

KASPERSKY LAB



Kaspersky® Personal Security Suite 1.0

Installation, Updating and Removal Manual

KASPERSKY® PERSONAL SECURITY SUITE 1.0

Installation, Updating and Removal Manual

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CHAPTER 1. INTRODUCTION

1.1. Kaspersky® Personal Security Suite

Kaspersky® Personal Security Suite is a new Kaspersky Lab's product that includes three Kaspersky Lab's personal software products integrated together and designed to protect computers running Windows operating system. This is an integrated data protection solution that ensures protection against malware, unsolicited e-mail messages (spam), unauthorized access to user's data and hackers attacks.

Kaspersky Personal Security Suite includes the following data protection components:

- *Kaspersky Anti-Virus® Personal* ensures anti-virus protection of data stored on the user's computer. This component detects and eliminates malware that penetrates computers from removable and permanent storage devices, via e-mail and internet protocols.
- *Kaspersky Anti-Spam® Personal* protects users of Microsoft Outlook and Microsoft Outlook Express e-mail client programs against unsolicited e-mail messages (spam).
- *Kaspersky Anti-Hacker®* is a personal firewall that is designed to protect computers running Windows operating system against unauthorized access to data and against hackers attacks from the local area network the computer is connected to or from the internet.



For details about each component refer to the documentation or to the reference system of the particular component.

1.1.1. Kaspersky Anti-Virus Personal

Kaspersky Anti-Virus® Personal (hereinafter referred to as Kaspersky Anti-Virus or the application) is designed to provide anti-virus protection for personal computers running Windows.

Kaspersky Anti-Virus performs the following functions:

- **Protection against viruses and malicious computer programs** – the application detects and eradicates viruses that attempt to penetrate computers via removable and permanent storage devices, email and Internet protocols. When using the application, the following modes can be used (either jointly or separately):
 - **Real-time anti-virus protection** – performs an anti-virus scan of all objects being run, opened or saved.
 - **On-demand scan** – performs an anti-virus scan and disinfection of your entire computer or of selected disks, files, or folders. You can launch an on-demand scan manually or set up a regular scheduled scan.
- **Recovery from a virus attack** – performing a full scan and disinfection using settings recommended by Kaspersky Lab will allow you to eradicate any viruses that have infected your files during a virus attack.
- **Scanning and disinfecting of incoming/outgoing email traffic** – real-time protection performs an anti-virus scan and disinfection of incoming email messages before they are downloaded to your Inbox¹, and of outgoing mail. In addition, the application provides on-demand scanning and disinfection of the email databases of various email clients².
- **Protection of the user's computer against network attacks** – analysis of all data entering the user's computer from the network (either LAN or internet) to determine whether these data is a part of a known internet attack. If an internet attack is detected, the attacking computer can be blocked. Additionally, the program provides for the operation in the stealth (invisible) mode when the user's computer receives data from other computers only when the data exchange with the particular machine has been initiated by the user.
- **Updating of the anti-virus database and application modules** – your computer's protection is kept current by updating the anti-virus database with information about new viruses, and with methods for disinfecting objects infected with these viruses. Updates are downloaded from Kaspersky Lab's update servers or copied from a local folder in your computer.
- **Recommendations on application setup and operation** – tips from Kaspersky Lab will guide you while you use Kaspersky Anti-Virus.

¹ The program checks only email messages received via the POP3 protocol and sent via the SMTP protocol.

² Kaspersky Anti-Virus® can scan email databases for any email client program, but can disinfect only Outlook and Outlook Express email databases.

Installation is quicker and more straightforward because the default settings are the recommended settings for optimal anti-virus protection.

When infected or possibly infected files are found, if the anti-virus database has been not updated for a critically long time, or your computer has not been scanned for a long time, the main window of Kaspersky Anti-Virus will recommend a course of action and give a supporting explanation. We have customized our application to achieve optimal performance based on the extensive expertise of Kaspersky Lab in the anti-virus protection business, and on feedback from application users. The recommended anti-virus protection settings are installed as the default application settings.

- **Quarantine** – a special secure storage area where possibly infected objects are placed. You can then disinfect or delete the quarantined objects, restore them to their initial folders or send them to Kaspersky Lab for analysis. Quarantined files are stored using a special format and do not constitute any danger to your computer.
- **Backup storage** – a special storage area used to store copies of objects that created prior to disinfection or removal of such objects. Such copies are created for the cases when it is necessary to restore an original object if it contains valuable information or in order to restore the infection situation for analysis purposes.

Reporting – results of all actions performed by Kaspersky Anti-Virus are documented in reports. A detailed scan report contains statistics of all scanned objects, settings used for each task and the history of actions performed on each individual file. Reports are also generated during real-time protection, and after updating the anti-virus database and application modules.

1.1.2. Kaspersky Anti-Spam Personal

Kaspersky Anti-Spam Personal is designed to protect Microsoft Outlook and Microsoft Outlook Express users from unsolicited e-mail messages (spam).

Firstly, such protection is implemented through checking various attributes of the messages: sender's and recipient's address, message headers (including the *From* and *To* headers).

Secondly, *content filtering* method is used that involves the analysis of the message content (including the *Subject* header) and of the attached files³. This includes the use of unique linguistic and heuristic algorithms based on fuzzy comparison of the text fragments with sample messages and on more comprehensive analysis of the text, formatting features and other attributes of the

³ Plain text, HTML, Microsoft Word and RTF formats analysis is provided.

messages. E-mail filtering technology used by **Kaspersky Anti-Spam Personal** was developed by JSC Ashmanov & Partners.



Attention! Every day new types of spam messages appear. In order to ensure that you have an up-to-date product, it is necessary to update the anti-spam database as frequently as possible. Make sure that you update anti-spam database immediately after you have installed Kaspersky Anti-Spam Personal on your computer!

The anti-spam database is being continuously improved at the linguistic laboratory based on the results of everyday monitoring of spam sources.

In order to ensure efficient spam protection, the latest release of such data shall be downloaded regularly by launching the anti-spam database updating process.



We recommend that you set up the automatic updating of the database at least once a day.

We hope that your experience of using **Kaspersky Anti-Spam Personal** will be most satisfying and that you will appreciate its advantages based on the following features:

- The use of artificial intelligence methods in the analysis of e-mail messages content (content filtering).
- Integration of all filtering methods in a single module and ensuring efficient interaction of these methods.

Easy-to-use centralized graphical interface for managing the filtering process.

1.1.3. Kaspersky Anti-Hacker

Kaspersky Anti-Hacker is a personal firewall that is designed to safeguard a computer running a Windows operating system. It protects the computer against unauthorized access to its data and external hacker attacks from the Internet or an adjacent local network.

Kaspersky Anti-Hacker performs the following functions:

- Monitors the TCP/IP network activity of all applications running on your machine. If it detects any suspicious actions, the program notifies you and if required, blocks the suspect application from accessing the network. This allows you to preserve confidential data on your machine. For example, if a Trojan tries to transmit any data from your computer, Kaspersky Anti-Hacker will block this malware from accessing the Internet.

- The SmartStealth™ technique makes it difficult to detect your computer from outside. As a result, hackers will lose the target and all their attempts to access your computer will be doomed to fail. Besides, this allows for prevention of the DoS (Denial of Service) attack of all types. At the same time you will not feel any negative influence of this mode while working on the Web: the program provides conventional transparency and accessibility of the data.
- Blocks the most common hacker network attacks by permanently filtering the incoming and outgoing traffic, and also notifies the user about any such attacks.
- Monitors for attempts to scan your ports (these attempts are usually followed by attacks), and prohibits any further communication with the attacking machine.
- Allows you to review the list of all established connections, open ports, and active network applications, and if required, lets you terminate unwanted connections.
- Allows you to secure your machine from hacker attacks without special configuration of program settings. The program allows simplified management by choosing one of five security levels: *Block all*, *High*, *Medium*, *Low*, *Allow all*. By default the program starts with the *Medium* level, which is a training mode that will automatically configure your security system depending on your responses to various events.
- Allows flexibility of security system configuration. In particular, you can set the program to filter network operations into wanted and unwanted, and you can configure the Intrusion Detection System.
- Allows you to log certain security-related network events to various special-purpose logs. If required, you can define the detail level of the log entries.

The program may be used as a separate software product or as an integral component of various **Kaspersky Lab's** solutions.



Attention!!! Kaspersky Anti-Hacker does not protect your computer from viruses and malicious programs that can destroy and/or corrupt your data. It is advised that you use Kaspersky Anti-Virus Personal for this purpose.

1.2. Hardware and software system requirements

For normal operation of *Kaspersky Personal Security Suite* your computer must meet the following requirements.

Software requirements:

- One of the following operating systems
 - Microsoft Windows XP Home Edition/Professional with Service Pack 1 or above installed.
 - Microsoft Windows 2000 Professional with Service Pack 2 or above installed.
 - Microsoft Windows 98 SE /ME.
- Microsoft Outlook 2000/XP/2003.
- Microsoft Outlook Express versions 5.x-6.x.
- Microsoft Internet Explorer version 5.5 or above.
- TCP/IP support.

Hardware requirements:

- For Microsoft Windows XP Home Edition/Professional:
 - At least Intel Pentium 300 MHz processor.
 - 128 MB RAM.
- For Microsoft Windows 98 SE/ME/2000 Professional:
 - At least Intel Pentium 200 MHz processor.
 - 64 MB RAM.

CHAPTER 2. INSTALLING THE PRODUCT ON YOUR COMPUTER



Attention! If you install Kaspersky Anti-Virus Personal, Kaspersky Anti-Spam and Kaspersky Anti-Hacker as a part of Kaspersky Personal Security Suite, you must follow instructions contained in this chapter. The corresponding chapters of the individual components' documentation are not valid for this type of installation.

To install *Kaspersky Personal Security Suite* on your computer run the *setup.exe* executable file.

The installation wizard operates in the interactive mode. Each dialog box has the following buttons that you can use to navigate through the installation process. Below is the brief description of the purpose of each button:

- **Next>** – accept and proceed with the installation.
- **<Back** – return to the previous stage of the installation process
- **Cancel** – cancel the installation of the program.
- **Finish** – finish the installation of the program.

A detailed discussion of each step of the software package installation process is provided below.

Step 1. First window of the installation wizard

Immediately after the *setup.exe* file is run, the first window of the installation wizard will be displayed to inform you that the *Kaspersky Personal Security Suite* installation wizard has been started.

To proceed with the installation, click **Next>**. To cancel the installation of the program, click **Cancel**.

Step 2. Reading the license agreement

Next dialog box contains a License Agreement between you and Kaspersky Lab. Read it carefully and click **I Agree** if you agree with all terms and conditions of the Agreement. The installation process will then continue.

Step 3. Providing user information

At this point the user name and the user's company name will be determined. By default this information will be copied from the operating system registry and you can alter it if you wish.

To proceed with the installation, click **Next>**.

Step 4. Selecting program components to be installed

During this step of the installation process you will have to determine which individual components of *Kaspersky Personal Security Suite* will be installed into your computer. By default you will be offered to install all three components.

If you do not wish to install any of the components, uncheck the box next to this component's name.

In particular, for Kaspersky Anti-Spam Personal you can select which e-mail client program will be protected against spam: MS Outlook and e-mail messages sent using SMTP protocol or received using POP3 protocol. You can select both or either of these options.



If you decided not to install any of the components, you can do it later by launching the *Kaspersky Personal Security Suite* installation process again and selecting the component you wish to install.

In order to proceed with the installation, press the **Next>** button.

Step 5. Checking the version of the operating system installed on your computer

During this step the installation wizard will verify the installed operating system and Service Pack for conformity to the installation of the selected components of *Kaspersky Personal Security Suite* (see para 1.1, page 4).

If it is determined that any of the required Service Packs for your operating system is not installed, a corresponding message will be displayed. Install the required Service Pack using the **Windows Update** service and reinstall *Kaspersky Personal Security Suite*.

Step 6. Searching for other anti-virus software



This step is required only if there is any other anti-virus software installed on your computer.

The next step involves a search for other installed anti-virus software (including Kaspersky Lab's products) that may cause conflicts when used together with Kaspersky Personal Security Suite or with any of its components.

If an earlier version of a Kaspersky Personal Security Suite component is found installed on your computer (as for example version 4.5 of Kaspersky Anti-Virus or version 1.5 of Kaspersky Anti-Hacker), you will be asked if you would like to keep the license key for this product if such license key is still valid.



We recommend that you keep the valid license key that was used earlier as this key can also be used with the current version of the component.

After you save the key, you will be prompted to uninstall the earlier version of the program as it is in conflict with the version you are installing.

Click the **OK** button and uninstall the earlier version of Kaspersky Anti-Virus, then run *setup.exe* again.

If any anti-virus software from a different anti-virus software vendor is found installed on your computer, you will be prompted to uninstall this program before proceeding with the installation of *Kaspersky Personal Security Suite*.

We recommend that you cancel the installation process and uninstall such program(s). To do this click the **No** button, uninstall the program(s), then run *setup.exe* again.

If it is determined that the same version of a *Kaspersky Personal Security Suite* component is already installed on your computer, a message will be displayed with a warning that if you proceed with the installation, the component installed earlier will be removed.

Step 7. Read important information about the program

During this stage of the installation process you will be asked to read important information about the program before you start using it.

This dialog box contains information about major features and functionality of *Kaspersky Personal Security Suite*.

Here you can also specify whether you want the program to use settings recommended by the Kaspersky Lab's experts. These settings apply to the operation of Kaspersky Anti-Virus and determine its speed and the degree of the data protection on your computer.

By default this mode is enabled. If you plan to use settings other than the recommended settings, uncheck the **Operate according to recommended settings** box.

In order to proceed to the next step of the installation process, click **Next >**.

Step 8. Using the proprietary Kaspersky Lab's technology with Kaspersky Anti-Virus Personal



This step of the setup process is performed only if you have unchecked the **Operate according to recommended settings** box during the previous step

During this step of the installation process you will have to make a decision whether you want the program to use the following technologies for Kaspersky Anti-Virus operation:

Real-time protection against network attacks – technology used to protect your computer against hackers attacks. This technology protects your computer against network attacks and prevents corruption, theft of or unauthorized access to your data. By default the real-time protection against network attacks is enabled. In order to disable real-time protection, uncheck the **Use real-time protection against network attacks** box. You can enable or disable the real-time protection against network attacks later, while using the program (User's Guide of this component).

The iStreams™ Technology – the use of this technology provides maximum speed of Kaspersky Anti-Virus operation. It allows to considerably speed up the scanning process without any negative effect upon the overall system performance. If you do not wish to use this technology, uncheck the **Use the iStreams™ technology** checkbox.



Attention! If the program is installed onto a computer running Microsoft Windows 9x you will not able to use the *iStreams™* technology and this setting will not be available.

In order to proceed with the installation process, press **Next>**.

Step 9. Install the license key



This step of the installation procedure will be performed only if the *Kaspersky Personal Security Suite* setup wizard could not detect the license key automatically.

During this step, the license key for Kaspersky Personal Security Suite will be installed. The license key is your personal "key" that stores all service information required for proper full-featured operation of the program, namely:

- Technical support information (support service provider and contact information);
- License name, number, and expiry date.



The program will not work without the license key.

Locate the license key using the standard Select File dialog box and click **Next >** to proceed with the installation process.

If you do not have the license key at the time of installation (for example, if you ordered it via the Internet but have not received it yet), you may install it later, when you run each of the *Kaspersky Personal Security Suite* components for the first time. Remember that you cannot start using Kaspersky Anti-Virus without the license key.

Step 10. Selecting the installation folder

During this step, *Kaspersky Personal Security Suite* will determine the folder into which the program will be installed. The default path is: **<Disk>\Program Files\Kaspersky Lab\Kaspersky Personal Security Suite.**

To change the default path click the **Browse** button in the dialog box, specify a new program installation folder and click **Next >**.



Attention! If any program included into *Kaspersky Personal Security Suite* is already installed on your computer and you are updating this program now, then the new version will be installed into the folder where the previous version is installed.

After this, *Kaspersky Personal Security Suite* files will be copied to your computer.

Step 11. Finish setup

The **Completing the Setup** dialog box informs you that the installation of *Kaspersky Personal Security Suite* on your computer has been completed.

If registration of system services is required, you will be asked to restart your computer. This is a **MANDATORY** step for the correct completion of the program installation.



To complete the setup:

1. Choose one of the following options:
 - Yes, I want to restart my computer now**
 - No, I will restart my computer later**
2. Press the **Finish** button



If your computer does not need to be restarted in order to complete the program installation,

Press the **Finish** button.

If, after the program installation is complete, you wish to start the programs, you can manually start each component from the Windows main menu (for example **Start → Programs → Kaspersky Anti-Virus Personal**).

CHAPTER 3. UPDATING THE PRODUCT COMPONENTS

Kaspersky Lab uploads the updates of their software products to the **Downloads** section of the company's corporate website www.kaspersky.com. We recommend checking this site for new *Kaspersky Personal Security Suite components* updates on a regular basis. You can also subscribe to the Kaspersky Lab's newsletter to be informed about all new products released by the company.

We recommend installing all newly released versions and patches of any components of *Kaspersky Personal Security Suite*. The updates are performed separately for each individual component.



In order to update Kaspersky Anti-Spam and Kaspersky Anti-Hacker

Download the updates from the Kaspersky Lab's website and install them.



In order to update Kaspersky Anti-Virus Personal,

it is sufficient to simply switch to the application modules update mode (details see the technical documentation for this product). The application modules will then be updated during the next anti-virus database update.

CHAPTER 4. REMOVING THE PRODUCT COMPONENTS

If, for any reason, you decided to remove Kaspersky Personal Security Suite from your computer, you will have to uninstall each individual component separately. You can do it using the special subitem of the component accessible via the main Windows menu (for example, **Start → Programs → Kaspersky Anti-Virus Personal → Uninstall Kaspersky Anti-Virus Personal**) or using the standard **Install/Remove Programs** service in the Control Panel.

The removal procedure includes the following steps:

Step 1. First window of the removal procedure

This dialog box informs the user that the removal procedure of *Kaspersky Personal Security Suite* has been launched. To proceed press the **Next** button.

Step 2. Removing a component from your computer

This dialog box contains a reference to a folder from which a *Kaspersky Personal Security Suite* component will be uninstalled. Press the **Remove** button in order to initiate the removal process. The files removal process will be displayed in the program removal window.

Step 3. Completing the removal process

The **Finish the removal process** dialog box informs you that the removal of the selected *Kaspersky Personal Security Suite* has been completed.

In order to complete the removal process it may be required to restart the computer.



In order to complete the removal,

1. Select one of the options:
 - Yes. Yes, I want to restart my computer now**
 - Now. I will restart my computer later**
2. Press the **Finish** button.



If your computer does not need to be restarted in order to complete the program removal

press the **Finish** button.

APPENDIX A. KASPERSKY LAB

Founded in 1997, Kaspersky Lab has become a recognized leader in information security technologies. It produces a wide range of data security software and delivers high-performance, comprehensive solutions to protect computers and networks against all types of malicious programs, unsolicited and unwanted email messages, and hacker attacks.

Kaspersky Lab is an international company. Headquartered in the Russian Federation, the company has representative offices in the United Kingdom, France, Germany, Japan, USA (CA), the Benelux countries, China and Poland. A new company department, the European Anti-Virus Research Centre, has recently been established in France. Kaspersky Lab's partner network incorporates more than 500 companies worldwide.

Today, Kaspersky Lab employs more than 250 specialists, each of whom is proficient in anti-virus technologies, with 9 of them holding M.B.A. degrees, 15 holding Ph.Ds, and two experts holding membership in the Computer Anti-Virus Researchers Organization (CARO).

Kaspersky Lab offers best-of-breed security solutions, based on its unique experience and knowledge, gained in over 14 years of fighting computer viruses. A thorough analysis of computer virus activities enables the company to deliver comprehensive protection from current and future threats. Resistance to future attacks is the basic policy implemented in all Kaspersky Lab's products. At all times, the company's products remain at least one step ahead of many other vendors in delivering extensive anti-virus coverage for home users and corporate customers alike.

Years of hard work have made the company one of the top security software manufacturers. Kaspersky Lab was one of the first businesses of its kind to develop the highest standards for anti-virus defense. The company's flagship product, Kaspersky Anti-Virus, provides full-scale protection for all tiers of a network, including workstations, file servers, mail systems, firewalls and Internet-gateways, hand-held computers. Its convenient and easy-to-use management tools ensure advanced automation for rapid virus protection across an enterprise. Many well-known manufacturers use the Kaspersky Anti-Virus kernel, including Nokia ICG (USA), F-Secure (Finland), Aladdin (Israel), Sybari (USA), G Data (Germany), Deerfield (USA), Alt-N (USA), Microworld (India) and BorderWare (Canada).

Kaspersky Lab's customers benefit from a wide range of additional services that ensure both stable operation of the company's products, and compliance with specific business requirements. Kaspersky Lab's anti-virus database is updated every 3 hours. The company provides its customers with a 24-hour technical support service, which is available in several languages to accommodate its international clientele.

A.1. Other Kaspersky Lab Products

Kaspersky Anti-Virus® Personal

Kaspersky Anti-Virus Personal protects home computers running Windows 98/ME/2000/NT/XP from all types of known viruses, including Riskware. The application constantly monitors all possible sources of virus penetration, including email, Internet, floppy disks, and CDs. Unknown viruses are efficiently detected and processed by a unique heuristic data analysis system. The two distinct modes of the application's operation (that can be used either separately or jointly) are:

- **Real-Time Protection** – anti-virus scan of all files being run, opened or saved on the protected computer.
- **On-Demand Scan** – scanning and disinfection of the entire computer or individual disks, files or folders. You can launch such a scan manually using the graphical interface, or schedule a regular automated scan.

Kaspersky Anti-Virus Personal does not scan objects which have not been modified since their previous scan. This rule now applies both to real-time protection and to the on-demand scan. This feature **greatly improves the speed and performance of the program**.

Kaspersky Anti-Virus Personal provides reliable protection against viruses that attempt to penetrate computers via email messages. The application automatically scans and disinfects all incoming (POP3) and outgoing (SMTP) email messages and efficiently detects viruses in email databases.

Kaspersky Anti-Virus Personal supports over 700 formats of archived and compressed files and ensures automatic anti-virus scanning of their content, and removal of malicious code from files within **ZIP, CAB, RAR** and **ARJ** archives.

The application's settings can easily be adjusted by selecting one of three pre-defined levels: **Maximum Protection**, **Recommended Protection** and **Maximum Speed**.

The anti-virus database is updated every three hours. Database delivery is guaranteed even if the internet connection is interrupted or switched during the download process.

Kaspersky Anti-Virus® Personal Pro

This package has been designed to deliver comprehensive anti-virus protection to home computers running Windows 98/ME/2000/NT/XP as well as MS Office 2000 applications. Kaspersky Anti-Virus Personal Pro includes an easy-to-use application for automatic retrieval of daily updates for the anti-virus database and the program modules. A second-generation heuristic analyzer efficiently detects

unknown viruses. Kaspersky Anti-Virus Personal includes many interface enhancements, making it easier than ever to use the program.

Kaspersky Anti-Virus® Personal Pro has the following features:

- **On-demand scan** of local disks;
- **Real-time automatic protection** of all accessed files from viruses;
- **Mail filter** automatically scans and disinfects all incoming and outgoing mail traffic (POP3 and SMTP) and effectively detects viruses in mail databases;
- **Behavior blocker** that provides maximum protection of MS Office applications from viruses;
- **Archive scans** – Kaspersky Anti-Virus recognizes over 700 formats of archived and compressed files and ensures automatic anti-virus scanning of their content and removal of malicious code from files within **ZIP**, **CAB**, **RAR** and **ARJ** archives.

Kaspersky® Anti-Hacker

Kaspersky Anti-Hacker is a personal firewall that is designed to safeguard a computer running any Windows operating system. It protects your computer against unauthorized access and external hacker attacks from either the Internet or the local network.

Kaspersky Anti-Hacker monitors the TCP/IP network activity of all applications running on your machine. When it detects a suspicious action, it prevents the suspicious application from accessing the network. This enhances your privacy and provides 100% security for confidential data stored on your computer.

The product's SmartStealth™ technology prevents hackers from detecting your computer from the outside. In this stealthy mode, the application works seamlessly to keep your computer protected while you are on the Web. The application provides conventional transparency and accessibility of information.

- Kaspersky Anti-Hacker also blocks most common network hacker attacks and monitors for attempts to scan computer ports.
- Configuration of the application is simply a matter of choosing one of five security levels. By default, the application starts in self-learning mode, which will automatically configure your security system depending on your responses to various events. This makes the firewall adjustable to your specific preferences and your particular needs.

Kaspersky® Security for PDA

Kaspersky Security for PDA provides reliable anti-virus protection of data stored on PDAs running Palm OS or Windows CE. It also offers anti-virus protection from corrupted files transferred from a PC or an extension card, from ROM files,

or from databases. This software package includes an optimal combination of the following anti-virus tools:

- **anti-virus scanner** to scan the data stored on both the PDA and extension card on demand;
- **anti-virus monitor** to intercept viruses in files that are either copied from other handhelds or are transferred using HotSync™ technology.

Kaspersky Security for PDA protects your handheld (PDA) from unauthorized intrusion by encrypting both access to the device and data stored on memory cards.

Kaspersky Anti-Virus® Business Optimal

This package provides a configurable security solution for small- and medium-sized corporate networks.

Kaspersky Anti-Virus Business Optimal includes full-scale anti-virus protection⁴ for:

- *Workstations* running Windows 98/ME/NT/2000/XP Workstation, and Linux;
- *File and application servers* running Windows NT 4.0 Server, Windows 2000, 2003 Server/Advanced Server, Windows 2003 Server, Novell Netware, FreeBSD and OpenBSD, and Linux;
- *Email clients*, namely Microsoft Exchange 5.5/2000/2003, Lotus Notes/Domino, Postfix, Exim, Sendmail, and Qmail;
- *Internet-gateways*: CheckPoint Firewall –1; Microsoft ISA Server.

The Kaspersky Anti-Virus Business Optimal distribution kit includes Kaspersky Administration Kit, a *unique tool for automated deployment and administration*.

All of these components are interoperable so that any of them can be selected, according to the operating systems and applications you use.

Kaspersky® Corporate Suite

This package provides corporate networks of any size and complexity with comprehensive, scalable anti-virus protection. The package components have been developed to protect every tier of a corporate network, even in mixed computer environments. Kaspersky Corporate Suite supports the majority of operating systems and applications installed across an enterprise. All package components are managed from one console and have a unified user interface. Kaspersky Corporate Suite delivers a reliable, high-performance protection

⁴ Depending on the type of distribution kit.

system that is fully compatible with the specific needs of your network configuration.

Kaspersky Corporate Suite provides comprehensive anti-virus protection for:

- *Workstations* running Windows 98/ME/NT/2000/XP, and Linux;
- *File and application servers* running Windows NT 4.0 Server, Windows 2000, 2003 Server/Advanced Server, Novell Netware, FreeBSD, OpenBSD and Linux;
- *Email clients*, including Microsoft Exchange Server 5.5/2000/2003, Lotus Notes/Domino, Sendmail, Postfix, Exim and Qmail;
- *Internet-gateways*: CheckPoint Firewall –1; Microsoft ISA Server;
- *Hand-held computers* (PDAs), running Windows CE and Palm OS.

The Kaspersky Corporate Suite distribution kit includes Kaspersky Administration Kit, a *unique tool for automated deployment and administration*.

All of these components are fully interoperable so that any of them can be chosen, according to the operating systems and applications you use.

Kaspersky® Anti-Spam

Kaspersky Anti-Spam is a cutting-edge software suite that is designed to help organizations with small- and medium-sized networks wage war against the onslaught of undesired email (spam). The product combines the revolutionary technology of linguistic analysis with all modern methods of email filtration (including RBL lists and formal letter features). Its unique combination of services allows users to identify and wipe out up to 95% of unwanted traffic.

Installed at the entrance to a network, Kaspersky Anti-Spam monitors incoming email and acts as a barrier to unsolicited email. The product is compatible with any mail system and can be installed on either an existing mail server or a dedicated one.

Kaspersky Anti-Spam's high performance is ensured by daily updating of the content filtration database with samples provided by Kaspersky Lab's linguistic laboratory.

Kaspersky® Anti-Spam Personal

Kaspersky Anti-Spam Personal is designed to protect users of mail client programs Microsoft Outlook and Microsoft Outlook Express against unwanted email messages (spam).

Kaspersky Anti-Spam Personal software package is a powerful tool that detects spam in incoming email messages received via the POP3 or IMAP4 protocols (only for Microsoft Outlook).

The filtering process involves the analysis of all attributes of the letter (sender's and recipient's addresses and headers), content filtration (analysis of the content of the letter, both the subject and any attached files), using unique linguistic and heuristic algorithms.

The application's performance is enhanced by daily updating of the content filtration database with samples provided by Kaspersky Lab's linguistic laboratory.

A.2. Contact Us

If you have any questions, comments, or suggestions, please refer them to one of our distributors or directly to Kaspersky Lab. We will be glad to assist you in any matters related to our product by phone or via e-mail. Rest assured that all of your recommendations and suggestions will be thoroughly reviewed and considered.

Technical support	Please find the technical support information at http://www.kaspersky.com/supportinter.html
General information	WWW: http://www.kaspersky.com http://www.viruslist.com E-mail: sales@kaspersky.com

APPENDIX B. LICENSE AGREEMENT

Standard End User License Agreement

NOTICE TO ALL USERS: CAREFULLY READ THE FOLLOWING LEGAL AGREEMENT ("AGREEMENT") FOR THE LICENSE OF SPECIFIED SOFTWARE ("SOFTWARE") PRODUCED BY KASPERSKY LABS. ("KASPERSKY LABS").

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1.1.2 If you sell the Client Device on which the Software is installed, you will ensure that all copies of the Software have been previously deleted.

1.1.3 You shall not decompile, reverse engineer, disassemble or otherwise reduce any part of this Software to a humanly readable form nor permit any third party to do so. The interface information necessary to achieve interoperability of the Software with independently created computer programs will be provided by Kaspersky Lab by request on payment of its reasonable costs and expenses for procuring and supplying such information. In the event that Kaspersky Lab notifies you that it does not intend to make such information available for any reason, including (without limitation) costs, you shall be permitted to take such steps to achieve interoperability, provided that you only reverse engineer or decompile the Software to the extent permitted by law.

1.1.4 You shall not make error corrections to, or otherwise modify, adapt, or translate the Software, nor create derivative works of the Software, nor permit any third party to copy the Software (other than as expressly permitted herein).

1.1.5 You shall not rent, lease or lend the Software to any other person, nor transfer or sub-license your license rights to any other person.

1.1.6 You shall not use this Software in automatic, semi-automatic or manual tools designed to create virus signatures, virus detection routines, any other data or code for detecting malicious code or data.

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2. Duration. This Agreement is effective for one (1) year unless and until earlier terminated as set forth herein. This Agreement will terminate automatically if you fail to comply with any of the conditions, limitations or other requirements described herein. Upon any termination or expiration of this Agreement, you must immediately destroy all copies of the Software and the Documentation. You may terminate this Agreement at any point by destroying all copies of the Software and the Documentation.

3. Support.

(i) Kaspersky Lab will provide you with the support services ("Support Services") as defined below for a period of one year following:

(a) Payment of its then current support charge, and:

(b) Successful completion of the Support Services Subscription Form as provided to you with this Agreement or as available on the Kaspersky Lab website, which will require you to produce the Key Identification File which will have been provided to you by Kaspersky Lab with this Agreement. It shall be at the absolute discretion of Kaspersky Lab whether or not you have satisfied this condition for the provision of Support Services.

(ii) Support Services will terminate unless renewed annually by payment of the then-current annual support charge and by successful completion of the Support Services Subscription Form again.

(iii) By completion of the Support Services Subscription Form you consent to the terms of the Kaspersky Lab Privacy Policy, which is attached to this Agreement,

and you explicitly consent to the transfer of data to other countries outside your own as set out in the Privacy Policy.

(iv) "Support Services" means

(a) Daily updates of the anti-virus database;

(b) Free software updates, including version upgrades;

(c) Extended technical support via e-mail and phone hotline provided by Vendor and/or Reseller;

(d) Virus detection and disinfection updates 24 hours per day.

4. **Ownership Rights.** The Software is protected by copyright laws. Kaspersky Lab and its suppliers own and retain all rights, titles and interests in and to the Software, including all copyrights, patents, trademarks and other intellectual property rights therein. Your possession, installation, or use of the Software does not transfer any title to the intellectual property in the Software to you, and you will not acquire any rights to the Software except as expressly set forth in this Agreement.

5. **Confidentiality.** You agree that the Software and the Documentation, including the specific design and structure of individual programs and the Key Identification File, constitute confidential proprietary information of Kaspersky Lab. You shall not disclose, provide, or otherwise make available such confidential information in any form to any third party without the prior written consent of Kaspersky Lab. You shall implement reasonable security measures to protect such confidential information, but without limitation to the foregoing shall use best endeavours to maintain the security of the Key Identification File.

6. Limited Warranty

(i) Kaspersky Lab warrants that for 90 days from first download or installation the Software will perform substantially in accordance with the functionality described in the Documentation when operated properly and in the manner specified in the Documentation.

(ii) You accept all responsibility for the selection of this Software to meet your requirements. Kaspersky Lab does not warrant that the Software and/or the Documentation will be suitable for such requirements nor that any use will be uninterrupted or error free;

(iii) Kaspersky Lab does not warrant that this Software identifies all known viruses, nor that the Software will not occasionally erroneously report a virus in a title not infected by that virus;

(iv) Your sole remedy and the entire liability of Kaspersky Lab for breach of the warranty at paragraph (i) will be at Kaspersky Lab option, to repair, replace or refund of the Software if reported to Kaspersky Lab or its designee during the

warranty period. You shall provide all information as may be reasonably necessary to assist the Supplier in resolving the defective item;

(v) The warranty in (i) shall not apply if you (a) make or cause to be made any modifications to this Software without the consent of Kaspersky Lab, (b) use the Software in a manner for which it was not intended or (c) use the Software other than as permitted under this Agreement;

(vi) The warranties and conditions stated in this Agreement are in lieu of all other conditions, warranties or other terms concerning the supply or purported supply of, failure to supply or delay in supplying the Software or the Documentation which might but for this paragraph (v) have effect between the Kaspersky Lab and you or would otherwise be implied into or incorporated into this Agreement or any collateral contract, whether by statute, common law or otherwise, all of which are hereby excluded (including, without limitation, the implied conditions, warranties or other terms as to satisfactory quality, fitness for purpose or as to the use of reasonable skill and care).

7. Liability

(i) Nothing in this Agreement shall exclude or limit Kaspersky Lab's liability for (i) the tort of deceit, (ii) death or personal injury caused by its breach of a common law duty of care or any negligent breach of a term of this Agreement, (iii) any breach of the obligations implied by s.12 Sale of Goods Act 1979 or s.2 Supply of Goods and Services Act 1982 or (iv) any liability which cannot be excluded by law.

(ii) Subject to paragraph (i), the Supplier shall bear no liability (whether in contract, tort, restitution or otherwise) for any of the following losses or damage (whether such losses or damage were foreseen, foreseeable, known or otherwise):

(a) Loss of revenue;

(b) Loss of actual or anticipated profits (including for loss of profits on contracts);

(c) Loss of the use of money;

(d) Loss of anticipated savings;

(e) Loss of business;

(f) Loss of opportunity;

(g) Loss of goodwill;

(h) Loss of reputation;

(i) Loss of, damage to or corruption of data, or:

(j) Any indirect or consequential loss or damage howsoever caused (including, for the avoidance of doubt, where such loss or damage is of the type specified in paragraph (ii), (a) to (ii), (i).

(iii) Subject to paragraph (i), the liability of Kaspersky Lab (whether in contract, tort, restitution or otherwise) arising out of or in connection with the supply of the Software shall in no circumstances exceed a sum equal to the amount equally paid by you for the Software.

8. The construction and interpretation of this Agreement shall be governed in accordance with the laws of England and Wales. The parties hereby submit to the jurisdiction of the courts of England and Wales save that Kaspersky Lab as claimant shall be entitled to initiate proceedings in any court of competent jurisdiction.

9. (i) This Agreement contains the entire understanding between the parties with respect to the subject matter hereof and supersedes all and any prior understandings, undertakings and promises between you and Kaspersky Lab, whether oral or in writing, which have been given or may be implied from anything written or said in negotiations between us or our representatives prior to this Agreement and all prior agreements between the parties relating to the matters aforesaid shall cease to have effect as from the Effective Date. Save as provided in paragraphs (ii) - (iii), you shall not have any remedy in respect of an untrue statement made to you upon which you relied in entering into this Agreement ("Misrepresentation") and Kaspersky Lab shall not have any liability to the other than pursuant to the express terms of this Agreement.

(ii) Nothing in this Agreement shall exclude or limit Kaspersky Lab's liability for any Misrepresentation made thereby if aware that it was untrue.

(iii) The liability of Kaspersky Lab for Misrepresentation as a fundamental matter, including a matter fundamental to the maker's ability to perform its obligations under this Agreement, shall be subject to the limitation of liability set out in paragraph 7(iii).