VKontakte, and Yandex, no adult content will be displayed in the search results.

4. To block access to websites of certain categories:

    a. In the **Control Web Browsing** section, select the **Block access to the following websites** check box.

    b. Select **Adult websites** and click the **Select categories of websites** link to open the **Block access to website categories** window.

    c. Select the check boxes next to categories of websites that you want to block.

       Web Policy Management will block all of the user's attempts to open a website if its contents are classified as belonging to any of the blocked categories.

5. To block access to specific websites:

    a. In the **Control Web Browsing** section, select the **Block access to the following websites** check box.

    b. Select **All websites except for exclusions allowed in the list** and click the **Add exclusions** link to open the **Exclusions** window.

    c. In the lower part of the window, click the **Add** button.

       The **Add new website** window opens.

    d. Enter the address of a website to which you want to prohibit visits, by filling in the **URL mask** field.

    e. In the **Scope** section, define the scope of what you want to block: the entire website or the specified web page only.

    f. If you want to block the specified website, in the **Action** section, select **Block**.

    g. Click the **Add** button.

    The specified website appears in the list in the **Exclusions** window.

6. In the **Web Policy Management** window, activate the **Web Policy Management** switch located next to the user account.

Web Policy Management will block all of the user's attempts to open any listed website, in accordance with the current settings.

➧ *To prohibit downloading certain types of files from the Internet:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).

2. In the Web Policy Management settings window, select the **Internet** section.

3. In the **Block file downloading** section, select the check boxes next to file types for which you want to block downloads.

4. In the **Web Policy Management** window, activate the **Web Policy Management** switch located next to the user account.

Web Policy Management will block downloads of files of the specified types from the Internet.

APPLICATION STARTUP CONTROL

You can use Web Policy Management to prohibit the user from starting specified applications (such as games or IM clients) or limit the time allowed for using applications.

➧ *To restrict startup of a specific application:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).

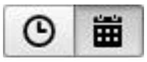
2. In the Web Policy Management settings window, select the **Applications** section.

3. In the lower part of the window, click the **Add application to list** link to open the **Open** dialog box and select the executable file of an application.

   The selected application appears in the list in the **Block specified applications** section. Kaspersky Small Office Security automatically adds the application to a certain category, for example, *Games*.

4. If you want to block an application, select the check box next to the name of the application in the list. You can also block all applications that belong to a specified category by selecting the check box next to the name of that category on the list (for example, you can block the *Games* category).

5. If you want to restrict how long an application is used, select an application or a category of applications from the list and click the **Configure rules** link to open the **Application usage restriction** window.

6. If you want to set a time limit on use of an application on weekdays and weekends, in the **Weekdays** and **Weekends** sections, select the **Allow access for no longer than** check box and, in the drop-down list specify the number of hours that the user is allowed to use the application each day. You can also specify the time when the user is allowed / prohibited to use the application, by using a table. To view the table, click the  button.

7. If you want to set pauses in use of an application, in the **Time breaks** section, select the **Take a break every** check box and, from the drop-down lists, select values for the break frequency and length.

8. Click the **Save** button.

9. In the **Web Policy Management** window, activate the **Web Policy Management** switch located next to the user account.

Web Policy Management will apply the specified restrictions when the user accesses the application.

CONTROLLING MESSAGING ON SOCIAL NETWORKS

By using Web Policy Management, you can view a user's messaging over social networks and IM clients, as well as block messaging with specified contacts.

➧ *To configure monitoring of a user's messaging:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).

2. In the Web Policy Management settings window, select the **Communication** section.

3. To view messaging logs and, if necessary, block specified contacts:

   a. Select **Block messaging with all contacts except contacts that are allowed**.

   b. Click the **Known contacts** link to open the **Messaging report** window.

c. View contacts with whom the user has been messaging. You can display specified contacts in the window by using one of the following methods:

- To view logs of the user's messaging over a specific social network or an IM client, in the left part of the window, select the required item from the drop-down list.
- To view contacts with whom the user has been writing most actively, in the drop-down list in the right part of the window, select **By number of messages**.
- To view contacts with whom the user has been communicating on a specified day, in the drop-down list in the right part of the window, select **By date of messaging**.

d. To view the user's messaging with a specified contact, click the contact in the list.

The **Messaging log** window opens.

e. If you want to block the user's messaging with the selected contact, click the **Block messaging** button.

4. In the **Web Policy Management** window, activate the **Web Policy Management** switch located next to the user account.

Web Policy Management will block exchange of messages between the user and the selected contact.

MONITORING MESSAGE CONTENTS

By using Web Policy Management, you can monitor and prohibit the user's attempts to insert specified private data (such as names, phone numbers, banking card numbers) and keywords (such as obscene words) into messages.

➧ *To configure control of private data transfer:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).
2. In the Web Policy Management settings window, select the **Content Control** section.
3. In the **Private data transfer control** section, select the **Block private data transfer to third parties** check box.
4. Click the **Edit list of private data** link to open the **Private data list** window.
5. In the lower part of the window, click the **Add** button.

   A window opens for adding private data.
6. Select a type of private data (for example, "phone number") by clicking the corresponding link or enter a description in the **Field name** field.
7. Specify private data (such as your last name or phone number) in the **Value** field.
8. Click the **Add** button.

   The private data is listed in the **Private data list** window.
9. In the **Web Policy Management** window, activate the **Web Policy Management** switch located next to the user account.

Web Policy Management will monitor and block the user's attempts to use the specified private data in messaging over IM clients and on websites.

➧ *To configure Keyword Control for messages:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).
2. In the Web Policy Management settings window, select the **Content Control** section.
3. In the **Keyword Control** section, select the **Enable Keyword Control** check box.
4. Click the **Edit list of key words** link to open the **Keyword Control** window.
5. In the lower part of the window, click the **Add** button.

   A window opens for adding a keyword.
6. Enter a key phrase in the **Value** field and click the **Add** button.

   The specified key phrase appears in the list of keywords in the **Keyword Control** window.
7. In the **Web Policy Management** window, activate the **Web Policy Management** switch located next to the user account.

Web Policy Management will block transmission of messages that contain the specified key phrase, both during messaging over the Internet and in IM clients.

VIEWING THE REPORT ON A USER'S ACTIVITY

You can access reports on the activity of each user account that is controlled by Web Policy Management, with separate reporting on each category of controlled events.

➧ *To view a report on the activity of a controlled user account:*

1. Go to the Web Policy Management settings window (see the section "Proceeding to the Web Policy Management settings" on page 67).
2. Select a user account and click the **View report** link to go to the reports window.
3. In the section with the relevant type of restriction (for example, **Internet** or **Communication**), open the report on monitored actions by clicking the **Details** link.

The window displays a report on monitored actions of the user.

REMOTE MANAGEMENT OF COMPUTER PROTECTION

This section provides information on remote management of computer protection at your organization via the portal of Kaspersky Small Office Security Management Console.

IN THIS SECTION

ABOUT REMOTE MANAGEMENT OF COMPUTER PROTECTION

If Kaspersky Small Office Security is installed on computers at your organizations, you can manage protection of such computers remotely. Computer protection can be managed remotely via the portal of Kaspersky Small Office Security Management Console.

The sequence for configuring remote management of computers is as follows:

1. Registering an administrator account on My Kaspersky portal (http://center.kaspersky.com).
2. Registering a license for Kaspersky Small Office Security on My Kaspersky portal (http://center.kaspersky.com).

   Once the license has been registered, the user with the administrator account obtains access to the portal of Kaspersky Small Office Security Management Console.
3. Connect computers (see the section "Connecting the computer to the Kaspersky Small Office Security Management Console portal" on page 74) whose protection you want to manage remotely to the portal of Kaspersky Small Office Security Management Console under the administrator account.
4. Logging on to the portal of Kaspersky Small Office Security Management Console under the administrator account.

The portal of Kaspersky Small Office Security Management Console lets you perform the following tasks vital to computer security at your organization:

- View the list of computer security problems and fix them remotely
- Scan the computer for viruses and other threats
- Update databases and application modules
- Configure Kaspersky Small Office Security components

If a computer scan is started from the portal of Kaspersky Small Office Security Management Console, Kaspersky Small Office Security processes objects that are detected automatically without your involvement. On detecting a virus or other threat, Kaspersky Small Office Security attempts to perform disinfection without rebooting the computer. If disinfection without restarting the computer is impossible, the list of computer security problems the portal of Kaspersky Small Office Security Management Console shows a message to the effect that the computer needs restarting to perform disinfection.

CONNECTING THE COMPUTER TO THE KASPERSKY SMALL OFFICE SECURITY MANAGEMENT CONSOLE PORTAL

➡ *To connect a computer to the portal of Kaspersky Small Office Security Management Console.*

1. Create an administrator account on My Kaspersky portal (http://center.kaspersky.com).
2. Register a license for Kaspersky Small Office Security on My Kaspersky portal (http://center.kaspersky.com).

   Once the license has been registered, the user with the administrator account obtains access to the portal of Kaspersky Small Office Security Management Console.
3. Install Kaspersky Small Office Security on the computer whose protection you want to manage.
4. Open the main application window.
5. Click the **Management Console** button.
6. In the **Management Console** window, click the **Connect the computer to a portal** button.
7. Enter the administrator's password in the **Password protection** window. This step is present if protection of access to application management is enabled (see the section "Password-protecting access to Kaspersky Small Office Security management functions" on page 92).

   The logon form of the portal of Kaspersky Small Office Security Management Console loads in the **Management Console** window, unless you have already logged on.
8. Fill out the fields of the connection form and log on to the portal of Kaspersky Small Office Security Management Console.

The portal of Kaspersky Small Office Security Management Console with the **Devices** section opens in the browser window by default. You can now manage protection of this computer remotely via the portal of Kaspersky Small Office Security Management Console.

HANDLING UNKNOWN APPLICATIONS

Kaspersky Small Office Security helps to minimize the risk associated with using unknown applications (such as the risk of infection with viruses and other malware and unwanted changes to operating system settings).

Kaspersky Small Office Security includes components and tools that allow checking an application's reputation and controlling its activities on your computer.

IN THIS SECTION

CHECKING APPLICATION REPUTATION

Kaspersky Small Office Security allows you to verify the reputation of applications with users all over the world. The reputation of an application comprises the following criteria:

- Name of the vendor
- Information about the digital signature (if the application is digitally signed)
- Information about the group to which the application has been assigned by Application Control or most users of Kaspersky Security Network
- Number of users of Kaspersky Security Network who use the application (available if the application has been included in the Trusted group in the Kaspersky Security Network database)
- Time at which the application become known to Kaspersky Security Network
- Countries in which the application is the most widespread

Checking of application reputation is available if you have agreed to participate in Kaspersky Security Network.

➧ *To learn the reputation of an application:*

Open the context menu of the application's executable file and select **Check reputation in KSN** (see the following figure).

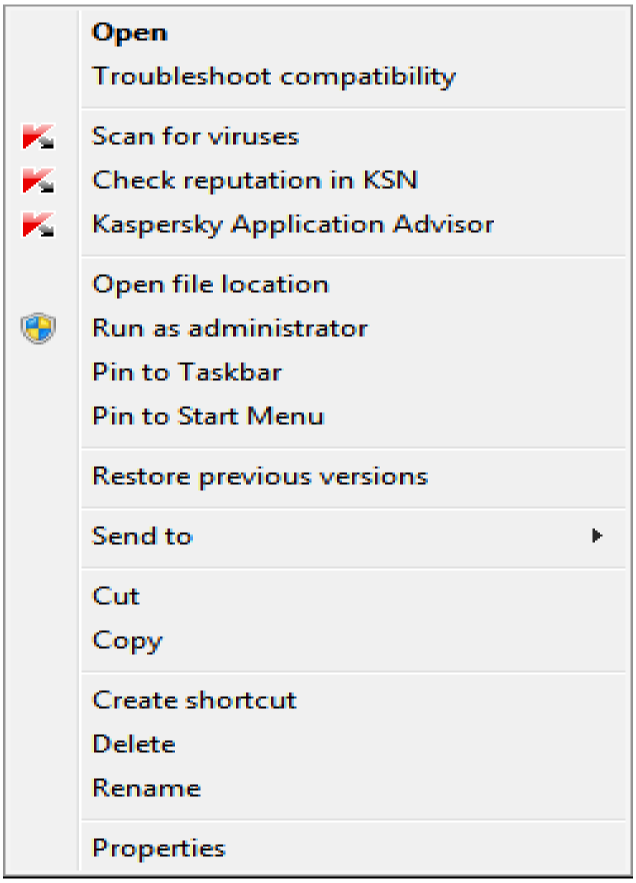


Figure 7. Object context menu

A window opens, containing information about the reputation of the application in KSN.

SEE ALSO:

Participating in Kaspersky Security Network (KSN) 99

CONTROLLING APPLICATION ACTIVITY ON THE COMPUTER AND ON THE NETWORK

Application Control prevents applications from performing actions that may be dangerous for the operating system and controls access to operating system resources and your personal data.

Application Control tracks actions performed in the operating system by applications installed on the computer and regulates them based on rules. These rules restrict suspicious activity of applications, including access by applications to protected resources, such as files and folders, registry keys, and network addresses.

On 64-bit operating systems, applications' rights for the following actions cannot be configured:

- Direct access to physical memory

- Printer driver management
- Service creation
- Service reading
- Service editing
- Service reconfiguration
- Service management
- Service start
- Service removal
- Access to internal browser data
- Access to critical objects of the operating system
- Access to password storage
- Debugger rights setup
- Use of program interfaces of the operating system
- Use of program interfaces of the operating system (DNS)

On 64-bit Microsoft Windows 8, applications' rights for the following actions cannot be configured:

- Sending of window messages to other processes
- Suspicious operations
- Installation of interceptors
- Interception of inbound stream events
- Making of screenshots

Applications' network activity is controlled by the Firewall component.

When an application is started on the computer for the first time, Application Control checks the safety of the application and assigns it to a group (Trusted, Untrusted, High Restricted, or Low Restricted). The group defines the rules that Kaspersky Small Office Security applies for controlling the activity of the application.

Kaspersky Small Office Security assigns applications to trust groups (Trusted, Untrusted, High Restricted, or Low Restricted) only if Application Control or Firewall is enabled, and also when both these components are enabled. If both these components are disabled, the functionality that assigns applications to trust groups does not work.

You can edit application control rules manually.

CONFIGURING APPLICATION CONTROL

➧ *To configure Application Control:*

1. Open the main application window of Kaspersky Small Office Security.
2. In the lower part of the main window, click the **Show Additional Tools** link. The **Tools** window opens.
3. In the **Tools** window, click the **Application Control** link to open the **Application Control** window.
4. In the **Application Control** window, in the **Applications** section, click the **Manage applications** link to open the **Manage applications** window.
5. In the list, select the relevant application and double-click it to open the **Application rules** window.

   The **Application rules** window opens.

6. Specify application control rules:

   - To configure the rules for access by an application to operating system resources:

     a. On the **Files and system registry** tab, select the relevant resource category.

     b. Right-click the column with an available action for the resource (**Read**, **Write**, **Delete**, or **Create**) to open the context menu. In the context menu, select the relevant item (**Allow**, **Deny**, **Action**, or **Inherit**).

   - To configure the rights of an application to perform various actions in the operating system:

     a. On the **Rights** tab, select the relevant category of rights.

     b. Right-click the **Permission** column to open the context menu. In the context menu, select the relevant item (**Allow**, **Deny**, **Action**, or **Inherit**).

   - To configure the rights of an application to perform various actions on the network:

     a. On the **Network rules** tab, click the **Add** button.

     The **Network rule** window opens.

     b. In the window that opens, specify the required rule settings and click **Save**.

     c. Assign a priority to the new rule by clicking the **Up** and **Down** buttons to move it up or down in the list.

   - To exclude certain actions from the restrictions of Application Control, on the **Exclusions** tab, select the check boxes for actions that you do not want to be controlled.

7. Click the **Save** button.

   All exclusions created in the rules for applications are accessible in the Kaspersky Small Office Security settings window, in the **Threats and Exclusions** section.

Application Control monitors and restricts the actions of the application in accordance with the specified settings.

ABOUT APPLICATIONS' ACCESS TO THE WEBCAM

Criminals may attempt to obtain unauthorized access to your webcam by means of dedicated software. Kaspersky Small Office Security blocks unauthorized access to the webcam and notifies you that access has been blocked. By default, Kaspersky Small Office Security blocks access to the webcam for applications that have been included in the High Restricted or Untrusted groups.

You can allow access to the webcam for applications (see the section "Allowing application access to the webcam" on page 80) included in the High Restricted and Untrusted groups, in the Application Control settings window. If an application from the Low Restricted trust group attempts to connect to the webcam, Kaspersky Small Office Security displays a notification and prompts you to decide whether to provide that application with access to the webcam.

If a webcam access attempt is made by an application that is denied access by default, Kaspersky Small Office Security shows a notification. The notification shows information to the effect that an application installed on the computer (such as Skype™) is currently receiving video data from the webcam. In the notification drop-down list, you can block the application from accessing the webcam or proceed to configure the settings of application access to the webcam (see the section "Configuring the settings of application access to the webcam" on page 79). This notification is not displayed if applications are already running in full-screen mode on your computer.

In the drop-down list of the notification about video data received by the application, you can also choose to **Hide this notification** or proceed to configure notification display settings (see the section "Configuring the settings of application access to the webcam" on page 79).

By default, Kaspersky Small Office Security allows webcam access to applications that require your permission if the application's GUI is still being loaded, unloaded, or not responding, and you cannot allow access manually.

Webcam protection has the following features and limitations:

- The application restricts video and still images derived from processing of webcam data.
- Kaspersky Small Office Security controls only webcams connected via USB or IEEE1394 that are displayed in Windows Device Manager as Imaging Devices.

To view the list of supported webcams, click this link http://support.kaspersky.com/11757.

To activate protection against unauthorized access to the webcam, the Application Control component must be enabled.

This functionality is unavailable if Kaspersky Small Office Security is installed on a file server.

CONFIGURING THE SETTINGS OF APPLICATION ACCESS TO THE WEBCAM

To configure the settings of application access to the webcam:

1. Open the main application window.
2. In the lower part of the main window, click the **Settings** link to open the **Settings** window.
3. In the **Protection** section, in the right part of the window select the **Webcam access** component.

4. Configure the settings of access to the webcam of your computer:

   - To block all applications from accessing the webcam, select the **Block access to webcam for all applications** check box.
   - To receive notifications when the webcam is used by an application that is allowed to do so, select the **Show notification when the webcam is in use by an application for which webcam access is allowed** check box.
   - To allow webcam access for all applications, in the **Settings** window on the **Protection** tab disable **Webcam access**.

ALLOWING APPLICATION ACCESS TO THE WEBCAM

➧ *To allow an application to access the webcam:*

1. Open the main application window.
2. In the lower part of the main window, click the **Show Additional Tools** link. The **Tools** window opens.
3. In the **Tools** window, click the **Application Control** link to open the **Application Control** window.
4. In the **Application Control** window, in the **Applications** section, click the **Manage applications** link to open the **Manage applications** window.
5. In the list, select the application for which you want to allow webcam access. Double-click the application to open the **Application rules** window.
6. In the **Application rules** window, go to the **Rights** tab.
7. In the list of rights categories, select **System modification** → **Suspicious system modifications** → **Access webcam**.
8. Right-click the **Permission** column to open the context menu and select **Allow**.
9. Click the **Save** button.

The selected application will be allowed access to the webcam.

FILE SHREDDER

Added security of personal data is ensured by protecting deleted information against unauthorized recovery by hackers.

Kaspersky Small Office Security contains a permanent data deletion tool that makes data recovery using standard software tools impossible.

Kaspersky Small Office Security makes it possible to delete data without the possibility to recover it from the following data media:

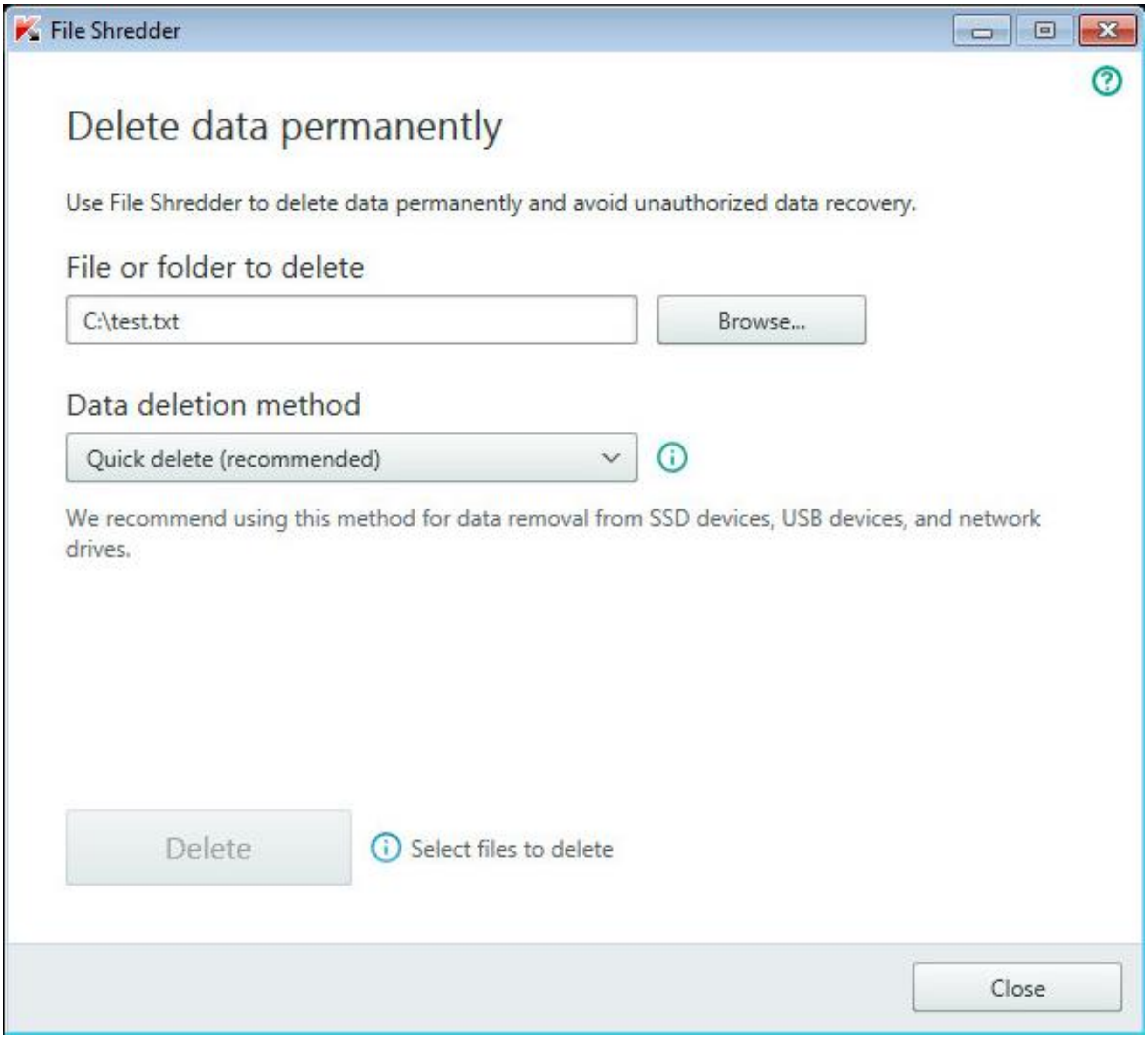
- Local and network drives. Deletion is possible if you have the rights required for writing and deleting data.
- Removable drives or other devices that are recognized as removable drives (such as floppy disks, flash memory cards, USB disks, or cell phones). Data can be deleted from a flash memory card if its mechanical protection from rewriting is disabled.

You can delete the data that you can access under your personal account. Before deleting data, make sure that it is not used by running applications.

➧ *To delete data permanently:*

1. Open the main application window.
2. In the lower part of the main window, click the **Show Additional Tools** link. The **Tools** window opens.

3. In the **Tools** window, click the **File Shredder** link to open the **File Shredder** window (see figure below).



File Shredder

Delete data permanently

Use File Shredder to delete data permanently and avoid unauthorized data recovery.

File or folder to delete

C:\test.txt

Data deletion method

Quick delete (recommended)

We recommend using this method for data removal from SSD devices, USB devices, and network drives.

Select files to delete

*Figure 8. **File Shredder** window*

4. Click the **Browse** button, and in the **Select folder** window that opens select the folder or file to be deleted permanently.

> Deletion of system files and folders may cause operating system malfunctions.

5. In the **Data deletion method** drop-down list, select the requisite data deletion algorithm.

> To delete data from SSD and USB devices, as well as from network drives, it is recommended to apply **Quick delete** or **GOST R 50739-95 method**. Other deletion methods can harm the SSD or USB device or the network drive.

6. Click the **Remove** button.

7. In the deletion confirmation window that opens, click **Yes**. If some files are not deleted, try to delete them again by clicking the **Retry** button in the window that opens. To select another folder to delete, click the **Finish** button.

UNUSED DATA CLEANER

This section provides instructions on removing temporary and unused files.

IN THIS SECTION

ABOUT CLEANING UP UNUSED DATA

The operating system accumulates temporary or unused files over time. These files may use up a lot of disk space, thus impairing system performance, and may also be exploited by malware.

The temporary files are created at the launch of any applications or operating systems. But some of them remain undeleted even after you close the application or operating system. Kaspersky Small Office Security comes with Unused Data Cleaner.

Unused Data Cleaner can detect and remove the following files:

- System event logs, where the names of all active applications are recorded
- Event logs of various applications or update utilities (such as Windows Updater)
- System connection logs
- Temporary files of Internet browsers (cookies)
- Temporary files remaining after installation / removal of applications
- Recycle Bin contents
- Files in the Temp folder, whose volume may grow up to several gigabytes

Besides the deletion of unused files from the system, the wizard deletes files which may contain confidential data (passwords, user names, registration form data). However, for complete deletion of such data, we recommend using the Privacy Cleaner Wizard.

CLEANING UP UNUSED DATA

➡ *To launch the Unused Data Cleaning Wizard:*

1. Open the main application window.
2. In the lower part of the main window, click the **Show Additional Tools** link. The **Tools** window opens.
3. In the window that opens, click the **Unused Data Cleaner** link to launch the Unused Data Cleaning Wizard.

The Wizard consists of a series of pages (steps), which you can navigate through by clicking the **Back** and **Next** buttons. To close the Wizard after it finishes, click the **Finish** button. To stop the Wizard at any stage, click the **Cancel** button.

Let us review the steps of the Wizard in more detail.

Step 1. Starting the Wizard

The first page of the Wizard shows information about the clean-up of unused data.

Click the **Next** button to start the Wizard.

Step 2. Searching for unused data

The Wizard searches the computer for unused data. The search may take a while. Once the search is complete, the Wizard proceeds automatically to the next step.

Step 3. Selecting actions to delete unused data

After the search for unused data has been completed, a window displaying the list of actions opens.

To make the Wizard perform a certain action, to the left of an action, select the corresponding check box. By default, the Wizard performs all recommended and strongly recommended actions. If you do not want to perform a certain action, clear the check box next to it.

Clearing the check boxes that are selected by default is not recommended. This may jeopardize the safety of your computer.

After you define the set of actions for the Wizard to perform, click the **Next** button.

Step 4. Cleaning up unused data

The Wizard performs the actions selected during the previous step. The clean-up of unused data may take some time.

After the clean-up of unused data has been completed, the Wizard automatically proceeds to the next step.

While the Wizard is running, some files (such as the Microsoft Windows log file and Microsoft Office event log) may be in use by the operating system. In order to delete these files the wizard will suggest that you restart the operating system.

Step 5. Wizard completion

Click the **Finish** button to close the Wizard.

BACKUP AND RESTORE

This section provides information about data backup.

IN THIS SECTION

ABOUT BACKUP AND RESTORE

Data backup is needed to protect your data against loss when your computer malfunctions or gets stolen, or when it is deleted accidentally or corrupted by hackers.

To back up data, create (see the section "Creating a backup task" on page 85) and start (see the section "Starting a backup task" on page 88) a backup task. The task can be started automatically according to schedule or manually. The application also lets you view information about completed backup tasks.

It is recommended to save backup copies of data on removable drives or in Online storage.

Kaspersky Small Office Security lets you use the following storage types for creating backup copies:

- Local drive
- Removable drive (e.g., an external hard drive)
- Network drive
- FTP server
- Online storage (see the section "About Online storage" on page 89)

CREATING A BACKUP TASK

➡ *To create a backup task:*

1. Open the main application window.
2. Click the **Backup and Restore** button.
3. In the **Backup and Restore** window that opens, perform the following operations:
   - Click the **Select files to back up** button if no backup task has been created yet.

- Click the **Create backup copies of other files** button if you already have an existing backup task and wish to create a new one.

The Backup Task Creation Wizard launches.

The Wizard consists of a series of pages (steps), which you can navigate through by clicking the **Back** and **Next** buttons. To close the Wizard after it finishes, click the **Finish** button. To stop the Wizard at any stage, click the **Cancel** button.

Let us review the steps of the Wizard in more detail.

Select files

At this step of the Wizard, select the type of files or specify folders that you wish to back up:

- Select one of the preset file types (files from the My Documents and Desktop folders, photos and images, movies and videos, music files) to perform quick configuration. If you confirm this option, the wizard takes you straight to the **Select backup storage** step.
- Select the **Create backup copies of files in specified folders** option to manually specify folders that you want to back up.

Select folders to back up

If you have selected the **Create backup copies of files in specified folders** option at the previous step of the Wizard, click the **Add folder** button and select a folder in the **Select folder** window that opens or drag the folder into the application window.

Select the **Limit backup by file types** check box if you want to specify the categories of files to back up in the folders selected.

Select file types for backup

If you selected the **Limit backup by file types** check box at the previous step of the Wizard, in the next window select check boxes opposite the types of files that you wish to back up.

Select backup storage

At this step, select the a backup storage:

- **Online storage**. Select this option if you want to store backup copies in the Dropbox online storage. You have to activate Online storage before using it (see the section "Online storage activation" on page 89). When you back up data in Online storage, Kaspersky Small Office Security does not create backup copies of data of the types that are subject to restrictions by Dropbox usage rules.
- **Local drive**. If you wish to store backup copies on a local drive, select the relevant local drive in the list.
- **Network storage**. If you wish to store backup copies in a network storage, select the relevant network storage in the list.
- **Removable drive**. If you wish to store backup copies on a removable drive, select the relevant removable drive in the list.

To ensure data security, we recommend using the Online storage or creating backup storages on removable drives.

➡ *To add a network storage:*

1. Click the **Add network storage** link to open the **Add network storage** window and select the type of network storage: network drive or FTP server.

2. Specify the data required for connecting to the network storage.
3. Click **OK**.

➧ *To add a removable drive as a backup storage:*

1. Click the **Connect existing storage** link to open the **Connect storage** window.
2. Select the **Removable drive** section.
3. Click the **Browse** button, and in the window that opens specify the removable drive on which you wish to save backup copies of files.

Select the **Use extended settings for storage** check box to configure file storage settings, such as the number of versions of backup copies of files stored and the duration of storage of backup copies.

Creating a backup schedule

Do one of the following at this step of the Wizard:

- Specify the backup task schedule if you want the backup task to start automatically.
- In the **Run backup** list, select the **on demand** option if you wish to start the task manually.

Setting a password to protect backup copies

Select the **Enable password protection** check box and fill out the **Password for access to backup copies** and **Confirm password** fields to protect access to backup copies with a password.

File versions storage settings

This step is available if the **Use extended settings for storage** check box was selected at the previous step.

Configure file storage settings:

- Select the **Restrict the number of versions of backup copies** check box, and in the **Versions of backup copies to store** field specify the number of versions of backup copies of one file to be stored.
- Select the **Restrict storage period for versions of backup copies** check box, and in the **Keep old versions of backup copies for** field specify the number of days that each file version of a backup copy should be stored.

Entering the backup task name

Do the following at this step:

1. Enter the backup task name.
2. Select the **Run backup upon wizard completion** check box to start the backup process automatically when the wizard finishes.

Wizard completion

Click the **Finish** button.

A backup task is created. The task you have created appears in the **Backup and Restore** window.

STARTING A BACKUP TASK

➧ *To start a backup task:*

1. Open the main application window.
2. Click the **Backup and Restore** button.
3. In the **Backup and Restore** window that opens, select a backup task and click the **Run backup** button.

The backup task is started.

RESTORING DATA FROM A BACKUP COPY

➧ *To restore data from a backup copy:*

1. Open the main application window.
2. Click the **Backup and Restore** button.
3. Do one of the following:
   - Click the **Restore files** button opposite the relevant backup task.
   - Click the **Manage storages** button to open a window and click the **Restore files** button opposite the relevant backup storage.
4. If a password was specified when the backup copy was created, enter this password in the **Enter password to access the storage** window.
5. In the **Backup date/time** drop-down list, select the date and time of creation of the backup copy.
6. Select check boxes opposite the folders that you wish to restore.
7. To restore only specific types of files, select these file types in the **File type** drop-down list.
8. Click the **Restore selected files** button.

   The **Restore files from backup copy** window opens.
9. Select one of the two options:
   - **Original folder**. If this option is selected, the application restores data to the original folder.
   - **Specified folder**. If this option is selected, the application restores data to the specified folder. Click the **Browse** button to select the folder to which you want to restore data.
10. In the **If file names conflict** drop-down list, select the action to be performed by the application when the name of the file being restored matches the name of the file already present in the destination folder.
11. Click the **Restore** button.

    The files selected for recovery will be restored from the backup copy and saved in the specified folder.

ABOUT ONLINE STORAGE

Kaspersky Small Office Security lets you save backup copies of your data in Online storage on a remote server via the Dropbox service.

To use Online storage:

- Make sure that the computer is connected to the Internet.
- Create an account on the website of the online data storage service provider.
- Activate Online storage.

You can use one and the same Dropbox account to back up data from different devices with Kaspersky Small Office Security installed to a single Online storage.

The Online storage size is determined by the provider of the online storage services, the Dropbox web service. See the Dropbox website https://www.dropbox.com for more details on the terms of use of the web service.

ONLINE STORAGE ACTIVATION

➧ *To activate Online storage:*

1. Open the main application window.
2. Click the **Backup and Restore** button.
3. In the **Backup and Restore** window that opens, perform the following operations:
   - Click the **Select files to back up** button if no backup task has been created previously
   - Click the **Create backup copies of other files** button if you already have a backup task.

   The Backup Task Creation Wizard (see the section "Creating a backup task" on page 85) launches.
4. In the data type selection window, select the data category or manually specify the files that you want to back up.
5. In the storage selection window, select the Online storage and click the **Activate** button.

   An Internet connection is required to create an Online storage.

   A Dropbox account login dialog opens.
6. In the window that opens, perform one of the following operations:
   - Complete registration if you are not a registered Dropbox user.
   - If you are a registered Dropbox user, log into your Dropbox account.
7. To finish Online storage activation, confirm that Kaspersky Small Office Security is allowed to use your Dropbox account for backing up and restoring data. Kaspersky Small Office Security places backup copies of saved data in a separate folder that is created in the Dropbox storage folder for applications.

   After Online storage activation has been completed, the storage selection window opens. It contains a selection of online storages to choose from. For the activated Online storage, the application shows the amount of used space and the amount of free space available for data storage.

STORING DATA IN DATA VAULTS

This section describes how to protect data using data vaults.

IN THIS SECTION

ABOUT A DATA VAULT

Data vaults are designed to protect your confidential data against unauthorized access. A *data vault* is a data storage on your computer that you can lock or unlock using the password that only you know. You have to enter the password to modify the files stored in a locked data vault.

If you lose or forget the password, you will not be able to recover your data.

Kaspersky Small Office Security uses the following data encryption algorithms to create data vaults: AES XTS 256 with an effective key length of 56 bits.

MOVING FILES TO A DATA VAULT

➧ *To place files in a data vault:*

1. Open the main application window.
2. Click the **Data Encryption** button.
3. In the **Data Encryption** window that opens, perform one of the following:
   - Click the **Create new data vault** if you do not have a data vault yet.
   - Click the **Create data vault** button if you have previously created a data vault.
4. Click the **Add files and folders to data vault** button to open the Explorer and specify the files that you want to place in the data vault.

   The selected files appear in the **Data Encryption** window.
5. Click the **Continue** button.
6. Enter the data vault name and specify its location or use the default values of these settings.
7. To be able to access the data vault quickly, select the **Create desktop shortcut for data vault** check box.
8. Click the **Continue** button.

9. Fill out the **Password** and **Confirm password** fields and click **Continue**.
10. Select what to do with the source copies of files outside the data vault:
    - To delete source copies of files outside the data vault, click **Remove**.
    - To keep source copies of files outside the data vault, click **Skip**.
11. Click the **Finish** button.

    The data vault you have created appears in **Your data vaults** list.
12. To lock the data vault, click the **Lock data vault** button.

    Data in a locked data vault becomes available only after a password is entered.

ACCESSING FILES STORED IN A DATA VAULT

➡ *To gain access to the data in a data vault:*

1. Open the main application window.
2. Click the **Data Encryption** button.
3. In the **Data Encryption** window that opens, click the **Open data vault** button next to the data vault you need.
4. Enter the password and click the **Open data vault in Windows Explorer** button.

Files stored in the data vault appear in the Explorer window. You can make the necessary changes to the files and lock the data vault again.

To unlock data vaults created using a previous version of the application, convert the old data vault format to the new format. The application prompts you to perform conversion when you attempt to open a data vault in Kaspersky Small Office Security.

Data vault conversion to the new format can take a long time depending on the data vault size.

PASSWORD-PROTECTING ACCESS TO KASPERSKY SMALL OFFICE SECURITY MANAGEMENT OPTIONS

A single computer may be shared by several users with various levels of experience and computer literacy. Unrestricted access of different users to Kaspersky Small Office Security and its settings may compromise the level of computer security.

To restrict access to the application, you can set an administrator password and specify the actions for which this password must be entered:

- Configuring the application settings.
- Quitting the application.
- Removing the application.

➧ *To password-protect access to control over Kaspersky Small Office Security:*

1. Open the main application window.
2. In the lower part of the main window, click the **Settings** link to go to the **Settings** section.
3. In the left part of the window, select the **General** section and click the **Set up password protection** link to open the **Password protection** window.
4. In the window that opens, fill in the **New password** and **Confirm password** fields.
5. In the **Password scope** group of settings, specify the application actions to which you want to restrict access.

A forgotten password cannot be recovered. If you have forgotten your password, contact Technical Support to recover access to Kaspersky Small Office Security settings.

PAUSING AND RESUMING COMPUTER PROTECTION

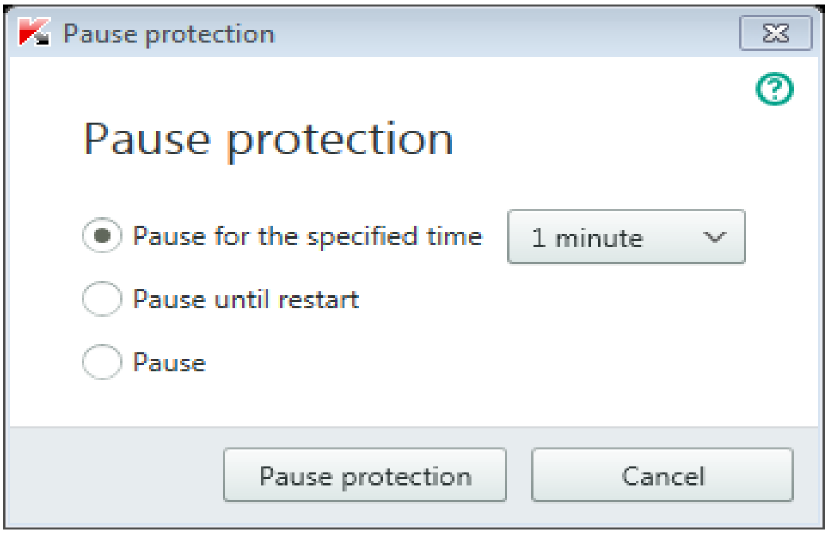
Pausing protection means temporarily disabling all protection components for some time.

When protection is paused or Kaspersky Small Office Security is not running, the activity of the applications running on your computer is monitored. Information about the results of monitoring of application activity is saved in the operating system. When Kaspersky Small Office Security is started again or protection is resumed, Kaspersky Small Office Security uses this information to protect your computer from malicious actions that may have been performed when protection was paused or when Kaspersky Total Security was not running. Information about the results of monitoring of application activity is stored indefinitely. This information is deleted if Kaspersky Small Office Security is removed from your computer.

To pause the protection of your computer:

1. In the taskbar notification area, in the context menu of the application icon, select **Pause protection**.

   The **Pause protection** window opens (see the following figure).



Pause protection

Pause protection

● Pause for the specified time: 1 minute

○ Pause until restart

○ Pause

Figure 9. Pause protection window

2. In the **Pause protection** window, select the time interval after which protection will be resumed:

   - **Pause for the specified time** – protection is enabled after expiration of the time interval selected from the drop-down list.
   - **Pause until restart** – protection is enabled after the application is started again or the operating system is restarted (if the application automatically starts on startup).
   - **Pause** – protection will be resumed when you decide to resume it.

To resume computer protection:

In the taskbar notification area, in the context menu of the application icon, select **Resume protection**.

RESTORING THE DEFAULT APPLICATION SETTINGS

You can restore the settings recommended by Kaspersky Lab for Kaspersky Small Office Security at any time. The settings can be restored using the *Application Configuration Wizard*.

When the Wizard completes its operation, the *Recommended* security level is set for all protection components. When restoring the recommended security level, you can save the values of previously specified settings for application components.

➡ *To run the Application Configuration Wizard:*

1. Open the main application window.
2. In the lower part of the window, click the **Settings** link.

   The window displays the **Settings** section.
3. Select the **General** section.

   The window displays the settings of Kaspersky Small Office Security.
4. In the lower part of the window, in the **Manage Settings** drop-down list, select **Restore settings**.

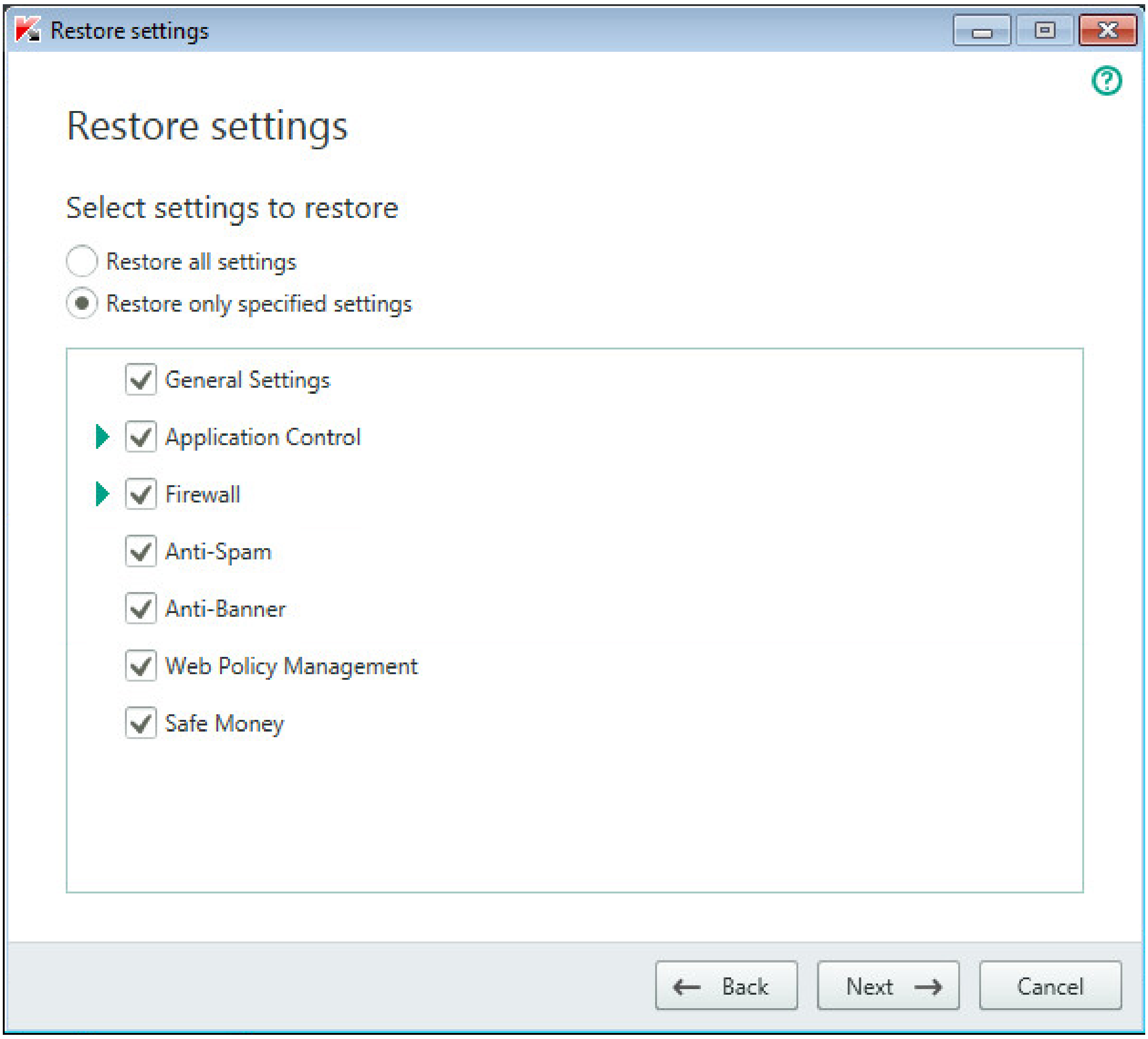
Let us review the steps of the Wizard in more detail.

Step 1. Starting the Wizard

Click the **Next** button to proceed with the Wizard.

Step 2. Restore settings

This Wizard window shows which Kaspersky Small Office Security protection components have settings that differ from the default value because they were either changed by the user or accumulated by Kaspersky Small Office Security through training (Firewall or Anti-Spam). If special settings have been created for any of the components, they are also shown in the window (see the following figure).



Restore settings

Select settings to restore

○ Restore all settings

● Restore only specified settings

☑ General Settings

☑ Application Control

☑ Firewall

☑ Anti-Spam

☑ Anti-Banner

☑ Web Policy Management

☑ Safe Money

Figure 10. Restore settings window

Special settings include lists of allowed and blocked phrases and addresses used by Anti-Spam, lists of trusted web addresses and ISP phone numbers, protection exclusion rules created for application components, and filtering rules applied by Firewall to packets and applications.

The special settings are created when working with Kaspersky Small Office Security with regard to individual tasks and security requirements. Kaspersky Lab recommends that you save your special settings when restoring the default application settings.

Select the check boxes for the settings that you want to save and click the **Next** button.

Step 3. Operating system analysis

At this stage, information about Microsoft Windows applications is searched for. These applications are added to the list of trusted applications. No restrictions are placed on the actions that trusted applications perform in the operating system.

Once the analysis is complete, the Wizard will automatically proceed to the next step.

Step 4. Finishing restoration

To close the Wizard after it completes its task, click the **Finish** button.

VIEWING THE APPLICATION OPERATION REPORT

Kaspersky Small Office Security maintains operation reports for each of the protection components. Using a report, you can obtain statistical information about the application's operation (for example, how many malicious objects have been detected and neutralized during a specified time period, how many times the application has been updated during the same period, how many spam messages have been detected, and much more). Reports are kept in encrypted format.

➧ *To view the application operation report:*

1. Open the main application window.
2. In the lower part of the main window, click the **Show Additional Tools** link. The **Tools** window opens.
3. In the **Tools** window, click the **Report** link to open the **Reports** window.

   The **Reports** window displays reports on application operation for the current day (in the left part of the window) and for a particular time period (in the right part of the window).
4. If you want to view a detailed report on application operation, in the upper part of the **Reports** window, click the **Detailed reports** link. The **Detailed Reports** window opens.

The **Detailed Reports** window displays data in the form of a table. For convenient viewing of reports, you can select various sorting options.

APPLYING THE APPLICATION SETTINGS ON ANOTHER COMPUTER

After you have configured the application, you can apply its settings to a copy of Kaspersky Small Office Security that is installed on another computer. As a result, the application will be configured identically on both computers.

The application settings are saved in a configuration file that you can move from one computer to another.

The settings of Kaspersky Small Office Security are moved from one computer to another in three steps:

1. Save the application settings to configuration file.
2. Move the configuration file to the other computer (for example, by email or on a removable disk).
3. Import the settings from the configuration file to the application copy that is installed on the other computer.

➧ *To export the application settings:*

1. Open the main application window.
2. In the lower part of the window, click the **Settings** link to open the **Settings** window.
3. In the **Settings** window, select the **General** section.
4. In the **Manage Settings** drop-down list, select **Export settings**.

   The **Save as** window opens.
5. Specify a name for the configuration file and click the **Save** button.

The application settings are now saved in the configuration file.

You can also export the application settings at the command prompt, by using the following command: avp.com EXPORT <file_name>.

➧ *To import settings into a copy of the application installed on another computer:*

1. On the other computer, open the main application window of Kaspersky Small Office Security.
2. In the lower part of the window, click the **Settings** link to open the **Settings** window.
3. In the **Settings** window, select the **General** section.
4. In the **Manage Settings** drop-down list, select **Import settings**.

   The **Open** window opens.
5. Specify a configuration file and click the **Open** button.

The settings are imported to the application that is installed on the other computer.

PARTICIPATING IN KASPERSKY SECURITY NETWORK (KSN)

Kaspersky Small Office Security uses cloud protection to make protection of your computer more effective. Cloud protection is implemented using the Kaspersky Security Network infrastructure that uses data received from users all over the world.

Kaspersky Security Network (KSN) is an infrastructure of online services that provides access to the Kaspersky Lab database with constantly updated information about the reputation of files, web resources, and software. The use of data from Kaspersky Security Network ensures faster responses by Kaspersky Small Office Security to new threats, improves the performance of some protection components, and reduces the likelihood of false positives.

Users' participation in Kaspersky Security Network allows Kaspersky Lab to promptly receive information about types and sources of new threats, develop solutions for neutralizing them, and minimize the number of false positives. Participation in Kaspersky Security Network lets you access reputation statistics for applications and websites.

If you participate in Kaspersky Security Network, you automatically send information about the configuration of your operating system and the start and completion time of processes in Kaspersky Small Office Security to Kaspersky Lab (see the section "About data provision" on page 33).

IN THIS SECTION

ENABLING AND DISABLING PARTICIPATION IN KASPERSKY SECURITY NETWORK

Participation in Kaspersky Security Network is voluntary. You can enable or disable the use of Kaspersky Security Network when installing Kaspersky Small Office Security and / or at any moment after the application is installed.

➨ *To enable or disable participation in Kaspersky Security Network:*

1. Open the main application window.
2. In the lower part of the main window, click the **Settings** link to open the **Settings** window.
3. In the **Additional** section, select the **Feedback** subsection.

   The window displays details of Kaspersky Security Network (KSN) and KSN participation settings.
4. Enable or disable participation in Kaspersky Security Network by clicking the **Enable** / **Disable** buttons:
   - If you want to participate in KSN, click the **Enable** button.
   - If you do not want to participate in KSN, click the **Disable** button.

CHECKING THE CONNECTION TO KASPERSKY SECURITY NETWORK

Your connection to Kaspersky Security Network may be lost for the following reasons:

- You do not participate in Kaspersky Security Network.
- Your computer is not connected to the Internet.
- Current key status does not allow connecting to Kaspersky Security Network.

> The current status of the key is displayed in the **Licensing** window.

➧ *To test the connection to Kaspersky Security Network:*

1. Open the main application window.
2. In the lower part of the main window, click the **Settings** link to open the **Settings** window.
3. In the **Additional** section, select the **Feedback** subsection.

The window displays the status of your connection to Kaspersky Security Network.

USING THE APPLICATION FROM THE COMMAND PROMPT

You can use Kaspersky Small Office Security at the command prompt.

Command prompt syntax:

```
avp.com <command> [settings]
```

To view help on the command prompt syntax, enter the following command:

```
avp.com [ /? | HELP ]
```

This command allows you to obtain a full list of commands that are available for managing Kaspersky Small Office Security through the command prompt.

To obtain help on the syntax of a specific command, you can enter one of the following commands:

```
avp.com <command> /?
avp.com HELP <command>
```

At the command prompt, you can refer to the application either from the application installation folder or by specifying the full path to avp.com.

CONTACTING TECHNICAL SUPPORT

This section provides information about how to obtain technical support and the requirements for receiving help from Technical Support.

IN THIS SECTION

HOW TO GET TECHNICAL SUPPORT

If you do not find a solution to your problem in the application documentation or in one of the sources of information about the application (see the section "Sources of information about the application" on page 12), we recommend that you contact Kaspersky Lab Technical Support. Technical Support specialists will answer any of your questions about installing and using the application.

Before contacting Technical Support, please read the support rules (http://support.kaspersky.com/support/rules).

You can contact Technical Support in one of the following ways:

- By telephone. This method allows you to consult with specialists from our Russian-language or international Technical Support.
- Send a request from the Kaspersky Small Office Security Management Console portal. This method allows you to contact our specialists using the query form.

Technical support is available only to users who have purchased a license for use of the application. No technical support is provided to users of trial versions.

TECHNICAL SUPPORT BY PHONE

If an urgent issue arises, you can call specialists from Russian-speaking or international Technical Support (http://support.kaspersky.com/support/international) by phone.

Before contacting Technical Support, please read the support rules (http://support.kaspersky.com/support/rules). This will allow our specialists to help you more quickly.

GETTING TECHNICAL SUPPORT ONLINE

To get technical support online, register on the registration page (https://my.kaspersky.com). To do so, specify your email address and password.

You can do the following on the Technical Support website:

- Contact Technical Support and the Virus Lab.
- Contact Technical Support without using email.
- Track the status of your requests in real time.
- View a detailed history of your Technical Support requests.
- Receive a copy of your key file if it has been lost or deleted.

Technical Support by email

You can send an online request to Technical Support in English, Russian, German, French, or Spanish.

In the fields of the online request form, specify the following data:

- Request type
- Application name and version number
- Request description
- Customer ID and password
- Email address

A Technical Support representative leaves an answer to your question on the website or sends it to the email address that you specified in your online request.

Online request to the Virus Lab

Some requests must be sent to the Virus Lab instead of Technical Support.

You can send requests for examination of suspicious files and web resources to the Virus Lab. You can also contact the Virus Lab if Kaspersky Small Office Security generates a false positive with regard to files and web resources that you do not consider to be dangerous.

COLLECTING INFORMATION FOR TECHNICAL SUPPORT

After you notify Technical Support specialists of a problem, they may ask you to create a report that contains information about your operating system and send it to Technical Support. Technical Support specialists may also ask you to create a trace file. The trace file allows tracing the process of performing application commands step by step and determining the stage of application operation at which an error occurs.

After Technical Support specialists analyze the data that you have sent, they can create an AVZ script and send it to you. Running AVZ scripts allows analyzing active processes for malicious code, scanning the system for malicious code, disinfecting / deleting infected files, and creating reports on results of system scans.

To provide better support on issues related to functioning of the application, Technical Support specialists may ask you to temporarily change application settings for debugging purposes while diagnostics are ongoing. To do so, you may need to perform the following actions:

- Activate collection of extended diagnostic information.
- Configure individual components of the application by changing special settings that are not accessible through the standard user interface.

- Reconfigure storage and sending of collected diagnostic information.
- Set up interception of network traffic and saving of network traffic to a file.

Technical Support specialists will give you all information necessary for performing these actions (step-by-step instructions, settings to be changed, scripts, additional command line features, debugging modules, special utilities, etc.) and will inform you of what data will be collected for debugging purposes. After the extended diagnostic information is collected, it is saved on the user's computer. The collected data is not sent automatically to Kaspersky Lab.

> You are advised to perform the preceding actions only under the guidance of a Technical Support specialist after receiving instructions to do so. Changing application settings by yourself in ways not described in the Administrator's Guide or recommended by Technical Support specialists can cause slowdowns and crashes of the operating system, reduce the protection level of your computer, and damage the availability and integrity of the processed information.

IN THIS SECTION

CREATING A SYSTEM STATE REPORT

➧ *To create a system state report:*

1. Open the main application window.
2. In the lower part of the window, click the **Support** link to open the **Support** window.
3. In the window that opens, click the **Support Tools** link.

   The **Support Tools** window opens.
4. In the window that opens, click the **Create operating system state report** link.

The system state report is created in HTML and XML formats and is saved in the archive sysinfo.zip. When the information about the operating system is fully retrieved, you can view the report.

➧ *To view the report:*

1. Open the main application window.
2. In the lower part of the window, click the **Support** link to open the **Support** window.
3. In the window that opens, click the **Support Tools** link.

   The **Support Tools** window opens.
4. In the window that opens, click the **View report** link.

   A Microsoft Windows Explorer window opens.
5. In the window that opens, open the archive named sysinfo.zip, which contains the report files.

SENDING DATA FILES

After you have created the trace files and the system state report, you need to send them to Kaspersky Lab Technical Support specialists.

You will need a request number to upload files to the Technical Support server. This number is available on the portal of Kaspersky Small Office Security Management Console when you have an active request.

➧ *To upload the data files to the Technical Support server:*

1. Open the main application window.
2. In the lower part of the window, click the **Support** link to open the **Support** window.
3. In the window that opens, click the **Support Tools** link.

   The **Support Tools** window opens.
4. In the window that opens, click the **Send report to Technical Support** link.

   The **Send report** window opens.
5. Select the check boxes next to the data that you want to send to Technical Support.
6. Click the **Send report** button.

The selected data files are packed and sent to the Technical Support server.

If for any reason it is not possible to contact Technical Support, the data files can be stored on your computer and sent later from the portal of Kaspersky Small Office Security Management Console.

➧ *To save data files to disk:*

1. Open the main application window.
2. In the lower part of the window, click the **Support** link to open the **Support** window.
3. In the window that opens, click the **Support Tools** link.
4. The **Support Tools** window opens.
5. In the window that opens, click the **Send report to Technical Support** link.

   The **Send report** window opens.
6. Select the types of data that you want to send:
   - **Operating system information**. Select this check box to send information about the operating system on your computer to Technical Support.
   - **Data collected for analysis**. Select this check box to send application trace files to Technical Support. Click the **<number of files>, <data volume>** link to open the **Data collected for analysis** window. Select check boxes opposite the trace files that you want to send.
7. Click the **Save report** link.

   A window for saving the archive opens.
8. Specify the archive name and confirm saving.

The created archive can be sent to Technical Support from the portal of Kaspersky Small Office Security Management Console.

CONTENTS AND STORAGE OF TRACE FILES

Trace files are stored on the computer in encrypted form as long as the application is in use and are deleted permanently when the application is removed.

Trace files are stored in the ProgramData\Kaspersky Lab folder.

The format of trace file names is as follows: KAV<version number_dateXX.XX_timeXX.XX_pidXXX.><trace file type>.log.enc1.

All trace files contain the following common data:

- Event time.
- Number of the thread of execution.
- Application component that caused the event.
- Degree of event severity (informational event, warning, critical event, error).
- A description of the event involving command execution by a component of the application and the result of execution of this command.

Contents of SRV.log, GUI.log, and ALL.log trace files

SRV.log and GUI.log trace files may store the following information:

- Personal data, including the last name, first name, and patronymic, if such data is included in the path to files on a local computer.
- The user name and password if they were transmitted openly. This data can be recorded in trace files during Internet traffic scanning. Traffic is recorded in trace files only from trafmon2.ppl.
- The user name and password and cookie files if they are contained in HTTP headers.
- The name of the Microsoft Windows account if the account name is included in a file name.
- Your email address or a web address containing the name of your account and password if they are contained in the name of the object detected.
- Websites that you visit and redirects from these websites. This data is written to trace files when the application scans websites.
- Proxy server address, computer name, port, IP address, and user name used to sign in to the proxy server. This data is written to trace files if the application uses a proxy server.
- Remote IP addresses to which your computer established connections.
- Message subject, ID, sender's name and address of the message sender's web page on a social network. This data is written to trace files if the Web Policy Management component is enabled.
- Information about activation of the application, which may include the current and previous activation codes, localization of the application, IDs of the application, product, or customization, application version, unique ID generated for each unique installation of the operating system, ID of the user's computer, date and time (UTC) on the user's computer at the time of activation.

Contents of HST.log, BL.log, and Dumpwriter.log trace files

The HST trace file contains information about database and application module updates.

The BL trace file contains information about events occurring during operation of the application, as well as data required to troubleshoot application errors. This file is created if the application is started with the avp.exe –bl parameter. The BL file can also contain information about activation of the application, which may include the current and previous activation codes, localization of the application, IDs of the application, product, or customization, application version, unique ID generated for each unique installation of the operating system, ID of the user's computer, date and time (UTC) on the user's computer at the time of activation.

The dumpwriter.log trace file contains service information required for troubleshooting errors that occur when the application memory dump is written.

The dumpwriter.log trace file contains service information required for troubleshooting errors that occur when the application memory dump is written.

Contents of trace files of application plug-ins

Trace files of application plug-ins contain the following information:

- VirtualKeyboard (VKB.log) contains service information about operation of the plug-in and data required for troubleshooting plug-in errors (this file is not available if Kaspersky Small Office Security is installed on a server).
- Online Banking (OB.log) contains service information about plug-in operation, including information about website scanning events and scan results, connections to remote IP addresses and proxy server settings, and cookies. The file also contains data required for troubleshooting plug-in errors (this file is not available if Kaspersky Small Office Security is installed on a server).
- ContentBlocker (CB.log) contains service information about plug-in operation, including information about web address scanning events and scan results, connections to remote IP addresses, and proxy server settings. The file also contains data required for troubleshooting plug-in errors (this file is not available if Kaspersky Small Office Security is installed on a server).
- Office Anti-Virus (OA.log) contains information about scanning of Microsoft Office documents. This file may also contain information about the full path to a document or address of the website from which this document was downloaded (this file is not available if Kaspersky Small Office Security is installed on a server).
- Trace file of the plug-in for starting a scan task from a context menu (shellex.dll.log). Contains information about execution of a scan task and data required for troubleshooting plug-in errors.
- Trace files of the Microsoft Outlook® plug-in:
  - mcouas.OUTLOOK.EXE. Anti-Spam plug-in (this file is not available if Kaspersky Small Office Security is installed on a server).
  - mcou.OUTLOOK.EXE. Mail Anti-Virus plug-in (this file is not available if Kaspersky Small Office Security is installed on a server).

  Files can contain portions of email messages, including addresses.
- The trace file of the plug-in for registering the Google Chrome extension (NativeMessagingHost.log) contains service information about the operation of the plug-in (this file is not available if Kaspersky Small Office Security is installed on a server).

RUNNING AVZ SCRIPTS

You are advised not to change the text of an AVZ script received from Kaspersky Lab experts. If problems occur during script execution, please contact Technical Support.

➡ *To run an AVZ script:*

1. Open the main application window.
2. In the lower part of the window, click the **Support** link to open the **Support** window.
3. In the window that opens, click the **Support Tools** link.

   The **Support Tools** window opens.
4. In the window that opens, click the **Run script** link.

   The **Run script** window opens.
5. Copy the text from the script sent by Technical Support specialists, paste it in the entry field in the window that opens, and click the **Run** button.

The script runs.

If the script is successfully executed, the Wizard closes automatically. If an error occurs during script execution, the Wizard displays a corresponding message.

LIMITATIONS AND WARNINGS

Kaspersky Small Office Security has a number of limitations that are not critical to operation of the application.

Limitations on upgrades from a previous version of the application

- During an upgrade of a previous version of Kaspersky Small Office Security, the following application settings are reset to their default values: update sources, the list of trusted URLs, and the settings of Kaspersky URL Advisor.
- When a new version of Kaspersky Small Office Security is installed over Kaspersky Small Office Security 1, quarantined objects are lost because their format is not supported and cannot be converted to the new format. During an upgrade from Kaspersky Small Office Security 2 and Kaspersky Small Office Security 3, quarantined objects can be converted to the new format.

Limitations on the operation of certain components and automatic processing of files

Infected files are processed automatically according to rules created by Kaspersky Lab specialists. You cannot modify these rules manually. Rules can be updated following an update of databases and application modules. Firewall, Application Control, and Trusted Applications mode rules are also updated automatically.

Website certificate check and file scan limitations

When checking a website certificate or scanning website files, the application may contact Kaspersky Security Network for information. If data from Kaspersky Security Network could not be retrieved, the application decides whether or not the file is infected and the certificate untrusted based on local anti-virus databases.

Limitations of System Watcher functionality

Protection against cryptors (malware that encrypts user files) has the following limitations:

- The Temp system folder is used to support this functionality. If the system drive with the Temp folder has insufficient disk space to create temporary files, protection against cryptors is not provided. In this case, the application does not display a notification that files are not backed up (protection is not provided).
- Temporary files are deleted automatically when you close Kaspersky Small Office Security or disable the System Watcher component.
- In case of an emergency termination of Kaspersky Small Office Security, temporary files are not deleted automatically. To delete temporary files, clear the Temp folder manually. To do so, open the **Run** window (**Run** command under Windows XP) and in the **Open** field type %TEMP%. Click **OK**.

Warning about diagnostic information collected

Diagnostic information about the operation of the application, which you collect for Technical Support, is encrypted while it is being collected. If necessary, you can disable encryption.

Limitations of Secure connections functionality

Due to technical limitations of the implementation of scanning algorithms, scanning of secure connections does not support certain extensions of the TLS 1.0 protocol and later versions (particularly NPN and ALPN). Connections via these protocols may be limited. Web browsers with SPDY protocol support use the HTTP over TLS protocol instead of SPDY even if the server to which the connection is established supports SPDY. This does not affect the level of connection security.

Warning about operation of the Anti-Spam component

Anti-Spam functionality can be configured by editing the settings file for the Anti-Spam component.

Backup limitations

The following limitations apply to backup:

- Online storage of backup copies becomes unavailable when the hard drive or computer is replaced. Visit the Kaspersky Lab support website for information on how to restore the connection to Online storage after replacing your hardware.
- Editing of service files of the backup storage can result in loss of access to the backup storage and inability to restore your data.

Limitations of Data Encryption functionality

When a data vault is created in the FAT32 file system, the size of the data vault file on the drive must not exceed 4 GB.

Specifics of kernel memory scanning for rootkits in Protected Browser mode

When an untrusted module is detected in Protected Browser mode, a new browser tab opens with a notification about malware detection. If this happens, you are recommended to exit the browser and run a Full Scan of the computer.

Specifics of clipboard data protection

Kaspersky Small Office Security allows an application to access clipboard in the following cases:

- An application with the active window attempts to place data in clipboard. The active window is the window that you are currently using.
- A trusted process of an application attempts to place data in clipboard.
- A trusted process of an application or a process with the active window attempts to receive data from clipboard.
- An application process that previously placed data in clipboard attempts to receive this data from clipboard.

Warning about compatibility with Kaspersky Lab applications

Kaspersky Small Office Security is incompatible with the following Kaspersky Lab applications:

- Kaspersky Internet Security 2011, 2012, 2013, 2014, 2015
- Kaspersky PURE (2, 3)
- Kaspersky Total Security
- Kaspersky Small Office Security 1
- Kaspersky Anti-Virus for Windows Workstation 6
- Kaspersky Anti-Virus for Windows Server 6
- Kaspersky Endpoint Protection 8 and 10

Kaspersky Small Office Security is compatible with the following Kaspersky Lab applications:

- Kaspersky Fraud Prevention 2.0 and 2.5
- Kaspersky Password Manager 2.0, 5.0, 7.0

Specifics of processing of malicious objects by application components

By default, the application can delete files that cannot be disinfected. Removal by default can be performed during file processing by such components as Application Control, Mail Anti-Virus, File Anti-Virus, during scan tasks, and also when System Watcher detects malicious activity of applications.

Specifics of connecting to the Kaspersky Small Office Security Management Console portal

To enable a connection to the portal of Kaspersky Small Office Security Management Console, during installation on a file server Kaspersky Small Office Security adds kaspersky.com to the list of trusted websites in the settings of the Internet Explorer browser.

Limitations applicable to certain components in case of application installation together with Kaspersky Fraud Prevention for Endpoint

Operation of the following Kaspersky Small Office Security components is limited in Protected Browser if the application is installed together with Kaspersky Fraud Prevention for Endpoint:

- Web Anti-Virus, except Anti-Phishing
- Web Policy Management
- Kaspersky URL Advisor
- Anti-Banner

Kaspersky Small Office Security limitations under Microsoft Windows 10

The following functionality is unavailable in the application installed on the Microsoft Windows 10 operating system:

- Protection against screenshots
- Clipboard data protection
- Webcam access protection
- Advanced Disinfection

The following application functionality is also partly limited under Microsoft Windows 10:

- Self-Defense. Self-Defense of the application GUI does not work even when it is enabled.
- System Watcher
- Protection against cryptors and screen lockers. The application can detect only the most basic varieties of cryptors and screen lockers.
- Application Control. Custom application rules do not work. Application categorization in the new Windows user interface style is performed incorrectly.

GLOSSARY

A

Activating the application

Switching the application to fully functional mode. Application activation is performed by the user during or after installation of the application. To activate the application, the user must have an activation code .

Activation code

A code that you receive when purchasing a license for Kaspersky Small Office Security. This code is required for activation of the application.

The activation code is a unique sequence of twenty alphanumeric characters in the format xxxxx-xxxxx-xxxxx-xxxxx.

Anti-virus databases

Databases that contain information about computer security threats known to Kaspersky Lab as of when the anti-virus databases are released. Entries in anti-virus databases allow detecting malicious code in scanned objects. Anti-virus databases are created by Kaspersky Lab specialists and updated hourly.

Application modules

Files included in the Kaspersky Lab installation package that are responsible for performing the main tasks of the corresponding application. A particular application module corresponds to each type of task performed by the application (protection, scan, updates of databases and application modules).

B

Backup and Restore

Creates backup copies of data stored on the computer. Backup copies are created to prevent data loss as a result of theft, hardware malfunctions, or hacker attacks.

Blocking an object

Denying access to an object from third-party applications. A blocked object cannot be read, executed, changed, or deleted.

C

Compressed file

An archive file that contains a decompression program and instructions for the operating system for executing it.

D

Data vault

A data vault is a special data storage in which files are stored in encrypted form. A password is needed to access such files. Data vaults are meant to prevent unauthorized access to user data.

Database of malicious web addresses

A list of web addresses whose content may be considered to be dangerous. Created by Kaspersky Lab specialists, the list is regularly updated and is included in the Kaspersky Lab application package.

DATABASE OF PHISHING WEB ADDRESSES

List of web addresses which have been defined as phishing addresses by Kaspersky Lab specialists. The databases are regularly updated and are part of the Kaspersky Lab application package.

DIGITAL SIGNATURE

An encrypted block of data embedded in a document or application. A digital signature is used to identify the author of the document or application. To create a digital signature, the document or application author must have a digital certificate proving the author's identity.

A digital signature lets you verify the data source and data integrity and protect yourself against counterfeits.

DISK BOOT SECTOR

A boot sector is a special area on a computer's hard drive, floppy disk, or other data storage device. It contains information on the disk's file system and a boot loader program, which is responsible for starting the operating system.

There exist a number of viruses that infect boot sectors, which are thus called boot viruses. The Kaspersky Lab application allows scanning boot sectors for viruses and disinfecting them if an infection is found.

F

FALSE POSITIVE

A situation when a Kaspersky Lab application considers a non-infected object to be infected because the object's code is similar to that of a virus.

FILE MASK

Representation of a file name using wildcards. The standard wildcards used in file masks are * and ?, where * represents any number of any characters and ? stands for any single character.

H

HEURISTIC ANALYZER

A technology for detecting threats about which information has not yet been added to Kaspersky Lab databases. The heuristic analyzer detects objects whose behavior in the operating system may pose a security threat. Objects detected by the heuristic analyzer are considered to be probably infected. For example, an object may be considered probably infected if it contains sequences of commands that are typical of malicious objects (open file, write to file).

HYPERVISOR

An application supporting the parallel operation of several operating systems on one computer.

I

ICHECKER TECHNOLOGY

A technology that allows increasing the speed of anti-virus scanning by excluding objects that have remained unchanged since their last scan, provided that the scan parameters (the databases and the settings) have not been altered. The information for each file is stored in a special database. This technology is used in both real-time protection and on-demand scan modes.

For example, you have an archive file that was scanned by a Kaspersky Lab application and assigned not infected status. Next time, the application will skip this archive unless the archive has been altered or the scan settings have been changed. If you have changed the archive content by adding a new object to it, modified the scan settings, or updated the application databases, the archive will be re-scanned.

Limitations of iChecker technology:

- This technology does not work with large files, since it is faster to scan a file than to check whether the file has been modified since it was last scanned.
- The technology supports a limited number of formats.

INCOMPATIBLE APPLICATION

An anti-virus application from a third-party developer or a Kaspersky Lab application that does not support management through Kaspersky Small Office Security.

INFECTED OBJECT

An object of which a portion of its code completely matches part of the code of known malware. Kaspersky Lab does not recommend accessing such objects.

K

KASPERSKY LAB UPDATE SERVERS

Kaspersky Lab HTTP servers from which updates of databases and software modules are downloaded.

KASPERSKY SECURITY NETWORK (KSN)

An infrastructure of online services that provides access to the Kaspersky Lab database with constantly updated information about the reputation of files, web resources, and software. Use of data from Kaspersky Security Network ensures faster responses by Kaspersky Lab applications to new threats, improves the performance of some protection components, and reduces the likelihood of false positives.

KEYLOGGER

A program designed for hidden logging of information about keys pressed by the user. Keyloggers function as keystroke interceptors.

L

LICENSE TERM

A time period during which you have access to the application features and rights to use additional services.

P

PHISHING

A type of Internet fraud aimed at obtaining unauthorized access to users' confidential data.

PROBABLE SPAM

A message that cannot be unambiguously considered spam, but has several spam attributes (for example, certain types of mailings and advertising messages).

PROBABLY INFECTED OBJECT

An object whose code contains portions of modified code from a known threat, or an object whose behavior is similar to that of a threat.

PROTECTED BROWSER

A dedicated operation mode of a standard web browser designed for financial activities and online shopping. Using Protected Browser ensures safety of confidential data that you enter on the websites of banks and payment systems (such as banking card numbers or passwords for access to online banking services); it also prevents theft of assets when making money transfers online. Meanwhile, the standard browser used for accessing the website displays a message informing you that Protected Browser is being started.

PROTECTION COMPONENTS

Integral parts of Kaspersky Small Office Security intended for protection against specific types of threats (for example, Anti-Spam and Anti-Phishing). Each of the components is relatively independent of the other ones and can be disabled or configured individually.

PROTOCOL

A clearly defined and standardized set of rules governing the interaction between a client and a server. Well-known protocols and the services associated with them include HTTP, FTP, and NNTP.

Q

QUARANTINE

A dedicated storage in which the application places backup copies of files that have been modified or deleted during disinfection. Copies of files are stored in a special format that is not dangerous for the computer.

R

ROOTKIT

A program or a set of programs for hiding traces of an intruder or malware in the operating system.

On Windows-based operating systems, a rootkit usually refers to a program that penetrates the operating system and intercepts system functions (Windows APIs). Interception and modification of low-level API functions are the main methods that allow these programs to make their presence in the operating system quite stealthy. A rootkit can usually also mask the presence of any processes, folders, and files that are stored on a disk drive, in addition to registry keys, if they are described in the configuration of the rootkit. Many rootkits install their own drivers and services on the operating system (these also are "invisible").

S

SCRIPT

A small computer program or an independent part of a program (function) which, as a rule, has been developed to execute a specific task. It is most often used with programs that are embedded in hypertext. Scripts are run, for example, when you open some websites.

If real-time protection is enabled, the application tracks the execution of scripts, intercepts them, and scans them for viruses. Depending on the results of scanning, you may block or allow the execution of a script.

SECURITY LEVEL

The security level is defined as a predefined collection of settings for an application component.

SPAM

Unsolicited mass email mailings, most often including advertising messages.

STARTUP OBJECTS

The set of programs needed to start and correctly operate the operating system and software installed on your computer. These objects are executed every time the operating system is started. There are viruses capable of infecting autorun objects specifically, which may lead, for example, to blocking of operating system startup.

T

TASK

The functions of the Kaspersky Lab application are implemented in the form of tasks, such as: Full Scan task or Update task.

TASK SETTINGS

Application settings that are specific for each task type.

THREAT LEVEL

An index showing the probability that an application poses a threat to the operating system. The threat level is calculated using heuristic analysis based on two types of criteria:

- Static (such as information about the executable file of an application: size, creation date, etc.)
- Dynamic, which are used while simulating the application's operation in a virtual environment (analysis of the application's system calls)

Threat level allows detecting behavior typical of malware. The lower the threat level is, the more actions the application is allowed to perform in the operating system.

TRACES

Running the application in debugging mode; after each command is executed, the application is stopped, and the result of this step is displayed.

TRAFFIC SCANNING

Real-time scanning that uses information from the current (latest) version of the databases for objects transferred over all protocols (for example, HTTP, FTP, and other protocols).

TRUST GROUP

A group to which Kaspersky Small Office Security assigns an application or a process depending on the following criteria: presence of a digital signature, reputation on Kaspersky Security Network, trust level of the application source, and the potential danger of actions performed by the application or process. Based on the trust group to which an application belongs, Kaspersky Small Office Security can restrict the actions that the application may perform in the operating system.

In Kaspersky Small Office Security, applications belong to one of the following trust groups: Trusted, Low Restricted, High Restricted, or Untrusted.

TRUSTED PROCESS

A software process whose file operations are not restricted by the Kaspersky Lab application in real-time protection mode. When suspicious activity is detected in a trusted process, Kaspersky Small Office Security removes the process from the list of trusted processes and blocks its actions.

U

UNKNOWN VIRUS

A new virus about which there is no information in the databases. Generally, unknown viruses are detected by the application in objects by using the heuristic analyzer. These objects are classified as probably infected.

UPDATE

The procedure of replacing / adding new files (databases or application modules) retrieved from the Kaspersky Lab update servers.

UPDATE PACKAGE

A file package designed for updating databases and application modules. The Kaspersky Lab application copies update packages from Kaspersky Lab update servers and automatically installs and applies them.

V

VIRUS

A program that infects other ones, by adding its code to them in order to gain control when infected files are run. This simple definition allows identifying the main action performed by any virus: infection.

VULNERABILITY

A flaw in an operating system or an application that may be exploited by malware makers to penetrate the operating system or application and corrupt its integrity. Presence of a large number of vulnerabilities in an operating system makes it unreliable, because viruses that penetrate the operating system may cause disruptions in the operating system itself and in installed applications.

KASPERSKY LAB ZAO

Kaspersky Lab software is internationally renowned for its protection against viruses, malware, spam, network and hacker attacks, and other threats.

In 2008, Kaspersky Lab was rated among the world's top four leading vendors of information security software solutions for end users (IDC Worldwide Endpoint Security Revenue by Vendor). Kaspersky Lab is the preferred developer of computer protection systems among home users in Russia, according to the COMCON survey "TGI-Russia 2009".

Kaspersky Lab was founded in Russia in 1997. Today, it is an international group of companies headquartered in Moscow with five regional divisions that manage the company's operations in Russia, Western and Eastern Europe, the Middle East, Africa, North and South America, Japan, China, and other countries in the Asia-Pacific region. The company employs more than 2,000 highly skilled professionals.

PRODUCTS. Kaspersky Lab's products provide protection for all systems, from home computers to large corporate networks.

The personal product range includes anti-virus software for all the devices used in digital life today, spanning desktop, laptop, and tablet computers, smartphones, and other mobile devices.

Kaspersky Lab delivers applications and services to protect workstations, file and web servers, mail gateways, and firewalls. Used in conjunction with Kaspersky Lab's centralized management system, these solutions ensure effective automated protection for companies and organizations against computer threats. Kaspersky Lab's products are certified by major test laboratories, compatible with software from diverse vendors, and optimized to run on many hardware platforms.

Kaspersky Lab's virus analysts work around the clock. Every day they uncover hundreds of new computer threats, create tools to detect and disinfect them, and include them in the databases used by Kaspersky Lab applications. *Kaspersky Lab's Anti-Virus database is updated hourly and the* Anti-Spam database *is updated* every five minutes.

TECHNOLOGIES. Many technologies that are now part and parcel of modern anti-virus tools were originally developed by Kaspersky Lab. This is one of the reasons why many third-party software developers have chosen to use the Kaspersky Anti-Virus engine in their own applications. Those companies include SafeNet (USA), Alt-N Technologies (USA), Blue Coat Systems (USA), Check Point Software Technologies (Israel), Clearswift (UK), CommuniGate Systems (USA), Openwave Messaging (Ireland), D-Link (Taiwan), M86 Security (USA), GFI Software (Malta), IBM (USA), Juniper Networks (USA), LANDesk (USA), Microsoft (USA), Netasq+Arkoon (France), NETGEAR (USA), Parallels (USA), SonicWALL (USA), WatchGuard Technologies (USA), ZyXEL Communications (Taiwan). Many of the company's innovative technologies are patented.

ACHIEVEMENTS. Over the years, Kaspersky Lab has won hundreds of awards for its services in combating computer threats. For example, in 2010 Kaspersky Anti-Virus received several top Advanced+ awards in a test administered by AV-Comparatives, a respected Austrian anti-virus laboratory. But Kaspersky Lab's main achievement is the loyalty of its users worldwide. The company's products and technologies protect more than 300 million users, and its corporate clients number more than 200,000.

Kaspersky Lab website:	http://www.kaspersky.com
Virus encyclopedia:	http://www.securelist.com
Virus Lab:	newvirus@kaspersky.com (only for sending probably infected files in archive format)
Kaspersky Lab's web forum:	http://forum.kaspersky.com

INFORMATION ABOUT THIRD-PARTY CODE

Information about third-party code is contained in the file legal_notices.txt, in the application installation folder.

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