

Anti-Virus Comparative



Summary Report 2014

Awards, winners, comments

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Introduction

At the end of every year, AV-Comparatives releases a summary report to comment on the various anti-virus products tested over the year, and to highlight the high-scoring products of the various tests. Please bear in mind that this report looks at all the comparative tests of 2014, i.e. not only the latest ones. Comments and conclusions are based on the results shown in the various comparative test reports of AV-Comparatives, as well as from observations made during the tests (<http://www.av-comparatives.org/comparatives-reviews/>).

Participating Vendors

The following vendors participated in AV-Comparatives' public main test-series of 2014 and agreed to have the effectiveness of their products independently evaluated. Microsoft asked to be included in the tests, but to be regarded as a baseline and not as competition to the other products.

We are happy that this year's tests have helped several vendors to find critical and other bugs in their software, and that this has contributed to improving the products.



Management Summary

Tests

This year, AV-Comparatives has again subjected 23 security products for Windows to rigorous investigation. All the programs have been tested for their ability to protect against real-world Internet threats, identify thousands of recent malicious programs, and provide protection without slowing down the PC. Additionally, optional tests checked how well the products could remove malware from an infected PC, block new and unknown threats, and protect the user against phishing attacks.

Results and Awards

Whilst all of the programs in our test reached an acceptable level overall, some programs performed better than others. For details, please see “Overview of levels reached during 2014” on page 7. In order to recognise those products that achieve outstanding scores in our tests, we give a number of awards that highlight the best results in each test and overall. The Product of the Year award and Top Rated awards are based on overall performance in the public main test series; there are also Gold, Silver and Bronze awards for each individual test type. Please see the Award Winners section for more details of the awards.

Advice on Choosing Computer Security Software

There is no such thing as the perfect security program, or the best one for all needs and every user. Being recognized as “Product of the Year” does not mean that a program is the “best” in all cases and for everyone; it only means that its overall performance in our tests throughout the year was consistent and unbeaten.

Before selecting a security product, please visit the vendor’s website and evaluate their software by downloading a trial version. Our awards are based on test results only and do not consider other factors as there are some important factors (such as available interface languages, price, and support), which you should evaluate for yourself.

Product Thumbnails

Here we provide an overview of the programs tested, with a note of each one's successes during the year. Although the user interface does not affect any awards, we have noted some of the best UI features as well.

AhnLab improved in the second half of the year, with awards in all three of the last tests. The setup wizard provides the useful choice of using Windows Firewall or the AhnLab firewall.

Avast received one Advanced+ award this year. Its interface has been given a facelift for 2015. We liked the choice of components and languages in both the setup wizard and the uninstaller, and its excellent online knowledge base.

AVG wins a **Top Rated** award for the first time this year. It secured three Advanced+ awards, and was joint winner of the Removal Test. The user interface has had a facelift, but remains just as user-friendly as before.

Avira is again a **Top Rated** product this year, with a total of 6 Advanced+ Awards, including both Real-World Protection Tests. Its tried and tested user interface makes it very straightforward to use.

Baidu did well in the Performance Tests, reaching Advanced+ in both.

Bitdefender is **Product of the Year 2014**, with Advanced+ awards in all eight main tests, Real-World Protection winner, Proactive winner, joint Performance winner, joint Removal winner. It has an updated, very user-friendly interface this year.

BullGuard received an award in all eight tests this year, including three Advanced+. We liked the fact that the program settings are password protected by default.

Emsisoft is a **Top Rated** product this year, with five Advanced+ awards. It impressed us with its completely new user interface, which is described in detail in the product review section of this report.

eScan received four Advanced+ awards in this year's tests. We liked the updated graphic design in this year's version, which makes features on the home page stand out very clearly.

ESET is again a **Top Rated** product this year, with six Advanced+ awards. It was winner of the False Positives category. Its tried and tested user interface and help features are as good as ever.

Fortinet is **Top Rated**, receiving four Advanced+ awards this year. Its user interface is business-oriented but straightforward.

F-Secure is **Top Rated**, with three Advanced+ awards. We felt that its completely new user-interface design is very clear and easy to use, with excellent alerts.

Kaspersky Lab wins another **Top Rated** award this year, missing out on Product of the Year 2014 only because it won the award last year. It reached Advanced+ level in all eight main tests, and is the File Detection winner and joint Performance winner. Its new interface design retains the ease-of-use of previous versions.

Kingsoft received awards in all the tests it participated in, including two Advanced+. The setup wizard allows Kingsoft's own Internet browser to be installed as an option.

Lavasoft won three Advanced+ awards this year, including both File Detection Tests. We liked its manual, the extensive choice of interface languages, and the option to install it as a secondary scanner.

McAfee (Intel Security) received awards in all six of the tests it took part in, including one Advanced+. We liked the choice of components in the setup wizard, and its clear and persistent malware alerts.

Microsoft Windows Defender is incorporated into Windows 8/8.1, and served as our baseline. It was not in contention for awards, but has a simple, easy-to-use interface.

Panda received three Advanced+ awards in this year's tests. We liked the ability to customise the tiles on the home page of the newly designed program window.

Qihoo 360 (English version) received five Advanced+ awards, and was bronze winner of the Real-World Protection Test. We liked its clear and persistent malware alerts.

Sophos received three Advanced+ awards during the year. Its user-interface is straightforward, although oriented towards business use.

Tencent received awards in all six tests it took part in, including two Advanced+. The program displays a "Health Score" (overall system security) after a quick scan.

Threat Track Vipre received awards in five out of six tests it participated in this year. We liked its clean new interface design and good malware alerts.

Trend Micro received three Advanced+ awards in this year's tests. It has a new graphical user interface, which struck us as very clean and effective.

Overview of levels reached during 2014

AV-Comparatives provides a wide range of tests and reviews in comprehensive reports (<http://www.av-comparatives.org/comparatives-reviews/>). Annual awards for 2014 are based on the public main test-series: **Real-World Protection Test**, **Performance Test**, **File Detection Test**, and **False-Alarm Test** (all compulsory), and the **Proactive Test** and **Malware Removal Test** (both optional). Vendors who choose not to have some features of their products publicly evaluated (i.e. did not participate in some of the optional tests) are still eligible for Product of the Year/Top Rated awards, but obviously have fewer opportunities to score points. Additional tests/reviews (not part of the main test-series, and not relevant to the awards) included: Mac Security Test/Review, Mobile Security Test/Review, Business Security Review.

All the programs tested are from the reputable and reliable manufacturers. Please note that even the STANDARD level/award requires a program to reach a good standard, although it indicates areas which need further improvement compared to other products. ADVANCED indicates areas which may need some improvement, but are already very competent. Below is an overview of awards reached by the various anti-virus products in AV-Comparatives' main test-series of 2014.

	File Detection Test March 2014	Proactive Test March 2014	Performance Test (AV) April 2014	Real-World Test (March-June 2014)	File Detection Test September 2014	Performance Test (Suite) October 2014	Malware Removal Test March-October 2014	Real-World Test (August- November 2014)
Bitdefender	***	***	***	***	***	***	***	***
Kaspersky Lab	***	***	***	***	***	***	***	***
ESET	***	***	***	***	**	***	**	***
AVIRA	***		***	***	***	***	**	***
Emsisoft	***	***	*	***	***	*	**	***
Fortinet	***	*	***	***	**	**	**	***
AVG	**	**	***	**	*	**	***	***
F-Secure	***	***	**	**	***	*	**	**
BullGuard	***	***	*	**	***	*	**	**
eScan	***	***	*	*	***	*	***	**
Qihoo 360	***		***	***	***	**		***
Panda	***		**	***	**	*	***	**
Lavasoft	***	**	***	*	***	*	**	*
Sophos	**		***	**	**	***	*	**
Trend Micro	***		*	*	***	*		***
Tencent QQ	***	**		**	***	*		*
Kingsoft	***		*	**	**	***		*
Avast	tested		***	**	tested	**	**	**
Baidu	tested		***	*	**	***		**
McAfee	***		*	*	**	*		*
ThreatTrack Vipre	**		*	tested	*	*	*	
AhnLab	tested	tested		tested	tested	*	*	*

Key: * = Standard, ** = Advanced, *** = Advanced+

An empty box indicates that the vendor did not participate in the optional test.

Award Winners

The Product of the Year award is given to the product with the highest overall score from all the public main tests. It depends on the number of Advanced+ awards received in all our tests. As all products receiving an Advanced+ award are considered (statistically speaking) to be as good as each other, a product can receive the Product of the Year award without necessarily reaching the highest score in any individual test.

A number of products which reach a very high overall standard in the public main tests are given the Top Rated award.

For each of the test types¹ in the public main series (Real-World Protection, File Detection, False Positives, Performance, Proactive, Malware Removal), we give Gold, Silver and Bronze awards, for the first, second and third highest-scoring products, respectively.

¹ For some test types, there may be two actual tests conducted in a year; the awards are based on the combined score of both tests.

Overall winner of 2014 (Product of the Year)

For AV-Comparatives' "Product of the Year" award, all tests in the public main-test series are taken into consideration. This year, both Bitdefender and Kaspersky Lab received an Advanced+ award in all of these tests, i.e. were equally high-scoring. In such cases, we use the following tie-break: the product which has not won the award before, or the product that won it less recently, is given the award. On this basis, AV-Comparatives' 2014 Product of the Year award goes to Bitdefender.

Bitdefender



Top Rated Products 2014

This year, like last year, a number of products reached a very high standard in all our tests. Although we only have one Product of the Year, we recognise all those products with good overall results by giving them the AV-Comparatives Top Rated award.

We have used the results over the year to designate products as “Top Rated”. Results from all the tests are assigned points as follows: Tested = 0, Standard = 5, Advanced = 10, Advanced+ = 15. Products with 90 points or more were given the Top Rated award, with two conditions. Firstly, any products that failed to win any award (i.e. got 0 points) in either of the Real-World Protection tests have not been considered. Secondly, good results in the performance tests cannot make up for weak results in the detection/protection tests. We intend to give the Top Rated award again next year, but the criteria may be adapted.

Top Rated products for 2014 are, in alphabetical order:

AVG, AVIRA, Emsisoft, ESET, F-Secure, Fortinet, Kaspersky Lab



Please see our summary and awards pages – links below:

<http://chart.av-comparatives.org/awardslist.php?year=2014>

Whole-Product Dynamic “Real-World” Protection winners

Security products include various different features to protect systems against malware. Such protection features are taken into account in the Whole-Product Dynamic “Real-World” Protection tests, which test products under real-world conditions. Products must provide a high level of protection without producing too many false alarms, and without requiring the user to make many decisions.

The figure shown is the average result over the year: **Bitdefender** (99.7%, few FPs), **Avira** and **Kaspersky Lab** (99.6%, few FPs), and **Qihoo 360** (99.5%, few FPs), all received the Advanced+ award in both tests of 2014.

AWARDS



Bitdefender



Avira, Kaspersky Lab



Qihoo 360

For details and full results of the 2014 Real-World Protection tests, please click the link below:

<http://www.av-comparatives.org/dynamic-tests/>

File Detection winners

The File Detection Test evaluates the static file scanning engine component, which is one subset of the protection features provided by security products. A high detection rate of malware - without causing too many false alarms - is, depending on the situation, one of the most important, deterministic and reliable features of an anti-virus product (as e.g. it is not heavily dependent on infection vectors or other factors).

The following products received the **ADVANCED+** award in both overall File Detection tests, in March and September 2014. The figure shown is the average of the two test results: **Kaspersky Lab** (99.8%, few FPs), **F-Secure** (99.6%, few FPs) and **AVIRA, Bitdefender** and **eScan** (99.5%, few FPs).

AWARDS



Kaspersky Lab



F-Secure



AVIRA, Bitdefender, eScan

For details and full results of the 2014 File Detection tests, please click the link below:

<http://www.av-comparatives.org/detection-test/>

False Positives winners

False positives can cause as much trouble as a real infection. Due to this, it is important that anti-virus products undergo stringent quality assurance testing before release to the public, in order to avoid false positives. AV-Comparatives carry out extensive false-positive testing as part of the File Detection Tests.

The products with the lowest rates of false positives during 2014 were **ESET** (2), **Panda** and **Sophos** (3) and **Fortinet** (6). These figures represent the SUM of the false positives from both FP Tests.

AWARDS



ESET



Panda, Sophos



Fortinet

For details and full results of the 2014 False Positive tests, please click the link below:

<http://www.av-comparatives.org/false-alarm-tests/>

Overall Performance (Low System-Impact) winners

Security products must remain turned on under all circumstances, while users are performing their usual computing tasks. Some products may have a higher impact than others on system performance while performing some tasks.

Bitdefender, Kaspersky Lab, AVIRA and **ESET** demonstrated a lower impact on system performance than other products.

AWARDS



Bitdefender, Kaspersky Lab



AVIRA



ESET

For details and full results of the 2014 Performance tests, please click the link below:

<http://www.av-comparatives.org/performance-tests/>

Proactive (Heuristic/Behavioural) Protection winners

The Proactive Test shows how good the heuristic detection and behavioural protection features of the various anti-virus products are (i.e. how good they are at protecting against new/unknown malware) without Internet access against completely new (0-day) malware. A high proactive detection/protection rate must be achieved with a low rate of false alarms.

The following products showed the highest proactive protection rates in the 2014 test: **Bitdefender** (98%, few FPs), **Kaspersky Lab** (97%, few FPs) and **ESET** (90%, very few FPs).

AWARDS



Bitdefender



Kaspersky Lab



ESET

For details and full results of the 2014 File Detection tests, please click the link below:

<http://www.av-comparatives.org/retrospective-test/>

Malware Removal winners

A very useful ability for an anti-virus program is removal of malware which has already infected a system.

In this year's test, five products received the Advanced+ award, these being **Bitdefender, AVG, eScan, Kaspersky Lab** and **Panda**:

AWARDS



Bitdefender, AVG



eScan, Kaspersky Lab



Panda

For details and full results of the 2014 Malware Removal test, please click the link below:

<http://www.av-comparatives.org/removal-tests/>

User-Interface Review Section

The program reviews in this section do not have any effect on the awards. They are intended to give users an idea of what each program is like in everyday use. We hope that this, together with the results of the tests, will help readers find a security program that meets their needs; nonetheless, we strongly recommend potential buyers of any of the programs in this report to evaluate the software themselves by using a free trial version. Other factors that should be considered before purchase include compatibility, technical support and price.

The programs were tested for this year's review on 64-bit English Windows 8.1 with Update.

Whilst we assume that the vast majority of our readers are computer enthusiasts or professionals, the user-interface review primarily considers how easy each program is to use for non-expert users. Our Real-World Protection Test demonstrates that in some cases, a security program will only protect the PC if the user makes the right decision – it is possible to allow the malware to run. Additionally, if a program is out-of-date or a protection component is disabled, the computer will not be protected unless the user is made aware of the problem and provided with a simple means of rectifying it. We thus feel that if a security program is to provide effective protection for the average user, it must either carry out actions automatically, or make it clear to the user what needs to be done, without requiring any decision-making or specialist knowledge. We hope our feedback will be helpful to vendors in optimising their products. Equally, we are sure that many of our readers will provide IT support for non-expert family members, friends and customers, and we aim to help them decide which products will be easiest for their supported users to operate.

Our everyday-usage report looks at the following aspects of the security programs in our tests:

- What options are available in the setup wizard?
- Does the uninstaller have additional options, such as adding or removing components or repairing the installation?
- Is a dedicated removal tool provided by the manufacturer?
- How does the program register in Windows Action Center?
- If the program's real-time protection or firewall (if applicable) are disabled, is a System-Tray alert shown by Action Center or the product itself?
- Are essential functions and information easy to find in the program's user interface? We look for system status, scan, update (where applicable), subscription status (where applicable), help, quarantine and logs.
- Does the program customise Internet Explorer by adding a toolbar or rankings for search results, or changing the default search service (Bing)?

- Does the main program window warn appropriately in the event that the real-time protection or firewall (where applicable) is disabled, and make it easy to rectify this?
- What scanning options are available?
- Is a scan entry added to Windows Explorer's right-click menu?
- Standard-User Access: can protection be disabled, or the program uninstalled, with a non-administrator account?
- Malware alerts: Does the program show a clear and appropriate warning when the EICAR test file is downloaded?? If the program produced a significant number of user-dependent decisions in our Real-World Protection Test this year (over 1% of test cases), the relevant dialog box is shown. This applies to Bullguard, Emsisoft, F-Secure, Kingsoft and Tencent.
- Help: We look for a local help function, online knowledge base, and downloadable manual.

Please note that many of the programs in this review have additional features, such as parental control, which we have not covered here. Readers should consult manufacturer's websites for details of other functionality included in each product. The question we have attempted to answer for each program is not "How many features does it have?", but "Does it do the essential things well?".

² <http://www.eicar.org/85-0-Download.html>

AhnLab V3 Internet Security 8.0.8.1.1531



Installation

Choices in the setup wizard: The user has to accept the licence agreement, and can decide whether or not to install the AhnLab Personal Firewall, change the folder location, and register the product.

We found installation very quick and straightforward. We liked having the option of installing AhnLab's firewall or continuing to use Windows Firewall.

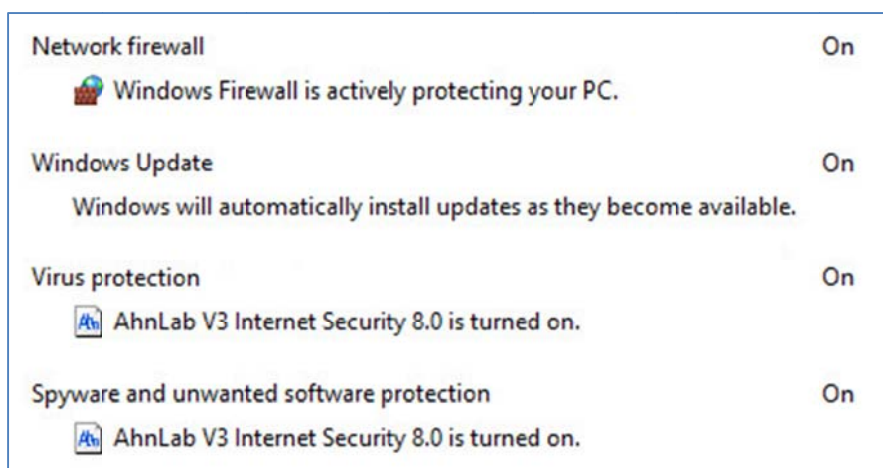
Uninstalling the product

Additional options in the uninstaller: There are none, only complete removal is possible.

Removal tool: We could not find a separate removal tool.

Windows Action Center

Registration in Windows Action Center: AhnLab V3 Internet Security registers as antivirus and antispyware. By default, the AhnLab firewall is not activated, and Windows Firewall continues to run.



Action Center alerts: If real-time protection is disabled, Windows Action Center displays a pop-up alert:



Location of main program features

System status is shown on the home page of the main program window.

Scans can be run from a button on the home page (*Smart Scan*), while full/custom/scheduled scans are available from the *System Security* link in the left-hand menu column.

Update and **Help** buttons are found in the toolbar at the top of the window.

We were unable to find any details of the **subscription status** in the program. According to the manual, the program will display a warning and renewal link 30 days before the subscription expires.

Logs and Quarantine: There are links to both items on the *System Security* and *System Tuning* pages.

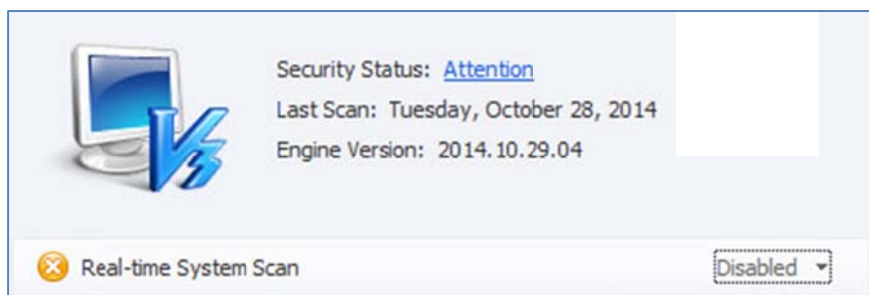
With the exception of subscription status, all the main functions and information are straightforward to find in V3 Internet Security's interface.

Internet Explorer customisation

AhnLab V3 Internet Security does not make any changes to Internet Explorer.

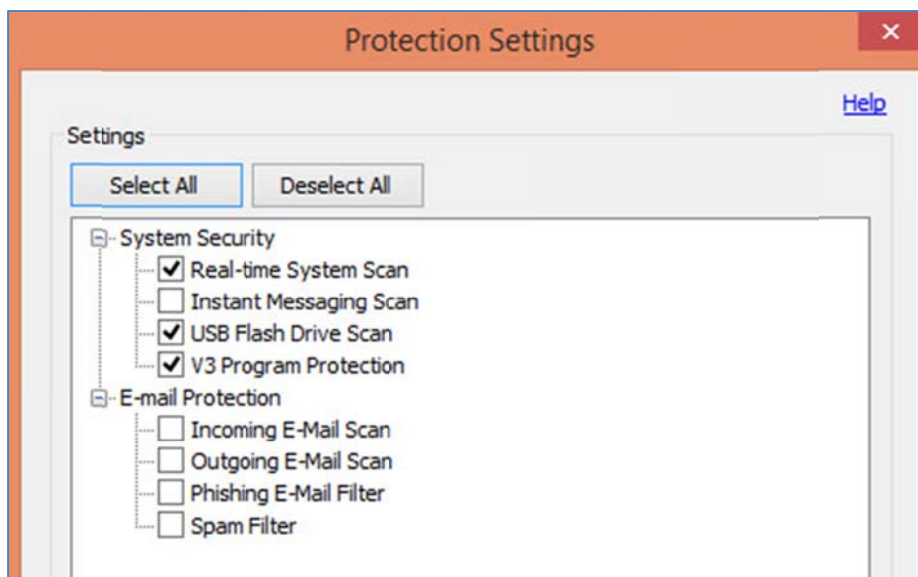
Status alerts in program window

Real-time protection warning and reactivation: If RTP is deactivated, the *Real-Time System Scan* line reads *Disabled*, and its icon changes to a cross in an orange circle. Clicking on *Disabled* displays a short menu from which *Enabled* can be clicked and the protection thus restored.



We feel that the status display is quite subtle, and that some users would not notice that there was anything wrong if real-time protection was disabled.

Status display and default configuration: After installation, the *Security Status* was shown as *Attention*. Opening the *Protection Settings* dialog box showed that only 3 out of a possible 8 protection components were activated:

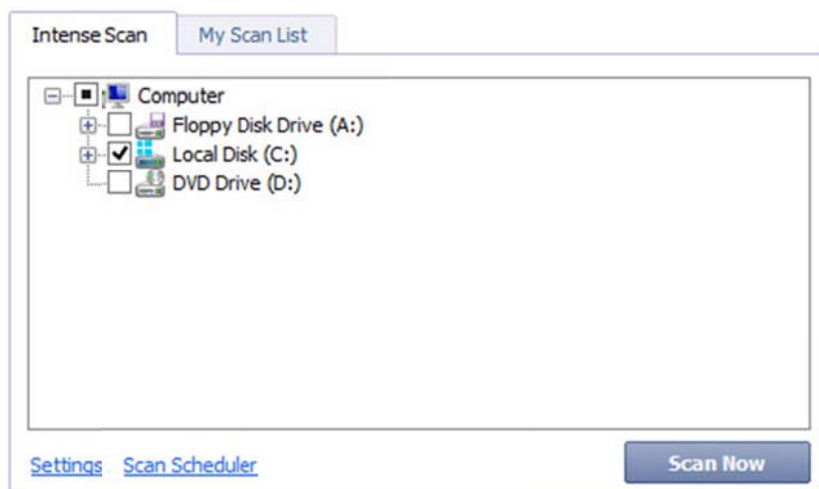


Activating all 8 of the components changed the main status display to *Secure*. We note that neither email nor messaging client was installed on our test machine, making these features redundant.

V3's default configuration would appear not to meet its own manufacturer's security standards, which may leave some users feeling confused. We would recommend that AhnLab alter the status display so that it shows *Secure* when the (entirely sensible and appropriate) default configuration is used.

Scanning

Available scan options: In addition to the *Smart Scan* on the home page, V3 offers full, custom and scheduled scans from the *System Security* page:



Right-click scanning: By default, there is no addition to Windows Explorer's context menu, but this can be activated in the settings. Two entries, *V3 System Scan* and *V3 Secure Deletion*, then appear in the menu.

Standard-user access

Real-time protection: Users with non-administrator accounts can disable real-time protection without having to enter administrator credentials.

Uninstalling the product: A standard user cannot uninstall the product; a Windows User Account control is displayed, prompting for administrator credentials.

We feel that by default, standard user accounts should not be able to deactivate real-time protection.

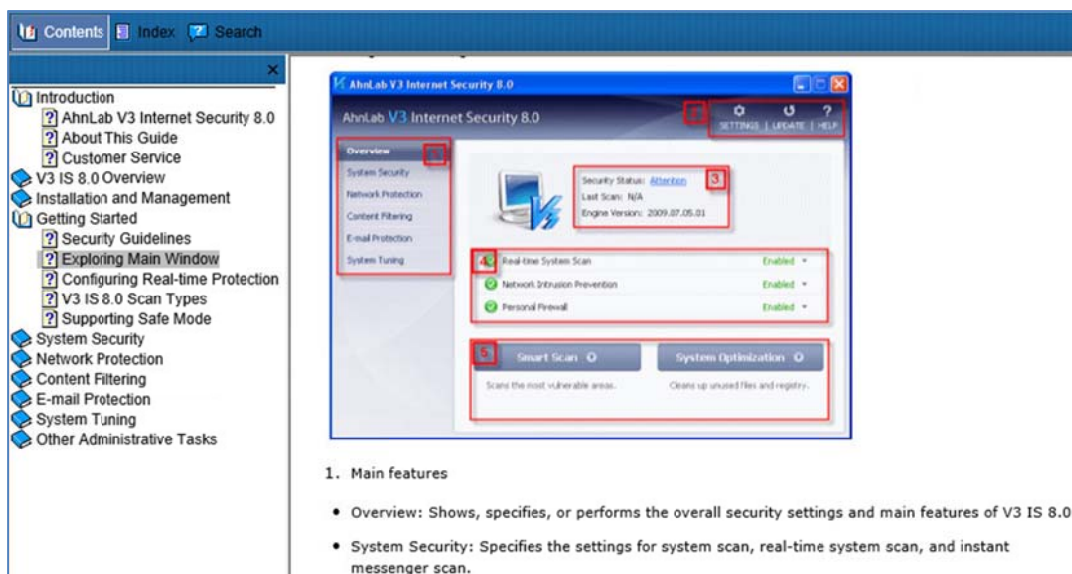
Malware warnings

EICAR test-file alert: In our test, AhnLab V3 Internet Security detected the EICAR test file silently. The detection was reported in the log.

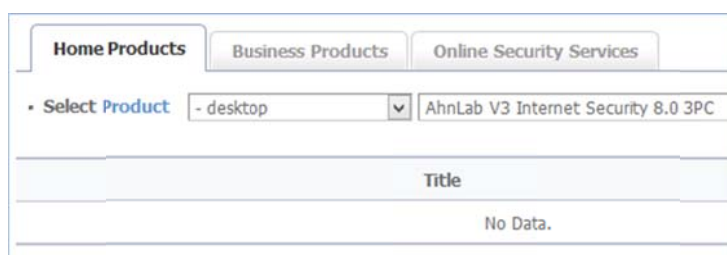
Whether or not to show alerts when malware is detected is arguably a matter of personal preference. Some people at least will prefer to see an alert, so that they have an explanation as to why e.g. they cannot download a particular file.

Help and Support

Manual: There is a downloadable 120-page manual in PDF format, covering all aspects of installing, configuring and using the product. The same content can be found by clicking on Help in the top right-hand corner of the window. This opens an HTML version of the manual, shown below:



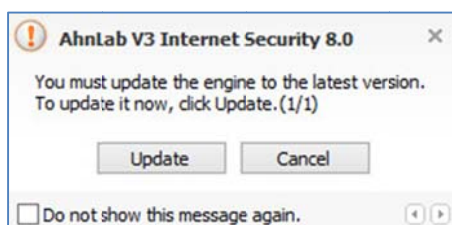
Online knowledge base: There is a *Product FAQ* page on the AhnLab website, although it appears not to display any answers relevant to V3 Internet Security 8.0:



We found the manual to be comprehensive, well organised and easily navigable. However, we feel that the style of writing may be somewhat complicated for non-expert users, and suggest that simplifying the instructions and adding more screenshots (there are only 3 in the entire manual) would be helpful.

Additional points of interest

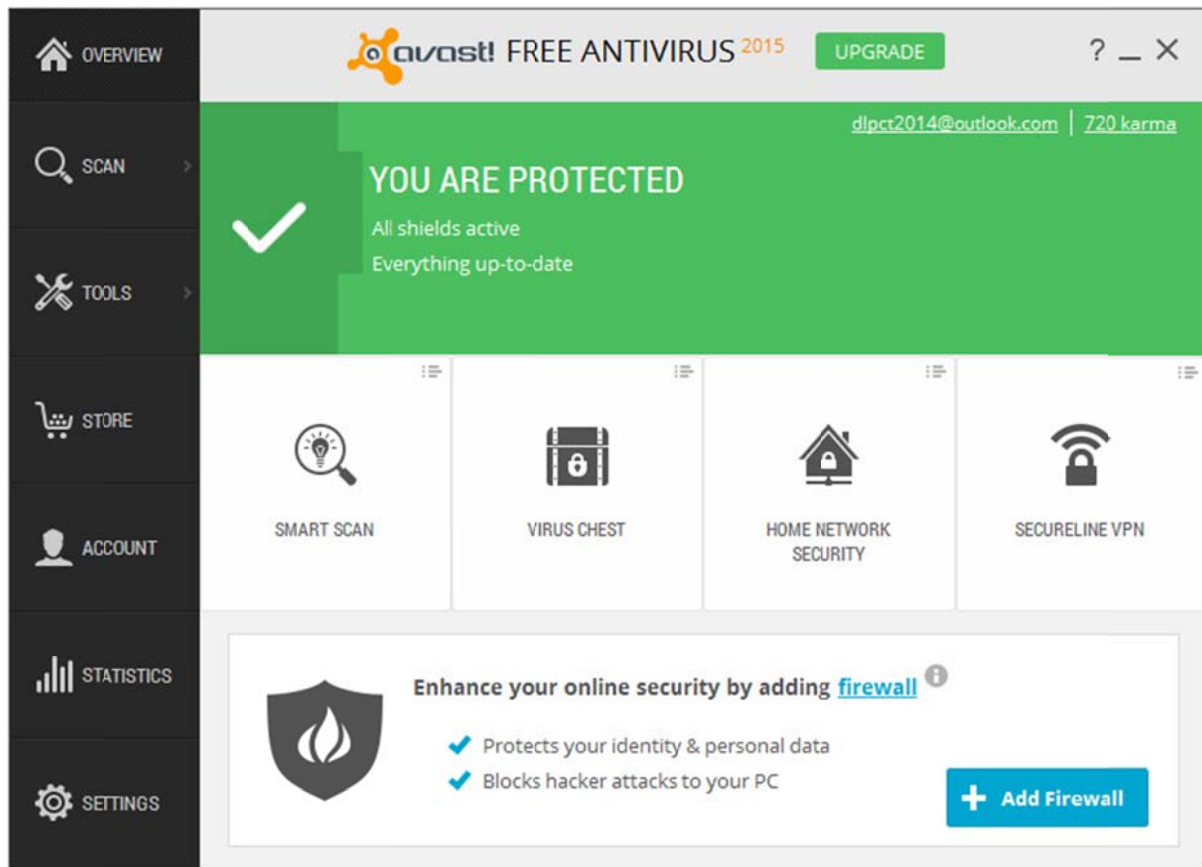
After installation, the product notifies the reader that an update is necessary:



Summary

AhnLab V3 Internet Security 8.0 is simple to install and largely easy to use. The program interface makes most main features and data easily accessible. However, we would suggest that the status display should be more obvious, and that it should accept the program's (sensible) default configuration as safe.

Avast Free Antivirus 2015.10.0.2206



Installation

Choices in the setup wizard: The standard installation asks whether to install Google Chrome and Google Toolbar for Internet Explorer. The custom installation allows the user to choose the folder location, components and user-interface languages, and whether to allow data sharing. The last step of the setup wizard summarises the selected options and allows the user to go back and change them.

We liked having the choice between a very simple default installation and the custom installation that allows advanced users to choose components and languages.

Uninstalling the product

Additional options in the uninstaller: As well as removing the program completely, the uninstaller can update the program version, repair the installation, and change components and languages.

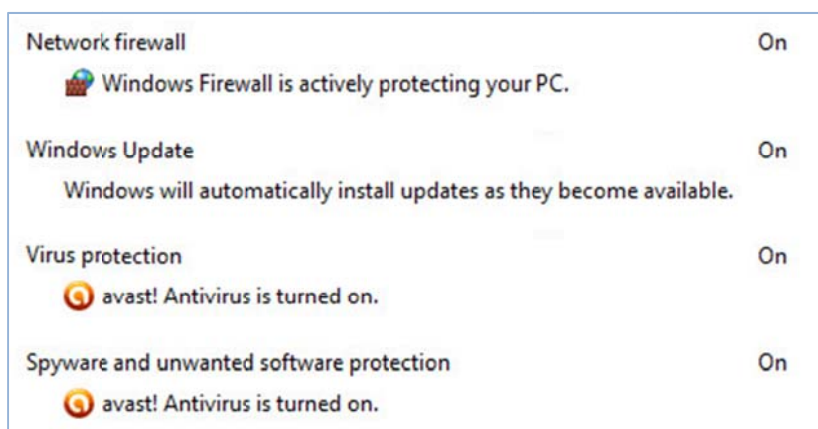
Removal tool: Avast provide a separate removal tool, `avastclear.exe`.³

We were pleased to see the range of useful options available in the uninstaller.

³ <http://www.avast.com/en-us/uninstall-utility>

Windows Action Center

Registration in Windows Action Center: Avast Free Antivirus registers as antivirus and antispyware.



Action Center alerts: If the Avast real-time protection is disabled, no pop-up alert is shown by Action Center or the program itself.

We feel that an obvious alert message-box should be displayed when protection is deactivated.

Location of main program features

System status is shown on the Home page

Scans can be run from the *Quick Scan* button on home page, other types of scan from the *SCAN* link on the right.

Updates can be run by clicking the *SETTINGS* link, Update.

Help is opened by clicking the question-mark symbol in the top right-hand corner of the window.

Logs are accessed from the *STATISTICS* link on the right.

Quarantine can be found by clicking *SCAN, Scan for viruses*; there is a link at the bottom of the page.

We feel that the interface of Avast Free Antivirus is very clear and makes most important features and information easily accessible. The update and quarantine functions are not so simple to find, although an automatic update runs every four hours.

Internet Explorer customisation

Toolbar: An Avast button is added to Internet Explorer's existing toolbar, and displays site information and web-filter settings.

Search service: This is not changed unless the user chooses to install Google Chrome/Google toolbar from the Avast setup wizard.

Ratings for search results: Avast marks search results as safe in Google, but not in Bing.

Status alerts in program window

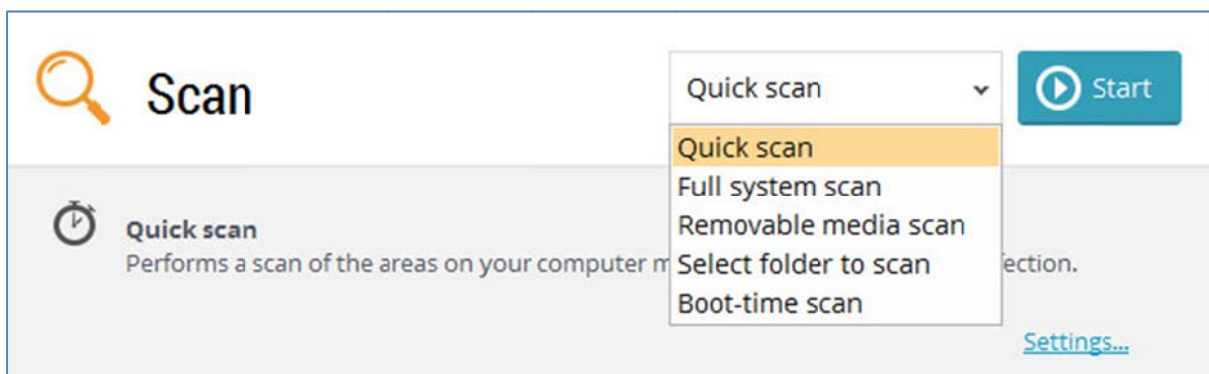
Real-time protection warning and reactivation: the alert below is shown in the main window if RTP is disabled. Clicking the *Resolve All* button re-enables all protection components.



The alert shown by the status section of the main window is very prominent, and provides a very obvious one-click option to reactivate protection, which we find ideal.

Scanning

Available scan options: The scan dialog box, found by clicking *Scan*, *Scan for viruses*, provides full, quick, custom, boot-time and removable media scans:



Right-click scanning: An Avast scan entry is added to Windows Explorer's context menu, so individual drives, files and folders can be scanned by right-clicking.

Standard-user access

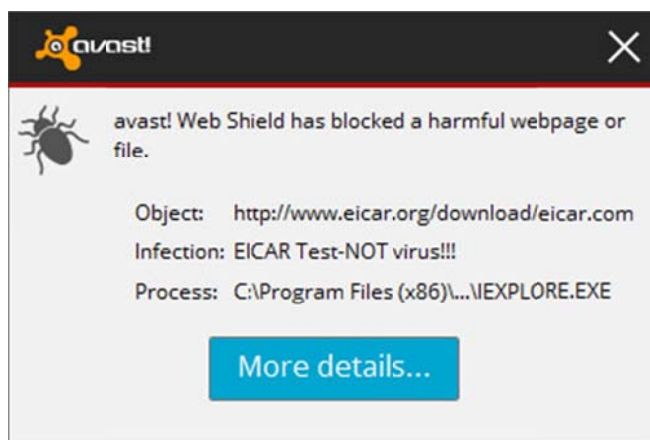
Real-time protection: this can be deactivated by a user without administrator privileges.

Uninstalling the product: a standard user cannot do this, either from Control Panel or using the Avast removal tool.

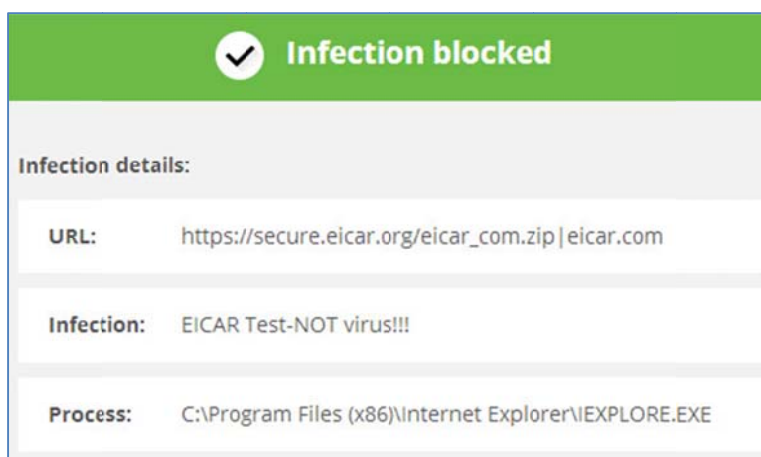
We feel that non-administrator accounts should not be able to deactivate protection.

Malware warnings

EICAR test-file alert: The warning below is shown when the user attempts to download the EICAR test file. The alert closes automatically after about a minute.



The *More details* button does not actually provide any more details, but does make clear that the threat has been blocked:



We feel the warning is reasonably clear, is displayed for long enough to read, and does not provide the user with any option to run the malware, all of which is good.

Help and Support

Local help file: this is accessible by clicking the question-mark icon in the top right-hand corner of the window. This is context-sensitive, i.e. it opens at the page related to the feature currently being used. This explains the current feature, but there is no assistance with finding a particular feature (e.g. quarantine) in the first place.

Scan

Access this feature at:
Scan – Scan for viruses

This section provides various on-demand scan options to check your computer for viruses and malware. Here you can:

- Run a pre-defined (default) scan
- Adjust [scan settings](#)
- Access the [Virus Chest](#)
- View [scan history](#)
- Create a custom scan

Default scans ▲

Running a default scan ▲


Managing scan settings ▶

You can manage scan settings by clicking **Settings...** below the scan name. However it is not recommended to change the default scans but instead to **Create a custom scan** at the bottom of the screen.

Online knowledge base: Avast Customer & Technical Support⁴ is searchable, and provides comprehensive, step-by-step instructions with screenshots for specific tasks, starting with how to open the program window:

Accessing the Virus Chest

To open the **Virus Chest** in **Avast 2015** please proceed as follows:

1. Right-click on the Avast orange ball icon  in the system tray and select 'Open Avast user interface' from the menu.

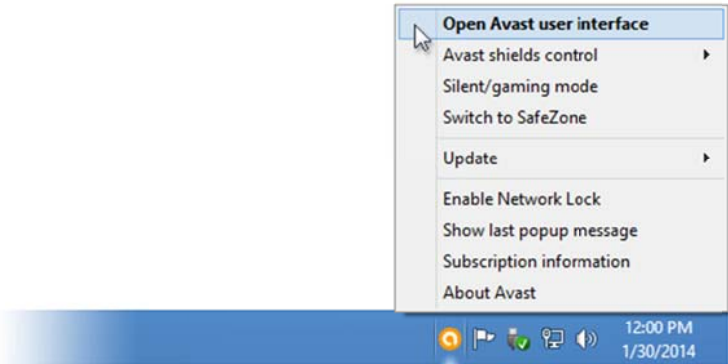


Figure I. A

...or double-click the desktop icon of installed **Avast** antivirus software to open the Avast user interface.

We feel that the local help service is of rather limited use, but the online knowledge base instructions are excellent, being comprehensive, clear, and very well illustrated.

⁴ <http://www.avast.com/en-us/faq.php>

Additional points of interest

Tutorial: Avast Free Antivirus provides a short tutorial with security tips, which is shown shortly after installation:



Customisable buttons: the four main buttons on the Status page can also be customised by right-clicking and choosing any one of a number of features, such as update, quarantine, and scans.

Pirate Talk: The user-interface languages include a humorous version of English called Pirate Talk, which includes phrases like “From the crow’s nest”, meaning in this case “System status”. It is used in the program window, and for audio messages too.

Both the customisable buttons and the tutorial strike us as very useful and easy to use. Pirate Talk might not be everyone’s cup of tea, but it makes us laugh.

Summary

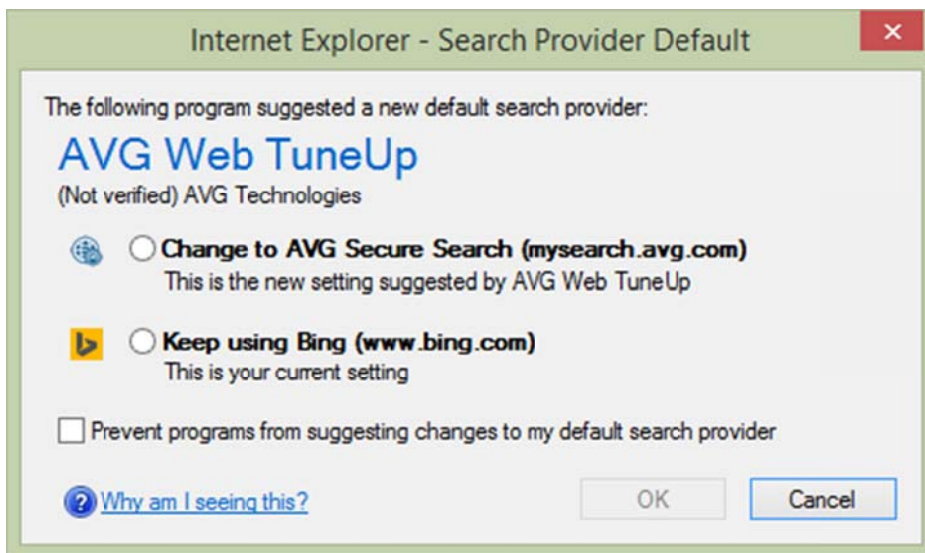
We found Avast Free Antivirus 2015 to be mostly well-designed and easy to use. We liked the component and language choices in the setup wizard, and the layout of the main window with its clear status display and customisable buttons. The online knowledge base is excellent. Our only suggested improvement would be to prevent non-administrator accounts disabling protection.

AVG Internet Security 2015.0.5315



Installation

Choices in the setup wizard: The default setup provides the choice of language for the setup wizard, trial or subscription licence key, folder location, whether to join the product improvement program, and search service:



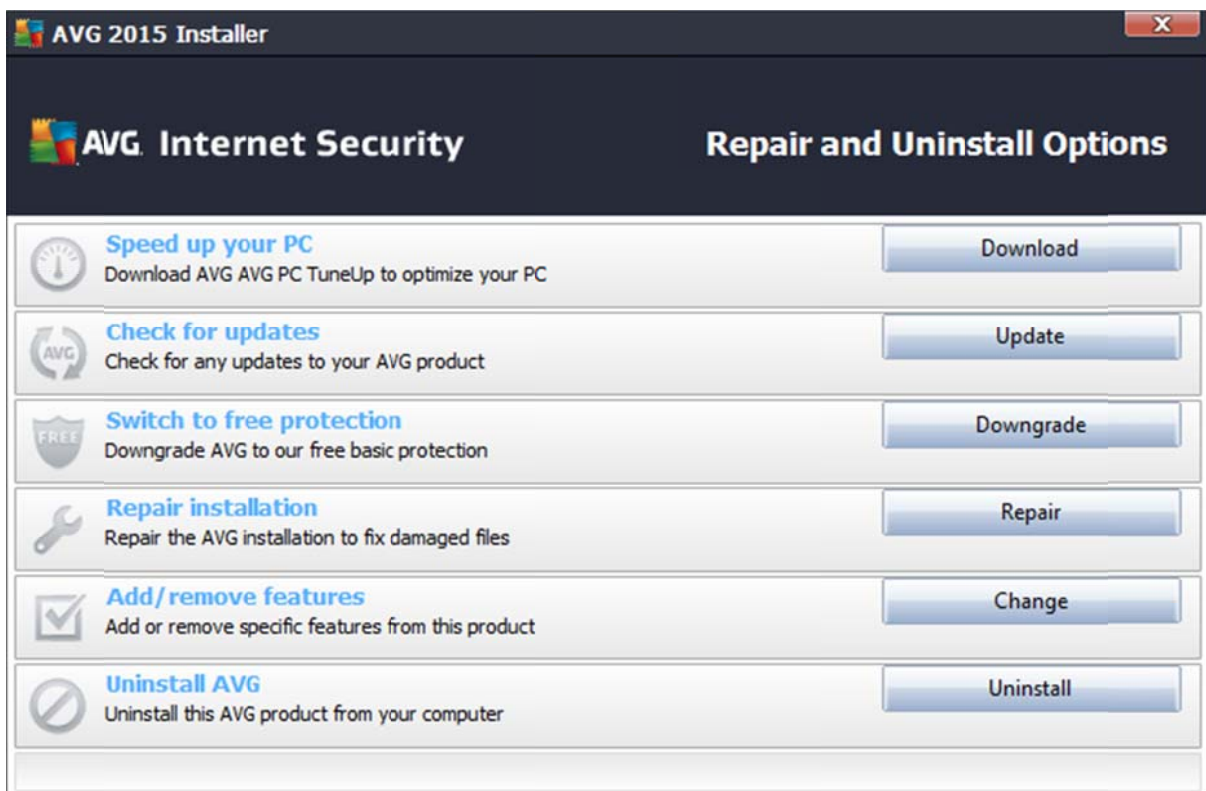
Choosing the Custom Installation options provides the additional choices of components and languages:



We liked the simple setup for non-experts, with a choice of components available to advanced user. We were also pleased to be given a clear choice of default search engine.

Uninstalling the product

Additional options in the uninstaller: These include product update, repair, changing components, and downgrading to the AVG Free Antivirus:



Removal tool: There is a separate removal tool, AVG Remover⁵.

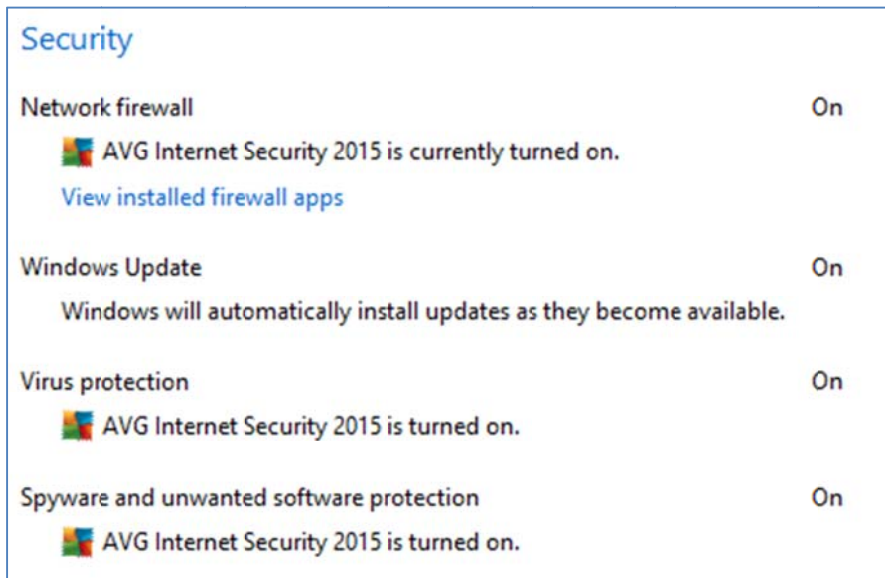
We feel AVG have provided an excellent range of options in the uninstaller.

⁵ <http://www.avg.com/eu-en/utilities>

Windows Action Center

Registration in Windows Action Center

AVG Internet Security registers as antivirus, antispysware and firewall. Windows Firewall is disabled.



Action Center alerts: If real-time protection is disabled from the System Tray icon, no alert is shown. If it is disabled from the program window, an Action Center alert is displayed:



No System Tray alert is shown if the AVG firewall is switched off.

We feel there should always be a clear Action Center warning when a protection component is disabled, as the warning triangle on the AVG icon itself is far too small to stand out, and the icon itself is hidden by default.

Location of main program features

Protection status, scans, subscription status, and updates (*Protection is up-to-date*) are shown in the main program window.

Help is found in the *Options* menu in top right-hand corner of window.

Logs and quarantine are also located in the *Options* menu, under *History*.

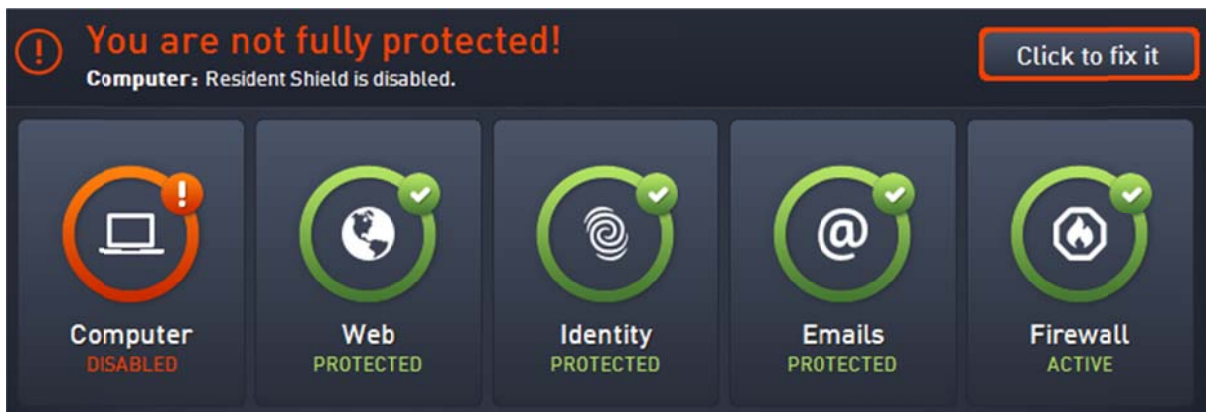
We found the program interface very clear and easy to navigate, with the most important features available at-a-glance in the main window, and everything else located in the single menu.

Internet Explorer customisation

The **search service** can be changed to AVG's Yahoo-based search service as an option during setup. Otherwise, no changes are made to Internet Explorer.

Status alerts in program window

Real-time protection and firewall warning & reactivation: If the RTP is disabled, the alert below is shown:

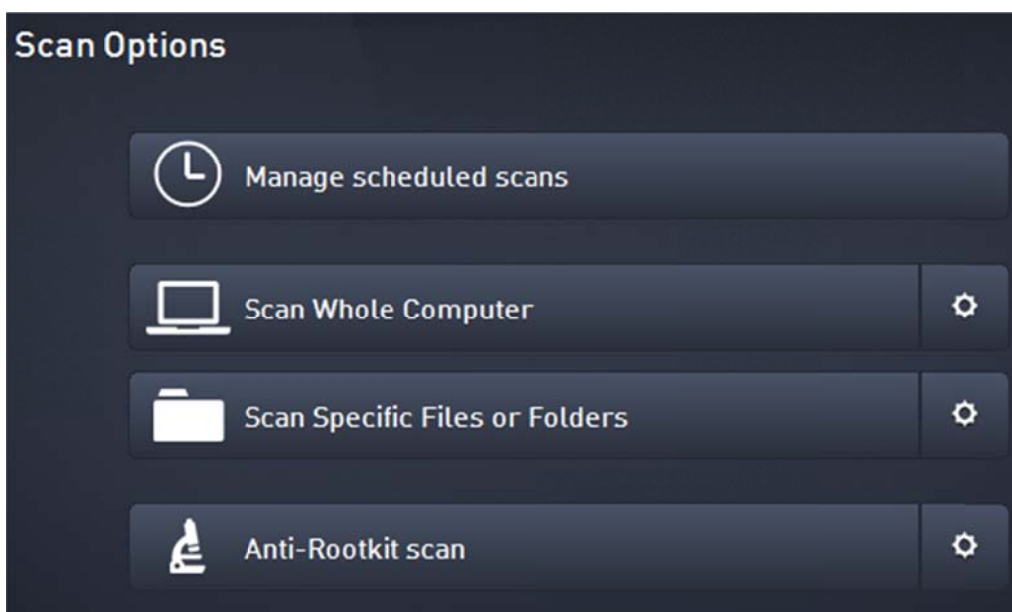


A corresponding alert is shown in the event that the firewall is inactive. In either case, clicking the *Click to fix it* button will reactivate all protection features.

We feel the alerts in the program window are very clear, and it is simple to reactivate any disabled components.

Scanning

Available scan options: The *Scan Options* page, found by clicking the cogwheel next to *Scan Now* on the home page, provides full, custom, scheduled and rootkit scans:



Right-click scanning: There is a *Scan with AVG* entry in the context menu of Windows Explorer, allowing files, folders and drives to be scanned by right-clicking.

Standard-user access

Real-time protection: This cannot be deactivated without administrator credentials.

Uninstalling the product: This requires administrator credentials, regardless of whether AVG Remover or Programs and Features is used.

AVG Internet Security 2015 prevents non-administrators from disabling or removing the program in any way, which we find ideal.

Malware warnings

EICAR test-file alert: The warning below is shown when the user attempts to download the EICAR test file. It remains open until the user closes it.

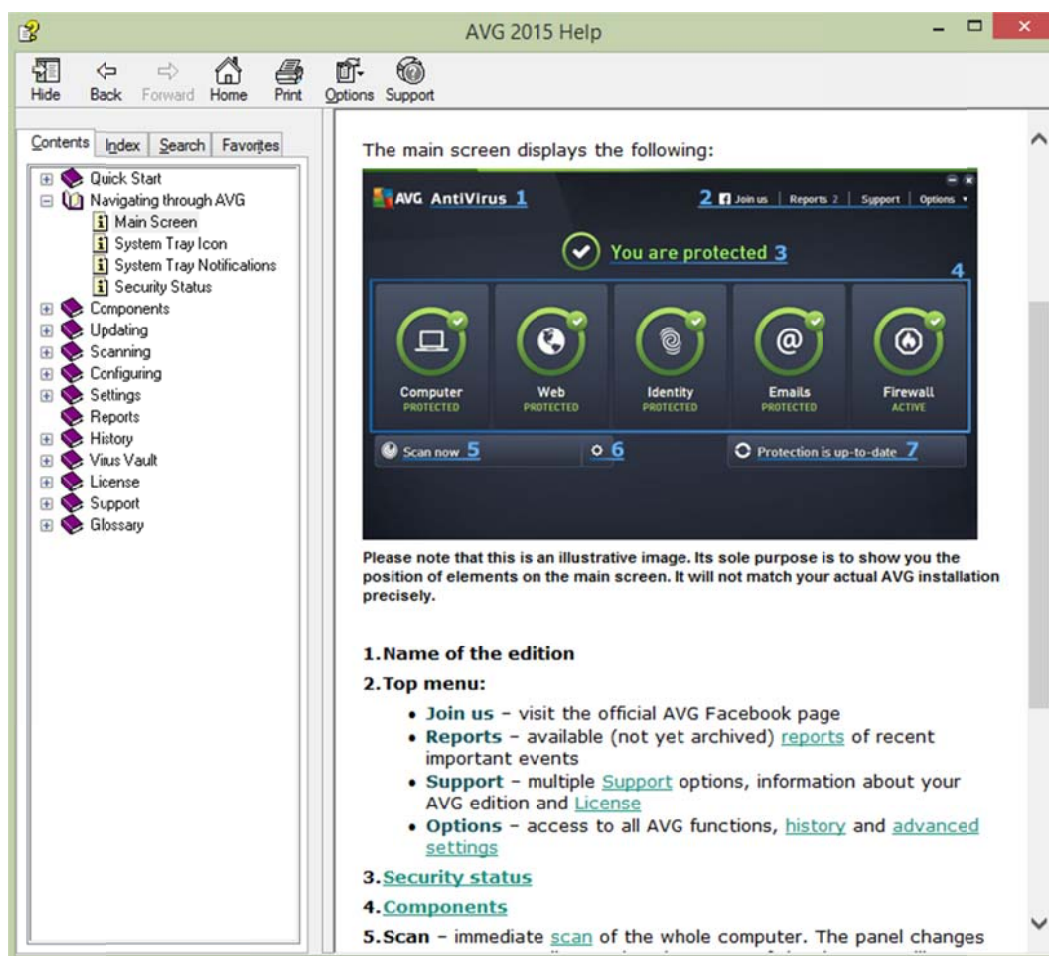


Clicking *Show details* provides a few additional details, such as the severity of the threat, and the AVG component that identified it.

We would describe the alert as very informative. Users have to make a choice, although there is a clearly recommended option, and no means of running the malicious program, both of which we find ideal.

Help and Support

Local help file: this is shown in the screenshot below. This uses the familiar, accessible Windows Help layout, with an overview of topics listed in the left-hand pane and details on the right.



Online knowledgebase: There is a searchable FAQ page⁶ which provides simple answers to common queries.

Frequently Asked Questions

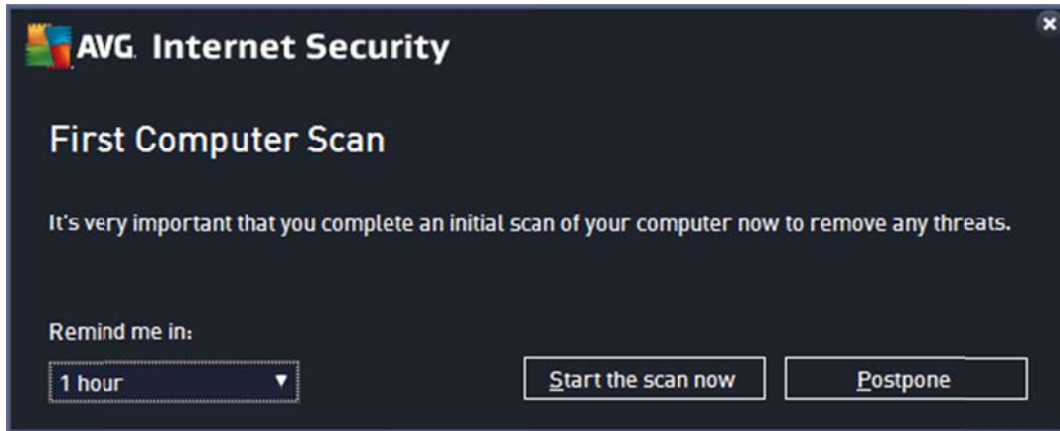
- [Retrieve your AVG license number](#)
- [Download and install AVG AntiVirus, Internet Security or Premium Security](#)
- [Uninstall AVG Toolbar, homepage and Secure Search from your browser](#)
- [Reinstall AVG](#)
- [Uninstall AVG](#)
- [Upgrade to AVG 2014 when you already have an older AVG version](#)
- [Prepare your computer for installing AVG](#)
- [Remove AVG trial popup and continue with free protection](#)
- [Remove conflicting anti-virus products](#)
- [Activate AVG with a new license number](#)
- [Install a new AVG license or upgrade](#)
- [Repair AVG](#)
- [Log in to AVG MyAccount](#)
- [AVG Download Center](#)

We were particularly impressed with the local Help feature of AVG Internet Security. Topics are clearly and succinctly explained, with screenshots provided whenever this is obviously useful.

⁶ http://support.avg.com/support_Internet_Security

Additional points of interest

Initial scan: Shortly after the installation, a dialog box is shown that prompts the user to run an initial scan of the computer.

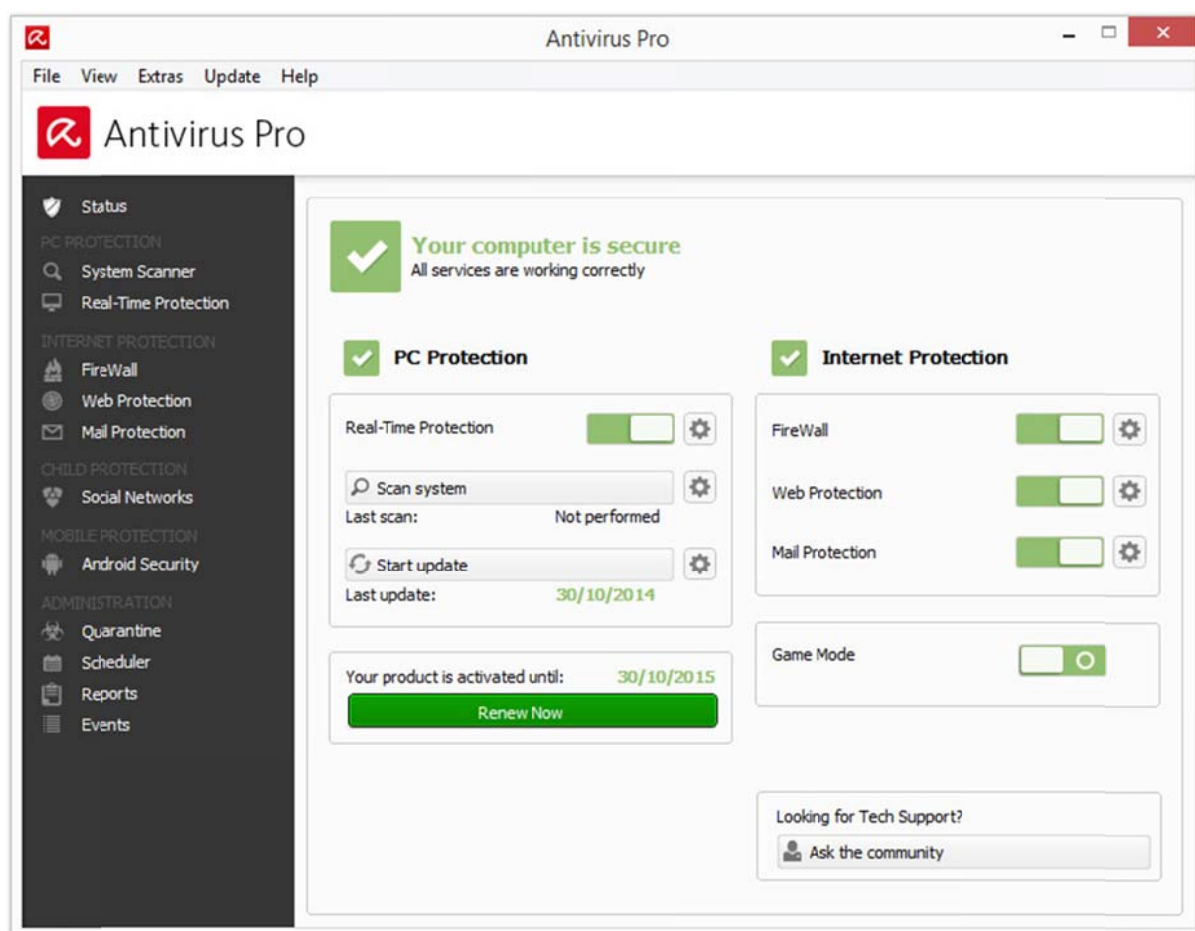


AVG PC TuneUp: The *Fix Performance* button on the main program window promotes a separate product, AVG PC TuneUp.

Summary

AVG Internet Security 2015 has kept all the simplicity and clarity of earlier versions, and remains very easy to use. We particularly liked the installation and deinstallation options, easy access to important features in the program's main window, and excellent local help. The status display in the program itself is excellent; our one suggested improvement would be to report more consistently via Windows Action Center.

Avira Antivirus Pro 14.0.7.306



Installation

Choices in the setup wizard: There are Express or Custom options. The Custom Installation allows the user to choose the installation folder, which program components to install, and whether to confirm before sending suspicious files to Avira. The Configuration Wizard, shown after installation, lets the user decide on heuristics and detection levels, and types of threat to detect.

The Custom Installation and Configuration Wizard allow advanced users to configure the product as they want. Non-experts can use the Express installation option, and simply accept the default options in the Configuration Wizard.

Uninstalling the product

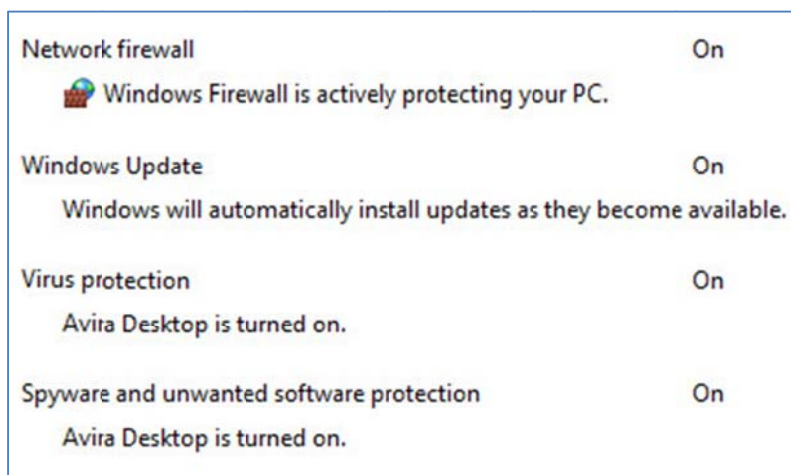
Additional options in the uninstaller: There is a Change option, which allows individual components to be added or removed.

Removal tool: We could not find a separate removal tool.

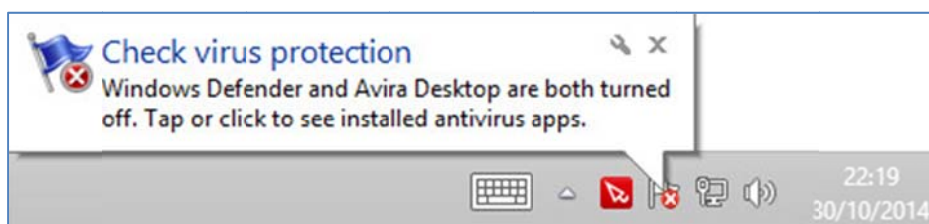
The ability to change installed components from the uninstaller strikes us as a useful option for advanced users.

Windows Action Center

Registration in Windows Action Center: Avira Antivirus Pro registers as antivirus and antispyware in Action Center:



Action Center alerts: If real-time protection is disabled, Windows Action Center displays its normal bubble alert:



Location of main program features

System Status, Scan, Update, Subscription Status, Logs and **Quarantine** are all accessible directly from the home page of the main program windows. Help can be found in the *Help* menu at the top of the window.

The layout of the program window makes it extremely easy to find all important features and information.

Internet Explorer customisation

Antivirus Pro does not add a toolbar to Internet Explorer, or change the search engine or mark search results.

Status alerts in program window

Real-time protection warning and reactivation: If RTP is disabled, the status display in the main window changes to an alert, shown below. Clicking the *Fix problem* button will reactivate the protection.

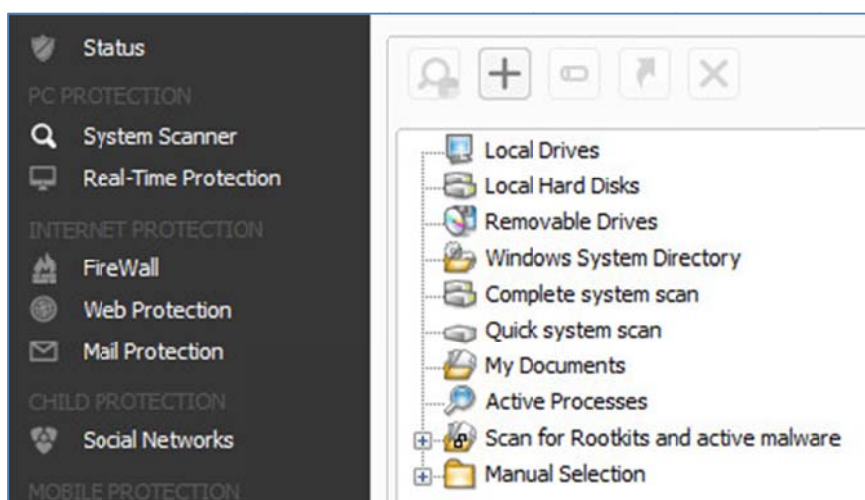


Firewall warning and reactivation: Antivirus Pro does not include its own firewall, but users can monitor and control the Windows Firewall from Avira's program window. If Windows Firewall is disabled (by whatever means), Antivirus Pro displays a corresponding warning, along with *Fix Problem* button.

We feel that including status and controls for Windows Firewall in the interface is a very clever idea, as it allows the user to see and change all major security features in one place.

Scanning

Available scan options: A wide range of scan options, including quick, custom and complete, can be found by clicking *System Scanner* in the left-hand pane of the program window. The *Scheduler* entry in the same menu panel allows scheduled scans to be set up.



Right-click scanning: An entry entitled *Scan selected files with Avira* is added to Windows Explorer's context menu, allowing drives, folders and files to be scanned by right-clicking.

Standard-user access

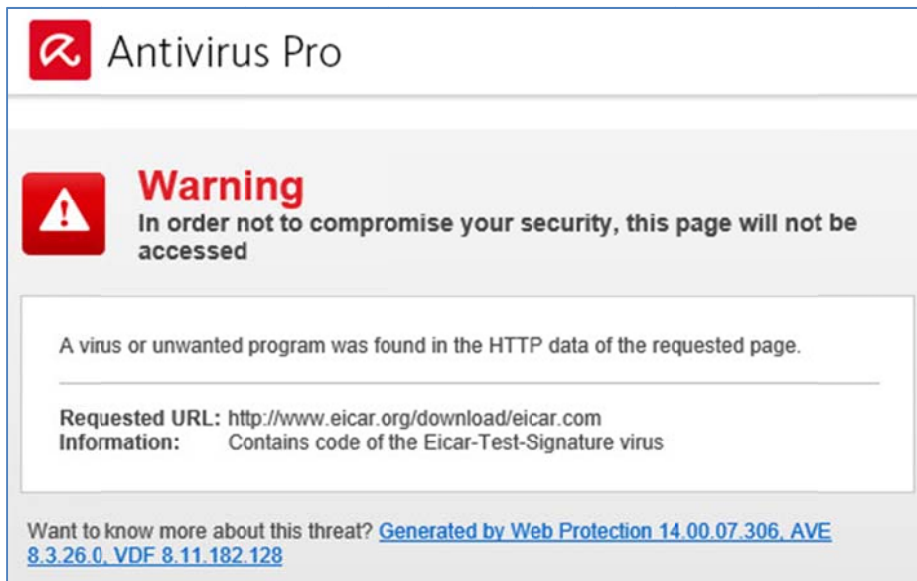
Real-time protection: A non-administrator account cannot disable protection features; a Windows User Account Control dialog box appears, demanding administrator credentials.

Uninstalling the product: If a standard user attempts to uninstall the product or change its configuration, a UAC prompt again demands details of an admin account.

Avira have effectively prevented standard users from disabling the product.

Malware warnings

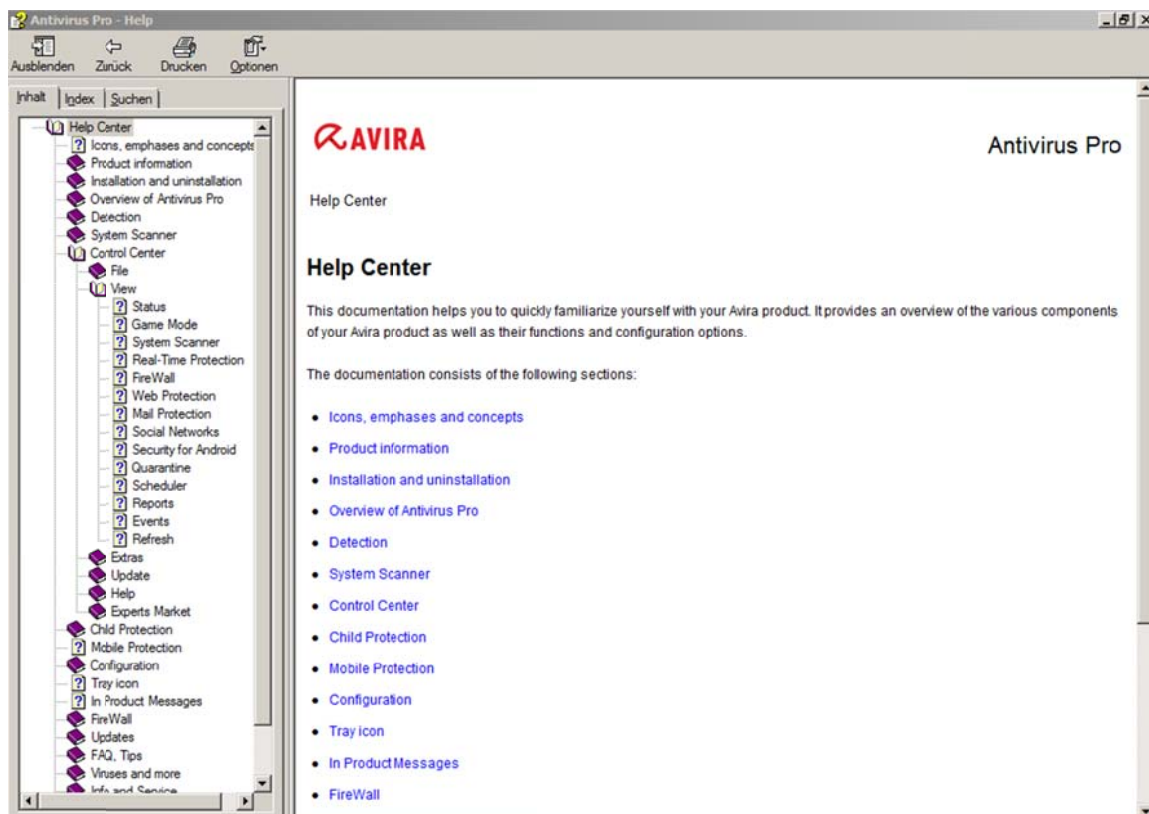
EICAR test-file alert: The following alert is shown in the browser:



We feel the web page alert is excellent, making very clear what has happened. This remains until the user closes it.

Help and Support

Manual: Clicking the *Help* menu, *Overview*, opens the local help service, which uses the Windows Help console:



The *Support* entry in the *Help* menu opens the product's online **Forum**⁷. This allows users to ask their own questions, and search for answers already provided for other users.

We would describe the local help service as good; it is comprehensive, and provides simple and clear instructions, with occasional screenshots. We noticed that one or two of these show German text instead of English, but Avira have confirmed that these will be replaced in the next version of Avira Antivirus Pro.

Additional points of interest

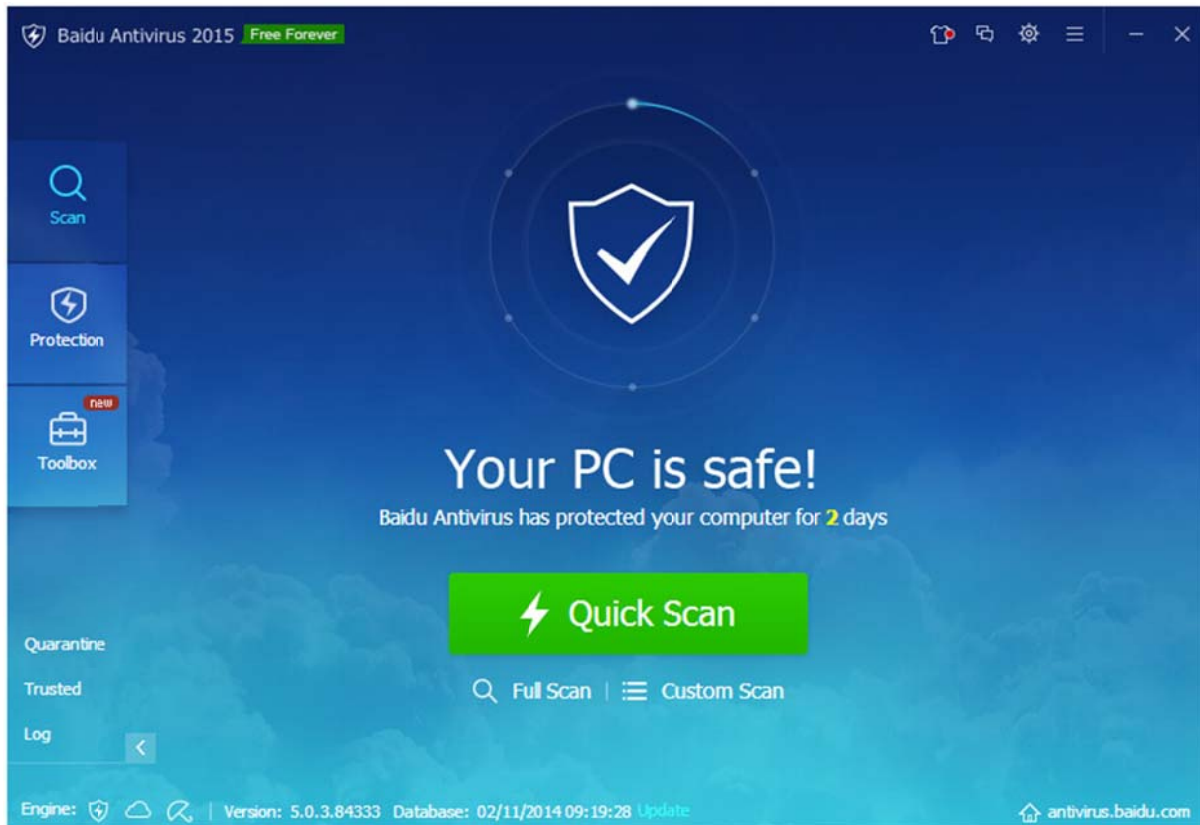
A quick scan is run after the installation and configuration wizards have been completed.

Summary

We found Avira Antivirus Pro to be very simple to use, with the home page providing a very clear status display, and easy access to all important features. We particularly liked the ability to monitor and control Windows Firewall directly from the program window, and the malware-alert web page.

⁷ <http://www.avira.com/en/support>

Baidu Antivirus 2015 (5.0.3.84333) International/English Version



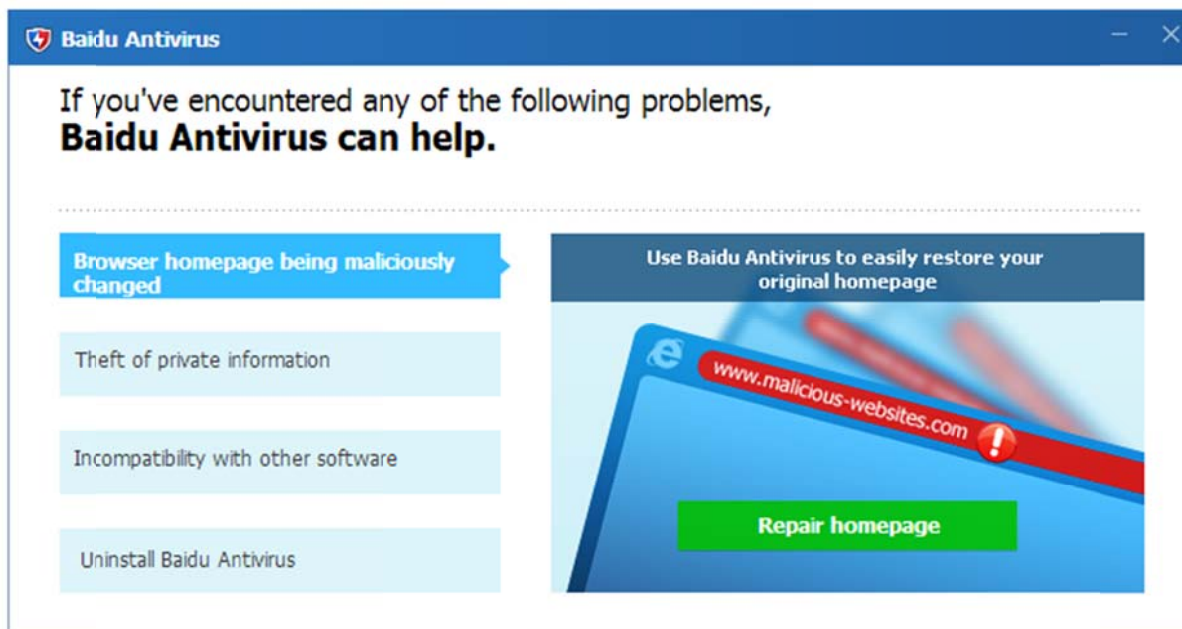
Installation

Choices in the setup wizard: The only choice in the standard installation is whether to join Baidu's User Experience Program. The custom installation allows the user a choice of 7 languages, and the location of the program folder.

The standard installation is extremely simple and could be carried out with a single click. The choice of languages will be useful to some users, although we found that the link for the custom installation was very subtle and could easily be overlooked.

Uninstalling the product


Additional options in the uninstaller: Baidu's *Uninstall/Change* dialog box encourages users not to uninstall the product, by suggesting solutions to any problems that have been encountered:



Removal tool: We could not find a separate uninstall tool.

Windows Action Center Windows

Registration in Windows Action Center: Baidu Antivirus registers as antivirus and antispyware. The product does not include its own firewall, so Windows Firewall remains active:

Network firewall	On
 Windows Firewall is actively protecting your PC.	
Windows Update	On
Windows will automatically install updates as they become available.	
Virus protection	On
Baidu Antivirus is turned on.	
Spyware and unwanted software protection	On
Baidu Antivirus is turned on.	

Action Center alerts: If real-time protection is disabled, no pop-up alert is shown by Action Center or Baidu itself.

We feel it would be an improvement to have Windows Action Center display its normal alert when malware protection is disabled.

Location of main program features

System status, scan, update, logs and **quarantine** can all be found on the home page of the main program window. **Help** is provided in the form of a link to the Baidu website. This can be found in the menu in the top right-hand corner of the window.

The home page shows icons for all three of the program's antivirus engines, namely Baidu Antivirus, Baidu Cloud, and Avria Antivirus. All of these are activated and updated by default.

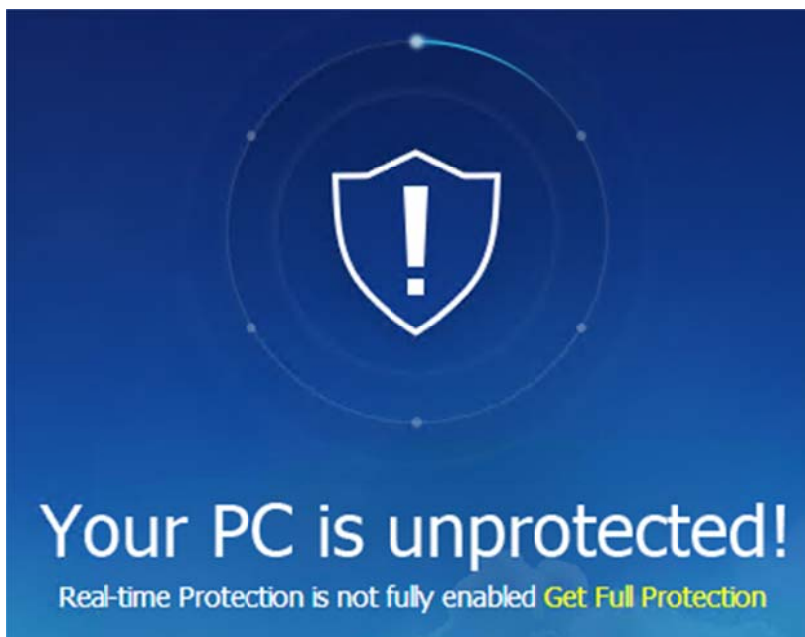
The main program window of Baidu Antivirus makes all essential features easy to access, although the *Update* link is in very small text, light blue on a medium blue background, and could easily be missed, in our opinion.

Internet Explorer customisation

Baidu Antivirus does not customise Internet Explorer.

Status alerts in program window

Real-time protection warning and reactivation: If RTP is disabled, the text and symbol on the home page change to show this:

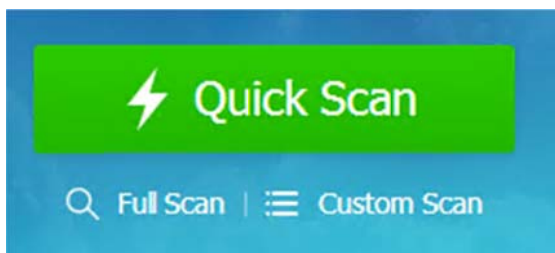


Clicking *Get Full Protection* immediately reactivates the RTP.

Whilst text and graphic both show that protection is disabled, we feel it would stand out more if coloured red. Reactivating the RTP is very quick and simple.

Scanning

Available scan options: Quick, full and custom scans are available directly from the home page:



Right-click scanning: A *Scan with Baidu Antivirus* entry is added to Windows Explorer's context menu, allowing drives, folders and files to be scanned by right-clicking.

Standard-user access

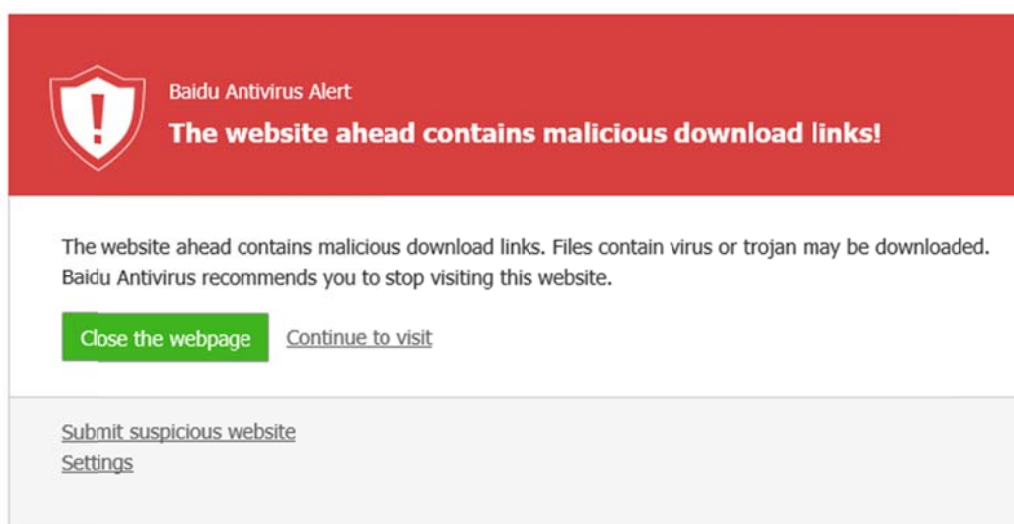
Real-time protection: A standard user can disable RTP without having to provide administrator credentials.

Uninstalling the product: This cannot be done by a non-administrator account, a Windows User Account Control prompt demands administrator credentials.

We feel it would be an improvement to prevent standard user accounts from disabling protection.

Malware warnings

EICAR test-file alert: If the EICAR test file is downloaded, the following alert is displayed in the browser:



Help and Support

The only help feature we could find was the Baidu Antivirus Forum⁸.

Additional points of interest

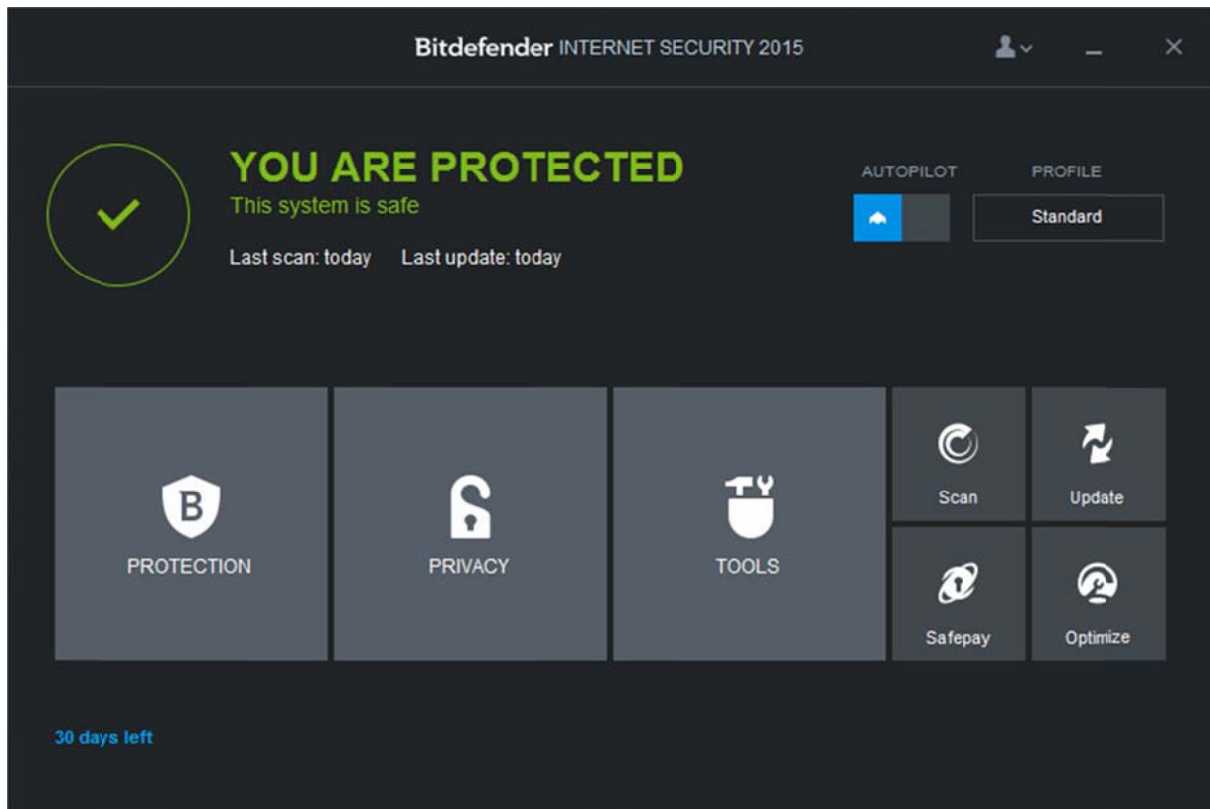
The user can change the background image of the main window to one of another twelve designs. These appear to have been carefully chosen so that the white text of the program controls still stands out clearly. It is also possible to change the user-interface language from the settings.

Summary

We found Baidu Antivirus to be largely very simple to use, with a well-designed interface. However, we feel that a more secure default configuration, making it more difficult to disable protection, would be an improvement.

⁸ <http://forum.antivirus.baidu.com/>

Bitdefender Internet Security 2015 (18.17.0.1227)



Installation

Choices in the setup wizard: The default setup lets the user decide whether to send anonymous usage reports. The Custom option provides the additional choices of folder location and proxy details. At the end of the installation, the user is prompted to activate the product by logging in with a Bitdefender, Microsoft or Google account. Bitdefender inform us that this is to enable the online services such as Parental Control.

The standard installation is very simple and even inexperienced users should have no difficulty with it.

Uninstalling the product

Additional options in the uninstaller: There is a repair function in addition to removal.

Removal tool: There is a separate removal tool, the Bitdefender Uninstall Tool⁹.

The repair function is a useful addition to the uninstaller, in our opinion.

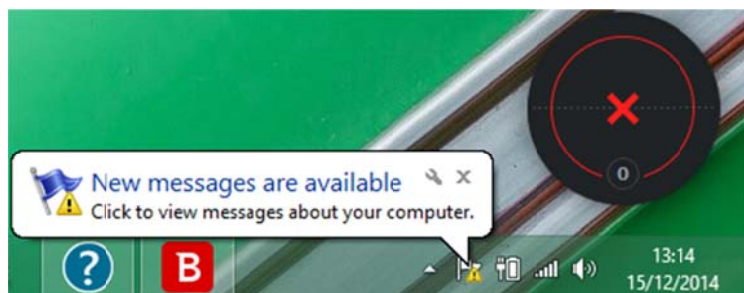
⁹ http://www.bitdefender.com/site/Downloads/uninstallIntro/uninstall_consumer_paid.html

Windows Action Center

Registration in Windows Action Center: Bitdefender Internet Security registers as antivirus, antispysware and firewall.

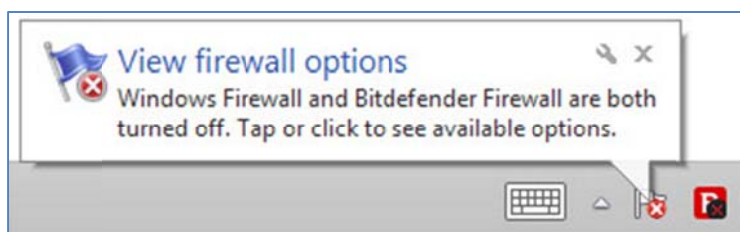
Network firewall	On
Bitdefender Firewall is currently turned on.	
View installed firewall apps	
Windows Update	On
Windows will automatically install updates as they become available.	
Virus protection	On
Bitdefender Antivirus is turned on.	
Spyware and unwanted software protection	On
Bitdefender Antispysware is turned on.	

Action Center alerts: When we disabled real-time protection, the following System Tray warning was shown by Action Center:



Clicking on the alert opens Action Center window, which shows that the RTP is disabled and allows it to be reactivated. Additionally, the Bitdefender widget displays a warning in the form of a red X-symbol (although this may be covered by program windows).

If the firewall is deactivated, the following Windows Action Center alert is displayed:



Location of main program features

System status, update, subscription status, and default scan can all be found on the home page.

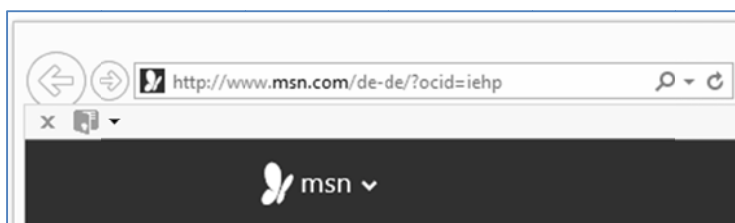
Help is found in the menu in the top right-hand corner of the window.

Quarantine and logs are both accessed from the *Events* window (*Menu | Events*). The *Events* window shows a list of malware items found and allows them to be restored or deleted.

We would say that the most important functions and information are very easily accessible from the main program window. It took us a little while to work out that the quarantine function and logs functions are integrated into the same window, but having realised this, we recognise the convenience of having both items together. Bitdefender inform us that when a threat is moved to quarantine, a popup message appears, notifying the user of the event and allowing him/her to see the details in the logs.

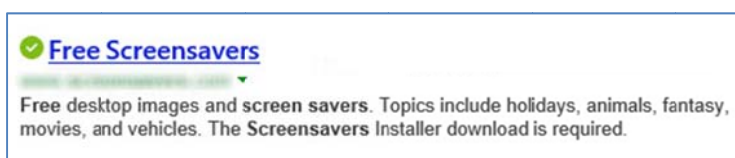
Internet Explorer customisation

Toolbar: A toolbar with one item, Bitdefender Wallet, is added to Internet Explorer. It can easily be closed by clicking the X symbol at the end.



Search service: This is not changed.

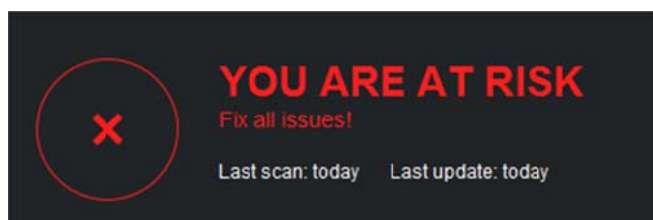
Ratings for search results: Ratings for search results are provided for Bing and Google, as shown below. Bitdefender inform us that the ratings are also applied to Yahoo and Baidu, and links posted on Facebook and Twitter.



Bitdefender inform us that they are working on integrating the Bitdefender Wallet icon into an existing toolbar, to save screen space.

Status alerts in program window

Firewall and real-time protection warning and reactivation: If either the real-time protection or the firewall is disabled, the alert below is displayed in the main window:

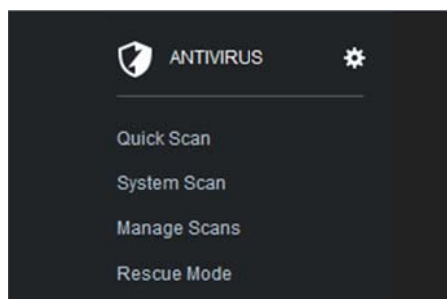


Bitdefender inform us that the same alert will be shown if the phishing protection or Antimalware Filter is disabled, or if the product has not been updated for 72 hours. Clicking on *Fix all issues!* or anywhere in the status area opens a dialog box with a *Fix* button, clicking which reactivates all protection components.

We feel Bitdefender Internet Security provides a very clear alert, and a very simple means of rectifying the problem.

Scanning

Available scan options: Clicking on *Protection* provides the scan options shown below. *Manage Scans* allows custom and scheduled scans to be created.



Right-click scanning: The entry *Scan with Bitdefender* is added to Windows Explorer's context menu, so that the user can scan drives, folders or files by right-clicking them.

Standard-user access

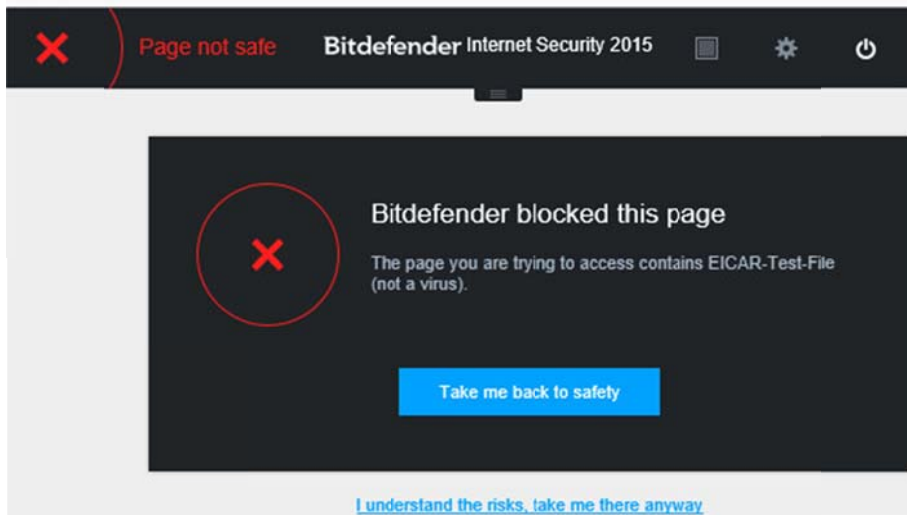
Real-time protection: Protection components cannot be disabled by non-administrator accounts, as the controls are greyed out.

Uninstalling the product: Standard users cannot uninstall the program, either from Windows Control Panel or using the product's removal tool. In both cases, a Windows User Account Control prompt demands administrator credentials.

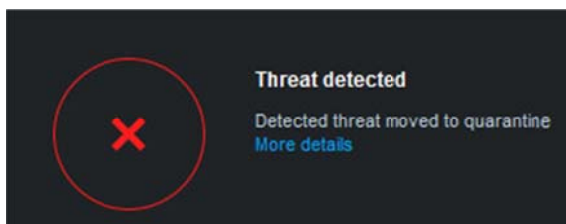
Bitdefender have secured the product effectively against deactivation or removal by standard users.

Malware warnings

EICAR test-file alert: When the user attempts to download the EICAR test file, the following alert is shown in the browser:



If the user clicks the link at the bottom (*I understand the risks...*), and continues to download the file, a System Tray alert is shown:



Clicking on More details opens the suite's Events page at the relevant entry.

We feel both alerts are very clear and succinct.

Help and Support

Local help file: There is a local help service in HTML format, which opens in the default browser. Topics can be found with a search box.

Running a Quick Scan

Quick Scan uses in-the-cloud scanning to detect malware running in your system. Running a Quick Scan usually takes less than a minute and uses a fraction of the system resources needed by a regular virus scan.


To run a Quick Scan, follow these steps:

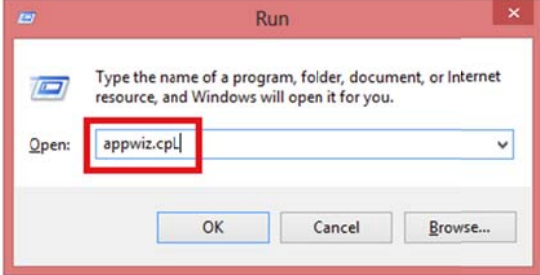

1. Open the [Bitdefender window](#).
2. Access the [Protection panel](#).
3. Under the [Antivirus module](#), select [Quick Scan](#).
4. Follow the [Antivirus Scan wizard](#) to complete the scan. Bitdefender will automatically take the recommended actions on detected files. If there remain unresolved threats, you will be prompted to choose the actions to be taken on them.

Online knowledge base: Bitdefender provide an FAQ page¹⁰, which has answers to 59 common queries. There are has step-by-step simple instructions that work with different versions of Windows:

How to repair Bitdefender 2015

To repair your Bitdefender 2015 product follow these steps:

1. Press the Windows Key  and the R key together on your keyboard.
2. Type `appwiz.cpl` in the command box that appears and press Enter.
3. This will bring up Programs and Features in Control Panel
Locate the Bitdefender product in the list, right click on it and choose **Uninstall**.



The local help service struck us as fairly basic, but good as far as it goes. The knowledge-base articles explain tasks comprehensively and are very well illustrated with screenshots. We note that Bitdefender have considered users of Windows XP, Vista, 7 and 8, and provided separate instructions where necessary, or – as shown in the screenshot above – used directions that work with any of the supported Windows versions. This is very well thought-out, we feel.

Additional points of interest

Desktop widget: Bitdefender provide a desktop widget, similar to those in Windows 7/Vista. This shows the status, scans in progress, and the number of unread events; clicking on it opens the main program window.



¹⁰ <http://www.bitdefender.com/support/internet-security-2015/>

Bitdefender consistently uses the same alert symbol, a red cross on black background. Sharp-eyed users will see this is even used for the System Tray icon.

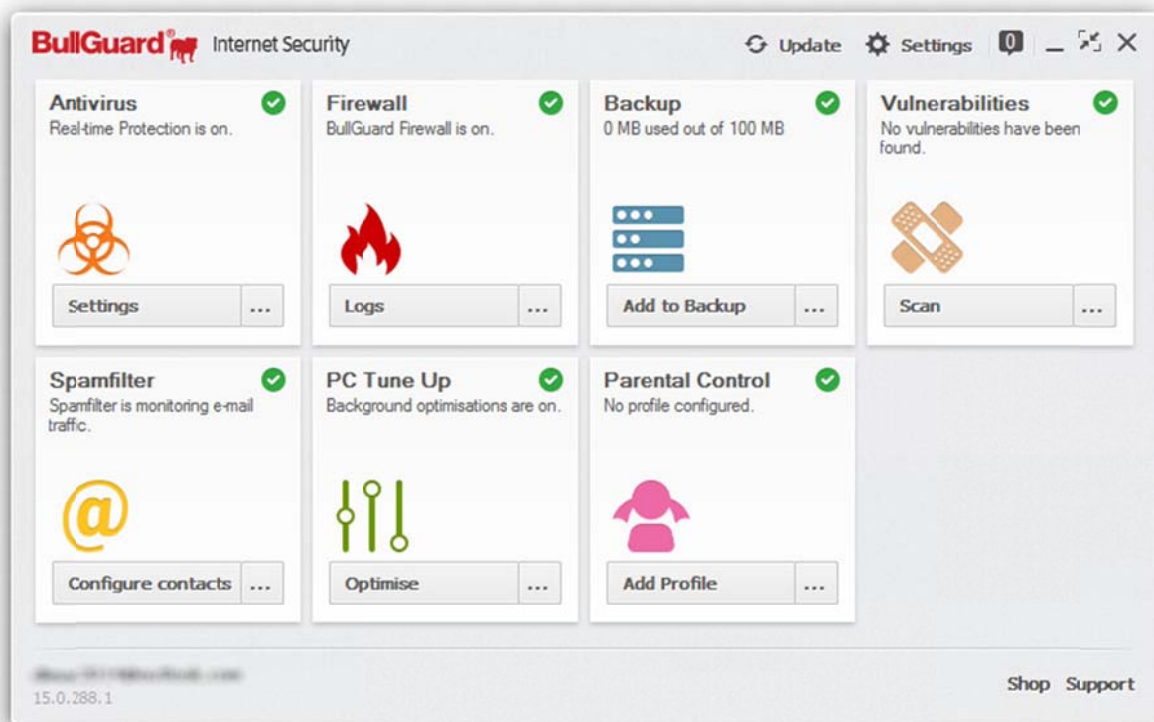


The use of the same warning symbol throughout strikes us very sensible.

Summary

Bitdefender should prove very straightforward to use, even for non-experts. Installation is simple, and the online knowledge base provides clear and well-illustrated instructions. The program window has an obvious status display and makes essential features and information easy to find. Malware alerts are simple but effective.

BullGuard Internet Security 15.0.288.1



Installation

Choices in the setup wizard: There are none; the user has to accept the licence agreement and click *Install*, no further intervention is required or possible.

The installation process is effectively as simple as can be.

Uninstalling the product

Additional options in the uninstaller: There are none, only complete removal is possible.

Removal tool: We could not find a separate removal tool.

Windows Action Center

Registration in Windows Action Center: BullGuard registers as antivirus, antispyware and firewall. Windows Firewall is not disabled, but BullGuard inform us that their firewall integrates with Windows Firewall and does not cause any conflicts.

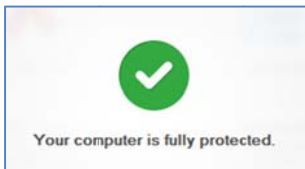
Network firewall	On
Windows Firewall and BullGuard Firewall are both turned on. Note that running more than one firewall at a time can cause conflicts.	
Windows Update	On
Windows will automatically install updates as they become available.	
Virus protection	On
BullGuard Antivirus is turned on.	
Spyware and unwanted software protection	On
BullGuard Antispyware is turned on.	

Action Center alerts: If real-time protection is disabled, Action Center shows the alert below. If the BullGuard Firewall is disabled, no Action Center warning is shown, but this is as it should be, given that Windows Firewall is also active.

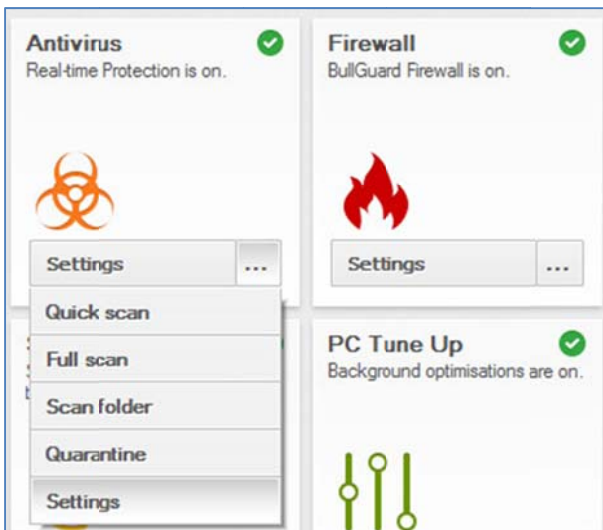


Location of main program features

System status: Overall system status is shown briefly in the main program window when it is opened:



Scan options and quarantine can be found in the menu on the Antivirus tile:



Update has a dedicated button at the right-hand end of the title bar.

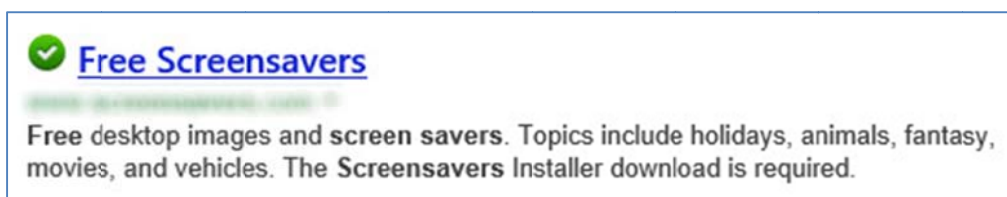
Subscription status is found on the *General* page of *Settings*.

Help can be accessed from the *Support* button in the bottom left-hand corner.

Logs can be found in the *Messaging Centre*, to the left of the minimise button in the top right-hand corner of the window.

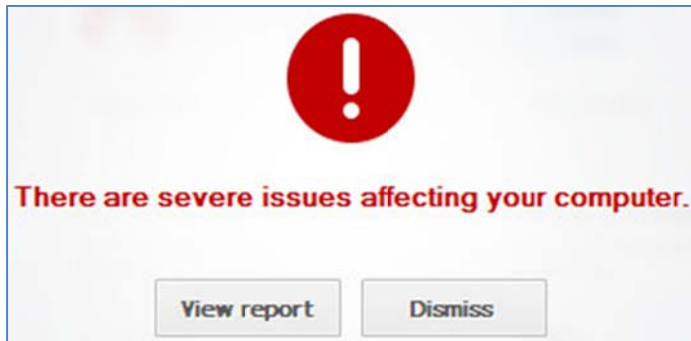
Internet Explorer customisation

BullGuard does not add a **Toolbar** to Internet Explorer or change the **search service**. It does provide **ratings for search results** in Bing and Google:

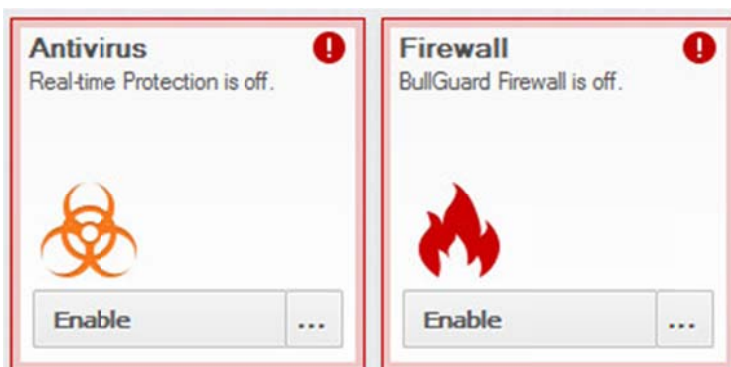


Status alerts in program window

Real-time protection warning and reactivation: If real-time protection is disabled, the program window will show the following alert when first opened:



This remains until the user clicks one of the buttons, after which the normal home page is shown. If real-time protection or the **firewall** is disabled, the component's tile is shown with a pink border, and an exclamation mark symbol in red. The big button at the bottom of the tile changes to *Enable*, and clicking it will reactivate the component.



We did wonder whether the empty space in the main window could not be used for a permanent status display. However, we are informed by BullGuard that in geographical regions where their Premium Protection product is supported, extra tiles are added for the additional features. As noted above, an alert in the event of disabled protection covers the whole window and remains until dismissed by the user.

Scanning

Available scan options: Quick, full and custom scans can be run from the button in the *Antivirus* tile.

Right-click scanning: A *Scan with BullGuard* entry is added to Windows Explorer's context menu, so that drives, folders and files can be scanned by right-clicking.

Standard-user access

Real-time protection: If a user without administrator privileges attempts to access the settings, the program prompts for the BullGuard account password. The settings cannot be accessed unless the correct password is entered.

Uninstalling the product: A Windows User Account Control prompt appears if a standard user attempts to uninstall the product. Unless administrator credentials are supplied, the software cannot be uninstalled.

Using the BullGuard Account password to protect the settings strikes us as an ideal means of preventing unauthorised access.

Malware warnings

EICAR test-file alert: When the user attempts to download the EICAR test file, the following alert is shown:



The alert is displayed until the user closes it. Clicking *More details* shows the name of the malware, its location on the computer, and the process that accessed it:



We find BullGuard's malware-detection alert to be very well thought-out. The message makes very clear that the computer is safe, and that the user does not need to take any action. We like the fact that the alert stays until dismissed, so there is no possibility of it closing before it can be read. For advanced users, the *Quarantine* and *More Details* links are very convenient.

User-dependent detection: In cases where the program does not identify malware unambiguously, the following alert is shown:



Help and Support

Clicking the *Support* link in the bottom right-hand corner of the window opens the Product Guide, an **online manual**:



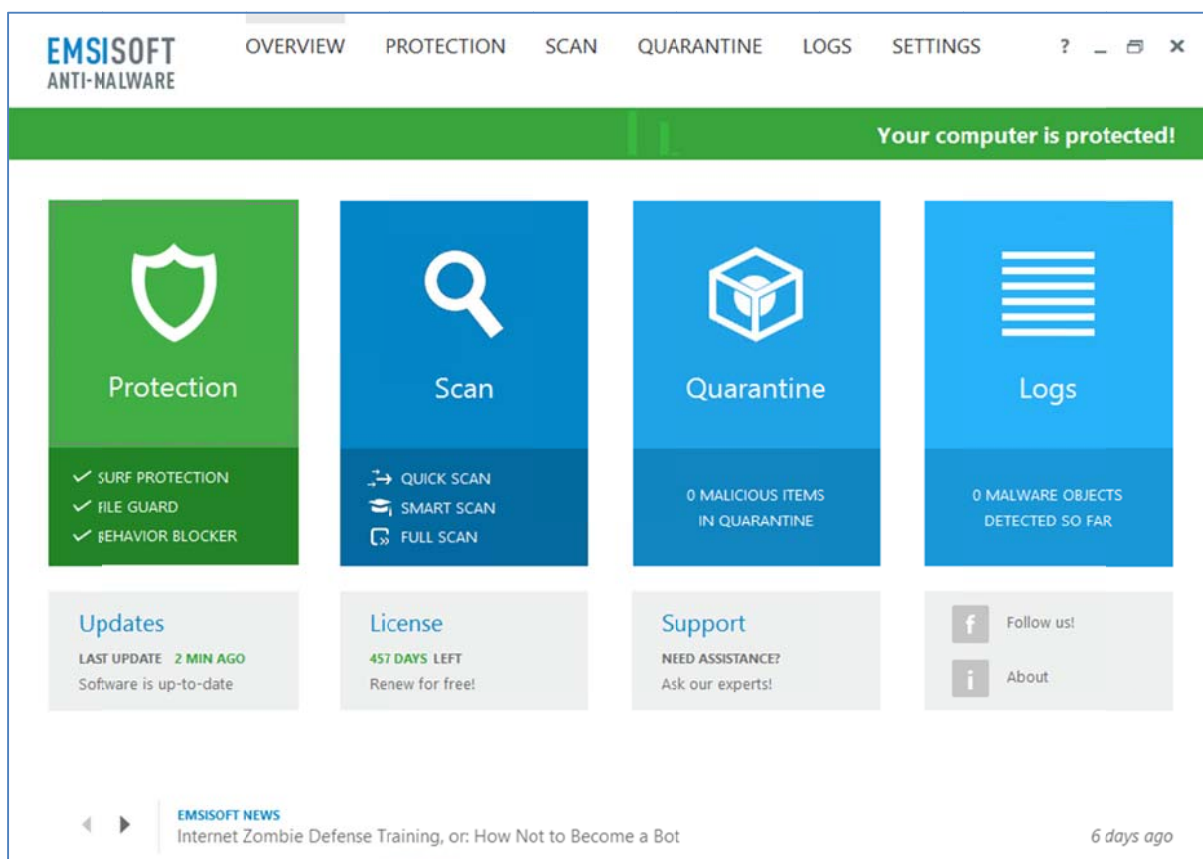
This lists tasks and components on the left-hand side of the page, with details displayed on the right.

We found BullGuard's online manual to be very easy to find and navigate. The instructions are clearly written and very well illustrated with screenshots.

Summary

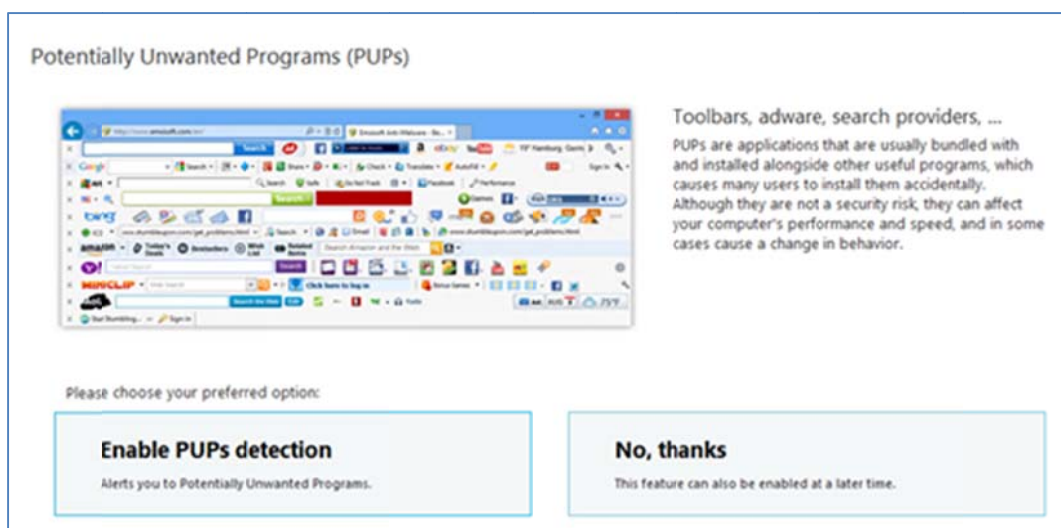
BullGuard Internet Security 15 stands out for very simple installation, sensible malware alerts, and a good online help feature. The home page provides an overview of the program's functionality and access to the most important features. We also like the fact that the settings are password-protected by default, thus preventing unauthorised deactivation.

Emsisoft Anti-Malware 9.0.0.4570



Installation

Choices in the setup wizard: The user can change proxy settings, enable detection of potentially unwanted programs, join the Emsisoft Anti-Malware Network (data-sharing scheme), choose the type of initial scan, and enter/buy a licence key or use the program as a 30-day trial. The setup wizard provides explanations of licensing options, data-sharing, updates, scanning, real-time protection, and Potentially Unwanted Programs (PUPs). The illustrated pages for scanning/RTP and PUPs are shown below:




Your computer is protected now!

Emsisoft Anti-Malware is now ready to protect your computer from viruses, trojans, bots, rootkits, worms, spyware and all other sorts of malicious software.

Important: Ensure that the Emsisoft Anti-Malware real-time protection is always active!


How can I scan my drives?

On the windows start screen, locate the group of Emsisoft Anti-Malware tiles and select the "Emsisoft Anti-Malware" tile. Ensure that all available online updates are installed and scan the hard disk for Malware using the Scanner.



How do I know that real-time protection is active?

The Emsisoft Anti-Malware real-time protection is active if you can see the Emsisoft Anti-Malware shield icon next to your system clock in taskbar. Right click on the icon to get a little menu with shortcuts to the most important components of the software.



We particularly liked the simple but helpful descriptions of protection features, and the very effectively illustrated explanation of PUPs.

Uninstalling the product

Additional options in the uninstaller: There are none.

Removal tool: A removal tool, emsiclean.exe, is available on the Emsisoft website¹¹.

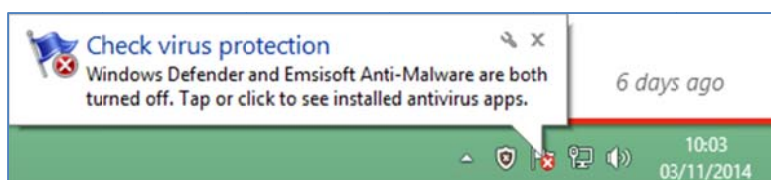
Windows Action Center

Registration in Windows Action Center: Emsisoft Anti-Malware registers as antivirus and antispyware:

Network firewall	On
Windows Firewall is actively protecting your PC.	
Windows Update	On
Windows will automatically install updates as they become available.	
Virus protection	On
Emsisoft Anti-Malware is turned on.	
Spyware and unwanted software protection	On
Emsisoft Anti-Malware is turned on.	

Action Center alerts: If all protection components (*Surf Protection, File Guard, Behavior Blocker*) are deactivated, Windows Action Center displays its normal warning:

¹¹ <https://helpdesk.emsisoft.com/Knowledgebase/Article/View/150/0/how-can-i-completely-uninstall-an-emsisoft-product>



Location of main program features

System status, scan, update, subscription status, help, logs and quarantine are all available directly from the home page.

Emsisoft Anti-Malware's new design allows the user to access all important functions and data very quickly and easily, without any searching or head-scratching required.

Internet Explorer customisation

Internet Explorer is not customised in any way.

Status alerts in program window

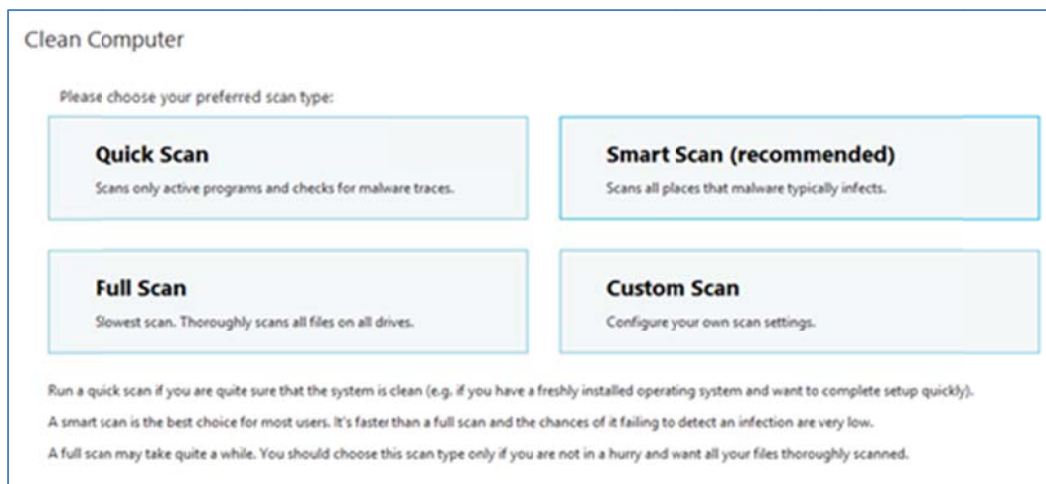
Real-time protection warning and reactivation: If all the protection components (real-time protection, behavioural detection, *Surf Protection*) are disabled, the status display reads *No Protection!* on a red background. If only one or two components are inactive, the status display reads *Partial Protection!* on an orange background. In both cases, the inactive components are shown with an x symbol next to their respective names, and clicking this will reactivate the component and change its symbol to a tick (checkmark) to show that it is now active. Please note that the illustration below represents two separate screenshots; only one or the other will be shown at any one time.



We found Emsisoft's status display to be very clear, whilst showing precisely which components are active and which are not. However, we note that clicking the upper part of the status display (*No Protection!*) opens the *Application Rules* dialog; this is irrelevant to the problem and might confuse some users. We wonder whether Emsisoft might not make this work as a "Fix-All" button that reactivates all components at once.

Scanning

Available scan options: The *Scan* panel in the main program window provides *Quick*, *Full* and *Smart Scans*, while clicking on the upper part of the panel shows the scan dialog, which also provides a *Custom* option:



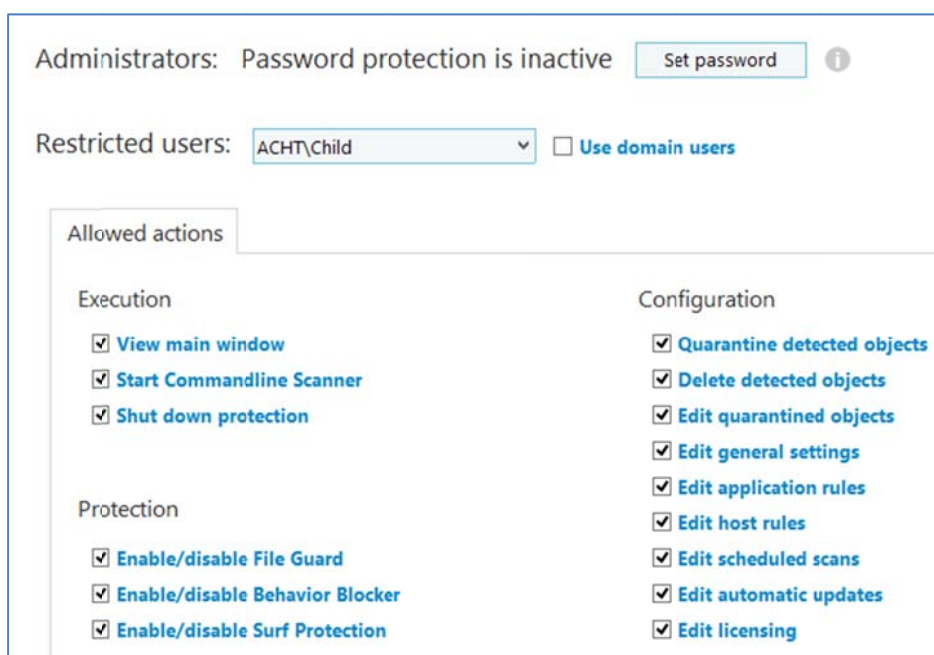
Right-click scanning: An entry entitled *Scan with Emsisoft Anti-Malware* is added to Windows Explorer's context menu, enabling the user to scan files, folders and drives by right-clicking.

Standard-user access

Real-time protection: A standard user can disable the protection without having to enter any additional credentials.

Uninstalling the product: If a non-administrator account attempts to uninstall the product, a Windows User Account Control dialog prompts for admin credentials.

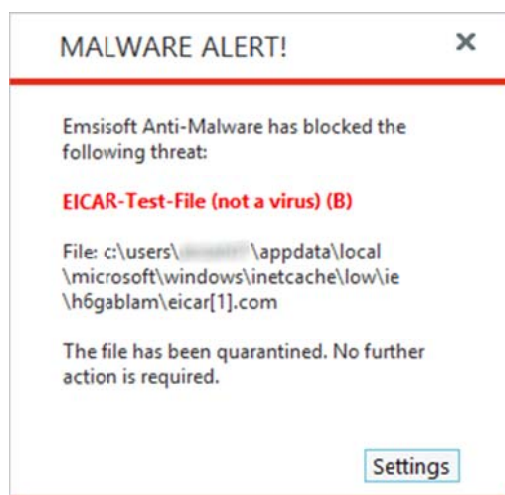
We note that comprehensive access control functions can be found under *Settings, Permissions*:



We were impressed with the comprehensive but easy-to-use user access function. However, we suggest that for non-admin accounts, the three *Protection* components, and *Shut down protection*, should be deactivated by default, or that there should be a prompt to set a password during setup.

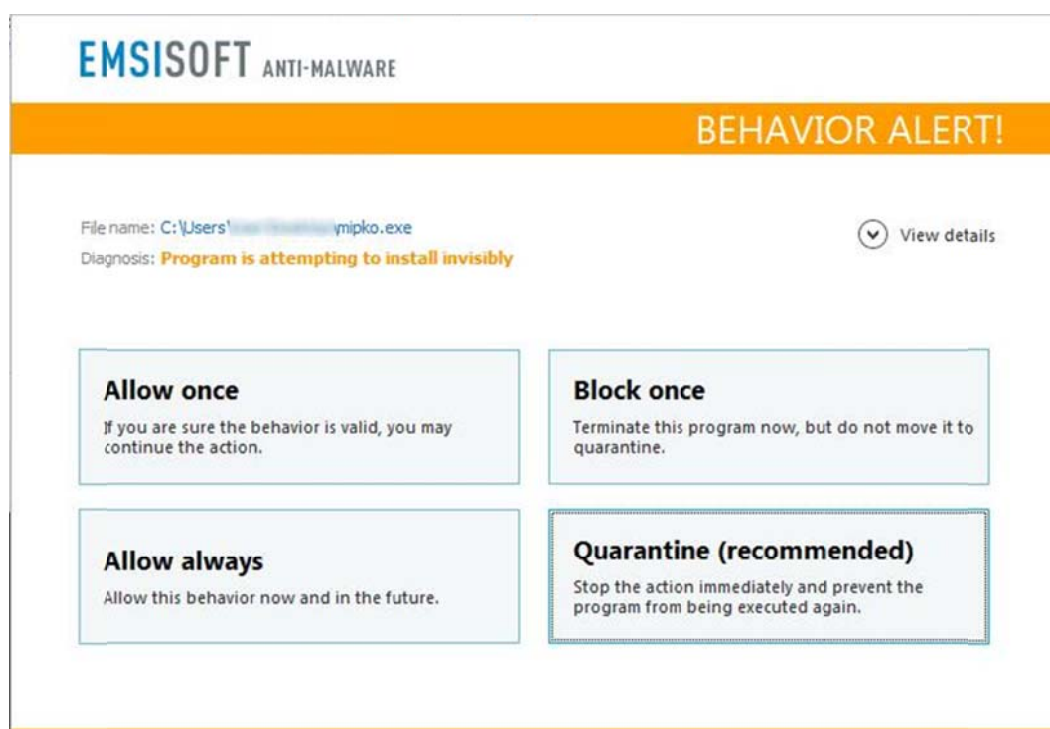
Malware warnings

EICAR test-file alert: If the EICAR test file is downloaded, the alert below is shown. It gradually fades away over the course of about 10 seconds.



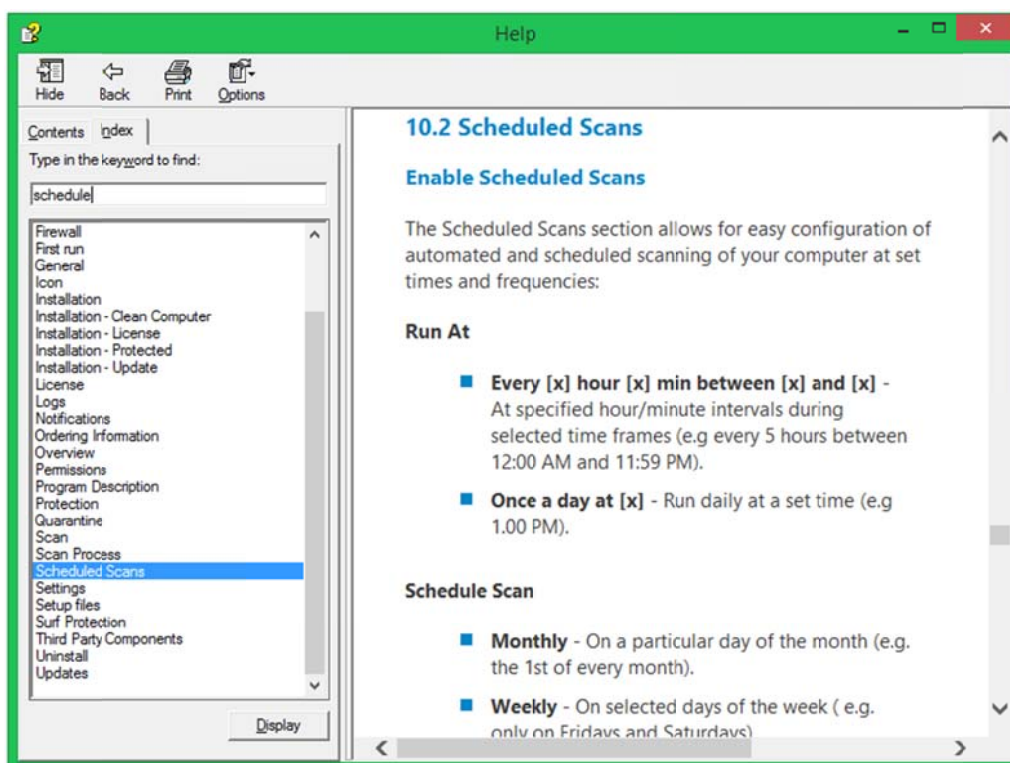
We found the alert clear and reassuring. There is no opportunity provided for the user to run the malware.

User-dependent alert: In some cases, where the program does not identify malware unambiguously, the alert below is shown:



Help and Support

There is a searchable **local help file** with text explanations of the features in the program:



There is also a **forum**, which allows users to submit their own questions and read answers provided to other users' queries.

We would describe the help functions as basic, but adequate, given the easy-to-use nature of the program.

Additional points of interest

Emsisoft provide free malware-removal assistance via their website¹². This is available to anyone, regardless of whether they are an Emsisoft customer or not.

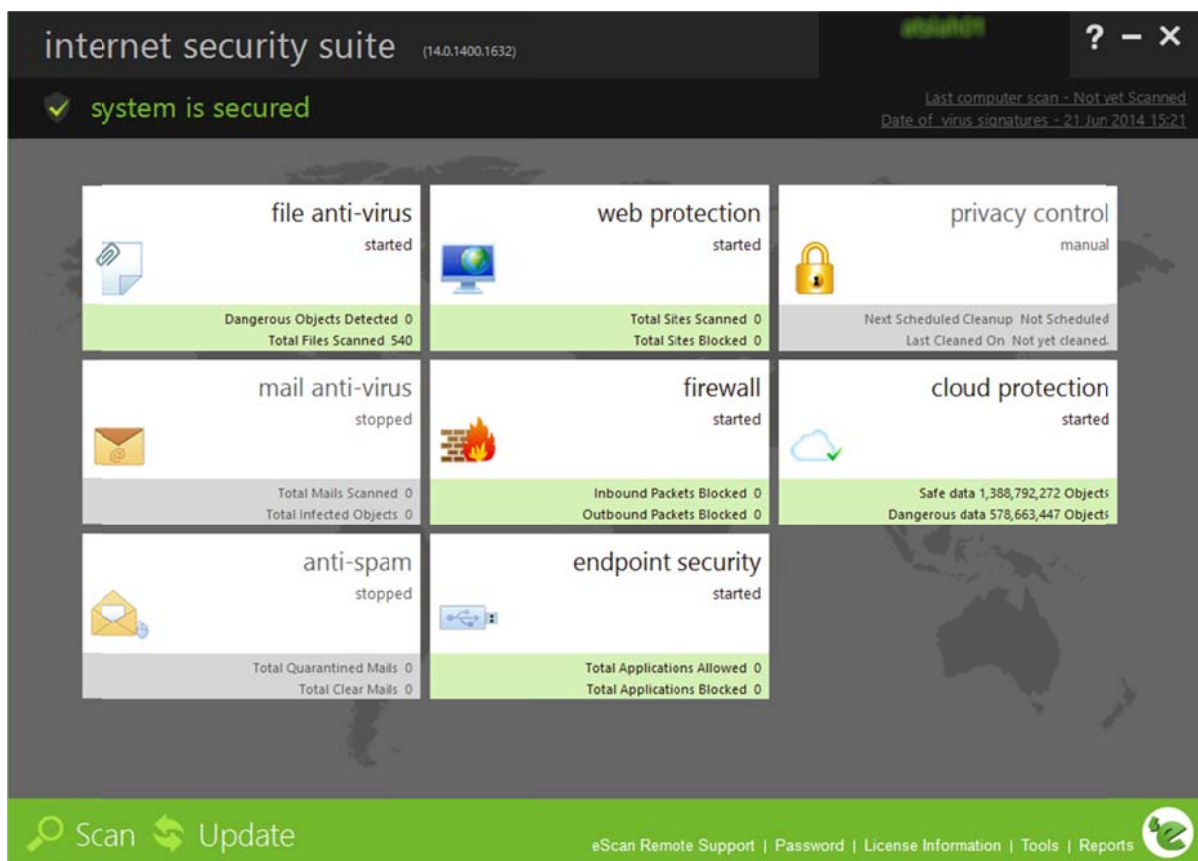
Although it is scarcely a very important point, we note that the name of the product, *Anti-Malware*, is more appropriate than *Antivirus* (commonly used by many other programs), as the program detects all kinds of malicious programs.

Summary

We were very impressed with the new design of Emsisoft Anti-Malware. We feel it does an outstanding job of making important functions easy to access. Installation is very straightforward, and provides useful illustrated explanations of protection features, though we would suggest that prompting the user to password-protect the settings would be useful. Malware alerts are reassuring and secure.

¹² <http://support.emsisoft.com/forum/6-help-my-pc-is-infected/>

eScan Internet Security Suite with Cloud Security 14.0.1400.1632



Installation

Choices in the setup wizard: The only option is the location of the program folder.

The setup wizard disables Windows Defender as soon as it is started. We checked what would happen if installation were interrupted half-way through the file copying process; Windows Defender reactivated itself almost immediately.

We found installation very simple. Once the user has clicked *Install*, there is nothing more to do. The installer program takes several minutes to complete, and displays a message box showing the current task, but no user interaction is required.

Uninstalling the product

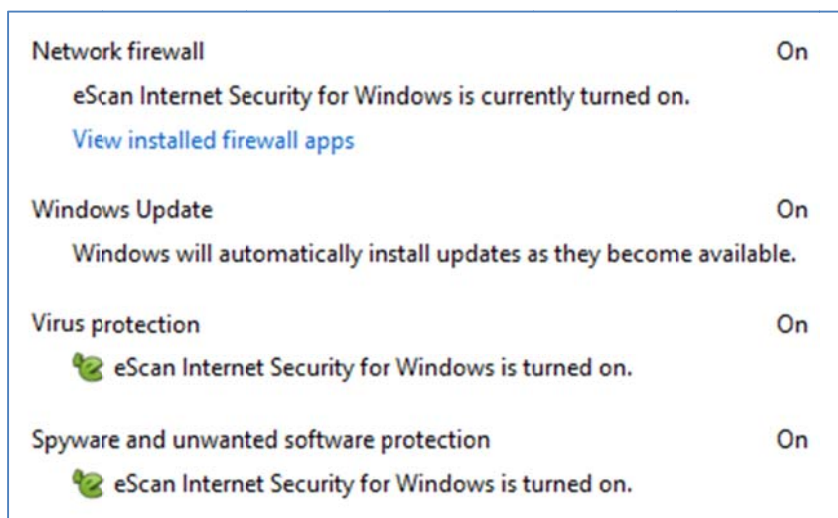
Additional options in the uninstaller: There are none.

Removal tool: There is a removal tool, `esremove.exe`, which can be downloaded from the eScan website¹³.

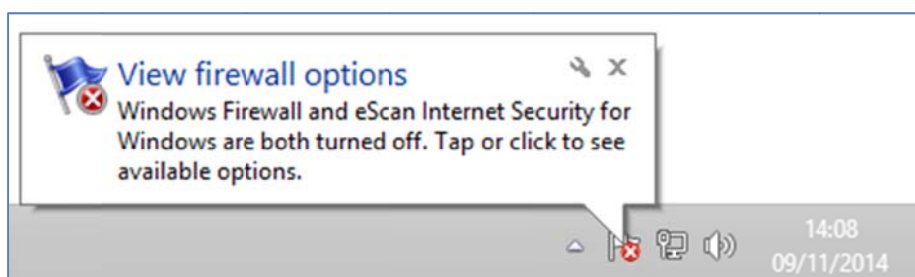
¹³ http://wiki.escanav.com/wiki/index.php/Technical_Info

Windows Action Center

Registration in Windows Action Center: eScan Internet Security registers as antivirus, antispysware and firewall:



Action Center alerts: Full alerts are shown if real-time protection or the firewall are switched off:



Location of main program features

System status, scan, update, subscription status, logs and help can all be accessed directly from the main program window.

Quarantine: A link to quarantine can be found by clicking on the *File Anti-Virus* tile on the home page.

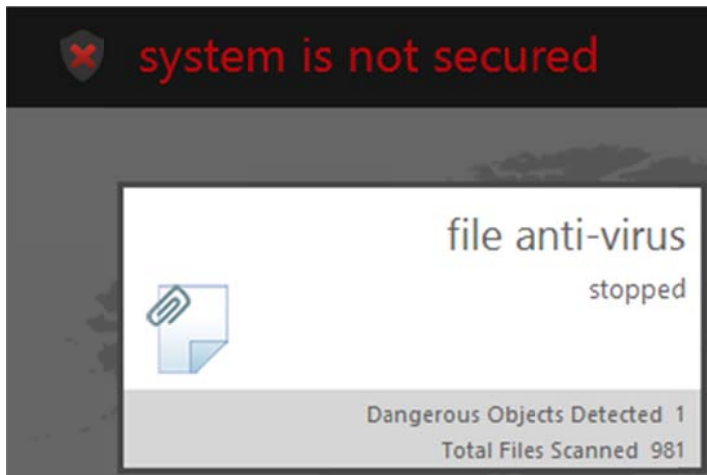
We had no difficulty finding important items in the program's main window. We liked the updated graphic design, using black text on white tiles, which we feel makes the features stand out very clearly.

Internet Explorer customisation

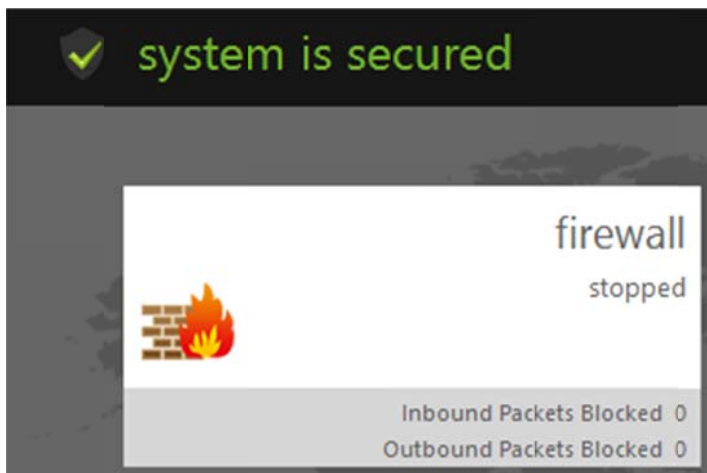
Internet Explorer is not customised in any way.

Status alerts in program window

Real-time protection warning and reactivation: If real-time protection is disabled, the status text and symbol at the top of the window change appropriately. There is no “Fix All” button, so the user must identify the component that is not functioning and go into its settings to reactivate the protection.



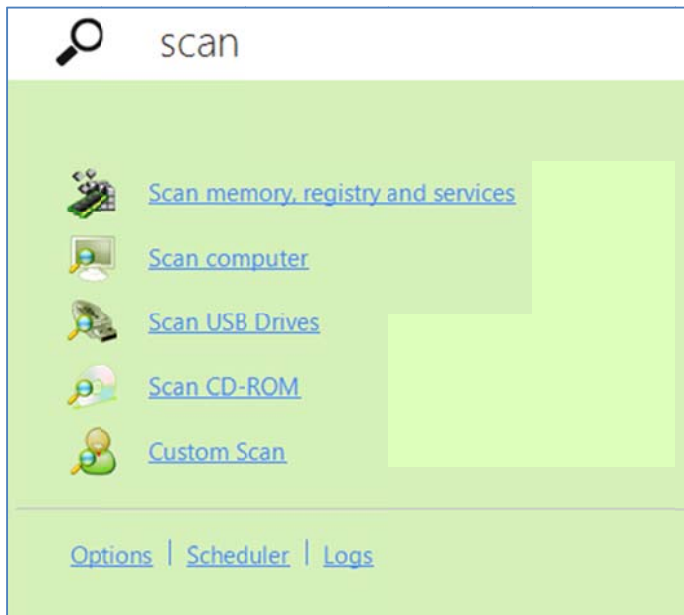
Firewall warning and reactivation: If the firewall is disabled, a Windows Action Center alert will be shown, but the program’s own status display continues to show “System is secured”:



The real-time protection alert is reasonably clear, although we feel it would be easier for non-expert users to rectify the problem if a “Fix All” button (or similar) were displayed along with the alert. We are surprised to see that the program itself shows no actual alert if the firewall is disabled, but relies entirely on Windows Action Center to warn the user of this.

Scanning

Available scan options: Clicking *Scan* in the bottom right-hand corner of the window opens the scan options page, shown below:

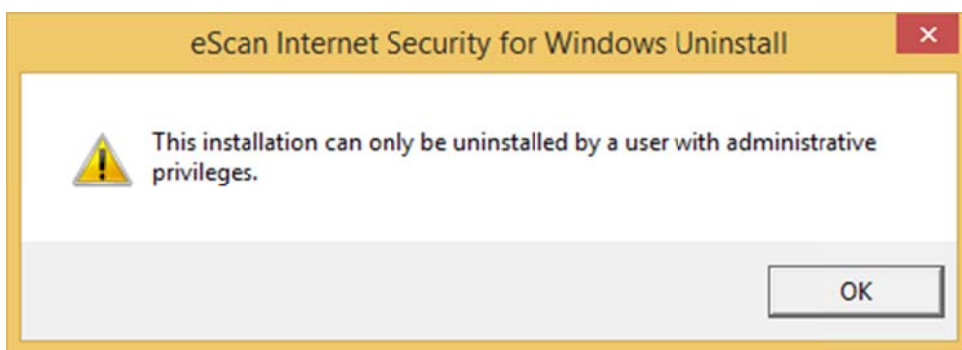


Right-click scanning: The entry *Scan for Viruses using eScan* is added to Windows Explorer's context menu, so files, folders and drives can be scanned by right-clicking.

Standard-user access

Real-time protection: A user with a non-administrator account cannot disable the protection, as the relevant controls are greyed out.

Uninstalling the product: If a standard user attempts to uninstall the program from Control Panel or the removal tool, the following message is shown:



eScan have effectively secured the product against removal or deactivation by standard users.

Malware warnings

EICAR test-file alert: The following alert is shown when the EICAR test file is downloaded:



We feel that some users will be left unsure as to whether their system has been protected or not. Whilst the message states that the file has been quarantined, it also says “This is a dangerous situation”, which may unsettle some people.

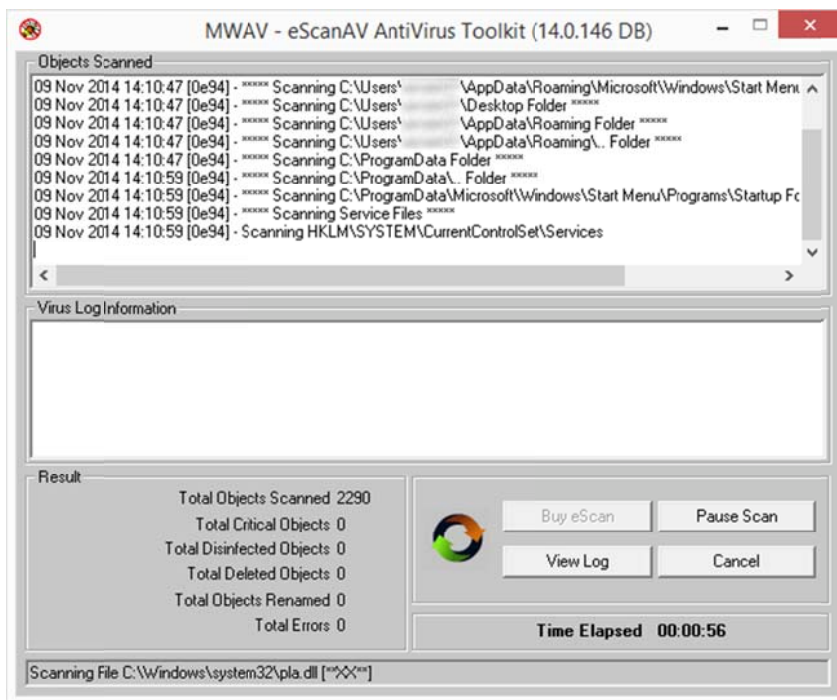
Help and Support

Clicking the ? symbol in the top right-hand corner of the window opens the *Help* page which has a link entitled *eScan Online Help*. This opens the product’s **support page** on the eScan website, which provides only a very brief overview of the program’s functions. There is however a link to User Guides, which takes the user to a page from which the **manual** can be downloaded. The manual is a very comprehensive 144-page document which covers all aspects of installing, configuring and using the product.

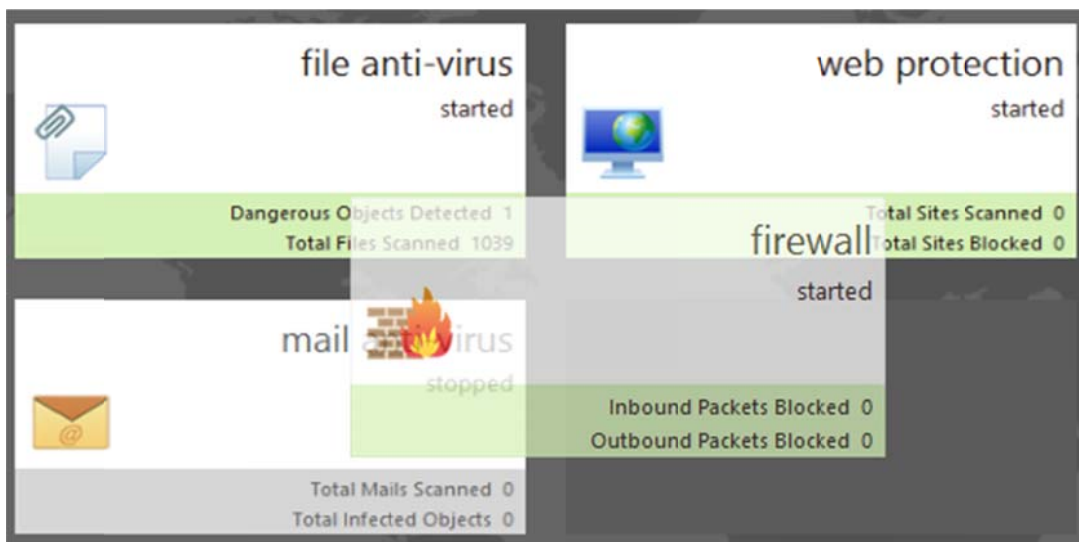
We found the manual to be very detailed and well produced. It has been suitably organised, bookmarked, and has a clickable contents page, making navigation very easy. It has been well illustrated with screenshots. We do however think it is rather difficult to access, and the eScan should put a direct link to it in the program’s Help page.

Additional points of interest

An initial scan is run after installation:



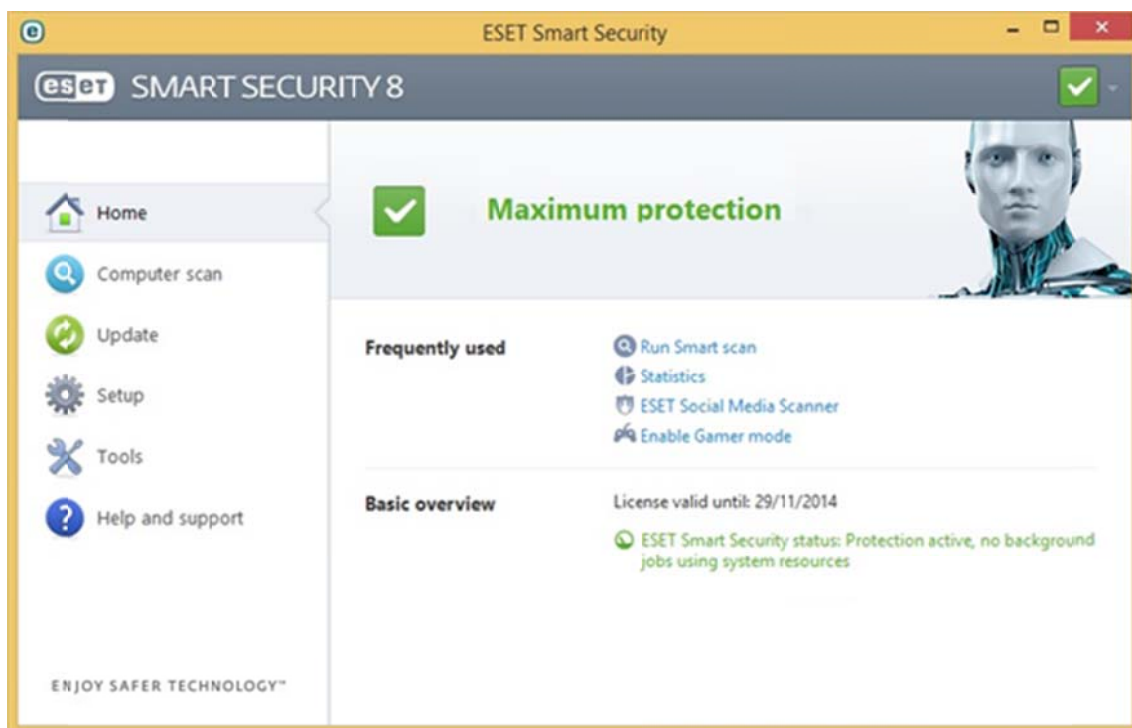
The tiles on the program's homepage can be moved around by dragging and dropping, which we liked:



Summary

We found eScan ISSC to be largely easy to use, with important functions easily accessible. The manual is very good, albeit not easy to find. We feel the program's own status alerts could be improved.

ESET Smart Security 8.0.304.0



Installation

Choices in the setup wizard: These are whether to be part of ESET Live Grid (data-sharing scheme, activated by default), and whether to detect potentially unwanted applications (we chose to do this):

There is power in numbers. Get the maximum level of protection.

ESET Live Grid gives you the maximum level of protection and provides faster scanning using the latest intelligence collected from millions of ESET customers from all over the world.

I want to be a part of ESET Live Grid (recommended)

Detection of Potentially Unwanted Applications

ESET can detect potentially unwanted applications and ask for confirmation before they install. Potentially unwanted applications might not pose security risk but they can affect computer's performance, speed and reliability, or cause changes in behavior. They usually require user's consent before installation.

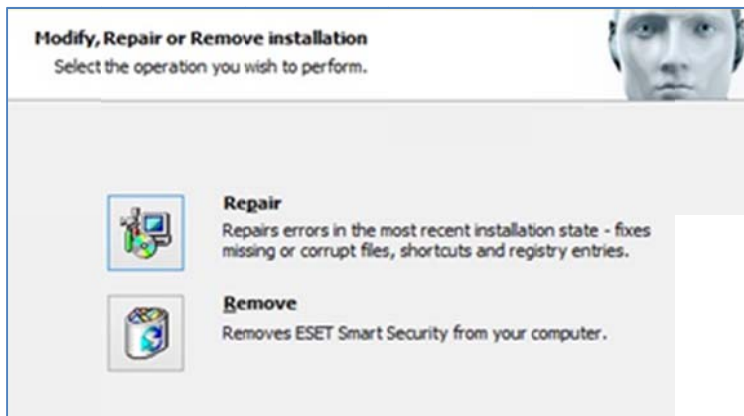
Enable detection of potentially unwanted applications

Disable detection of potentially unwanted applications

We found the installation of Smart Security to be simple and straightforward. We liked the fact that the setup wizard provides explanations of the two choices that have to be made (as shown above).

Uninstalling the product

Additional options in the uninstaller: The uninstall wizard can also repair the product:

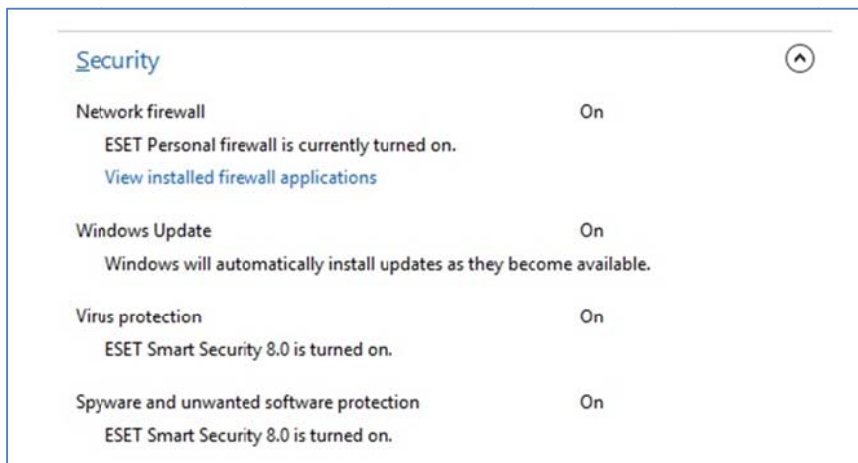


Removal tool: A dedicated uninstall tool is available from the product's knowledge-base website¹⁴.

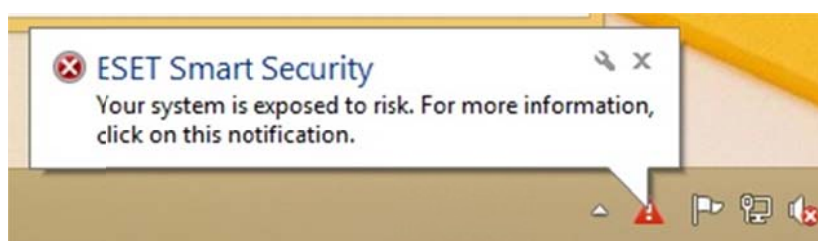
We feel the repair option is a useful addition.

Windows Action Center

Registration in Windows Action Center: ESET Smart Security 8.0 registers as antivirus, antispyware and firewall:



Action Center alerts: If real-time protection or the firewall is disabled, ESET displays an alert from its own System Tray icon, which is remarkably similar to Action Center alerts:



¹⁴ <http://kb.eset.com/esetkb/index?page=content&id=SOLN2289>

Location of main program features

System status and subscription status: These are shown in the main panel of the program window.

Scan: A *Smart Scan* can be started straight from the main program window, with more options available from the *Computer Scan* link in the menu panel on the left-hand side of the window.

Update: There is an *Update* link in the menu panel.

Help: There is a *Help and Support* link in the menu panel.

Logs and Quarantine: These can be found by clicking *Tools* in the menu panel.

We find the layout of the program window makes all essential items easy to find, with security and subscription status in the main panel, and all other items accessible by clicking the big icons in the menu panel on the left.

Internet Explorer customisation

ESET Smart Security does not customise Internet Explorer in any way.

Status alerts in program window

Real-time protection warning and reactivation: If the RTP is disabled, the status display in the main program window turns from green to red, and states *Maximum protection is not ensured*:



The blue highlighted text, *Start all antivirus and antispyware protection modules*, can be clicked to reactivate the protection.

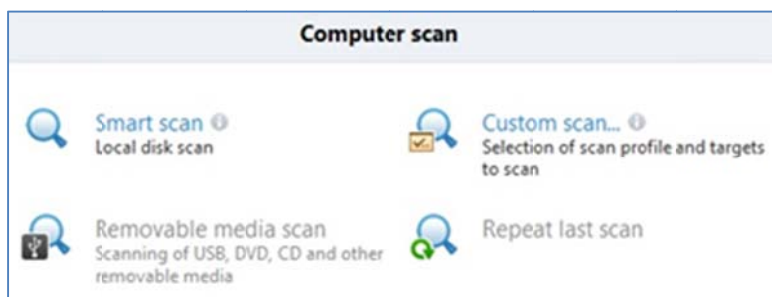
Firewall warning and reactivation: If the firewall is disabled, the status display shows a corresponding warning and reactivation text:



We feel that ESET's status display shows clear alerts if a protection component is disabled, and makes it easy to reactivate it.

Scanning

Available scan options: These are *Smart Scan* (most vulnerable areas), a local drive scan, and custom scan. There is also a removable media scan (e.g. USB, DVD).



Right-click scanning: There is a *Scan with ESET* entry in the context menu of Windows Explorer.

Standard-user access

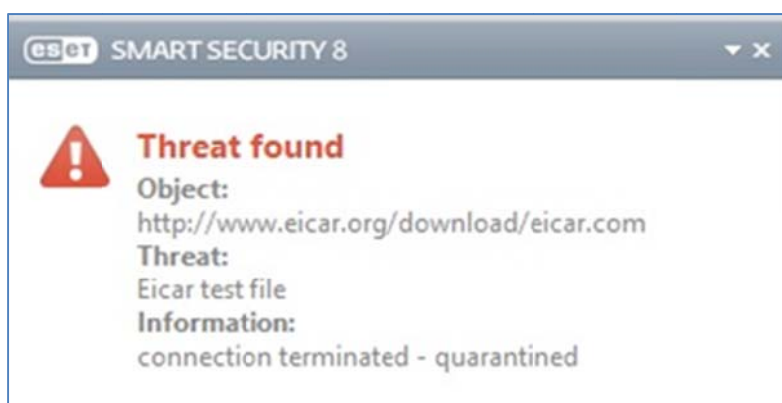
Real-time protection: This cannot be turned off without administrator credentials.

Uninstalling the product: This also requires administrator credentials.

ESET prevents non-administrators from disabling or removing the program in any way, which is ideal.

Malware warnings

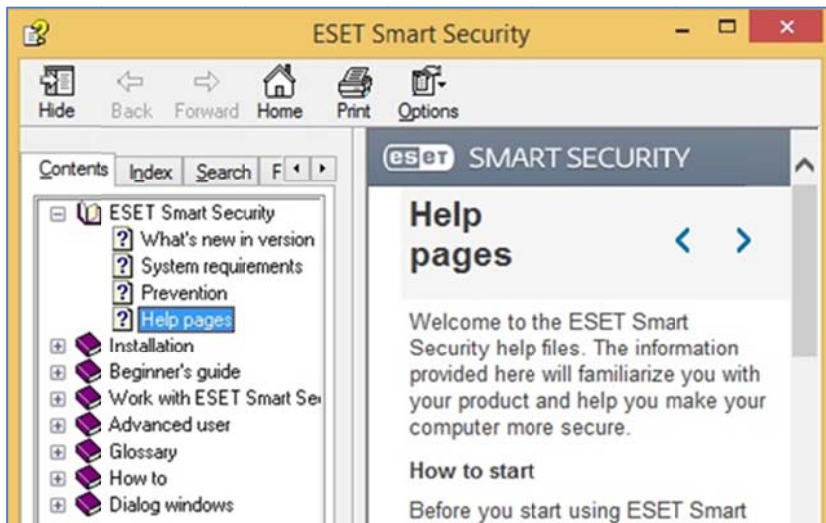
EICAR test-file alert: The warning below is shown when the user attempts to download the EICAR test file. It remains for about 15 seconds.



We feel the alert shows clearly enough that the threat has been blocked, and is displayed for long enough to read.

Help and Support

Local help file: This is shown in the Screenshot below. It uses the familiar, accessible Windows Help layout, with an overview of topics listed on the left and details on the right:



Manual: ESET produce a succinct 13-page *Quick Start Guide* and a comprehensive 120-page *User Guide* in pdf format. The former covers installation and basic functions of the program, whilst the latter covers all aspects of installing, configuring and using the product, in great detail.

Online knowledge base: There is a searchable FAQ page¹⁵ which provides answers to a wide range of common questions. There are step-by-step instructions with abundant annotated screenshots, and many topics also have explanatory videos:

¹⁵ http://kb.eset.com/esetkb/index?page=home&locale=en_US&option=en_EN


How do I create a scheduled scan in ESET Smart Security or ESET NOD32 Antivirus?


KB Solution ID: SOLN3207 | Last Revised: September 30, 2014

Issue

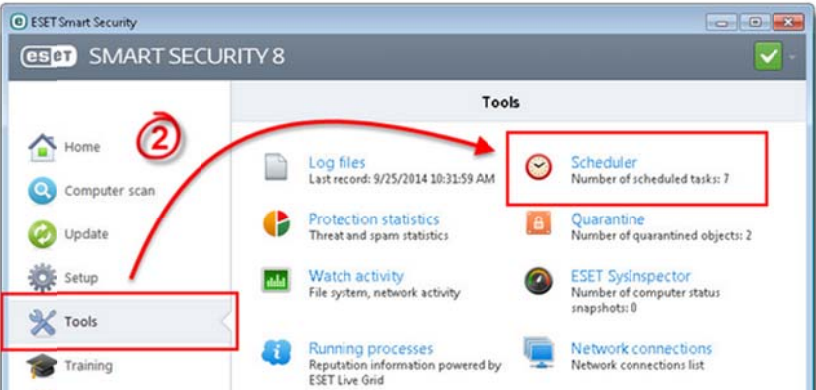
- Schedule a weekly in-depth scan of your system (recommended)

Solution

 I am a Mac user






 KB video tutorial


1. Open ESET Smart Security or ESET NOD32 Antivirus. [How do I open my ESET product?](#)
2. Click **Tools** → **Scheduler**.




The screenshot shows the ESET Smart Security 8 interface. The 'Tools' menu is highlighted with a red box and a red arrow pointing to the 'Scheduler' option, which is also highlighted with a red box. A red circle with the number '2' is placed over the 'Tools' menu item. The Scheduler option shows 'Number of scheduled tasks: 7'. Other options in the Tools menu include Log files, Protection statistics, Watch activity, Running processes, Network connections, Quarantine, ESET Sysinspector, and Network connections.

Languages
This article is available in the following languages:


-  English
-  Español
-  Français
-  Nederlands
-  Slovenčina






Tools 

- Printer Friendly
- Rate this Page

Additional Assistance 

- Malware Descriptions
- Submit a Case Online

Community 

-  ESET User Forums
-  Visit us on Facebook
-  Follow us on Twitter
-  ESET KB on YouTube
-  ESET RSS Feeds

In our opinion, ESET's help facilities are second to none. Both of the manuals are very well written and organised, and use a very simple, easy-to-read layout, well-illustrated with screenshots where appropriate. In keeping with its size and complexity, the User Guide is bookmarked and has a clickable contents page to make navigation easy. There is even a link in the document to download the most recent version, which we find very thoughtful. The knowledge base articles and videos are of the same excellent standard.

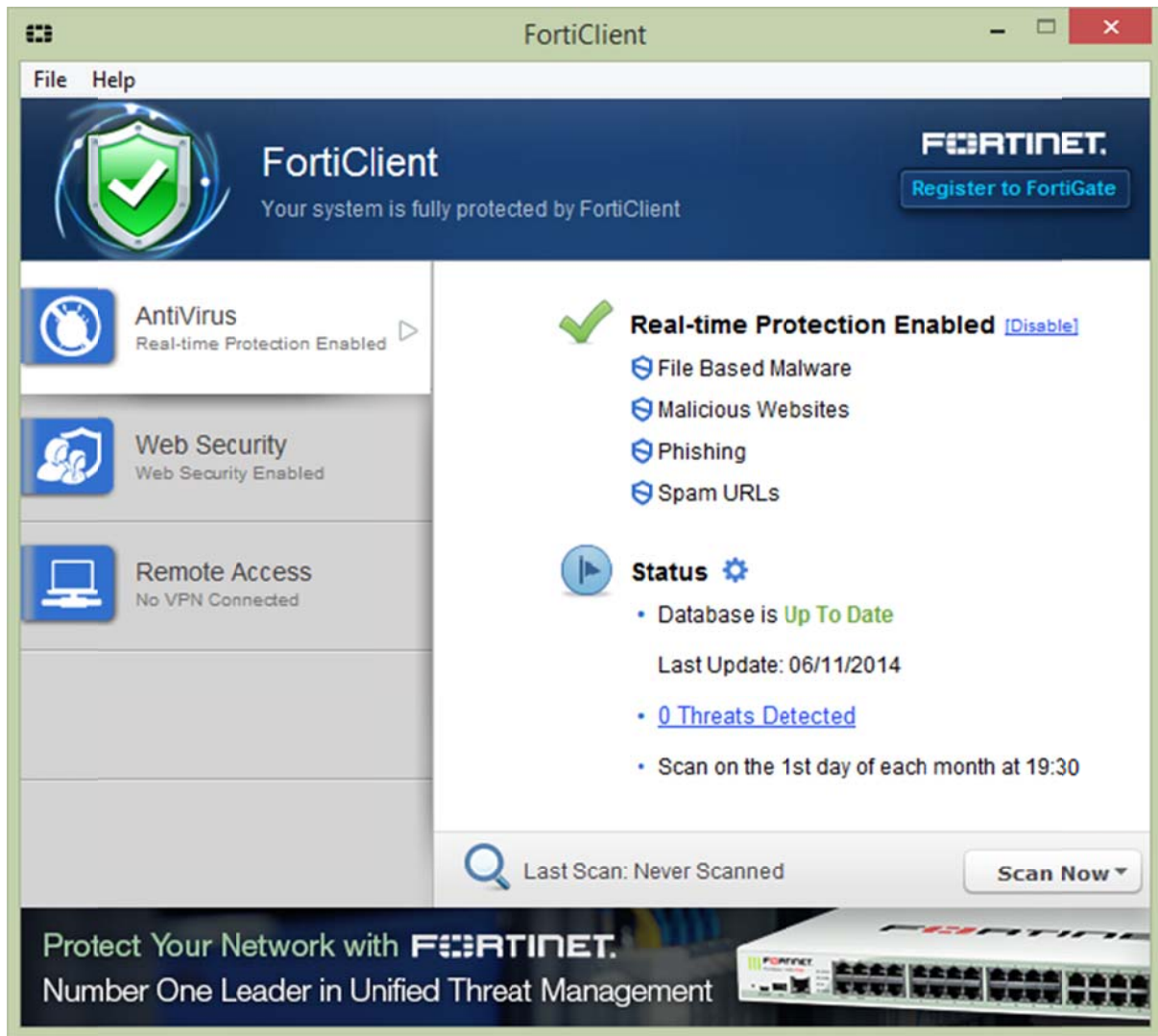
Additional points of interest

Initial scan: ESET starts automatically a scan when the installation is finished.

Summary

We found ESET Smart Security 8 a very easy program to install and use. The program window makes everything easily accessible, warnings and alerts are clear, and the software is secured against unauthorised access. ESET provides exemplary help facilities in the form of two manuals and a knowledge base.

Fortinet FortiClient 5.2.1.0605 with FortiGate



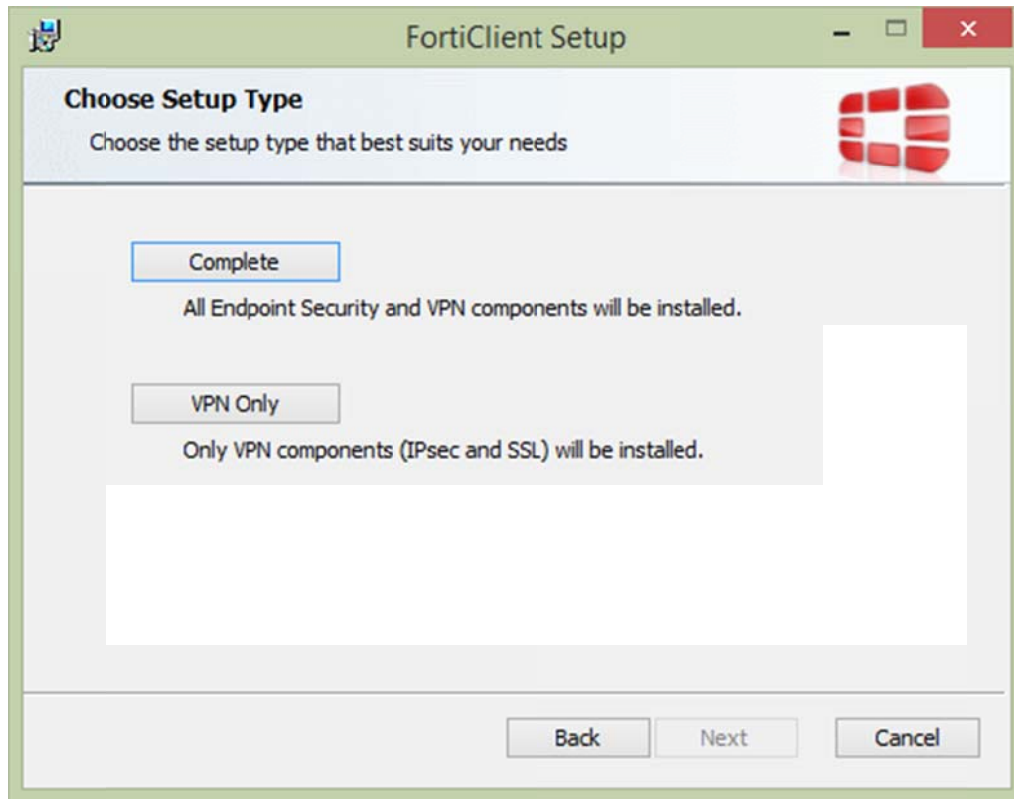
Note about the program

Fortinet FortiClient is primarily intended for use in business environments, and in particular in conjunction with a FortiGate security appliance. Whilst it functions perfectly as a standalone security product, users should note that its interface is primarily designed for business rather than home use.

For our tests, we used the program with a Fortigate appliance. The only effect this has on the interface is that details of the appliance are shown in the dark blue pane at the top of the window.

Installation

Choices in the setup wizard: First of all, there is a choice of whether to install the endpoint security software, or just the included VPN software:



After this, the user can choose the folder location. There are no other choices.

Installation is extremely simple.

Uninstalling the product

Additional options in the uninstaller: There is a repair option.

Removal tool: We could not find a separate uninstaller.

We feel the repair option is a valuable addition.

Windows Action Center

Registration in Windows Action Center: FortiClient registers as antivirus and antispyware:

Network firewall	On
Windows Firewall is actively protecting your PC.	
Windows Update	On
Windows will automatically install updates as they become available.	
Virus protection	On
FortiClient AntiVirus is turned on.	
Spyware and unwanted software protection	On
FortiClient AntiVirus is turned on.	
Internet security settings	OK
All Internet security settings are set to their recommended levels.	

Action Center alerts: Windows Action Center displays its normal alert if real-time protection is disabled:



Location of main program features

System status and **scan** can both be found on the home page. We could not find a manual **update** control, but Fortinet inform us that when the *About* item is opened from the *Help* menu, an update is automatically carried out. The available **help** features can be found in the *Help* menu.

Logs and **Quarantine** can both be accessed by clicking the *threats detected* link on the home page.

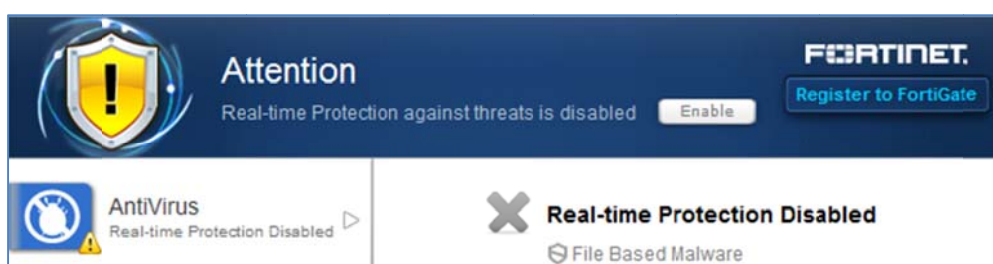
We would say the interface is suitably oriented towards the program's intended **business** use.

Internet Explorer customisation

Internet Explorer is not customised in any way.

Status alerts in program window

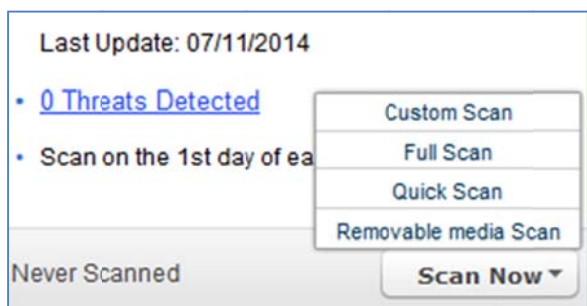
Real-time protection warning and reactivation: The status display changes to show an alert if real-time protection is disabled, along with an *Enable* button to reactivate the protection:



We feel the alert is clear and that switching the protection back on is simple.

Scanning

Available scan options: Custom, full, quick and removable-media scans can be run from the *Scan Now* menu on the home page.



Right-click scanning: A *Scan with FortiClient AntiVirus* entry is added to Windows Explorer's context menu, allowing drives, folders and files to be scanned by right-clicking.

Standard-user access

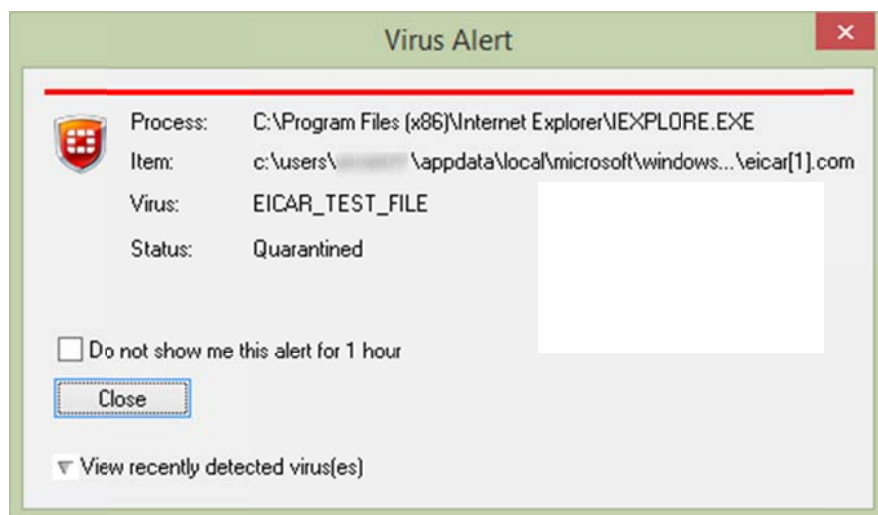
Real-time protection: A standard user cannot disable the protection, as the relevant controls are disabled or hidden.

Uninstalling the product: The uninstall wizard prompts for administrator credentials, without which the product cannot be removed.

Fortinet have secured the program against unauthorised access.

Malware warnings

EICAR test-file alert: The following warning is shown if the EICAR test file is downloaded:



We feel the alert is reasonably clear that no further action is required, and certainly prevents the malware being run.

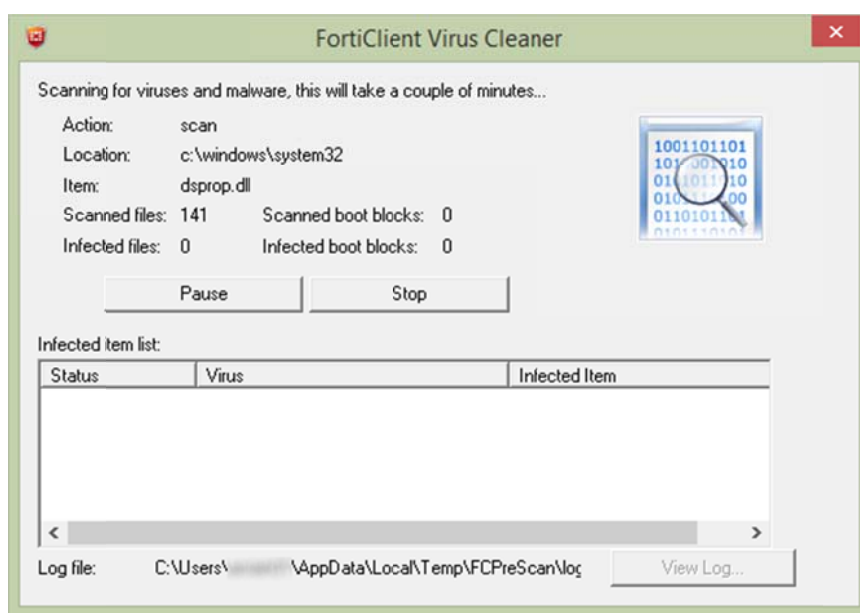
Help and Support

The Help menu has two entries, *Technical Documentation* and *Fortinet Knowledge Base*. The former allows the Administration Guide to be downloaded; this is very much oriented towards IT managers rather than end users. We looked in the knowledge base, but could not find many articles relating to version 5.2 of the product.

We would say that help for FortiClient 5 is definitely oriented towards IT staff rather than home users.

Additional points of interest

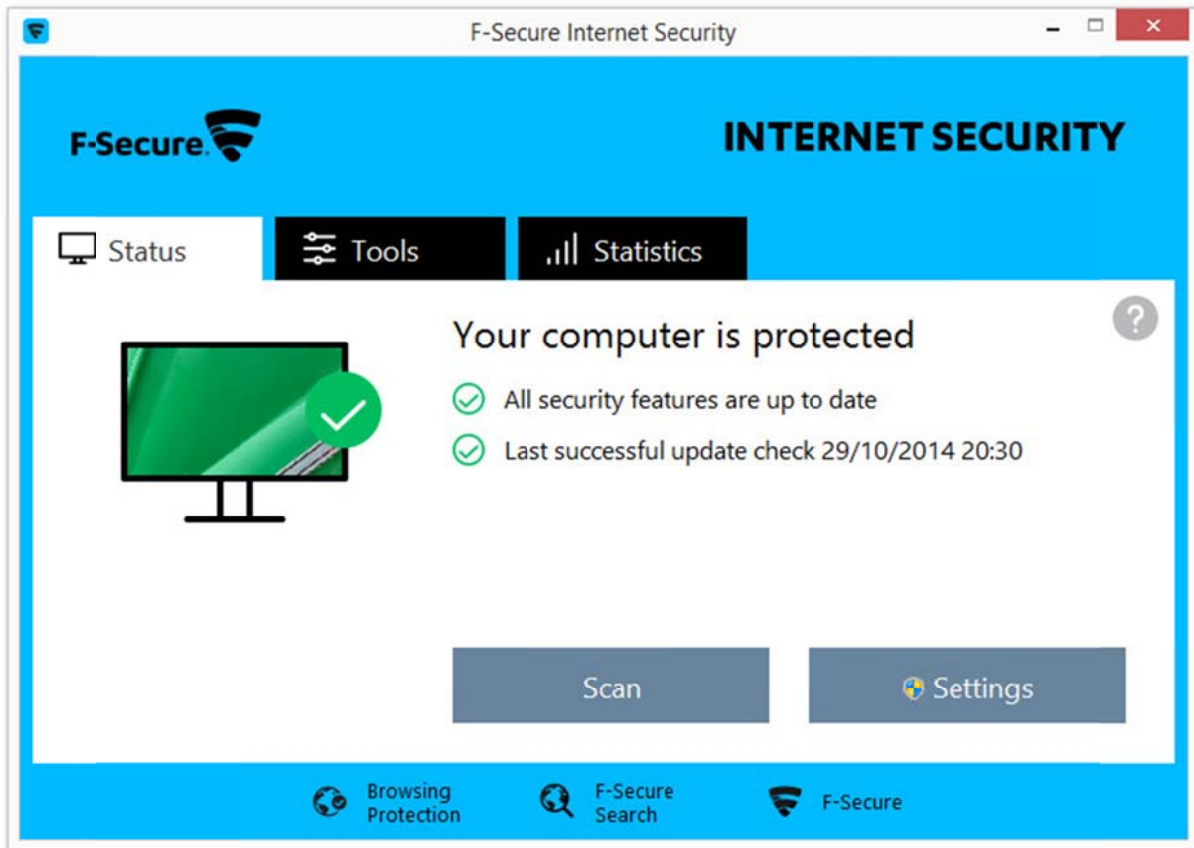
The installer runs an initial scan before the setup wizard starts, this can be stopped by the user:



Summary

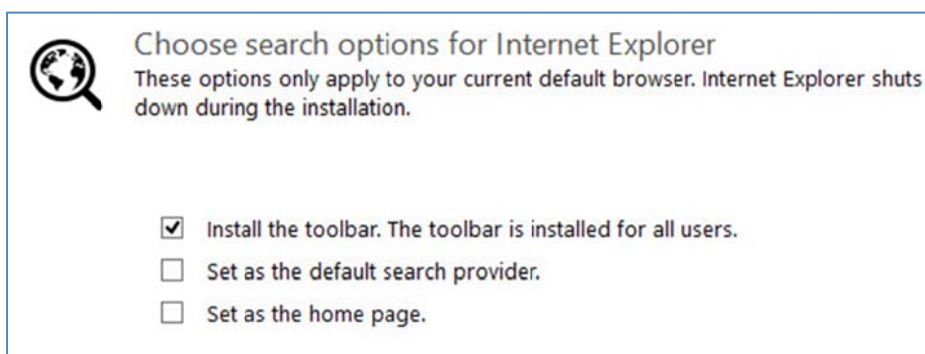
We found Fortinet FortiClient to be very straightforward to use. Whilst it is aimed at business users, it could be used to protect a home computer too. Users should be aware that the help facilities are aimed more at IT staff than end users.

F-Secure Internet Security 2015 (14.115)



Installation

Choices in the setup wizard: These are whether to join Security Cloud (F-Secure's data-sharing scheme), and whether to use F-Secure Safe Search. In our test, we left the default settings – shown below – unchanged.



We found installation very straightforward.

Uninstalling the product

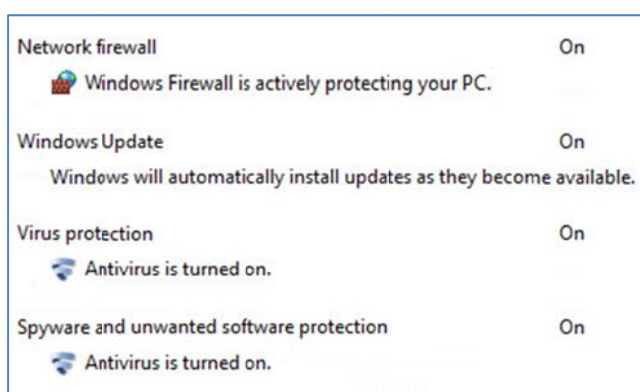
Additional options in the uninstaller: The uninstaller provides the choice of complete removal, or removing selected components – there are only two:



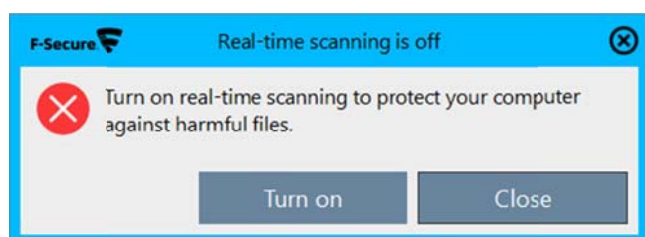
Removal tool: F-Secure provide a separate uninstaller, UninstallationTool.exe¹⁶

Windows Action Center

Registration in Windows Action Center: F-Secure Internet Security registers as antivirus and antispyware in Action Center, using the name "Antivirus"; F-Secure inform us they use this generic name because customised versions of their software is provided by many Internet service providers.



Action Center alerts: If real-time protection is disabled, F-Secure reports via both Action Center warnings and its own message box, with a *Turn on* button. The F-Secure alert disappears after about 10 seconds.



F-Secure's own message box is very clear and prominent, and allows the user to re-enable protection with a single click. We feel it is a very good idea, but that the alert should stay open until the user closes it.

¹⁶ <https://community.f-secure.com/t5/Security/F-Secure-Uninstallation-Tool/td-p/31265>

Location of main program features

System status and Scan (standard quick scan) are found on the home page.

Update is found in *Tools*.

Subscription status is displayed by clicking the ? menu | *View my subscription*.

Help is located in the ? menu.

Logs are shown by clicking *Tools | Advanced Scan | Open last scanning report*.

Quarantine is shown on the *Tools* tab.

We found F-Secure's new program design to be very good, with virtually all the basics displayed on a simple, uncluttered home page. Almost all other functions are accessed by switching to the *Tools* tab. We suggest that the *Settings* button could swap places with the *Update* button on the *Tools* tab, thus putting all the essentials on the home page.

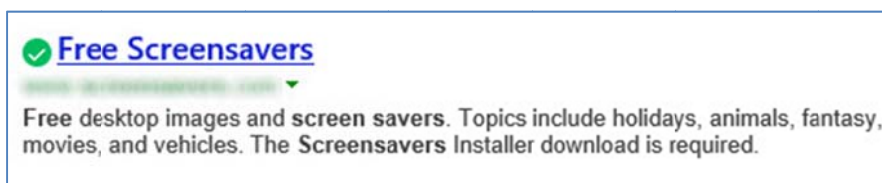
Internet Explorer customisation

Toolbar: By default, the option to install the toolbar for Internet is selected in the setup wizard. Its main feature is a search box that will search the web using F-Secure's own search service.



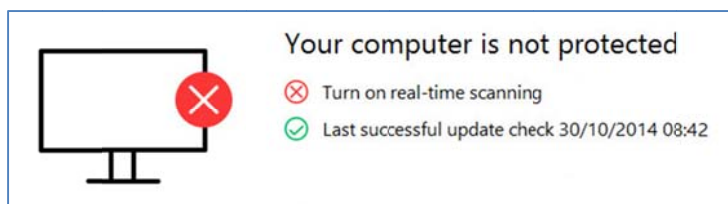
Search service: F-Secure's own search service is only added to Internet Explorer as a search provider if the relevant option in the setup wizard is selected (this is off by default).

Ratings for search results: These are shown for Bing, Google, Yahoo and F-Secure's own search service:



Status alerts in program window

Real-time protection warning and reactivation: The following alert is displayed on the program's home page if real-time protection is switched off:



We note there is no quick means of reactivating the protection. The user has to know how to do this via the settings dialog.

We find the alert very clear and prominent, but feel a “Fix-All” button would be a very useful addition.

Scanning

Available scan options: Full custom and scheduled options under *Tools | Advanced Scan*.

Right-click scanning: *Scan Folders for Viruses and Spyware* is added to Windows Explorer’s context menu, so that drives, folders and files can be scanned by right-clicking.

Standard-user access

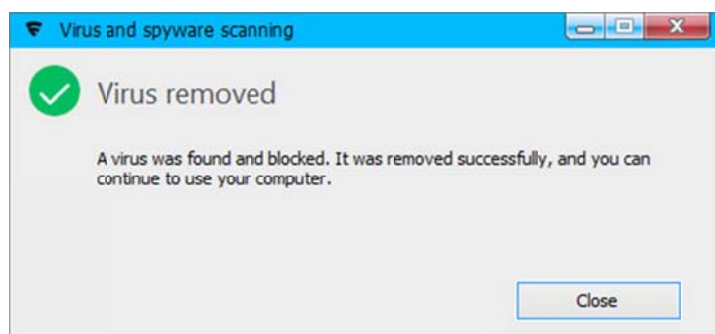
Real-time protection: This cannot be disabled by standard-user accounts, as a Windows User Account Control prompts for administrator credentials as soon as the user clicks the *Settings* button.

Uninstalling the product: A non-administrator account cannot uninstall the program via Control Panel or the manufacturer’s removal tool, as in both cases a UAC dialog prompts for administrator credentials.

F-Secure have effectively secured the product against deactivation by standard users.

Malware warnings

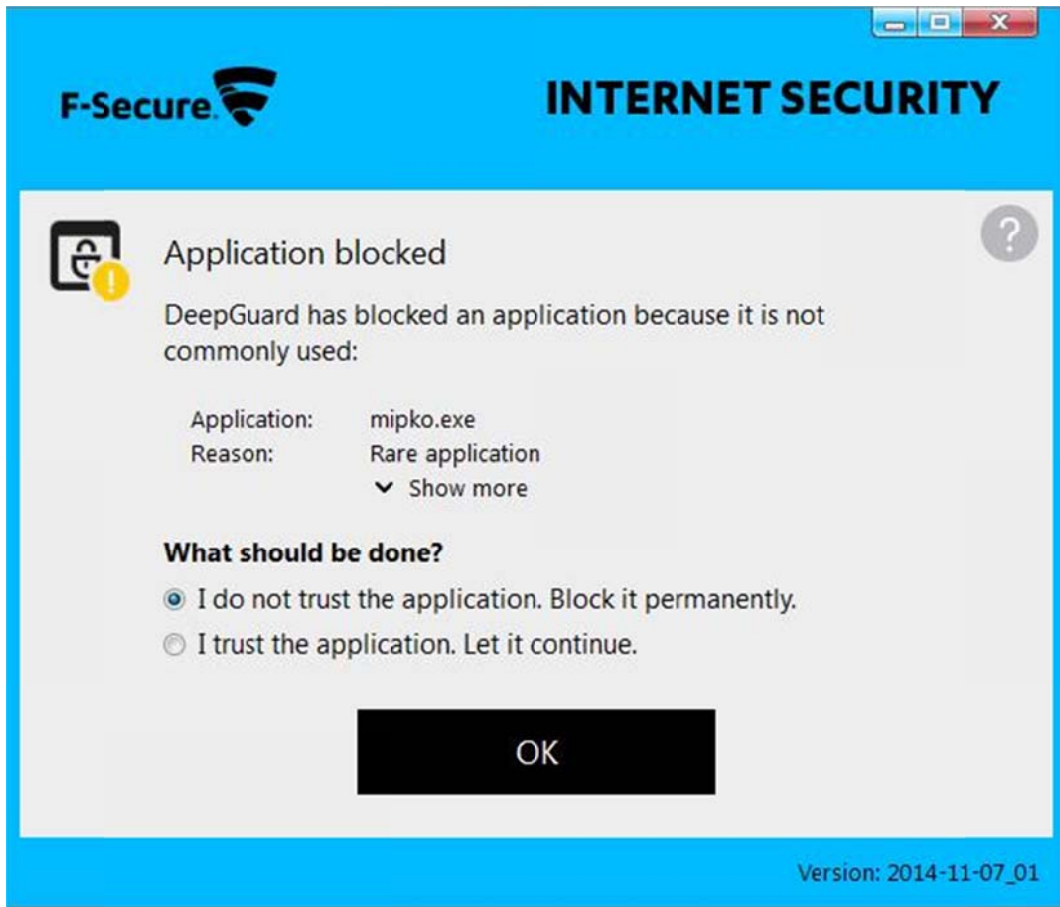
EICAR test-file alert: The following alert is shown when the EICAR test file is downloaded:



The message box is displayed until the user closes it.

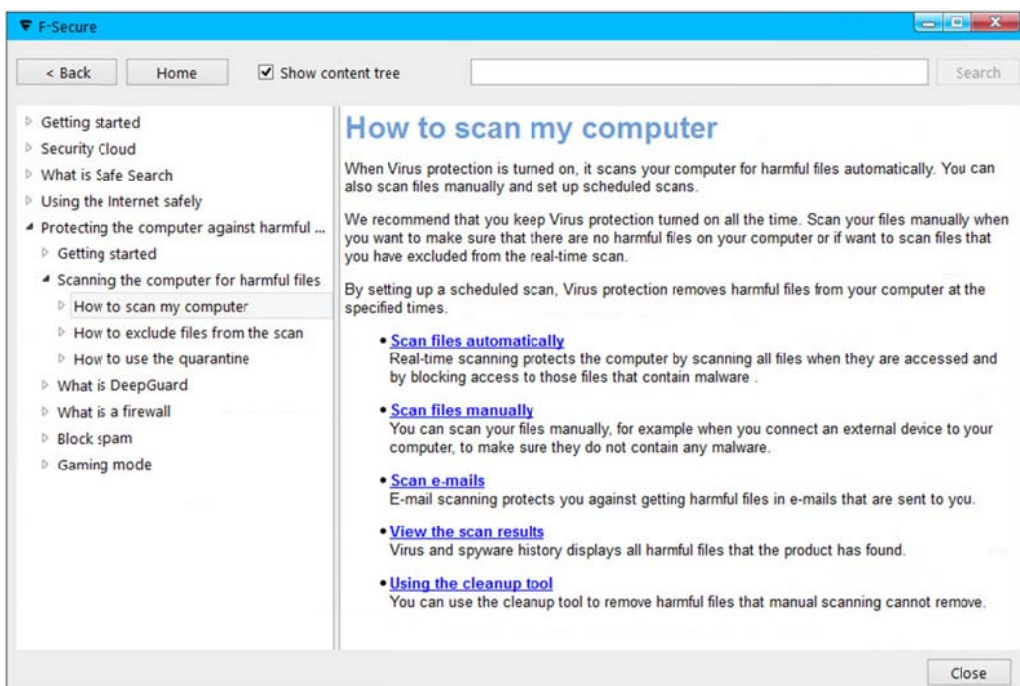
We like F-Secure’s very simple and clear alert, which reassures the user that all is well, does not provide any means of running the program, and remains in place until deliberately dismissed.

User-dependent detection: In cases where the program does not identify malware unambiguously, the following alert is shown:



Help and Support

The **local help file** is opened by clicking the question-mark symbol in the main program window.



The same content is available as a **downloadable PDF manual**. This is slightly easier to navigate, as there are bookmarks, a clickable contents page, and Adobe Reader's thumbnail bar. Finally, there is an **FAQ page**¹⁷ on the F-Secure website, which has similar simple text-only pages for specific tasks.

We would say that all of F-Secure's help functions have useful instructions, but are also rather text-heavy. There is quite a lot of information about what the program *can* do, and some effort is required to get to the actual instructions. We also feel some screenshots would be very helpful.

Additional points of interest

F-Secure have reverted to a more conventional interface in this version. Instead of having multiple windows started from a pop-up launcher, the program has one window, started directly from normal Windows shortcuts.

We regard the new design as a good thing, although the multi-window interface surely had its fans.

The graphic of the computer screen on the home page changes to show the current Windows wallpaper, as shown below:

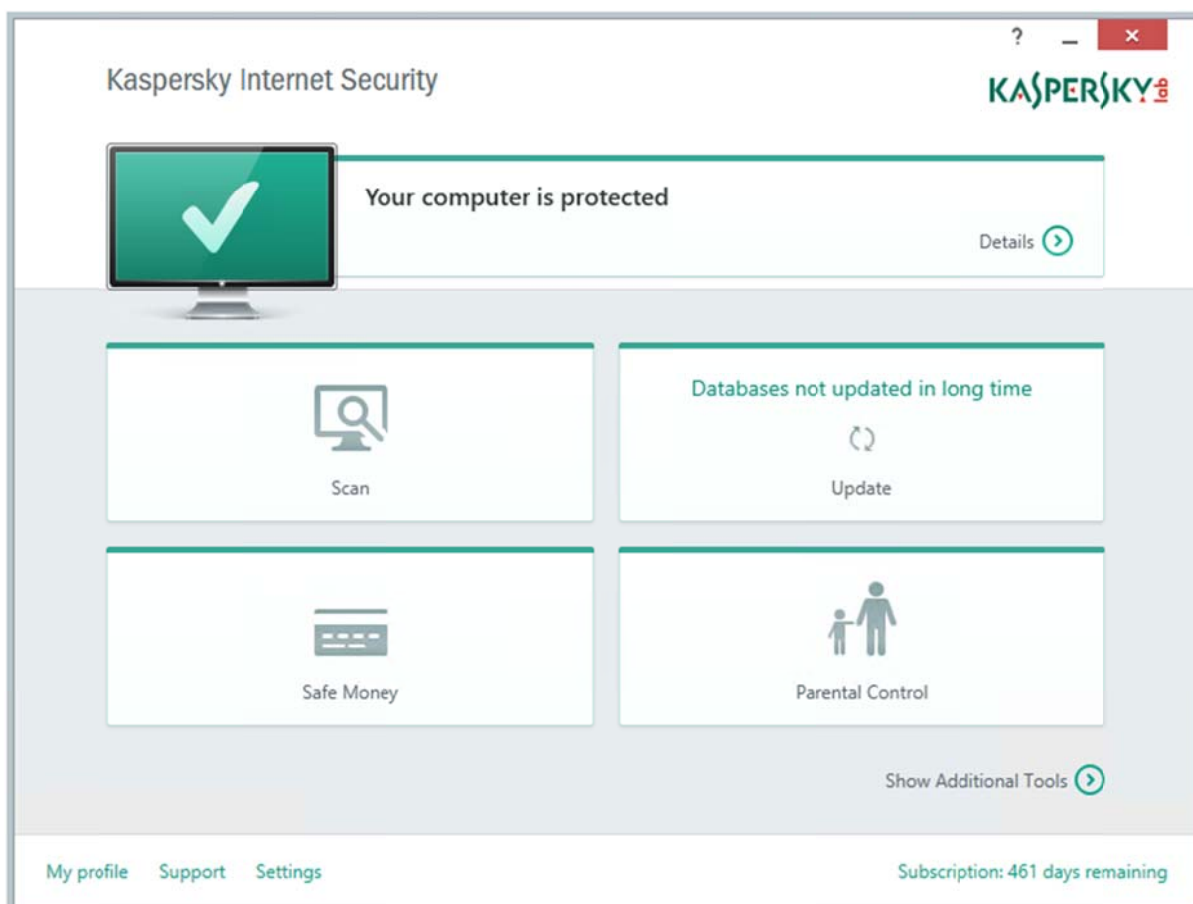


Summary

We were impressed with the design of F-Secure's new single-window interface. The very clean home page has status, help and scan functions, while all other features are easily accessed by clicking the *Tools* tab. We also liked its simple but effective alerts. Our only significant suggestion would be to provide a "Fix-All" button to reactivate disabled protection components with a single click.

¹⁷ <http://community.f-secure.com/t5/English/tkbc-p/EN>

Kaspersky Internet Security 2015 (15.0.1.415)



Installation

Choices in the setup wizard: The only option is whether or not to participate in the Kaspersky Security Network (data-sharing scheme). This is accepted by default.

Completing the setup wizard only requires the user to click *Install*.

Uninstalling the product

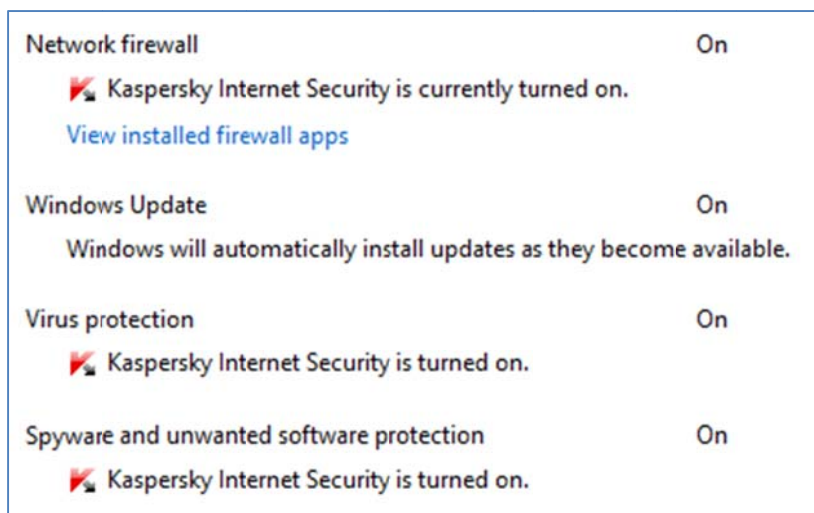
Additional options in the uninstaller: Although KIS 2015 displays a button marked *Uninstall/Change*, in reality it can only remove the product, with the option of retaining settings and licence information in the event that the product is later reinstalled.

Removal tool: There is a dedicated uninstaller, kavremover.exe¹⁸

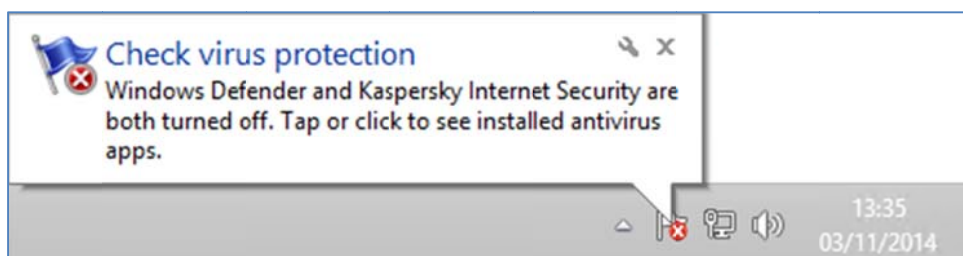
Windows Action Center

Registration in Windows Action Center: KIS 2015 registers as antivirus, antispyware and firewall:

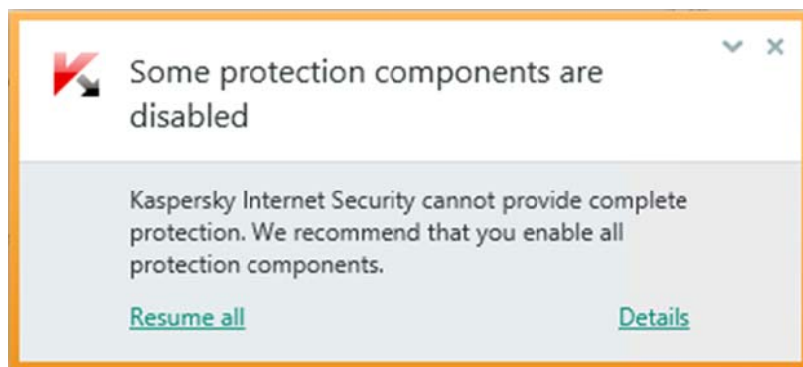
¹⁸ <http://support.kaspersky.co.uk/common/service>



Action Center alerts: If real-time protection is disabled, the normal Action Center warning is displayed:



If the firewall is disabled, no Action Center alert is shown, although Kaspersky Lab's own alert is displayed for about 2 seconds:



We feel that the firewall alert appears so briefly that it is impossible for anyone to read, and suggest that it should be displayed for much longer.

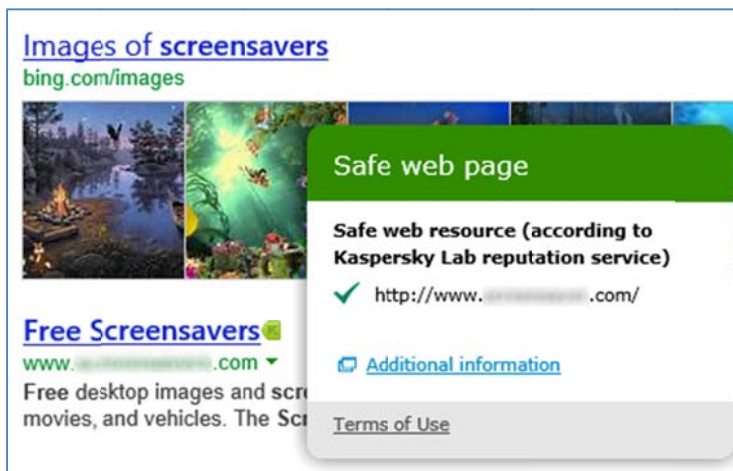
Location of main program features

System status, scan, update, subscription status and help can all be found directly in the main program window. Clicking on *Show Additional Tools* in the bottom right-hand corner displays the **logs and quarantine functions**.

We found it very easy to access important functions and information from KIS 2015's main program window.

Internet Explorer customisation

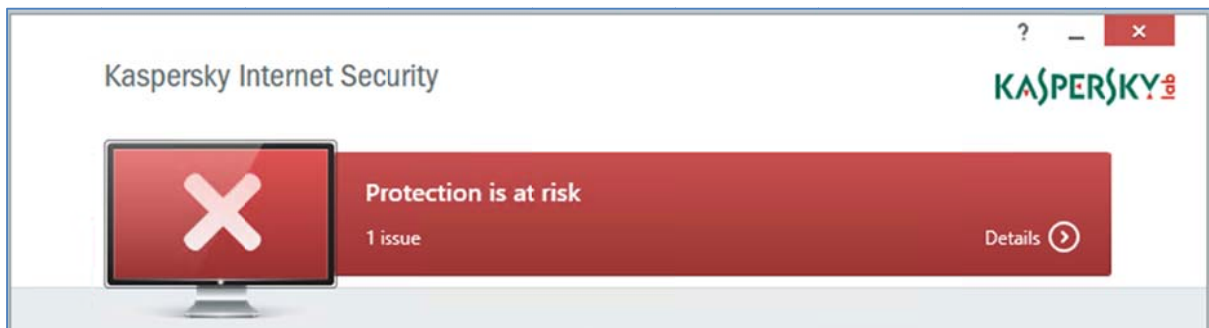
Kaspersky Internet Security does not add a **Toolbar** or change the **Search service**. It does however provide **Ratings for search results** via a plug-in:



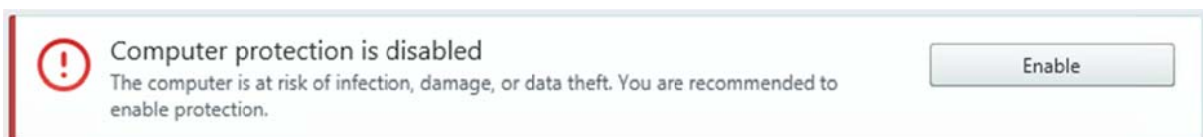
The search ratings strike us as a simple but useful addition.

Status alerts in program window

Real-time protection warning and reactivation: If RTP is deactivated, the following alert is shown in the program window:



Clicking anywhere in the red area opens a page that displays more information, and allows the protection to be reactivated:



An equivalent warning in orange is shown if the firewall is switched off, and this allows the component to be reactivated the same way.

We find the program window's alerts to be clear and prominent, and allow the protection to be reactivated very easily.

Scanning

Available scan options: The *Scan* page allows *Full*, *Quick*, *Custom* and *Removable Drives* scans to be run, and a scheduled scan to be set.

Right-click scanning: A *Scan for viruses* entry in Windows Explorer's context menu allows files, folders and drives to be scanned by right-clicking.

Standard-user access

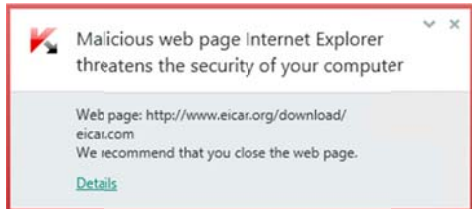
Real-time protection: A standard-user account can disable RTP without additional credentials.

Uninstalling the product: The product cannot be uninstalled by a non-administrator account, as a Windows User Account Control prompt demands admin credentials, regardless of whether the removal tool or Programs and Features is used.

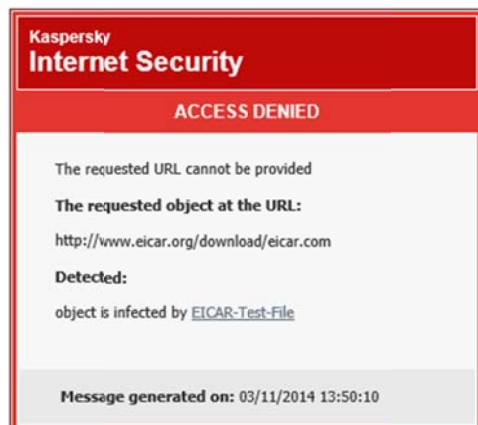
It is possible to password-protect the program (*Settings | General*) to prevent unauthorised users changing the protection settings. We suggest that the setup wizard could prompt the user to set this up.

Malware warnings

EICAR test-file alert: If the EICAR test file is downloaded, the alert below pops up for about 2 seconds:



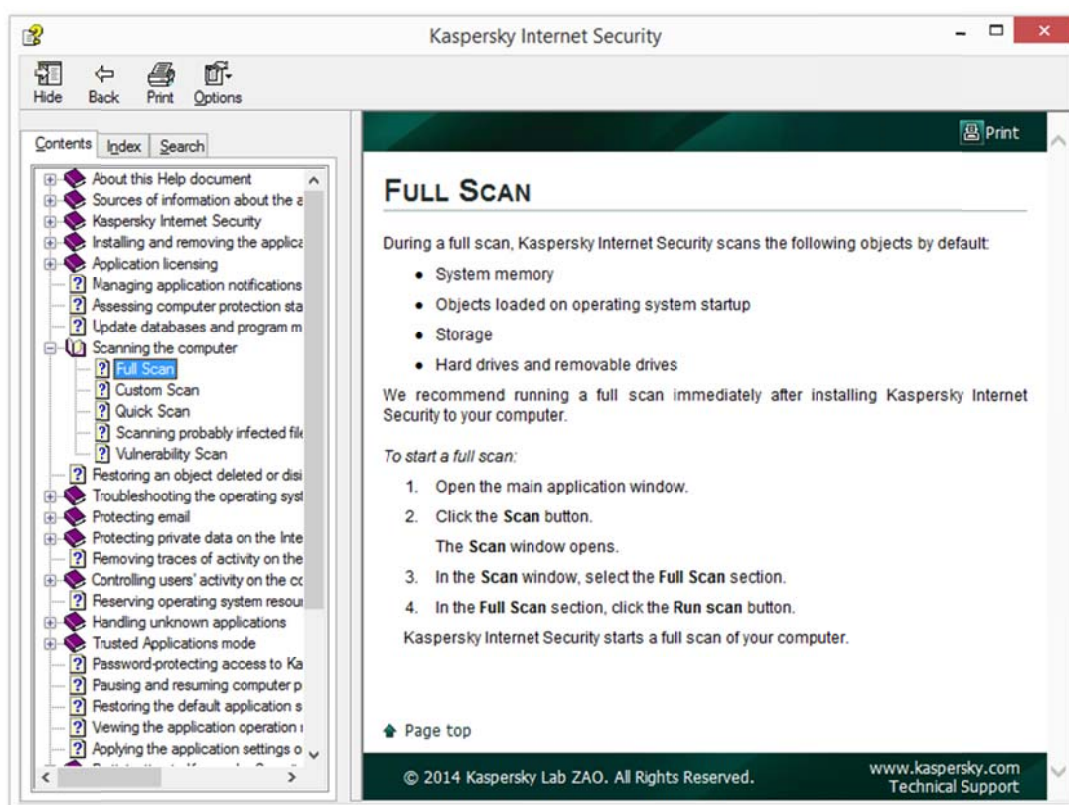
The browser window also displays an alert page:



In our test, the pop-up alert appeared so briefly that it was impossible to read it before it closed. We would suggest that it should appear for considerably longer, or that Kaspersky Lab could remove it and rely on the browser warning page instead.

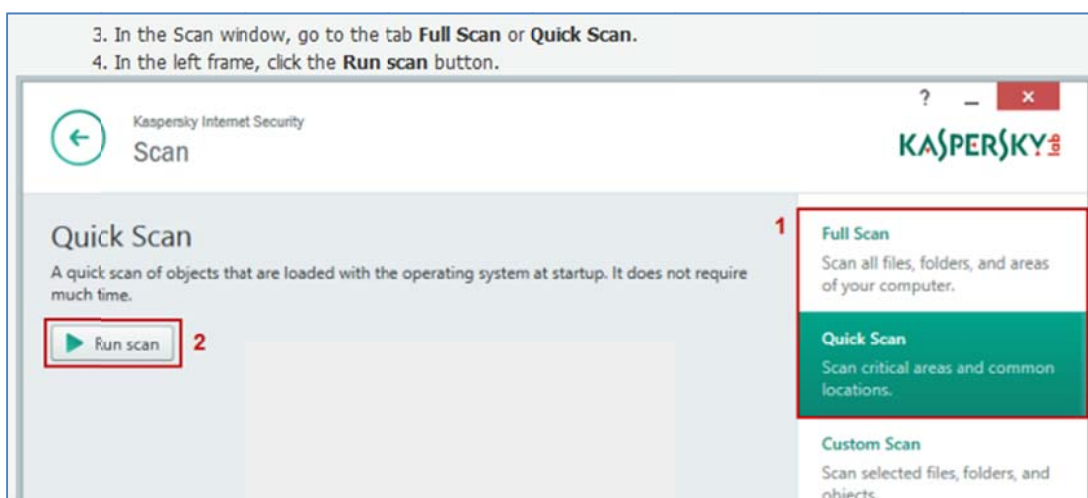
Help and Support

Local help file: This has a comprehensive list of topics, with simple text instructions for each:



Manual: A 103-page manual in PDF format can be downloaded from the Kaspersky website. This covers all aspects of installing, configuring and using the product.

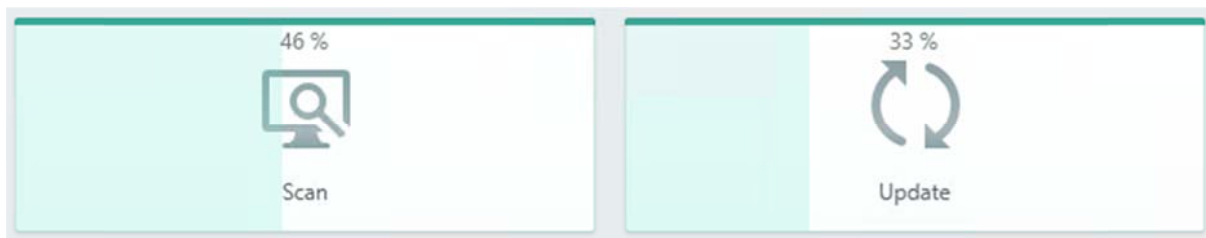
There is also an **online knowledge base**, which provides step-by-step instructions for common tasks, illustrated with annotated screenshots:



As we have come to expect from Kaspersky Lab, the online knowledge-base instructions are simple and clear, with excellent illustrations. The manual is also very well produced, although screenshots have been used very sparingly, which we feel is a pity.

Additional points of interest

The *Scan* and *Update* tiles display the progress of their respective current actions:



Summary

Despite a significant redesign of the program window, Kaspersky lab have retained the ease of use found in previous versions of the program. Essential functions are easily found in the program window, while the status display is clear and allows the user to act on alerts very easily. The online knowledge base provides excellent illustrated instructions for using the product. Two minor suggestions for improvement would be displaying alerts for long enough to read, and prompting the user to password protect the program.

Kingsoft Internet Security 2013.SP9.5.110400



Installation

Choices in the setup wizard: After starting the setup wizard, the user can decide which location the program will be installed to. The program's end-user licence agreement is already preselected as agreed. The installation of the Kingsoft browser Cheetah is also already preselected.



We liked the extremely simple setup. However, we believe that the end-user licence agreement should not be preselected, and the program should also not automatically assume that the user wants to install the Kingsoft browser in addition to Kingsoft Internet Security.

Uninstalling the product 卸载产品

The program advertises “One second uninstallation” as a new feature. The uninstaller window offers various program function for computer problems such as trash removal and tune up to cope with slow PC performance. The last function offered is to actually uninstall the product.



Removal tool: No removal tool is offered.

We feel KINGSOFT has provided an excellent range of options in the uninstaller to prevent users from accidentally uninstalling the product. However, we feel uninstall should be preselected when the uninstaller is started.

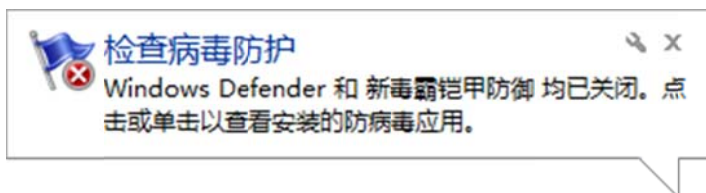
Windows Action Centre Windows 操作中心

Registration in Windows Action Centre

KINGSOFT Internet Security registers as antivirus and antispyware. As Kingsoft Internet Security does not provide a firewall, the Windows Firewall is still enabled.



Action Center alerts: If real-time protection is disabled from the System Tray menu or from the program window, an Action Center alert is displayed:



We feel that the program delivers a sufficient warning when the real-time protection is disabled.

Location of main program features

Protection status, scans, and updates can be found on the program's "Computer scan" page.



The result of the most recent scan is shown in the *Computer Scan* tab.

Help: Via the *main* menu in the top right-hand corner of window, the user has access to Kingsoft's Weibo service and blog.

Logs and quarantine: The quarantine is called "*Restore Area*" and can be found on the computer scan tab.

We found the program interface mainly clear and easy to navigate.

Internet Explorer customisation

Kingsoft does not change the search service of the Internet Explorer. The user is offered the chance to "protect" his or her browser by changing the default browser page to either a Kingsoft page, the portal site hao123.com or to a blank page. Additionally, Kingsoft provides its own Internet browser, which is installed by default, although the user can deselect it when starting the installation of Kingsoft Internet Security.

Status alerts in program window

Real-time protection warning & reactivation: The RTP can be disabled from the program GUI by deactivating one or several elements on the proactive tab.



Clicking the “Enable proactive defence” button in the menu or the respective button on the proactive tab will reactivate all protection features. Expert users can activate/deactivate the proactive features one by one on the respective sub-tab.



Scanning

Available scan options: On the main program window, Kingsoft offers only *Cloud Scan*. On the *Computer Scan* tab Kingsoft additionally offers *Complete Scan*, *Custom Scan*, *Strong Scan*, *USB-Scan* and *Anti-Hacker Scan*.



Right-click scanning: There is a *Scan with KINGSOFT* entry in the context menu of Windows Explorer, allowing files, folders and drives to be scanned by right-clicking.

Standard-user access

Real-time protection: This can be deactivated from the system tray menu and from within the program without administrator credentials.

Uninstalling the product: This requires administrator credentials.

We feel that standard users should not be allowed to disable the protection.

Malware warnings

EICAR test-file alert: No warning is shown when the user attempts to download the EICAR test file.

Help and Support

Kingsoft does not provide a local help file. Via the menu in the upper-right corner users can access the Kingsoft Weibo and Kingsoft blog. On the Kingsoft Weibo page the users can send their questions directly to Kingsoft support staff. On the same page, users can find very brief answers to ten common questions.

While the Weibo service might be a new approach to product support, we believe that at least a simple local help file should be provided, and that the support information available online should be expanded.

Additional points of interest

Local virus definitions: Per default, the local Avira engine does not have local virus definition database.

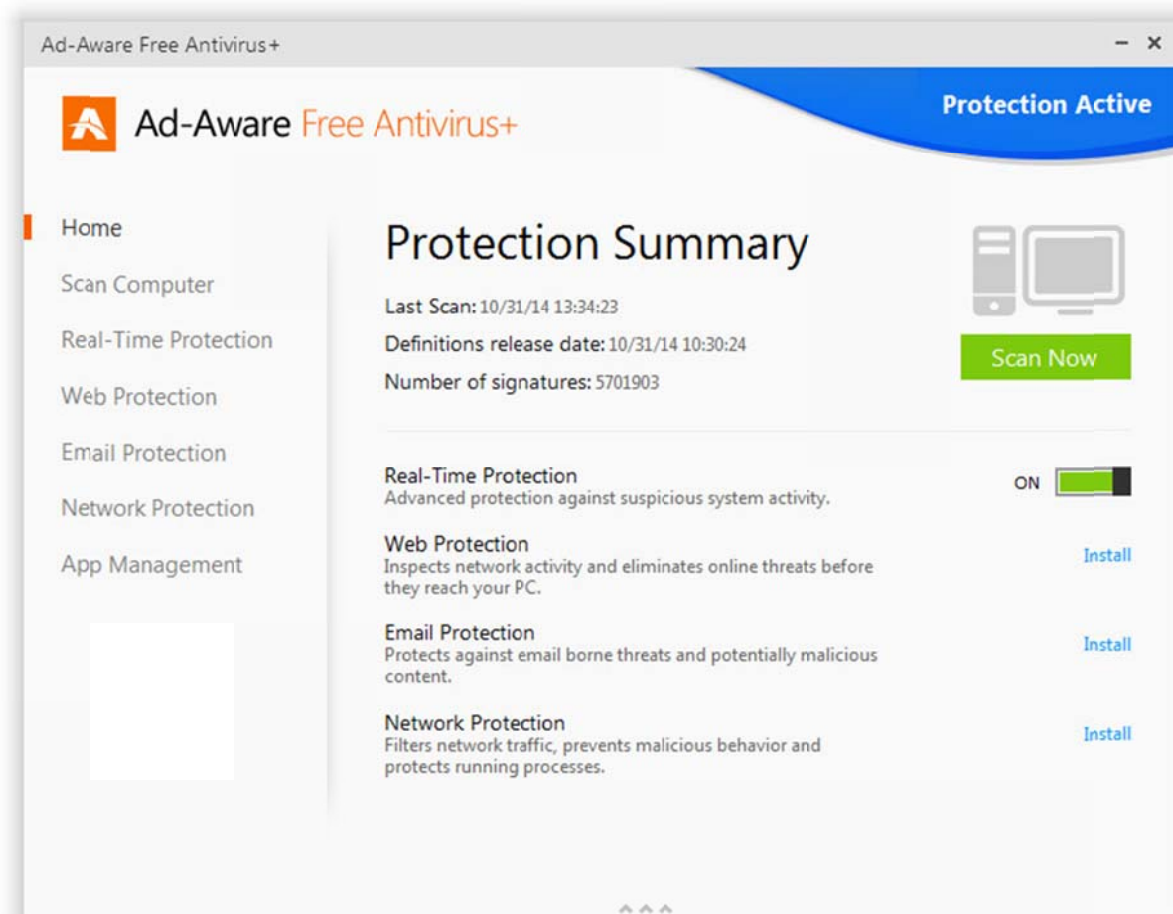
小红伞本地引擎未安装

We believe that in a security product each local engine should have an initial set of virus definitions.

Summary

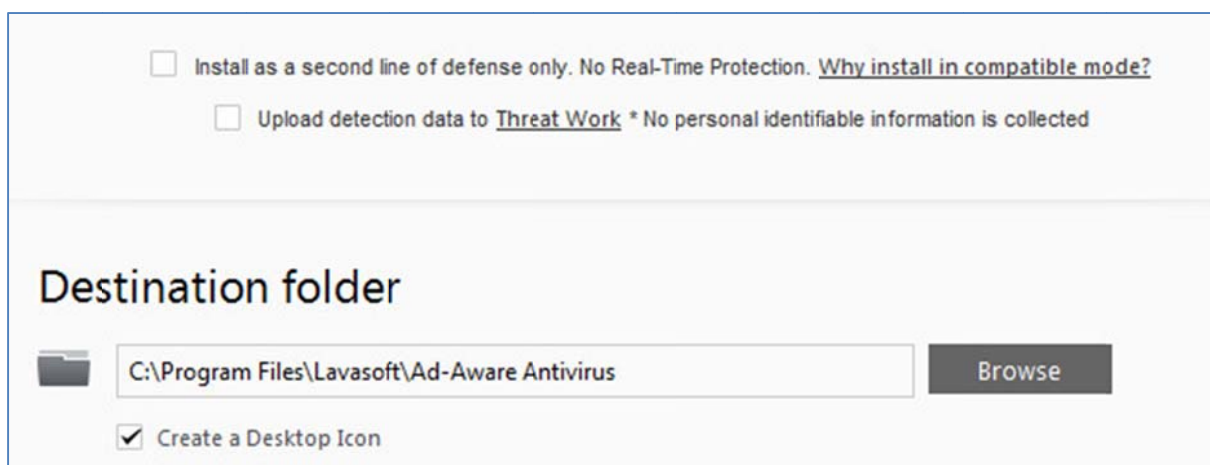
KINGSOFT Internet Security 2013 has kept all the simplicity and clarity of earlier versions but also provides many features for experienced users. However, we have some suggestions for improvement. We believe that all local engines should come with an initial set of virus definitions. It would also be better to let the user decide whether to accept the end-user license agreement, and whether the Kingsoft browser should be installed along with the Security product. The installation of the Kingsoft browser should definitely not be the default selection.

Lavasoftware Ad-Aware Free Antivirus+ 11.4.6792.0

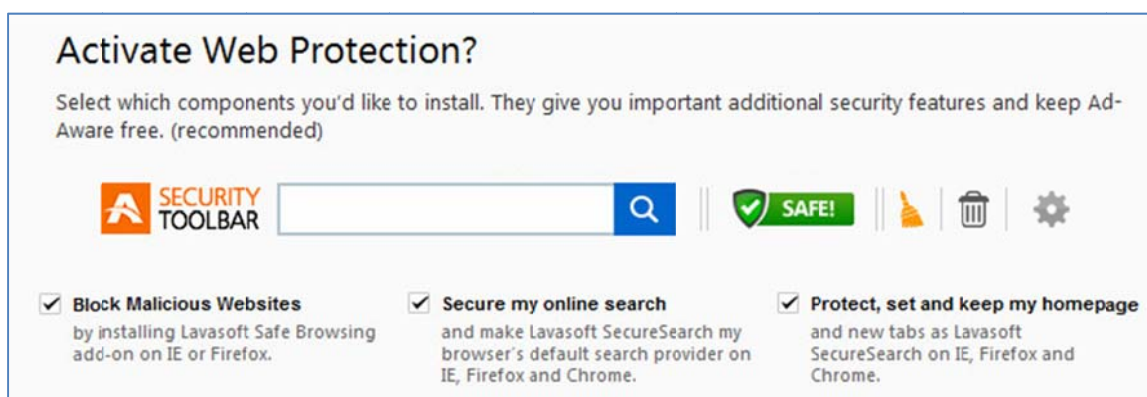


Installation

Choices in the setup wizard: The user can choose from a wide selection of languages, change the installation folder, choose whether to join Lavasoftware's data-sharing scheme, and *install as a second line of defense only*.



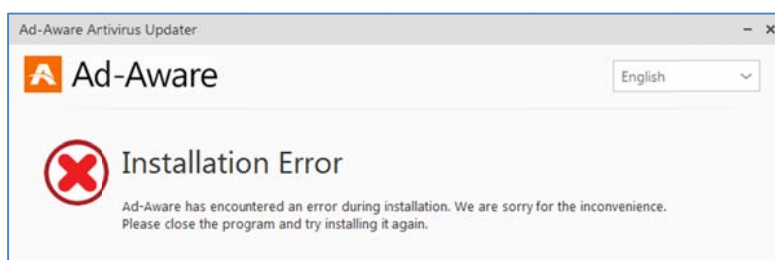
There are also options for installing Ad-Aware Web Protection:



We were impressed with the range of language choices, and liked the option to install without real-time protection, for use as a secondary scanner.

Uninstalling the product

Additional options in the uninstaller: There is a Change option provided. However, this did not work in our test, producing the same error message on two different test machines:

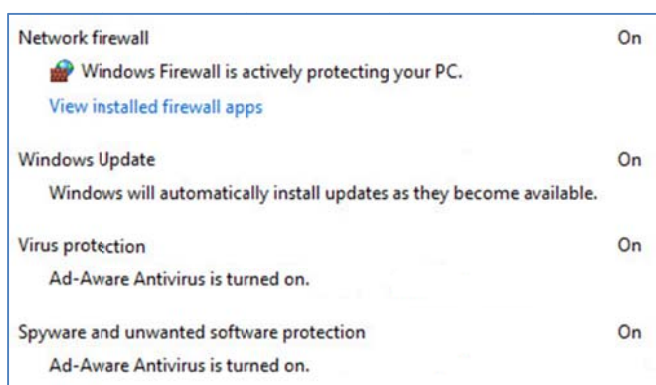


Removal tool: We could not find a separate uninstaller.

We think the *Change* option might be useful, if it worked. Lavasoft inform us that they are investigating this

Windows Action Center

Registration in Windows Action Center: Ad-Aware Free Antivirus registers as antivirus and antispyware:



Action Center alerts: If real-time protection is disabled, Windows Action Center shows its normal alert in the System Tray:



Location of main program features

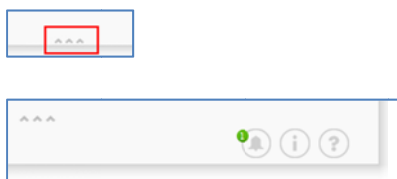
System status and **Scan** can both be found on the home page.

Update: A definitions update can be run by clicking *Scan Computer*, *Modify Settings*. Additionally, the program checks automatically for updates every hour.

We feel that accessing the update function is not very intuitive, although it is described in the manual.

Subscription status is not applicable, as the product is free.

Help: There is a “collapsed” menu bar, accessed by clicking the graphic at the bottom of the window, as shown below:



There is a question-mark symbol in the hidden menu, shown above which opens help and support options.

Logs: Logs can be found by clicking *Real-Time Protection* in the left-hand menu panel, *Detection History*, *View Details*.

Quarantine: This can be seen by clicking *Scan Computer* on the left, then *View Quarantined Files*.

Although most functions are reasonably easy to find in Ad-Aware’s program interface, we feel that the bottom menu bar, which contains the Help button, is effectively hidden. The graphic at the bottom of the window is very subtle, and we suspect some users at least will either not see it at all, or not realise that it has a function. Lavasoft tell us that they are considering this issue.

Internet Explorer customisation

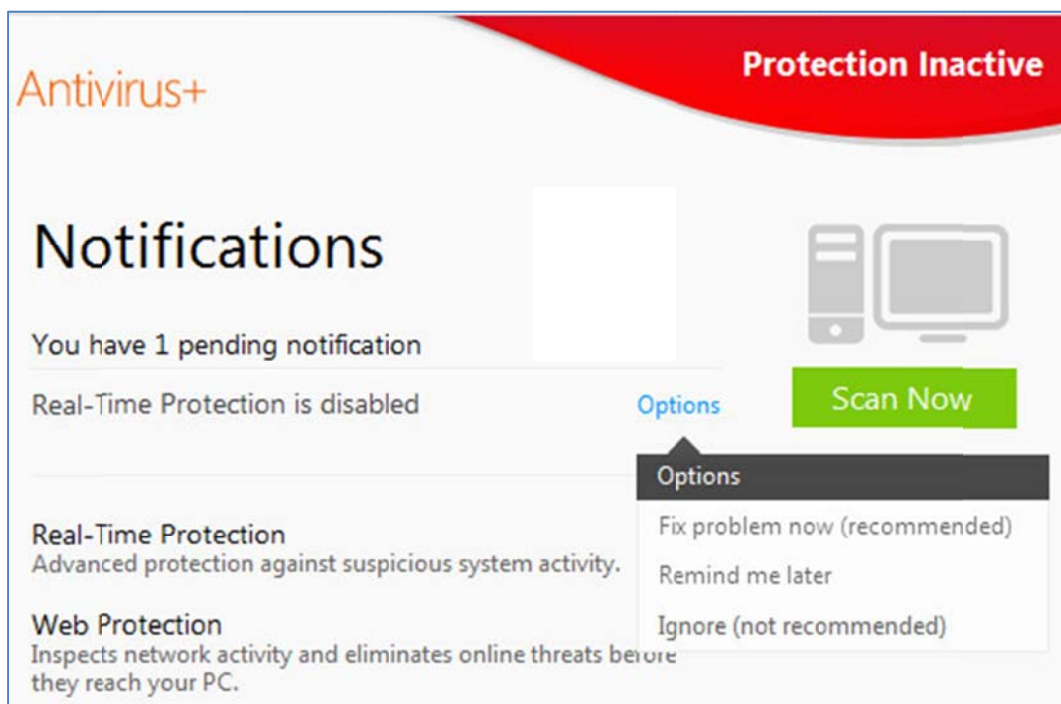
Toolbar: An Ad-Aware toolbar is installed if the user selects the Ad-Aware Web Protection features during setup (please see the Installation section above).

Search service: This is one of the optional Web Protection features. It is Yahoo-based.

Ratings for search results: These are not displayed in Bing, Google, or the product’s own search service.

Status alerts in program window

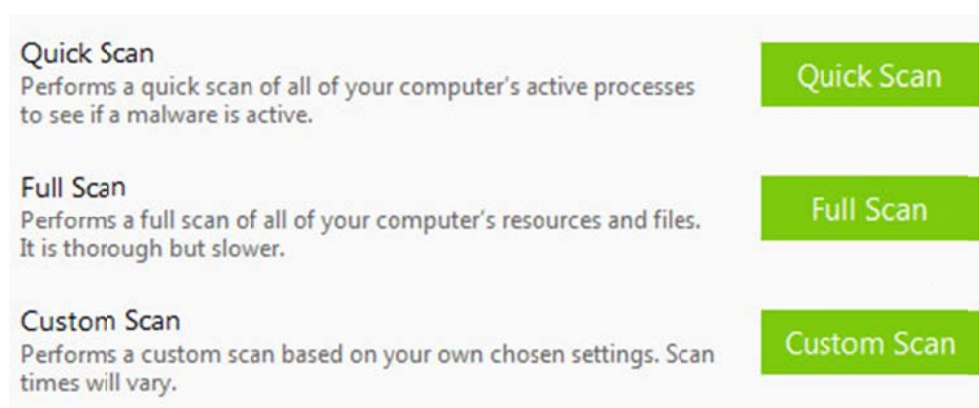
Real-time protection warning and reactivation: If real-time protection is disabled, the status display changes to *Protection Inactive* on a red background, as shown below. Clicking the *Options* link displays a short menu with the entry *Fix problem now (recommended)*, which immediately reactivates the protection.



We feel the warning shown is clear, and that reactivating the protection from the *Options* menu is straightforward.

Scanning

Available scan options: Clicking *Scan Computer* provides quick, full and custom scans:



Right-click scanning: *Scan with Ad-Aware* is added to Windows Explorer's context menu, allowing files, folders and drives to be scanned by right-clicking.

Standard-user access

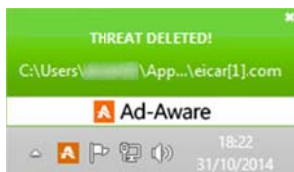
Real-time protection: After installation, the program prompts the user to create a PIN for such access. Any user with any type of Windows account then has to enter the PIN before being able to access settings.

Uninstalling the product: Both the Uninstall and Change options in Control Panel produce a Windows User Account Control prompt for administrator credentials.

Lavasoft have effectively secured Ad-Aware against non-administrator access.

Malware warnings

EICAR test-file alert: The following alert is shown when the EICAR test file is downloaded. It disappears after a few seconds. Clicking on the alert has no effect, so users who want to find out more have to look in logs/quarantine.



The alert makes clear that the malware has been deleted. However, the writing is small, and the message closes after just a few seconds, so many users will not have time to read it anyway.

Help and Support

Manual: A comprehensive 114-page manual in PDF format is downloadable directly from the Support Center page of the program. It covers all aspects of installing, configuring and using the program.

Online knowledge base: There is an FAQ section on Lavasoft's website, also accessible from the program's Support Center. This appears to have the same content as the manual, in the form of a searchable web page.

We were very impressed with the manual. It is laid out in a very simple, easy-to-read format, with clear instructions. These are so lavishly illustrated with annotated screenshots that it is actually hard to find a page without a screenshot. There are no bookmarks, but topics can be accessed easily from the clickable contents page.

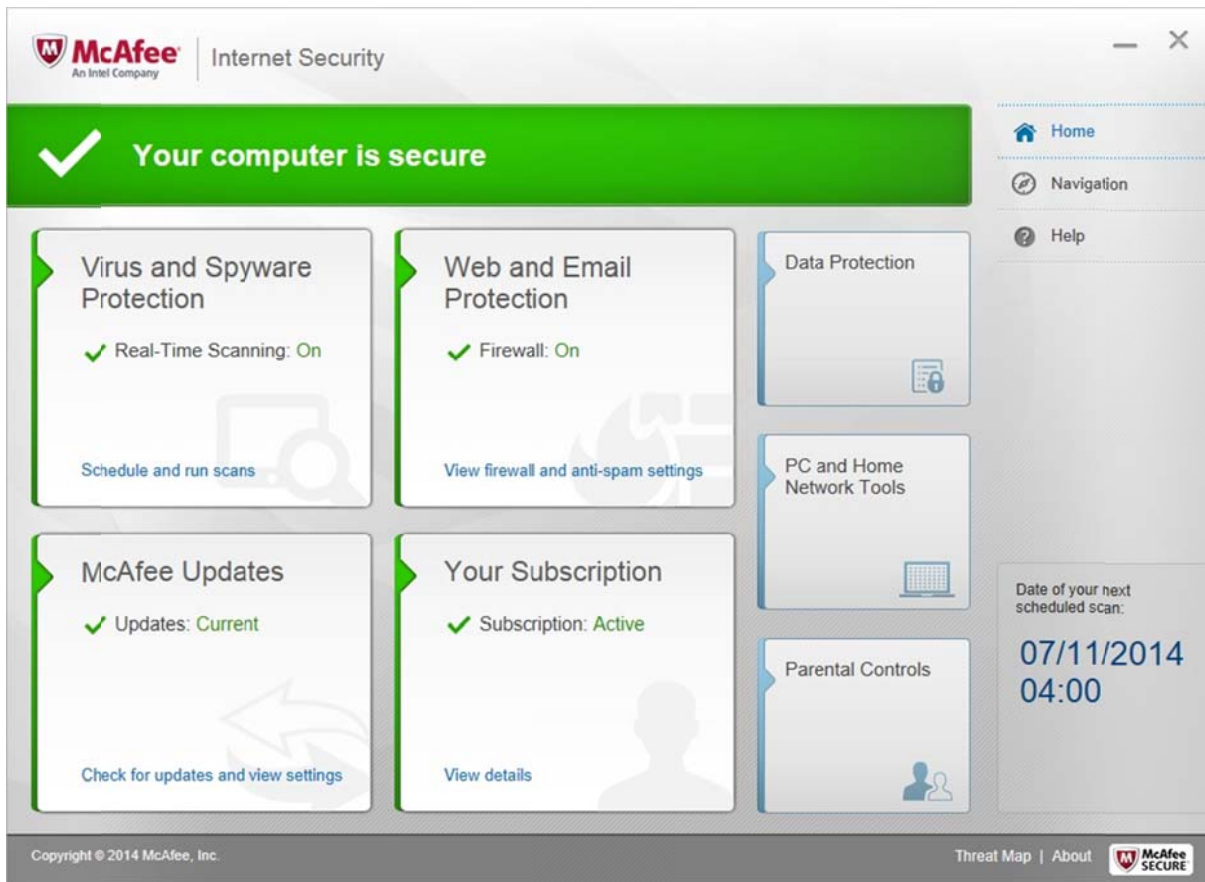
Additional points of interest

A reboot is required after installation. The wizard reminds users to save their work first.

Summary

We found Ad-Aware Free Antivirus+ to be simple to install and use. We liked the option to use it as a secondary scanner without real-time protection. The interface is largely clear and user-friendly, with the exception of the help function, which we feel is more or less hidden. Users who manage to find it will be able to download an excellent manual.

McAfee Internet Security 2015 (12.8.992)

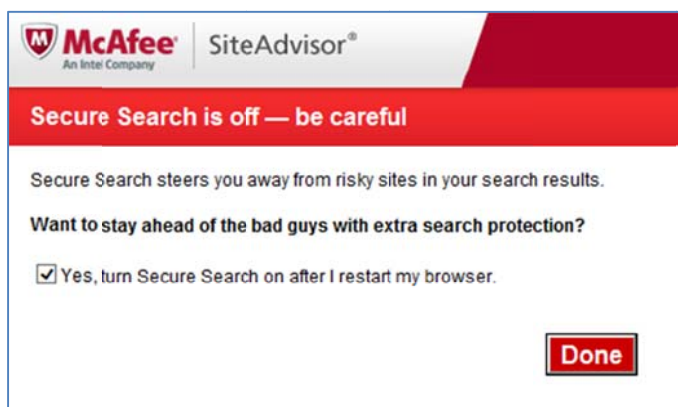


Installation

Choices in the setup wizard: There is a choice of *Complete* or *Custom* installation. The latter allows the user to choose which components to install:



At the end of the setup wizard, the user can also decide whether to share data with McAfee. When Internet Explorer is first started after the installation, a McAfee dialog box prompts the user to activate *Secure Search*:



We opted for the default setting, i.e. using the McAfee search service.

We like the choice of components in the setup wizard. Although setup is fairly simple, the installer took about 15 minutes to download and install the components we had selected.

Uninstalling the product

Additional options in the uninstaller: The only option is whether to delete or retain personal settings. Site Advisor (URL blocker) has to be uninstalled separately:

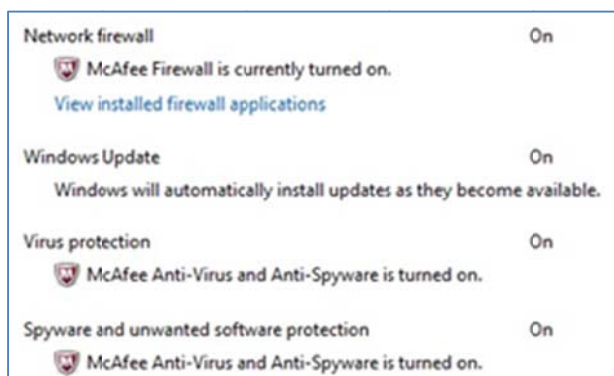


Removal tool: There is a removal tool available called MCP¹⁹.

¹⁹ http://download.mcafee.com/products/licensed/cust_support_patches/MCPR.exe

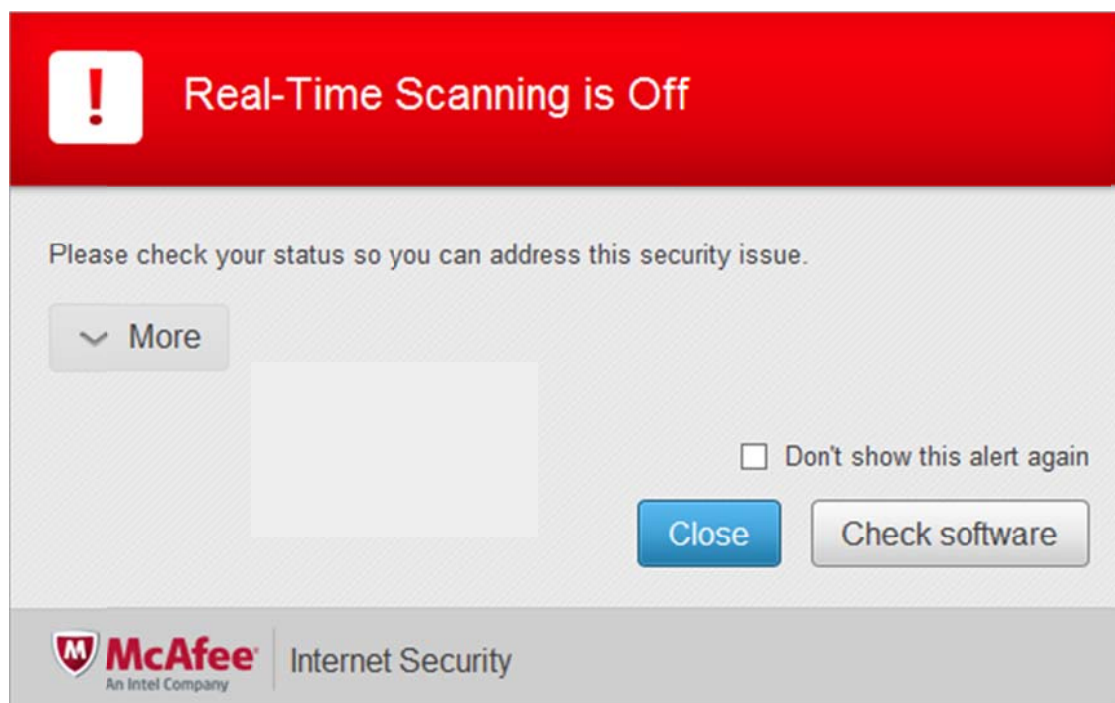
Windows Action Center

Registration in Windows Action Center: McAfee Internet Security registers as firewall, virus protection and spyware/unwanted software protection:



Action Center alerts: In our test, no Action Center pop-up alert was shown when the real-time protection or firewall was disabled. Whilst an exclamation mark appeared on McAfee's System Tray icon, this would not be apparent to many users, as Windows 8.1 hides this icon by default.

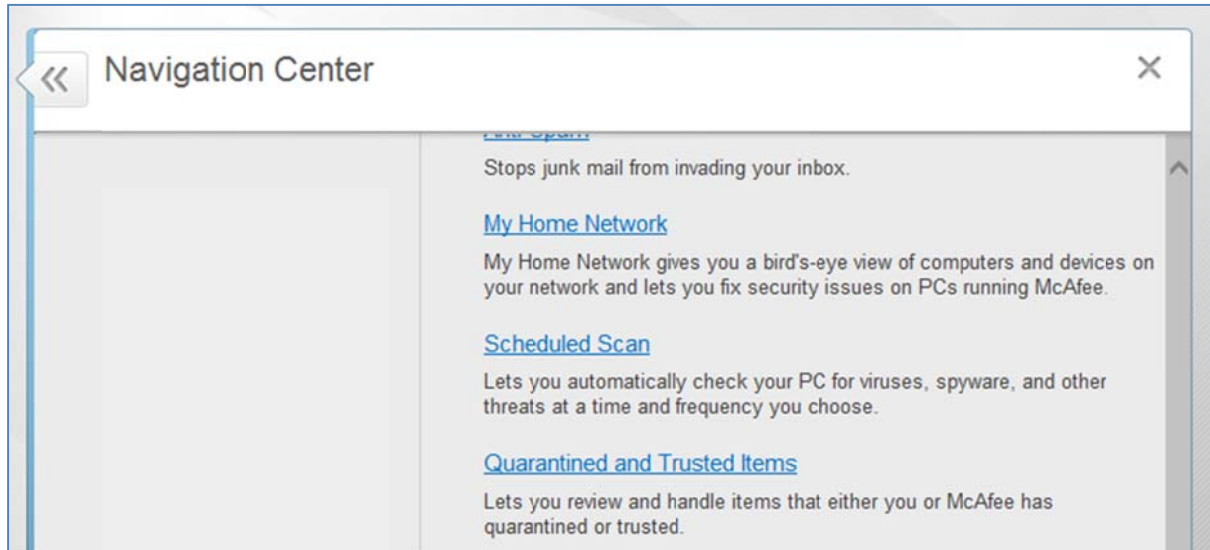
McAfee have demonstrated to us that on their test systems, a McAfee alert box (shown below) appears just a couple of seconds after the RTP is switched off. We tested this thoroughly on our own test systems (all 64-bit Windows 8.1 Update), but were not able to replicate this behaviour. On some of our machines, the alert appeared two or three minutes after real-time protection was disabled; on others, it did not appear at all.



We feel McAfee's alert is much more effective and persistent than the Windows Action Center alert. However, it would appear to us that it does not always work perfectly on all systems.

Location of main program features

System status, scan, update, subscription status, help and **logs** (*security report*) can all be accessed directly from the program's home page. **Quarantine** can be found by clicking the *Navigation* button in the top right-hand corner of the screen:



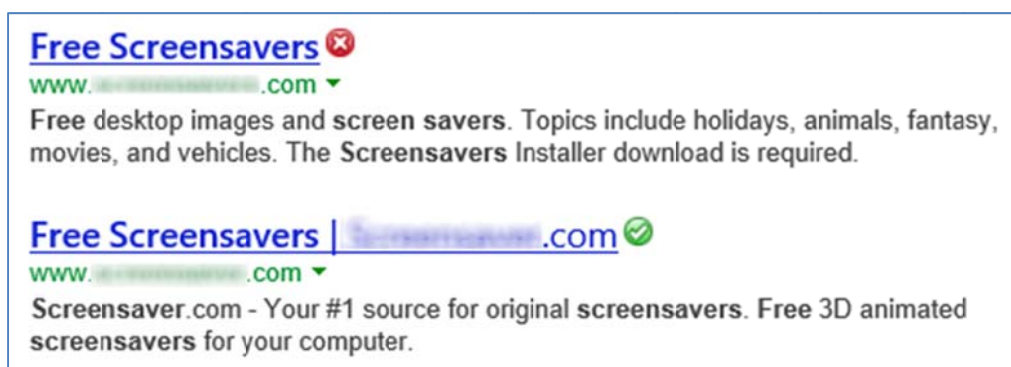
We had no difficulty finding important features in McAfee's interface. We liked the *Navigation* page, which is rather like the site map of a website. It provides an overview of all the available functions.

Internet Explorer customisation

Toolbar: A McAfee toolbar is installed. It has a search box, and shows a rating for the page currently open in the browser.

Search service: McAfee's own Yahoo-based search service is made the default, if the relevant option is chosen after installation.

Ratings for search results: Ratings for search results are shown for Bing, Google and Yahoo:



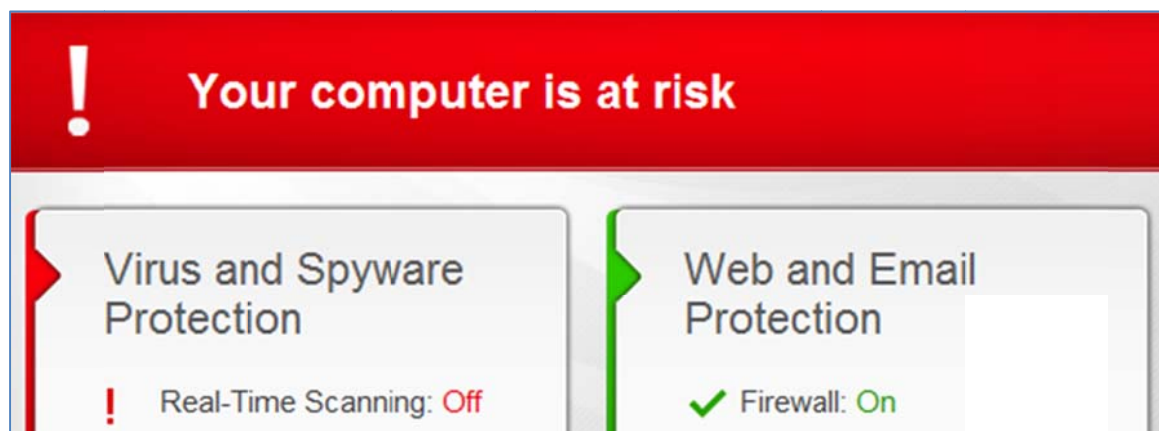
The ratings for search results strike us as very useful.

Status alerts in program window

Firewall warning and reactivation: If the firewall is deactivated, the overall status display at the top and the firewall's own tile both show a warning. An overlay displays a *Turn On* button, which immediately reactivates the protection:



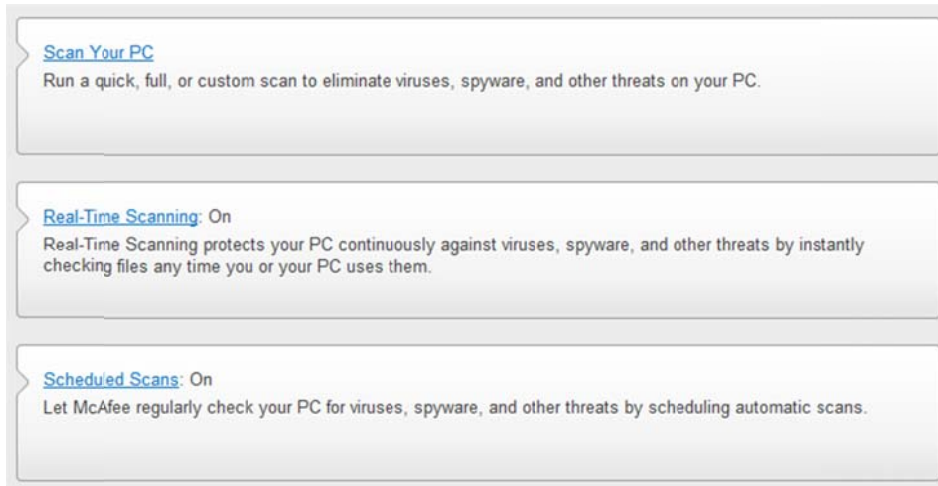
Real-time protection warning and reactivation: If real-time protection is disabled, the status display and virus-protection tile display very similar alerts to those for the firewall. In some situations, however, the overlay with the *Turn On* button is not shown, meaning the user has to go into the settings to reactivate the protection:



As with all the programs in this review, we tested McAfee Internet Security's protection warnings by using its own interface to disable the protection. If we selected the option to disable the protection permanently, and restarted the computer, the overlay with the *Turn On* button was shown. If we chose a shorter time, or did not restart the computer, the overlay was not shown.

Scanning

Available scan options: Clicking *Schedule and run scans* on the antivirus tile on the home page allows scheduled scans to be set up. Clicking *Scan Your PC* on the same page provides a choice of quick, full or custom scans:



Right-click scanning: There is a McAfee *Scan* entry in the context menu of Windows Explorer, allowing files, folders and drives to be scanned by right-clicking.

Standard-user access

Real-time protection: The protection cannot be turned off by a standard user, and the program does not prompt for administrator credentials.

Uninstalling the product: The product cannot be uninstalled without administrator credentials being provided.

McAfee have effectively secured the program against unauthorised non-administrator access.

Malware warnings

EICAR test-file alert: If the EICAR test file is downloaded, the following alert is shown:



The alert remains until closed by the user.

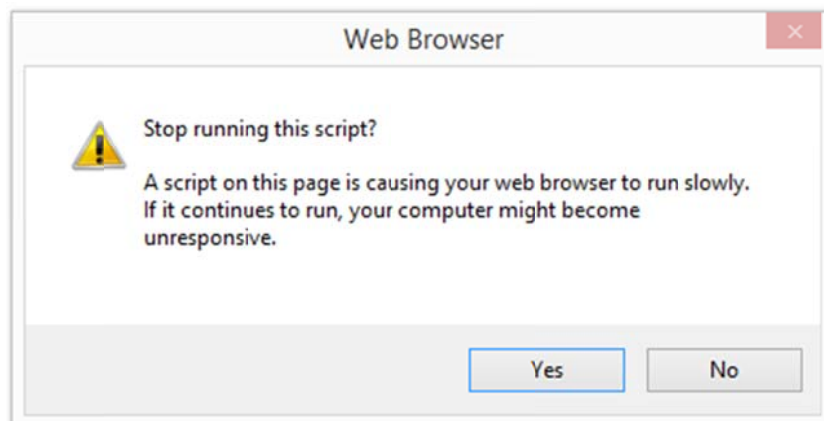
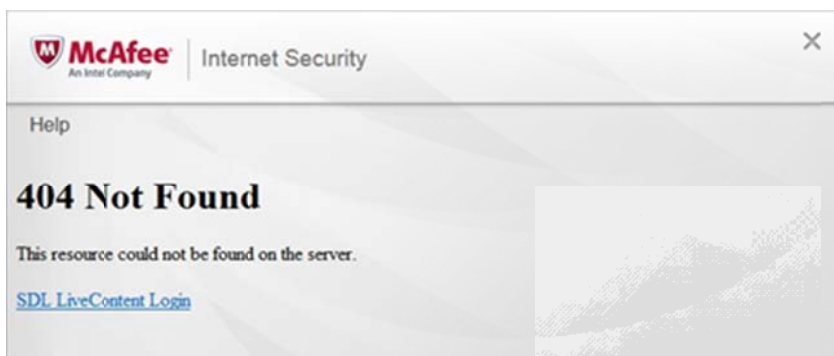
We feel the alert makes perfectly clear that the malware has been dealt with and that no further action is necessary. We like that fact that it stays until closed by the user; however, further alerts can be easily blocked if the user so desires.

Help and Support

On the program's *Help and Support* page, there are links entitled *McAfee Support Website* and *Help*.

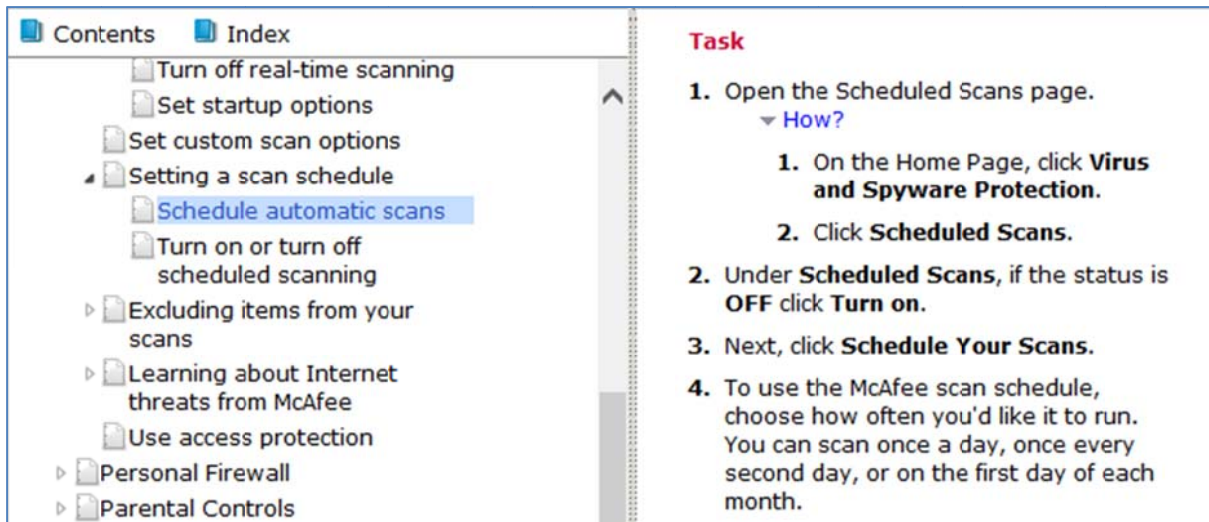
The former opens McAfee's Product Support²⁰ page in a browser, from which the user can buy support services (e.g. "McAfee Set-Up and Optimise" for £49.99 (GBP), equivalent to about €60. Users will be able to get from here to the technical FAQ with a further 5 clicks, representing opening 4 different pages and closing an alert that encourages the user to try the McAfee Virtual Technician.

The *Help* link evidently attempts to open cloud-based content in the program's own window, but provided a variety of problems in our test. These included a *404 Not Found* message, and a script error message, both shown below:



We also frequently experienced a blank page in the help window, with no content shown at all. This persisted for a number of minutes each time. Some of our attempts to access the help service were eventually fruitful, with a help function in the style of a Windows Help file being displayed:

²⁰ <http://home.mcafee.com/root/support.aspx>



The screenshot shows a help window with a navigation pane on the left and a task list on the right. The navigation pane has tabs for 'Contents' and 'Index'. The 'Contents' pane is expanded to show a list of topics, with 'Schedule automatic scans' highlighted. The task list on the right is titled 'Task' and contains four numbered steps for setting up scheduled scans.

Contents **Index**

- Turn off real-time scanning
- Set startup options
- Set custom scan options
- Setting a scan schedule
 - Schedule automatic scans**
 - Turn on or turn off scheduled scanning
- Excluding items from your scans
- Learning about Internet threats from McAfee
- Use access protection
- Personal Firewall
- Parental Controls

Task

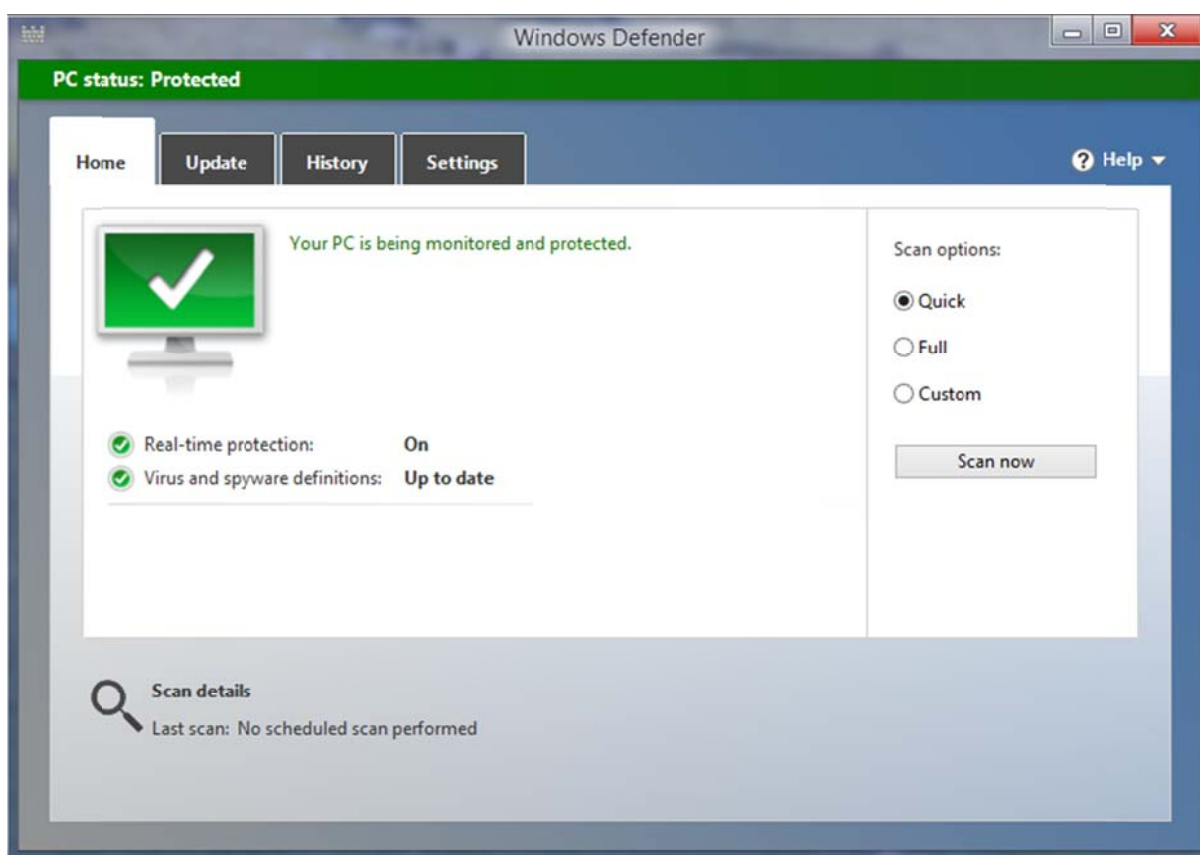
1. Open the Scheduled Scans page.
 - ▼ How?
 1. On the Home Page, click **Virus and Spyware Protection**.
 2. Click **Scheduled Scans**.
2. Under **Scheduled Scans**, if the status is **OFF** click **Turn on**.
3. Next, click **Schedule Your Scans**.
4. To use the McAfee scan schedule, choose how often you'd like it to run. You can scan once a day, once every second day, or on the first day of each month.

We cannot describe McAfee's help services as satisfactory. The *Help* feature proved unreliable in our test, and slow on the few occasions when it worked at all. We feel that the *Product Support* page serves principally to push premium support services, and that getting from there to the technical FAQ page requires some persistence from the user.

Summary

We found McAfee Internet Security 2015 largely very straightforward to use. The program window makes it easy to find important features, and we liked the clear and persistent malware alerts. The suite cannot be disabled or removed by users without appropriate credentials. We would however suggest that the local help service could be improved.

Microsoft Windows Defender (4.5.218.0) for Windows 8



Note about the program

This review covers Windows Defender for Windows 8, which is a complete antimalware solution. Please note that Windows 7 and Windows Vista also have an integrated program called “Windows Defender”, but that this is not a complete antimalware solution and should be supplemented by an antivirus program. Microsoft Security Essentials can be installed additionally on Windows 7 and Windows Vista, and provides comparable protection to the Windows 8 version of Windows Defender. A comparison of Windows Defender for Windows 8 and Microsoft Security Essentials can be found on the Windows website²¹.

Installation

This is not applicable, as the program is preinstalled with Windows 8.

Uninstalling the product

This is also not applicable. The program can be completely disabled under *Settings | Administrator | Turn on this application*. It can be reactivated from the Windows Defender icon in Control Panel.

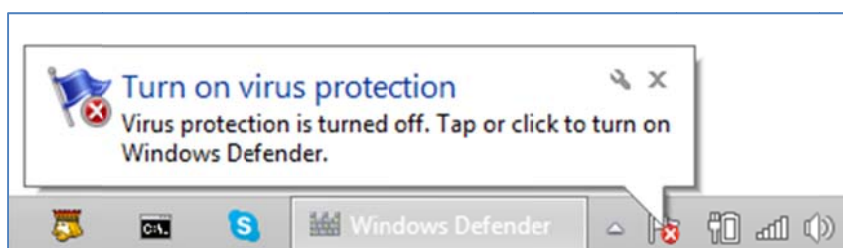
²¹ <http://windows.microsoft.com/en-us/windows/security-essentials-download>

Windows Action Center

Registration in Windows Action Center: Windows Defender is shown as antivirus and antispyware:



Action Center alerts: The standard Action Center alert is shown if Windows Defender's real-time protection is disabled:



As is to be expected of a Microsoft product, Windows Defender co-ordinates perfectly with Windows Action Center.

Location of main program features

System status, scan, update, help, logs and **quarantine** can all be accessed directly from the home page. The *History* tab shows logs and quarantined items together.

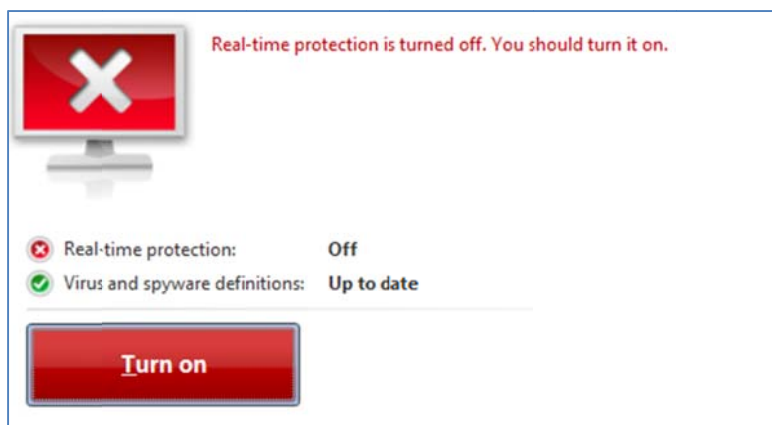
The program window makes it very easy to find important functions.

Internet Explorer customisation

This is not applicable.

Status alerts in program window

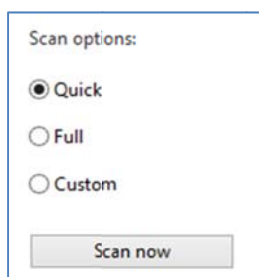
Real-time protection warning and reactivation: If RTP is disabled, the alert below is shown in the status section of the program window. The *Turn on* button immediately reactivates the protection.



Windows Defender makes very clear that protection is switched off, and makes it simple to reactivate it.

Scanning

Available scan options: Quick, full and custom scans can be started from the main program window:



Right-click scanning: This is not available.

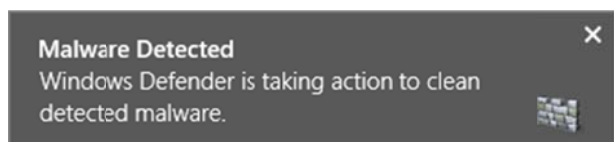
Standard-user access

Real-time protection: If a standard user attempts to disable real-time protection, a Windows User Account Control prompt appears, demanding administrator credentials.

Uninstalling the product: Not applicable

Malware warnings

EICAR test-file alert: If the EICAR test file is downloaded, the following alert is shown:



This fades away after a few seconds.

We feel the alert is reasonably clear, and provides no opportunity to let the malware run.

Help and Support

Clicking the Help icon in the program window opens a Windows Help page, entitled “Why use Windows Defender?”. Using the search box, it is possible to find a couple of other articles relating to Windows Defender, although these are very brief. There is a Microsoft forum²² where users can ask questions about Microsoft products, including Windows Defender. Using the search box on the Windows home page²³ to search for “Windows Defender” will also find some relevant articles about the product.

Summary

We found Windows Defender to be simple and easy to use. Alerts are clear, important features are very easy to find, and the program is entirely unproblematic in use. Help facilities are fairly basic, but the simplicity of the program means that extensive support should not be required.

²² http://answers.microsoft.com/en-us/windows/forum/windows_8-security?auth=1

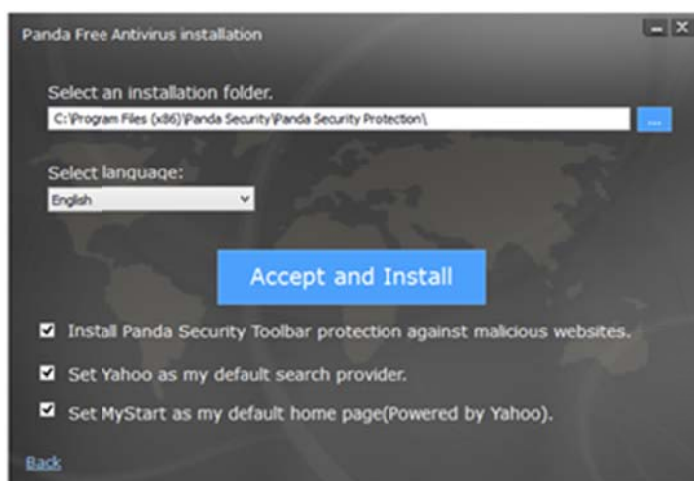
²³ <http://windows.microsoft.com>

Panda Free Antivirus 15.0.4



Installation

Choices in the setup wizard: The user can choose the installation folder, language, whether to install the Panda toolbar, and change search/home-page options to Yahoo:



After installation, the user is prompted to create a Panda account, though this can be postponed.

Installation is very simple, and we liked the clear information about the search service and home page.

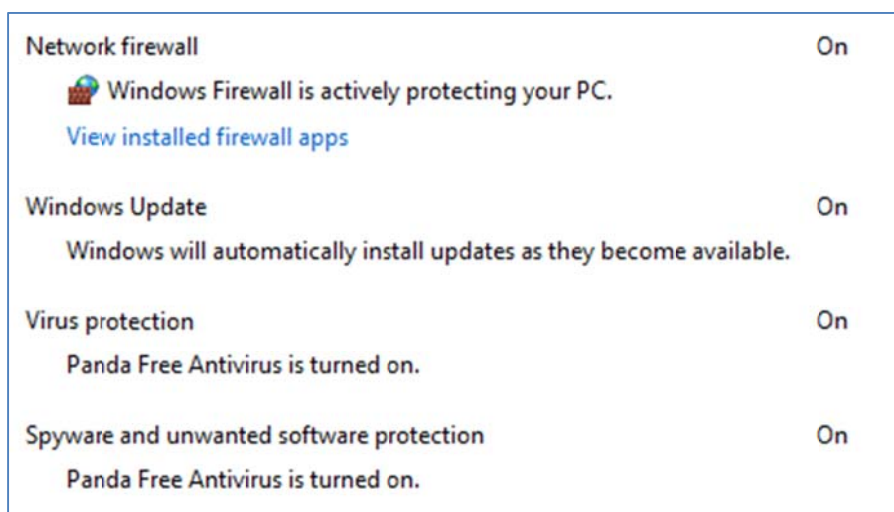
Uninstalling the product

Additional options in the uninstaller: There are three Panda entries in Programs and Features, for the antivirus component, toolbar and URL filter. These can be uninstalled separately from each other.

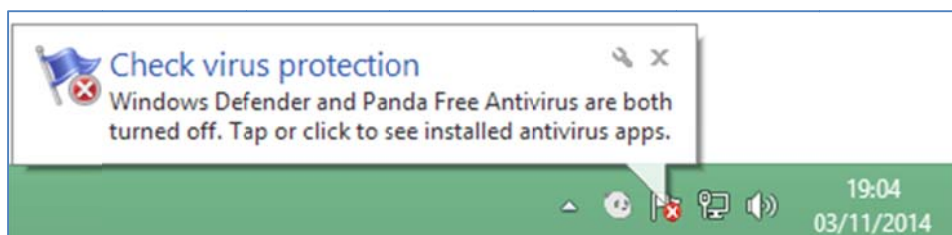
Removal tool: An uninstaller can be downloaded from the Panda website²⁴.

Windows Action Center

Registration in Windows Action Center: Panda Free Antivirus registers as antivirus and antispyware:



Action Center alerts: If real-time protection is disabled, Windows Action Center displays its normal alert:



Location of main program features

System status, quarantine, logs and **scan** are all on the home page of the program, whereby the *Threats blocked* tile represents the logs.

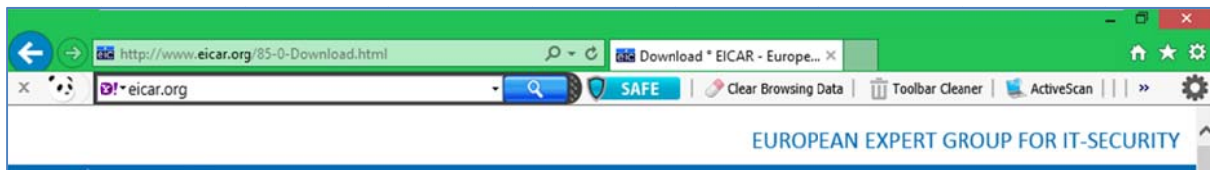
Help is in the menu in the top right-hand corner of the window.

We had to search a little bit to find logs, but otherwise the important features are easily accessible.

²⁴ http://www.pandasecurity.com/resources/sop/UNINSTALLER_08.exe

Internet Explorer customisation

Toolbar: This is installed if selected in the setup options.



Search service: This is changed to Panda's Yahoo-based service if selected in the setup options.

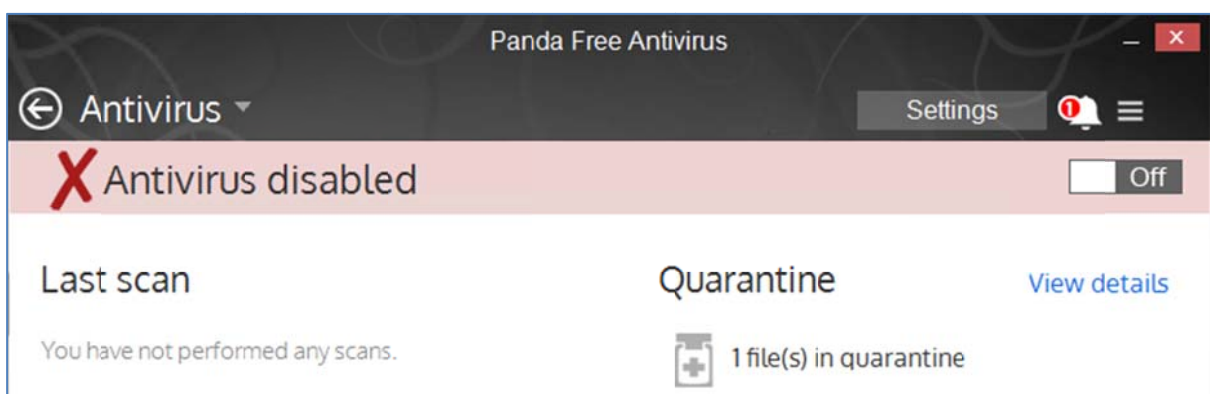
Ratings for search results: No search ratings are applied to Yahoo, Bing or Google search results.

Status alerts in program window

Real-time protection warning and reactivation: If RTP is disabled, the status tile changes to show this:



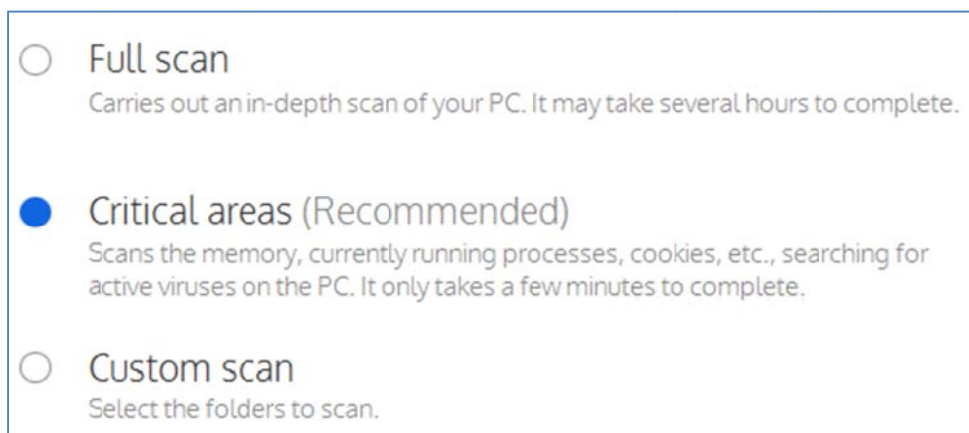
Clicking on the tile opens the antivirus settings page, where the protection can be switched on again using the switch in the top right-hand corner:



We feel the warning is clear and that reactivating the protection is straightforward.

Scanning

Available scan options: Clicking the *Scan* tile on the home page opens the scan dialog box, which has a choice of *Full*, *Critical areas* and *Custom*:



Scheduled scans can be set by clicking the status tile on the home page.

Right-click scanning: The entry *Scan with Panda Free Antivirus* is added to Windows Explorer's context menu, so that drives, folders and files can be scanned by right-clicking.

Standard-user access

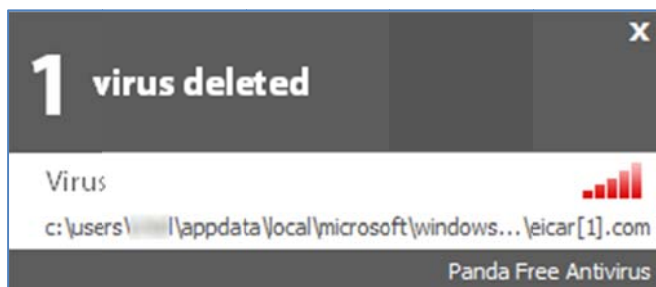
Real-time protection: Standard users can disable protection without entering administrator credentials.

Uninstalling the product: The product cannot be uninstalled without admin credentials, as a Windows User Account Control dialog prompts for these before allowing deinstallation.

There is the option of password-protecting the product in the settings. We suggest that the setup wizard should prompt the user to set this, to prevent unauthorised access.

Malware warnings

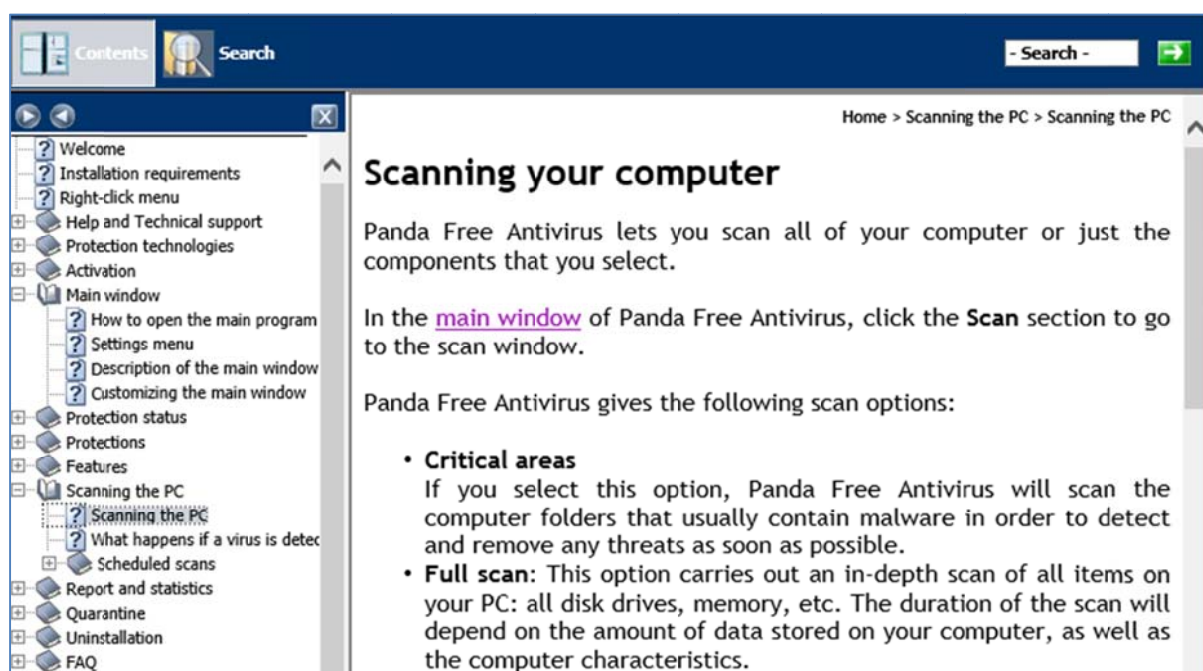
EICAR test-file alert: The alert below is shown when the EICAR test file is downloaded. It fades out after about 10 seconds.



We feel the warning makes clear that the malware has been dealt with.

Help and Support

Local help file: There is a web-based help feature, which is very similar in layout to a Windows Help file. This lists topics on the left, and displays details of the topic on the right:



The coverage strikes us as comprehensive, and the instructions are clearly written, although there are unfortunately no screenshots.

Additional points of interest

The main program window can be customised by clicking *Edit* at the bottom of the window. This allows extra tiles to be added (*Process monitor* and *WiFi* are available) or moved around. There are a total of 3 pages that can be displayed, providing more than enough room for all the tiles. We note that two of the default tiles, *Firewall* and *WiFi*, relate to features not included in the free version of the program. Clicking on them prompts the user to buy and enter a licence key for the Pro version. This is indicated by the shopping-trolley icon in the corner of each tile.

We liked the customisation feature, but looked in vain for a means to restore the default layout.

Summary

We would describe Panda Free Antivirus as a simple and straightforward antivirus program. We liked the ability to customise the home page of the program. Our one suggestion for improvement would be to prompt the user during setup to password-protect the program settings.

Qihoo 360 Internet Security 4.9.0.4902



Program version tested

Please note that the product version reviewed here is not the same as the version commonly available in China. Whilst the user interface is similar, there are technical differences between the two, such as the engines used and default settings. Qihoo 360 decided to take part in various tests with this English version (www.360safe.com), which has the Bitdefender and Cloud engines activated by default, but the Avira and QVM engines deactivated. Users of the Chinese version should not assume that the effectiveness of the English product is necessarily relevant to the Chinese product they use.

Installation

Choices in the setup wizard: The user can change the installation folder.

Installation is very simple and only requires one click.

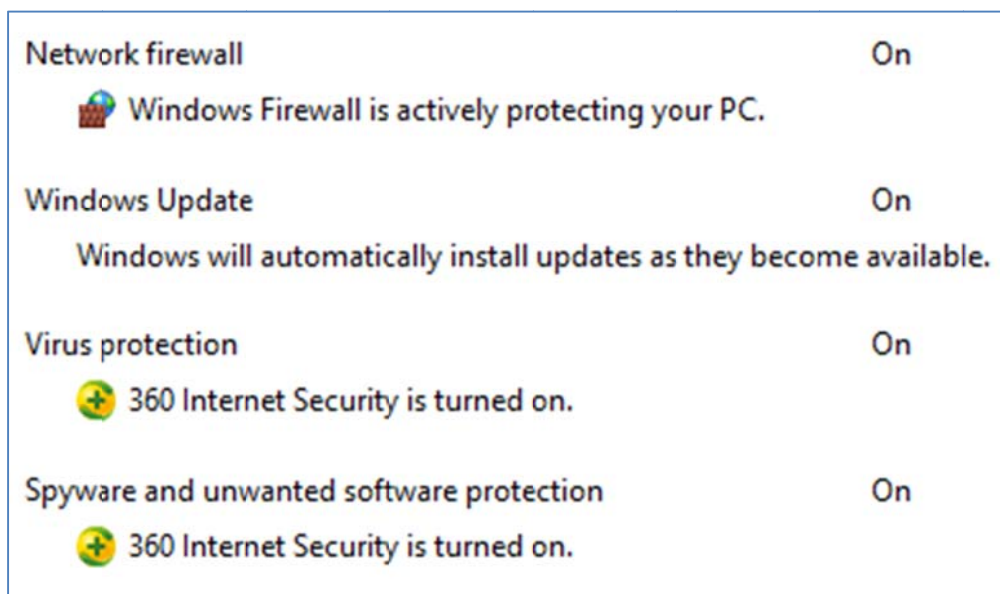
Uninstalling the product

Additional options in the uninstaller: Although the button in Programs and Features is named *Uninstall/Change*, the dialog box that opens does not provide any options other than uninstall, it merely asks for feedback on the product.

Removal tool: We could not find a separate uninstall tool.

Windows Action Center

Registration in Windows Action Center: Qihoo 360 Internet Security registers as antivirus and antispyware:



Action Center alerts: If real-time protection is disabled, there is no System-Tray alert shown by Action Center or the program itself.

We feel that showing a pop-up alert when protection is disabled is a valuable warning, and suggest that Qihoo 360 implement this in some way.

Location of main program features

System status, scan, update, quarantine: All of these can be accessed directly from the main window.

Help: We could not find a help feature as such in the program.

Logs: These can be found in the menu, just to the left of the minimise button.

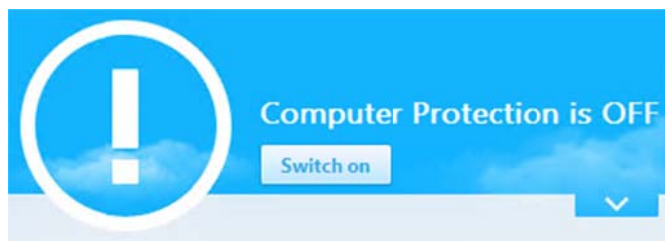
The main program window makes all important features easy to find.

Internet Explorer customisation

No changes are made to Internet Explorer.

Status alerts in program window

Real-time protection warning and reactivation: If RTP is disabled, the status display at the top of the window changes to show this, and a *Switch On* button appears, clicking which immediately reactivates the protection.



Although the symbol and text of the status display change to show that protection is disabled, we feel that as the colour remains the same, the warning could be overlooked. We suggest that changing the text or background to red or orange would make the alert much more prominent.

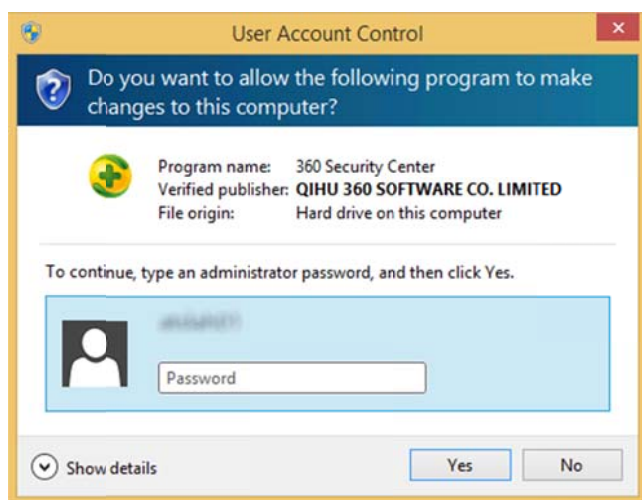
Scanning

Available scan options: Quick, full and custom scan options are available on the home page.

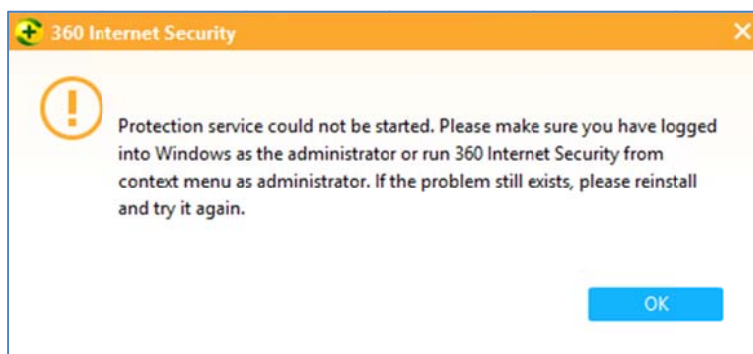
Right-click scanning: A *Scan Now* entry is added to Windows Explorer's context menu, so drives, folders and files can be scanned by right-clicking.

Standard-user access

Real-time protection: When we logged on to our test PC with a standard user account, a Windows User Account Control prompt was immediately displayed, before we had even tried to open the program:



We were unable to deactivate protection; when we tried, the following message was displayed:

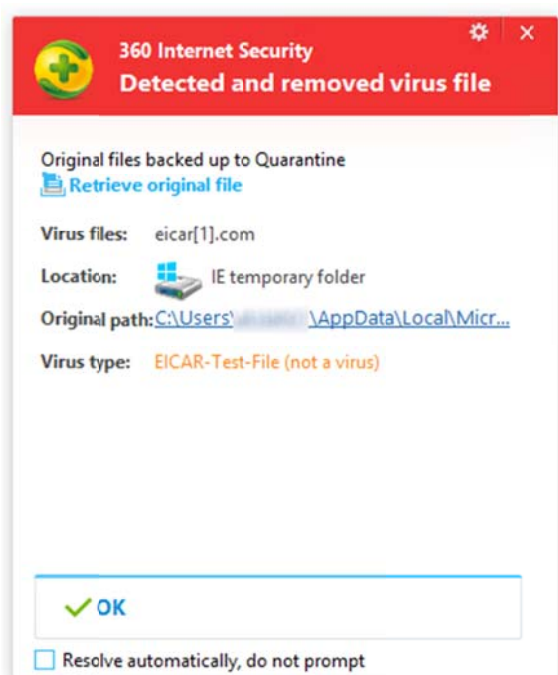


Uninstalling the product: A further Windows UAC prompt appeared when we tried to uninstall the program, demanding administrator credentials.

Although we were unable to switch off protection with a standard-user account, we feel that the automatic appearance of the UAC prompt when the user has just logged in may be confusing to some people. The message stating that the “Protection service could not be started” strikes us as misleading.

Malware warnings

EICAR test-file alert: The alert below is shown when the EICAR test file is downloaded. It remains until the user closes it.



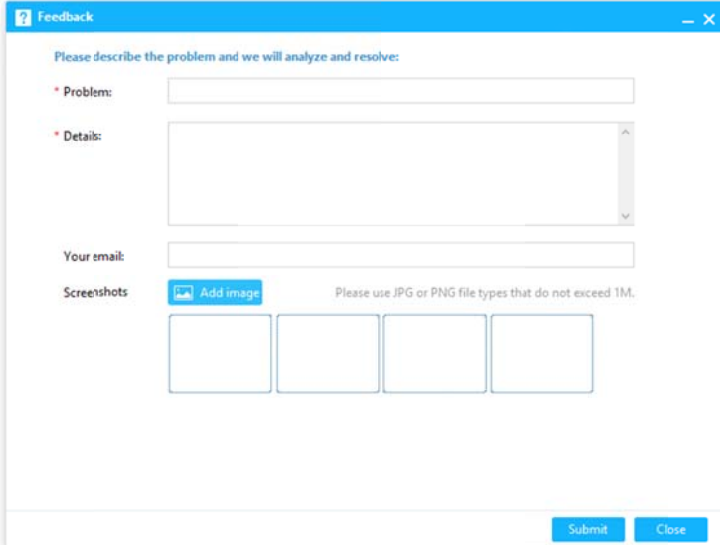
The alert strikes us as very clear, and we like the fact that it remains until the user closes it, providing enough time to read it.

Help and Support

We could not find a help function as such.

Additional points of interest

The menu contains the item *Feedback*, which appears to be a means of reporting bugs:



Feedback

Please describe the problem and we will analyze and resolve:

* Problem:

* Details:

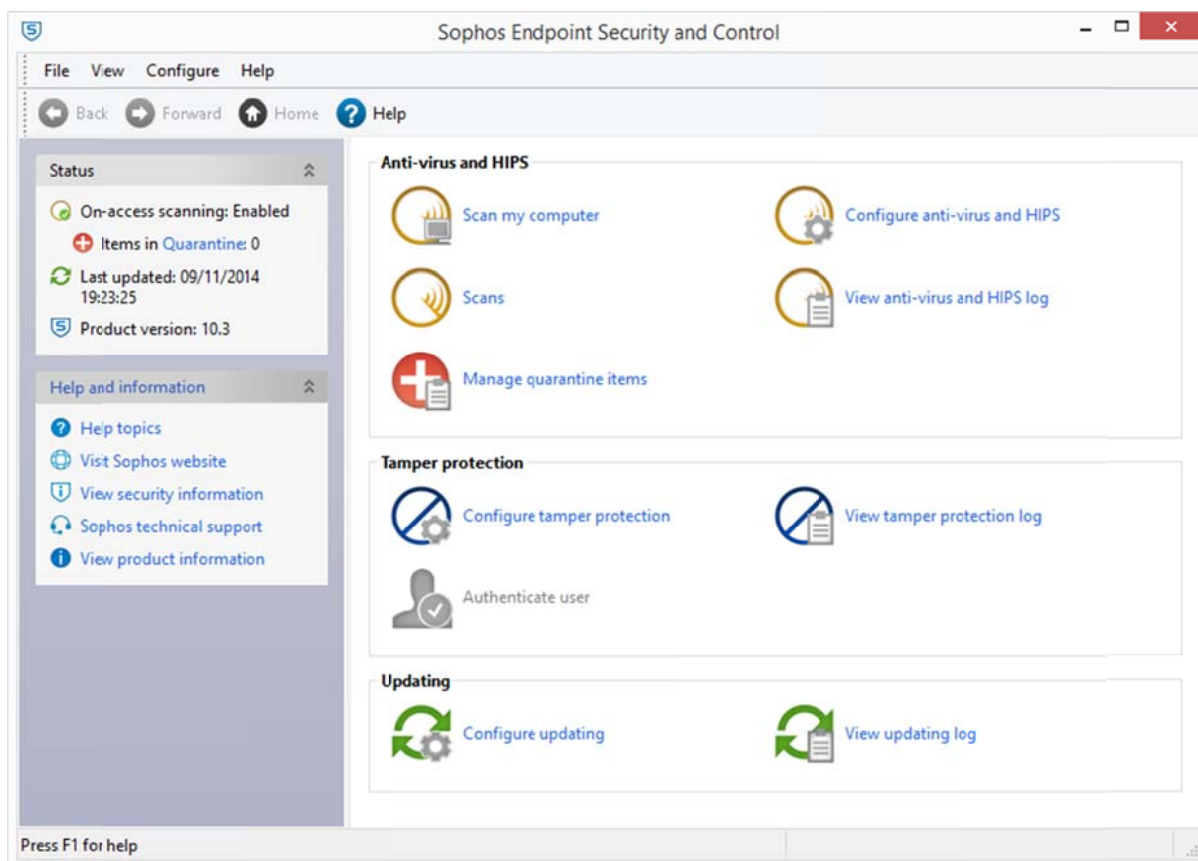
Your email:

Screenshots Please use JPG or PNG file types that do not exceed 1M.

Summary

We found Qihoo 360 Internet Security to be simple to install and use. It has a largely well-designed interface that makes important features easy to find. Malware alerts are good, although status warnings are not very prominent. We suggest that the user experience for standard users could be improved.

Sophos Endpoint Security and Control 10.3



Note about the program

Sophos Endpoint Security and Control is designed for use in business environments in which it will be managed remotely from a central console. Readers should note that because of this, the interface design may differ from products primarily intended for home users.

Installation

Choices in the setup wizard: These are the location of the installation folder; whether to install Sophos Client Firewall (we chose not to, which is default); whether to remove existing AV software (not applicable in our case).

We found installation to be quite straightforward.

Uninstalling the product

Additional options in the uninstaller: There are none.

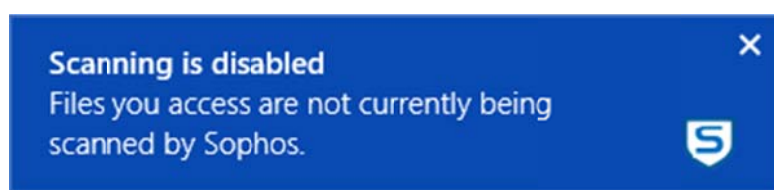
Removal tool: We could not find a separate uninstaller.

Windows Action Center

Registration in Windows Action Center: The default Sophos installation (which does not include the Sophos firewall) registers as antivirus and antispyware:



Action Center alerts: If real-time protection is disabled, there is no pop-up alert from Windows Action Center, but Sophos itself displays an alert using the Windows 8 notification system:



We feel the alert shown by Sophos is just as effective as Windows Action Center alerts.

Location of man program features

System status: There is no overall system status as such. The status of real-time protection is shown in the top left-hand corner of the window as *On-access scanning*.

Scan: Scans can be run from *Scan my computer* on the home page.

Update: Signatures can be updated by right-clicking the program's System Tray icon, then *Update now*.

Subscription status: We could not find any information regarding the subscription. However, in a business environment, we would expect the administrator to see this in the administration console, making it unnecessary in the endpoint protection client.

Help: There is a *Help* button on the toolbar, and a *Help* menu with further options.

Logs: The *View anti-virus and HIPS log* button on the home page opens the logs.

Quarantine: There is a link to quarantine in the status section of the home page.

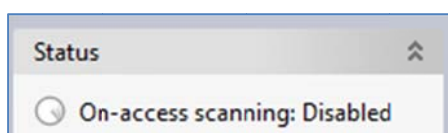
We feel that the program interface provides appropriate access to important features.

Internet Explorer customisation

There are no changes made to Internet Explorer.

Status alerts in program window

Real-time protection warning and reactivation: If real-time protection is disabled, the *On-access scanning* line changes to *Disabled*. The user has to go into the antivirus settings in order to reactivate the protection.



Although the product is intended for use in a managed business environment, we see no reason why the program should not display a more prominent alert and provide the user with an easy means of reactivating the protection, such as a “Fix-All” button.

Scanning

Available scan options: Standard and custom scans can be run from *Scans* on the home page.

Right-click scanning: A *Scan with Sophos Anti-Virus* entry is added to Windows Explorer’s context menu, so files, folders and drives can be scanned by right-clicking.

Standard-user access

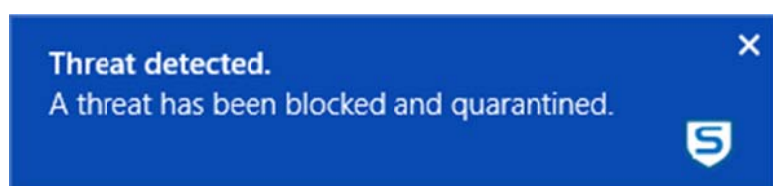
Real-time protection: A user without administrator privileges cannot disable RTP, as the controls are greyed out.

Uninstalling the product: A Windows UAC prompt appears, demanding administrator credentials, if a standard user attempts to uninstall the product.

Sophos have effectively secured the product against unauthorised access.

Malware warnings

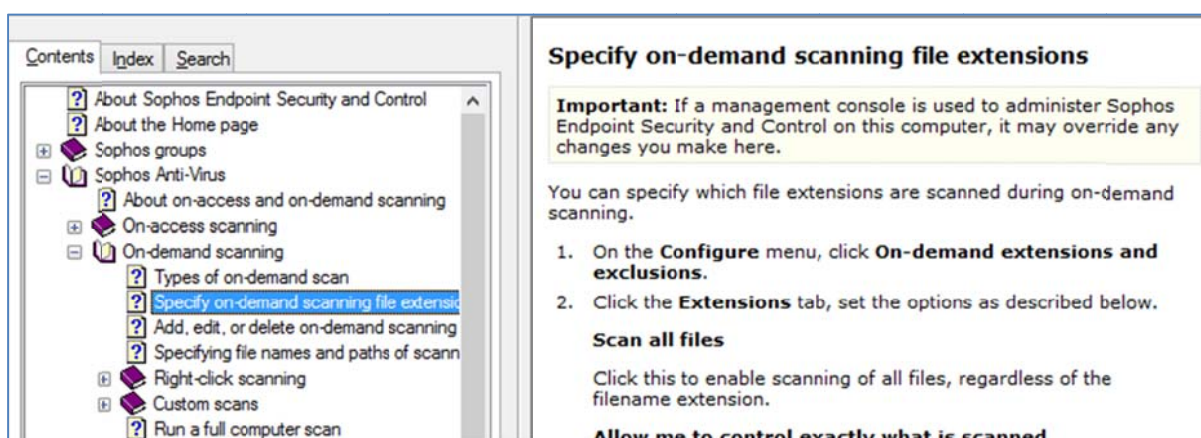
EICAR test-file alert: The alert below is shown when the user tries to download the test file. It remains for about 10 seconds and then fades out. If the user clicks on the alert, the Sophos ESC window opens at the quarantine page.



We feel the alert is simple and fairly clear. There should be just about enough time to read and understand it before it fades out.

Help and Support

Local help file: There is a comprehensive local help file. As is to be expected for a product of this type, the instructions appear to be aimed at IT professionals rather than home users.



Manual: The product's download page also has a link to the Standalone Startup Guide, which is a concise guide to installing and configuring the program for standalone use, i.e. without being controlled by a management console. Although the guide has 22 pages, only half of these are actual configuration instructions. The manual is clearly laid out and written, but unfortunately does not have any screenshots.

Online knowledge base: There is a Sophos Support website with a knowledgebase²⁵. The search function can be used to find answers to specific queries or information relating to specific keywords.

Additional points of interest

The main program window looks remarkably similar (from a graphic design point of view) to Windows XP's default Explorer window. Windows XP is no longer supported by Microsoft, meaning no more security updates for systems still running it. We wonder whether the association is a good one.

Summary

Sophos Endpoint Security and Control is straightforward to install and use. Readers should be aware that it is intended for use in a managed business environment, which is reflected in its interface and help features.

²⁵ <http://www.sophos.com/en-us/support.aspx>

Tencent PC Manager 10.3.15564.218



Program version tested

We tested the standalone version available on the manufacturer's main page. On the same page Tencent QQ PC Manager can be downloaded as combo version together with Kingsoft Internet Security or as standalone version for the protection of Windows XP.

Installation

Choices in the setup wizard: In the setup wizard, the user can only choose the location the program should be installed to. During the installation process the user can save a very simple user guide to the desktop in form of a single graphical file in PNG format.

While we liked the extremely simple setup, we missed the important step of giving the user a choice to familiarize himself/herself with the end-user license agreement.

Uninstalling the product

The uninstallation of the product is pretty straightforward. During the uninstallation process, the user is given the choice to delete any patches for third party programs, and Tencent QQ PC Manager configuration files, on the computer:



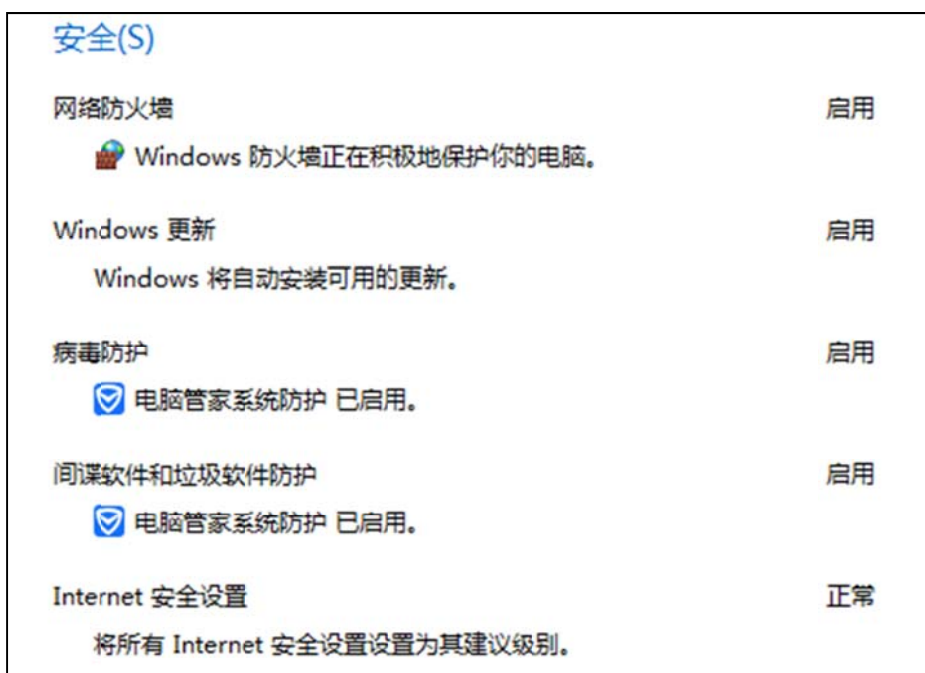
Removal tool: No removal tool is offered.

The Tencent uninstaller is easy to handle even for absolute beginners.

Windows Action Center

Registration in Windows Action Center

Tencent PC Manager registers as antivirus and antispyware. As the product does not contain a firewall, the Windows Firewall is still enabled.



Action Center alerts: If real-time protection is disabled from the program window, an Action Center alert is displayed:



Location of main program features

The sub-tab “AV scan”, “cleaning”, “tuning” and “tool box” can be reached from the main *complete check-up* window.

The **status of the real time protection status** as result of the last check-up is shown in the main program window.

An online **help** website can be accessed from the main menu in the upper right corner.

Logs and **quarantine** can be accessed from the bottom of the AV scan sub-tab.

We found the program interface in general very clear and easy to navigate, with the most important features available at-a-glance in the main window. We feel the log file is hard to locate, especially for beginners.

Internet Explorer customisation

Tencent PC Manager does not change Internet Explorer. The user is offered the opportunity to “protect” the current browser by changing the default home page to either Tencent’s hao.qq.com or to a self-defined page. Tencent offers its own Internet browser, but this is not bundled with the Tencent PC Manager.

Status alerts in program window

Real-time protection alert & reactivation: If the RTP is disabled in the program settings, the status of the RTP, and a fix-all button, is shown on the main tab:



Scanning

Available scan options: The *Scan Options* can be accessed as a pull-down menu on the scan AV tab. The options quick, full and custom scan are provided:



Right-click scanning: There is a *Scan with Tencent PC Manager* entry in the context menu of Windows Explorer, allowing files, folders and drives to be scanned by right-clicking.

Standard-user access

Real-time protection: This cannot be deactivated without administrator credentials.

Uninstalling the product: This also requires administrator credentials.

Tencent PC Manager prevents non-administrators from disabling or removing the program in any way, which we find ideal.

Help and Support

Local help file: this is shown in the screenshot below. The user can save a graphical help file in PNG-format, either during the installation process or later on, from the main menu.



Online knowledgebase: From the main menu the user can access an online knowledge base, which provides simple answers to common queries, and a product forum to post questions or browse through questions posted by other users.



We were particularly impressed with the online knowledge base of Tencent PC Manager. Topics are clearly and succinctly explained, with screenshots provided whenever this is obviously useful.

Additional points of interest

Default installation without virus definition database: Tencent PC Manager is by default installed without the Avira virus definition database. The only reminder of the missing database is a question mark on the Avira icon on the AV scan tab. Even if this database is NOT installed, the user can reach a “Health Score” of 100. The Health Score is shown after Tencent’s *Check-up* (quick scan).

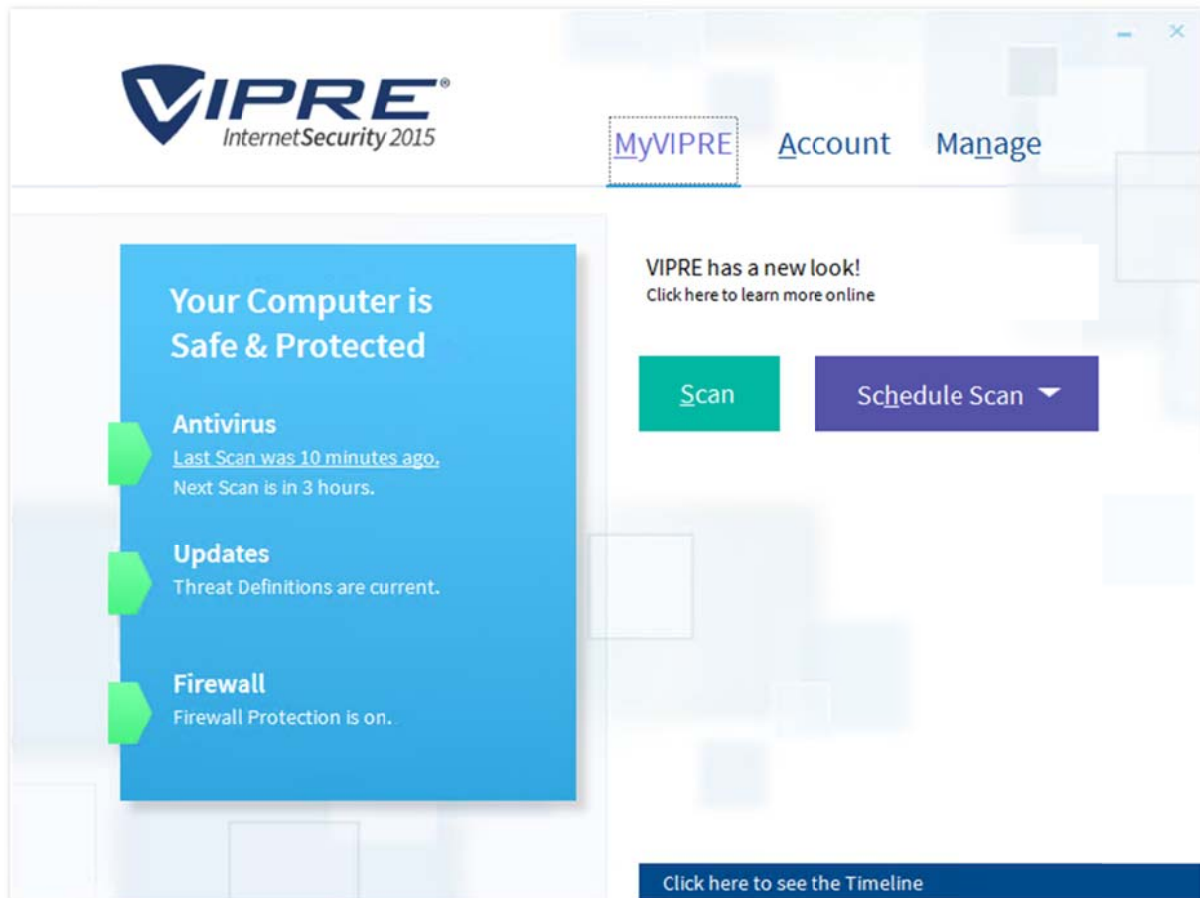


Summary

Tencent PC Manager has kept all the simplicity and clarity of earlier versions, and remains extremely easy to use. We particularly liked the fact that Tencent does not bundle their own browser with this product.

We would suggest some improvements, however. We believe that an initial set of local virus definitions for the Avira engine should be included in the installation package. We also feel that Tencent should remind their users more visibly to install missing virus definitions. Without virus definitions downloaded and installed, a user should not be able to reach 100 “health points”.

ThreatTrack VIPRE Internet Security 2015 (8.0.3.3)



Installation

Choices in the setup wizard: The only options are the location of the installation folder, and whether to join ThreatNet, VIPRE's data sharing scheme.

Installation is very easy and can be completed with a couple of clicks.

Uninstalling the product

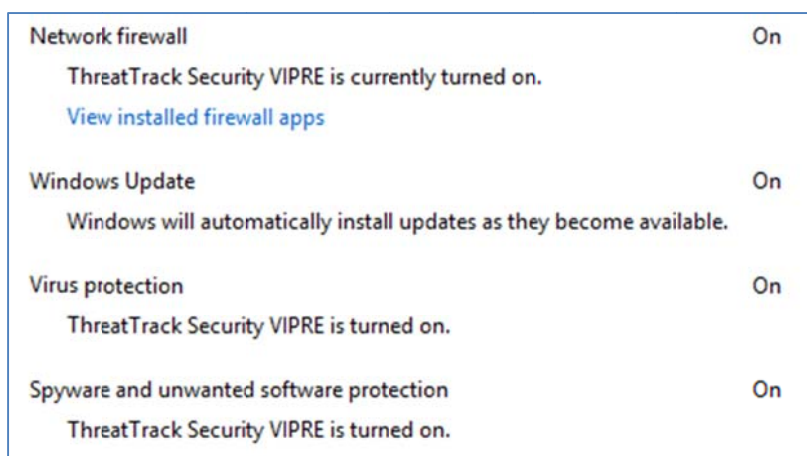
Additional options in the uninstaller: The uninstall program has a repair option.

Removal tool: We could not find a separate uninstaller.

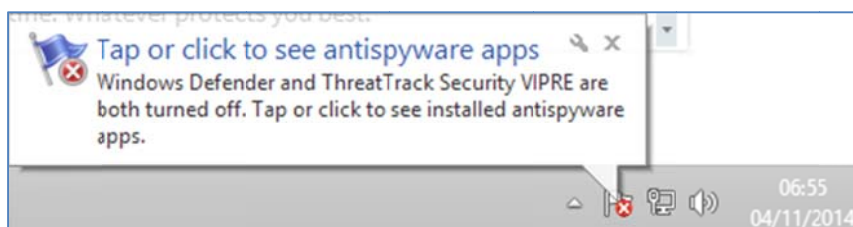
The repair option is a useful addition to the uninstaller, we feel.

Windows Action Center

Registration in Windows Action Center: VIPRE Internet Security registers as firewall, antivirus and antispyware. Windows Firewall is disabled:



Action Center alerts: If real-time protection is disabled, Windows Action Center displays its normal alert:



If the VIPRE firewall is disabled, Windows Firewall is automatically activated, and thus no alert is shown or needed by Action Center.

Location of main program features

System status, scan and update are all found on the home page.

Subscription status and help are found on the *Account* page.

Quarantine and Logs (*Antivirus History*) are found on the *Manage* page.

Although important functions and information are found on three different pages, we found them logically organised, and it is easy to switch between the pages using the three tab buttons at the top. We liked the link to a web page that explains the new interface design.

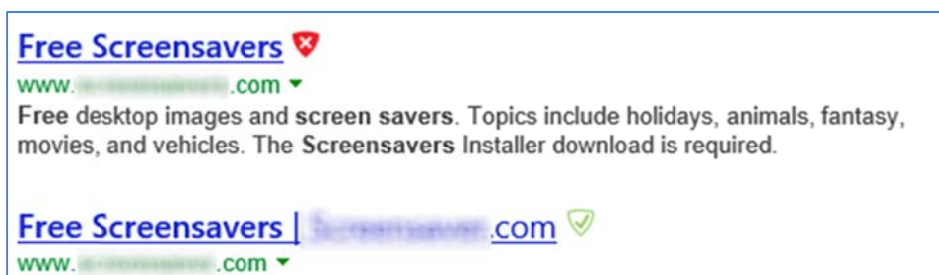
Internet Explorer customisation

Toolbar: A VIPRE toolbar is installed, which displays the safety ranking for the current site:



Search service: This is not changed.

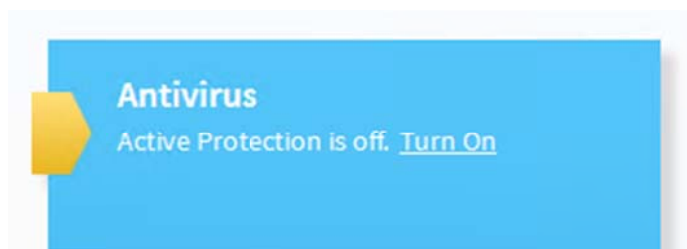
Ratings for search results: These are added to search results for Bing and Google:



We found the search ratings to be useful. The VIPRE toolbar uses quite a lot of screen space, and we wonder whether the functionality could be shown elsewhere.

Status alerts in program window

Real-time protection warning and reactivation: If RTP is disabled, the text *Your Computer is Safe & Protected* disappears from the blue status information box, but is not replaced by an equivalent warning. The arrow symbol next to *Antivirus* changes from green to orange, and the text states that the component is disabled:

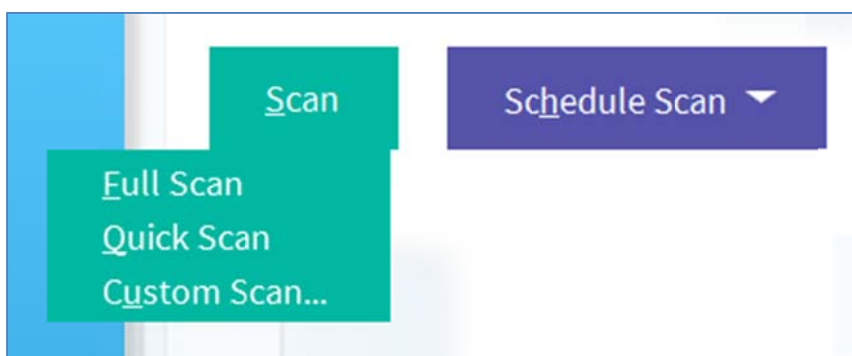


Firewall warning and reactivation: The firewall status display changes in a similar manner to RTP if the component is disabled.

When RTP is disabled, the status text states clearly *Active Protection is off*. However, we feel the alert is rather subtle and that some users might not notice the problem.

Scanning

Available scan options: Quick, full, scheduled and custom scans can all be run from the home page of the program:



Right-click scanning: Windows Explorer's context menu is modified with a *Scan with VIPRE* entry, so scanning files and folders by right-clicking is possible. We note that this does not apply to entire drives, however.

Standard-user access

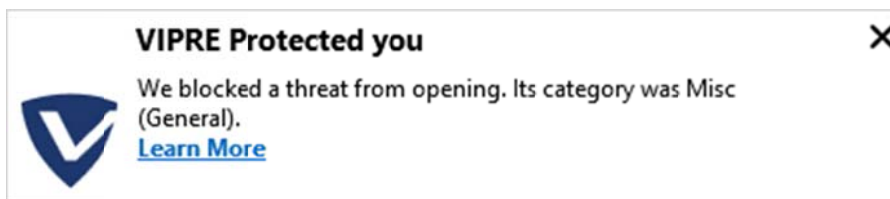
Real-time protection: This can be disabled by a non-administrator account without admin credentials being required.

Uninstalling the product: A Windows User Account Control dialog demands administrator credentials if a standard user attempts to uninstall the program.

VIPRE Internet Security does not prevent standard users disabling the protection, and we could not find any means of setting access control. This may be a disadvantage on e.g. a family computer, as parents cannot prevent their children switching the antivirus off.

Malware warnings

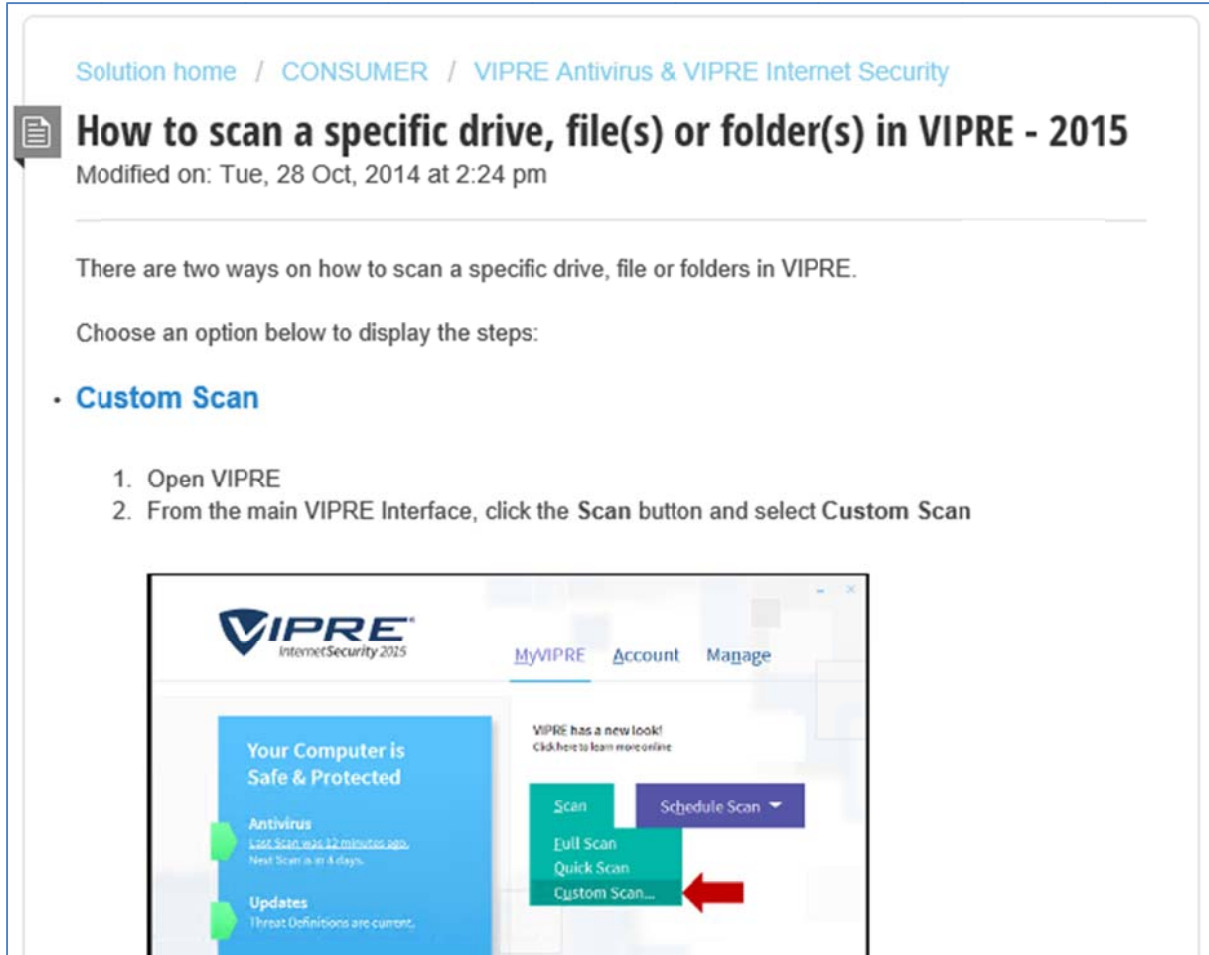
EICAR test-file alert: The alert below is shown when the user attempts to download the EICAR test file. It remains for about twenty seconds. Clicking the *Learn More* link opens the relevant page of ThreatTrack's online virus encyclopaedia.



The message makes very clear that the threat has been stopped, and is displayed for long enough for the user to read it comfortably.

Help and Support

The help feature allows the user to type a search term into a search box in the program window; the results are displayed in the browser as a page of the **online knowledge base**. Answers include step-by-step instructions for common tasks, as shown below:



The screenshot shows a help article page with the following content:

Solution home / CONSUMER / VIPRE Antivirus & VIPRE Internet Security

How to scan a specific drive, file(s) or folder(s) in VIPRE - 2015

Modified on: Tue, 28 Oct, 2014 at 2:24 pm

There are two ways on how to scan a specific drive, file or folders in VIPRE.

Choose an option below to display the steps:

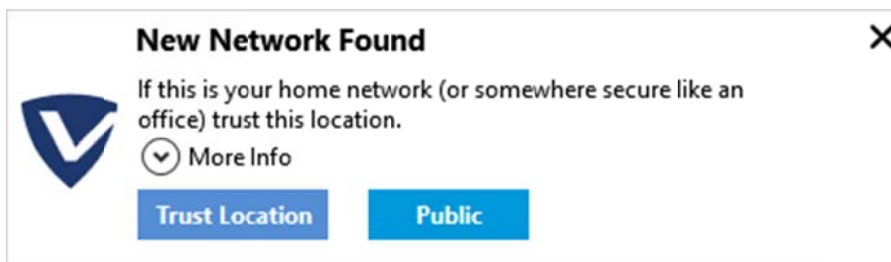
- **Custom Scan**
 1. Open VIPRE
 2. From the main VIPRE Interface, click the Scan button and select Custom Scan

The screenshot also includes a visual of the VIPRE software interface. It shows the 'Scan' button and a dropdown menu with options: 'Full Scan', 'Quick Scan', and 'Custom Scan...'. A red arrow points to the 'Custom Scan...' option.

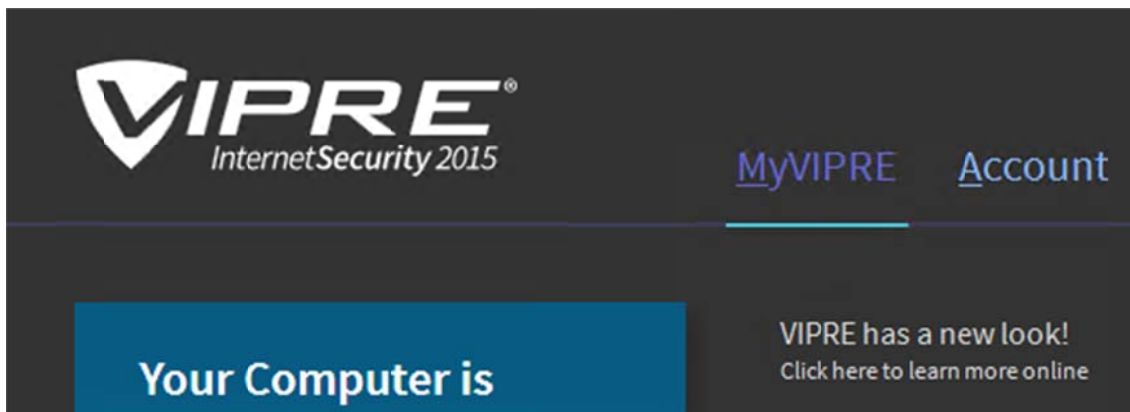
We found the help articles clear and very well illustrated with annotated screenshots. Users should note that search results may include articles relating to older versions of the product, so including “2015” in the search term may help produce more relevant results. We also note that some of the search results relate to discussion forums as well as actual help articles.

Additional points of interest

After installation, VIPRE prompts the user to state whether the current network is private or public:



The colour scheme can be changed to black as an option:

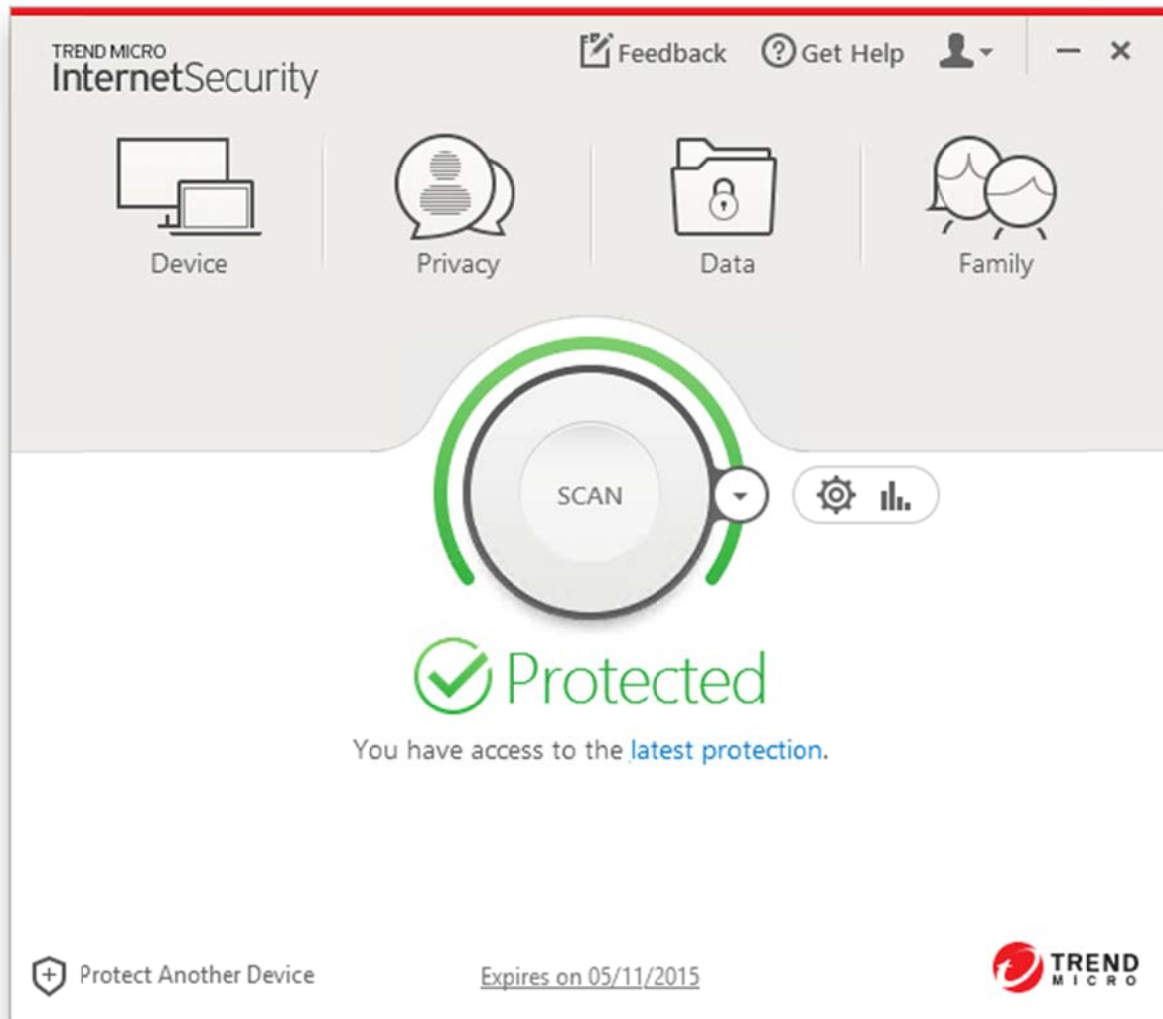


We liked the ability to change the colour scheme, as some users find white text on black hard to read, whereas others may find an all-white interface rather dazzling.

Summary

We liked the clean new design of VIPRE Internet Security 2015 and found it easy to locate necessary functions and information. Alerts are good, and the online help feature provides clear, well-illustrated articles. Our one suggestion for improvement would be to enable password protection of the settings.

Trend Micro Internet Security 2015 (8.0.1133)



Installation

Choices in the setup wizard: The user can choose the language for the interface, and the location of the installation folder.

We found installation to be very simple, requiring only a couple of clicks to complete.

Uninstalling the product

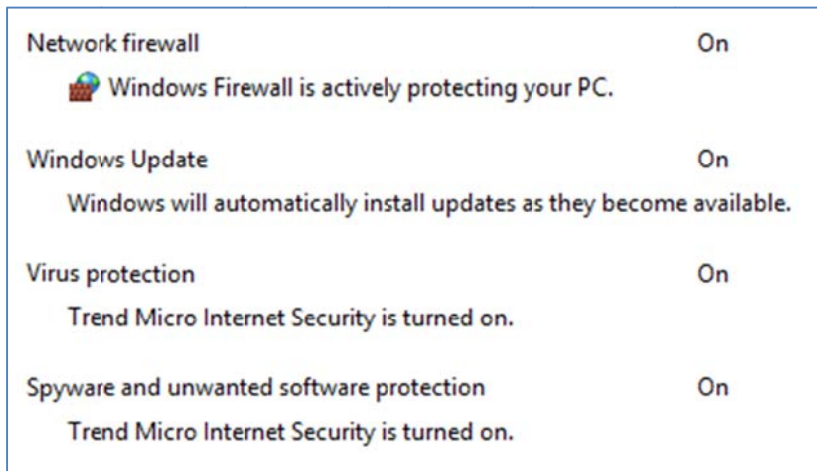
Additional options in the uninstaller: There are none, complete removal is the only possibility.

Removal tool: Instructions are provided on the Trend Micro website²⁶ for uninstalling the product using the Diagnostic Toolkit; this is already installed on the computer and so does not need to be downloaded separately.

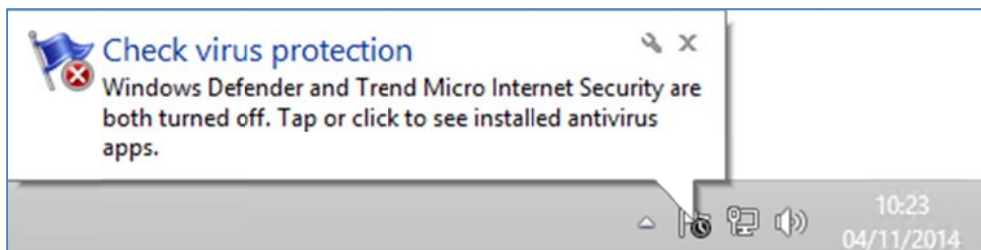
²⁶ <http://esupport.trendmicro.com/solution/en-us/1037161.aspx?>

Windows Action Center

Registration in Windows Action Center: Trend Micro Internet Security registers as antivirus and antispyware:



Action Center alerts: If real-time protection is disabled, Action Center displays its normal alert:



Additionally, Trend Micro displays its own alert, which remains until the user closes it:



Trend Micro's own alert is very prominent, and as it remains until the user closes it, impossible to miss. We feel that this is a useful security feature, especially for non-expert users.

Location of main program features

System status, scan, help, subscription status, logs (*Security Report*) and **update** (*latest protection*) can all be accessed directly from the home page.

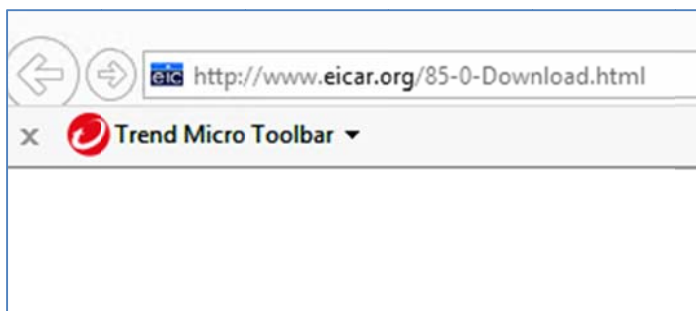
Security Report is the bar-chart symbol to the right of the *Scan* button.

Quarantine: We were unable to find a quarantine feature in the product, or any reference to one in the documentation.

We feel Trend Micro's new program design makes it very easy to find important features and information easily.

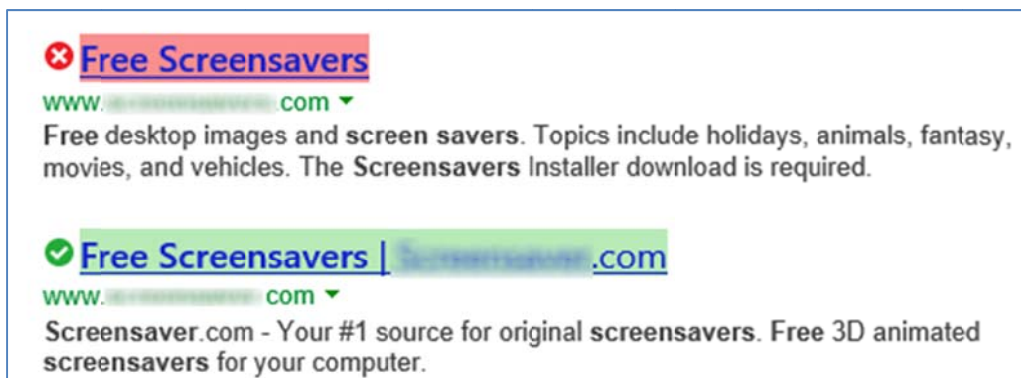
Internet Explorer customisation

Toolbar: A Trend Micro toolbar is installed:



Search service: This is not changed

Ratings for search results: These are displayed for Bing and Google searches:



We feel that Trend Micro's toolbar takes up quite a lot of screen space, given that there is only one icon in it. We wonder whether the button could be placed elsewhere, to save space. The search-result ratings are very clear, and a useful addition.

Status alerts in program window

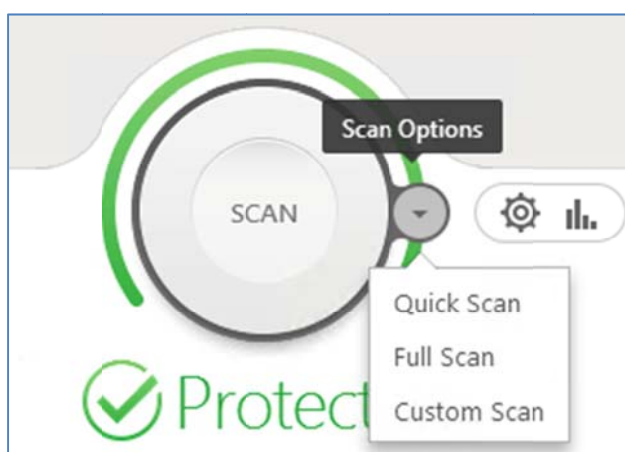
Real-time protection warning and reactivation: If real-time protection is disabled, the status display in the main program window changes to show an alert. An obvious *Enable Now* button appears, which will reactivate the protection with a single click:



The status alert is very clear and makes reactivating protection very easy.

Scanning

Available scan options: The *Scan Options* menu enables quick, full and custom scans to be run, as shown below. Scheduled scans can be set in *Protection Settings*.



Right-click scanning: Trend Micro adds a *Scan for Security Threats* entry to Windows Explorer's shortcut menu, allowing the user to scan drives, folders and files by right-clicking.

Standard-user access

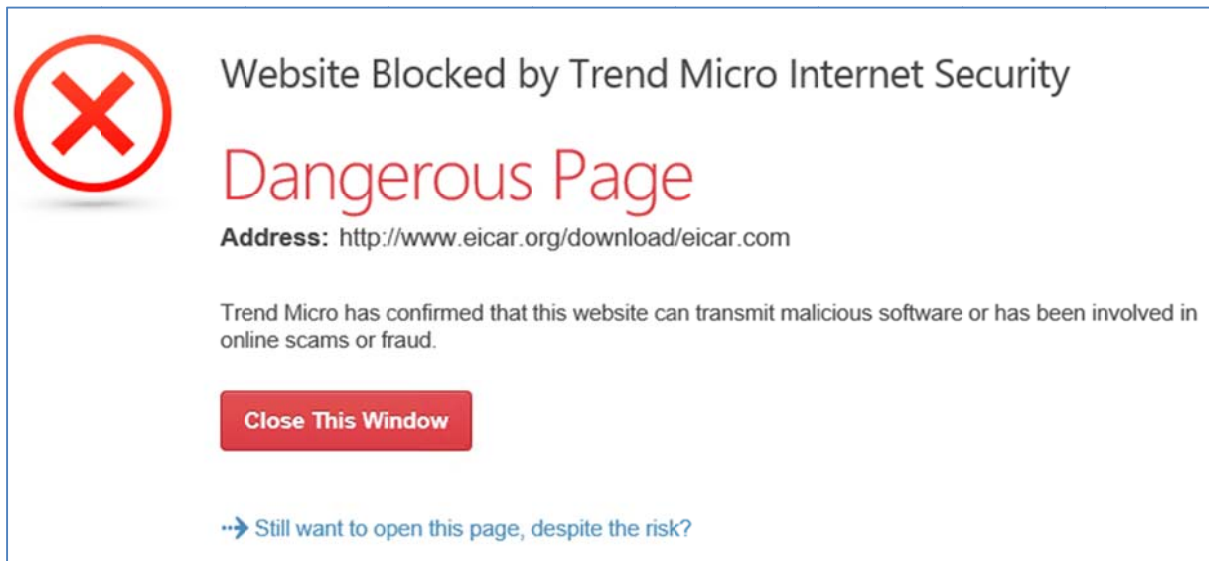
Real-time protection: Standard users can disable the protection without entering admin credentials.

Uninstalling the product: Administrator credentials are demanded by a Windows User Account Control dialog box when the user attempts to uninstall the program.

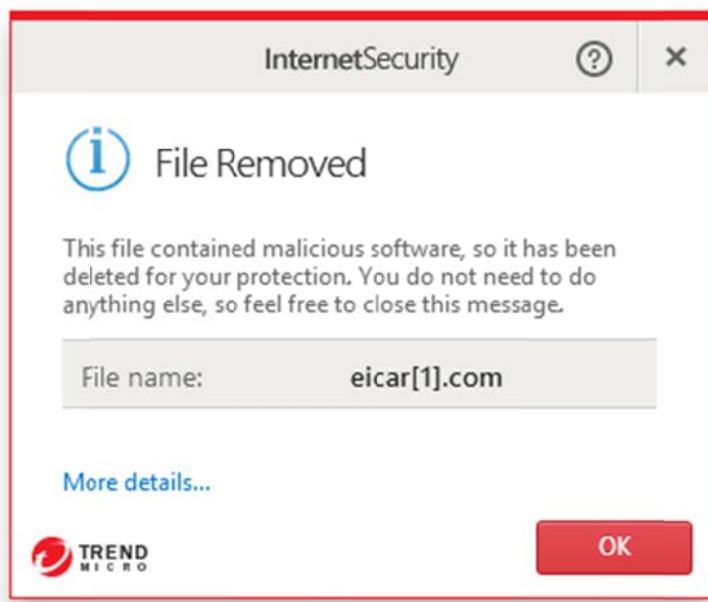
It is possible to password protect the protection in *Other Settings*. We suggest that the setup wizard should prompt the user to activate this, to prevent unauthorised access.

Malware warnings

EICAR test-file alert: If the user attempts to download the EICAR test file, the download is blocked, and the following alert shown in the browser:



If the user clicks *Still want to open this page, despite the risk?* the EICAR test file is downloaded, but immediately deleted by the real-time protection. An alert to this effect is shown, which remains until the user closes it:

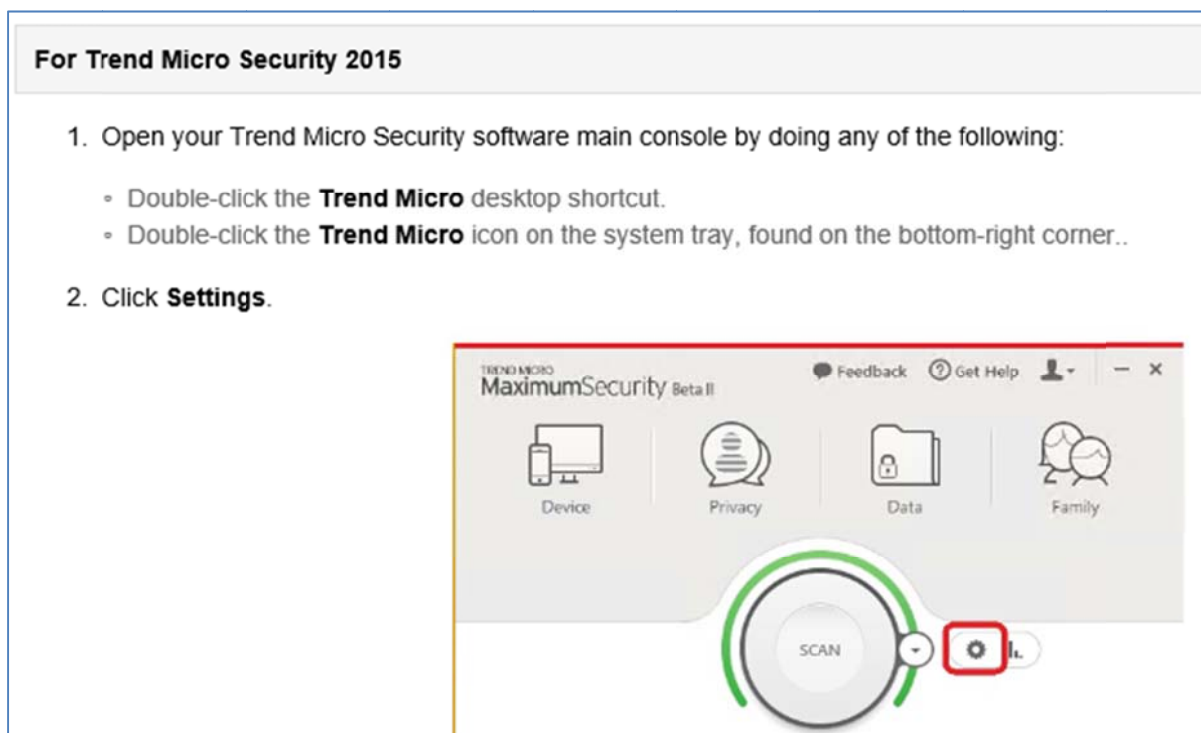


We feel the alert page in the browser is extremely clear, and provides a very obvious default option, *Close this window*. The option to continue to the site is much more discreet, and emphasizes the risk. The pop-up alert that appears if the user continues makes very clear that no further action is required, and we like the fact that it remains until closed, so the user has plenty of time to read it.

Help and Support

Manual: There is a comprehensive 151-page guide to the product in PDF format.

Online knowledge base: Clicking the question-mark symbol on the main window or a dialog box opens the product's support website at the appropriate page for the feature being currently used. There is also a search function.



We found the instructions in both the manual and the support website to be clearly written and laid out, and very well illustrated with annotated screenshots. The context-sensitive nature of the online help is very useful in showing the user the right information for the current task. We would describe the help facilities for Trend Micro Internet Security 2015 as excellent.

Additional points of interest

The download page includes a video on how to install the product.

Summary

We found Trend Micro Internet Security 2015 very easy to install and use. The program interface is well designed, and status reports and alerts are clear and practical. The help features are excellent. Our one suggestion for improvement is to prompt the user to password protect the program during setup.

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