ESET Security Ultimate

User guide

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Digital Security
Progress. Protected.

ESET Security Ultimate was developed by ESET, spol. s r.o.

For more information visit https://www.eset.com.

ESET, spol. s r.o. reserves the right to change any of the described application software without prior notice.

Technical Support: https://support.eset.com

REV. 3/26/2024

ESET Security Ultimate

ESET Security Ultimate represents a new approach to truly integrated computer security. The most recent version of the ESET LiveGrid® scanning engine, combined with our custom Firewall and Antispam modules, utilizes speed and precision to keep your computer safe. The result is an intelligent system that is constantly on alert for attacks and malicious software that might harm your computer.

ESET Security Ultimate is a complete security solution that combines maximum protection and a minimal system footprint. Our advanced technologies use artificial intelligence to prevent infiltration by viruses, spyware, trojans, worms, adware, rootkits, and other threats without hindering system performance or disrupting your computer.

Features and benefits

Redesigned user interface	The user interface in this version has been significantly redesigned and simplified based on the results of usability testing. All GUI wording and notifications have been carefully reviewed, and the interface now provides support for right-to-left languages such as Hebrew and Arabic. Online Help is now integrated into ESET Security Ultimate and offers dynamically updated support content.
Dark mode	An extension that helps you quickly switch the screen to a dark color scheme. You can choose your preferred color scheme in User interface elements.
Antivirus and antispyware	Proactively detects and cleans more known and unknown viruses, worms, trojans and rootkits. Advanced heuristics flags even never-before-seen malware, protecting you from unknown threats and neutralizing them before they can do any harm. Web access protection and Anti-Phishing protection monitors communication between web browsers and remote servers (including SSL). Email client protection provides control of email communication received through the POP3(S) and IMAP(S) protocols.
Regular updates	Regularly updating the detection engine (previously known as "virus signature database") and program modules is the best way to ensure the maximum level of security on your computer.
ESET LiveGrid® (Cloud-powered Reputation)	You can check the reputation of running processes and files directly from ESET Security Ultimate.
Device control	Automatically scans all USB flash drives, memory cards and CDs/DVDs. Blocks removable media based on the type of media, manufacturer, size and other attributes.
HIPS functionality	You can customize the behavior of the system in greater detail; specify rules for the system registry, active processes and programs, and fine-tune your security posture.
Gamer mode	Postpones all pop-up windows, updates or other system-intensive activities to conserve system resources for gaming and other full screen activities.

Features in ESET Security Ultimate

Safe Banking & Browsing	Safe Banking & Browsing provides a secured browser for use when accessing online banking or online payment gateways to ensure all online transactions take place in a trusted and secure environment.
Support for Network signatures	Network signatures allow fast identification and block malicious traffic coming to and from users' devices, such as bots and exploit packs. The feature can be considered an enhancement of Botnet Protection.
Intelligent Firewall	Prevents unauthorized users from accessing your computer and taking advantage of your personal data.

Email client antispam	Spam represents up to 50 percent of all email communication. Email client antispam protects against this problem.
Anti-Theft	Anti-Theft expands user-level security in the case of a lost or stolen computer. When you install ESET Security Ultimate and Anti-Theft, your device will be listed in the web interface. The web interface enables you to manage Anti-Theft configuration and administer Anti-Theft features on your device.
Parental control	Protects your family from potentially offensive web content by blocking various website categories.
Password Manager	Password Manager that protects and stores your passwords and personal data.
Secure Data	Enables you to encrypt data on your computer and removable drives to prevent the misuse of private, confidential information.
ESET LiveGuard	Discovers and stops never-before-seen threats and processes information for future detection.
VPN	Enables you to keep your data safe, avoid unwanted tracking, and enhance your privacy while online with the added security of an anonymous IP address.
ESET Identity Protection	Protects your personal, credit and financial information. ESET Identity Protection detects illegal selling of your personal information by providing continuous monitoring.

A subscription needs to be active for features of ESET Security Ultimate to be operational. We recommend that you renew your subscription several weeks before the subscription for ESET Security Ultimate expires.

What's new?

What's new in ESET Security Ultimate 17.1

- Small improvements on Network Inspector
- Small improvements on Safe Banking & Browsing
- ESET LiveGuard—sending the documents is now enabled by default
- Other minor bug fixes and improvements

> To disable **What's new notifications**:
> 1. Open Advanced setup > **Notifications** > **Desktop notifications**.
> 2. Click **Edit** next to **Desktop notifications**.
> 3. Deselect the **Display What's new notifications** check box and click **OK**.
>
> For more information about notifications, see the Notifications section.

> For a detailed list of changes in ESET Security Ultimate, see ESET Security Ultimate changelogs.

Which product do I have?

ESET offers multiple layers of security with new products from powerful and fast antivirus solution to all-in-one security solution with minimal system footprint:

- **ESET NOD32 Antivirus**
- **ESET Internet Security**

- **ESET Smart Security Premium**

- **ESET Security Ultimate**

To determine which product you have installed open the main program window and you will see the name of the product at the top of the window (see the Knowledgebase article).

The table below details features available in each specific product.

	ESET NOD32 Antivirus	ESET Internet Security	ESET Smart Security Premium	ESET Security Ultimate
Detection engine	✔	✔	✔	✔
Advanced Machine Learning	✔	✔	✔	✔
Exploit Blocker	✔	✔	✔	✔
Script-Based Attack Protection	✔	✔	✔	✔
Anti-Phishing	✔	✔	✔	✔
Web access protection	✔	✔	✔	✔
HIPS (including Ransomware shield)	✔	✔	✔	✔
Antispam		✔	✔	✔
Firewall		✔	✔	✔
Network Inspector		✔	✔	✔
Webcam Protection		✔	✔	✔
Network Attack Protection		✔	✔	✔
Botnet Protection		✔	✔	✔
Safe Banking & Browsing		✔	✔	✔
Browser Privacy & Security		✔	✔	✔
Parental Control		✔	✔	✔
Anti-Theft		✔	✔	✔
Password Manager			✔	✔
ESET Secure Data			✔	✔
ESET LiveGuard			✔	✔
VPN				✔
Identity Protection				✔

Some of the products above may not be available for your language / region.

System requirements

Your system should meet the following hardware and software requirements for ESET Security Ultimate to perform optimally:

Processors supported

Intel or AMD processor, 32-bit (x86) with SSE2 instruction set or 64-bit (x64), 1 GHz or higher
ARM64-based processor, 1GHz or higher

Operating Systems supported

Microsoft® Windows® 11

Microsoft® Windows® 10

Support for Azure Code Signing must be installed on all Windows operating systems to install or upgrade ESET products released after July 2023. More information.

Always keep your operating system up to date.

ESET Security Ultimate features requirements

See the system requirements for specific ESET Security Ultimate features in the table below:

Feature	Requirements
Intel® Threat Detection Technology	See the supported processors.
Safe Banking & Browsing	See the supported web browsers.
Transparent background	Windows 10 version RS4 and later.
Specialized Cleaner	Non-ARM64-based processor.
System Cleaner	Non-ARM64-based processor.
Exploit Blocker	Non-ARM64-based processor.
Deep Behavioral Inspection	Non-ARM64-based processor.

Other

An internet connection is required for activation and ESET Security Ultimate updates to function properly.

Two antivirus programs running simultaneously on a single device causes inevitable system resource conflicts, including slowing down the system to make it inoperable.

Outdated versions of Microsoft Windows

Issue

- You want to install the latest version of ESET Security Ultimate on a computer with Windows 7, Windows 8 (8.1) or Windows Home Server 2011

- ESET Security Ultimate displays an error **Outdated operating system** during the installation

Details

The latest version of ESET Security Ultimate requires Windows 10 or Windows 11 operating systems.

Solution

The following solutions are available:

Upgrade to Windows 10 or Windows 11

The upgrade process is relatively easy, and in many cases, you can do it without losing your files. Before upgrading to Windows 10:

1. Back up important data.

2. Read Microsoft's Upgrade to Windows 10 FAQ or Upgrade to Windows 11 FAQ and update your Windows operating system.

Install ESET Security Ultimate version 16.0

If you cannot upgrade Windows, install ESET Security Ultimate version 16.0. See the ESET Security Ultimate version 16.0 Online Help for more information.

Prevention

When you work with your computer, and especially when you browse the internet, please keep in mind that no antivirus system in the world can completely eliminate the risk of detections and remote attacks. To provide maximum protection and convenience, it is essential that you use your antivirus solution correctly and adhere to several useful rules:

Update regularly

According to statistics from ESET LiveGrid®, thousands of new, unique infiltrations are created each day to bypass existing security measures and bring profit to their authors – all at the expense of other users. The specialists at the ESET Research Lab analyze these threats on a daily basis and prepare and release updates to continually improve the level of protection for our users. To ensure the maximum effectiveness of these updates it is important that updates are configured properly on your system. For more information on how to configure updates, see the Update setup chapter.

Download security patches

The authors of malicious software often exploit various system vulnerabilities to increase the effectiveness of spreading malicious code. With this in mind, software companies watch closely for any vulnerabilities in their applications to appear and release security updates to eliminate potential threats on a regular basis. It is important to download these security updates as they are released. Microsoft Windows and web browsers such as Internet Explorer are two examples of programs for which security updates are released on a regular schedule.

Back up important data

Malware writers usually do not care about users' needs, and the activity of malicious programs often leads to total malfunction of an operating system and the loss of of important data. It is important to regularly back up your important and sensitive data to an external source such as a DVD or external hard drive. This will make it far easier and faster to recover your data in the event of system failure.

Regularly scan your computer for viruses

Detection of more known and unknown viruses, worms, trojans and rootkits are handled by the Real-time file system protection module. This means that every time you access or open a file, it is scanned for a malware activity. We recommend that you run a full Computer scan at least once a month because malware signatures may vary and the detection engine updates itself each day.

Follow basic security rules

This is the most useful and most effective rule of all – always be cautious. Today, many infiltrations require user intervention to be executed and distributed. If you are cautious when opening new files, you will save considerable time and effort that would otherwise be spent cleaning infiltrations. Here are some useful guidelines:

- Do not visit suspicious websites with multiple pop-ups and flashing advertisements.

- Be careful when installing freeware programs, codec packs, etc. Only use safe programs and only visit safe internet websites.

- Be cautious when opening email attachments, particularly those from mass-mailed messages and messages from unknown senders.

- Do not use an Administrator account for everyday work on your computer.

Help pages

Welcome to the ESET Security Ultimate user guide. The information provided here will introduce you to your product and help you make your computer more secure.

Getting started

Before using ESET Security Ultimate, you can read about various types of detections and remote attacks you might encounter when using your computer. We have also compiled a list of new features introduced in ESET Security Ultimate.

Start by installing ESET Security Ultimate. If you already have ESET Security Ultimate installed, see Working with ESET Security Ultimate.

How to use ESET Security Ultimate Help pages

Online Help is divided into several chapters and sub-chapters. Press **F1** in ESET Security Ultimate to view information about the currently opened window.

Online Help enables you to search for a help topic by keyword(s) or search content by typing words or phrases. The difference between these two methods is that a keyword may be logically related to help pages that do not contain the keyword in the text. Searching by words and phrases will search the content of all pages and display only those containing the searched word or phrase in the actual text.

For consistency and to prevent confusion, the terminology used in this guide is based on the ESET Security Ultimate user interface. We also use a uniform set of symbols to highlight topics of specific interest or significance.

> A note is just a short observation. Although you can omit it, notes can provide valuable information, such as specific features or a link to some related topic.

> This requires your attention, and we encourage you not to skip over. Usually, it provides non-critical but important information.

> This is information that requires extra attention and caution. Warnings are placed specifically to deter you from committing potentially harmful mistakes. Read and understand the text, as it references highly sensitive system settings or something risky.

> This is a use case or a practical example that aims to help you understand how a certain function or feature can be used.

Convention	Meaning
Bold type	Names of interface items such as boxes and option buttons.
Italic type	Placeholders for the information you provide. For example, filename or path means you type the actual path or a name of a file.
`Courier New`	Code samples or commands.
Hyperlink	Provides quick and easy access to cross-referenced topics or external web location. Hyperlinks are highlighted in blue and may be underlined.
%ProgramFiles%	The Windows system directory where programs installed on Windows are stored.

Online Help is the primary source of help content. The latest Online Help version will automatically display when you have a working internet connection.

Installation

There are several methods for installing ESET Security Ultimate on your computer. Installation methods may vary depending on country and means of distribution:

- Live installer—Downloaded from the ESET website or CD/DVD. The installation package is universal for all languages (choose the appropriate language). The Live installer is a small file; additional files required to install ESET Security Ultimate are downloaded automatically.

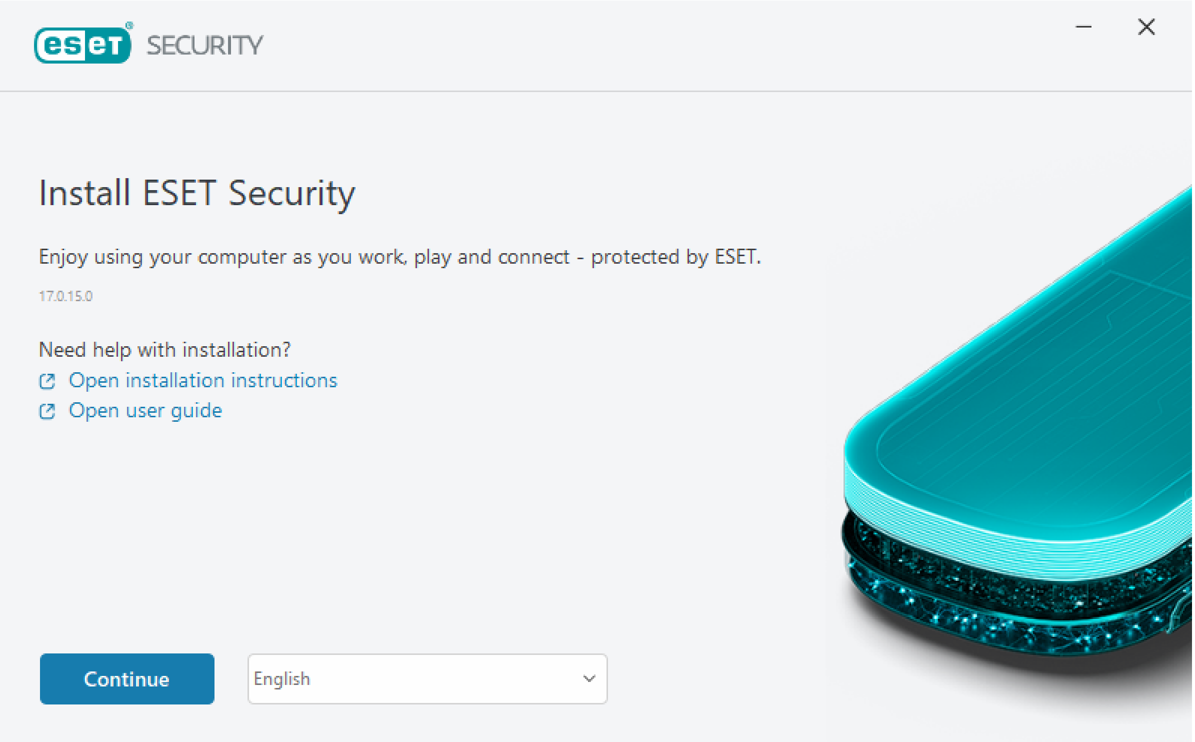
- Offline installation—Uses an .exe file larger than the Live installer file and does not require an internet connection or additional files to complete the installation.

Make sure that no other antivirus programs are installed on your computer before you install ESET Security Ultimate. If two or more antivirus solutions are installed on a single computer, they may conflict with each other. We recommend that you uninstall any other antivirus programs on your system. See our ESET Knowledgebase article for a list of uninstaller tools for common antivirus software (available in English and several other languages).

Live installer

When you have downloaded the Live installer installation package, double-click the installation file and follow the step-by-step instructions in the Installation Wizard.

For this type of installation, you must be connected to the internet.



Install ESET Security

Enjoy using your computer as you work, play and connect - protected by ESET.

17.0.15.0

Need help with installation?

1. Select the appropriate language from the drop-down menu and click **Continue**.

If you are installing a more recent version over the previous version with password-protected settings, type your password. You can configure the settings password in the Access setup.

2. Select your preference for the following features, read the End User License Agreement and the Privacy Policy and click **Continue**, or click **Allow all and continue** to enable all features:

- ESET LiveGrid® feedback system
- Potentially unwanted applications
- Customer Experience Improvement Program

By clicking **Continue** or **Allow all and continue**, you accept the End User License Agreement and acknowledge the Privacy Policy.

3. To activate, manage and view the device's security using the ESET HOME, connect your device to the ESET HOME account. Click **Skip Login** to continue without connecting to ESET HOME. You can connect your device to your ESET HOME account later.

4. If you continue without connecting to ESET HOME, choose an activation option. When installing a more recent version over the previous version, your **activation key** is entered automatically.

5. The Installation Wizard determines which ESET product will be installed based on your subscription. The version with the most security features is always pre-selected. Click **Change product** if you want to install a different version of the ESET product. Click **Continue** to start the installation process. It may take a few moments.

ℹ If there are any leftovers (files or folders) from ESET products uninstalled in the past, you will be prompted to allow their removal. Click **Install** to continue.

6. Click **Done** to exit the Installation Wizard.

⚠ Installation troubleshooter.

ℹ After the product is installed and activated, the modules start downloading. Protection is being initialized, and some features may not be fully functional unless the download is complete.

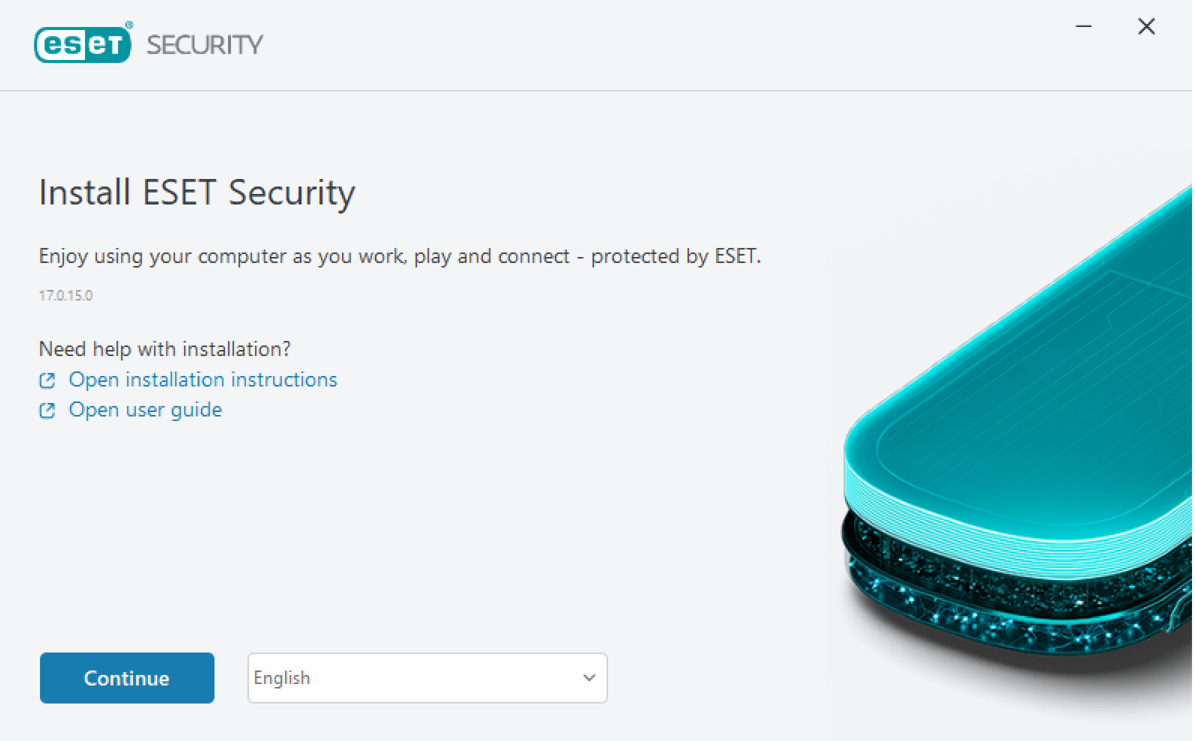
Offline installation

Download and install your ESET Windows home product using the offline installer (.exe) below. Choose which version of ESET home product to download (32-bit, 64-bit or ARM).

ESET NOD32 Antivirus	ESET Internet Security	ESET Smart Security Premium	ESET Security Ultimate
64-bit Download 32-bit Download ARM Download	64-bit Download 32-bit Download ARM Download	64-bit Download 32-bit Download ARM Download	64-bit Download 32-bit Download ARM Download

! If you have an active internet connection, install your ESET product using a Live installer.

When you launch the offline installer (.exe), the Installation Wizard guides you through the setup process.



Install ESET Security

Enjoy using your computer as you work, play and connect - protected by ESET.

17.0.15.0

Need help with installation?

1. Select the appropriate language from the drop-down menu and click **Continue**.

> If you are installing a more recent version over the previous version with password-protected settings, type your password. You can configure the settings password in the Access setup.

2. Select your preference for the following features, read the End User License Agreement and the Privacy Policy and click **Continue**, or click **Allow all and continue** to enable all features:

- ESET LiveGrid® feedback system
- Potentially unwanted applications
- Customer Experience Improvement Program

> By clicking **Continue** or **Allow all and continue**, you accept the End User License Agreement and acknowledge the Privacy Policy.

3. Click **Skip login**. When you have an internet connection, you can connect your device to your ESET HOME account.

4. Click **Skip activation**. ESET Security Ultimate must be activated after the installation to be fully functional. Product activation requires an active internet connection.

5. The Installation Wizard shows which ESET product will be installed based on the downloaded offline installer. Click **Continue** to start the installation process. It may take a few moments.

> If there are any leftovers (files or folders) from ESET products uninstalled in the past, you will be prompted to allow their removal. Click **Install** to continue.

6. Click **Done** to exit the Installation Wizard.

⚠ Installation troubleshooter.

Subscription upgrade

This notification window appears when the subscription used to activate your ESET product has changed. Your changed subscription enables you to activate a product with more security features. If no change has been performed, ESET Security Ultimate will show an alert window once, called **Change to a product with more features**.

Yes (recommended)—will automatically install the product with more security features.

No, thanks—no changes will be made, and the notification will disappear permanently.

To change the product later, see our ESET Knowledgebase article. For more information about ESET subscription, see Subscription FAQ.

The table below details features available in each specific product.

	ESET NOD32 Antivirus	ESET Internet Security	ESET Smart Security Premium	ESET Security Ultimate
Detection engine	✔	✔	✔	✔
Advanced Machine Learning	✔	✔	✔	✔
Exploit Blocker	✔	✔	✔	✔
Script-Based Attack Protection	✔	✔	✔	✔
Anti-Phishing	✔	✔	✔	✔
Web access protection	✔	✔	✔	✔
HIPS (including Ransomware shield)	✔	✔	✔	✔
Antispam		✔	✔	✔
Firewall		✔	✔	✔
Network Inspector		✔	✔	✔
Webcam Protection		✔	✔	✔
Network Attack Protection		✔	✔	✔
Botnet Protection		✔	✔	✔
Safe Banking & Browsing		✔	✔	✔
Browser Privacy & Security		✔	✔	✔
Parental Control		✔	✔	✔
Anti-Theft		✔	✔	✔
Password Manager			✔	✔
ESET Secure Data			✔	✔
ESET LiveGuard			✔	✔
VPN				✔
Identity Protection				✔

Product upgrade

You have downloaded a default installer and decided to change the product to be activated, or you want to change your installed product to one with more security features.

Change product during installation.

The table below details features available in each specific product.

	ESET NOD32 Antivirus	ESET Internet Security	ESET Smart Security Premium	ESET Security Ultimate
Detection engine	✔	✔	✔	✔
Advanced Machine Learning	✔	✔	✔	✔
Exploit Blocker	✔	✔	✔	✔
Script-Based Attack Protection	✔	✔	✔	✔
Anti-Phishing	✔	✔	✔	✔
Web access protection	✔	✔	✔	✔
HIPS (including Ransomware shield)	✔	✔	✔	✔
Antispam		✔	✔	✔
Firewall		✔	✔	✔
Network Inspector		✔	✔	✔
Webcam Protection		✔	✔	✔
Network Attack Protection		✔	✔	✔
Botnet Protection		✔	✔	✔
Safe Banking & Browsing		✔	✔	✔
Browser Privacy & Security		✔	✔	✔
Parental Control		✔	✔	✔
Anti-Theft		✔	✔	✔
Password Manager			✔	✔
ESET Secure Data			✔	✔
ESET LiveGuard			✔	✔
VPN				✔
Identity Protection				✔

Subscription downgrade

This dialog window appears when the subscription used to activate your ESET product has changed. Your changed subscription can be used only with different ESET product with fewer security features. The product has been changed automatically to prevent protection loss.

For more information about ESET subscription, see Subscription FAQ.

The table below details features available in each specific product.

	ESET NOD32 Antivirus	ESET Internet Security	ESET Smart Security Premium	ESET Security Ultimate
Detection engine	✔	✔	✔	✔
Advanced Machine Learning	✔	✔	✔	✔
Exploit Blocker	✔	✔	✔	✔
Script-Based Attack Protection	✔	✔	✔	✔
Anti-Phishing	✔	✔	✔	✔
Web access protection	✔	✔	✔	✔
HIPS (including Ransomware shield)	✔	✔	✔	✔
Antispam		✔	✔	✔
Firewall		✔	✔	✔
Network Inspector		✔	✔	✔
Webcam Protection		✔	✔	✔
Network Attack Protection		✔	✔	✔
Botnet Protection		✔	✔	✔
Safe Banking & Browsing		✔	✔	✔
Browser Privacy & Security		✔	✔	✔
Parental Control		✔	✔	✔
Anti-Theft		✔	✔	✔
Password Manager			✔	✔
ESET Secure Data			✔	✔
ESET LiveGuard			✔	✔
VPN				✔
Identity Protection				✔

Product downgrade

The product you have currently installed has more security features than the one you are about to activate. VPN, Identity protection, Secure Data and Password Manager are not part of this product. You will not be able to create encrypted files.

The table below details features available in each specific product.

	ESET NOD32 Antivirus	ESET Internet Security	ESET Smart Security Premium	ESET Security Ultimate
Detection engine	✔	✔	✔	✔
Advanced Machine Learning	✔	✔	✔	✔
Exploit Blocker	✔	✔	✔	✔
Script-Based Attack Protection	✔	✔	✔	✔
Anti-Phishing	✔	✔	✔	✔
Web access protection	✔	✔	✔	✔
HIPS (including Ransomware shield)	✔	✔	✔	✔

	ESET NOD32 Antivirus	ESET Internet Security	ESET Smart Security Premium	ESET Security Ultimate
Antispam		✔	✔	✔
Firewall		✔	✔	✔
Network Inspector		✔	✔	✔
Webcam Protection		✔	✔	✔
Network Attack Protection		✔	✔	✔
Botnet Protection		✔	✔	✔
Safe Banking & Browsing		✔	✔	✔
Browser Privacy & Security		✔	✔	✔
Parental Control		✔	✔	✔
Anti-Theft		✔	✔	✔
Password Manager			✔	✔
ESET Secure Data			✔	✔
ESET LiveGuard			✔	✔
VPN				✔
Identity Protection				✔

Installation troubleshooter

If problems occur during installation, the Installation Wizard provides a troubleshooter that resolves the issue, if possible.

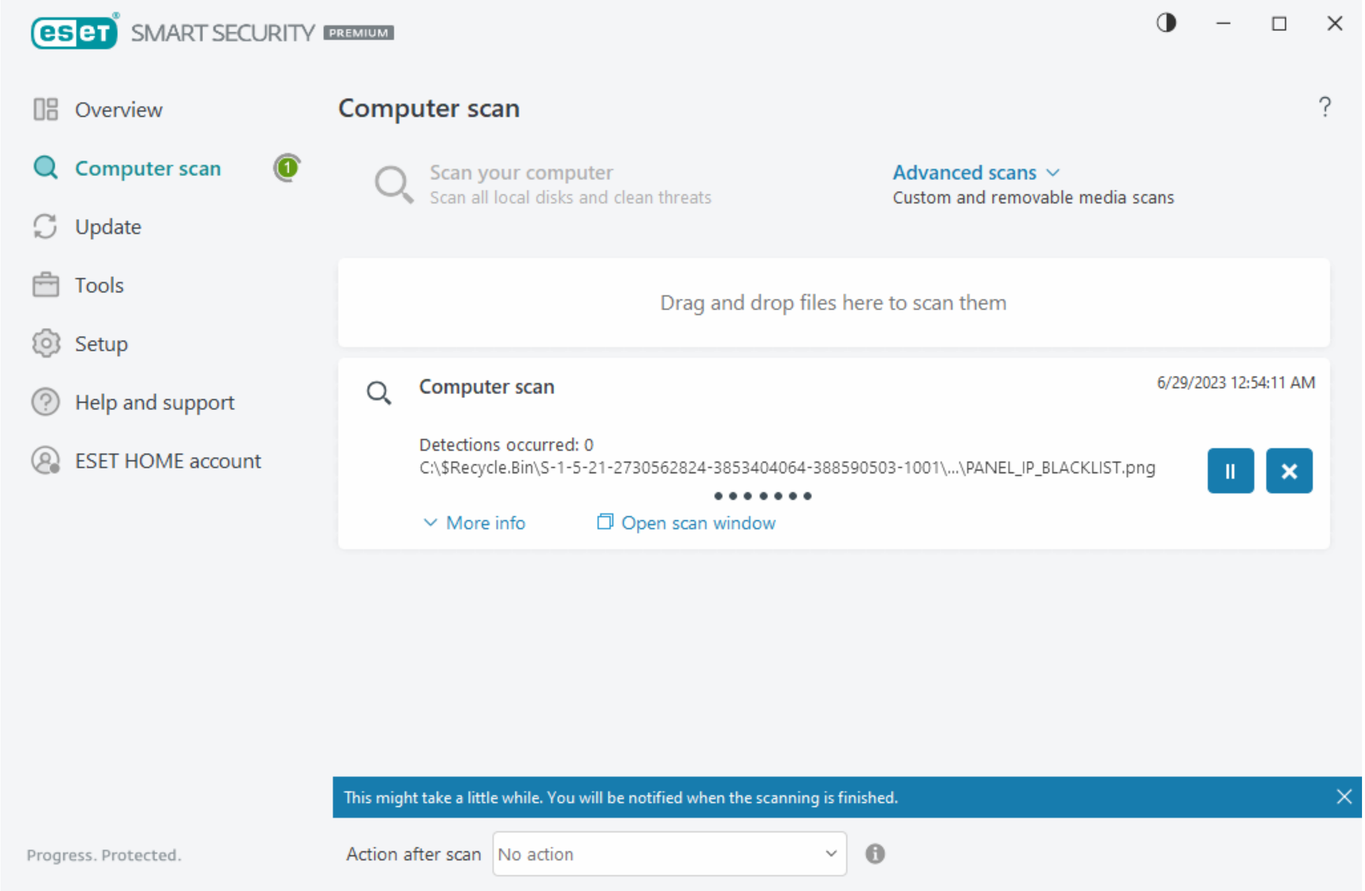
Click **Run troubleshooter** to start the troubleshooter. When the troubleshooter finishes, follow the recommended solution.

If the problem persists, see the list of common installation errors and resolutions.

First scan after installation

After installing ESET Security Ultimate, a computer scan will start automatically after first successful update to check for malicious code.

You can also start a computer scan manually from the main program window > **Computer scan** > **Scan your computer**. For more information about computer scans, see Computer scan.



Computer scan

Computer scan 6/29/2023 12:54:11 AM

Detections occurred: 0
C:\$Recycle.Bin\S-1-5-21-2730562824-3853404064-388590503-1001\...\PANEL_IP_BLACKLIST.png

This might take a little while. You will be notified when the scanning is finished.

Action after scan: No action

Upgrading to a more recent version

New versions of ESET Security Ultimate are issued to implement improvements or fix issues that cannot be resolved by automatic updates to program modules. Upgrading to a later version can be accomplished in several ways:

1. Automatically, by means of a program update.
Since the program upgrade is distributed to all users and may have an impact on certain system configurations, it is issued after a long testing period to ensure functionality with all possible system configurations. If you need to upgrade to a later version immediately after its release, use one of the methods below.
Make sure that you have enabled **Application feature updates** in Advanced setup > **Update** > **Profiles** > **Updates**.

2. Manually, in the main program window by clicking **Check for updates** in the **Update** section.

3. Manually, by downloading and installing a more recent version over the previous one.

For additional information and illustrated instructions see:

- Update ESET Products—check for latest product modules
- What are the different ESET product update and release types?

Legacy product automatic upgrade

Your ESET product version is no longer supported, and your product has been upgraded to the latest version.

⚠ Common installation problems

> ℹ Each new version of ESET products feature many bugfixes and improvements. Existing customers with a valid subscription for an ESET product may upgrade to the latest version of the same product for free.

To finish the installation:

1. Click **Accept and continue** to accept the End User License Agreement and acknowledge the Privacy Policy. If you do not agree with the End User License Agreement, click **Uninstall**. You cannot revert to the previous version.

2. Click **Allow all and continue** to allow both ESET LiveGrid® feedback system and Customer Experience Improvement Program or click **Continue** if you do not want to participate.

3. After activating the new ESET product with your activation key, the Overview page will be displayed. If your subscription information is not found, continue with a free trial. If your subscription used in the previous product is not valid, activate your ESET product.

4. A device restart is required to complete the installation.

ESET Security Ultimate will be installed

This dialog window can be displayed:

- During the installation process—Click **Continue** to install ESET Security Ultimate.

- When changing a subscription in ESET Security Ultimate—Click **Activate** to change the subscription and activate ESET Security Ultimate.

According to your ESET subscription, the **Change product** option enables you to switch between ESET Windows home products. See Which product do I have? for more information.

Change to a different product line

According to your ESET subscription, you can switch between various ESET Windows home products. See Which product do I have? for more information.

Registration

Register your subscription by completing the fields contained in the registration form and clicking **Activate**. The fields marked as required are mandatory. The information you provide will only be used for matters involving your ESET subscription.

Activation progress

Allow a few seconds for the activation process to complete (required time may vary depending on your internet connection speed or computer).

Activation successful

The Activation process is complete. Follow the post-installation wizard to finish setting up ESET Security Ultimate.

A module update will start in a few seconds. Regular updates of ESET Security Ultimate will begin immediately.

An initial scan will start automatically within 20 minutes after the module update.

> i The activation process can be interrupted if the offering is not associated with ESET HOME. Log in to your ESET HOME or create an account.

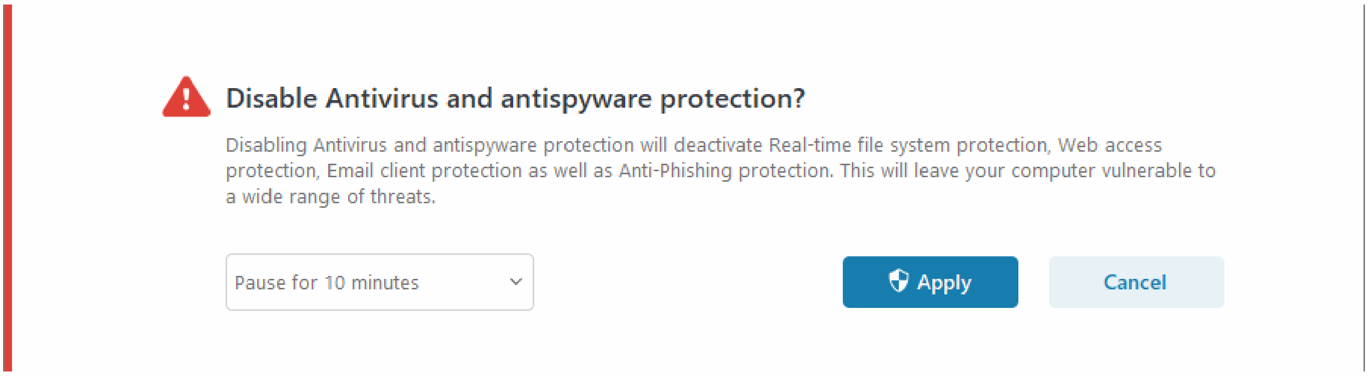
Getting started

This chapter provides an initial overview of ESET Security Ultimate and its basic settings.

System tray icon

Some of the most important setup options and features are available by right-clicking the system tray (Windows notification area) icon ⓔ.

Pause protection—Displays the confirmation dialog box that disables the Detection engine, which guards against malicious system attacks by controlling file, web and email communication. The **Time interval** drop-down menu enables you to specify how long the protection will be disabled.



Disable Antivirus and antispyware protection?

Disabling Antivirus and antispyware protection will deactivate Real-time file system protection, Web access protection, Email client protection as well as Anti-Phishing protection. This will leave your computer vulnerable to a wide range of threats.

Pause for 10 minutes

Pause firewall (allow all traffic)—Switches the firewall to an inactive state. See Network for more information.

Block all network traffic—Blocks all network traffic. You can re-enable it by clicking **Stop blocking all network traffic**.

Advanced setup—Opens the ESET Security Ultimate Advanced setup. To open Advanced setup from the main product window, press F5 on your keyboard or click **Setup** > **Advanced setup**.

Log files—Contains information about important program events that have occurred and provides an overview of detections.

Open ESET Security Ultimate—Opens the ESET Security Ultimate main program window.

Reset window layout—Resets the ESET Security Ultimate's window to its default size and position on the screen.

Color mode—Opens User Interface settings where you can change the color of the GUI.

Check for updates—Starts a module or product update to ensure you are protected. ESET Security Ultimate checks for updates automatically several times a day.

About—Provides system information, details about the installed version of ESET Security Ultimate, installed program modules and information about the operating system and system resources.

Keyboard shortcuts

For better navigation in ESET Security Ultimate, you can use the following keyboard shortcuts:

Keyboard shortcut	Action
F1	open help pages
F5	open Advanced setup
Up Arrow / Down Arrow	navigation in drop-down menu items
TAB	move to the next GUI element in a window
Shift+TAB	move to the previous GUI element in a window
ESC	close the active dialog window
Ctrl+U	show information about your ESET subscription and your computer (Details for Technical Support)
Ctrl+R	reset the product window to its default size and position on the screen
ALT + Left Arrow	navigate back
ALT + Right Arrow	navigate forward
ALT+Home	navigate home

You can also use mouse buttons back or forward for navigation.

Profiles

Profile manager is used in two places within ESET Security Ultimate—In the **On-demand scan** section and in the **Update** section.

Computer scan

There are 4 pre-defined scan profiles in ESET Security Ultimate:

- **Smart scan**—This is the default advanced scanning profile. The Smart scan profile uses Smart Optimization technology, which excludes files that were found to be clean in a previous scan and have not been modified since that scan. This allows for lower scan times with a minimal impact to system security.

- **Context menu scan**—You can start an on-demand scan of any file from the context menu. The Context menu scan profile enables you to define a scan configuration that will be used when you trigger the scan this way.

- **In-depth scan**—The In-depth scan profile does not use Smart optimization by default, so no files are excluded from scanning using this profile.

- **Computer scan**—This is the default profile used in the standard computer scan.

Your preferred scan parameters can be saved for future scanning. We recommend that you create a different profile (with various scan targets, scan methods and other parameters) for each regularly used scan.

To create a new profile, open Advanced setup > **Detection engine** > **Malware scans** > **On-demand scan** > **List of profiles** > **Edit**. The **Profile manager** window includes the **Selected profile** drop-down menu that lists existing scan profiles and the option to create a new one. To help you create a scan profile to fit your needs, see ThreatSense for a description of each parameter of the scan setup.

> i Suppose that you want to create your own scan profile and the **Scan your computer** configuration is partially suitable, but you do not want to scan runtime packers or potentially unsafe applications and you also want to apply **Always remedy detection**. Type the name of your new profile in the **Profile manager** window and click **Add**. Select your new profile from the **Selected profile** drop-down menu and adjust the remaining parameters to meet your requirements, and then click **OK** to save your new profile.

Update

The profile editor in the Update setup enables you to create new update profiles. Create and use your own custom profiles (other than the default **My profile**) only if your computer uses multiple means to connect to update servers.

For example, a laptop that normally connects to a local server (Mirror) in the local network but downloads updates directly from ESET update servers when disconnected from the local network (business trip) might use two profiles: the first one for connecting to the local server; the other one for connecting to ESET servers. When these profiles are configured, navigate to **Tools** > **Scheduler** and edit the update task parameters. Designate one profile as primary and the other as secondary.

Update profile—The currently used update profile. To change it, choose a profile from the drop-down menu.

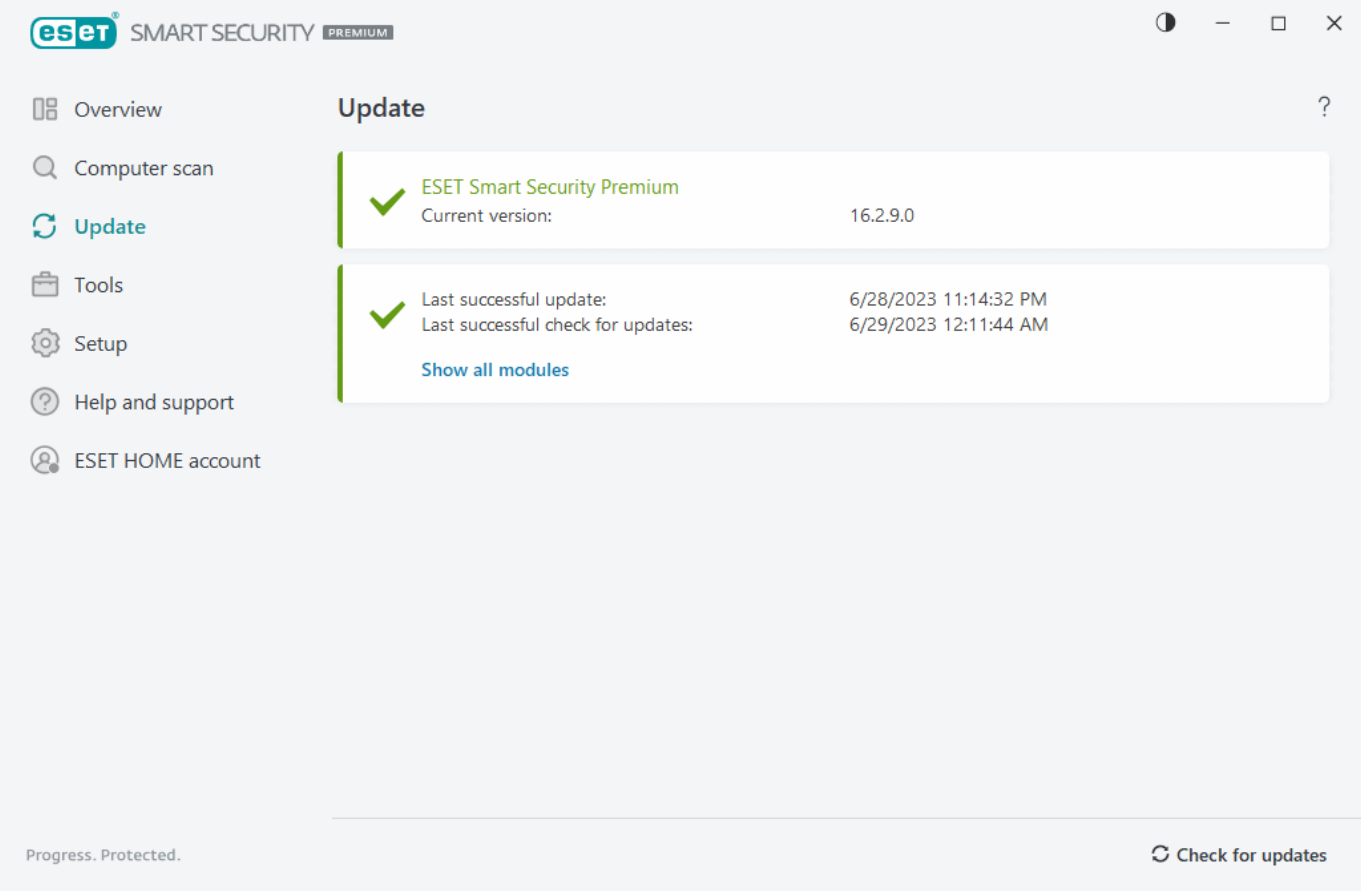
List of profiles—Create new or remove existing update profiles.

Updates

Regularly updating ESET Security Ultimate is the best method to ensure the maximum level of security on your computer. The Update module ensures that both the program modules and the system components are always up to date.

By clicking **Update** in the main program window, you can view the current update status, including the date and time of the last successful update and if an update is needed.

In addition to automatic updates, you can click **Check for updates** to trigger a manual update.



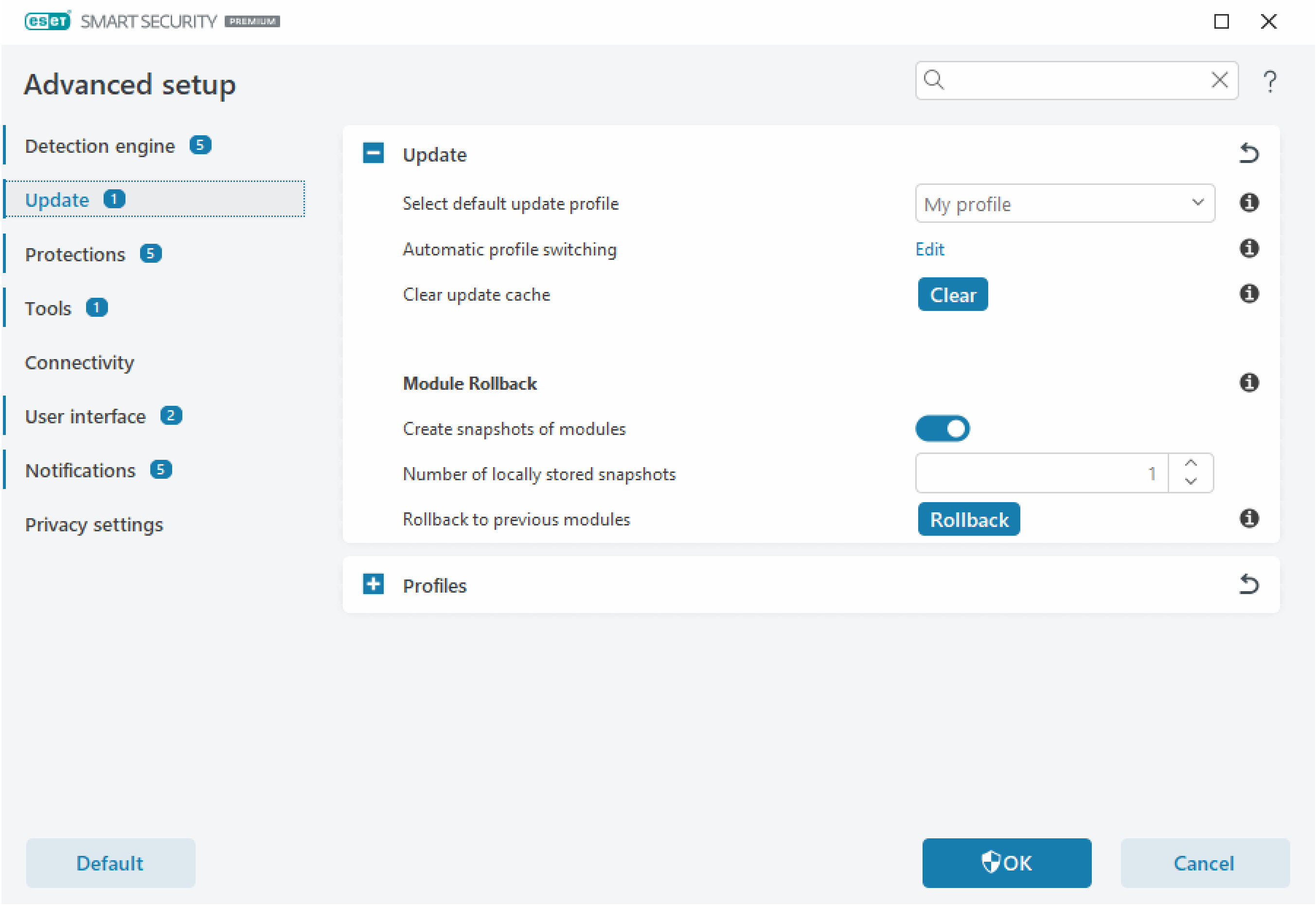
Update

ESET Smart Security Premium
Current version: 16.2.9.0

Last successful update: 6/28/2023 11:14:32 PM
Last successful check for updates: 6/29/2023 12:11:44 AM

Advanced setup > **Update** contains additional update options such as update mode, proxy server access and LAN connections.

If you experience problems with an update, click **Clear** to clear the update cache. If you still cannot update program modules, see the Troubleshooting for "Modules update failed" message section.



Update

Select default update profile: My profile

Automatic profile switching: Edit

Clear update cache: Clear

Module Rollback

Create snapshots of modules: ●

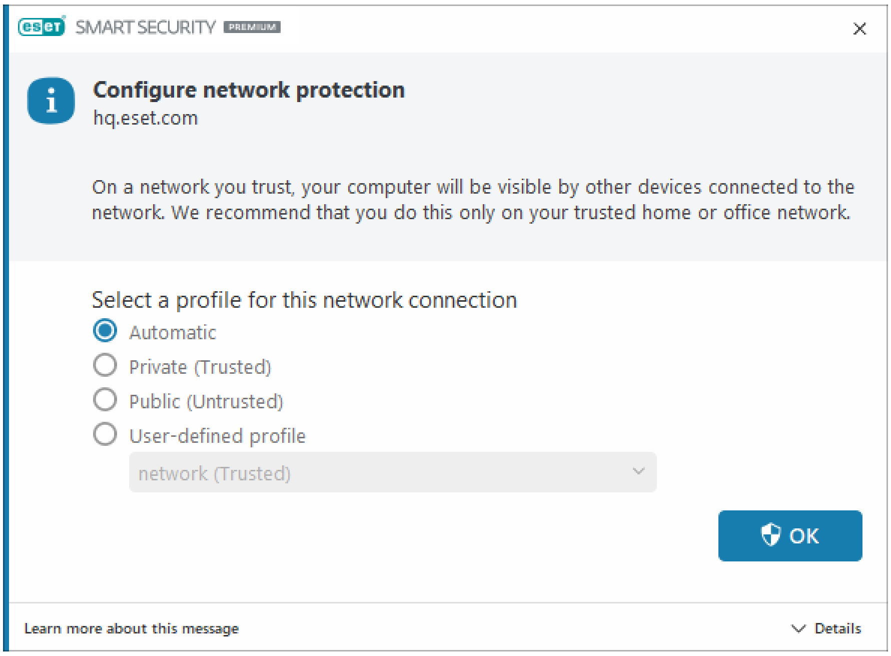
Number of locally stored snapshots: 1

Rollback to previous modules: Rollback

Profiles

Configure network protection

By default, ESET Security Ultimate uses Windows settings when a new network connection is detected. To display a dialog window when a new network is detected, change the Network protection profile assignment to **Ask**. Network protection configuration will be displayed whenever your computer connects to a new network.



Configure network protection
hq.eset.com

On a network you trust, your computer will be visible by other devices connected to the network. We recommend that you do this only on your trusted home or office network.

Select a profile for this network connection

- ● Automatic
- ○ Private (Trusted)
- ○ Public (Untrusted)
- ○ User-defined profile

network (Trusted)

You can choose from the following Network connection profiles:

Automatic—ESET Security Ultimate will select the profile automatically, based on the Activators configured for each profile.

Private—For trusted networks (home or office network). Your computer and shared files stored on your computer are visible to other network users, and system resources are accessible to other users on the network (access to shared files and printers is enabled, incoming RPC communication is enabled and remote desktop sharing is available). We recommend using this setting when accessing a secure local network. This profile is automatically assigned to a network connection if it is configured as Domain or Private network in Windows.

Public—For untrusted networks (public network). Files and folders on your system are not shared with or visible to other users on the network, and system resource sharing is deactivated. We recommend using this setting when accessing wireless networks. This profile is automatically assigned to any network connection that is not configured as Domain or Private network in Windows.

User-defined profile—You can select a profile you created from the drop-down menu. This option is only available if you have created at least one custom profile.

An incorrect network configuration may pose a security risk to your computer.

Enable Anti-Theft

Personal devices are constantly at risk of being lost or stolen in our everyday travels from home to work or other public places. Anti-Theft is a feature that expands user-level security in the case of a lost or stolen device. Anti-Theft allows you monitor the device usage and track your missing device using localization by IP address in ESET HOME, helping you retrieve your device and protect personal data.

Using modern technologies such as geographical IP address lookup, web camera image capture, user account protection, and device monitoring, Anti-Theft may help you and a law enforcement organization locate your lost or stolen computer or device. In ESET HOME, you can see what activity takes place on your computer or device.

To learn more about Anti-Theft in ESET HOME, see the ESET HOME Online Help.

Anti-Theft may not work properly on computers in domains due to restrictions in user accounts management.

To enable Anti-Theft and protect your device in the event of a loss or theft, choose one of the following options:

- In the main program window > **Overview**, click **SET UP** next to **Anti-Theft**.
- If you see the "Anti-Theft is available" message in the main program window > **Overview**, click **Enable Anti-Theft**.
- In the main program window, click **Setup** > **Security tools**. Enable the toggle **Anti-Theft** and follow the on-screen instructions.

If your device is not connected to ESET HOME, you have to:
1. Log in to your ESET HOME account when enabling Anti-Theft.
2. Set a device name.

Anti-Theft does not support Microsoft Windows Home Server.

After you Enable Anti-Theft, you can optimize the security of your device in the main program window > **Setup** > **Security tools** > **Anti-Theft**.

Parental control

If you have already enabled Parental control in ESET Security Ultimate, you must also configure Parental control for all related user accounts.

When Parental control is active and user accounts are not configured, ESET Security Ultimate displays a "Parental control is not set up" notification on the **Overview** screen. Click **Set up rules** and refer to the Parental control section for more information.

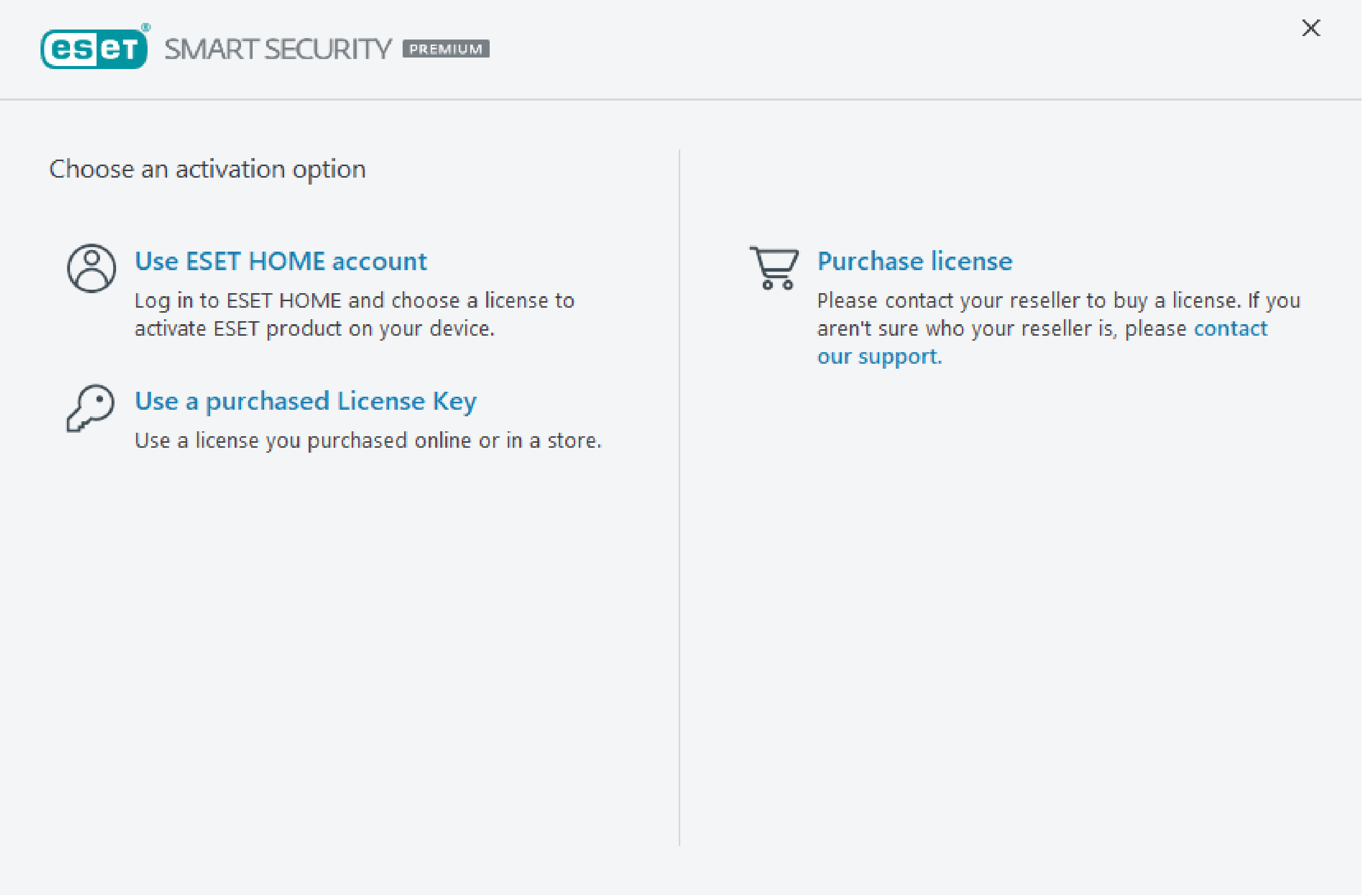
Product activation

There are several methods available to activate your product. Availability of a specific activation scenario in the activation window may vary depending on the country and means of distribution (CD/DVD, ESET web page, etc.):

- If you purchased a retail boxed version of the product or received an email with subscription details, activate your product by clicking **Use a purchased activation key**. The activation key must be entered as supplied for activation to be successful. The activation key is a unique string in the format XXXX-XXXX-XXXX-XXXX-XXXX or XXXX-XXXXXXXX, which is used for identification of the subscription owner and for the activation. The activation key is usually located inside or on the backside of the product package.
- After selecting Use ESET HOME account you will be asked to log in to your ESET HOME account.
- If you do not have a subscription and want to buy one, click **Purchase subscription**. This will redirect you to the website of your local ESET distributor. ESET Windows home product subscriptions are not free.

You can change your product subscription at any time. To do so, click **Help and support** > **Change subscription** in the main program window. You will see the Public ID used to identify your subscription to ESET Support.

⚠ Failed product activation?



Choose an activation option

Use ESET HOME account
Log in to ESET HOME and choose a license to activate ESET product on your device.

Use a purchased License Key
Use a license you purchased online or in a store.

Purchase license
Please contact your reseller to buy a license. If you aren't sure who your reseller is, please contact our support.

Entering your activation key during activation

Automatic updates are important for your security. ESET Security Ultimate will only receive updates once activated.

When entering your **activation key**, it is important to type it exactly as it is written. Your activation key is a unique string in the format XXXX-XXXX-XXXX-XXXX-XXXX which is used for identification of the subscription owner and activation of the subscription.

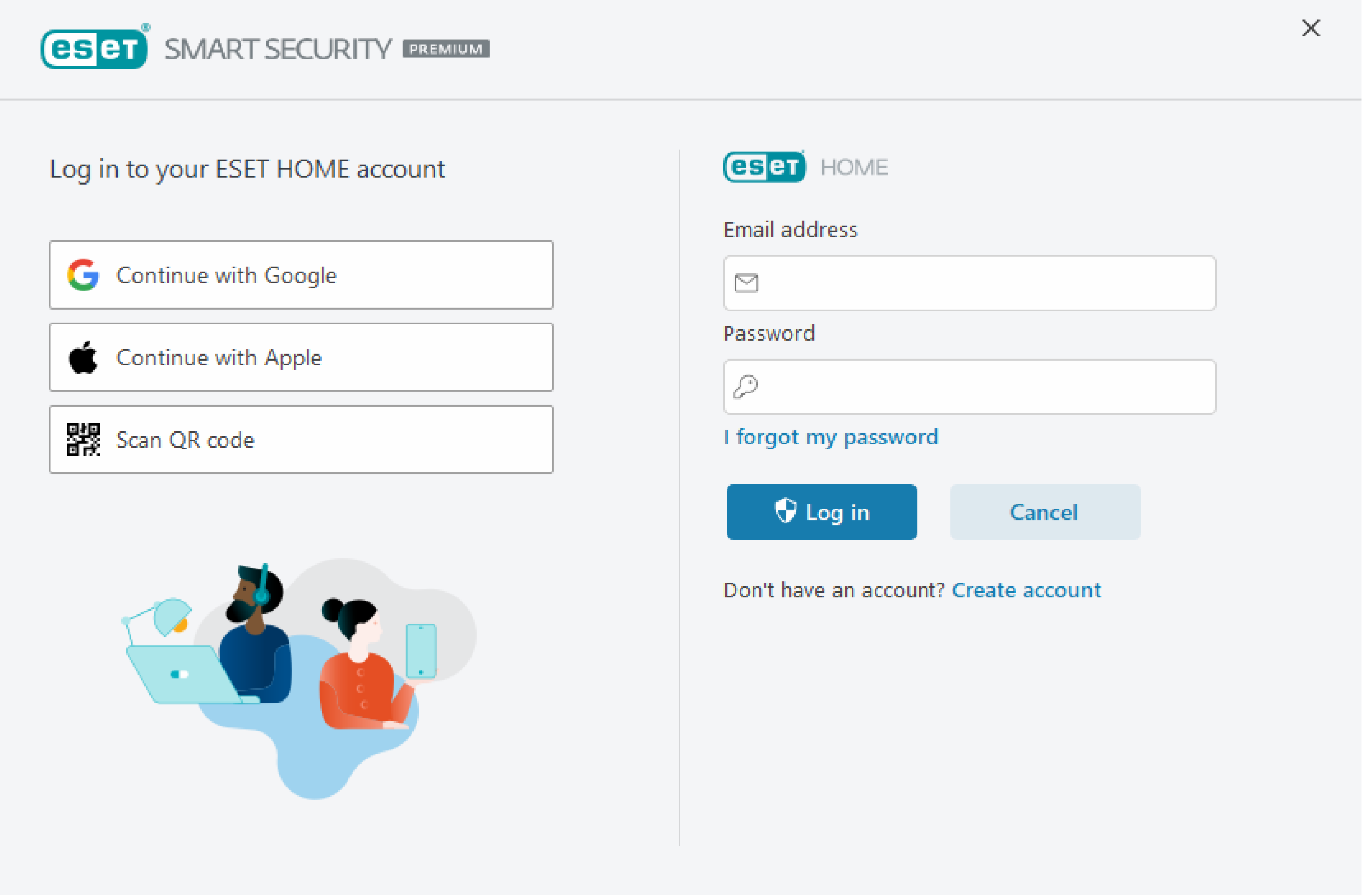
We recommend that you copy and paste your activation key from your registration email to ensure accuracy.

If you did not enter your activation key after installation, your product will not be activated. You can activate ESET Security Ultimate in the main program window > **Help and support** > **Activate subscription**.

ESET Windows home product subscriptions are not free.

Use ESET HOME account

Connect your device to ESET HOME to view and manage all your activated ESET subscriptions and devices. You can renew, upgrade or extend your subscription and view important subscription details. In the ESET HOME management portal or mobile app, you can add different subscriptions, download products to your devices, check the product security status, or share subscriptions through email. For more information, visit ESET HOME Online Help.



After selecting **Use ESET HOME account** as an activation method or when connecting to ESET HOME account during installation:

1. Log in to your ESET HOME account.

> If you do not have an ESET HOME account, click **Create account** to register or see instructions in the ESET HOME Online Help.
> If you forgot your password click **I forgot my password** and follow the on-screen steps or see instructions in the ESET HOME Online Help.

2. Set a **Device name** for your device that will be used in all ESET HOME services and click **Continue**.

3. Choose a subscription for activation or add a new subscription. Click **Continue** to activate ESET Security Ultimate.

Free ESET activation key

Subscription for ESET Security Ultimate is not free.

ESET activation key is a unique sequence of letters and numbers separated by a dash, provided by ESET to allow the legal use of ESET Security Ultimate in compliance with the End User License Agreement. Every End User is entitled to use the activation key only to the extent in which has the right to use ESET Security Ultimate based on the number of licenses granted by ESET. The activation key is deemed confidential and cannot be shared; however, you can share a subscription using the ESET HOME.

There are sources on the internet that might provide you a "free" ESET activation keys, but remember:

- Clicking on a "Free ESET subscription" ad can compromise your computer or device and can lead to becoming infected with malware. Malware can be hidden in unofficial web content (e.g., videos), websites that display ads to earn money based on your visits, etc. Usually, these are a trap.

- ESET can and does disable pirated subscription.

- Having a pirated activation key is not aligned with the End User License Agreement that you must accept to install ESET Security Ultimate.

- Buy ESET subscription only through official channels such as www.eset.com, ESET distributors or resellers (do not buy subscription from unofficial third-party websites like eBay or shared subscription from a third-party).

- Downloading the ESET Security Ultimate is free, but activation during installation requires a valid ESET activation key (you can download and install it, but without activation, it will not work).

- Do not share your subscription on the internet or social media (it might become widespread).

To identify and report a pirated ESET subscription, visit our Knowledgebase article for instructions.

If you are uncertain about buying an ESET Security product, you can use a trial version while you decide:

1. Activate ESET Security Ultimate using a free trial

2. Participate in ESET Beta Program

3. Install ESET Mobile Security if you are using Android mobile device, it is freemium.

To gain a discount / prolong your license, renew your ESET.

Activation failed – common scenarios

If the activation of ESET Security Ultimate is not successful, the most common scenarios are:

- Activation key is already in use.

- You have entered an invalid activation key.

- Information in the activation form is missing or invalid.

- Communication with the activation server failed.

- No connection or disabled connection to ESET activation servers.

Verify that you entered the proper activation key and your internet connection is active. Try to activate ESET

Security Ultimate again. If you use an ESET HOME account for activation, see the ESET HOME Subscription and subscription management - Online Help.

> i If you receive a specific error (for example, Suspended subscription or Overused subscription), follow the instructions in subscription status.

If you still cannot activate ESET Security Ultimate, the ESET Activation Troubleshooter walks you through common questions, errors and problems about activation and licensing (available in English and several other languages).

Subscription status

Your subscription can have different statuses. You can find your subscription status in ESET HOME. To add your subscription to your ESET HOME account, see Add a subscription.

> i If you do not have the ESET HOME account, you can Create a new ESET HOME account.

If the subscription status is other than **Active**, you will receive an error during activation or a notification in the main program window.

To disable subscription status notifications, open Advanced setup > **Notifications** > **Application statuses**. Click **Edit** next to **Application statuses**, expand **Licensing** and deselect the check box next to the notification you want to disable. Disabling the notification does not solve the issue.

See descriptions and recommended solutions for different subscription statuses in the table below:

Subscription status	Description	Solution
Active	The subscription is valid, and there is no need for your interaction. ESET Security Ultimate can be activated, and you can find the subscription details in the main program window > **Help and support**.	
Overused	More devices are using this subscription than allowed. You will receive an activation error.	See Activation failed due to overused subscription for more information.
Suspended	Your subscription was suspended due to payment issues. To use the subscription, ensure your payment details in ESET HOME are up to date or contact your subscription reseller. You can receive this error during activation or in the main program window.	Installed product—If you have the ESET HOME account, in the notification displayed in the main program window, click **Manage your subscription in ESET HOME** and review your payment details. Otherwise, contact your subscription reseller. Activation error—If you have the ESET HOME account, in the activation error window, click **Open ESET HOME** and review your payment details. Otherwise, contact your subscription reseller.

Subscription status	Description	Solution
Expired	Your subscription has expired, and you are not able to use this subscription to activate ESET Security Ultimate. You can receive this error during activation or in the main program window. If you have ESET Security Ultimate already installed, your computer is not protected and updated.	Installed product—In the notification displayed in the main program window, click **Renew subscription** and follow the instructions in How do I renew my subscription?, or click **Activate product** and choose your activation method. Activation error—In the activation error window, click **Renew your subscription** and follow the instructions in How do I renew my subscription?, or type in a new or renewed activation key and click **Renew subscription**.
Canceled	Your subscription has been canceled by ESET or by your subscription reseller.	If you receive an error: Canceled subscription in the main program window or during activation and your subscription should work properly, contact your subscription reseller.

Activation failed due to overused subscription

Issue

- Your subscription may be overused or abused
- Activation failed due to overused subscription

Solution

There are more devices using this subscription than it allows. You may be a victim of software piracy or counterfeiting. The subscription cannot be used to activate any other ESET product. You can solve this problem directly if you are allowed to manage the subscription in your ESET HOME account or purchased the subscription from a legitimate source. If you do not yet have an account, create one.

If you are a subscription owner and you were not prompted to type your email address:

1. To manage your ESET subscription, open a web browser and navigate to https://home.eset.com. Access ESET License Manager and remove or deactivate seats. For more information, see What to do in case of an overused subscription.

2. To identify and report a pirated ESET subscription, visit our Identify and report pirated ESET subscription article for instructions.

3. If you are unsure, click **Back** and email ESET Technical Support.

If you are not a subscription owner, contact the owner of this subscription with information that you cannot activate the ESET product due to the subscription overuse. The owner can solve the problem in the ESET HOME portal.

If prompted to confirm your email address (several cases only), type the email address originally used to purchase or activate your ESET Security Ultimate.

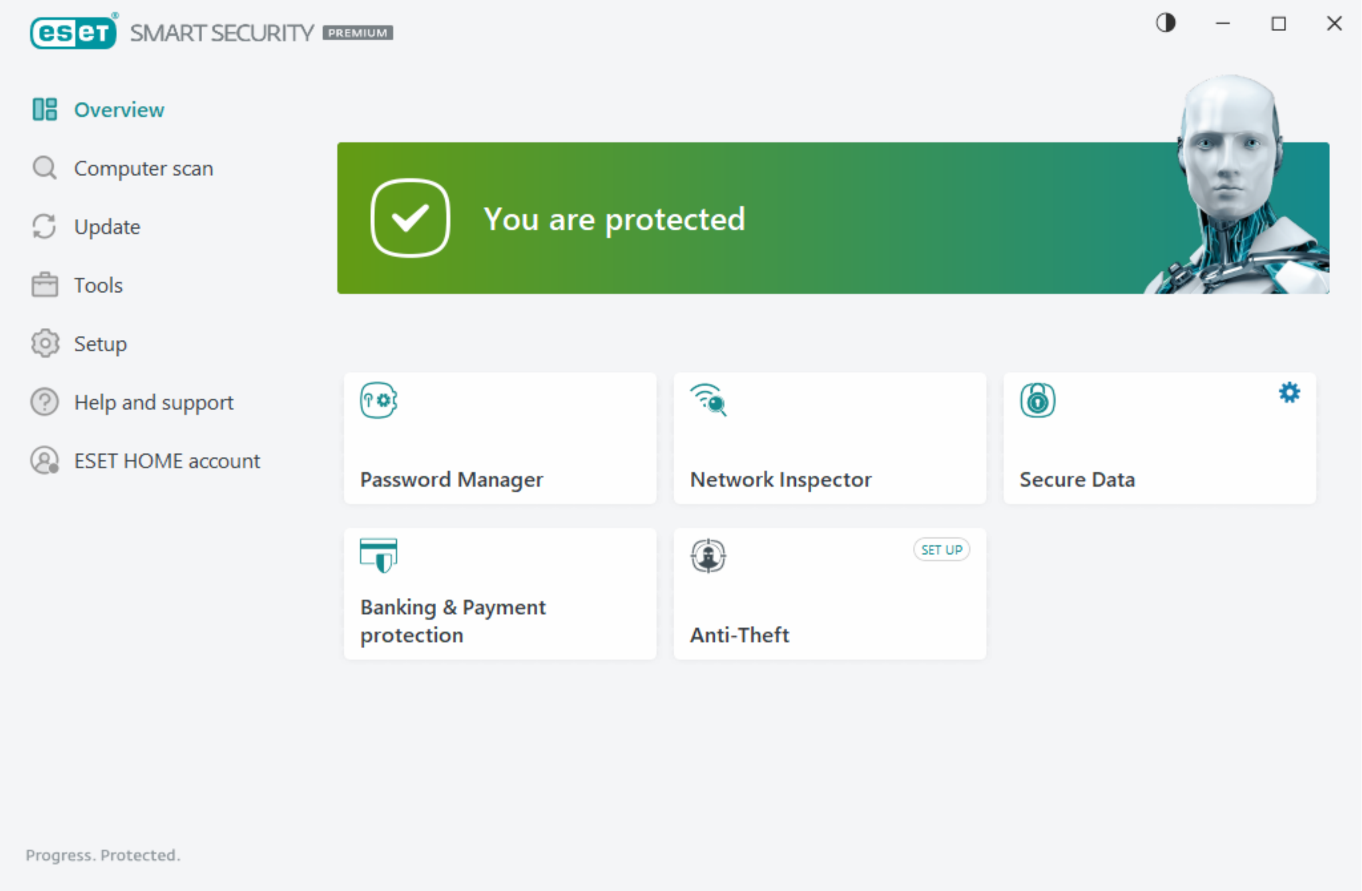
Working with ESET Security Ultimate

The ESET Security Ultimate main program window is split into two sections. The primary window on the right displays information corresponding to the option selected from the main menu on the left.

> **Illustrated instructions**
> See Open the main program window of ESET Windows products for illustrated instructions available in English and several other languages.

You can select the color scheme of ESET Security Ultimate GUI in the top right corner of the main program window. Click the **Color scheme** icon (the icon changes based on the currently selected color scheme) next to **Minimize** icon and select the color scheme from the drop-down menu:

- **Same as the system color**—Sets the color scheme of ESET Security Ultimate based on your operating system settings.
- **Dark**—ESET Security Ultimate will have a dark color scheme (dark mode).
- **Light**—ESET Security Ultimate will have a standard, light color scheme.



You are protected

Main menu options:

Overview—Provides information about the protection status of ESET Security Ultimate.

Computer scan—Enables you to configure and launch a scan of your computer or create a custom scan.

Update—Displays information about the module and detection engine updates.

Tools—Provides access to Network Inspector and other features that help simplify program administration and offer additional options for advanced users.

Setup—Provides configuration options for the ESET Security Ultimate protection features (Computer protection, Internet protection, Network protection and Security tools) and access to Advanced setup.

Help and support—Displays information about your subscription, the installed ESET product, and links to Online Help, ESET Knowledgebase, and Technical Support.

ESET HOME account—Connect your device to ESET HOME or review the ESET HOME account connection status. Use ESET HOME to view and manage your Anti-Theft settings and activated ESET subscription and devices.

Overview

The **Overview** window displays information about your computer's current protection together with quick links to the security features in ESET Security Ultimate.

The **Overview** window displays notifications with detailed information and recommended solutions to improve the security of ESET Security Ultimate, turn on additional features, or ensure maximum protection. If there are more notifications, click **X more notifications** to expand all.

Password Manager—Opens instructions on how to set up Password Manager.

Network Inspector—Checks the security of your network.

Secure Data—Opens Security tools. Click the toggle icon next to **Secure Data** to enable it. If you already have Secure Data enabled, the quick link opens the Secure Data page.

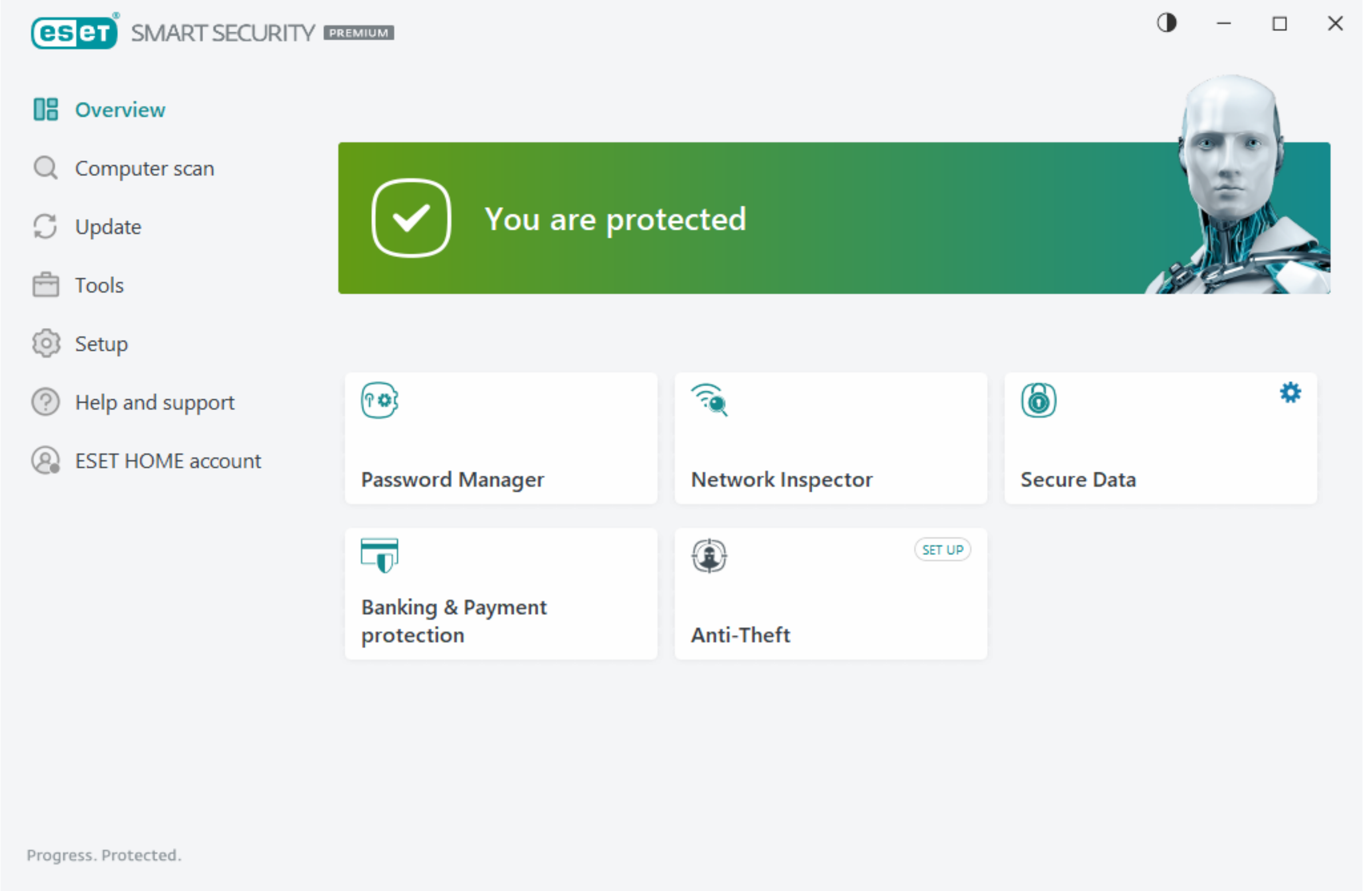
Safe Banking & Browsing—Launches the browser, set as default in Windows, in a secure mode.

Browser Privacy & Security—You can select which extensions will be allowed to be installed on a browser secured by ESET.

Anti-Theft—Starts the Anti-Theft setup. If you already have Anti-Theft set up, the quick link opens the Anti-Theft page.

VPN—Enables you to keep your data safe, avoid unwanted tracking, and enhance your privacy while online with the added security of an anonymous IP address.

Identity Protection—Protects your personal, credit and financial information. Identity Protection detects illegal selling of your personal information by providing continuous monitoring.

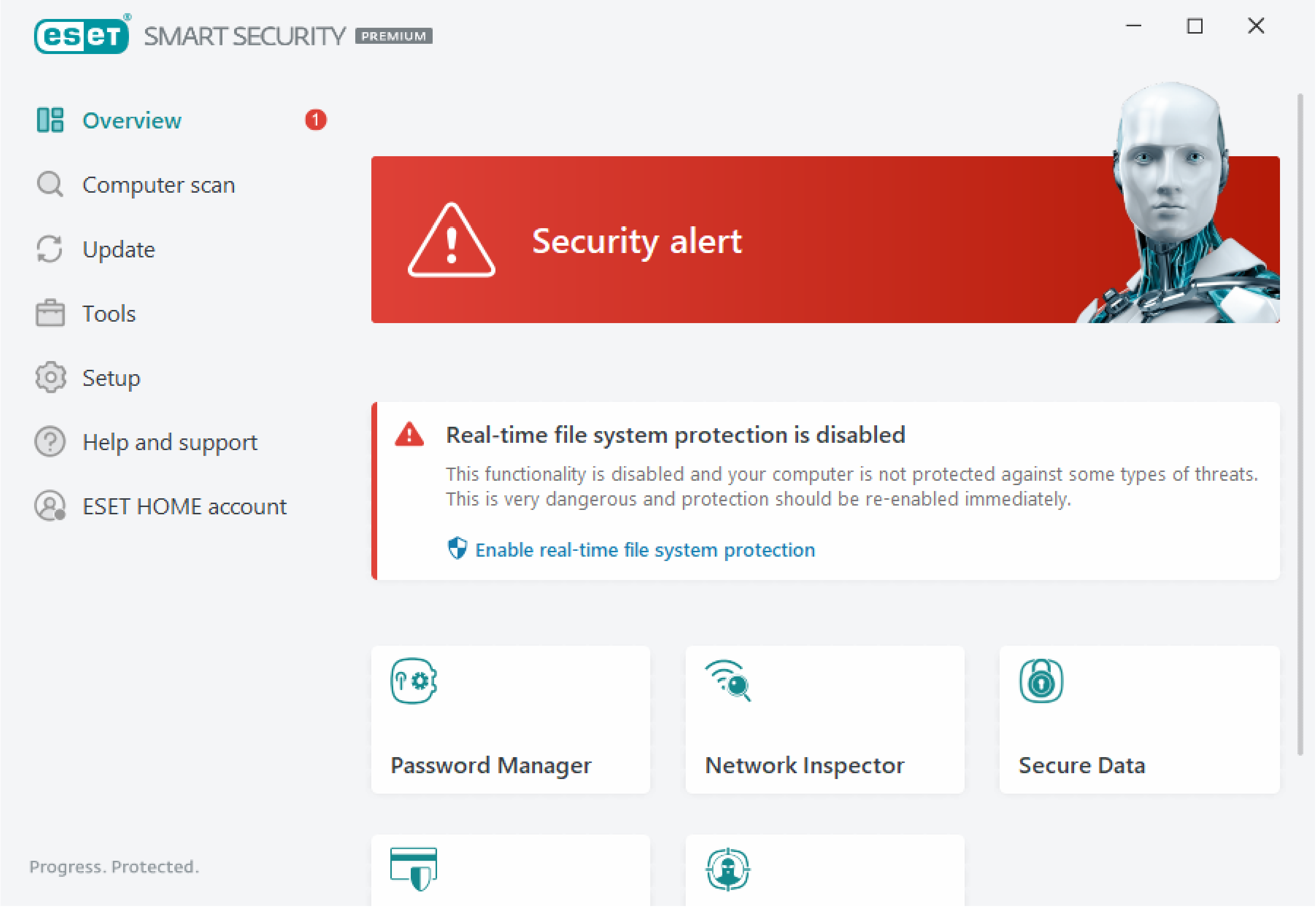

ESET SMART SECURITY PREMIUM

You are protected

✓ The green icon and green **You are protected** status indicate that maximum protection is ensured.

What to do if the program does not work properly?

If an active protection module is working properly its protection status icon will be green. A red exclamation point or orange notification icon indicates that maximum protection is not ensured. Additional information about the protection status of each module, as well as suggested solutions for restoring full protection, are displayed as a notification in the **Overview** window. To change the status of individual modules, click **Setup** and select the desired module.



Real-time file system protection is disabled

This functionality is disabled and your computer is not protected against some types of threats. This is very dangerous and protection should be re-enabled immediately.

Enable real-time file system protection

The red icon and red **Security alert** status indicate critical problems.
There are several reasons this status may be displayed, for example:

- **Product not activated** or **Subscription expired**—This is indicated by a red protection status icon. The program is not able to update after your subscription expires. Follow the instructions in the alert window to renew your subscription.
- **Detection engine is out of date**—This error will appear after several unsuccessful attempts to update the detection engine. We recommend that you check the update settings. The most common reason for this error is incorrectly entered authentication data or incorrectly configured connection settings.
- **Real-time file system protection is disabled**—Real-time protection was disabled by the user. Your computer is not protected against threats. Click **Enable Real-time file system protection** re-enable this functionality.
- **Antivirus and antispyware protection disabled**—You can re-enable antivirus and antispyware protection by clicking **Enable antivirus and antispyware protection**.
- **ESET Firewall disabled**—This problem is also indicated by a security notification next to the **Network** item on your desktop. You can re-enable network protection by clicking **Enable firewall**.

The orange icon indicates limited protection. For example, there might be a problem updating the program or your subscription may be nearing its expiration date.
There are several reasons this status may be displayed, for example:

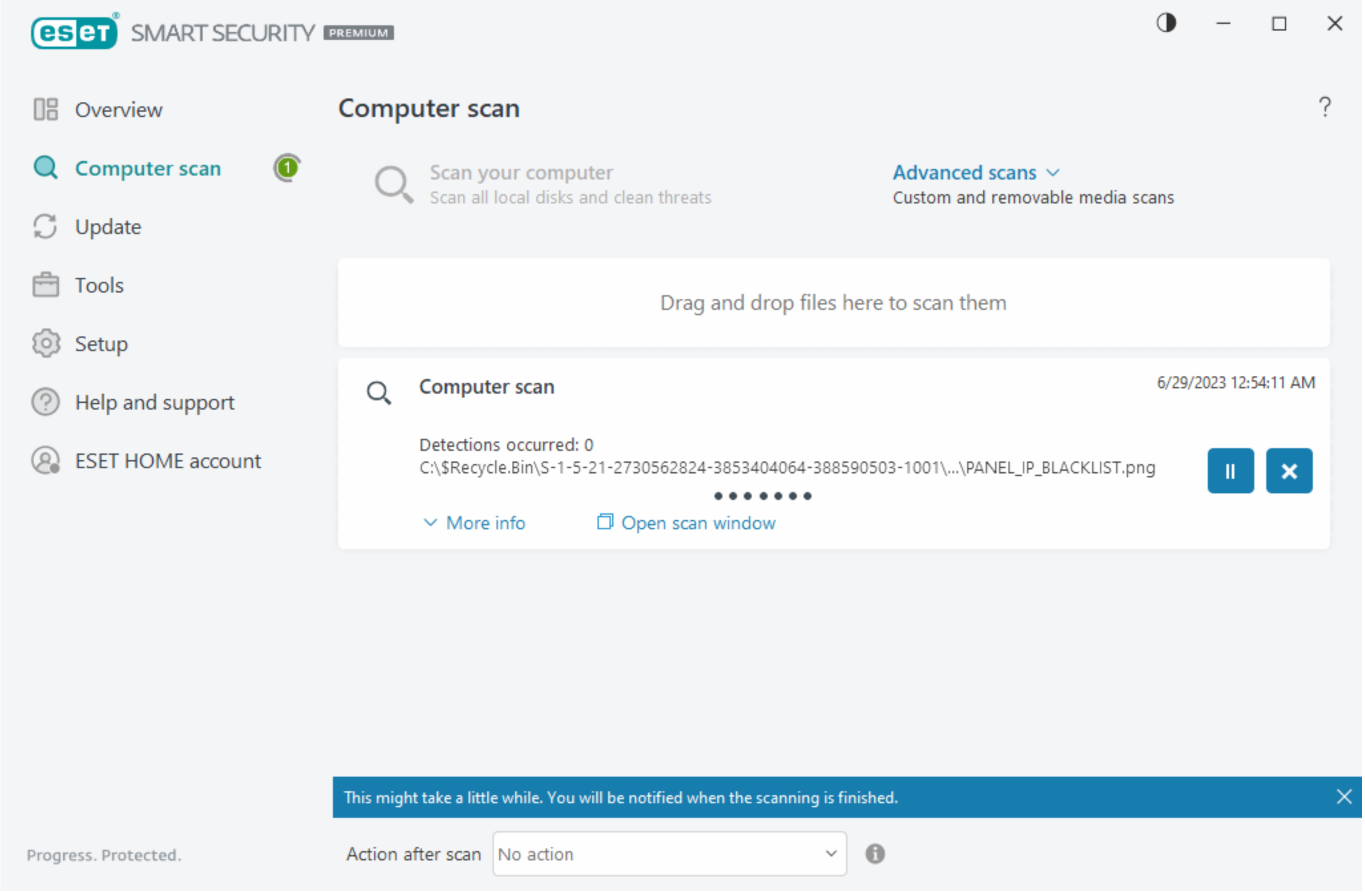
- **Anti-Theft optimization warning**—This device is not optimized for Anti-Theft. For example, a Phantom account (a security feature that is triggered automatically when you mark a device as missing) may not be created on your computer. You can create a Phantom account using the Optimization feature in the Anti-Theft web interface.

- **Gamer mode active**—Enabling Gamer mode is a potential security risk. Enabling this feature disables all notification/alert windows and stops any scheduled tasks.
- **Your subscription expires soon/Your subscription expires today**—This is indicated by the protection status icon displaying an exclamation point next to the system clock. After your subscription expires, the program will not be able to update and the Protection status icon will turn red.

If you are unable to solve a problem by using the suggested solutions, click **Help and support** to access help files or search the ESET Knowledgebase. If you still need assistance, you can submit a support request. ESET Technical Support will respond quickly to your questions and help find a resolution.

Computer scan

The On-demand scanner is an important part of your antivirus solution. It is used to perform scans of files and folders on your computer. From a security standpoint, it is essential that computer scans are performed regularly as part of routine security measures, not just when an infection is suspected. We recommend that you perform regular in-depth scans of your system to detect viruses that are not captured by Real-time file system protection when they are written to the disk. This can happen if Real-time file system protection is disabled at the time, the detection engine is obsolete, or the file is not detected as a virus when it is saved to the disk.



Computer scan

Scan your computer
Scan all local disks and clean threats

Advanced scans
Custom and removable media scans

Drag and drop files here to scan them

Computer scan 6/29/2023 12:54:11 AM

Detections occurred: 0
C:\$Recycle.Bin\S-1-5-21-2730562824-3853404064-388590503-1001\...\PANEL_IP_BLACKLIST.png

This might take a little while. You will be notified when the scanning is finished.

Action after scan: No action

Two types of **Computer scan** are available. **Scan your computer** quickly scans the system without specifying scan parameters. **Custom scan** (under Advanced scans) enables you to select from pre-defined scan profiles designed to target specific locations and choose specific scan targets.

See Scan progress for more information about the scanning process.

> ℹ By default, ESET Security Ultimate attempts to clean or delete detections found during the computer scan automatically. In some cases, if no action can be performed, you receive an interactive alert and must select a cleaning action (for example, delete or ignore). To change the cleaning level and for more detailed information, see Cleaning. To review previous scans, see Log files.

Scan your computer

Scan your computer enables you to quickly launch a computer scan and clean infected files with no need for user intervention. The advantage of **Scan your computer** is it is easy to operate and does not require detailed scanning configuration. This scan checks all files on local drives and automatically cleans or deletes detected infiltrations. The cleaning level is automatically set to the default value. For more detailed information about cleaning modes, see Cleaning.

You can also use the **Drag and drop scan** feature to scan a file or folder manually by clicking the file or folder, moving the mouse pointer to the marked area while keeping the mouse button pressed and then releasing it. After that, the application is moved to the foreground.

The following scanning options are available under **Advanced scans**:

Custom scan

Custom scan lets you specify scanning parameters such as scan targets and methods. The advantage of **Custom scan** is that you can configure the parameters in detail. Configurations can be saved to user-defined scan profiles, which can be useful if scanning is repeatedly performed with the same parameters.

Removable media scan

Similar to **Scan your computer**—quickly launch a scan of removable media (such as CD/DVD/USB) that are currently connected to the computer. This may be useful when you connect a USB flash drive to a computer and want to scan its contents for malware and other potential threats.

This type of scan can also be initiated by clicking **Custom scan**, selecting **Removable media** from the **Scan targets** drop-down menu and clicking **Scan**.

Repeat last scan

Enables you to quickly launch the previously performed scan using the same settings as before.

Action after scan drop-down menu enables you to set an action to be performed automatically after a scan finishes:

- **No action**—After a scan finishes, no action will be performed.
- **Shut down**—The computer turns off after a scan finishes.
- **Restart if needed**—The computer restarts if only needed to complete cleaning of detected threats.
- **Restart**—Closes all open programs and restarts the computer after a scan finishes.
- **Force restart if needed**—The computer forces restart if only needed to complete cleaning of detected

threats.

- **Force restart**— Forces closing of all open programs without waiting for user interaction and restarts the computer after a scan finishes.

- **Sleep**—Saves your session and puts the computer in a low-power state so that you can quickly resume working.

- **Hibernate**—Takes everything you have running on RAM and moves it to a special file on your hard drive. Your computer shuts down but will resume its previous state the next time you start it.

Sleep or **Hibernate** actions are available based on your computer Power & sleep operating system settings or your computer/laptop capabilities. Remember that a sleeping computer is still a working computer. It is still running basic functions and using electricity when your computer runs on battery power. To preserve battery life, for example, when traveling outside of your office, we recommend using the Hibernate option.

The selected action will start after all of the running scans are finished. When you select **Shutdown** or **Restart**, a confirmation dialog window will display a 30-second countdown (click **Cancel** to deactivate the requested action).

We recommend that you run a computer scan at least once a month. Scanning can be configured as a scheduled task from **Tools** > **Scheduler**. How do I schedule a weekly computer scan?

Custom scan launcher

You can use the Custom Scan to scan operating memory, network, or specific parts of a disk rather than the entire disk. To do so, click **Advanced scans** > **Custom scan** and select specific targets from the folder (tree) structure.

You can choose a profile from the **Profile** drop-down menu when scanning specific targets. The default profile is **Smart scan**. There are three more pre-defined scan profiles called **In-depth scan**, **Context menu scan** and **Computer scan**. These scan profiles use different ThreatSense parameters. The available options are described in Advanced setup > **Detection engine** > **Malware scans** > **On-demand scan** > ThreatSense.

The folder (tree) structure also contains specific scan targets.

- **Operating memory**—Scans all processes and data currently used by operating memory.

- **Boot sectors/UEFI**—Scans Boot sectors and UEFI for the presence of malware. Read more about the UEFI scanner in the glossary.

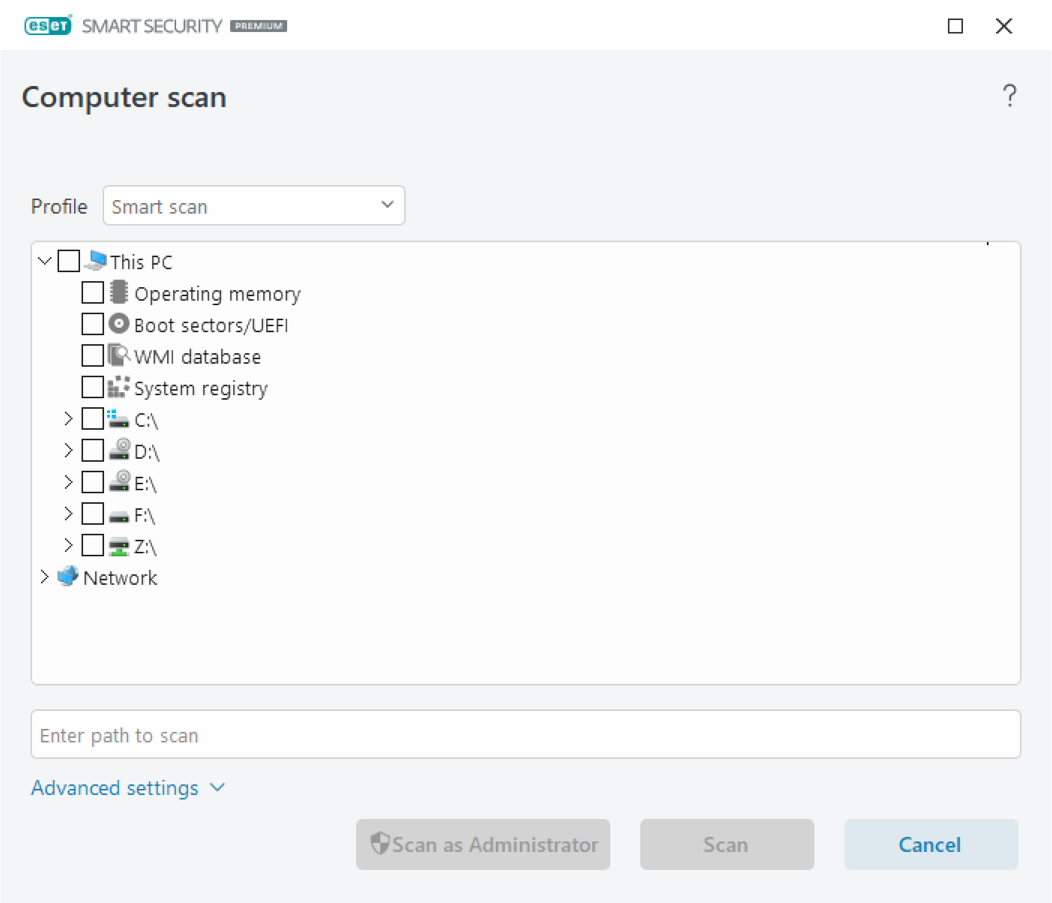
- **WMI database**—Scans the whole Windows Management Instrumentation (WMI) database, all namespaces, class instances, and properties. Searches for references to infected files or malware embedded as data.

- **System registry**—Scans the whole system registry, all keys, and subkeys. Searches for references to infected files or malware embedded as data. When cleaning the detections, the reference remains in the registry to ensure important data is not lost.

To quickly navigate to a scan target (file or folder), type its path into the text field below the tree structure. The path is case-sensitive. To include the target in the scan, select its check box in the tree structure.

How to schedule a weekly computer scan

To schedule a regular task, see How to schedule a weekly computer scan.



You can configure cleaning parameters for the scan in Advanced setup > **Detection engine** > **Malware scans** > **On-demand scan** > **ThreatSense** > **Cleaning**. To run a scan with no cleaning action, click **Advanced settings** and select **Scan without cleaning**. Scan history is saved to the scan log.

When **Ignore exclusions** is selected, files with previously excluded extensions will be scanned with no exception.

Click **Scan** to execute the scan using the custom parameters you have set.

Scan as Administrator enables you to execute the scan under the Administrator account. Use this if the current user does not have privileges to access the files you want to scan. This button is not available if the current user cannot call UAC operations as an Administrator.

You can view the computer scan log when a scan completes by clicking Show log.

Scan progress

The scan progress window shows the current status of the scan and information about the number of files found that contain malicious code.

It is normal that some files, such as password-protected files or files being exclusively used by the system (typically *pagefile.sys* and certain log files), cannot be scanned. You can find more details in our Knowledgebase article.

How to schedule a weekly computer scan
To schedule a regular task, see How to schedule a weekly computer scan.

Scan progress—The progress bar shows the status of the running scan.

Target—The name of the currently scanned object and its location.

Detections occurred—Shows the total number of scanned files, threats found and threats cleaned during a scan.

Click More info to show the following information:

- **User**—Name of the user account which started the scan.
- **Objects scanned**—Number of already scanned objects.
- **Duration**—Time elapsed.

Pause icon—Pauses a scan.

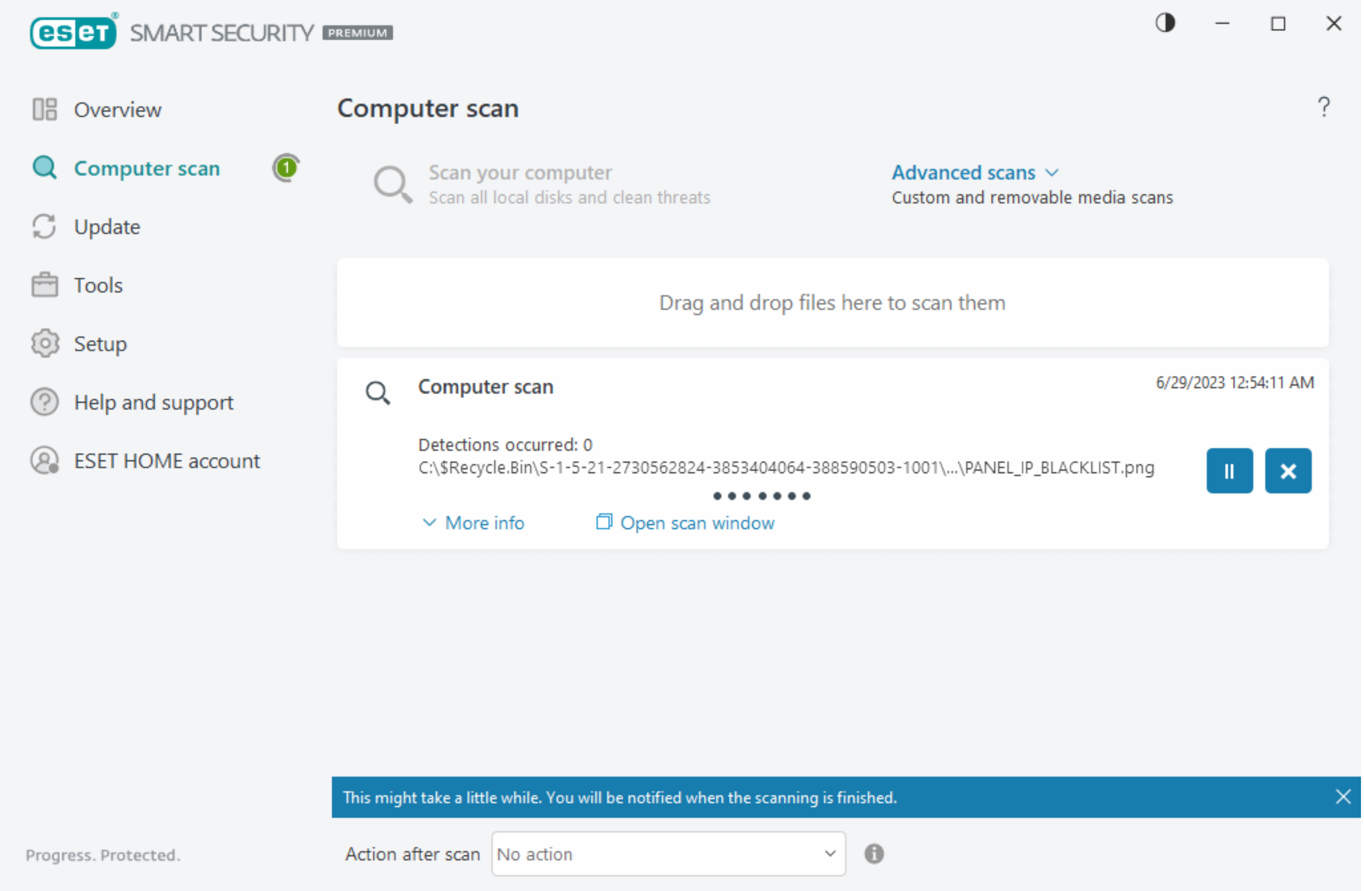
Resume icon—This option is visible when scan progress is paused. Click the icon to continue scanning.

Stop icon—Terminates the scan.

Click **Open Scan window** to open the Computer scan log with more details about the scan.

Scroll scan log—If enabled, the scan log will scroll down automatically as new entries are added so that the most recent entries are visible.

Click the magnifier or arrow to show details about the scan that is currently running. You can run another parallel scan by clicking **Scan your computer** or **Advanced scans** > **Custom scan**.



Computer scan

Drag and drop files here to scan them

Computer scan 6/29/2023 12:54:11 AM

Detections occurred: 0
C:\$Recycle.Bin\S-1-5-21-2730562824-3853404064-388590503-1001\...\PANEL_IP_BLACKLIST.png

This might take a little while. You will be notified when the scanning is finished.

Action after scan: No action

Action after scan drop-down menu enables you to set an action to be performed automatically after a scan finishes:

- **No action**—After a scan finishes, no action will be performed.
- **Shut down**—The computer turns off after a scan finishes.
- **Restart if needed**—The computer restarts if only needed to complete cleaning of detected threats.
- **Restart**—Closes all open programs and restarts the computer after a scan finishes.
- **Force restart if needed**—The computer forces restart if only needed to complete cleaning of detected threats.
- **Force restart**— Forces closing of all open programs without waiting for user interaction and restarts the computer after a scan finishes.
- **Sleep**—Saves your session and puts the computer in a low-power state so that you can quickly resume working.
- **Hibernate**—Takes everything you have running on RAM and moves it to a special file on your hard drive. Your computer shuts down but will resume its previous state the next time you start it.

Sleep or **Hibernate** actions are available based on your computer Power & sleep operating system settings or your computer/laptop capabilities. Remember that a sleeping computer is still a working computer. It is still running basic functions and using electricity when your computer runs on battery power. To preserve battery life, for example, when traveling outside of your office, we recommend using the Hibernate option.

The selected action will start after all of the running scans are finished. When you select **Shutdown** or **Restart**, a confirmation dialog window will display a 30-second countdown (click **Cancel** to deactivate the requested action).

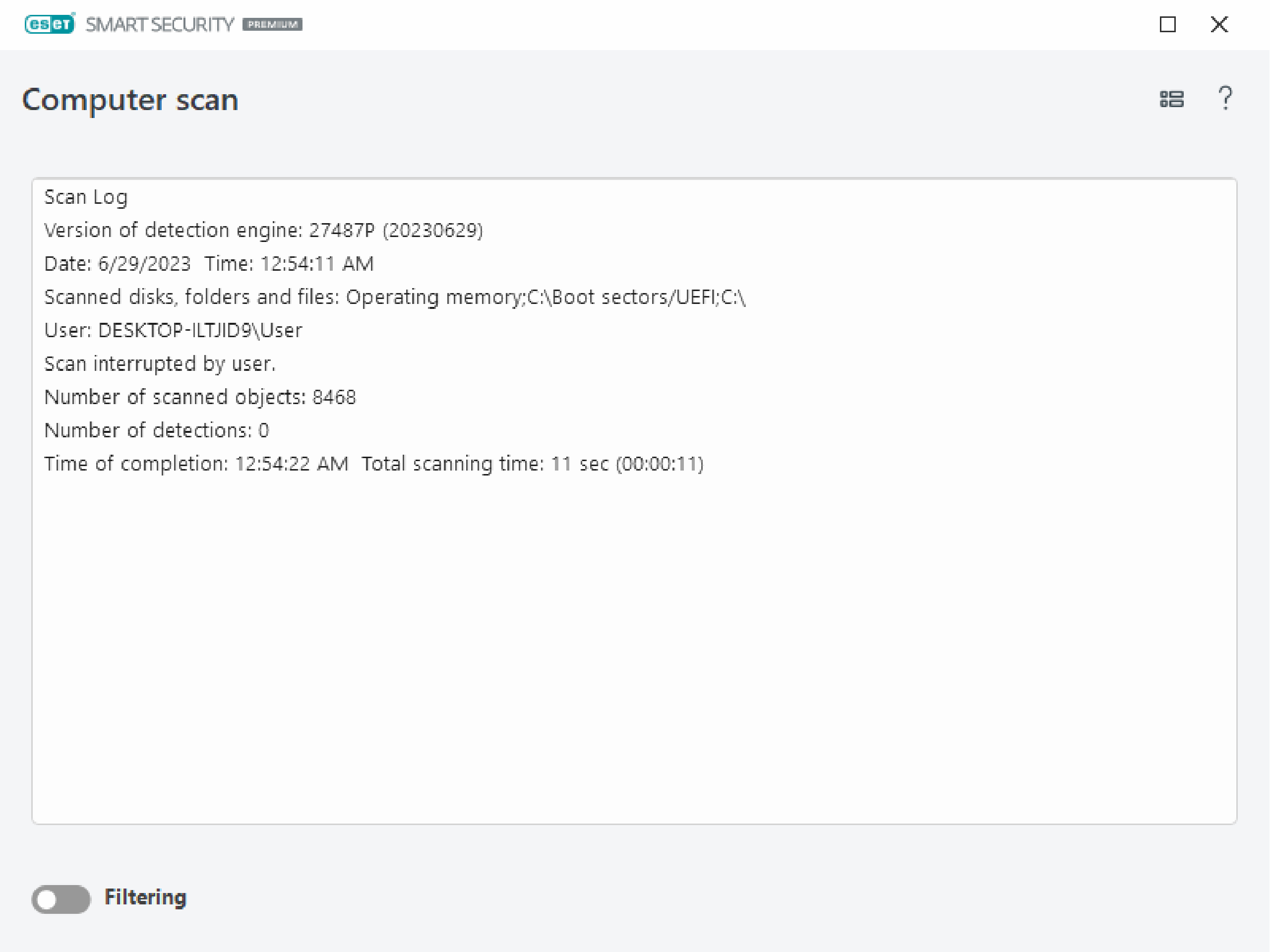
Computer scan log

You can view detailed information related to a specific scan in Log files. Scan log contains the following information:

- Version of detection engine
- Starting date and time
- List of scanned disks, folders, and files
- Scheduled scan name (scheduled scan only)
- User who started the scan.
- Scan status
- Number of scanned objects
- Number of detections found
- Time of completion
- Total scanning time

> ℹ A new start of a scheduled computer scan task is skipped if the same scheduled task that was executed earlier is still running. The skipped scheduled scan task will create a Computer scan log with 0 scanned objects and **Scan did not start because the previous scan was still running** status.

To find previous scan logs, in the main program window, select **Tools** > **Log files**. In the drop-down menu, select **Computer scan** and double-click the desired record.



Scan Log
Version of detection engine: 27487P (20230629)
Date: 6/29/2023 Time: 12:54:11 AM
Scanned disks, folders and files: Operating memory;C:\Boot sectors/UEFI;C:\
User: DESKTOP-ILTJID9\User
Scan interrupted by user.
Number of scanned objects: 8468
Number of detections: 0
Time of completion: 12:54:22 AM Total scanning time: 11 sec (00:00:11)

> To learn more about "unable to open", "error opening" and/or "archive damaged" records, see our ESET Knowledgebase article.

Click the toggle icon **Filtering** to open the Log filtering window where you can define custom criteria to narrow your search. To view the context menu, right-click a specific log entry:

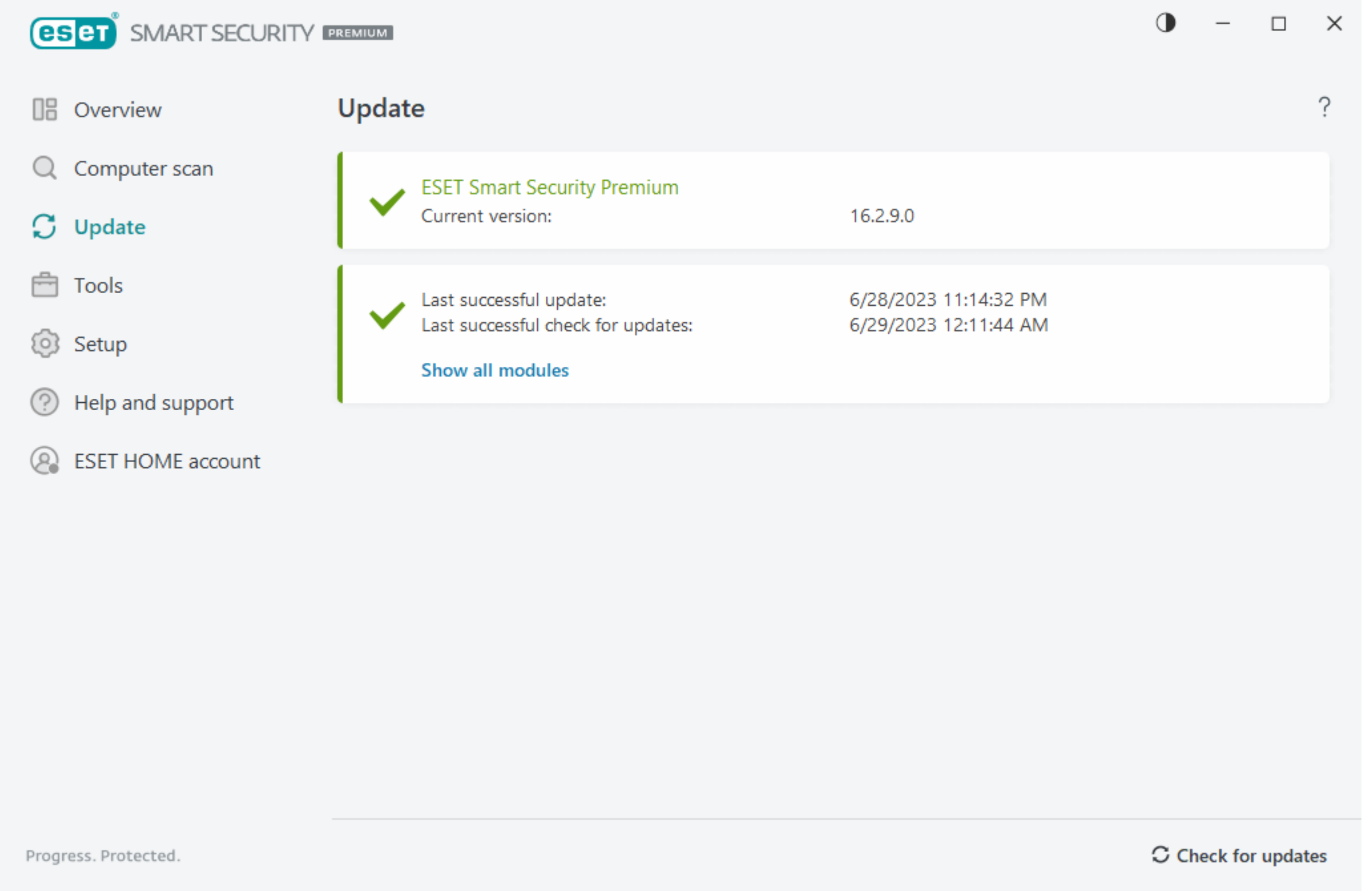
Action	Usage
Filter same records	Activates the log filtering. The log will show only records of the same type as the selected one.
Filter	This option opens the Log filtering window and enables you to define criteria for specific log entries. Shortcut: `Ctrl+Shift+F`
Enable filter	Activates the filter settings. If you activate the filter for the first time, you must define settings, and the Log filtering window opens.
Disable filter	Turns the filter off (same as clicking the switch at the bottom).
Copy	Copies highlighted record(s) into clipboard. Shortcut: `Ctrl+C`
Copy all	Copies all records in the window.
Export	Exports highlighted record(s) into clipboard to an XML file.
Export all	This option exports all records in the window to an XML file.
Detection description	Opens the ESET Threat Encyclopedia, which contains detailed information about the dangers and symptoms of the highlighted infiltration.

Update

Regularly updating ESET Security Ultimate is the best method to ensure the maximum level of security on your computer. The Update module ensures that both the program modules and the system components are always up-to-date.

By clicking **Update** in the main program window, you can view the current update status including the date and time of the last successful update and if an update is needed.

In addition to automatic updates, you can click **Check for updates** to trigger a manual update. Regularly updating the program modules and components is an important aspect of maintaining complete protection against malicious code. Please pay attention to the product modules configuration and operation. You must activate your product by using your activation key to receive updates. If you did not do so during installation, you will need to activate ESET Security Ultimate to access ESET update servers. Your activation key was sent to you in an email from ESET after purchasing ESET Security Ultimate.



Update

ESET Smart Security Premium
Current version: 16.2.9.0

Last successful update: 6/28/2023 11:14:32 PM
Last successful check for updates: 6/29/2023 12:11:44 AM

Show all modules

Current version—Shows the version number of the current product version you have installed.

Last successful update—Shows the date of the last successful update. If you do not see a recent date, your product modules may not be current.

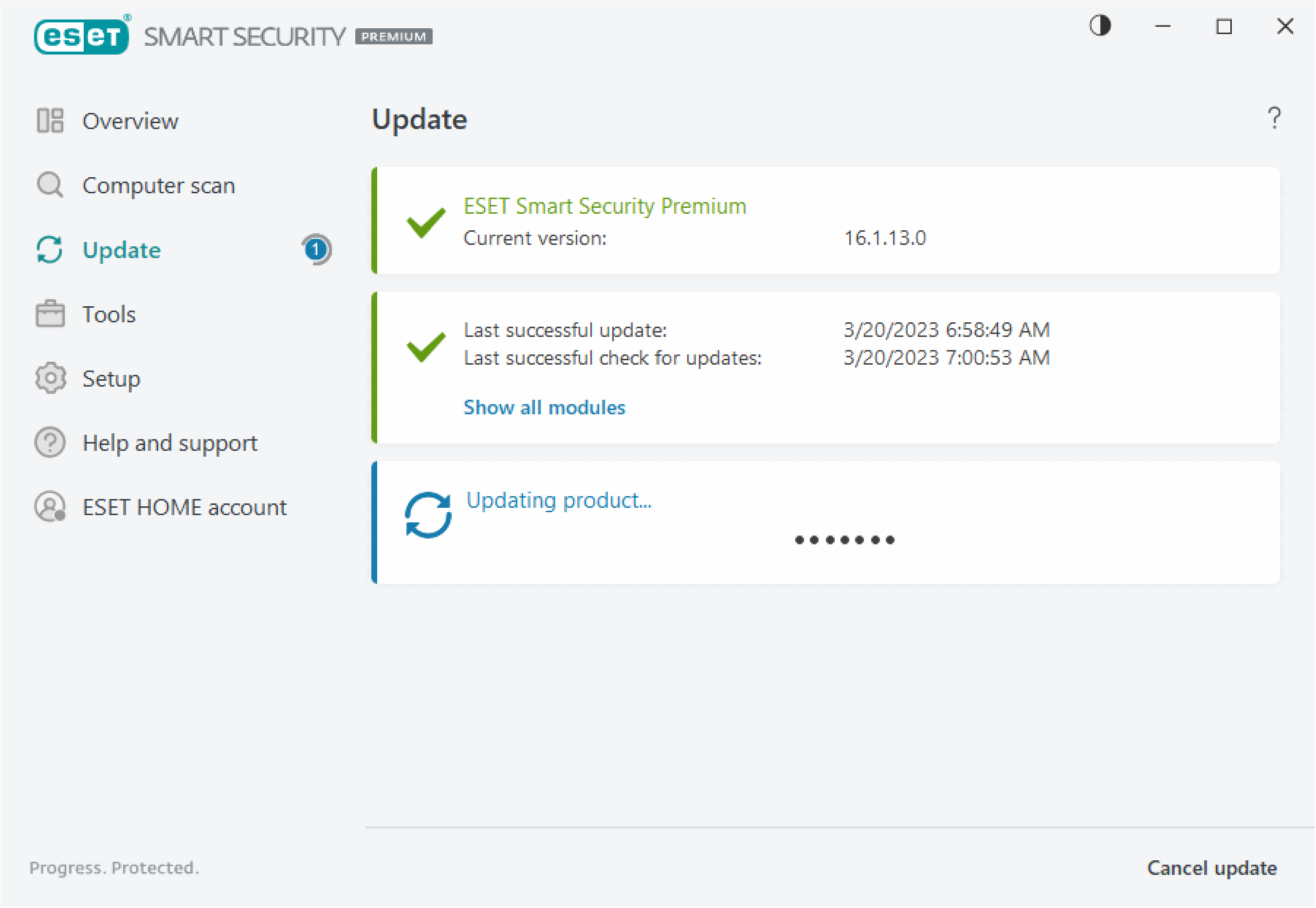
Last successful check for updates—Shows the date of the last successful check for updates.

Show all modules—Shows the list of installed program modules.

Click **Check for updates** to check for the latest available version of ESET Security Ultimate.

Update process

After clicking **Check for updates**, the download will begin. A download progress bar and remaining time to download will be displayed. To interrupt the update, click **Cancel update**.



ESET Smart Security Premium
Current version: 16.1.13.0

Last successful update: 3/20/2023 6:58:49 AM
Last successful check for updates: 3/20/2023 7:00:53 AM

Updating product...

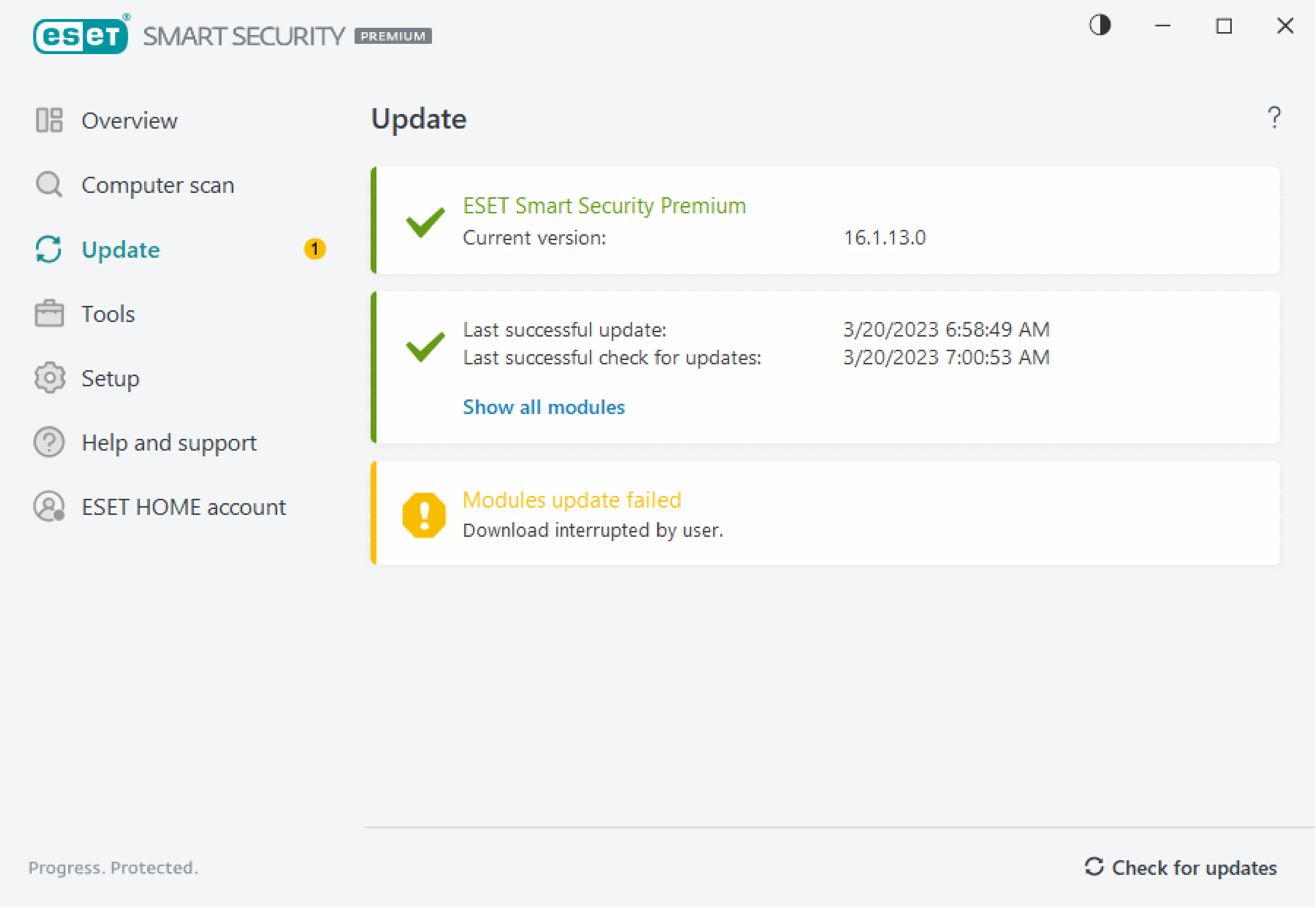
Under normal circumstances, you will see the green check mark in the **Update** window, indicating that the program is up-to-date. If you do not see a green check mark, the program is out-of-date and is more vulnerable to infection. Please update the program modules as soon as possible.

Unsuccessful update

If you receive a modules update failed message, it may be caused by the following issues:

1. **Invalid subscription**—The subscription used for activation is invalid or has expired. In the main program window, click **Help and support** > **Change subscription** and activate your product.

2. **An error occurred while downloading update files**—This can be caused by incorrect internet connection settings. We recommend that you check your internet connectivity (by opening any website in your web browser). If the website does not open, likely an internet connection is not established or there are connectivity problems with your computer. Please check with your internet Service Provider (ISP) if you do not have an active internet connection.



ESET Smart Security Premium
Current version: 16.1.13.0

Last successful update: 3/20/2023 6:58:49 AM
Last successful check for updates: 3/20/2023 7:00:53 AM

Modules update failed
Download interrupted by user.

You must restart your computer after a successful ESET Security Ultimate update to a later product version to ensure that all program modules were updated correctly. It is not necessary to restart your computer after regular modules updates.

For more information, please visit Troubleshooting for "Modules update failed" message.

Dialog window - Restart required

A computer restart is required after updating the ESET Security Ultimate to a new version. New versions of ESET Security Ultimate are issued to implement improvements or fix issues that automatic updates of program modules cannot resolve.

The new version of ESET Security Ultimate can be installed automatically, based on your program update settings, or manually by downloading and installing a newer version over the previous one.

Click **Restart now** to restart your computer. If you plan to restart your computer later, click **Remind me later**. Later, you can restart your computer manually from the **Overview** screen in the main program window.

How to create update tasks

Updates can be triggered manually by clicking **Check for updates** in the primary window displayed after clicking **Update** from the main menu.

Updates can also be run as scheduled tasks. To configure a scheduled task, click **Tools** > **Scheduler**. By default, the following update tasks are activated in ESET Security Ultimate:

- **Regular automatic update**
- **Automatic update after user logon**

Each update task can be modified to meet your needs. In addition to the default update tasks, you can create new update tasks with a user-defined configuration. For more details about creating and configuring update tasks, see section Scheduler.

Tools

The **Tools** menu includes features that offer additional security and help to simplify ESET Security Ultimate administration. The following tools are available:

Log files

Running processes (if ESET LiveGrid® is enabled in ESET Security Ultimate)

Security report

Network connections (if Firewall is enabled in ESET Security Ultimate)

ESET SysInspector

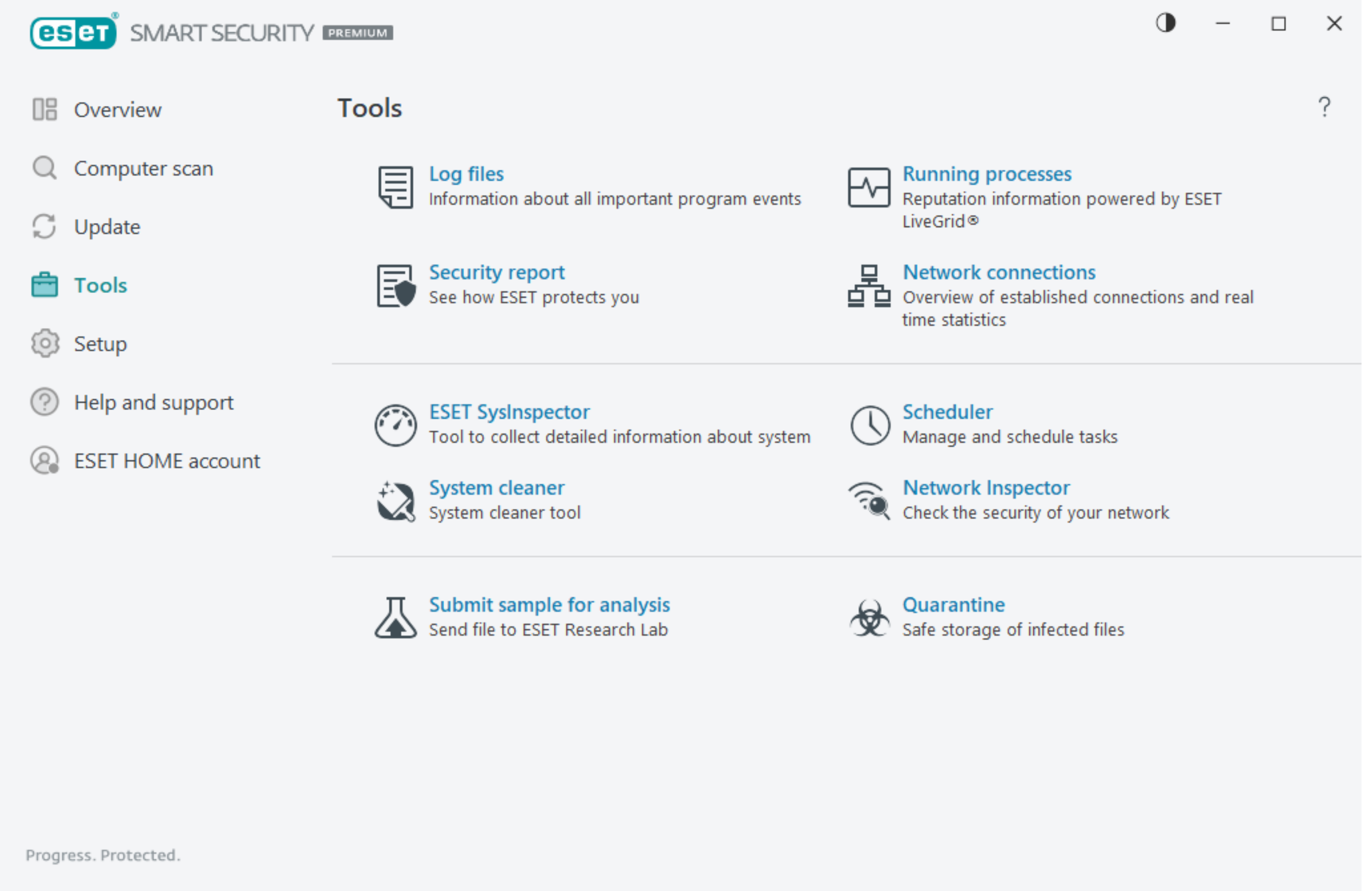
Scheduler

System cleaner

Network Inspector

Submit sample for analysis (may not be available based on your ESET LiveGrid® configuration).

Quarantine



Tools

Log files
Information about all important program events

Running processes
Reputation information powered by ESET LiveGrid®

Security report
See how ESET protects you

Network connections
Overview of established connections and real time statistics

ESET SysInspector
Tool to collect detailed information about system

Scheduler
Manage and schedule tasks

System cleaner
System cleaner tool

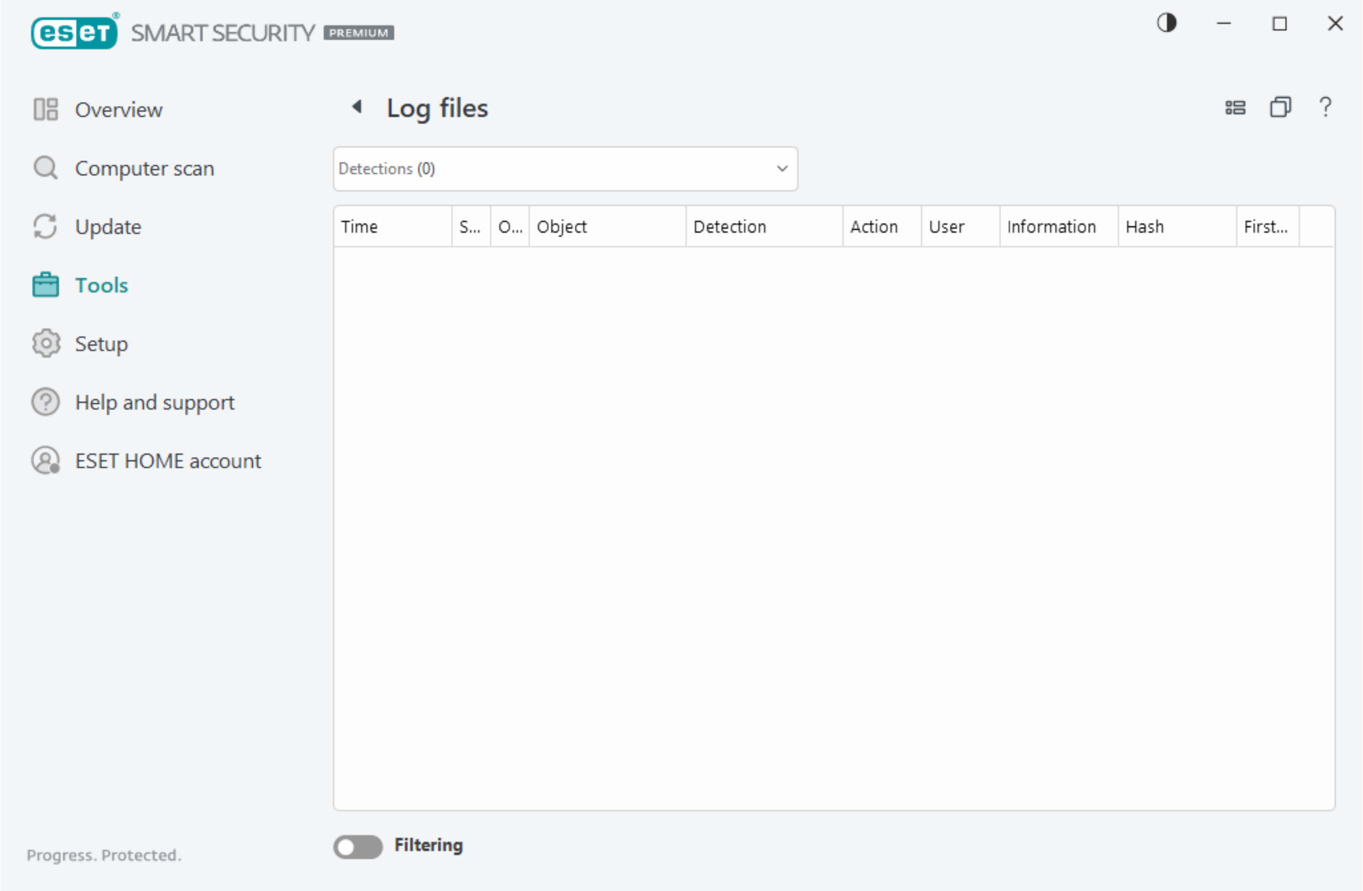
Network Inspector
Check the security of your network

Submit sample for analysis
Send file to ESET Research Lab

Quarantine
Safe storage of infected files

Log files

Log files contain information about important program events and provide an overview of detected threats. Logging is an essential part of system analysis, threat detection and troubleshooting. Logging is performed actively in the background with no user interaction. Information is recorded based on the current log verbosity settings. You can view text messages and logs directly from the ESET Security Ultimate environment, as well as to archive logs.



Log files are accessible from the main program window by clicking **Tools** > **Log files**. Select the desired log type from the drop-down menu:

- **Detections**—This log offers detailed information about detections and infiltrations detected by ESET Security Ultimate. Log information includes the time of detection, scanner type, object type, object location, name of detection, the action taken, name of the user logged when the infiltration was detected, hash, and first occurrence. Not cleaned infiltrations are always marked with red text on a light red background. Cleaned infiltrations are marked with yellow text on white background. Not cleaned PUAs or Potentially unsafe applications are marked with yellow text on white background.

- **Events**—All important actions performed by ESET Security Ultimate are recorded in the event log. The event log contains information about events and errors in the program. It is designed for system administrators and users to solve problems. The information found here can often help you find a solution for a problem occurring in the program.

- **Computer scan**—Results of all previous scans are displayed in this window. Each line corresponds to a single computer scan. Double-click any entry to view the details of the selected scan.

- **Sent files**—Contains records of the samples sent to ESET LiveGuard.

- **HIPS**—Contains records of specific HIPS rules which are marked for recording. The protocol shows the application that triggered the operation, the result (whether the rule was permitted or prohibited) and the rule name.

- **Browser protection**—Contains records of not-verified/untrusted files loaded in the browser.

- **Network protection**—The network protection log displays all remote attacks detected by the Firewall, Network attack protection(IDS) and Botnet protection. Here you will find information about any attack on your computer. The Event column lists detected attacks. The Source column tells you more about the attacker. The Protocol column reveals the communication protocol used for the attack. Analysis of the network protection log may help you to detect system infiltration attempts in time to prevent unauthorized access to your system. For more details on network attacks, see IDS and advanced options.

- **Filtered websites**—This list is useful if you want to view a list of websites that were blocked by Web access protection or Parental control. Each log includes time, URL address, user and application that created a connection to a specific website.

- **Email client antispam**—Contains records related to email messages that were marked as spam.

- **Parental control**—Shows web pages blocked or allowed by Parental control. The Match type and Match values columns tell you how filtering rules were applied.

- **Device control**—Contains records of removable media or devices that were connected to the computer. Only devices with respective Device control rules will be recorded to the log file. If the rule does not match a connected device, a log entry for a connected device will not be created. You can also view details such as device type, serial number, vendor name and media size (if available).

- **Webcam protection**—Contains records about applications blocked by Webcam protection.

Select the contents of any log and press **CTRL + C** to copy it to the clipboard. Hold **CTRL** or **SHIFT** to select multiple entries.

Click **Filtering** to open the Log filtering window where you can define filtering criteria.

Right-click a specific record to open the context menu. The following options are available in the context menu:

- **Show**—Shows more detailed information about the selected log in a new window.

- **Filter same records**—After activating this filter, you will only see records of the same type (diagnostics, warnings, etc.).

- **Filter**—After clicking this option, the Log filtering window will enable you to define filtering criteria for specific log entries.

- **Enable filter**—Activates filter settings.

- **Disable filter**—Clears all filter settings (as described above).

- **Copy/Copy all**—Copies information about the selected records.

- **Copy cell**—Copies the content of the right-clicked cell.

- **Delete/Delete all**—Deletes the selected records or all displayed records. This action requires administrator privileges.

- **Export/Export all**—Exports information about the selected records or all the records in XML format.

- **Find/Find next/Find previous**—After clicking this option, you can define filtering criteria to highlight the specific entry using the Log filtering window.

- **Detection description**—Opens the ESET Threat Encyclopedia, which contains detailed information about the dangers and symptoms of the recorded infiltration.

- **Create exclusion**—Create a new Detection exclusion using a wizard (Not available for malware detections).

- **Add to browser protection allowlist**—Opens Browser protection allowlist window and adds the item to the list.

Log filtering

Click **Filtering** in **Tools** > **Log files** to define filtering criteria.

The log filtering feature will help you find the information you are looking for, especially when there are many records. It allows you narrow down log records, for example, if you are looking for a specific type of event, status or time period. You can filter log records by specifying certain search options, only records that are relevant (according to those search options) will be displayed in the Log files window.

Type the keyword you are searching for into the **Find text** field. Use the **Search in columns** drop-down menu to refine your search. Choose one or more record from the **Record log types** drop-down menu. Define the **Time period** from which you want the results to be displayed. You can also use further search options, such as **Match whole words only** or **Case sensitive**.

Find text

Type a string (word, or part of a word). Only records that contain this string will be shown. Other records will be omitted.

Search in columns

Select what columns will be taken into account when searching. You can check one or more columns to be used for searching.

Record types

Choose one or more log record types from the drop-down menu:

- **Diagnostic**—Logs information needed to fine-tune the program and all records above.

- **Informative**—Records informative messages, including successful update messages, plus all records above.

- **Warnings**—Records critical errors and warning messages.

- **Errors**—Errors such as "Error downloading file" and critical errors will be recorded.

- **Critical**—Logs only critical errors (error starting antivirus protection).

Time period

Define the time period from which you want the results to be displayed:

- **Not specified** (default)—Does not search within time period, searches the whole log.
- **Last day**
- **Last week**
- **Last month**
- **Time period**—You can specify the exact time period (From: and To:) to filter only the records of the specified time period.

Match whole words only

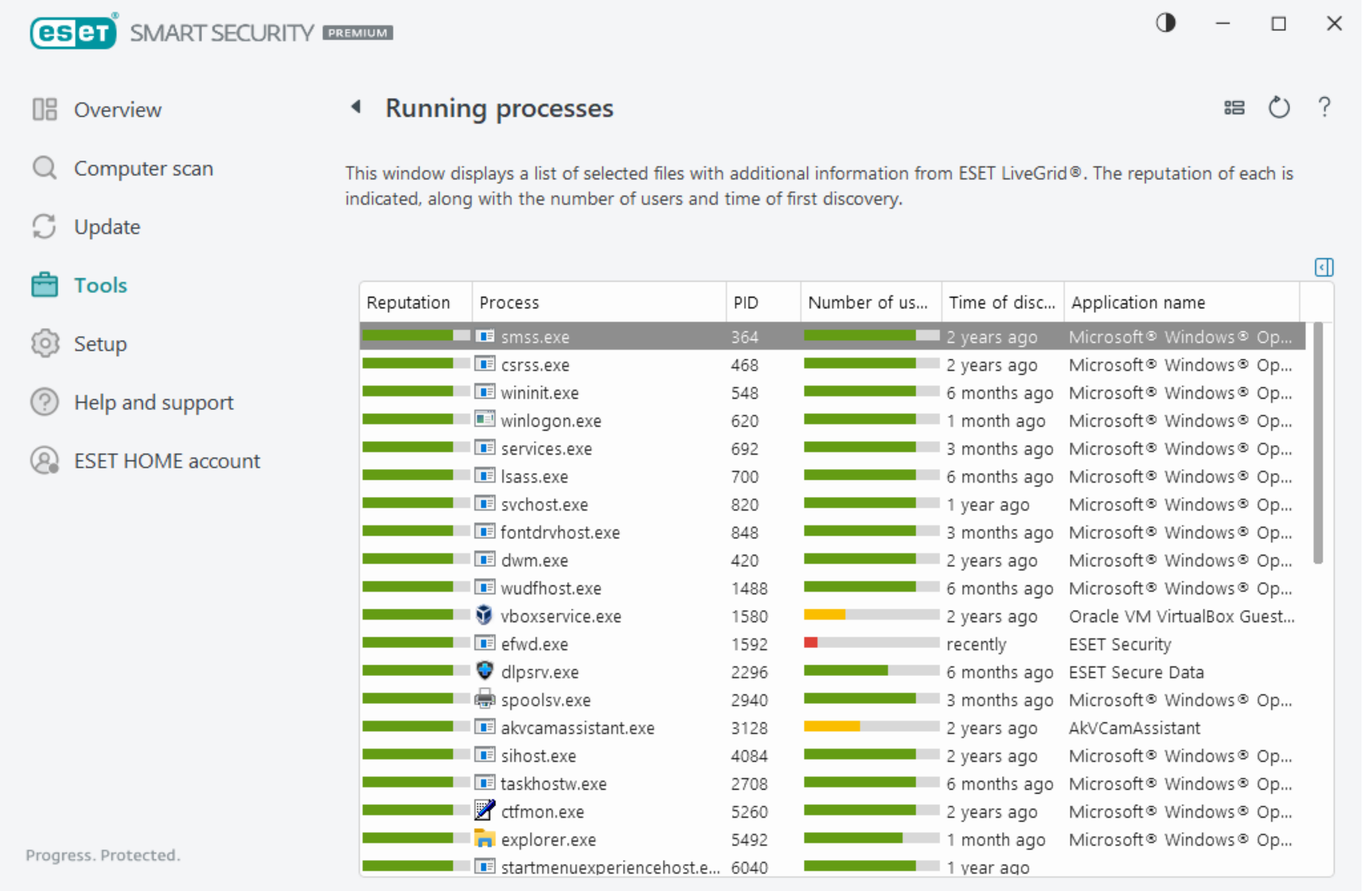
Use the check box if you want to search whole words for more precise results.

Case sensitive

Enable this option if it is important for you to use capital or lower case letters while filtering. After you have configured your filtering/search options, click **OK** to show filtered log records or **Find** to start searching. The log files are searched from top to bottom, starting from your current position (the record that is highlighted). The search stops when it finds the first corresponding record. Press **F3** to search for the next record or right-click and select **Find** to refine your search options.

Running processes

Running processes displays the running programs or processes on your computer and keeps ESET immediately and continuously informed about new infiltrations. ESET Security Ultimate provides detailed information on running processes to protect users with ESET LiveGrid® technology.



Running processes

This window displays a list of selected files with additional information from ESET LiveGrid®. The reputation of each is indicated, along with the number of users and time of first discovery.

Reputation	Process	PID	Number of us...	Time of disc...	Application name
🟩	smss.exe	364	🟩	2 years ago	Microsoft® Windows® Op...
🟩	csrss.exe	468	🟩	2 years ago	Microsoft® Windows® Op...
🟩	wininit.exe	548	🟩	6 months ago	Microsoft® Windows® Op...
🟩	winlogon.exe	620	🟩	1 month ago	Microsoft® Windows® Op...
🟩	services.exe	692	🟩	3 months ago	Microsoft® Windows® Op...
🟩	lsass.exe	700	🟩	6 months ago	Microsoft® Windows® Op...
🟩	svchost.exe	820	🟩	1 year ago	Microsoft® Windows® Op...
🟩	fontdrvhost.exe	848	🟩	3 months ago	Microsoft® Windows® Op...
🟩	dwm.exe	420	🟩	2 years ago	Microsoft® Windows® Op...
🟩	wudfhost.exe	1488	🟩	6 months ago	Microsoft® Windows® Op...
🟩	vboxservice.exe	1580	🟧	2 years ago	Oracle VM VirtualBox Guest...
🟩	efwd.exe	1592	🟥	recently	ESET Security
🟩	dlpsrv.exe	2296	🟩	6 months ago	ESET Secure Data
🟩	spoolsv.exe	2940	🟩	3 months ago	Microsoft® Windows® Op...
🟩	akvcamassistant.exe	3128	🟧	2 years ago	AkVCamAssistant
🟩	sihost.exe	4084	🟩	2 years ago	Microsoft® Windows® Op...
🟩	taskhostw.exe	2708	🟩	6 months ago	Microsoft® Windows® Op...
🟩	ctfmon.exe	5260	🟩	2 years ago	Microsoft® Windows® Op...
🟩	explorer.exe	5492	🟩	1 month ago	Microsoft® Windows® Op...
🟩	startmenuexperiencehost.e...	6040	🟩	1 year ago	

Reputation—In most cases, ESET Security Ultimate and ESET LiveGrid® technology assign risk levels to objects (files, processes, registry keys, etc.) by using a series of heuristic rules that examine the characteristics of each object and then weigh their potential for malicious activity. Based on these heuristics, objects are assigned a risk level from 1 – Fine (green) to 9 – Risky (red).

Process—Image name of the program or process that is currently running on your computer. You can also use the Windows Task Manager to see all running processes on your computer. To open Task Manager, right-click an empty area on the taskbar and then click **Task Manager**, or press **Ctrl+Shift+Esc** on your keyboard.

> Known applications marked as Fine (green) are definitely clean (whitelisted) and will be excluded from scanning to improve performance.

PID—The process identifier number may be used as a parameter in various function calls such as adjusting the process's priority.

Number of users—The number of users that use a given application. This information is gathered by ESET LiveGrid® technology.

Time of discovery—Period of time since the application was discovered by ESET LiveGrid® technology.

> An application marked as Unknown (orange) is not necessarily malicious software. Usually it is just a newer application. If you are not sure about the file, you can submit the file for analysis to the ESET Research Lab. If the file turns out to be a malicious application, its detection will be added to an upcoming update.

Application name—The given name of a program or process.

Click an application to display the following details of that application:

- **Path**—Location of an application on your computer.

- **Size**—File size either in kB (kilobytes) or MB (megabytes).

- **Description**—File characteristics based on the description from the operating system.

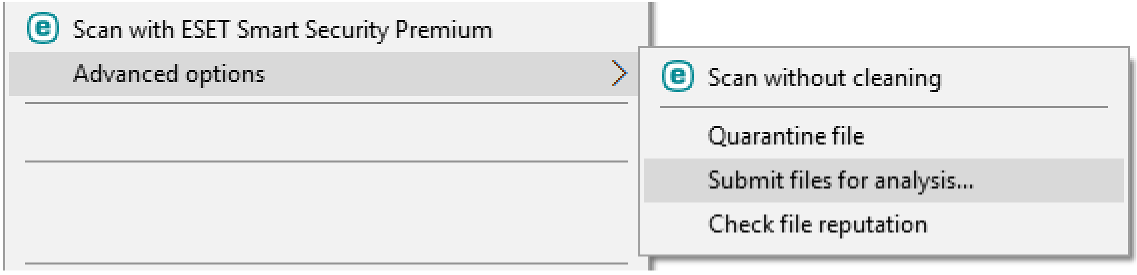
- **Company**—Name of the vendor or application process.

- **Version**—Information from the application publisher.

- **Product**—Application name and/or business name.

- **Created on/Modified on**—Date and time of creation (modification).

> You can also check the reputation of files that do not act as running programs/processes. To do so, right-click them in a file explorer and select **Advanced options** > **Check file reputation**.



Security report

This feature gives an overview of the statistics for the following categories:

- **Blocked Web pages**—Displays the number of blocked web pages (blacklisted URL for PUA, phishing, hacked router, IP or certificate).

- **Infected email objects detected**—Displays the number of infected email objects that have been detected.

- **Blocked Web pages in Parental control**—Displays the number of blocked web pages in Parental control.

- **PUA detected**—Displays the number of Potentially unwanted applications (PUA).

- **Spam emails detected**—Displays the number of detected spam emails.

- **Blocked access to webcam**—Displays the number of blocked accesses to web cam.

- **Documents scanned**—Displays the number of scanned document objects.

- **Applications scanned**—Displays the number of scanned executable objects.

- **Other objects scanned**—Displays the number of other scanned objects.

- **Web page objects scanned**—Displays the number of scanned web page objects.

- **Email objects scanned**—Displays the number of scanned email objects.

- **Files analyzed by ESET LiveGuard**—Displays the number of samples analyzed by ESET LiveGuard.

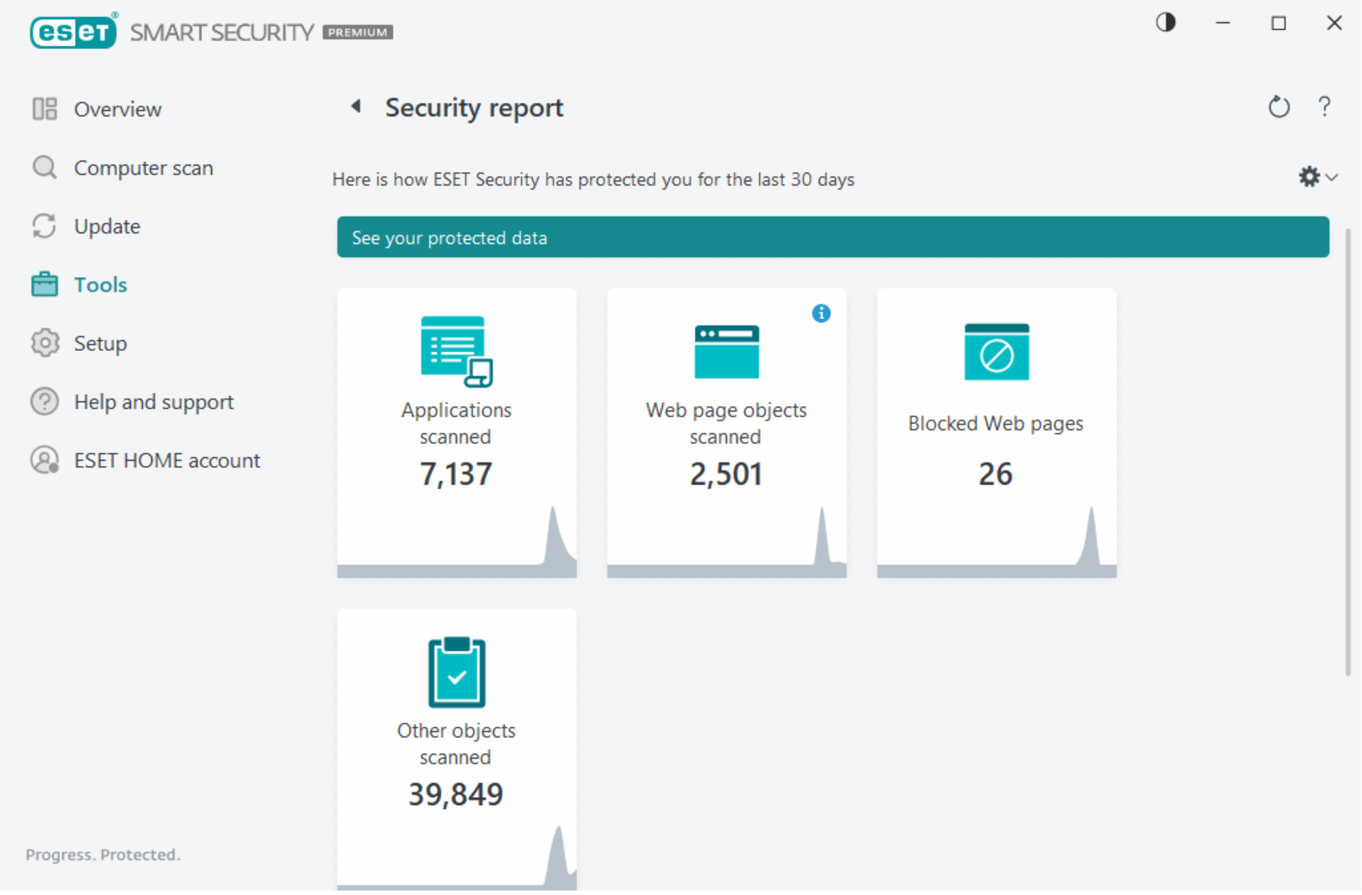
The order of these categories is based on the numeric value from the highest to the lowest. The categories with zero values are not displayed. Click **Show more** to expand and display hidden categories.

The last part of the Security report offers you the possibility to activate the following features:

- ESET LiveGuard
- Secure Data
- Parental Control
- Anti-Theft

When the feature is enabled, it is no more displayed as non-functional in the Security report.

Click the gear wheel ⚙ in the upper right corner you can **Enable/Disable Security report notifications** or select whether the data will be displayed for the last 30 days or since the product was activated. If ESET Security Ultimate is installed less than 30 days, then only the number of days from installation can be selected. The period of 30 days is set by default.



Here is how ESET Security has protected you for the last 30 days

Applications scanned 7,137

Web page objects scanned 2,501

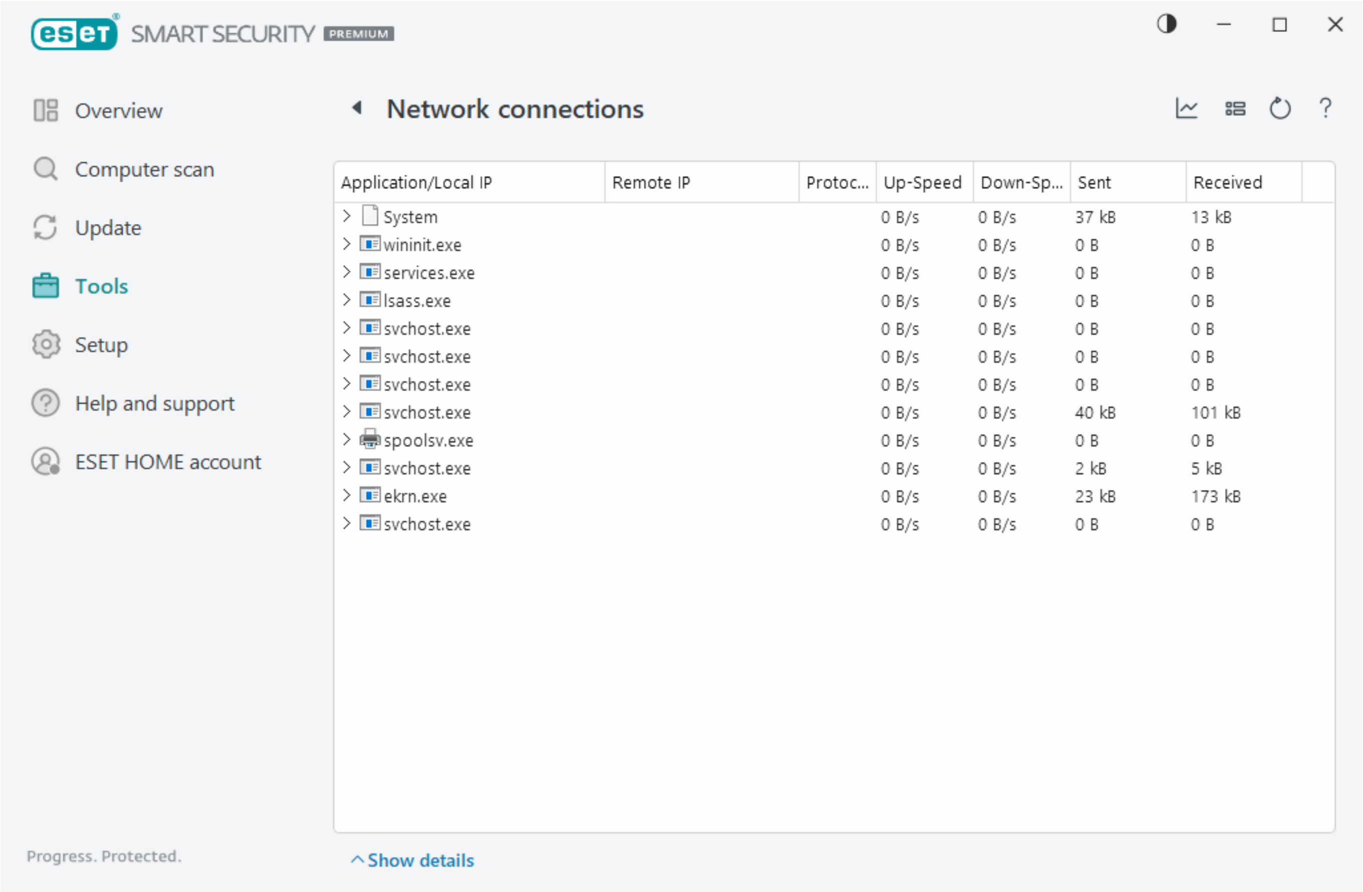
Blocked Web pages 26

Other objects scanned 39,849

Reset data will clear all statistics and remove the existing data for Security report. This action has to be confirmed except the case that you deselect the **Ask before resetting statistics** option in Advanced setup > **Notifications** > **Interactive alerts** > **Confirmation messages** > **Edit**.

Network connections

In the Network connections section, you can see a list of active and pending connections. This helps you control all applications establishing outgoing connections.



Application/Local IP	Remote IP	Protoc...	Up-Speed	Down-Sp...	Sent	Received
System			0 B/s	0 B/s	37 kB	13 kB
wininit.exe			0 B/s	0 B/s	0 B	0 B
services.exe			0 B/s	0 B/s	0 B	0 B
lsass.exe			0 B/s	0 B/s	0 B	0 B
svchost.exe			0 B/s	0 B/s	0 B	0 B
svchost.exe			0 B/s	0 B/s	0 B	0 B
svchost.exe			0 B/s	0 B/s	0 B	0 B
svchost.exe			0 B/s	0 B/s	40 kB	101 kB
spoolsv.exe			0 B/s	0 B/s	0 B	0 B
svchost.exe			0 B/s	0 B/s	2 kB	5 kB
ekrn.exe			0 B/s	0 B/s	23 kB	173 kB
svchost.exe			0 B/s	0 B/s	0 B	0 B

Click the graph icon 📈 to open Network activity.

The first line displays the application's name and its data transfer speed. To see the list of connections made by the application (and more detailed information), click **>**.

Columns

Application/Local IP—Name of the application, local IP addresses and communication ports.

Remote IP—IP address and port number of the specific remote computer.

Protocol—Transfer protocol used.

Up-Speed/Down-Speed—The current speed of outgoing and incoming data.

Sent/Received—Amount of data exchanged within the connection.

Show details—Choose this option to display detailed information about the selected connection.

Right-click a connection to see additional options that include:

Resolve host names—If available, all network addresses are displayed in DNS format, not in the numeral IP address format.

Show only TCP connections—The list only displays connections that belong to the TCP protocol suite.

Show listening connections—Select this option to only display connections where no communication is currently established, but the system has opened a port and is waiting for a connection.

Show connections within the computer—Select this option to only show connections, where the remote side is a local system – so-called localhost connections.

Refresh speed—Choose the frequency to refresh the active connections.

Refresh now—Reloads the **Network connections** window.

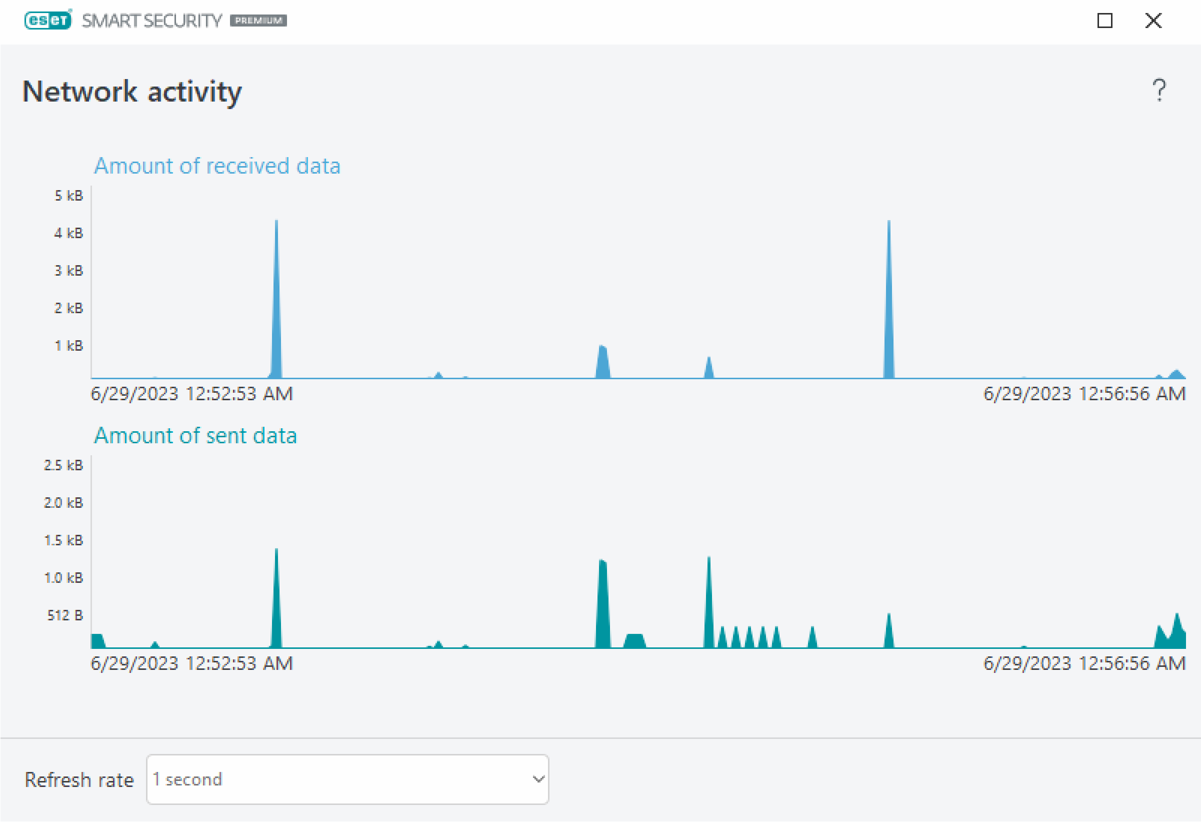
The following options are available only after clicking on an application or process, not an active connection:

Temporarily deny communication for the process—Rejects current connections for the given application. If a new connection is established, the firewall uses a pre-defined rule. A description of the settings can be found in the Firewall rules section.

Temporarily allow communication for the process—Permits current connections for the given application. If a new connection is established, the firewall uses a pre-defined rule. A description of the settings can be found in the Firewall rules section.

Network activity

To see the current **Network activity** in graph form, click **Tools** > **Network connections** and click the graph icon . At the bottom of the graph is a timeline that records network activity in real-time based on the selected time span. To change the time span, select the applicable value from the **Refresh rate** drop-down menu.



Network activity

Refresh rate: 1 second

The following options are available:

- **1 second**—The graph refreshes every second, and the timeline covers the last 4 minutes.
- **1 minute (last 24 hours)**—The graph refreshes every minute, and the timeline covers the last 24 hours.
- **1 hour (last month)**—The graph refreshes every hour, and the timeline covers the last month.

The graph's vertical axis represents the amount of received or sent data. Hover your mouse over the graph to see the exact amount of received/sent data at a specific time.

ESET SysInspector

ESET SysInspector is an application that thoroughly inspects your computer and gathers detailed information about system components such as drivers and applications, network connections, or important registry entries and evaluates the risk level of each component. This information can help determine the cause of suspicious system behavior, software or hardware incompatibility, or malware infection. To learn how to use the ESET SysInspector, see the ESET SysInspector Online Help.

The ESET SysInspector window displays the following information about logs:

- **Time**—The time of log creation.
- **Comment**—A short comment.
- **User**—The name of the user who created the log.
- **Status**—The status of log creation.

The following actions are available:

- **Show**—Opens the selected log in ESET SysInspector. You can also right-click a given log file and select **Show** from the context menu.
- **Create**—Creates a new log. Wait until ESET SysInspector is generated (**Created** status) before attempting to access the log. The log is saved in C:\ProgramData\ESET\ESET Security\SysInspector.
- **Delete**—Removes the selected log(s) from the list.

The following items are available from the context menu when one or more log files are selected:

- **Show**—Opens the selected log in ESET SysInspector (same function as double-clicking a log).
- **Create**—Creates a new log. Wait until ESET SysInspector is generated (**Created** status) before attempting to access the log.
- **Delete**—Removes the selected log(s) from the list.
- **Delete all**—Deletes all logs.
- **Export**—Exports the log to a .xml file or zipped .xml.

Scheduler

Scheduler manages and launches scheduled tasks with pre-defined configuration and properties.

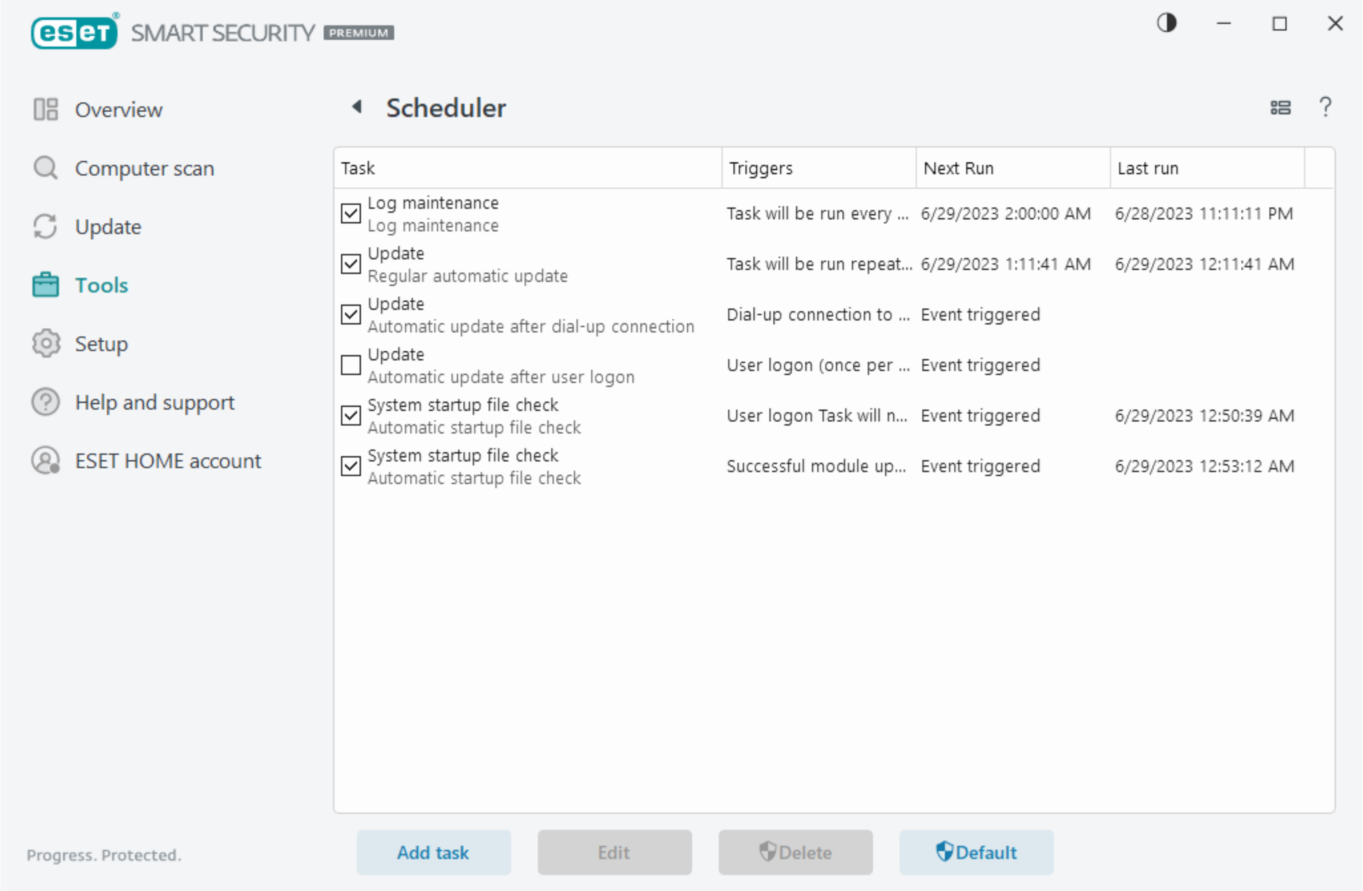
The Scheduler can be accessed from the ESET Security Ultimate main program window by clicking **Tools** > **Scheduler**. The **Scheduler** contains a list of all scheduled tasks and configuration properties such as the pre-defined date, time and scanning profile used.

The Scheduler serves to schedule the following tasks: update modules, scanning task, system startup file check and log maintenance. You can add or delete tasks directly from the main Scheduler window (click **Add task** or **Delete** at the bottom). You can revert the list of scheduled tasks to default and delete all changes by clicking **Default**. Right-click anywhere in the Scheduler window to perform the following actions: display detailed information, perform the task immediately, add a new task, and delete an existing task. Use the checkboxes at the beginning of each entry to activate/deactivate the tasks.

By default, the following scheduled tasks are displayed in **Scheduler**:

- **Log maintenance**
- **Regular automatic update**
- **Automatic update after user logon**
- **Automatic startup file check** (after user logon)
- **Automatic startup file check** (after successful update of the detection engine)

To edit the configuration of an existing scheduled task (both default and user-defined), right-click the task and click **Edit** or select the task you want to modify and click **Edit**.



Task	Triggers	Next Run	Last run
☑ Log maintenance Log maintenance	Task will be run every ...	6/29/2023 2:00:00 AM	6/28/2023 11:11:11 PM
☑ Update Regular automatic update	Task will be run repeat...	6/29/2023 1:11:41 AM	6/29/2023 12:11:41 AM
☑ Update Automatic update after dial-up connection	Dial-up connection to ...	Event triggered	
□ Update Automatic update after user logon	User logon (once per ...	Event triggered	
☑ System startup file check Automatic startup file check	User logon Task will n...	Event triggered	6/29/2023 12:50:39 AM
☑ System startup file check Automatic startup file check	Successful module up...	Event triggered	6/29/2023 12:53:12 AM

Add a new task

1. Click **Add task** at the bottom of the window.

2. Type a name of the task.

3. Select the desired task from the pull-down menu:

- **Run external application**—Schedules the execution of an external application.

- **Log maintenance**—Log files also contain leftovers from deleted records. This task optimizes records in log files on a regular basis to work effectively.

- **System startup file check**—Checks files that are allowed to run at system startup or logon.

- **Create a computer status snapshot**—Creates an ESET SysInspector computer snapshot – gathers detailed information about system components (for example, drivers, applications) and assesses the risk level of each component.

- **On-demand computer scan**—Performs a computer scan of files and folders on your computer.

- **Update**—Schedules an Update task by updating the modules.

4. Enable the toggle next to **Enabled** to activate the task (you can do this later by selecting/deselecting checkbox in the list of scheduled tasks), click **Next** and select one of the timing options:

- **Once**—The task will be performed at the pre-defined date and time.

- **Repeatedly**—The task will be performed at the specified time interval.
- **Daily**—The task will run repeatedly each day at the specified time.
- **Weekly**—The task will be run on the selected day and time.
- **Event triggered**—The task will be performed on a specified event.

5. Select **Skip task when running on battery power** to minimize system resources while a laptop is running on battery power. The task will be run on the specified date and time in **Task execution** fields. If the task could not be run at the pre-defined time, you can specify when it will be performed again:

- **At the next scheduled time**
- **As soon as possible**
- **Immediately, if time since the last run exceeds (hours)**—Represents the time elapsed since the first skipped run of the task. If this time is exceeded, the task will run immediately. Set the time using the spinner below.

To review scheduled task, right-click the task and click **Show task details**.

Scheduled scan options

In this window, you can specify advanced options for a scheduled computer scan task.

To run a scan with no cleaning action, click **Advanced settings** and select **Scan without cleaning**. Scan history is saved to the scan log.

When **Ignore exclusions** is selected, files with extensions that were previously excluded from scanning will be scanned with no exception.

Action after scan drop-down menu enables you to set an action to be performed automatically after a scan finishes:

- **No action**—After a scan finishes, no action will be performed.
- **Shut down**—The computer turns off after a scan finishes.
- **Restart if needed**—The computer restarts if only needed to complete cleaning of detected threats.
- **Restart**—Closes all open programs and restarts the computer after a scan finishes.
- **Force restart if needed**—The computer forces restart if only needed to complete cleaning of detected threats.
- **Force restart**— Forces closing of all open programs without waiting for user interaction and restarts the computer after a scan finishes.
- **Sleep**—Saves your session and puts the computer in a low-power state so that you can quickly resume working.

- **Hibernate**—Takes everything you have running on RAM and moves it to a special file on your hard drive. Your computer shuts down but will resume its previous state the next time you start it.

> **Sleep** or **Hibernate** actions are available based on your computer Power & sleep operating system settings or your computer/laptop capabilities. Remember that a sleeping computer is still a working computer. It is still running basic functions and using electricity when your computer runs on battery power. To preserve battery life, for example, when traveling outside of your office, we recommend using the Hibernate option.

The selected action will start after all of the running scans are finished. When you select **Shutdown** or **Restart**, a confirmation dialog window will display a 30-second countdown (click **Cancel** to deactivate the requested action).

Select **Scan cannot be interrupted** to deny non-privileged users the ability to stop actions taken after scanning.

Select **The scan may be paused by user for (min)** option if you want to allow the limited user to pause the computer scan for a specified time period.

See also Scan progress.

Scheduled task overview

This dialog window displays detailed information about the selected scheduled task when you double-click a custom task or right-click a custom scheduler task and click **Show task details**.

Task details

Type in the **Task name**, select one of the **Task type** options, and then click **Next**:

- **Run external application**—Schedules the execution of an external application.

- **Log maintenance**—Log files also contain leftovers from deleted records. This task optimizes records in log files on a regular basis to work effectively.

- **System startup file check**—Checks files that are allowed to run at system startup or logon.

- **Create a computer status snapshot**—Creates an ESET SysInspector computer snapshot – gathers detailed information about system components (for example, drivers, applications) and assesses the risk level of each component.

- **On-demand computer scan**—Performs a computer scan of files and folders on your computer.

- **Update**—Schedules an Update task by updating the modules.

Task timing

The task will be performed repeatedly at the specified time interval. Select one of the timing options:

- **Once**—The task will be performed only once at the pre-defined date and time.

- **Repeatedly**—The task will be performed at the specified interval (in hours).

- **Daily**—The task will run each day at the specified time.
- **Weekly**—The task will run one or more times a week, on the selected day(s) and time.
- **Event triggered**—The task will be performed after a specified event.

Skip task when running on battery power—A task will not start if your computer is running on battery when the task should launch. This also applies to computers running on UPS.

Task timing - Once

Task execution—The specified task will be run only once at the specified date and time.

Task timing - Daily

The task will repeatedly run each day at the specified time.

Task timing - Weekly

The task will repeatedly run every week on the selected day(s) and time.

Task timing - Event triggered

The task will be triggered by one of the following events:

- **Every time the computer starts**
- **The first time the computer starts each day**
- **Dial-up connection on the internet/VPN**
- **Successful module update**
- **Successful product update**
- **User logon**
- **Threat detection**

When scheduling a task triggered by an event, you can specify the minimum interval between two task completions. For example, if you log on to your computer several times a day, choose 24 hours to perform the task only at the first logon of the day and then the next day.

Skipped task

A task can be skipped when the computer is running on battery power or is powered off. Select when the skipped task should run from one of these options and click **Next**:

- **At the next scheduled time**—The task will run if the computer is turned on at the next scheduled time.

- **As soon as possible**—The task will run when the computer is turned on.

- **Immediately, if time since last scheduled run exceeds (hours)**—Represents the time elapsed since the first skipped run of the task. If this time is exceeded, the task will run immediately.

✓ Immediately, if time since last scheduled run exceeds (hours) – examples

An example task is set to run repeatedly every hour. The option **Immediately, if time since last scheduled run exceeds (hours)** is selected and the exceeded time is set to two hours. The task runs at 13:00, and when finished, the computer goes to sleep:

- The computer wakes up at 15:30. The first skipped run of the task was at 14:00. Only 1.5 hours have passed since 14:00, so the task will run at 16:00.
- The computer wakes up at 16:30. The first skipped run of the task was at 14:00. Two and a half hours have passed since 14:00, so the task will run immediately.

Task details - Update

If you want to update the program from two update servers, then it is necessary to create two different update profiles. If the first one fails to download the update files, the program automatically switches to the alternative one. This is suitable, for example, for notebooks that normally update from a local LAN update server, but their owners often connect to the internet using other networks. So, if the first profile fails, the second one will automatically download update files from ESET's update servers.

Task details - Run application

This task schedules the execution of an external application.

Executable file—Choose an executable file from the directory tree, click the **...** option or type the path manually.

Work folder—Define the external application's working directory. All temporary files of the selected **Executable file** will be created within this directory.

Parameters—Command line parameters for the application (optional).

Click **Finish** to apply the task.

System cleaner

System cleaner is a tool that helps you to restore the computer to usable state after cleaning the threat. Malware can disable system utilities such as Registry Editor, Task manager or Windows Updates. System cleaner restores the default values and settings for given system in a single click.

System cleaner reports issues from five settings categories:

- **Security settings**: changes in settings which can cause an increased vulnerability of your computer, such as Windows Update

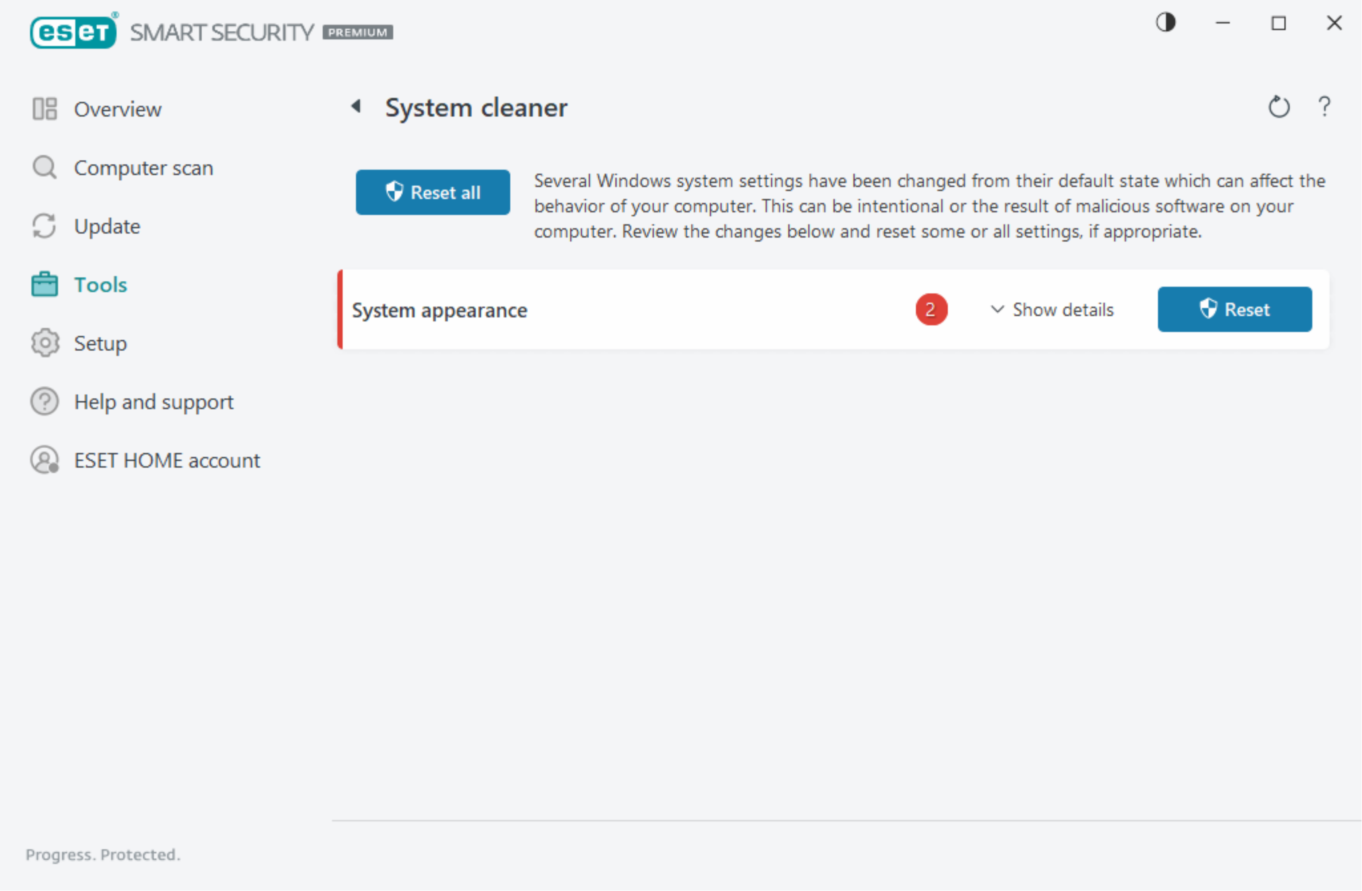
- **System settings**: changes in system settings, that can change behavior of your computer, such as file associations

- **System appearance**: settings that affects how your system looks, such as your desktop wallpaper
- **Disabled features**: important features and applications that may be disabled
- **Windows System Restore**: settings for the Windows System Restore feature, that enables you to revert your system to a previous state

System cleaning can be requested:

- when a threat is found
- when a user clicks **Reset**

You can review the changes and reset settings if appropriate.



Several Windows system settings have been changed from their default state which can affect the behavior of your computer. This can be intentional or the result of malicious software on your computer. Review the changes below and reset some or all settings, if appropriate.

Only a user with Administrator rights can perform actions in the System cleaner.

Network Inspector

Network Inspector can help identify vulnerabilities in your trusted (home or office) network (for example, open ports or a weak router password). It also provides a list of connected devices, categorized by device type (for example, printer, router, mobile device, etc.) to show you what is connected to your network (for example, game console, IoT, or other smart home devices).

Network Inspector helps you identify a router's vulnerabilities and increases your level of protection when connected to a network.

Network Inspector does not reconfigure your router for you. You will make the changes yourself using your router's specialized interface. Home routers can be highly vulnerable to malware used to launch distributed denial-of-service attacks (DDoS). If the router password has not been changed from the default by the user, it is easy for hackers to guess and then log in to your router and reconfigure it or compromise your network.

⚠ We strongly recommend creating a strong password that is long enough and includes numbers, symbols, or capital letters. To make the password harder to crack, use a mix of different types of characters.

If the network you are connected to is configured as trusted, you can mark the network as "My Network". Click **Mark as "My Network"** to add a My Network tag to the network. This tag will be shown next to the network throughout the ESET Security Ultimate for better identification and security overview. Click **Unmark as "My Network"** to remove the tag.

Each device that is connected to your network is displayed with basic information in a list view. Click the specific device to edit the device or view detailed information about the device.

In the list view, the **Networks** drop-down menu enables you to filter devices based on the following criteria:

- Devices connected to a specific network
- Devices connected to **All networks**
- Uncategorized devices

Click the device icon to edit the device or view detailed information about the device. Recently connected devices are shown closer to the router so that you can easily spot them.

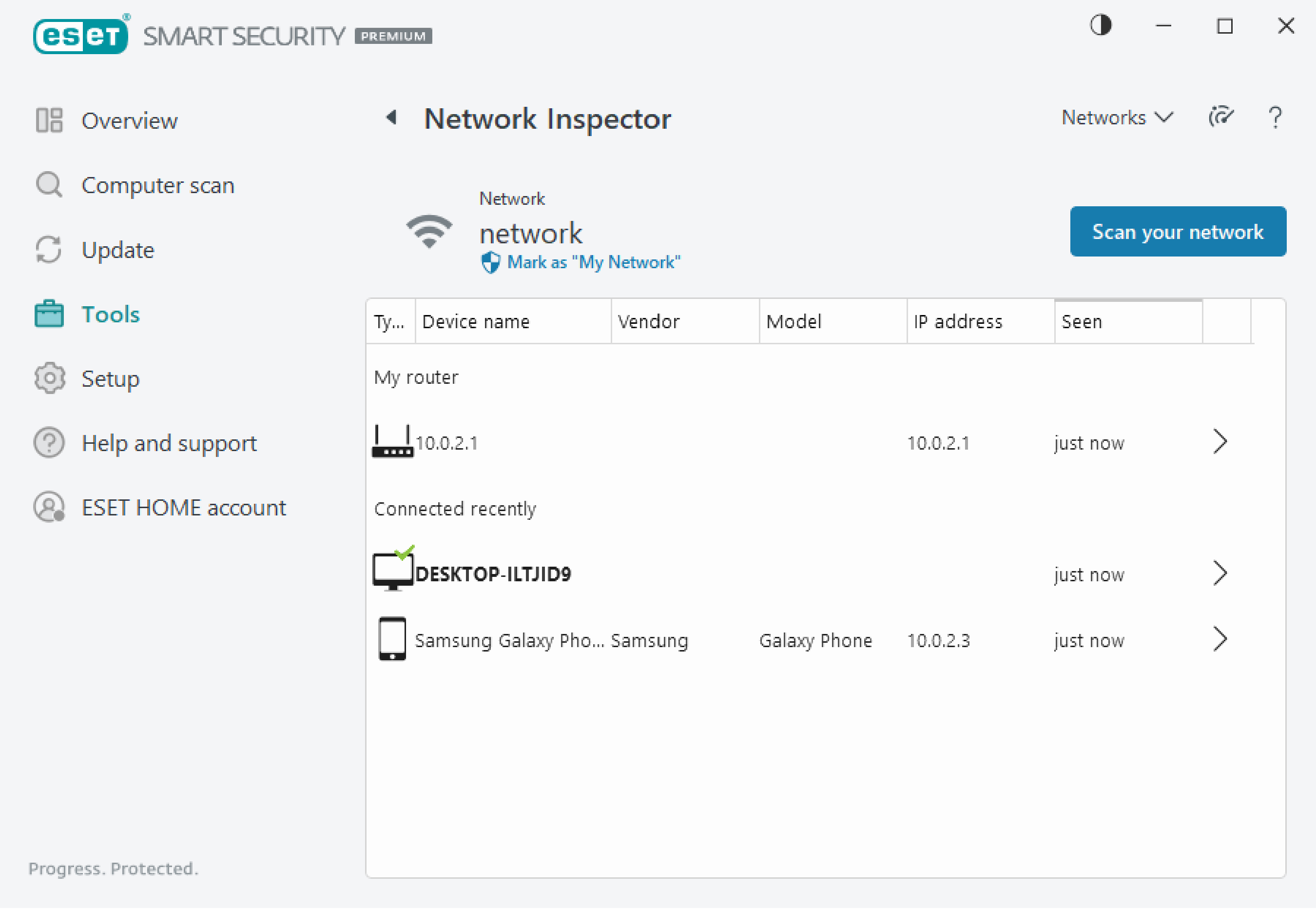
Click the gear wheel ⚙ in the upper right corner to select whether to notify when a new device is discovered in the network.

Click **Scan your network** to manually perform a scan of the network you are currently connected to. **Scan your network** is available only for a trusted network. See Network connection profiles to review or edit your network settings.

You can choose from the following scanning options:

- Scan everything
- Scan router only
- Scan devices only

⚠ Perform network scans on trusted network only! If you do this on untrusted networks, be aware of potential danger.



Ty...	Device name	Vendor	Model	IP address	Seen
My router					
	10.0.2.1			10.0.2.1	just now
Connected recently					
	DESKTOP-ILTJID9				just now
	Samsung Galaxy Pho...	Samsung	Galaxy Phone	10.0.2.3	just now

When the scan is complete, a notification with a link to basic information about the device will be shown, or you can double-click the suspicious device in the list or sonar view. Click **Troubleshoot** to see recently blocked communications. More information about Firewall troubleshooting.

There are two types of notifications displayed by the Network Inspector module:

- **New device connected to the network**—displayed if a previously unseen device connects to the network while the user is connected.
- **New network device found**—displayed if you reconnect to your trusted network and a previously unseen device is now present.

> ℹ Both notification types inform you if an unauthorized device is trying to connect to your network. Click **View device details** to show the details.

What do the icons on the devices in Network Inspector mean?

★	The yellow star icon indicates devices that are new to the network or detected by ESET for the first time.
!	The yellow caution icon indicates that your router may contain vulnerabilities. Click the icon in your product for more detailed information about the issue.
⚠	The red warning icon indicates that your router contains vulnerabilities and may be infected. Click the icon in your product for more detailed information about the issue.
ℹ	The blue icon may appear when your ESET product has additional information for your router but does not require immediate attention because there are no security risks present. Click the icon in your product for more detailed information.

Network device in Network Inspector

Detailed information about the specific network device can be found here, including the following:

- Device name
- Device type
- Last seen
- Network name
- IP address
- MAC address
- Operating system

The pencil icon indicates that you can modify the device name or type.

Remove from history—delete the device from the devices list. This option is available only for devices not connected to your network right now.

For each type of device, the following actions are available:

Router

Router settings—Access router settings from the web interface, mobile application or click **Open the router interface**. If you have a router provided by your internet service provider, it may be necessary to contact the internet service provider support resources or router manufacturer to resolve detected security issues. Always follow the proper safety precautions as indicated in your router's user guide.
Protection—To protect your router and network from cybersecurity attacks, follow the basic recommendations.

Network device

Device identification—If you are not sure about the device connected to your network, check the vendor or manufacturer name below the device name. It can help you identify what kind of device it is. You can change the name of the device for future reference.
Disconnecting the device—If you are not sure that a connected device is safe to your network or devices, manage the network access for this device in your router settings or change the password of your network.
Protection—To protect your device from attacks and malicious software, install cybersecurity protection on your device and always keep your operating system and installed software up to date. To remain protected, do not connect to unsecured Wi-Fi networks.

This device

This device represents your computer on the network.
Network adapters—Shows your network adapters information.

Notifications | Network Inspector

Below are several notifications that can be shown when ESET Security Ultimate detects some vulnerability issue on your router. Each notification contains a short description and provides some solution or steps that should be done to minimize vulnerability risk of your router. If you are not familiar with router changes, we recommend contacting your router manufacturer or internet provider.

Potential vulnerability found
Your router may contain known vulnerabilities that could make it easy to attack and exploit. Update your router's firmware.

Vulnerability found
Your router contains known vulnerabilities that make it easy to attack and exploit. Update your router's firmware.

Threat found
Your router is infected by malware. Restart your router and repeat the scan.

Weak router password
The password on your router is weak and can be easily quessed by someone else. Change the password in your router.

Malicious network redirection
Your internet traffic appears to be redirected to malicious websites. This can mean your router is compromised. Change the DNS server setting in your router.

Open network services
Your router runs network services that may be exploited by others. This can be due to poor configuration or a compromised router. Check your router's configuration.

Sensitive open network services
Your router runs sensitive network services that may be exploited by others. This can be due to poor configuration or a compromised router. Check your router's configuration.

Firmware outdated
The firmware on your router is outdated and may contain vulnerabilities. Update the firmware on your router.

Malicious router setting
This DNS server that your uses is malicious and may send you to dangerous websites. This can mean your router is compromised. Change the DNS server setting in your router.

Network services
Your router runs common network services. These are needed by the network and are probably safe. Check your router's configuration.

Quarantine

The main function of the quarantine is to safely store reported objects (such as malware, infected files or potentially unwanted applications).

The Quarantine can be accessed from the ESET Security Ultimate main program window by clicking **Tools** > **Quarantine**.

Files stored in the quarantine folder can be viewed in a table that displays:

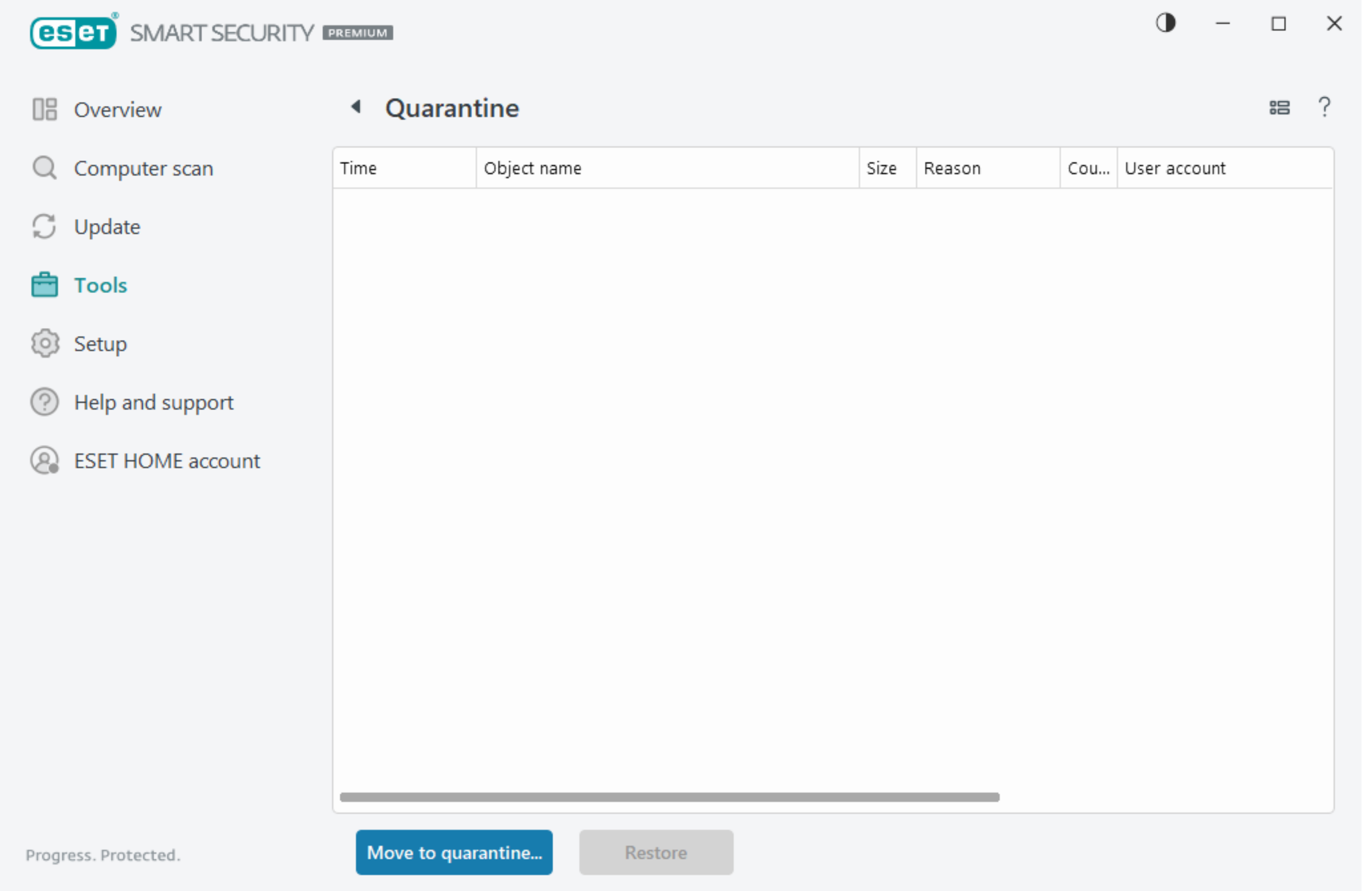
- the date and time of quarantine,

- the path to the original location of the file,

- its size in bytes,

- reason (for example, object added by user),

- and a number of detections (for example, duplicated detections of the same file or if it is an archive containing multiple infiltrations).



Time	Object name	Size	Reason	Cou...	User account

Quarantining files

ESET Security Ultimate automatically quarantines deleted files (if you have not canceled this option in the alert window).

Additional files should be quarantined if they:

a.cannot be cleaned,

b.if it is not safe or advisable to delete them,

c.if they are falsely detected by ESET Security Ultimate,

d.or if a file behaves suspiciously but is not detected by Protections.

To quarantine a file, you have multiple options:

a.Use the drag and drop feature to quarantine a file manually by clicking the file, moving the mouse pointer to the marked area while keeping the mouse button pressed and then releasing it. After that, the application is moved to the foreground.

b.Right-click the file > click **Advanced options** > **Quarantine file**.

c.Click **Move to quarantine** from the **Quarantine** window.

d.The context menu can also be used for this purpose; right-click in the **Quarantine** window and select **Quarantine**.

Restoring from the Quarantine

Quarantined files can also be restored to their original location:

- Use the **Restore** feature for this purpose, which is available from the context menu by right-clicking a given file in the Quarantine.

- If a file is marked as a potentially unwanted application, the **Restore and exclude from scanning** option is enabled. See also Exclusions.

- The context menu also offers the **Restore to** option, which enables you to restore a file to a location other than the one from which it was deleted.

- The restore functionality is not available in some cases, for example, for files located on a read-only network share.

Deleting from the Quarantine

Right-click a given item and select **Delete from Quarantine**, or select the item you want to delete and press **Delete** on your keyboard. If you want to select and delete all items in Quarantine, you can press **Ctrl + A** and then **Delete** on your keyboard. Deleted items will be permanently removed from your device and quarantine.

Submitting a file from the Quarantine

If you have quarantined a suspicious file that was not detected by the program, or if a file was determined to be infected incorrectly (for example, by heuristic analysis of the code) and subsequently quarantined, please send the sample for analysis ESET Research Lab. To submit a file, right-click the file and select **Submit for analysis** from the context menu.

Detection description

Right-click an item and click **Detection description** to open the ESET Threat Encyclopedia, which contains detailed information about the dangers and symptoms of the recorded infiltration.

Illustrated instructions

The following ESET Knowledgebase article may only be available in English:

- Restore a quarantined file in ESET Security Ultimate
- Delete a quarantined file in ESET Security Ultimate
- My ESET product notified me of a detection—what should I do?

Quarantine failed

Reasons why specific files cannot be moved to Quarantine are the following:

- **You do not have the read permissions**—means that you cannot view the content of a file.
- **You do not have the write permissions**—means that you cannot modify the contents of the file, i.e. either add new content or delete the existing content.
- **File, you are trying to quarantine, is too large**—You need to reduce file size.

When you receive error message "Quarantine failed", click **More info**. Quarantine error list window appears and you will see the name of file and reason, why the file cannot be quarantined.

Select sample for analysis

If you find a suspicious file on your computer or a suspicious site on the internet, you can submit it to the ESET Research Lab for analysis (may not be available based on your configuration of ESET LiveGrid®).

> **Before submitting samples to ESET**
> Do not submit a sample unless it meets at least one of the following criteria:
> - The sample is not detected by your ESET product at all
> - The sample is incorrectly detected as a threat
> - We do not accept your personal files (that you would like to scan for malware by ESET) as samples (ESET Research Lab does not perform on-demand scans for users)
> - Use a descriptive subject line and enclose as much information about the file as possible (for example, screenshot or the website you downloaded it from)

You can send a sample submission (a file or a website) to ESET for analysis by using one of these methods:

1. Use the sample submission form in your product. It is located in **Tools** > **Submit sample for analysis**. The maximum size of a submitted sample is 256MB.

2. Alternatively, you can submit the file by email. If you prefer this option, pack the file(s) using WinRAR/WinZIP, protect the archive with the password "infected" and send it to samples@eset.com.

3. To report spam, spam false positives or websites miscategorized by the Parental control module, please refer to our ESET Knowledgebase article.

In the **Select sample for analysis** form, select the description from the **Reason for submitting the sample** drop-down menu that best fits your message purpose:

- Suspicious file
- Suspicious site (a website that is infected by any malware)
- False positive site
- False positive file (file that is detected as an infection but are not infected)
- Other

File/Site—The path to the file or website you intend to submit.

Contact email—This contact email is sent along with the suspicious files to ESET and may be used to contact you if further information is required for analysis. Entering a contact email is optional. Select **Submit anonymously** to leave it empty.

> ℹ You may not get a response from ESET
>
> You will not get a response from ESET unless more information is required from you. Each day our servers receive tens of thousands of files, making it impossible to reply to all submissions.
> If the sample turns out to be a malicious application or website, its detection will be added to an upcoming ESET update.

Select sample for analysis - Suspicious file

Observed signs and symptoms of malware infection—Type a description of the suspicious file behavior observed on your computer.

File origin (URL address or vendor)—Type a file origin (source) and how do you encountered this file.

Notes and additional information—Here you can add additional information or descriptions that will help while processing the suspicious file.

> ℹ The first parameter – **Observed signs and symptoms of malware infection** – is required, but providing additional information will help significantly to our laboratories in identification process and in processing of samples.

Select sample for analysis - Suspicious site

Select one of the following from the **What's wrong with the site** drop-down menu:

- **Infected**—A website that contains viruses or other malware distributed by various methods.
- **Phishing**—Often used to gain access to sensitive data such as bank account numbers, PINs and more. Read more about this type of attack in the glossary.
- **Scam**—A hoax or a fraudulent website, especially for making a quick profit.
- Select **Other** if the options above do not refer to the site you will submit.

Notes and additional information—You can type additional information or a description that will help analyze the suspicious website.

Select sample for analysis - False positive file

We request that you submit files that are detected as an infection but are not infected to improve our antivirus and antispyware engine and help others to be protected. False positives (FP) may occur when a pattern of a file matches the same pattern contained in a detection engine.

Application name and version—Program title and its version (for example number, alias or code name).

File origin (URL address or vendor)—Type a file origin (source) and note how you encountered this file.

Application's purpose—The general application description, type of an application (e.g. browser, media player, ...) and its functionality.

Notes and additional information—Here you can add additional information or descriptions that will help while processing the suspicious file.

> The first three parameters are required to identify legitimate applications and distinguish them from malicious code. By providing additional information, you will help our laboratories significantly in the identification process and in the processing of samples.

Select sample for analysis - False positive site

We request that you submit sites that are detected as an infected, scam or phishing but are not. False positives (FP) may occur when a pattern of a file matches the same pattern contained in a detection engine. Please provide this website to improve our antivirus and anti-phishing engine and help others to be protected.

Notes and additional information—Here you can add additional information or descriptions that will help while processing the suspicious website.

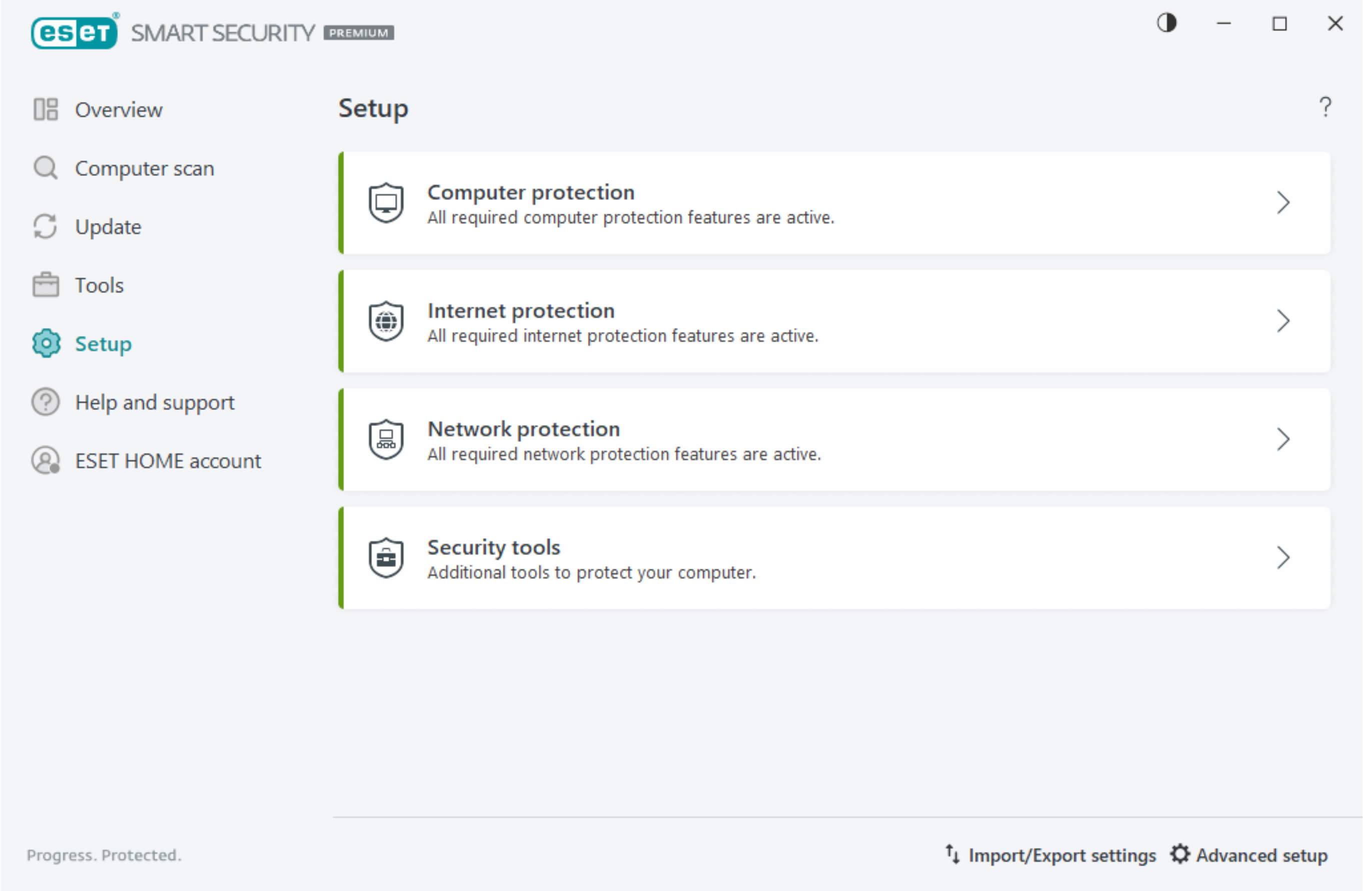
Select sample for analysis - Other

Use this form if the file cannot be categorized as a **Suspicious file** or as a **False positive**.

Reason for submitting the file—Type a detailed description and the reason for sending the file.

Setup

You can find groups of available protection features in the main program window > **Setup**.



Setup

Computer protection
All required computer protection features are active.

Internet protection
All required internet protection features are active.

Network protection
All required network protection features are active.

Security tools
Additional tools to protect your computer.

The **Setup** menu is divided into the following groups:

Computer protection

Internet protection

Network protection

Security tools

Additional options are available at the bottom of the setup window. Click Advanced setup to configure more detailed parameters for each module. Use Import/Export settings to load setup parameters using an .xml configuration file, or to save your current setup parameters to a configuration file.

Computer protection

Click **Computer Protection** in the main program window > **Setup** to see an overview of all protection modules:

- Real-time file system protection—All files are scanned for malicious code when they are opened, created, or run.
- ESET LiveGuard—Adds a layer of cloud-based protection specifically designed to mitigate never-before-seen threats.
- Proactive protection—Blocks execution of new files until receiving the ESET LiveGuard analysis result. If

you want to unblock the file that is being analyzed, right-click the file and click **Unblock file analyzed by ESET LiveGuard**.

- Device control—This module enables you to scan, block or adjust extended filters/permissions and select how the user can access and use a given device (CD/DVD/USB...).

- Host Intrusion Prevention System (HIPS)—The HIPS system monitors the events within the operating system and reacts to them according to a customized set of rules.

- Gamer mode—Enables or disables Gamer mode. You will receive a warning message (potential security risk) and the main window will turn orange after enabling Gamer mode.

- Webcam protection—Controls processes and applications that access your webcam.

To pause or disable individual protection modules, click the toggle icon .

> ⚠ Turning off protection modules may decrease the protection level of your computer.

Click the gear icon ⚙ next to a protection module to access advanced settings for that module.

For the **Real-time file system protection**, click the gear icon ⚙ and choose from the following options:

- **Configure**—Opens Real-time file system protection Advanced setup.

- **Edit exclusions**—Opens the Exclusion setup window so that you can exclude files and folders from scanning.

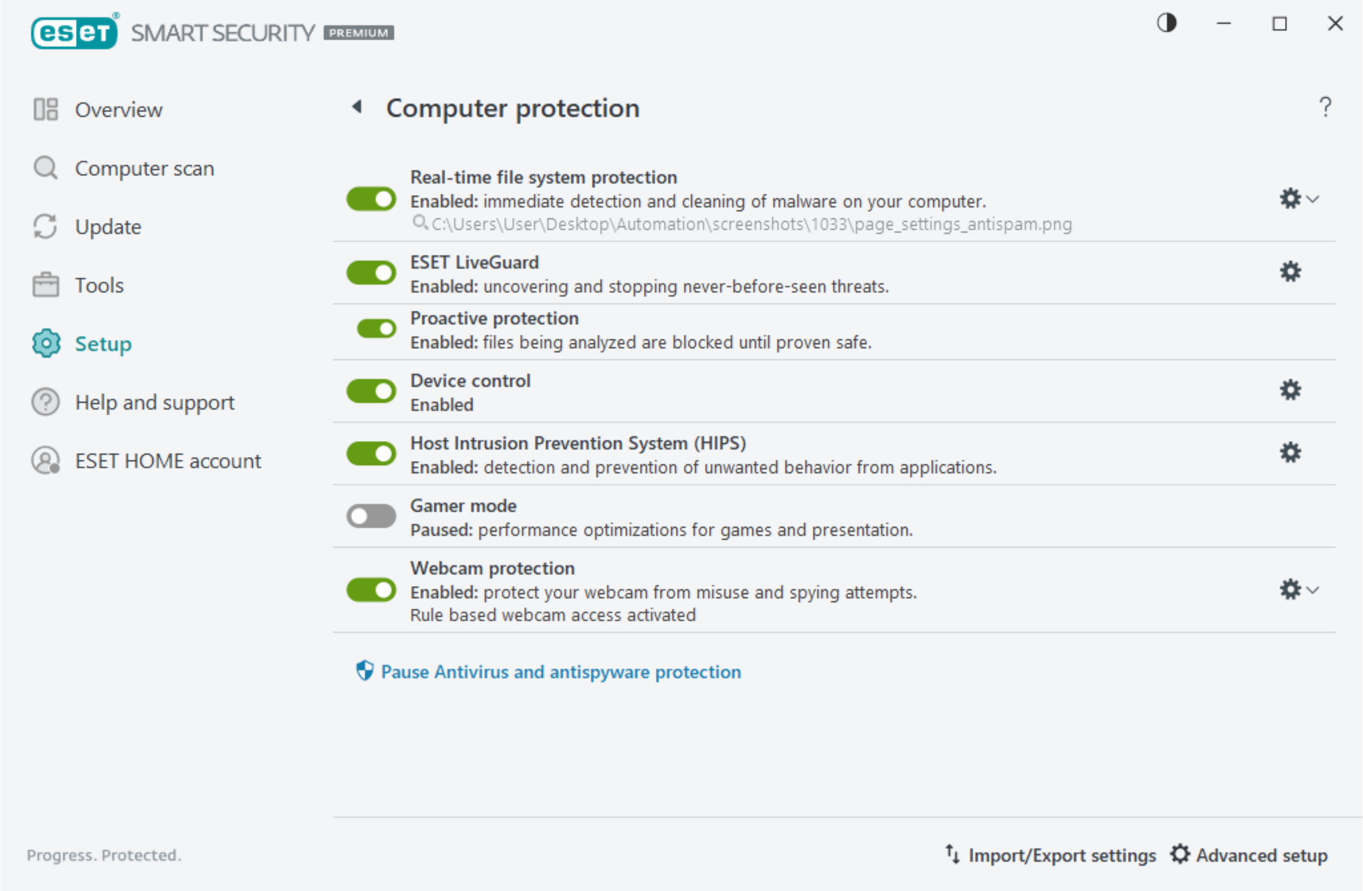
For the **Webcam protection**, click the gear icon ⚙ and choose from the following options:

- **Configure**—Opens Webcam protection Advanced setup.

- **Block all access until restart**—Blocks all access to the Webcam until computer restart.

- **Block all access permanently**—Blocks all access to the Webcam until this setting is disabled.

- **Stop blocking all access**—Disables the ability to block Webcam access. This option is available only if the Webcam access is blocked.



Computer protection

Real-time file system protection
Enabled: immediate detection and cleaning of malware on your computer.
C:\Users\User\Desktop\Automation\screenshots\1033\page_settings_antispam.png

ESET LiveGuard
Enabled: uncovering and stopping never-before-seen threats.

Proactive protection
Enabled: files being analyzed are blocked until proven safe.

Device control
Enabled

Host Intrusion Prevention System (HIPS)
Enabled: detection and prevention of unwanted behavior from applications.

Gamer mode
Paused: performance optimizations for games and presentation.

Webcam protection
Enabled: protect your webcam from misuse and spying attempts.
Rule based webcam access activated

Pause Antivirus and antispyware protection—Disables all antivirus and antispyware protection modules. When you disable protection, a window will open to determine how long will the protection be disabled using the **Time interval** drop-down menu. Use only if you are an experienced user or instructed by ESET Technical Support.

An infiltration is detected

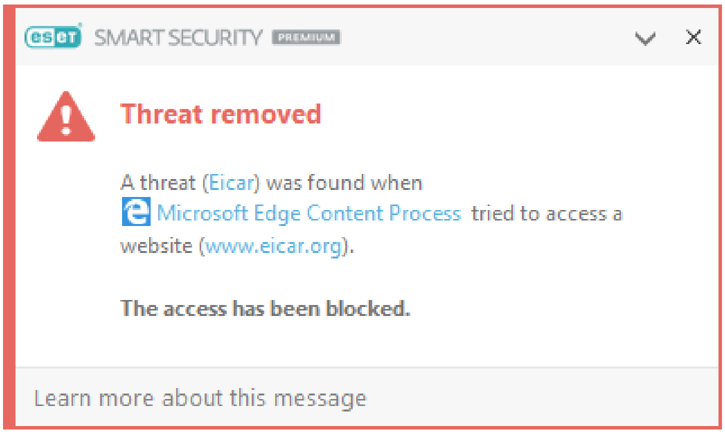
Infiltrations can reach the system from various entry points such as web pages, shared folders, via email or from removable devices (USB, external disks, CDs, DVDs, etc.).

Standard behavior

As a general example of how infiltrations are handled by ESET Security Ultimate, infiltrations can be detected using:

- Real-time file system protection
- Web access protection
- Email client protection
- On-demand computer scan

Each uses the standard cleaning level and will attempt to clean the file and move it to Quarantine or terminate the connection. A notification window is displayed in the notification area at the bottom right corner of the screen. For detailed information about the detected/cleaned objects, see Log files. For more information about cleaning levels and behavior, see Cleaning levels.



Threat removed

A threat (Eicar) was found when Microsoft Edge Content Process tried to access a website (www.eicar.org).

The access has been blocked.

Learn more about this message

Scanning computer for infected files

If your computer is showing signs of a malware infection, e.g., it is slower, often freezes, etc., we recommend that you do the following:

1.Open ESET Security Ultimate and click **Computer scan**.

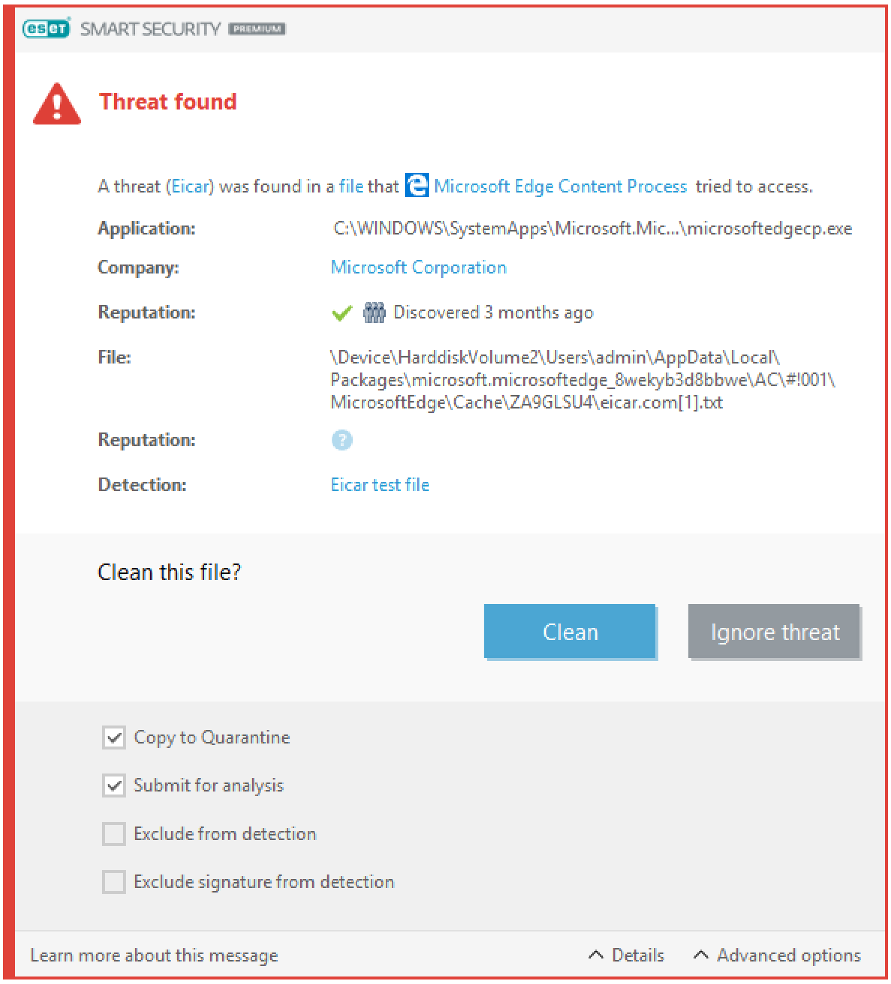
2.Click **Scan your computer** (for more information, see Computer scan).

3.After the scan has finished, review the log for the number of scanned, infected and cleaned files.

If you only want to scan a certain part of your disk, click **Custom scan** and select targets to be scanned for viruses.

Cleaning and deleting

If there is no pre-defined action to take for Real-time file system protection, you will be prompted to select an option in the alert window. Usually the options **Clean**, **Delete** and **No action** are available. Selecting **No action** is not recommended, as this will leave infected files uncleaned. The exception to this is when you are sure that a file is harmless and has been detected by mistake.



Threat found

A threat (Eicar) was found in a file that Microsoft Edge Content Process tried to access.

Application: C:\WINDOWS\SystemApps\Microsoft.Mic...\microsoftedgecp.exe

Company: Microsoft Corporation

Reputation: ✓ Discovered 3 months ago

File: \Device\HarddiskVolume2\Users\admin\AppData\Local\Packages\microsoft.microsoftedge_8wekyb3d8bbwe\AC\#!001\MicrosoftEdge\Cache\ZA9GLSU4\eicar.com[1].txt

Reputation: ?

Detection: Eicar test file

Clean this file?

☑ Copy to Quarantine

☑ Submit for analysis

□ Exclude from detection

□ Exclude signature from detection

Apply cleaning if a file has been attacked by a virus that has attached malicious code to the file. If this is the case, first attempt to clean the infected file to restore it to its original state. If the file consists exclusively of malicious code, it will be deleted.

If an infected file is “locked“ or in use by a system process, it will usually only be deleted after it is released (normally after a system restart).

Restoring from the Quarantine

The Quarantine can be accessed from the ESET Security Ultimate main program window by clicking **Tools** > **Quarantine**.

Quarantined files can also be restored to their original location:

- Use the **Restore** feature for this purpose, which is available from the context menu by right-clicking a given file in the Quarantine.

- If a file is marked as a potentially unwanted application, the **Restore and exclude from scanning** option is enabled. See also Exclusions.

- The context menu also offers the **Restore to** option, which enables you to restore a file to a location other than the one from which it was deleted.

- The restore functionality is not available in some cases, for example, for files located on a read-only network share.

Multiple threats

If any infected files were not cleaned during Computer scan (or the Cleaning level was set to **No Cleaning**), an alert window prompting you to select actions for those files is displayed. Select actions for the files (actions are set individually for each file in the list) and then click **Finish**.

Deleting files in archives

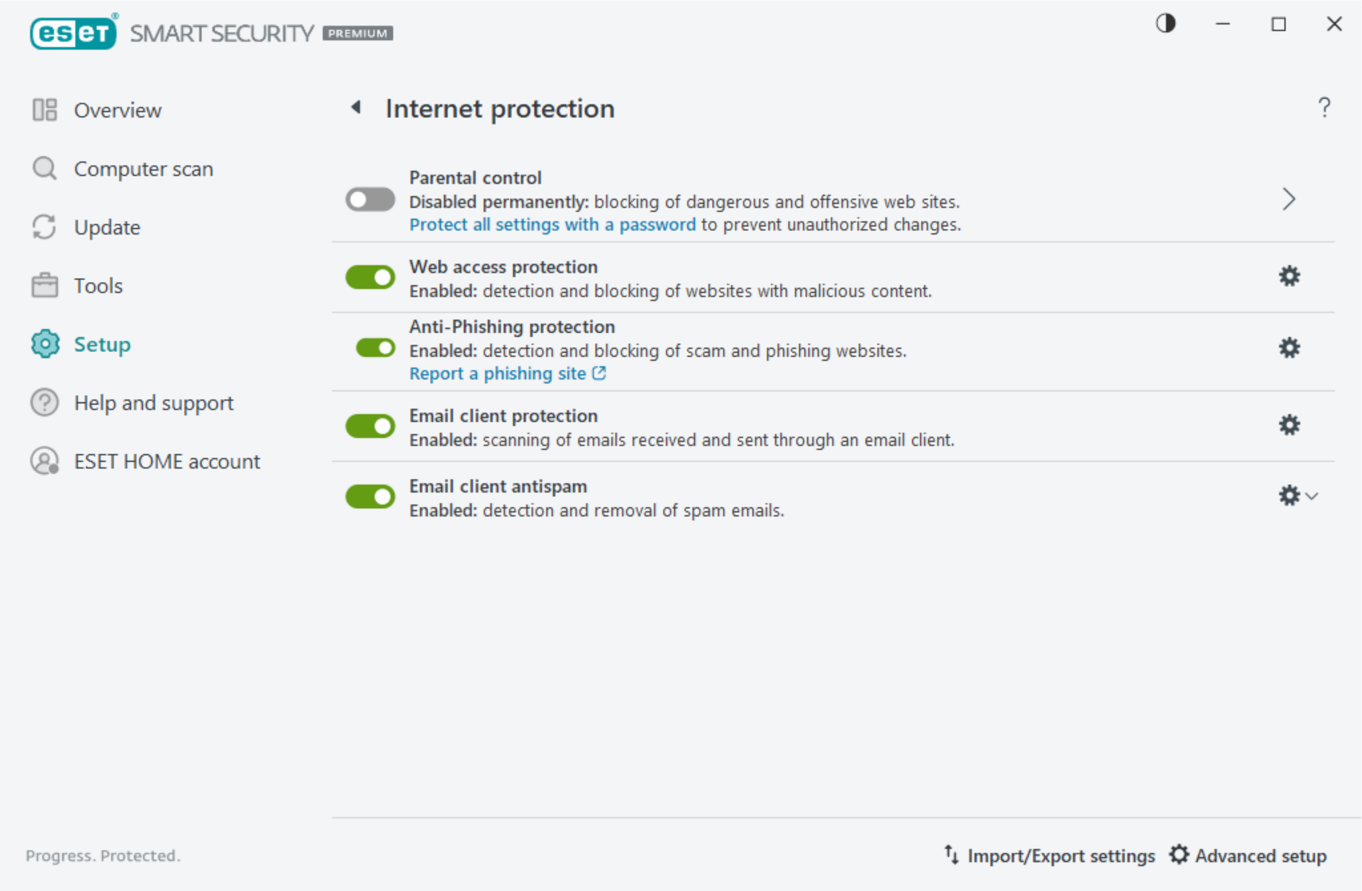
In Default cleaning mode, the entire archive will be deleted only if it contains infected files and no clean files. In other words, archives are not deleted if they also contain harmless clean files. Use caution when performing a Strict cleaning scan, with Strict cleaning enabled an archive will be deleted if it contains at least one infected file regardless of the status of other files in the archive.

Internet protection

Internet connectivity is a standard feature in a personal computer. Unfortunately, it has also become the main medium for transferring malicious code. Open the main program window > **Setup** > **Internet protection** to configure features in ESET Security Ultimate that increase your internet protection.

To pause or disable individual protection modules, click the toggle icon.

⚠ Turning off protection modules may decrease the protection level of your computer.



Internet protection

Parental control
Disabled permanently: blocking of dangerous and offensive web sites.
Protect all settings with a password to prevent unauthorized changes.

Web access protection
Enabled: detection and blocking of websites with malicious content.

Anti-Phishing protection
Enabled: detection and blocking of scam and phishing websites.
Report a phishing site

Email client protection
Enabled: scanning of emails received and sent through an email client.

Email client antispam
Enabled: detection and removal of spam emails.

Click the gear icon ⚙ next to a protection module to access advanced settings for that module.

The Parental control module protects your children by blocking inappropriate or harmful content on the internet.

Web access protection scans HTTP/HTTPS communication for malware and phishing. Web access protection should only be turned off for troubleshooting.

Anti-Phishing protection enables you to block web pages known to distribute phishing content. We strongly recommend that you leave Anti-Phishing enabled.

Report a phishing site—Report a phishing/malicious website to ESET for analysis.

> Before submitting a website to ESET, ensure it meets one or more of the following criteria:
> - The website is not detected at all.
> - The website is incorrectly detected as a threat. In this case, you can Report an incorrectly blocked page.

Email client protection provides control of email communications received through the POP3(S) and IMAP(S) protocols. Using the plugin program for your email client, ESET Security Ultimate provides control of all communications from/to the email client.

Email client antispam filters unsolicited email messages.

For the **Emal client antispam**, click the gear icon ⚙ and choose from the following options:

- **Configure**—Opens advanced settings for Email client antispam.
- **User's address list** (if enabled)—Opens a dialog window where you can add, edit or delete addresses to define the antispam rules. Rules in this list will be applied to the current user.
- **Global address list** (if enabled)—Opens a dialog window where you can add, edit or delete addresses to define the antispam rules. Rules in this list will be applied to all users.

Anti-Phishing protection

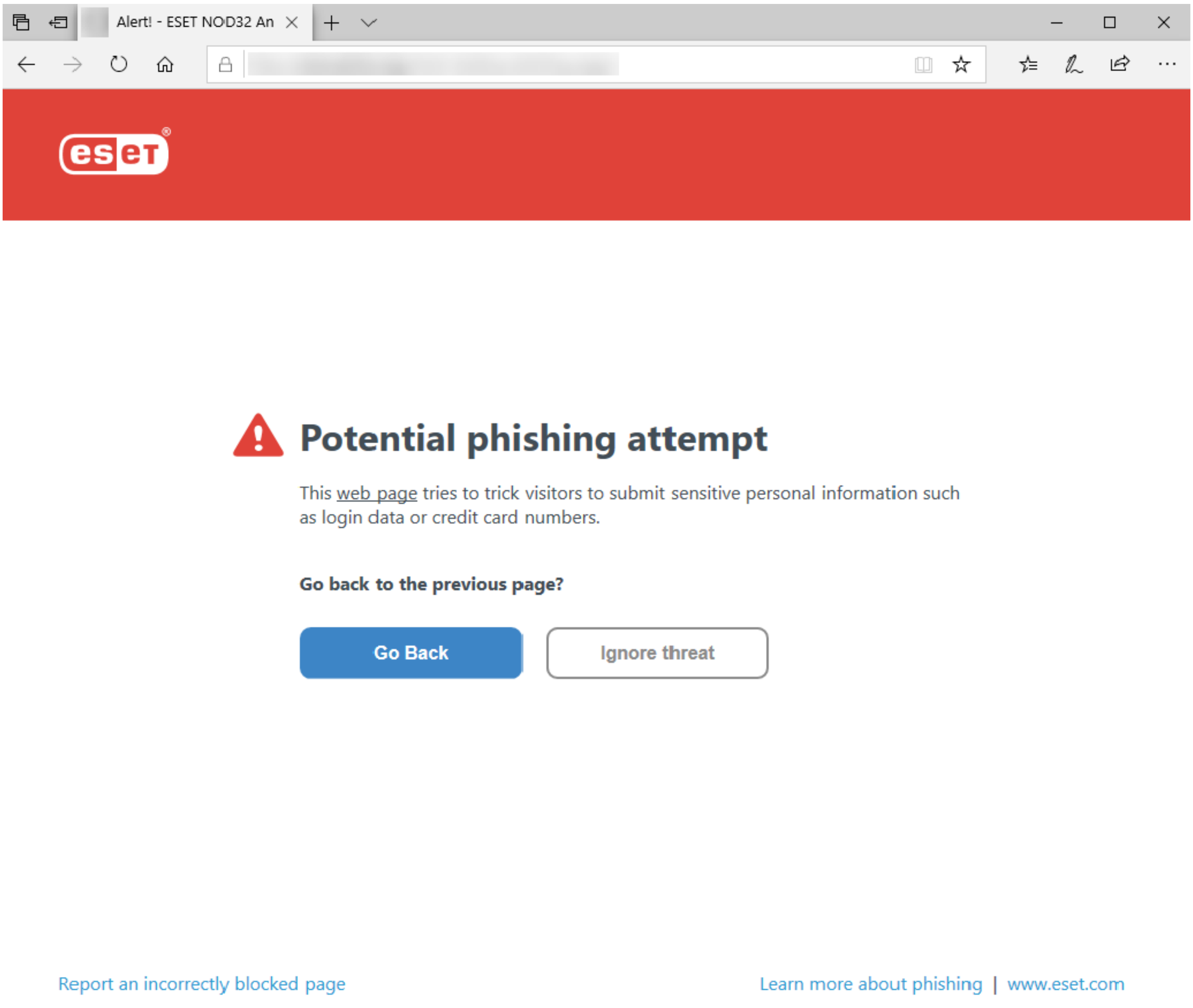
Phishing is a criminal activity that uses social engineering (manipulating users to obtain confidential information). Phishing is used to access sensitive data such as bank account numbers, PINs, etc. For more information, see the glossary. ESET Security Ultimate includes anti-phishing protection, which blocks web pages known to distribute this type of content.

Anti-Phishing protection is enabled by default. This setting can be configured in Advanced setup > **Protections** > **Web access protection**.

Visit our Knowledgebase article for more information on Anti-Phishing protection in ESET Security Ultimate.

Accessing a phishing website

When you access a recognized phishing website, your web browser will display the following dialog. If you still want to access the website, click **Ignore threat** (not recommended).



Potential phishing attempt

This web page tries to trick visitors to submit sensitive personal information such as login data or credit card numbers.

Go back to the previous page?

Go Back
Ignore threat
Report an incorrectly blocked page
Learn more about phishing | www.eset.com

Potential phishing websites that have been whitelisted will expire after several hours by default. To allow a website permanently, use the URL address management tool. In Advanced setup > **Protections** > **Web access protection** > **URL address management** > **Address list** > **Edit** add the website that you want to edit to the list.

Report a phishing site

The **Report an incorrectly blocked page** link enables you to report a website that is incorrectly detected as a threat.

Alternatively, you can submit the website by email. Send your email to samples@eset.com. Remember to use a descriptive subject and enclose as much information about the website as possible (for example, the website that referred you there, how you learned of this website, etc.).

Parental control

The Parental control module enables you to configure parental control settings, which provide parents with automated tools to help protect their children and set restrictions for devices and services. The goal is to prevent children and young adults from accessing pages with inappropriate or harmful content.

Parental control allows you block web pages that may contain potentially offensive material. In addition, parents can prohibit access to more than 40 pre-defined website categories and over 140 subcategories.

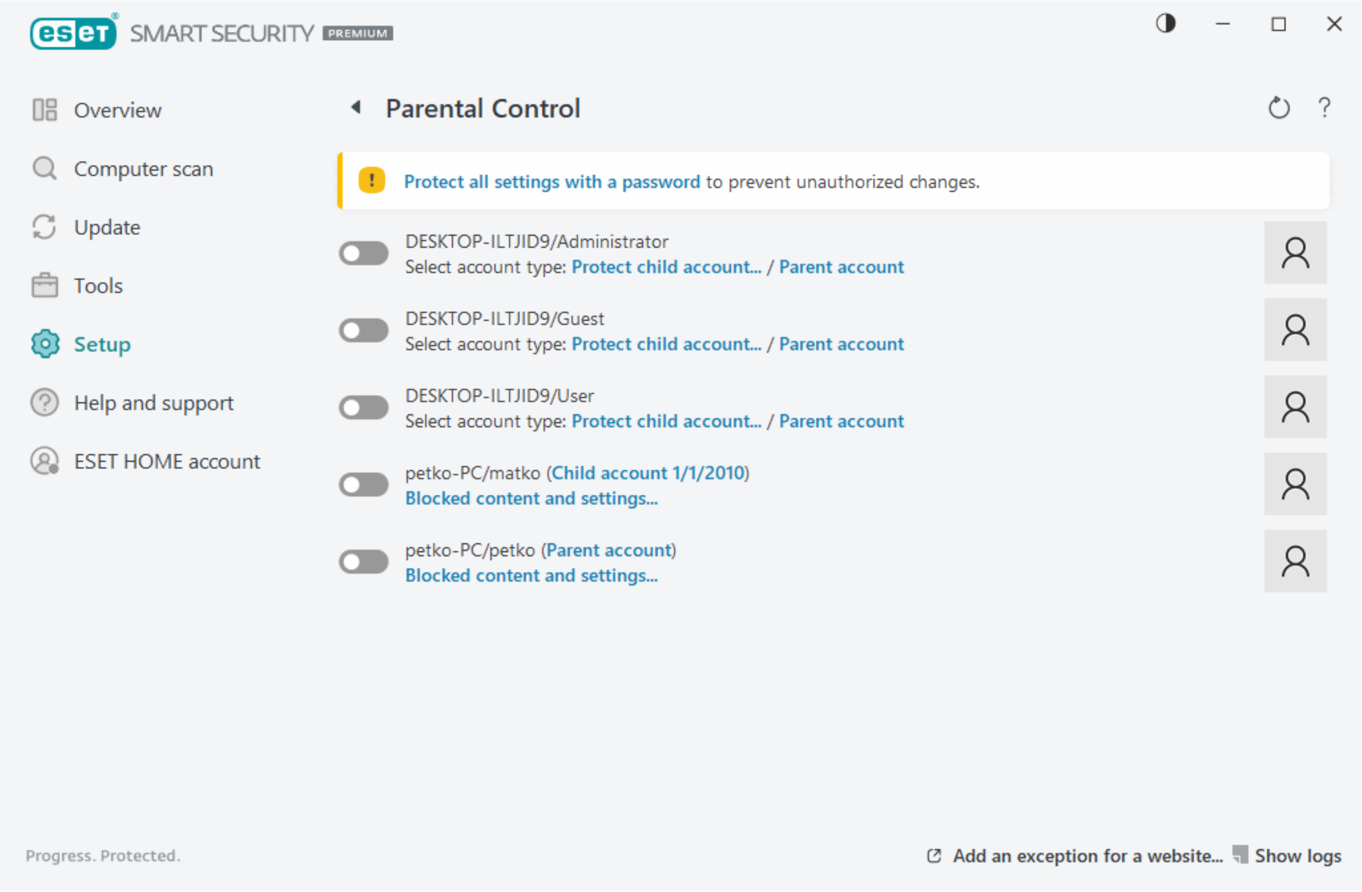
To activate Parental control for a specific user account, follow the steps below:

1. By default Parental control is disabled in ESET Security Ultimate. There are two methods for activating Parental control:

   - Click the toggle icon in the **Setup** > **Internet protection** > **Parental control** from the main program window and change the Parental control state to enabled.

   - Open Advanced setup > **Protections** > **Web access protection** > **Parental control** and then enable the toggle next to **Enable Parental control**.

2. Click **Setup** > **Internet protection** > **Parental control** from the main program window. Even though **Enabled** appears next to **Parental control**, you must configure Parental control for the desired account by clicking the symbol of an arrow and then in the next window select **Protect child account** or **Parent account**. In the next window, select the birth date to determine the level of access and recommended age-appropriate web pages. Parental control will now be enabled for the specified user account. Click **Blocked content and settings** under the account name to customize categories you want to allow or block in the Categories tab. To allow or block custom web pages that do not match a category, click the Exceptions tab.



Parental Control

Protect all settings with a password to prevent unauthorized changes.

DESKTOP-ILTJID9/Administrator
Select account type: Protect child account... / Parent account

DESKTOP-ILTJID9/Guest
Select account type: Protect child account... / Parent account

DESKTOP-ILTJID9/User
Select account type: Protect child account... / Parent account

petko-PC/matko (Child account 1/1/2010)
Blocked content and settings...

petko-PC/petko (Parent account)
Blocked content and settings...

Add an exception for a website... Show logs

If you click **Setup** > **Internet protection** > **Parental control** from the main product window of ESET Security Ultimate, you will see that the main window contains:

Windows user accounts

If you have created a role for an existing account, it will be shown here. Click the toggle ○ so that it will display a green check mark ● next to Parental control for the account. Under the active account, click Blocked content and settings to see the list of allowed categories of web pages for this account and blocked and allowed web pages.

The bottom part of a window contains

Add an exception for a website—The specific website can be allowed or blocked according your preferences for each parental account separately.

Show logs—This shows a detailed log of the Parental control activity (blocked pages, the account, the page was blocked for, category, etc.). You can also filter this log based on the criteria you choose by clicking ○ **Filtering**.

Parental control

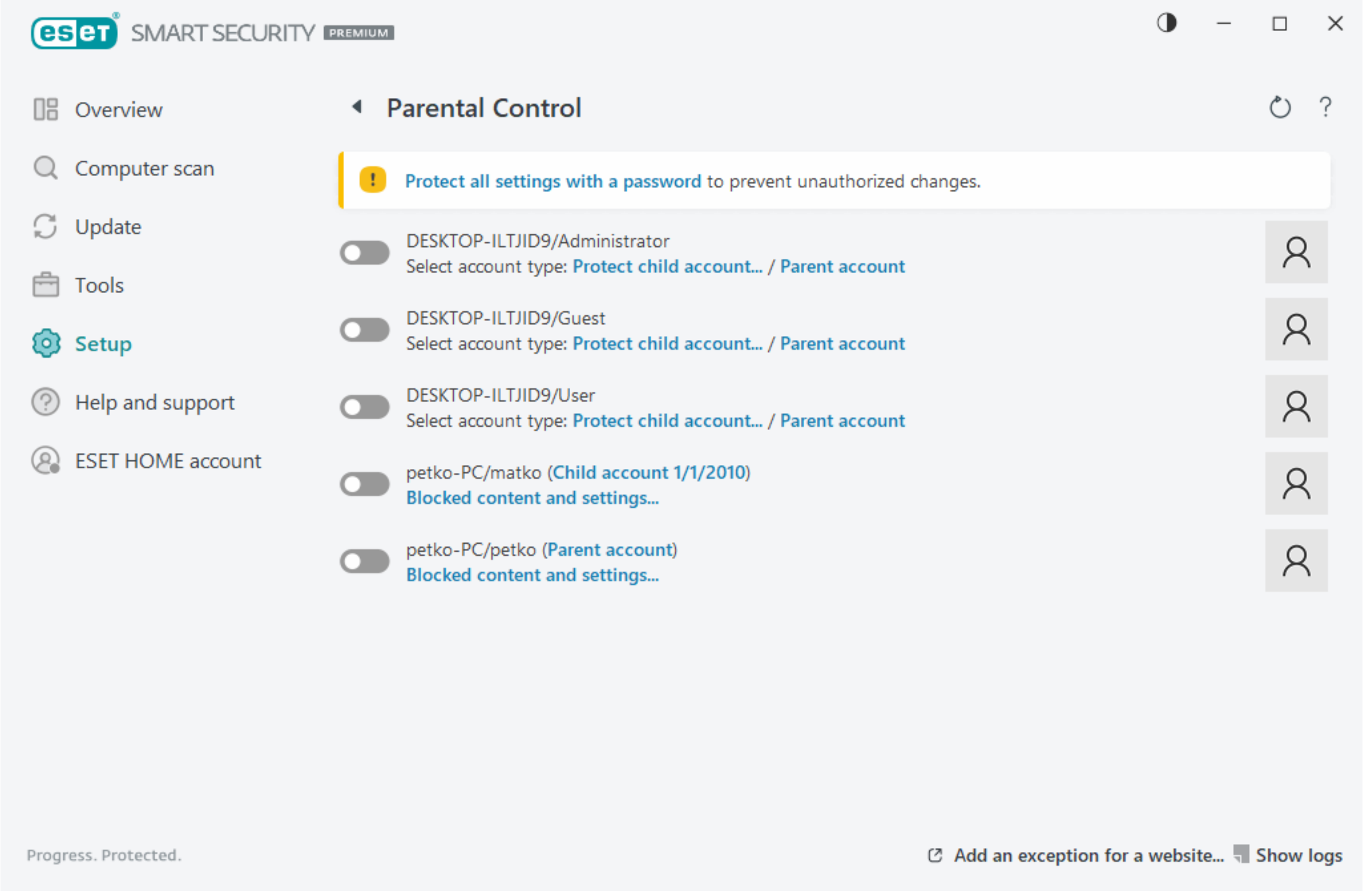
After disabling Parental control, a **Disable Parental control** window will appear. Here you can set the time interval for which protection is disabled. The option then changes to **Paused** or **Disabled permanently**.

It is important to protect the settings in ESET Security Ultimate with a password. This password can be set in the Access setup section. If no password is set the following warning will appear – **Protect all settings with a password** to prevent unauthorized changes. The restrictions set in Parental control only affect the standard user accounts. Because an Administrator can override any restriction, they will not have any effect.

> Parental control requires Network traffic scanner, HTTP(S) traffic scanning and Firewall to be enabled to function properly. All of these functionalities are enabled by default.

Website exceptions

To add an exception for a website, click **Setup** > **Internet protection** > **Parental control** and then click **Add an exception for a website**.



ESET SMART SECURITY PREMIUM

Parental Control

Protect all settings with a password to prevent unauthorized changes.

DESKTOP-ILTJID9/Administrator
Select account type: Protect child account... / Parent account

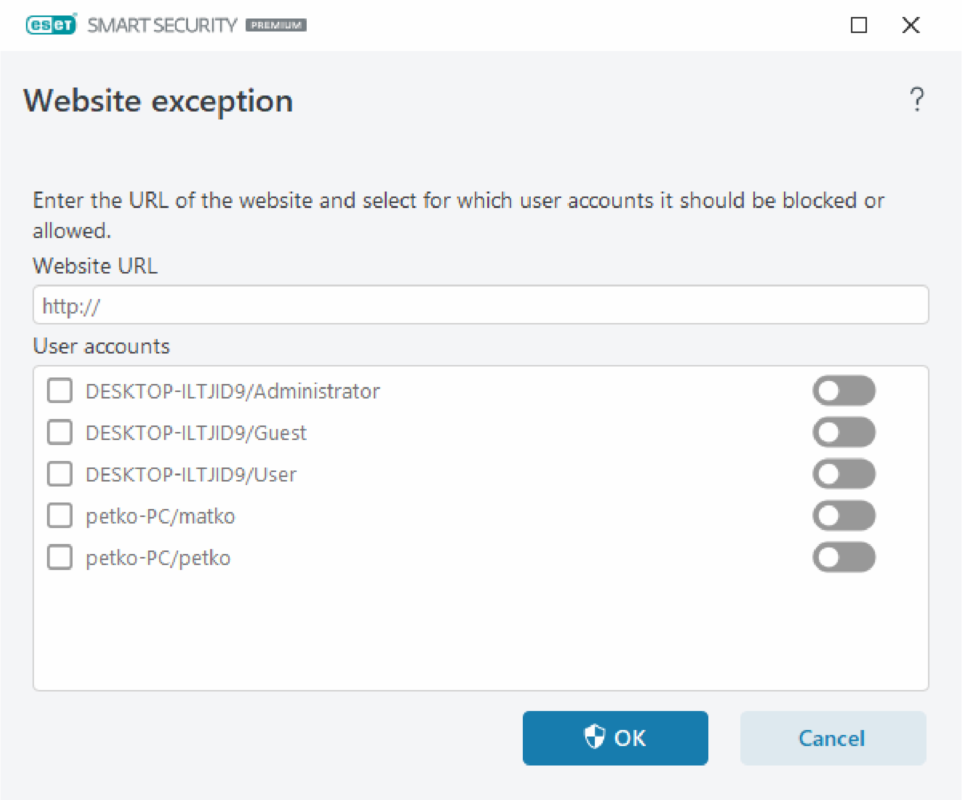
DESKTOP-ILTJID9/Guest
Select account type: Protect child account... / Parent account

DESKTOP-ILTJID9/User
Select account type: Protect child account... / Parent account

petko-PC/matko (Child account 1/1/2010)
Blocked content and settings...

petko-PC/petko (Parent account)
Blocked content and settings...

Type a URL in the **Website URL** field, select ✓ (allowed) or ⊘ (blocked) for each specific user account and then click **OK** to add it to the list.



ESET SMART SECURITY PREMIUM

Website exception

Enter the URL of the website and select for which user accounts it should be blocked or allowed.

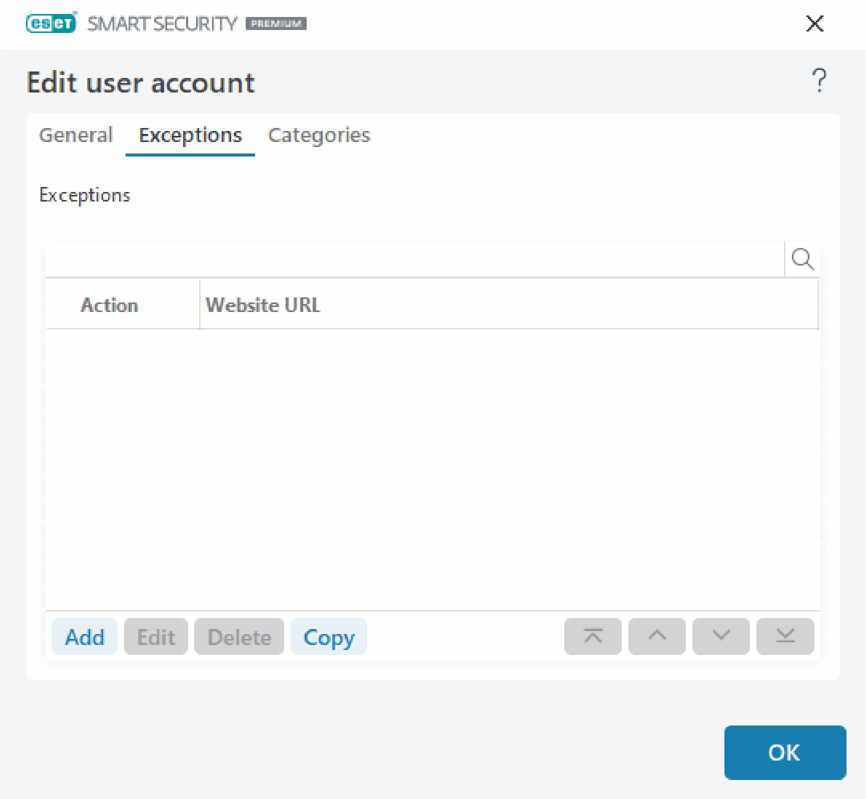
Website URL

http://

User accounts

☐ DESKTOP-ILTJID9/Administrator
☐ DESKTOP-ILTJID9/Guest
☐ DESKTOP-ILTJID9/User
☐ petko-PC/matko
☐ petko-PC/petko

To delete a URL address from the list, click **Setup** > **Internet protection** > **Parental control**, click **Blocked content and settings** under the desired user account, click the **Exception** tab, select the exception and then click **Delete**.



In the URL address list, the special symbols * (asterisk) and ? (question mark) cannot be used. For example, web page addresses with multiple TLDs must be entered manually (*examplepage.com*, *examplepage.sk*, etc.). When you add a domain to the list, all content located on this domain and all subdomains (for example, *sub.examplepage.com*) will be blocked or allowed based on your choice of URL-based action.

Blocking or allowing a specific web page can be more accurate than blocking or allowing a category of web pages. Be careful when changing these settings and adding a category/web page to the list..

Copy exception from user

Select a user from the drop-down menu from which you want to copy created exception.

Copy categories from account

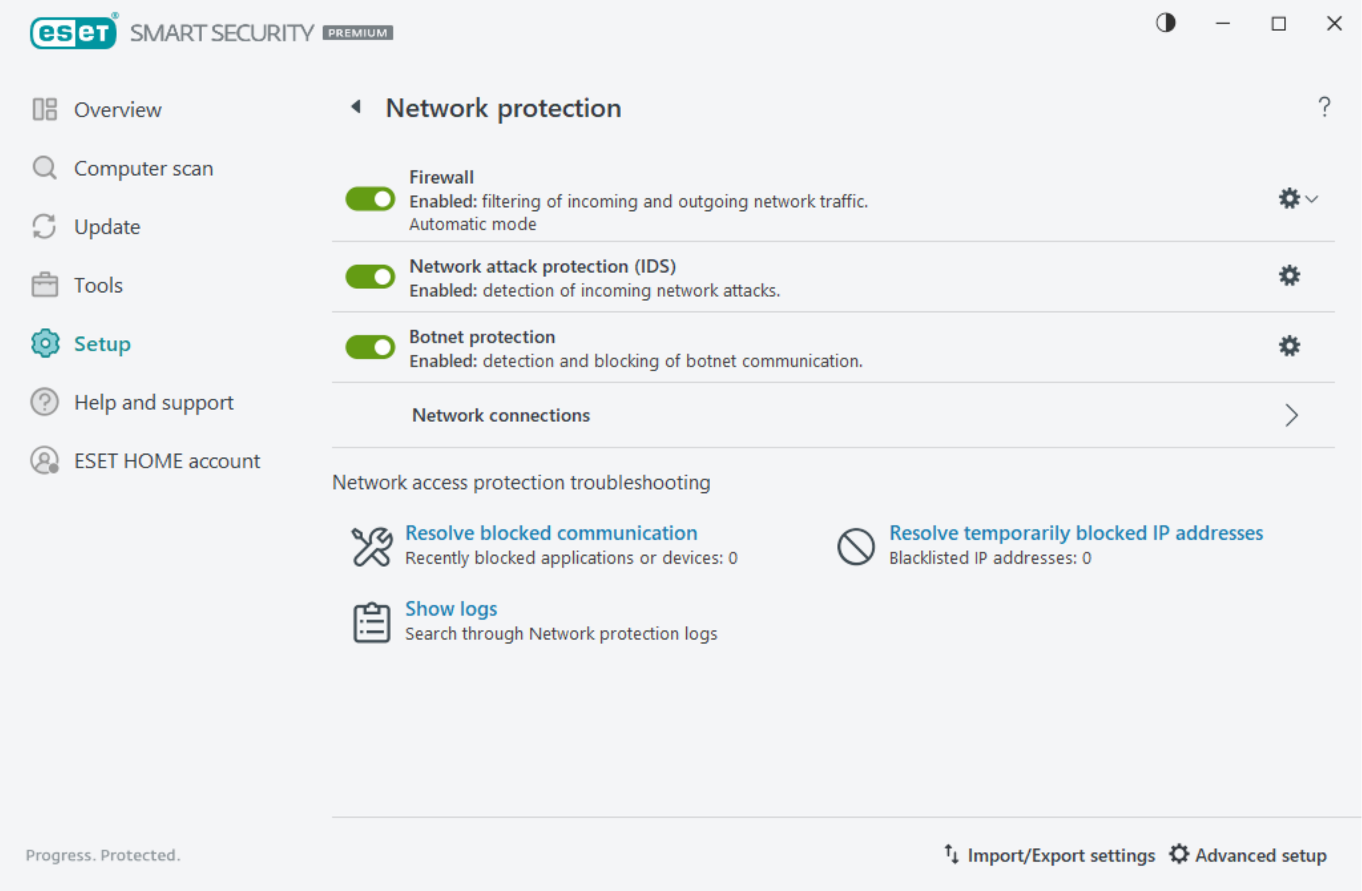
Allows you copy a list of blocked or allowed categories from an existing modified account.

Network protection

Open the main program window > **Setup** > **Network protection** to configure basic Network protection settings or troubleshoot network communication.

To pause or disable individual protection modules, click the toggle icon ●.

Turning off protection modules may decrease the protection level of your computer.



Network protection

Firewall
Enabled: filtering of incoming and outgoing network traffic.
Automatic mode

Network attack protection (IDS)
Enabled: detection of incoming network attacks.

Botnet protection
Enabled: detection and blocking of botnet communication.

Network connections

Network access protection troubleshooting

Resolve blocked communication
Recently blocked applications or devices: 0

Resolve temporarily blocked IP addresses
Blacklisted IP addresses: 0

Show logs
Search through Network protection logs

Click the gear icon ⚙ next to a protection module to access advanced settings for that module.

Firewall—Filters all network communication based on the ESET Security Ultimate configuration.

Configure—Opens the Firewall Advanced setup where you can define how the firewall will handle network communication.

Pause firewall (allow all traffic)—All Firewall filtering options are turned off and all incoming and outgoing connections are permitted. Click **Enable firewall** to re-enable the firewall While Network traffic filtering is in this mode.

Block all traffic—All inbound and outbound communication will be blocked by the Firewall. Only use this option if you suspect a critical security risk that requires the system to be disconnected from the network. While Network traffic filtering is in **Block all traffic** mode, click **Stop blocking all traffic** to restore normal firewall operation.

Automatic mode—(when another filtering mode is enabled)—Click to change the filtering mode to automatic filtering mode (with user-defined rules).

Interactive mode—(when another filtering mode is enabled)—Click to change the filtering mode to interactive filtering mode.

Network attack protection (IDS)—Analyzes the content of network traffic and protects from network attacks. Traffic that is considered harmful will be blocked. ESET Security Ultimate will inform you when you connect to an unprotected wireless network or network with weak protection.

Botnet protection—Quickly and accurately spots malware on your system.

Network connections—Shows the networks to which network adapters are connected with detailed information.

Resolve blocked communication—Helps you solve connectivity problems caused by ESET Firewall. For more detailed information see Troubleshooting wizard.

Resolve temporarily blocked IP addresses—View a list of IP addresses that have been detected as the source of attacks and added to the blacklist to block connection for a certain period of time.

Show logs— Opens the Network protection Log file.

Network connections

Shows the networks to which network adapters are connected. To see network connections, open the main program window > **Setup** > **Network protection** > **Network connections**.

Double-click a connection in the list to show its details and Network adapter details.

Hover over a specific network connection and click the menu icon ⋮ in the **Trusted** column to choose one of the following options:

- **Edit**—Opens the Configure network protection window where you can assign a Network protection profile to a specific network
- **Forget**—Resets the network connection configuration to default
- **Scan network with Network Inspector**—Opens Network Inspector to run a network scan
- **Mark as "My Network"**—Adds a "My Network" tag to the network; this tag will be shown next to the network throughout the ESET Security Ultimate for better identification and security overview
- **Unmark as "My Network"**—Removes the "My Network" tag; only available if the network is already tagged

Network connection details

Double-click a connection in the list of Network connections to show its details together with network adapter details. Network connection and adapter details can help you identify the network you are trying to configure in Network access protection.

Network connection details:

- Status of the network connection
- Date and time of the first network detection
- Last time the network was active
- Total time spent connected to this network
- Network connection profile
- Network connection profile defined in Windows

- Network protection configuration (whether the network is trusted)

Network adapter details:

- Type of the connection (wired, virtual, etc.)
- Network adapter name
- Adapter description
- IP address with MAC address
- The IPv4 and IPv6 address of the network with subnet
- DNS suffix
- DNS server IP
- DHCP server IP
- Default gateway IP and MAC address
- Adapter MAC address

Network access troubleshooting

Troubleshooting wizard helps you resolve connectivity problems caused by the Firewall. **Network access troubleshooting** can be found in the main program window > **Setup** > **Network protection** > **Resolve blocked communication**.

Select if you want to show communication blocked for **Local applications** or blocked communication from **Remote devices**.

From the drop-down menu, select a period of time during which communication has been blocked. A list of recently blocked communications gives you an overview of the type of application or device, its reputation, and the total number of applications and devices blocked during that time period. For more details about blocked communication, click **Details**. The next step is to unblock the application or device on which you are experiencing connectivity problems.

When you click **Unblock**, the previously blocked communication will be allowed. If you continue to experience problems with an application or your device does not work as expected, click **creating another rule**, and all communications previously blocked for that device will now be allowed. If the issue persists, restart the computer.

Click **Open Firewall rules** to see rules created by the wizard. Additionally, you can see rules created by the wizard in Advanced setup > **Protections** > **Network access protection** > **Firewall** > **Rules** > **Edit**.

> ! If the rule cannot be created, you will receive an error message. Click **Try again** and repeat the process to unblock communication, or create another rule from the list of blocked communication.

Temporary IP address blacklist

To view IP addresses that have been detected as sources of attacks and have been added to the blacklist to block connection for a certain period of time, open the main program window > **Setup** > **Network protection** > **Resolve temporarily blocked IP addresses**. Temporarily blocked IP addresses are blocked for 1 hour.

Columns

IP address—shows an IP address that has been blocked.

Block reason—shows type of attack that has been prevented from the address (for example TCP Port Scanning attack).

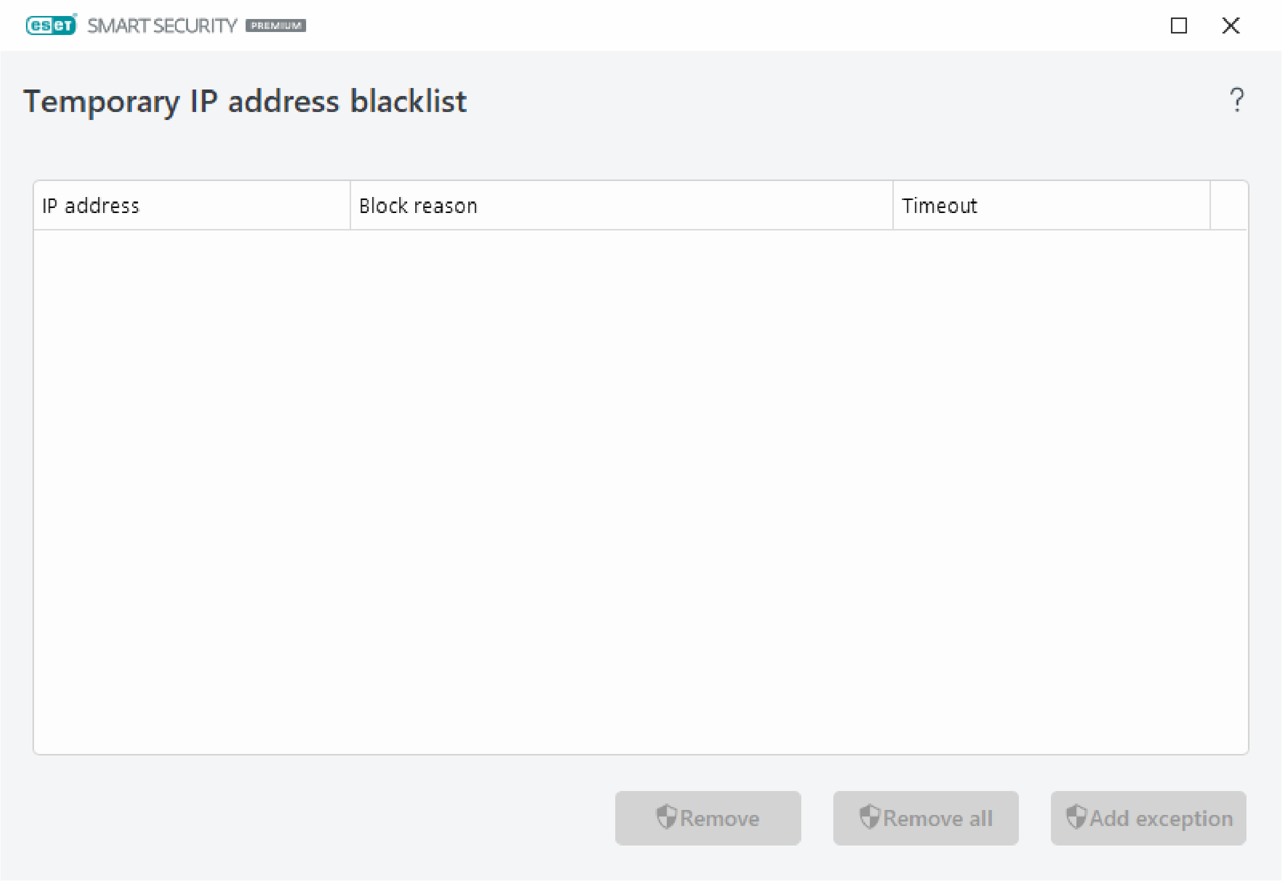
Timeout—shows time and date when the address will expire from the black list.

Control elements

Remove—click to remove an address from the blacklist before it will expire.

Remove all—click to remove all addresses from the blacklist immediately.

Add exception—click to add a firewall exception into IDS filtering.



Network protection logs

The ESET Security Ultimate Network protection saves all important events in a log file. To view the log file, open the main program window > **Setup** > **Network protection** > **Show logs**.

The log files can be used to detect errors and reveal intrusions into your system. Network protection logs contain the following data:

- Date and time of the event
- Name of event
- Source
- Target network address
- Network communication protocol
- The rule applied, or name of a worm, if identified
- Application path and name
- Hash
- User
- Signer of the application (publisher)
- Package name
- Name of the service

A thorough analysis of this data can help detect attempts to compromise system security. Many other factors indicate potential security risks and enable you to minimize their impact: frequent connections from unknown locations, multiple attempts to establish connections, unknown applications communicating or unusual port numbers used.

> **Security vulnerability exploitation**
> The message of security vulnerability exploitation is logged even if the specific vulnerability is already patched since the exploitation attempt is detected and blocked on the network level before actual exploitation can happen.

Solving problems with Firewall

If you experience connectivity problems with ESET Security Ultimate installed, there are several ways to tell if the Firewall is causing the issue. Moreover, Firewall can help you create new rules or exceptions to resolve connectivity problems.

See the following topics for help resolving problems with the Firewall:

- Network access troubleshooting

- Logging and creating rules or exceptions from log
- Creating exceptions from Firewall notifications
- Network protection advanced logging
- Solving problems with Network traffic scanner

Logging and creating rules or exceptions from log

By default, the ESET Firewall does not log all blocked connections. If you want to see what was blocked by the Network protection, Open Advanced setup > **Tools** > **Diagnostics** > **Advanced logging** and enable **Enable Network protection advanced logging**. If you see something in the log that you do not want the Firewall to block, you can create a rule or an IDS rule for it by right-clicking on that item and selecting **Don't block similar events in the future**. Please note that the log of all blocked connections can contain thousands of items and it might be difficult to find a specific connection in this log. You can turn logging off after you have resolved your issue.

For more information about the log see Log files.

> Use logging to see the order in which the Network protection blocked specific connections. Moreover, creating rules from the log enables you to create rules that do exactly what you want.

Create rule from log

The new version of ESET Security Ultimate enables you to create a rule from the log. From the main menu click **Tools** > **Log files**. Choose **Network protection** from drop-down menu, right-click your desired log entry and select **Don't block similar events in the future** from the context menu. A notification window will display your new rule.

To allow for the creation of new rules from the log, ESET Security Ultimate must be configured with the following settings:

1. Set the minimum logging verbosity to **Diagnostic** in Advanced setup > **Tools** > **Log files**.

2. Enable **Notify about incoming attacks against security holes** in Advanced setup > **Protections** > **Network access protection** > **Network attack protection** > **Advanced options** > **Intrusion detection**.

Creating exceptions from Firewall notifications

When ESET Firewall detects malicious network activity, a notification window describing the event will be displayed. This notification contains a link that will enable you to learn more about the event and set up an rule for this event if you want.

> If a network application or device does not implement network standards correctly it can trigger repetitive firewall IDS notifications. You can create an exception directly from the notification to keep the ESET Firewall from detecting this application or device.

Network protection advanced logging

This feature is intended to provide more complex log files for ESET Technical support. Use this feature only when requested to by ESET Technical support, as it might generate a huge log file and slow down your computer.

1. Open Advanced setup > **Tools** > **Diagnostics** > **Advanced logging** and enable **Enable Network protection advanced logging**.

2. Attempt to reproduce the problem you are experiencing.

3. Disable Network protection advanced logging.

4. The PCAP log file created by Network protection advanced logging can be found in the same directory where diagnostic memory dumps are generated: *C:\ProgramData\ESET\ESET Security\Diagnostics\*

Solving problems with Network traffic scanner

If you experience problems with your browser or email client, the first step is determining if Network traffic scanner is responsible. To do that, try temporarily disabling Network traffic scanner in Advanced setup > **Detection engine** > **Network traffic scanner** (remember to turn it back on after you are finished, otherwise, your browser and email client will remain unprotected). If your problem disappears after turning it off, here is a list of common problems and a way to solve them:

Update or secure communication problems

If your application complains about the inability to update or that a communication channel is not secure:

- If you have SSL/TLS enabled, try temporarily turning it off. If that helps, you can keep using SSL/TLS and make the update work by excluding the problematic communication:
  Disable SSL/TLS. Rerun the update. There should be a dialog informing you about encrypted network traffic. Make sure the application matches the one you are troubleshooting, and the certificate looks like coming from the server it is updating from. Then choose to remember the action for this certificate and click ignore. If no more relevant dialogs are shown, you can switch the filtering mode back to automatic, and the problem should be solved.

- If the application in question is not a browser or email client, you can completely exclude it from Web access protection (doing this for the browser or email client would leave you exposed). Any application that had its communication filtered in the past should already be in the list provided to you when adding an exception, so manually adding one should not be necessary.

Problem accessing a device on your network

If you cannot use any device's functionality on your network (this could mean opening a web page of your webcam or playing video on a home media player), try adding its IPv4 and IPv6 addresses to the list of excluded addresses.

Problems with a specific website

You can exclude specific websites from Web access protection using URL address management. For example, if you cannot access https://www.gmail.com/intl/en/mail/help/about.html, try adding *gmail.com* to the list of excluded addresses.

Error "Some of the applications capable of importing the root certificate are still running"

When you enable SSL/TLS, ESET Security Ultimate ensures that installed applications trust the way it filters SSL protocol by importing a certificate to their certificate store. Some applications may require a restart to import a certificate. This includes Firefox and Opera. Make sure none of them are running (the best way to do this is to open Task Manager and ensure there is no firefox.exe or opera.exe under the Processes tab), then hit retry.

Error about an untrusted issuer or invalid signature

This most likely means that the import described above failed. First, make sure that none of the mentioned applications are running. Then disable SSL/TLS and enable it back on. This reruns the import.

> See the Knowledgebase article to learn How to manage Network traffic scanner in ESET Windows home product.

Network threat blocked

This situation can occur when a port scanning attempt on your system is detected or when an application on your computer tries to transmit malicious traffic to another device on the network or exploit a security hole.

You can find the type of threat and the related device IP address in the notification. Click **Change handling of this threat** to show the following options:

Continue blocking—Blocks detected threat. If you want to stop receiving notifications about this type of threat from the specific remote address, select the radio button next to **Do not notify** before you click **Continue blocking**. This will create an Intrusion Detection Service (IDS) rule with the following configuration: **Block** - default, **Notify** - no, **Log** - no.

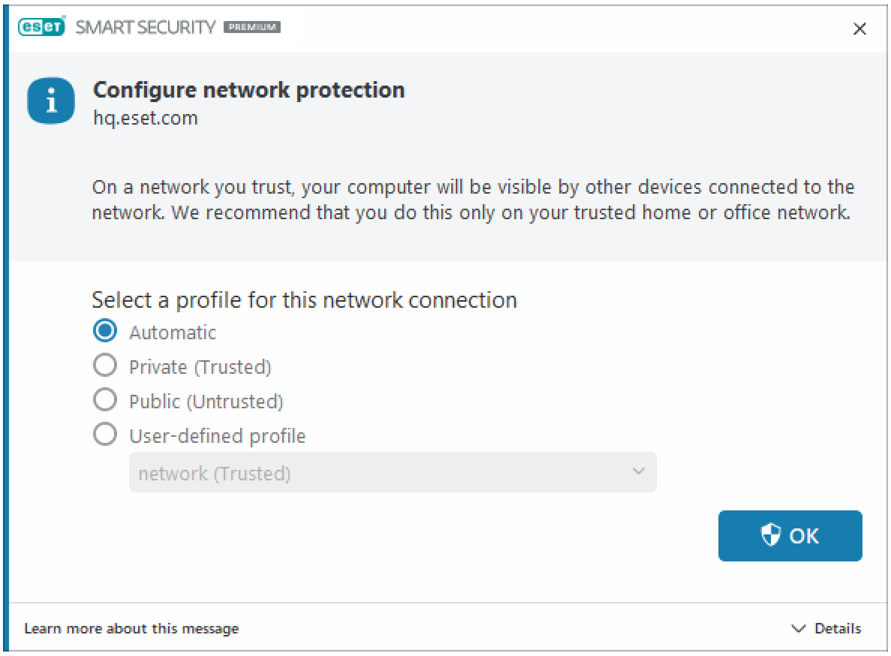
Allow—Creates an Intrusion Detection Service (IDS) rule to allow the detected threat. Select one from the following options before you click **Allow** to specify the rule settings:

- **Notify only when this threat is blocked**—Rule configuration: **Block** - no, **Notify** - no, **Log** - no.
- **Notify whenever this threat occurs**—Rule configuration: **Block** - no, **Notify** - default, **Log** - default.
- **Do not notify**—Rule configuration: **Block** - no, **Notify** - no, **Log** - no.

> The information shown in this notification window may vary depending on the type of threat detected.
> For more information about threats and other related terms, see Types of remote attacks or Types of detections.
> To resolve the **Duplicate IP addresses on network** event, see our ESET Knowledgebase article.

New network detected

By default, ESET Security Ultimate uses Windows settings when a new network connection is detected. To display a dialog window when a new network is detected, change the Network protection profile assignment to **Ask**. Network protection configuration will be displayed whenever your computer connects to a new network.



Configure network protection
hq.eset.com

On a network you trust, your computer will be visible by other devices connected to the network. We recommend that you do this only on your trusted home or office network.

Select a profile for this network connection

● Automatic
○ Private (Trusted)
○ Public (Untrusted)
○ User-defined profile

network (Trusted)

You can select from the following Network connection profiles:

Automatic—ESET Security Ultimate will select the profile automatically, based on the Activators configured for each profile.

Private—For trusted networks (home or office network). Your computer and shared files stored on your computer are visible to other network users, and system resources are accessible to other users on the network (access to shared files and printers is enabled, incoming RPC communication is enabled and remote desktop sharing is available). We recommend using this setting when accessing a secure local network. This profile is automatically assigned to a network connection if it is configured as Domain or Private network in Windows.

Public—For untrusted networks (public network). Files and folders on your system are not shared with or visible to other users on the network, and system resource sharing is deactivated. We recommend using this setting when accessing wireless networks. This profile is automatically assigned to any network connection that is not configured as Domain or Private network in Windows.

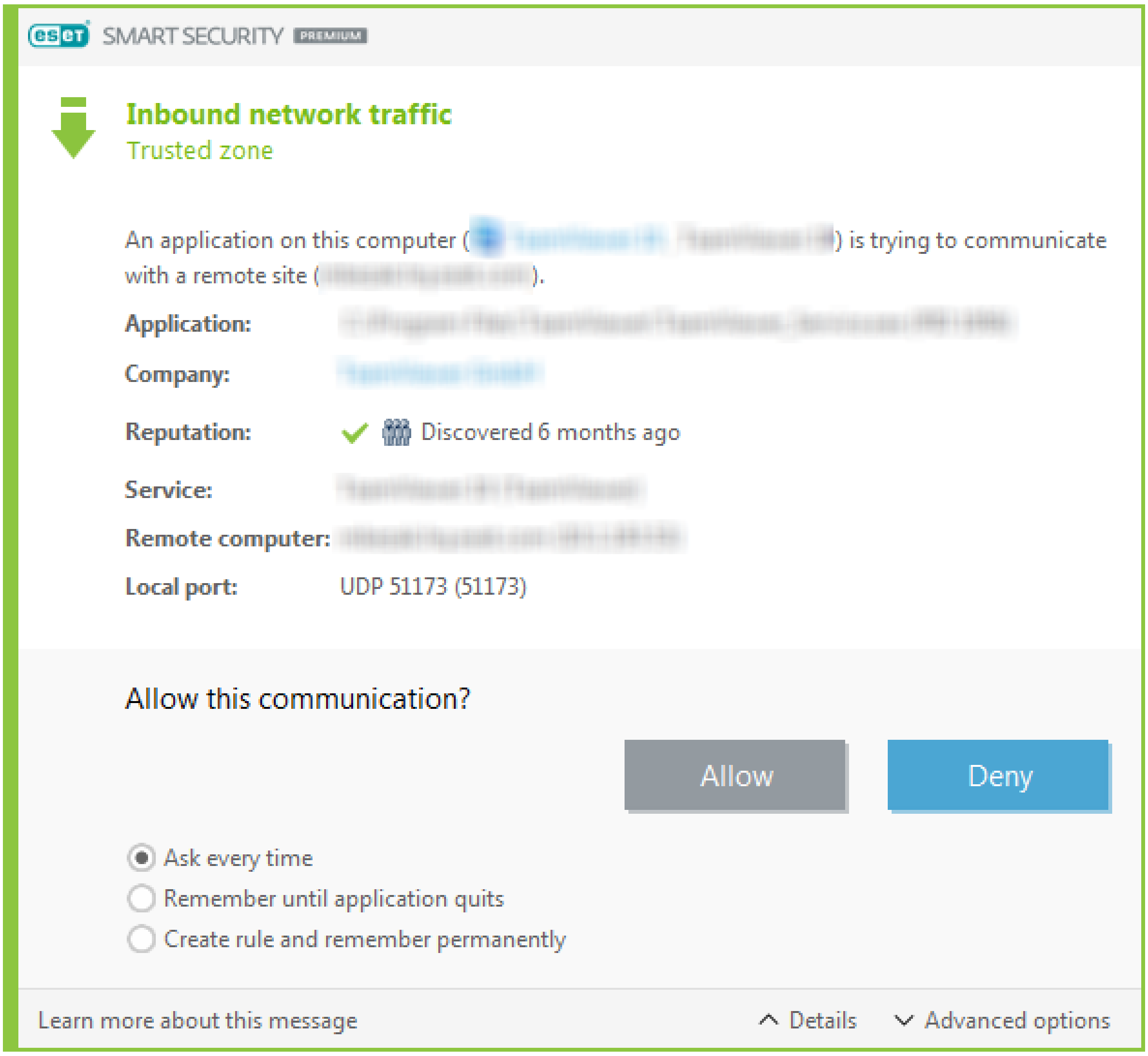
User-defined profile—You can select one of the profiles you have created from the drop-down menu. This option is available only if you have created at least one custom profile.

⚠ An incorrect network configuration may pose a security risk to your computer.

Establishing connection – detection

The Firewall detects each newly-created network connection. The active firewall mode determines which actions are performed for the new rule. If **Automatic mode** or **Policy-based mode** is activated, the Firewall will perform pre-defined actions with no user interaction.

The **Interactive mode** displays an informational window that reports the detection of a new network connection with detailed information about the connection. You can choose to **Allow** or **Deny** (block) the connection. If you repeatedly allow the same connection in the dialog window, we recommend that you create a new rule for the connection. Select **Create rule and remember permanently** to save the action as a new rule for the Firewall. If the Firewall recognizes the same connection in the future, it will apply the existing rule without requiring user interaction.



Inbound network traffic

Trusted zone

An application on this computer ([redacted]) is trying to communicate with a remote site ([redacted]).

Application: [redacted]

Company: [redacted]

Reputation: ✓ Discovered 6 months ago

Service: [redacted]

Remote computer: [redacted]

Local port: UDP 51173 (51173)

Allow this communication?

● Ask every time

○ Remember until application quits

○ Create rule and remember permanently

When creating new rules, only allow connections that you know are secure. If all connections are allowed, the Firewall fails to accomplish its purpose. These are the important parameters for connections:

Application—Executable file location and process ID. Do not allow connections for unknown applications and processes.

Signer—Application's publisher name. Click the text to show a security certificate for the company.

Reputation—Risk level of the connection. Connections are assigned a risk level: Fine (green), Unknown (orange) or Risky (red), by using a series of heuristic rules that examine the characteristics of each connection, the number of users, and discovery time. This information is gathered by ESET LiveGrid® technology.

Service—Name of the service, if the application is a windows service.

Remote computer—Address of the remote device. Only allow connections to trusted and known addresses.

Remote port—Communication port. Communication on common ports (e.g., web traffic – port number 80,443) can be allowed under normal circumstances.

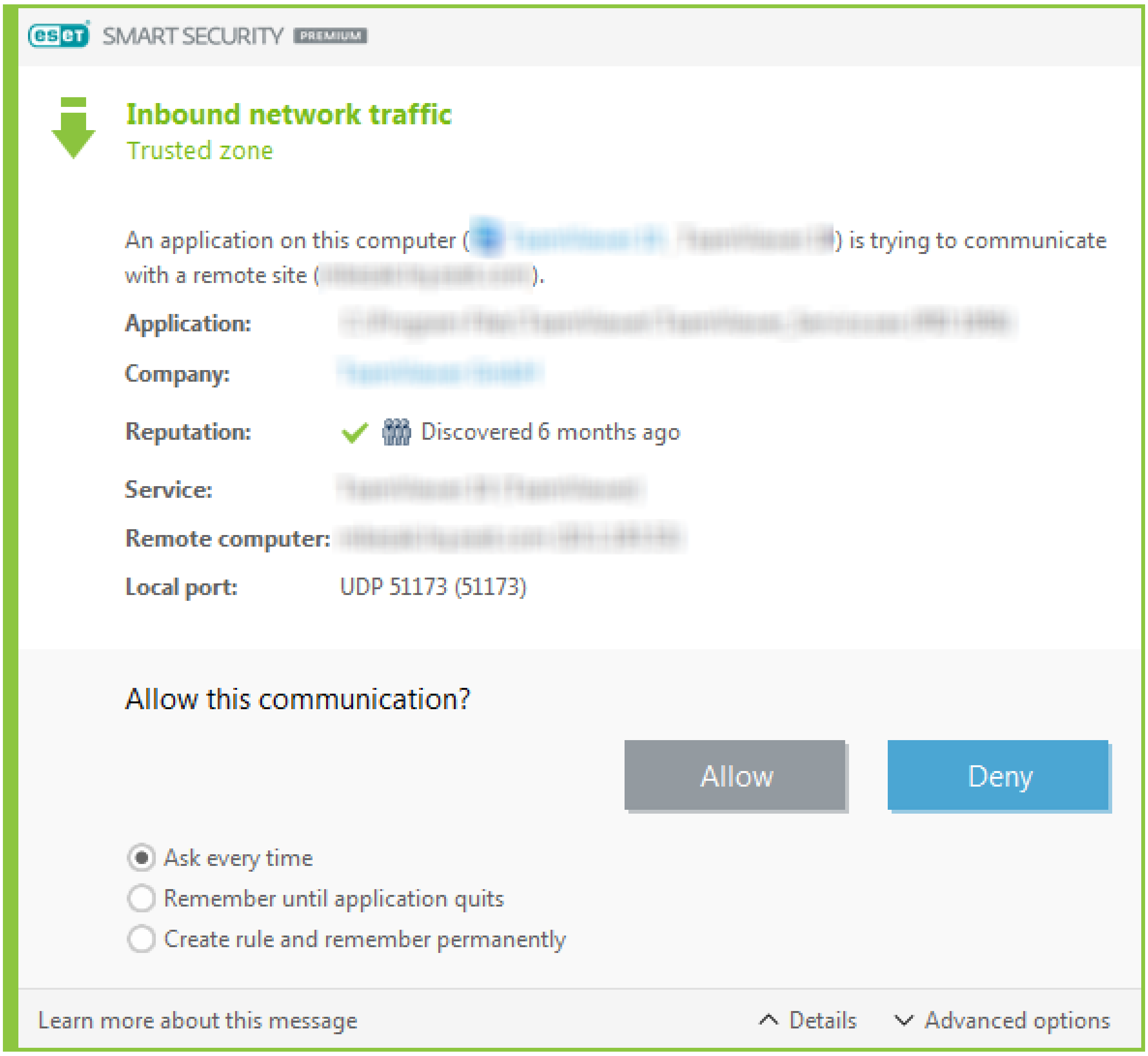
Computer infiltrations often use the internet and hidden connections to help them infect remote systems. If rules are configured correctly, a Firewall becomes a useful tool for protection against a variety of malicious code attacks.

Application change

The Firewall has detected a modification in an application that is used to establish outgoing connections from your computer. The application may have simply been updated to a new version. On the other hand, a modification can be caused by a malicious application. If you are not aware of any legitimate modification, we recommend that you deny the connection and scan your computer using the most recent virus signatures database.

Incoming trusted communication

Example of an incoming connection within the trusted zone:
A remote computer from within the trusted zone is attempting to establish communication with a local application running on your computer.



SMART SECURITY PREMIUM

Inbound network traffic
Trusted zone

An application on this computer ([redacted]) is trying to communicate with a remote site ([redacted]).

Application: [redacted]

Company: [redacted]

Reputation: ✓ Discovered 6 months ago

Service: [redacted]

Remote computer: [redacted]

Local port: UDP 51173 (51173)

Allow this communication?

Allow | Deny

● Ask every time
○ Remember until application quits
○ Create rule and remember permanently

Learn more about this message
^ Details
⌄ Advanced options

Application—Application contacted by a remote device.

Application path—Location of the application.

Microsoft store application—Name of the application in Microsoft store.

Signer—Application's publisher name. Click the text to show a security certificate for the company.

Reputation—Reputation of the application as obtained by ESET LiveGrid® technology.

Service—Name of the service that is currently running on your computer.

Remote computer—Remote computer trying to establish communication with the application on your computer.

Remote port—Port used for the communication.

Ask every time—If the default action for a rule is set to **Ask**, a dialog window will be displayed each time that the rule is triggered.

Remember until application quits—ESET Security Ultimate will remember the chosen action until the next restart.

Create rule and remember permanently—If you select this option before allowing or denying a communication, ESET Security Ultimate will remember the action and use it if the application is contacted by the remote computer again.

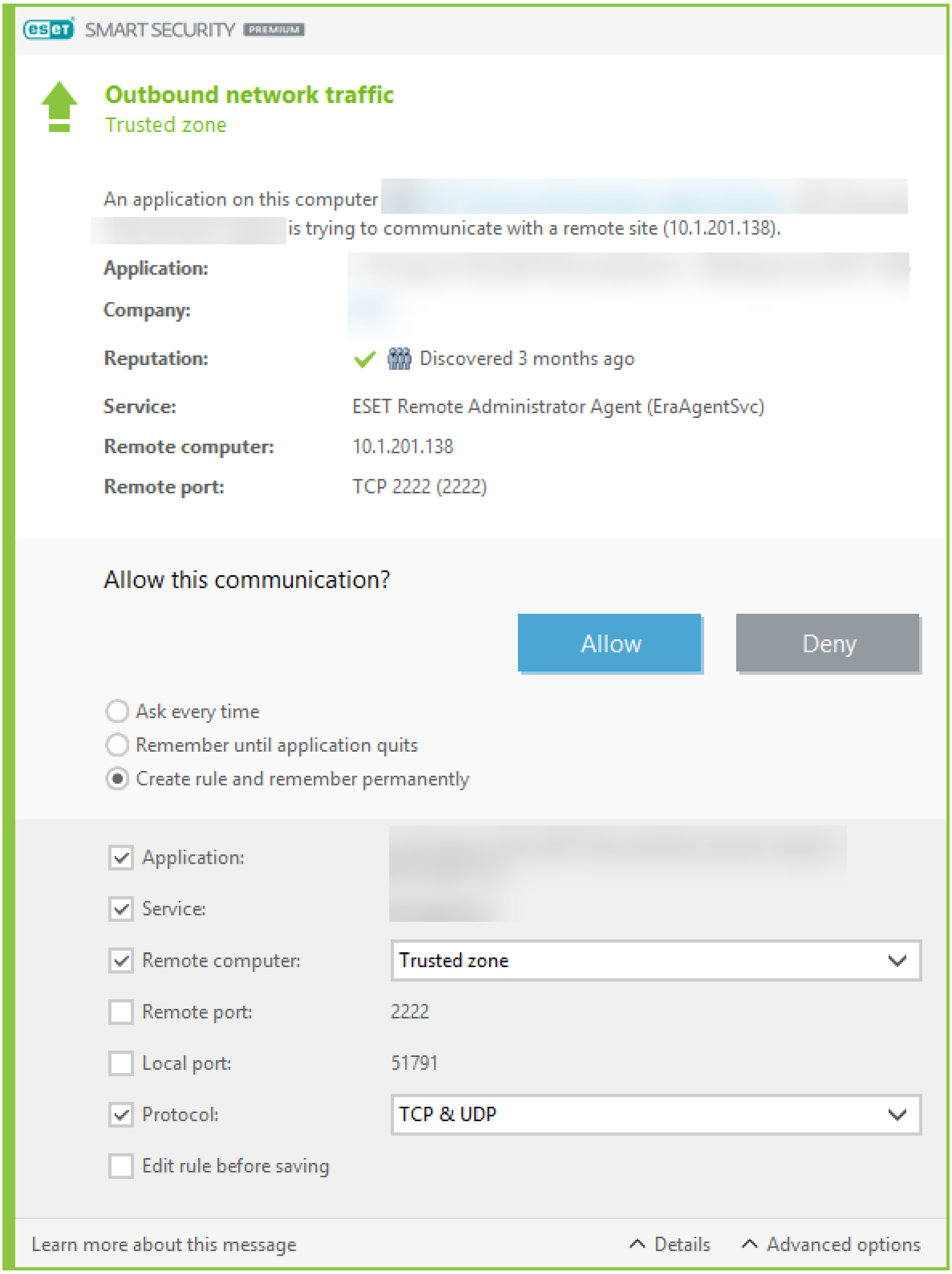
Allow—Allows the incoming communication.

Deny—Denies the incoming communication.

Edit rule—Enables you to customize rule properties using the Firewall rule editor.

Outgoing trusted communication

Example of an outgoing connection within the trusted zone:
A local application is attempting to connect to another computer within the local network or within a network in the trusted zone.



Outbound network traffic
Trusted zone

An application on this computer [redacted] is trying to communicate with a remote site (10.1.201.138).

Application: [redacted]

Company:

Reputation: ✓ Discovered 3 months ago

Service: ESET Remote Administrator Agent (EraAgentSvc)

Remote computer: 10.1.201.138

Remote port: TCP 2222 (2222)

Allow this communication?

○ Ask every time
○ Remember until application quits
● Create rule and remember permanently

☑ Application: [redacted]
☑ Service:
☑ Remote computer: Trusted zone
□ Remote port: 2222
□ Local port: 51791
☑ Protocol: TCP & UDP
□ Edit rule before saving

Application—Application contacted by a remote device.

Application path—Location of the application.

Microsoft store application—Name of the application in Microsoft store.

Signer—Application's publisher name. Click the text to show a security certificate for the company.

Reputation—Reputation of the application as obtained by ESET LiveGrid® technology.

Service—Name of the service that is currently running on your computer.

Remote computer—Remote computer trying to establish communication with the application on your computer.

Remote port—Port used for the communication.

Ask every time—If the default action for a rule is set to **Ask**, a dialog window will be displayed each time that the rule is triggered.

Remember until application quits—ESET Security Ultimate will remember the chosen action until the next restart.

Create rule and remember permanently—If you select this option before allowing or denying a communication, ESET Security Ultimate will remember the action and use it if the application is contacted by the remote computer again.

Allow—Allows the incoming communication.

Deny—Denies the incoming communication.

Edit rule—Enables you to customize rule properties using the Firewall rule editor.

Incoming communication

Example of an incoming internet connection:
A remote computer is attempting to communicate with an application running on the computer.

Application—Application contacted by a remote device.

Application path—Location of the application.

Microsoft store application—Name of the application in Microsoft store.

Signer—Application's publisher name. Click the text to show a security certificate for the company.

Reputation—Reputation of the application as obtained by ESET LiveGrid® technology.

Service—Name of the service that is currently running on your computer.

Remote computer—Remote computer trying to establish communication with the application on your computer.

Remote port—Port used for the communication.

Ask every time—If the default action for a rule is set to **Ask**, a dialog window will be displayed each time that the rule is triggered.

Remember until application quits—ESET Security Ultimate will remember the chosen action until the next restart.

Create rule and remember permanently—If you select this option before allowing or denying a communication, ESET Security Ultimate will remember the action and use it if the application is contacted by the remote computer again.

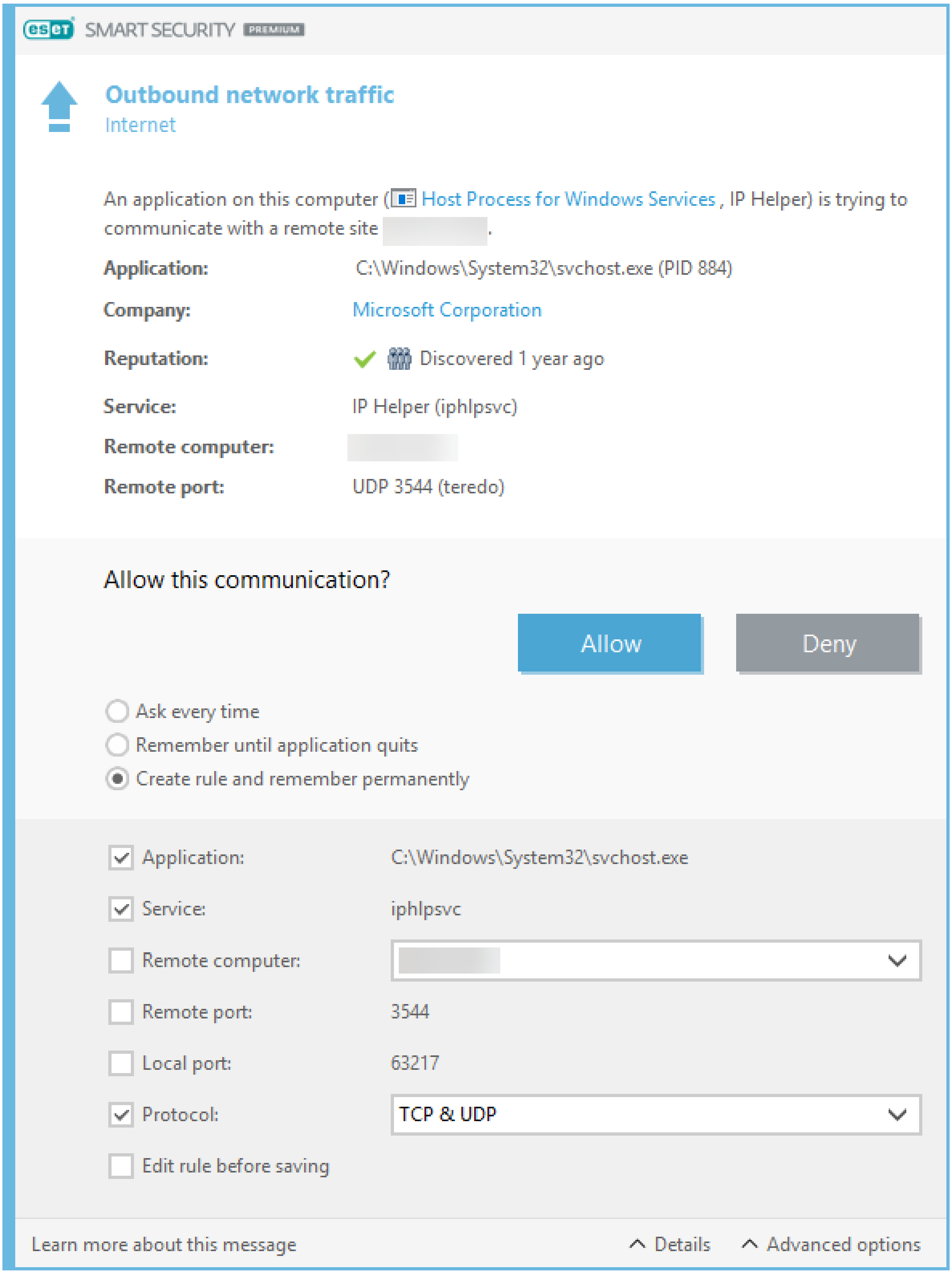
Allow—Allows the incoming communication.

Deny—Denies the incoming communication.

Edit rule—Enables you to customize rule properties using the Firewall rule editor.

Outgoing communication

Example of an outgoing internet connection:
A local application is trying to establish an internet connection.



Outbound network traffic

Internet

An application on this computer (Host Process for Windows Services , IP Helper) is trying to communicate with a remote site [redacted].

Application:	C:\Windows\System32\svchost.exe (PID 884)
Company:	Microsoft Corporation
Reputation:	✓ Discovered 1 year ago
Service:	IP Helper (iphlpsvc)
Remote computer:	[redacted]
Remote port:	UDP 3544 (teredo)

Allow this communication?

○ Ask every time
○ Remember until application quits
● Create rule and remember permanently

☑ Application:	C:\Windows\System32\svchost.exe
☑ Service:	iphlpsvc
□ Remote computer:	[redacted]
□ Remote port:	3544
□ Local port:	63217
☑ Protocol:	TCP & UDP

□ Edit rule before saving

Application—Application contacted by a remote device.

Application path—Location of the application.

Microsoft store application—Name of the application in Microsoft store.

Signer—Application's publisher name. Click the text to show a security certificate for the company.

Reputation—Reputation of the application as obtained by ESET LiveGrid® technology.

Service—Name of the service that is currently running on your computer.

Remote computer—Remote computer trying to establish communication with the application on your computer.

Remote port—Port used for the communication.

Ask every time—If the default action for a rule is set to **Ask**, a dialog window will be displayed each time that the rule is triggered.

Remember until application quits—ESET Security Ultimate will remember the chosen action until the next restart.

Create rule and remember permanently—If you select this option before allowing or denying a communication, ESET Security Ultimate will remember the action and use it if the application is contacted by the remote computer again.

Allow—Allows the incoming communication.

Deny—Denies the incoming communication.

Edit rule—Enables you to customize rule properties using the Firewall rule editor.

Connection view setup

Right-click a connection to see additional options that include:

Resolve host names—If available, all network addresses are displayed in DNS format, not in the numeral IP address format.

Show only TCP connections—The list only displays connections that belong to the TCP protocol suite.

Show listening connections—Select this option to only display connections where no communication is currently established, but the system has opened a port and is waiting for a connection.

Show connections within the computer—Select this option to only show connections, where the remote side is a local system – so-called localhost connections.

Refresh speed—Choose the frequency to refresh the active connections.

Refresh now—Reloads the **Network connections** window.

Security tools

Open the main program window > **Setup** > **Security tools** to adjust the following modules:

Safe Banking & Browsing—Adds an additional layer of browser protection designed to protect your financial data during online transactions. Enable **Secure all browsers** in Safe Banking & Browsing advanced setup to start all supported web browsers in a secure mode.

Browser Privacy & Security—Keeps your online activity private and secure without leaving a digital footprint.

Anti-Theft—Enable Anti-Theft to protect your computer in case of a loss or theft.

Secure Data—With Secure Data enabled, you can encrypt your data to prevent the misuse of private, confidential information.

Password Manager—The Password Manager protects and stores your passwords and personal data.

VPN—Protects your data and evades unwanted tracking with an anonymous IP address.

Identity Protection—Protects your personal, credit and financial information.

Safe Banking & Browsing

Safe Banking & Browsing is an additional layer of protection designed to protect your financial data during online transactions.

By default, all supported web browsers start in a secure mode. This enables you to browse the internet, access internet banking, and make online purchases and transactions in one secured browser automatically.

> ESET LiveGrid® reputation system must be enabled (enabled by default) to ensure that Safe Banking & Browsing works properly.

To configure the secured browser behavior, see Safe Banking & Browsing advanced setup. If you disable **Secure all browsers** you can access the secured browser in the main program window > **Overview** > **Safe Banking & Browsing** or by clicking the **Safe Banking & Browsing** desktop icon. The browser, set as default in Windows, launches in a secure mode.

The use of HTTPS encrypted communication is necessary to perform protected browsing. The following browsers support Safe Banking & Browsing:

- Internet Explorer 8.0.0.0+
- Microsoft Edge 83.0.0.0+
- Google Chrome 64.0.0.0+
- Firefox 24.0.0.0+

> Only Firefox and Microsoft Edge are supported on devices with ARM processors.

For more details about Safe Banking & Browsing features, read the following ESET Knowledgebase articles available in English and several other languages:

- How do I use ESET Safe Banking & Browsing?
- Pause or disable Safe Banking & Browsing in ESET Windows home products
- ESET Safe Banking & Browsing—common errors
- ESET glossary | Safe Banking & Browsing

In-browser notification

Secured browser informs you about its current status through in-browser notifications and the color of the browser frame.

In-browser notifications are shown in the tab on the right side.

To expand the in-browser notification, click the ESET icon ⓔ. To minimize the notification, click the notification text. To dismiss the notification and the green browser frame, click the close icon ⊗.

Only the Informative notification and green browser frame can be dismissed.

In-browser notifications

Notification type	Status
Informative notification and green browser frame	Maximum protection is ensured, and the in-browser notification is minimized by default. Expand the in-browser notification and click **Settings** to open the Security tools setup.
Warning and orange browser frame	Secured browser requires your attention for a non-critical issue. For more information about the issue or a solution, follow the instructions in the in-browser notification.
Security alert and red browser frame	The browser is not protected by ESET Safe Banking & Browsing. Restart the browser to ensure the protection is active. To resolve a conflict with files loaded in the browser, open Log files > **Safe Banking & Browsing** and ensure the logged files are not loaded the next time you start the browser. If the issue persists, contact ESET Technical Support by following the instructions in our Knowledgebase article.

Browser Privacy & Security

You can enable the Browser Privacy & Security feature through a custom extension available on supported browsers (Google Chrome, Mozilla Firefox and Microsoft Edge only).

To install and enable the extension:

1. Ensure you use the latest ESET Security Ultimate version and successfully restart your computer after the update.

2. Open your browser.

3. The extension is installed in your browser.

4. Enable the extension and the browser with extension's details page is displayed.

The main menu of Browser Privacy & Security browser extension is divided into the following sections:

Overview

Secure search

Click the toggle icon next to **Scan search results** to enable the feature and see which results are safe to click. Secure search evaluates listed link addresses and does not necessarily mean the website does not contain malware. Our detection engine then detects any malware on the website.

Browser cleanup

Delete your browsing data or set up regular cleanups. You can add websites where you want to accept cookies and remain logged in even after performing browser cleanup by **adding them to a list**.

- **One-time cleanup**—Select the time range from the drop-down menu and the data type you want to delete. You can choose from options all data, private and custom selections.

- **Regular cleanup**—Click the toggle icon next to **Regular cleanup** to enable the feature. Select the time range from the drop-down menu and the data type you want to delete regularly. You can choose from options all data, private and custom selections.

The **Custom data** option contains the following categories:

- Browsing history
- Download history
- Cookies and website data
- Cached images and files
- Passwords and sign-in data
- Form autofill data

Metadata Cleanup

The Metadata Cleanup feature controls privacy data potentially exposable through EXIF metadata shared in media files, documents and other supported file formats. Click the toggle icon next to **Clean metadata every time you upload an image** to enable removing metadata.

> ! You must restart the browser to ensure the **Metadata Cleanup** works properly.

Click the toggle icon next to **Get in-browser notifications** to enable showing notifications after Metadata cleanup.

Website settings review

Access and manage website permissions to control what information website can use.

- **Notifications**—Review which websites you want to **Allow/Block** the notifications or if you want the browser extension to **Ask you every time**.

Advanced setup

Browser Cleanup

Advanced cookie settings

List of websites where you want to accept cookies and remain logged in even after performing browser cleanup. Type the URL address into the text field, and click **Add**. You can remove it anytime from the list by clicking the minus icon ⊖ next to the specific website.

At the bottom of the page is list of suggested domains currently opened in the browser. If you cannot see the specific website, click the **refresh the list**, and add it to the accepted cookies list by clicking the plus icon ⊕.

Website settings review

Access and manage website permissions to control what information website can use.

- **Notifications**—Review which websites you want to **Allow/Block** the notifications or if you want the browser extension to **Ask you every time**.

Appearance

Customize the color scheme of the interface to suit your preference. You can choose your preferred color scheme by selecting the **Light** or **Dark** check box.

Anti-Theft

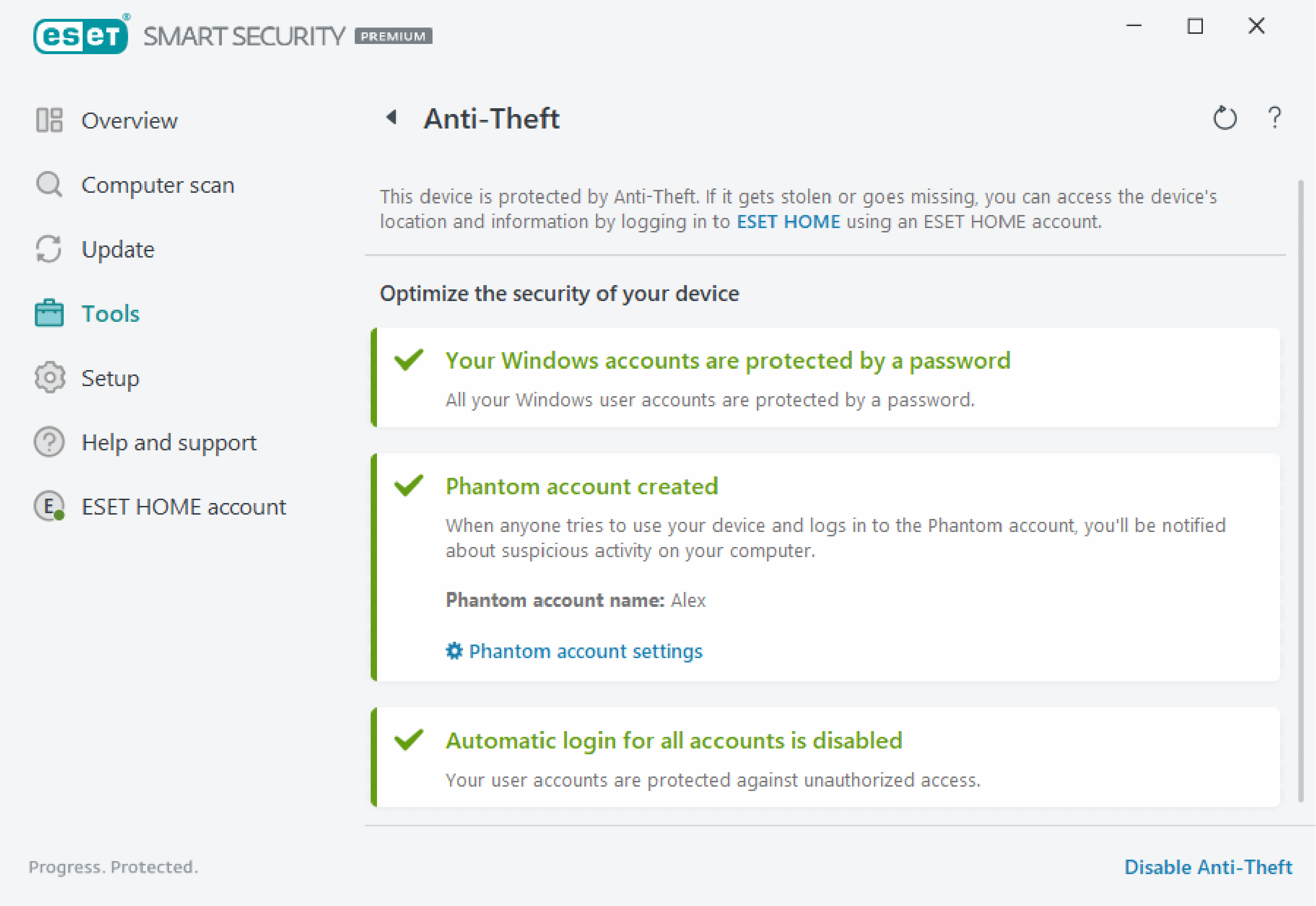
Personal devices are constantly at risk of being lost or stolen in our everyday travels from home to work or other public places. Anti-Theft is a feature that expands user-level security in the case of a lost or stolen device. Anti-Theft allows you monitor the device usage and track your missing device using localization by IP address in ESET HOME, helping you retrieve your device and protect personal data.

Using modern technologies such as geographical IP address lookup, web camera image capture, user account protection, and device monitoring, Anti-Theft may help you and a law enforcement organization locate your lost or stolen computer or device. In ESET HOME, you can see what activity takes place on your computer or device.

To learn more about Anti-Theft in ESET HOME, see the ESET HOME Online Help.

> Anti-Theft may not work properly on computers in domains due to restrictions in user accounts management.

After you Enable Anti-Theft, you can optimize the security of your device in the main program window > **Setup** > **Security tools** > **Anti-Theft**.



This device is protected by Anti-Theft. If it gets stolen or goes missing, you can access the device's location and information by logging in to ESET HOME using an ESET HOME account.

Optimize the security of your device

✓ Your Windows accounts are protected by a password

All your Windows user accounts are protected by a password.

✓ Phantom account created

When anyone tries to use your device and logs in to the Phantom account, you'll be notified about suspicious activity on your computer.

Phantom account name: Alex

Phantom account settings

✓ Automatic login for all accounts is disabled

Your user accounts are protected against unauthorized access.

Optimization options

No Phantom account created

Creating a Phantom Account increases the chance of locating a lost or stolen device. If you mark your device as missing, Anti-Theft will block access to your active user accounts to protect your sensitive data. Anyone who attempts to use the device will only be permitted to use the Phantom account. Phantom Account is a form of guest account with limited permissions. It will be used as the default system account until your device is marked recovered – preventing anyone from logging into other user accounts or accessing the user's data.

> Anytime someone logs in to the Phantom account when your computer is in a normal state, you will be emailed a notification with information about suspicious activity on your computer. After receiving the email notification, you can decide if you want to mark the computer as missing.

To create a Phantom account, click **Create a Phantom account**, type the **Phantom account name** into the text field and click **Create**.

When you have a Phantom account created, click **Phantom account settings** to rename or delete the account.

Windows accounts password protection

Your user account is not protected by a password. You will receive this optimization warning if at least one user account is not protected with a password. Creating a password for all users (except the **Phantom account**) on the computer will resolve this issue.

To create a password for the user account, click **Manage Windows accounts** and change the password or follow the instructions below:

1. Press CTRL+Alt+Delete on your keyboard.

2. Click **Change a password**.

3. Leave the **Old password** field blank.

4. Type the password into the **New password** and **Confirm password** fields and press **Enter**.

Automatic login for Windows accounts

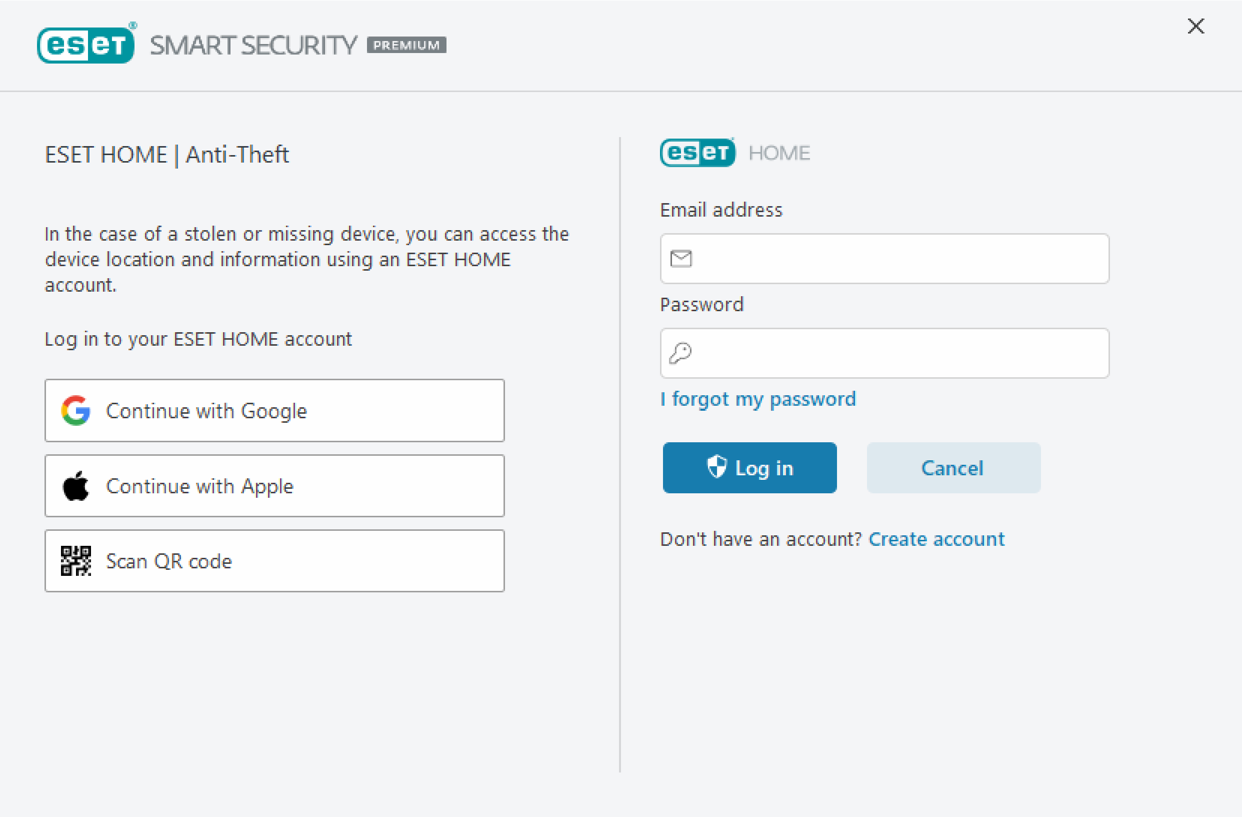
Your user account has automatic login enabled; therefore, your account is not protected against unauthorized access. You will receive this optimization warning if at least one user account has automatic login enabled. Click **Disable automatic login** to resolve this optimization issue.

Automatic login for the Phantom account

Automatic login is enabled for the **Phantom account** on your device. When the device is in the normal state, we do not recommend that you use automatic login because it may cause problems with access to your real user account or send false alarms about the missing state of your computer. Click **Disable automatic login** to resolve this optimization issue.

Log in to your ESET HOME account

To enable/disable Anti-Theft and to access the device location and information in ESET HOME, log in to your ESET HOME account.



ESET HOME | Anti-Theft

In the case of a stolen or missing device, you can access the device location and information using an ESET HOME account.

Log in to your ESET HOME account

Don't have an account? Create account

There are several methods available to log in to your ESET HOME account:

- **Use your ESET HOME email address and password**—Type the **Email address** and **Password** you used to create your ESET HOME account and click **Log in**.

- **Use your Google account/AppleID**—Click **Continue with Google** or **Continue with Apple** and log in to the appropriate account. After a successful login, you will be redirected to the ESET HOME confirmation web page. To continue, switch back to your ESET product window. For more information about the Google account/AppleID login, see instructions in the ESET HOME Online Help.

- **Scan QR code**—Click **Scan QR code** to display the QR code. Open your ESET HOME mobile app and scan the QR code or point your device camera to the QR code. For more information, see instructions in the ESET HOME Online Help.

⚠ Login failed - common errors.

> ℹ If you do not have an ESET HOME account, click **Create account** to register or see instructions in the ESET HOME Online Help.
> If you forgot your password click **I forgot my password** and follow the on-screen steps or see instructions in the ESET HOME Online Help.

> ℹ Anti-Theft does not support Microsoft Windows Home Server.

Set a device name

The **Device name** field represents the name of your computer (device) that will be shown as an identifier in all ESET HOME services. The computer name of your computer is used by default. Type the device name or use the default one and click **Continue**.

Anti-Theft enabled/disabled

This window contains a confirmation message when you enable/disable Anti-Theft:

- Enabled—Your device is now protected by Anti-Theft, and you can manage its security remotely on the ESET HOME portal using your account.

- Disabled—Anti-Theft is disabled on this device, and all data related to <%ESET_ANTTHEFT%> for this device are removed from the ESET HOME portal.

Adding new device failed

You have received an error while enabling Anti-Theft.

The most common scenarios are:

- Error logging in to ESET HOME

- No internet connectivity (or the internet is not functional at the moment)

If you are unable to resolve the issue, contact ESET Technical Support.

Secure Data

Secure Data is a feature in ESET Security Ultimate that enables you to encrypt data on your computer and removable drives to protect your private data and prevent misuse. See ESET Secure Data FAQ for more information.

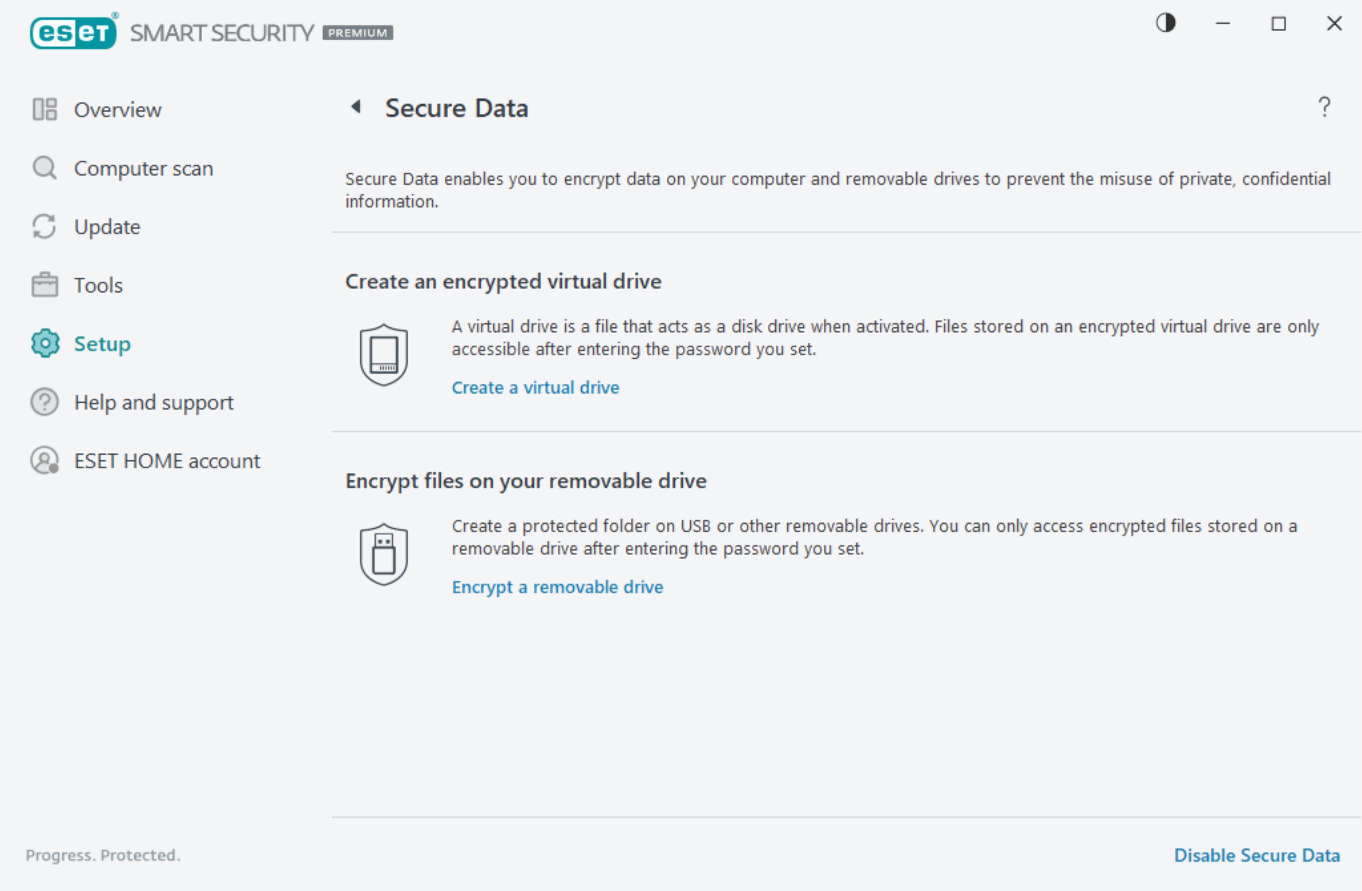
To enable Secure Data, choose one of the following options:

- In the main program window > **Overview**, click **SET UP** next to **Secure Data**.
- In the main program window > **Setup** > **Security tools**, enable the toggle ○ **Secure Data**.

> You cannot install ESET Endpoint Encryption on the same machine where Secure Data is already enabled.

When Secure Data is enabled, in the main program window, click **Setup** > **Security tools** > **Secure Data** and choose one of the following encryption options:

- Create an encrypted virtual drive
- Encrypt files on your removable drive



Secure Data enables you to encrypt data on your computer and removable drives to prevent the misuse of private, confidential information.

Create an encrypted virtual drive

A virtual drive is a file that acts as a disk drive when activated. Files stored on an encrypted virtual drive are only accessible after entering the password you set.

Create a virtual drive

Encrypt files on your removable drive

Create a protected folder on USB or other removable drives. You can only access encrypted files stored on a removable drive after entering the password you set.

Encrypt a removable drive

Disable Secure Data

Create an encrypted virtual drive

You can use Secure Data to create encrypted virtual drives. There is no limit to the number of drives you can create, as long as hard drive space exists. Follow the steps below to create an encrypted virtual drive:

1. In the main program window, click **Setup** > **Security tools** > **Secure Data** > **Create a virtual drive**.

2. Click **Browse** to select the location where to save the virtual drive.

3. Type a name for the virtual drive and click **Save**.

4. Use the **Maximum capacity** drop-down menu to set the size of your virtual drive and click **Continue**.

5. Set a password for your virtual drive. If you do not want the virtual drive to automatically decrypt when you log in to your Windows account, deselect the **Decrypt automatically on this Windows account**. Click **Continue**.

6. Click **Done**. Your encrypted virtual drive is created and ready to use. It will appear as a local disk if you open **This PC**.

To access the encrypted drive after restarting the computer, locate the encrypted drive file (.eed file type) you created and double-click it. If prompted, type the password you configured when creating the encrypted drive. The drive will be mounted and appear as a local disk under This PC. When the encrypted drive is mounted as a local disk, the local disk and its decrypted content are available to other users on your computer unless you log out or restart the computer.

ℹ Can I delete a virtual drive?

Yes. To delete an encrypted virtual drive, follow the instructions in ESET Secure Data FAQ.

Encrypt files on your removable drive

Secure Data enables you to create an encrypted folder on removable drives. Follow the steps below to encrypt files on your removable drive:

1. Insert the removable drive (USB flash drive, USB hard disk) into the computer.

2. In the main program window, click **Setup** > **Security tools** > **Secure Data** > **Encrypt a removable drive**.

3. Select the connected removable drive to encrypt and click **Continue**.
Click **Refresh** to update the list of encryptable drives. Encrypted or non-supported drives are not listed.
To decrypt the secured folder on any Windows device that does not have ESET Security Ultimate installed, select **Decrypt the folder on any Windows device**.

4. Set a password for the encrypted directory. If you do not want the virtual drive to automatically decrypt when you log in to your Windows account, deselect **Decrypt automatically on this Windows account**. Click **Continue**.

5. Your removable drive is protected, and the encrypted directory is ready to use.

The encrypted folder will not be visible if you connect your removable drive to a computer where Secure Data is not installed. If the removable drive is connected to a computer with Secure Data installed, you will be prompted to type the password to decrypt the removable drive. If you do not type the password, the encrypted folder will be visible but not accessible.

Password Manager

Password Manager is part of the ESET Security Ultimate package.

It is a password manager that protects and stores your passwords and personal data. It also includes a form completion feature that saves time by completing web forms automatically and accurately.

See the Password Manager Online Help for more information:

- Password Manager installation
- Start using Password Manager
- Manage Password Manager stores in ESET HOME

VPN

ESET VPN is part of the ESET Security Ultimate package. VPN enables you to keep your data safe, avoid unwanted tracking, and enhance your privacy while online with the added security of an anonymous IP address.

To start using VPN, click **Download and install VPN**.

See the ESET Virtual Private Network Online Help for more information:

- VPN Introduction.
- VPN Installation.
- Working with VPN.

Identity Protection

ESET Identity Protection is the security solution that protects your personal, credit and financial information. Identity Protection detects the illegal selling of your personal information by providing continuous monitoring. With the Identity Protection, you will receive notifications to your mobile phone, computer, or tablet right after your identity is at risk.

See the ESET Identity Protection Online Help for more information.

Import and export settings

You can import or export your customized ESET Security Ultimate .xml configuration file from the **Setup** menu.

> Illustrated instructions
>
> See Import or export ESET configuration settings using an .xml file for illustrated instructions available in English and several other languages.

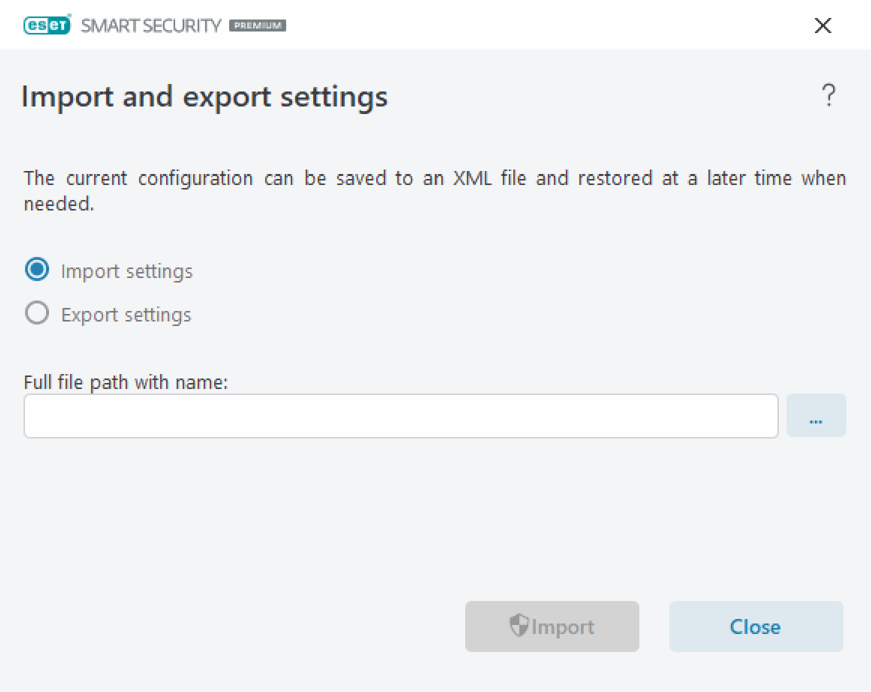
Importing and exporting configuration files is useful if you need to backup your current configuration of ESET

Security Ultimate for use at a later time. The export settings option is also convenient when you want to use your preferred configuration on multiple systems. You can import a .xml file to transfer these settings.

To import a configuration, in the main program window, click **Setup** > **Import/Export settings** and select **Import settings**. Type the configuration filename or click the **...** button to navigate to the configuration file you want to import.

To export a configuration, in the main program window, click **Setup** > **Import/Export settings**. Select **Export settings** and type the full file path with the name. Click **...** to navigate to a location on your computer to save the configuration file.

> You may encounter an error while exporting settings if you do not have enough rights to write the exported file to the specified directory.



The current configuration can be saved to an XML file and restored at a later time when needed.

● Import settings
○ Export settings

Full file path with name:

Help and support

Click **Help and support** in the main program window to display support information and troubleshooting tools which help you solve issues you may encounter.

Subscription

- Subscription troubleshooting—Click this link to find solutions for problems with activation or subscription change.
- Change subscription—Click to launch the activation window and activate your product. If your device is connected to ESET HOME, choose a subscription from your ESET HOME account or add a new one.

Installed product

- What's New—Click this to open the information window about new and improved features.

- About ESET Security Ultimate—Displays information about your copy of ESET Security Ultimate.

- Product troubleshooting—Click this link to find solutions to the most frequently encountered problems.

- **Change product**—Click to see if ESET Security Ultimate can be changed to a different product line with the current subscription.

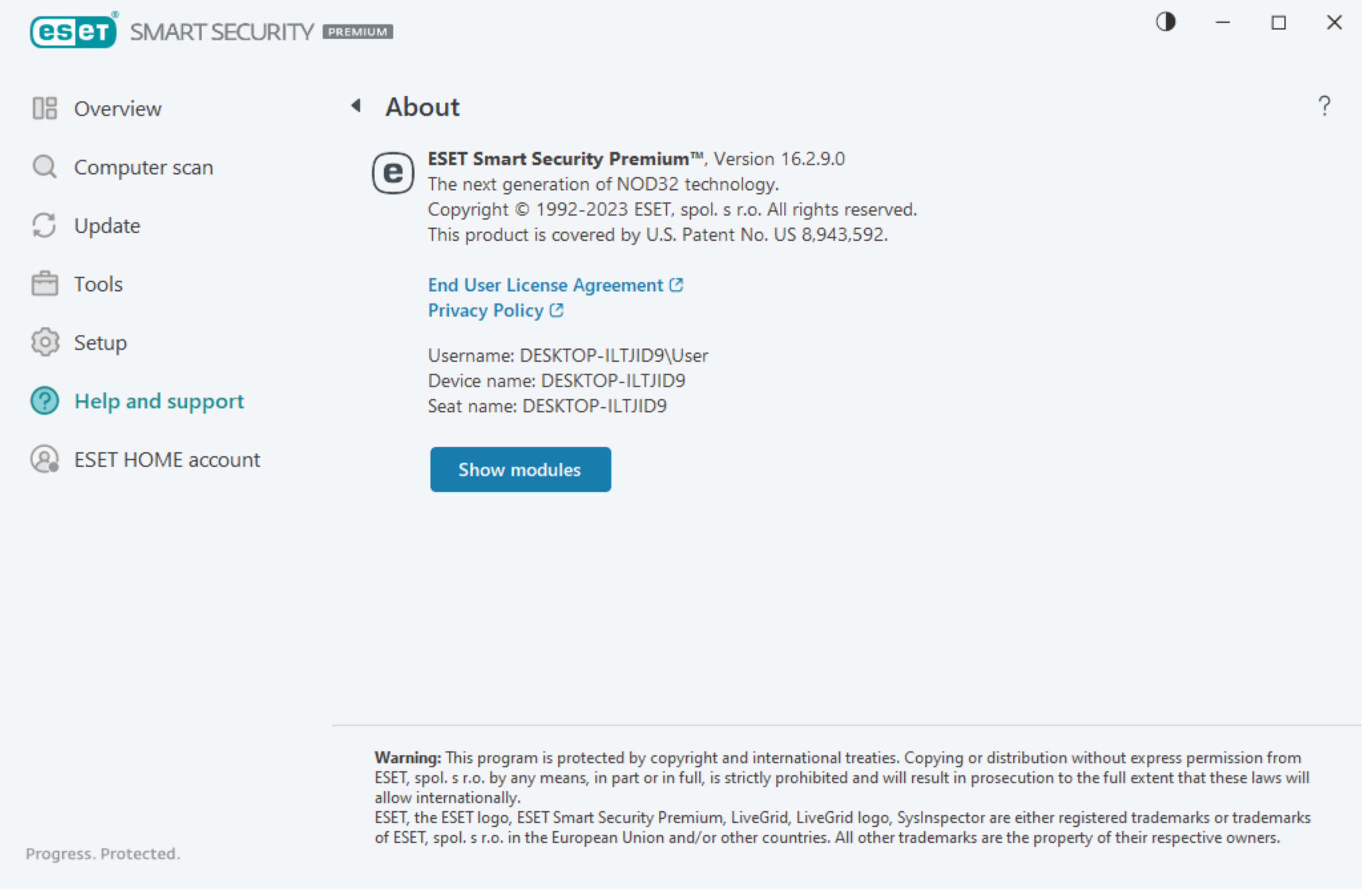
Help page—Click this link to launch the ESET Security Ultimate help pages.

Technical Support

Knowledgebase—The ESET Knowledgebase contains answers to the most frequently asked questions and recommended solutions for various issues. Regularly updated by ESET technical specialists, ESET Knowledgebase is the most powerful tool for resolving various problems.

About ESET Security Ultimate

This window provides details about the installed version of ESET Security Ultimate and your computer.



ESET Smart Security Premium™, Version 16.2.9.0
The next generation of NOD32 technology.
Copyright © 1992-2023 ESET, spol. s r.o. All rights reserved.
This product is covered by U.S. Patent No. US 8,943,592.

End User License Agreement
Privacy Policy

Username: DESKTOP-ILTJID9\User
Device name: DESKTOP-ILTJID9
Seat name: DESKTOP-ILTJID9

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Click **Show modules** to see information about the list of loaded program modules.

- You can copy information about modules to the clipboard by clicking **Copy**. This may be useful during troubleshooting or when contacting Technical Support.

- Click **Detection Engine** in the Modules window to open the ESET Virus radar, which contains information about each version of the ESET Detection Engine.

ESET News

In this window, ESET Security Ultimate informs you of ESET news on a regular basis.

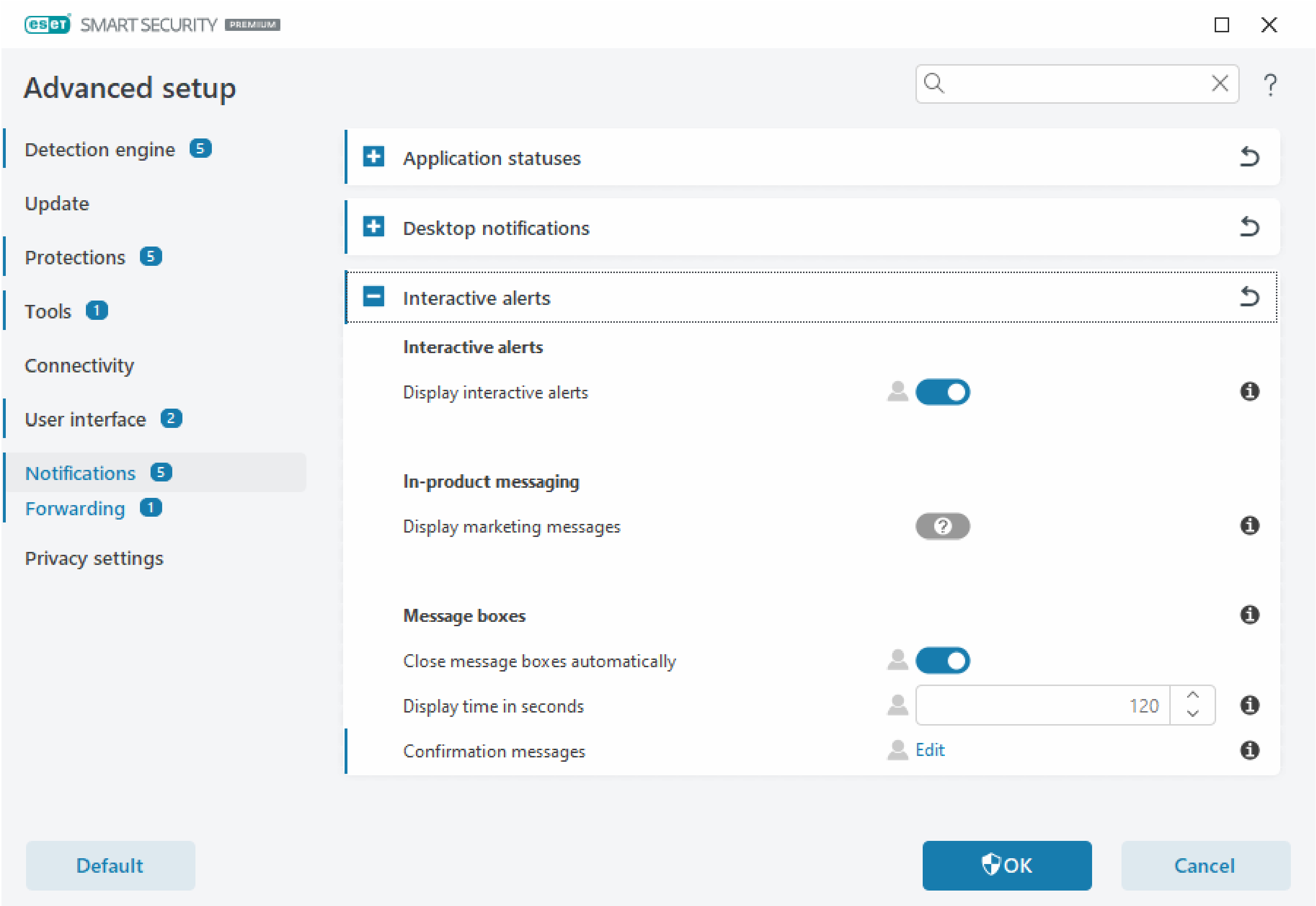
In-product messaging is designed to inform users of ESET news and other communications. Sending marketing messages requires the consent of a user. Marketing messages are not sent to a user by default (shown as a question mark). By enabling this option, you agree to receive ESET marketing messages. If you are not interested in receiving ESET marketing material, disable the **Display marketing messages** option.

To enable or disable receiving marketing messages via notification window, follow the instructions below.

1. Open Advanced setup.

2. Click **Notifications** > **Interactive Alerts**.

3. Modify **Display marketing messages** option.



Interactive alerts

Display interactive alerts — on

In-product messaging

Display marketing messages — ?

Message boxes

Close message boxes automatically — on

Display time in seconds — 120

Confirmation messages — Edit

Submit system configuration data

To provide assistance as quickly and accurately as possible, ESET requires information about ESET Security Ultimate configuration, detailed system information and running processes (ESET SysInspector log file) and registry data. ESET will use this data only to provide technical assistance to the customer.

After you submit the web form, your system configuration data will be sent to ESET. Select **Always submit this information** if you want to remember this action for this process. To submit the web form without sending any data, click **Don't submit data** and continue.

You can configure the submission of system configuration data in Advanced setup > **Tools** > **Diagnostics** > Technical Support.

> ℹ If you have decided to submit system configuration data, it is necessary to fill out and submit the web form. Otherwise, your ticket will not be created, and your system configuration data will be lost. If the system configuration data cannot be submitted, fill in the web form and wait for instructions from Technical Support.

Technical support

In the main program window, click **Help and Support** > **Technical Support**.

Contact Technical Support

Request support—If you cannot find an answer to your problem, you can use this form located on the ESET website to contact the ESET Technical Support department quickly. Based on your settings, the submit your system configuration data window is displayed before filling the web form.

Get information for Technical Support

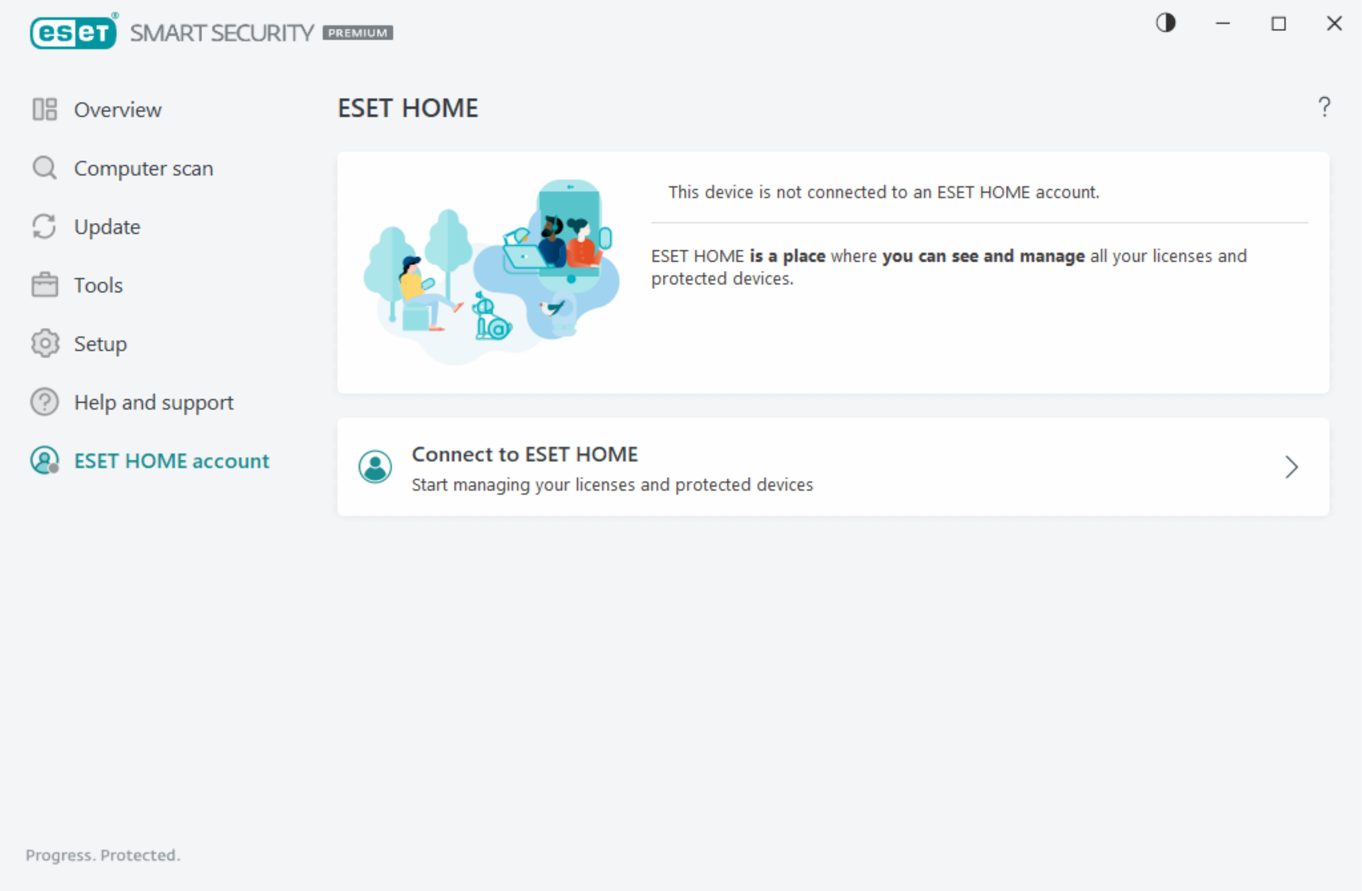
Details for Technical Support—When prompted, you can copy and send information to ESET Technical Support (such as subscription details, product name, product version, operating system and computer information).

ESET Log Collector—Links to the ESET Knowledgebase article, where you can download ESET Log Collector, an application that automatically collects information and logs from a computer to help resolve issues more quickly. For more information, see the ESET Log Collector online user guide.

Enable Advanced logging to create advanced logs for all available features to help developers diagnose and solve issues. Minimum logging verbosity is set to **Diagnostic** level. Advanced logging will be automatically disabled after two hours, unless you stop it earlier by clicking **Stop advanced logging**. When all logs are created, the notification window is displayed providing direct access to the Diagnostic folder with the created logs.

ESET HOME account

You can review the ESET HOME account connection status in the main program window > **ESET HOME account**.



ESET HOME

This device is not connected to an ESET HOME account.

ESET HOME **is a place** where **you can see and manage** all your licenses and protected devices.

Connect to ESET HOME

Start managing your licenses and protected devices

This device is not connected to an ESET HOME account

Click Connect to ESET HOME to connect your device to ESET HOME and manage your subscriptions and protected devices. You can renew, upgrade or extend your subscription and view important details. In the ESET HOME management portal or mobile app, you can add different subscriptions, download products to your devices, check the product security status or share subscription through email. For more information, visit ESET HOME Online Help.

This device is connected to an ESET HOME account

You can manage your device's security remotely using ESET HOME portal or mobile app. Click **App Store** or **Google Play** to display a QR code that you can scan with your mobile phone to download the ESET HOME mobile app from App Store or Google Play.

ESET HOME account—Your ESET HOME account name.

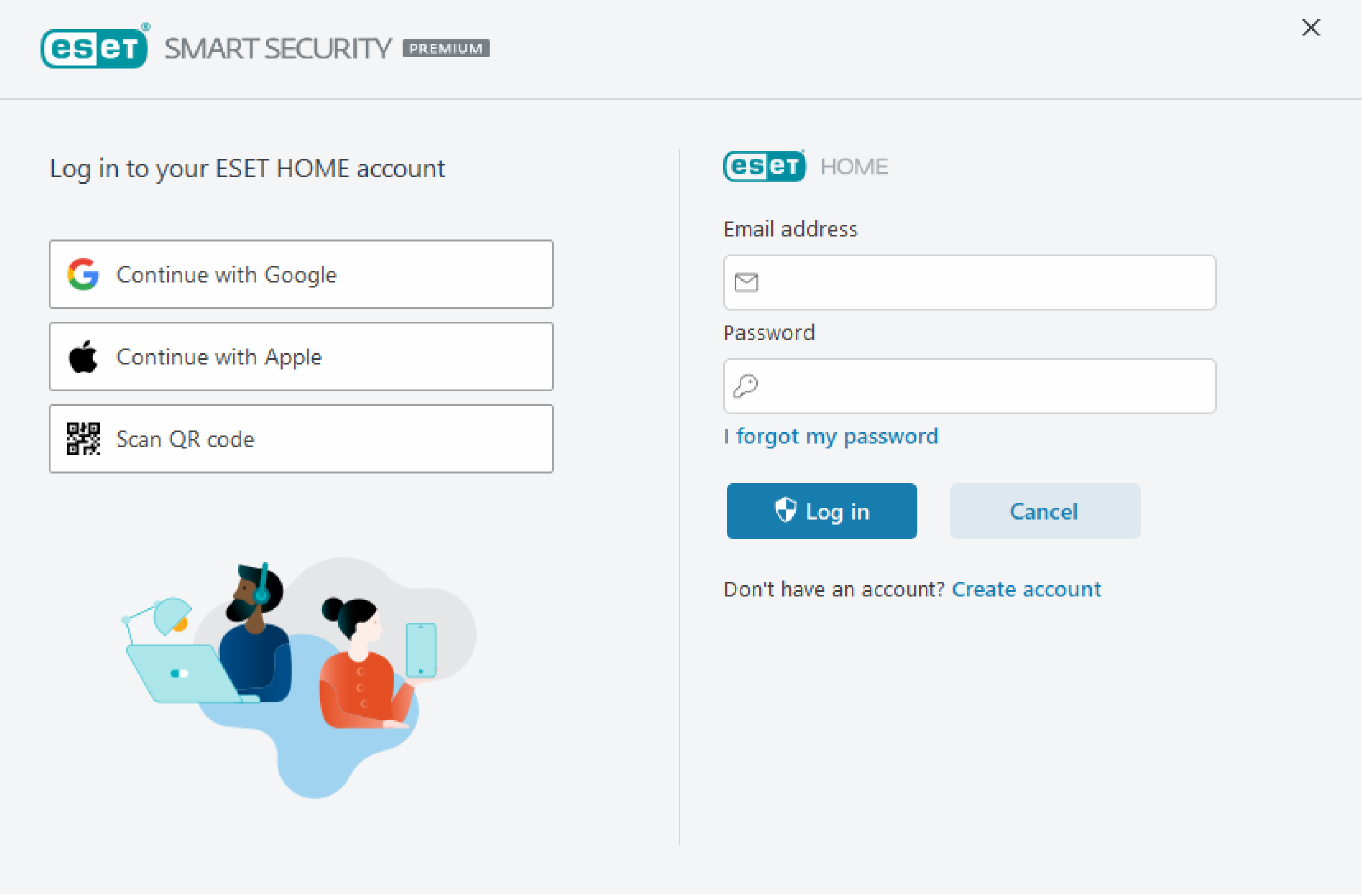
Device name—The name of this device displayed in the ESET HOME account.

Open ESET HOME—Opens the ESET HOME management portal.

To disconnect your device from your ESET HOME account, click **Disconnect from ESET HOME** > **Disconnect**. The subscription used for activation will remain active, and your device will be protected.

Connect to ESET HOME

Connect your device to ESET HOME to view and manage all your activated ESET subscriptions and devices. You can renew, upgrade or extend your subscription and view important subscription details. In the ESET HOME management portal or mobile app, you can add different subscriptions, download products to your devices, check the product security status, or share subscriptions through email. For more information, visit ESET HOME Online Help.



To connect your device to ESET HOME:

> If you are connecting to ESET HOME during installation or when selecting **Use ESET HOME account** as an activation method, follow the instructions in Use ESET HOME account topic.
> If you already have ESET Security Ultimate installed and activated with a subscription added in your ESET HOME account, you can connect your device to ESET HOME using the ESET HOME portal. Follow the instructions in the ESET HOME Online Help guide and allow the connection in ESET Security Ultimate.

1. In the main program window, click **ESET HOME account** > **Connect to ESET HOME** or click **Connect to ESET HOME** in **Connect this device to an ESET HOME account** notification.

2. Log in to your ESET HOME account.

> If you do not have an ESET HOME account, click **Create account** to register or see instructions in the ESET HOME Online Help.
> If you forgot your password click **I forgot my password** and follow the on-screen steps or see instructions in the ESET HOME Online Help.

3. Set a **Device name** and click **Continue**.

4. After a successful connection, a details window displays. Click **Done**.

Log in to ESET HOME

There are several methods available to log in to your ESET HOME account:

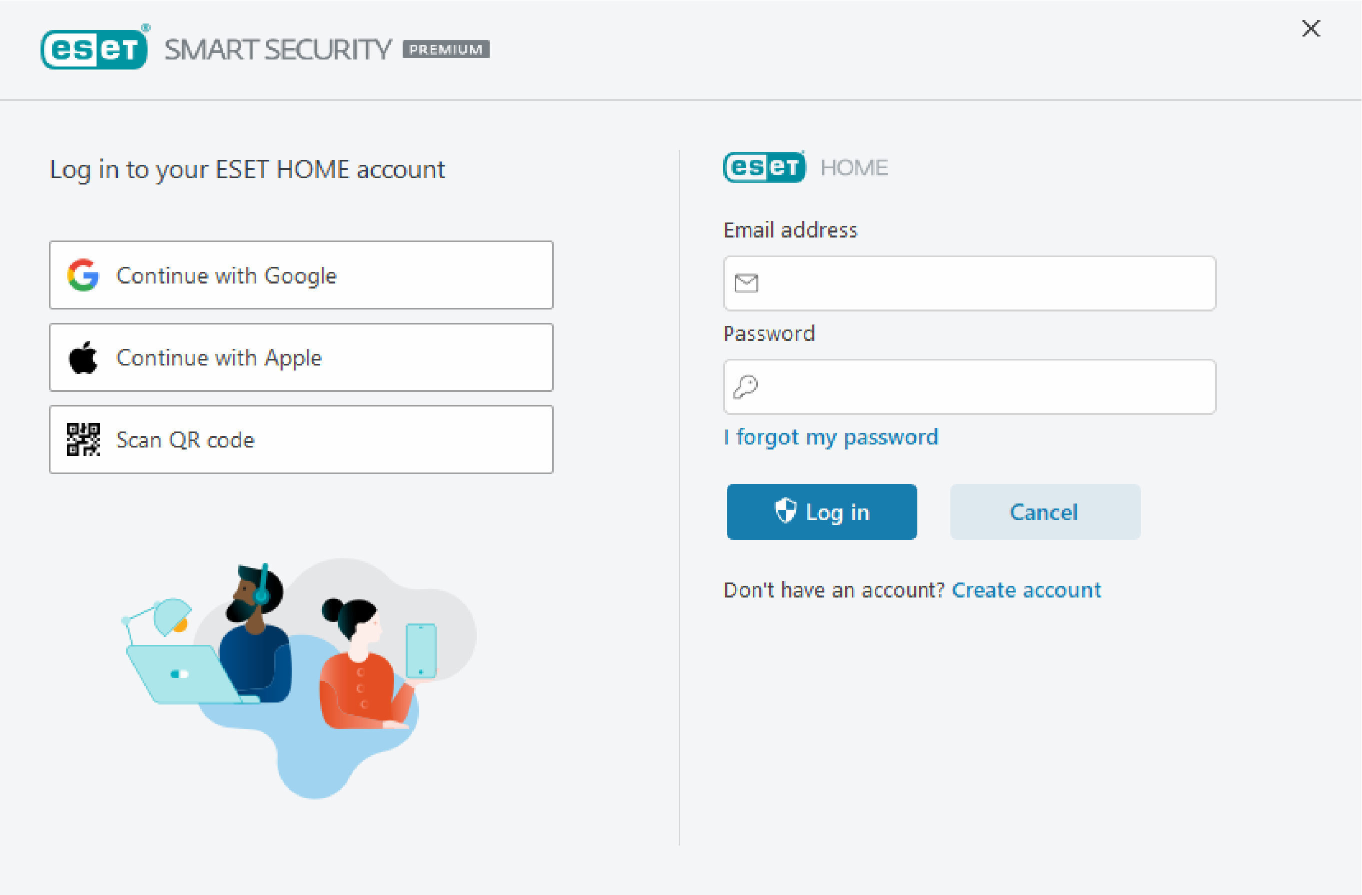
- **Use your ESET HOME email address and password**—Type the **Email address** and **Password** you used to create your ESET HOME account and click **Log in**.

- **Use your Google account/AppleID**—Click **Continue with Google** or **Continue with Apple** and log in to the appropriate account. After a successful login, you will be redirected to the ESET HOME confirmation web page. To continue, switch back to your ESET product window. For more information about the Google account/AppleID login, see instructions in the ESET HOME Online Help.

- **Scan QR code**—Click **Scan QR code** to display the QR code. Open your ESET HOME mobile app and scan the QR code or point your device camera to the QR code. For more information, see instructions in the ESET HOME Online Help.

> ℹ If you do not have an ESET HOME account, click **Create account** to register or see instructions in the ESET HOME Online Help.
> If you forgot your password click **I forgot my password** and follow the on-screen steps or see instructions in the ESET HOME Online Help.

⚠ Login failed - common errors.



Login failed – common errors

We could not find an account that matches the entered email address

The email address you entered does not match any ESET HOME account. Click **Back** and type the correct email address and password.

To log in, you must create an ESET HOME account. If you do not have an ESET HOME account, click **Back** > **Create account** or see Create a new ESET HOME account.

Username and password do not match

The typed password does not match the entered email address. Click **Back**, type in the correct password and verify the typed email address is correct. If you are still unable to log in, click **Back** > **I forgot my password** to reset your password and follow the on-screen steps or see I forgot my ESET HOME password.

The selected login option does not match your account

Your account is linked to your social media account. To log in to the ESET HOME click **Continue with Google** or **Continue with Apple** and log in to the appropriate account. After a successful login, you will be redirected to the ESET HOME confirmation web page. You can disconnect your social media account from your ESET HOME account on the ESET HOME portal.

Incorrect password

This error can occur if your ESET Security Ultimate is already connected to ESET HOME and you are making changes that require you to log in (for example, disabling Anti-Theft) and the password you entered does not match your account. Click **Back** and type the correct password. If you are still unable to log in, click **Back** > **I forgot my password** to reset your password and follow the on-screen steps or see I forgot my ESET HOME password.

Add device in ESET HOME

If you already have ESET Security Ultimate installed and activated with a subscription added in your ESET HOME account, you can connect your device to ESET HOME using the ESET HOME portal:

1. Send a connection request to your device.

2. ESET Security Ultimate displays **Connect this device to an ESET HOME account** dialog window with an ESET HOME account name. Click **Allow** to connect the device to the mentioned ESET HOME account.

> If there is no interaction, the connection request will be canceled automatically after approximately 30 minutes.

Advanced setup

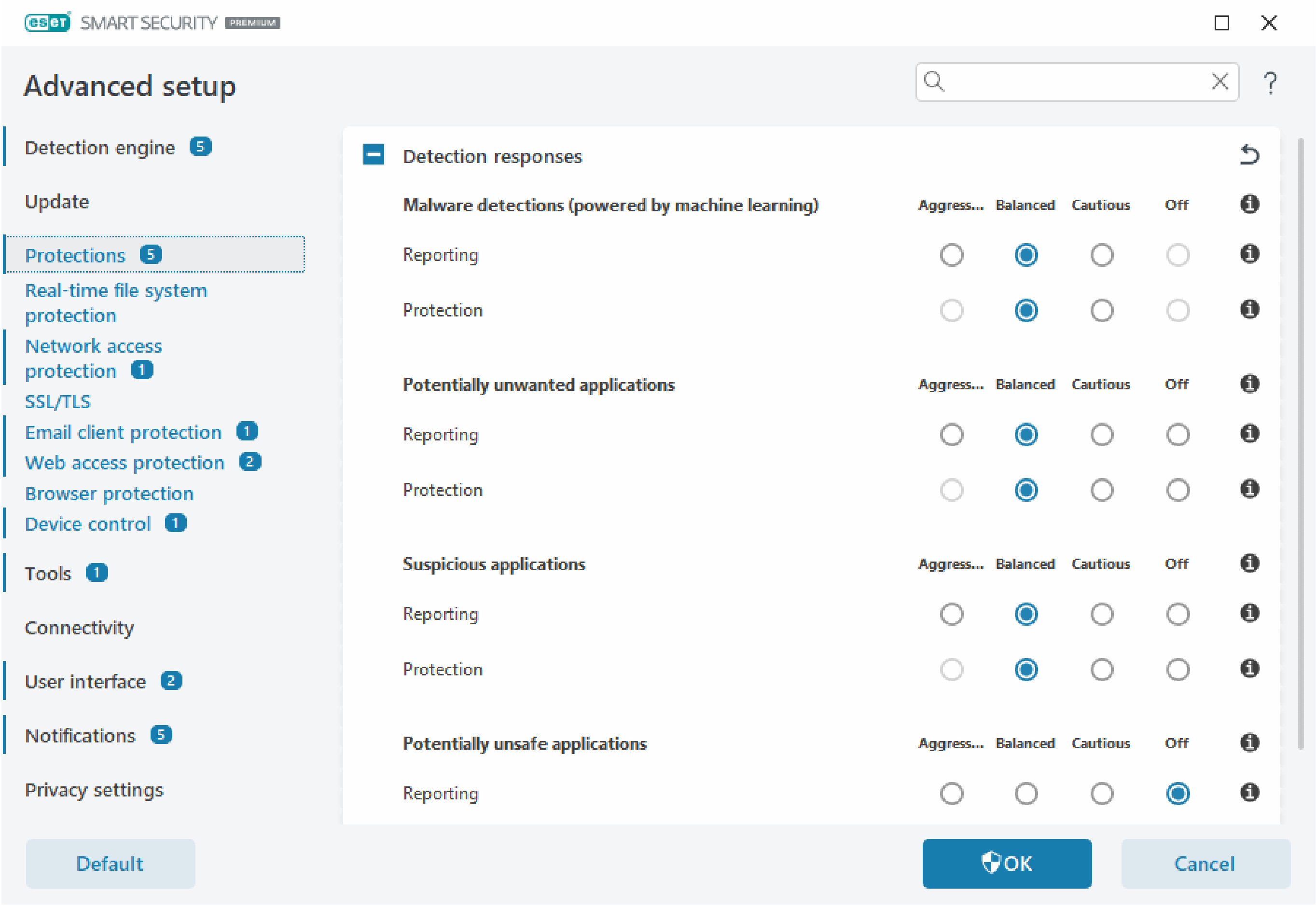
Advanced setup enables you to configure detailed ESET Security Ultimate settings to fit your needs.

To open Advanced setup, open the main program window and press the **F5** key on your keyboard or click **Setup** > **Advanced setup**.

> Based on your Access setup, you may be prompted to type a password to open Advanced setup.

In the advanced setup, you can configure the following settings:

- Detection engine
- Update
- Protections
- Tools
- Connectivity
- User interface
- Notifications
- Privacy settings



Detection responses

Malware detections (powered by machine learning)	Aggress...	Balanced	Cautious	Off
Reporting	○	●	○	○
Protection	○	●	○	○
Potentially unwanted applications	**Aggress...**	**Balanced**	**Cautious**	**Off**
Reporting	○	●	○	○
Protection	○	●	○	○
Suspicious applications	**Aggress...**	**Balanced**	**Cautious**	**Off**
Reporting	○	●	○	○
Protection	○	●	○	○
Potentially unsafe applications	**Aggress...**	**Balanced**	**Cautious**	**Off**
Reporting	○	○	○	●

Detection engine

Advanced setup > **Detection engine** enables you to configure the following options:

- Exclusions
- Advanced options
- Network traffic scanner

Exclusions

Exclusions enable you to exclude objects from the detection engine. To ensure that all objects are scanned, we recommend only creating exclusions when it is absolutely necessary. Situations, where you may need to exclude an object, might include scanning large database entries that would slow your computer during a scan or software that conflicts with the scan.

Performance exclusions—exclude files and folders from scanning. Performance exclusions are useful to exclude file-level scanning of gaming applications or when causing abnormal system behavior or increased performance.

Detection exclusions—exclude objects from detection using the detection name, path, or its hash. Detection exclusions do not exclude files and folders from scanning as performance exclusions do. Detection exclusions exclude objects only when they are detected by the detection engine and an appropriate rule is present in the exclusion list.

Not to be confused with other types of exclusions:

- Process exclusions—All file operations attributed to excluded application processes are excluded from scanning (may be required to improve backup speed and service availability),
- Excluded file extensions,
- HIPS exclusions,
- Exclusion filter for Cloud-based protection.

Performance exclusions

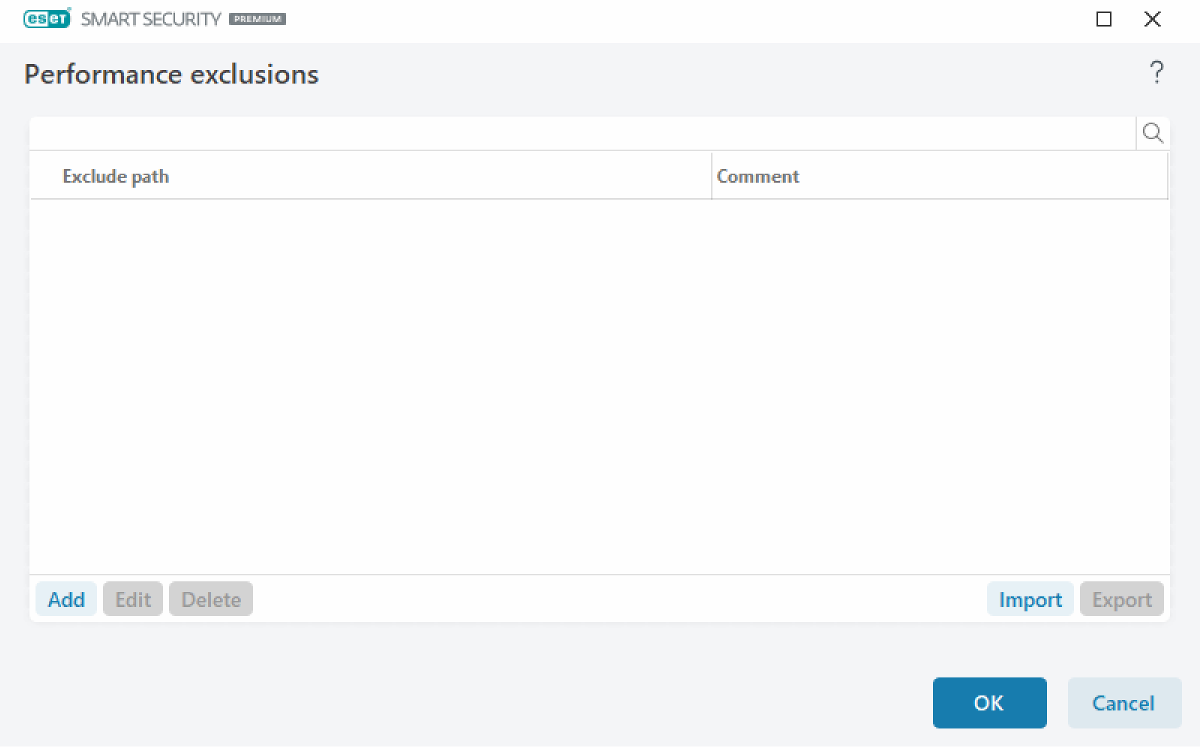
Performance exclusions enable you to exclude files and folders from scanning.

To ensure that all objects are scanned for threats, we recommend creating performance exclusions only when it is absolutely necessary. However, there are situations when you may need to exclude an object, for example, large database entries that would slow your computer during a scan or software that conflicts with the scan.

You can add files and folder to be excluded from scanning into the list of exclusions in Advanced setup > **Detection engine** > **Exclusions** > **Performance exclusions** > **Edit**.

> i Not to be confused with Detection exclusions, Excluded file extensions, HIPS exclusions or Processes exclusions.

To exclude an object (path: file or folder) from scanning, click **Add** and type the applicable path or select it in the tree structure.



i A threat within a file will not be detected by the **Real-time file system protection** module or **Computer scan** module if a file meets the criteria for exclusion from scanning.

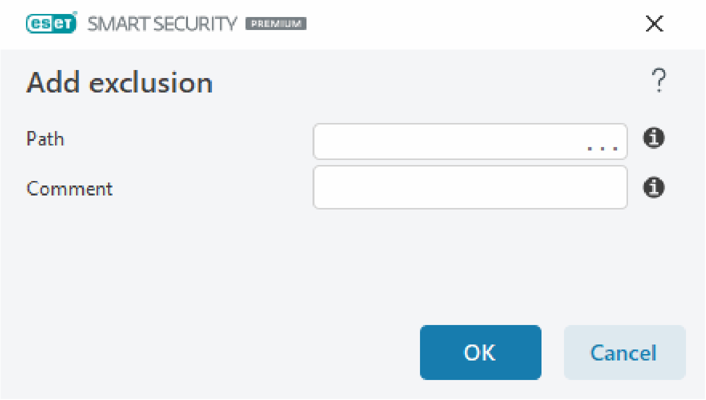
Control elements

- **Add**—Excludes objects from detection.
- **Edit**—Enables you to edit selected entries.
- **Delete**—Removes selected entries (CTRL + click to select multiple entries).

Add or Edit performance exclusion

This dialog window excludes a specific path (file or directory) for this computer.

i **Choose path or type manually**
To choose an appropriate path, click **...** in the **Path** field.
When typing manually, see more exclusion format examples below.



Add exclusion

Path

Comment

You can use wildcards to exclude a group of files. A question mark (*?*) represents a single character, whereas an asterisk (***) represents a string of zero or more characters.

✓

Exclusion format

- If you want to exclude all files and subfolders in a folder, type the path to the folder and use the mask ***
- If you want to exclude doc files only, use the mask **.doc*
- If the name of an executable file has a certain number of characters (with varying characters) and you only know the first one (for example, "D”), use the following format:

D????.exe (question marks replace the missing/unknown characters)

Examples:

- *C:\Tools\**—The path must end with the backslash (\\) and asterisk (*) to indicate that it is a folder and all folder content (files and subfolders) will be excluded.
- *C:\Tools\*.**—Same behavior as *C:\Tools\**
- *C:\Tools*—*Tools* folder will not be excluded. From the scanner perspective, *Tools* can also be a filename.
- *C:\Tools\*.dat*—This will exclude .dat files in the *Tools* folder.
- *C:\Tools\sg.dat*—This will exclude this specific file located in the exact path.

✓

System variables in exclusions

You can use system variables like %PROGRAMFILES% to define scan exclusions.

- To exclude the Program Files folder using this system variable, use the path *%PROGRAMFILES%\** (remember to add backslash and asterisk at the end of path) when adding to exclusions.
- To exclude all files and folders in a *%PROGRAMFILES%* subdirectory, use the path *%PROGRAMFILES%\Excluded_Directory\**

Expand list of supported system variables

The following variables can be used in the path exclusion format:

- *%ALLUSERSPROFILE%*
- *%COMMONPROGRAMFILES%*
- *%COMMONPROGRAMFILES(X86)%*
- *%COMSPEC%*
- *%PROGRAMFILES%*
- *%PROGRAMFILES(X86)%*
- *%SystemDrive%*
- *%SystemRoot%*
- *%WINDIR%*
- *%PUBLIC%*

User-specific system variables (like *%TEMP%* or *%USERPROFILE%*) or environment variables (like *%PATH%*) are not supported.

Wildcards in the middle of a path are not supported

Using wildcards in the middle of a path (for example *C:\Tools\*\Data\file.dat*) may work but is not officially supported for the performance exclusions.
There are no restrictions to using wildcards in the middle of a path when using detection exclusions.

Order of exclusions

- There are no options to adjust the priority level of exclusions using the top/bottom buttons (as for Firewall rules where rules are executed from top to bottom).
- When the first applicable rule is matched by the scanner, the second applicable rule will not be evaluated.
- The fewer the rules, the better the scanning performance.
- Avoid creating concurrent rules.

Path exclusion format

You can use wildcards to exclude a group of files. A question mark (*?*) represents a single character, whereas an asterisk (*) represents a string of zero or more characters.

Exclusion format

- If you want to exclude all files and subfolders in a folder, type the path to the folder and use the mask *
- If you want to exclude doc files only, use the mask **.doc*
- If the name of an executable file has a certain number of characters (with varying characters) and you only know the first one (for example, "D”), use the following format:

D????.exe (question marks replace the missing/unknown characters)

Examples:

- *C:\Tools\**—The path must end with the backslash (\) and asterisk (*) to indicate that it is a folder and all folder content (files and subfolders) will be excluded.
- *C:\Tools\*.**—Same behavior as *C:\Tools\**
- *C:\Tools*—*Tools* folder will not be excluded. From the scanner perspective, *Tools* can also be a filename.
- *C:\Tools\*.dat*—This will exclude .dat files in the *Tools* folder.
- *C:\Tools\sg.dat*—This will exclude this specific file located in the exact path.

✓

System variables in exclusions

You can use system variables like %PROGRAMFILES% to define scan exclusions.
- To exclude the Program Files folder using this system variable, use the path *%PROGRAMFILES%** (remember to add backslash and asterisk at the end of path) when adding to exclusions.
- To exclude all files and folders in a *%PROGRAMFILES%* subdirectory, use the path *%PROGRAMFILES%\Excluded_Directory\**

Expand list of supported system variables

The following variables can be used in the path exclusion format:
- *%ALLUSERSPROFILE%*
- *%COMMONPROGRAMFILES%*
- *%COMMONPROGRAMFILES(X86)%*
- *%COMSPEC%*
- *%PROGRAMFILES%*
- *%PROGRAMFILES(X86)%*
- *%SystemDrive%*
- *%SystemRoot%*
- *%WINDIR%*
- *%PUBLIC%*

User-specific system variables (like *%TEMP%* or *%USERPROFILE%*) or environment variables (like *%PATH%*) are not supported.

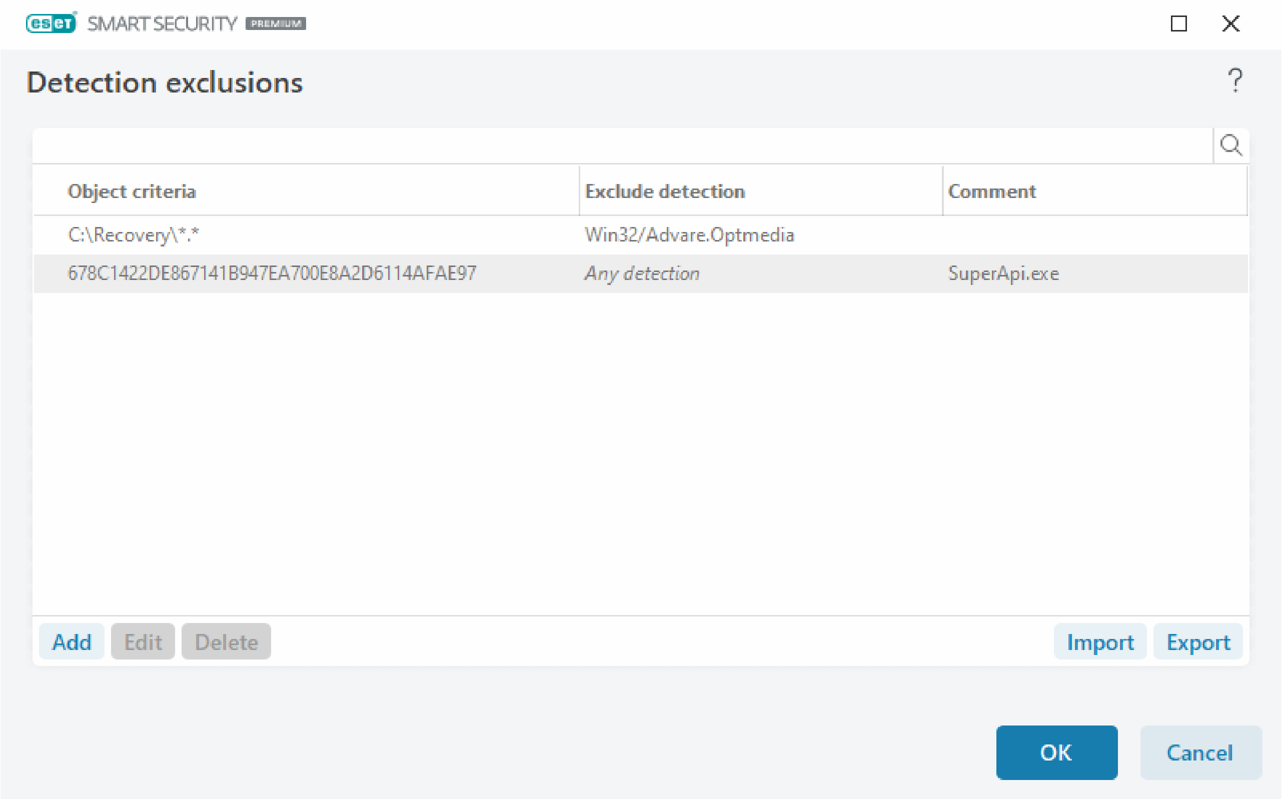
Detection exclusions

Detection exclusions enable you to exclude objects from detection by filtering the detection name, object path, or its hash.

✓

How detection exclusions work

Detection exclusions do not exclude files and folders from scanning as Performance exclusions do. Detection exclusions exclude objects only when they are detected by the detection engine and an appropriate rule is present in the exclusion list.
For example (see the first row on the image below), when an object is detected as Win32/Adware.Optmedia and the detected file is *C:\Recovery\file.exe*. On the second row, each file, which has the appropriate SHA-1 hash, will always be excluded despite the detection name.



Object criteria	Exclude detection	Comment
C:\Recovery\*.*	Win32/Advare.Optmedia	
678C1422DE867141B947EA700E8A2D6114AFAE97	*Any detection*	SuperApi.exe

To ensure that all threats are detected, we recommend creating detection exclusions only when it is absolutely necessary.

To add files and folders to the exclusions list, open Advanced setup > **Detection engine** > **Exclusions** > **Detection exclusions** > **Edit**.

Not to be confused with Performance exclusions, Excluded file extensions, HIPS exclusions or Processes exclusions.

To exclude an object (by its detection name or hash) from detection engine, click **Add**.

For Potentially unwanted applications and Potentially unsafe applications, the exclusion by its detection name can also be created:

- In the alert window reporting the detection (click **Show advanced options** and then select **Exclude from detection**).
- From the Log Files context menu using Create detection exclusion wizard.
- By clicking **Tools** > **Quarantine** and then right-clicking the quarantined file and selecting **Restore and exclude from scanning** from the context menu.

Detection exclusions object criteria

- **Path**—Limit a detection exclusion for a specified path (or any).
- **Detection name**—If there is a name of a detection next to an excluded file, it means that the file is only excluded for the given detection, not completely. If that file becomes infected later with other malware, it will be detected.
- **Hash**—Excludes a file based on a specified SHA-1 hash, regardless of the file type, location, name, or

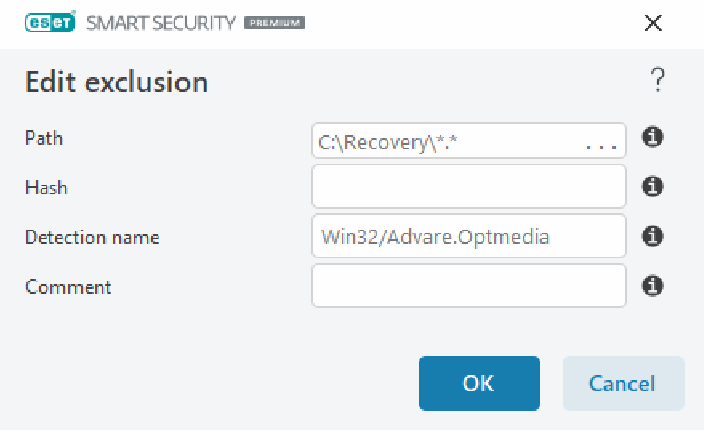
extension.

Add or Edit detection exclusion

Exclude detection

A valid ESET detection name should be provided. For a valid detection name, see Log files and then select **Detections** from the Log files drop-down menu. This is useful when a false positive sample is being detected in ESET Security Ultimate. Exclusions for real infiltrations are very dangerous, consider excluding only affected files / directories by clicking **...** in the **Path** field and/or only for a temporary period of time. Exclusions apply also to Potentially unwanted applications, potentially unsafe applications and suspicious applications.

See also Path exclusion format.



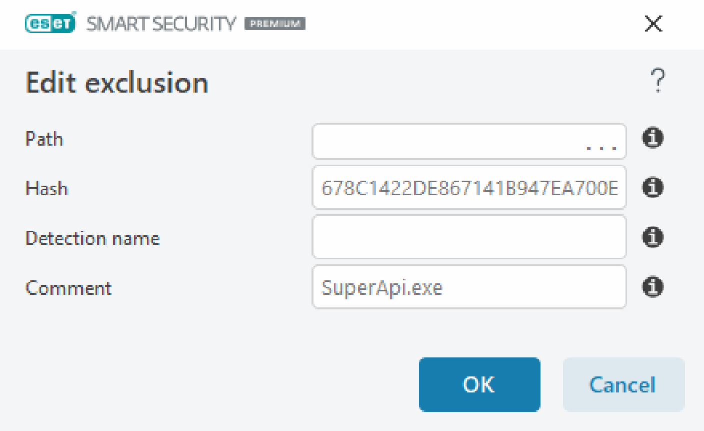
Edit exclusion

Path	C:\Recovery\*.*
Hash	
Detection name	Win32/Advare.Optmedia
Comment	

See the Detection exclusions example below.

Exclude hash

Excludes a file based on a specified SHA-1 hash, regardless of the file type, location, name, or extension.



Edit exclusion

Path	
Hash	678C1422DE867141B947EA700E
Detection name	
Comment	SuperApi.exe

✓ Exclusions by detection name

To exclude a specific detection by its name, type the valid detection name:
Win32/Adware.Optmedia
You can also use the following format when you exclude a detection from the ESET Security Ultimate alert window:
@NAME=Win32/Adware.Optmedia@TYPE=ApplicUnwnt
@NAME=Win32/TrojanDownloader.Delf.QQI@TYPE=Trojan
@NAME=Win32/Bagle.D@TYPE=worm

Control elements

- **Add**—Excludes objects from detection.
- **Edit**—Enables you to edit selected entries.
- **Delete**—Removes selected entries (CTRL + click to select multiple entries).

Create detection exclusion wizard

A detection exclusion can also be created from the Log files context menu (not available for malware detections):

1. In the main program window, click **Tools** > **Log files**.
2. Right-click a detection in the **Detections log**.
3. Click **Create exclusion**.

To exclude one or more detections based on the **Exclusion criteria**, click **Change criteria**:

- **Exact files**—Exclude each file by its SHA-1 hash.
- **Detection**—Exclude each file by its detection name.
- **Path + Detection**—Exclude each file by its detection name and path, including filename (e.g., *file:///C:/Users/user/AppData/Local/Temp/34e1824e/ggdsfdgfd.pdf.exe*).

The recommended option is pre-selected based on the detection type.

Optionally, you can add a **Comment** before clicking **Create exclusion**.

Detection engine advanced options

Enable advanced scanning via AMSI—Microsoft Antimalware Scan Interface tool that allows scanning of PowerShell scripts, scripts executed by Windows Script Host and data scanned using AMSI SDK.

Network traffic scanner

The Network traffic scanner provides malware protection for application protocols, which integrates multiple advanced malware scanning techniques. Network traffic scanner scans HTTP(S), POP3(S) and IMAP(S) protocols automatically, regardless of the internet browser or email client. You can enable/disable the Network traffic scanner in Advanced setup > **Detection engine** > **Network traffic scanner**.

Enable Network traffic scanner—If you disable this option, HTTP(S), POP3(S) and IMAP(S) protocols will not be scanned. Note that the following ESET Security Ultimate features require Network traffic scanner enabled:

- Web access protection
- Parental control
- Browser Privacy & Security
- Safe Banking & Browsing
- SSL/TLS
- Anti-phishing protection
- Email client protection

Cloud-based protection

ESET LiveGrid® (built on the ESET ThreatSense.Net advanced early warning system) utilizes data that ESET users have submitted worldwide and sends it to the ESET Research Lab. By providing suspicious samples and metadata, ESET LiveGrid® enables us to react immediately to the needs of our customers and keep ESET responsive to the latest threats.

ESET LiveGuard is a feature that adds a layer of protection specifically designed to mitigate never-before-seen threats. When enabled, suspicious samples that are not yet confirmed as malicious and may potentially carry malware are automatically submitted to the ESET cloud.

The following options are available:

Enable ESET LiveGrid® reputation system, ESET LiveGrid® feedback system and ESET LiveGuard

The ESET LiveGrid® reputation system provides cloud-based whitelisting and blacklisting. The ESET LiveGrid® feedback system will collect information about your computer related to newly detected threats. The ESET LiveGuard feature detects new, never-before-seen threats by analyzing their behavior in a sandbox.

You can check the reputation of Running processes and files directly from the program's interface or contextual menu with additional information available from ESET LiveGrid®. With the ESET LiveGuard proactive protection, new files are blocked from execution until receiving the analysis result.

Enable ESET LiveGrid® reputation system

The ESET LiveGrid® reputation system provides cloud-based whitelisting and blacklisting.

You can check the reputation of Running processes and files directly from the program's interface or contextual menu with additional information available from ESET LiveGrid®.

Enable ESET LiveGrid® feedback system

In addition to the ESET LiveGrid® reputation system, ESET LiveGrid® feedback system will collect information about your computer related to newly detected threats. This information may include:

- Sample or copy of the file in which the threat appeared
- Path to the file
- Filename
- Date and time
- The process by which the threat appeared on your computer
- Information about your computer's operating system

By default, ESET Security Ultimate is configured to submit suspicious files to the ESET Virus Lab for detailed analysis. Files with specific extensions such as *.doc* or *.xls* are always excluded. You can also add other extensions if there are specific files that you or your organization want to avoid sending.

> Read more about sending the relevant data in the Privacy Policy.

You can choose not to enable ESET LiveGrid®

You will not lose any functionality in the software, but in some cases, ESET Security Ultimate may respond faster to new threats when ESET LiveGrid® is enabled. If you have used ESET LiveGrid® before and have disabled it, there may still be data packages to send. Even after deactivating, such packages will be sent to ESET. When all current information is sent, no further packages will be created.

> Read more about ESET LiveGrid® in the Glossary.
> See our illustrated instructions available in English and several other languages for enabling or disabling ESET LiveGrid® in ESET Security Ultimate.

Cloud-based protection configuration in Advanced setup

To access settings for ESET LiveGrid® and ESET LiveGuard, open Advanced setup > **Detection Engine** > **Cloud-based Protection**.

- **Enable ESET LiveGrid® reputation system (recommended)**—The ESET LiveGrid® reputation system improves the efficiency of ESET anti-malware solutions by comparing scanned files to a database of whitelisted and blacklisted items in the cloud.

- **Enable ESET LiveGrid® feedback system**—Sends the relevant submission data (described in the **Submission of samples** section below) along with crash reports and statistics to the ESET Research lab for further analysis.

- **Enable ESET LiveGuard**—The ESET LiveGuard feature detects new, never-before-seen threats by analyzing their behavior in a sandbox. ESET LiveGuard can be enabled only if ESET LiveGrid® is enabled.

- **Submit crash reports and diagnostics data**—Submit ESET LiveGrid® related diagnostics data such as crash reports and modules memory dumps. We recommend keeping it enabled to help ESET diagnose problems, improve products, and ensure better end-user protection.

- **Submit anonymous statistics**—Allow ESET to collect information about newly detected threats such as the threat name, date and time of detection, detection method and associated metadata, product version, and configuration, including information about your system.

- **Contact email (optional)**—Your contact email can be included with any suspicious files and may be used to contact you if further information is required for analysis. You will not receive a response from ESET unless more information is needed.

Submission of samples

Manual submission of samples—Enables you to manually submit samples to ESET from the context menu, Quarantine or Tools.

Automatic submission of detected samples

Select what kind of samples will be submitted to ESET for analysis and to improve future detection (the default maximum sample size is 64MB). The following options are available:

- **All detected samples**—All objects detected by the Detection engine (including potentially unwanted applications when enabled in the scanner settings).

- **All samples except documents**—All detected objects except **Documents** (see below).

- **Do not submit**—Detected objects will not be sent to ESET.

Automatic submission of suspicious samples

These samples will also be sent to ESET if the detection engine does not detect them. For example, samples that nearly missed the detection or one of the ESET Security Ultimate protection modules consider these samples suspicious or behaving unclear (the default maximum sample size is 64MB).

- **Executables**—Includes executable files like .exe, .dll, .sys.

- **Archives**—Includes archive filetypes like .zip, .rar, .7z, .arch, .arj, .bzip, .gzip, .ace, .arc, .cab.

- **Scripts**—Includes script filetypes like .bat, .cmd, .hta, .js, .vbs, .ps1.

- **Other**—Includes filetypes like .jar, .reg, .msi, .sfw, .lnk.

- **Possible Spam emails**—enables sending possible spam parts or whole possible spam emails with attachments to ESET for further analysis. Enabling this option improves global spam detection, including improvements to future spam detection.

- **Delete executables, archives, scripts, other samples and possible spam emails from ESET's servers**—Defines when to delete samples submitted for analysis by ESET LiveGuard.

- **Documents**—Includes Microsoft Office or PDF documents with or without active content.

- **Delete documents from ESET's servers**—Defines when to delete documents submitted for analysis by ESET LiveGuard.

Expand for a list of all included document file types

ACCDB, ACCDT, DOC, DOC_OLD, DOC_XML, DOCM, DOCX, DWFX, EPS, IWORK_NUMBERS, IWORK_PAGES, MDB, MPP, ODB, ODF, ODG, ODP, ODS, ODT, OLE2, OLE2_ENCRYPTED, OLE2_MACRO, OLE2_PROTECTED, ONE, ONEPKG, PDF, PPT, PPT_XML, PPTM, PPTX, PS, PSD, RTF, SYLK, THMX, VSD, VSD_XML, WPC, WPS, XLS, XLS_XML, XLSB, XLSM, XLSX, XPS

Exclusions

The Exclusion filter enables you to exclude files/folders from submission (for example, it may be useful to exclude files that may carry confidential information, such as documents or spreadsheets). The files listed will never be sent to ESET labs for analysis, even if they contain suspicious code. The most common file types are excluded by default (.doc, etc.). You can add to the list of excluded files if desired.

To exclude files downloaded from `download.domain.com`, open Advanced setup > **Detection Engine** > **Cloud-based protection** > **Submission of samples** and click **Edit** next to **Exclusions**. Add the exclusion `.download.domain.com`.

Maximum size of samples (MB)—Defines the maximum size of automatically submitted samples (1-64 MB).

ESET LiveGuard

Exclusion filter for Cloud-based protection

The Exclusion filter enables you to exclude certain files or folders from samples submission. The files listed will never be sent to ESET labs for analysis, even if they contain suspicious code. Common file types (such as .doc, etc.) are excluded by default.

This feature is useful to exclude files that may carry confidential information, such as documents or spreadsheets.

To exclude files downloaded from download.domain.com, open Advanced setup > **Detection Engine** > **Cloud-based protection** > **Submission of samples** > **Exclusions** and add the exclusion *download.domain.com*.

ESET LiveGuard

ESET LiveGuard is a feature that adds a layer of cloud-based protection specifically designed to mitigate never-before-seen threats.

When enabled, suspicious samples not yet confirmed as malicious and potentially carrying malware are automatically submitted to the ESET cloud. Submitted samples are run in a sandbox and are evaluated by our advanced malware detection engines. Malicious samples or suspicious spam emails are submitted to ESET LiveGrid®. Email attachments are handled separately and are subject to submission to ESET LiveGuard. You can define the scope of submitted files and the file retention period in the ESET cloud. Documents and PDF files with active content (macros, javascript) are not submitted by default.

ESET LiveGuard can be enabled or disabled in:

- Main program window > **Setup** > **Computer protection**
- Advanced setup > **Detection Engine** > **Cloud-based Protection**

To access advanced settings for ESET LiveGuard, open Advanced setup > **Detection Engine** > **Cloud-based Protection** > **ESET LiveGuard**.

Action after detection—Sets the action to take if the analyzed sample is evaluated as a threat.

Proactive protection—Allows or blocks the execution of files being analyzed by ESET LiveGuard. If a file is suspicious, proactive protection blocks its execution until the analysis completes. Proactive protection detects only files from the following sources:

- Files downloaded using a supported web browser
- Downloaded from a mail client
- Files extracted from an unencrypted or encrypted archive using one of the supported archive utilities
- Executed and opened files located on a removable device

See the supported applications in the table below:

Web browsers	Mail Clients	Archive utilities	Removable devices
Internet Explorer	Microsoft Outlook	WinRAR	USB flash drive
Microsoft Edge	Mozilla Thunderbird	WinZIP	USB hard drive
Chrome	Microsoft Mail	Microsoft Explorer built-in unpacker	CD/DVD
Firefox		7zip	Floppy disk
Opera			Built-in card reader
Brave Browser			

Note
Files copied using Windows Explorer from an excluded location to a protected location get blocked by proactive protection because ESET Security Ultimate recognizes `explorer.exe` as an archive utility.

If Proactive protection is set to **Block execution until receiving the analysis result** and you want to unblock the file being analyzed, right-click the file and click **Unblock file analyzed by ESET LiveGuard**.

Maximum wait time for the analysis result (min)—Sets the time after which the analyzed files will be unblocked regardless of whether the analysis has finished.

ESET LiveGuard will inform you about the analysis status using notifications. See the available notifications below:

Notification title	Description
ℹ File blocked due to analysis	The file is blocked by ESET LiveGuard. ESET LiveGuard is analyzing the file to ensure it is safe to use. You can wait or choose one of the following options: • **Unblock the file**—Unblocks the file, but the analysis continues. You will get a notification about the result. This is not recommended if you are not sure about the file integrity. • **Change setup**—Opens the Computer protection setup window where you can disable the ESET LiveGuard and its proactive protection.
ℹ File unblocked	The file is no longer blocked. The analysis continues, and you will get a notification about the result. You can open the file.
! File still in analysis	ESET LiveGuard needs more time to finish the analysis. You can open the file if needed.
⚠ Threat removed	ESET LiveGuard has finished the analysis and the file contained a threat. The file has been cleaned.
✓ File safe to use	ESET LiveGuard has finished the analysis, and the file is safe to use.

If ESET LiveGuard is not functioning properly, you will receive a notification in the main program window > **Overview**. Follow the instructions in the notification to resolve the issue. If you are unable to resolve the issue, Contact Technical Support.

Malware scans

The **Malware scans** section is accessible from Advanced setup > **Detection engine** > **Malware scans** and allows you to configure scanning parameters for scan profiles.

On-demand scan

Selected profile—A specific set of parameters used by the on-demand scanner. To create a new one, click **Edit** next to **List of profiles**. Refer to Scan profiles for more details.

After you select the scan profile, you can configure the following options:

Scan targets—If you want to scan a specific target or a group of targets, click **Edit** next to **Scan targets** and select an option from the folder (tree) structure. Refer to Scan targets for more details.

On-demand & Machine learning protection—You can configure reporting and protection levels for each scan profile. By default, scan profiles use the same setup as defined in the Real-time file system protection. Disable the toggle next to **Use real-time protection settings** to configure custom reporting and protection levels. Refer to Protections for a detailed explanation of reporting and protection levels.

ThreatSense—Advanced setup options, such as file extensions you want to control and detection methods used. Refer to ThreatSense for more information.

Scan profiles

There are 4 pre-defined scan profiles in ESET Security Ultimate:

- **Smart scan**—This is the default advanced scanning profile. The Smart scan profile uses Smart Optimization technology, which excludes files that were found to be clean in a previous scan and have not been modified since that scan. This allows for lower scan times with a minimal impact to system security.

- **Context menu scan**—You can start an on-demand scan of any file from the context menu. The Context menu scan profile enables you to define a scan configuration that will be used when you trigger the scan this way.

- **In-depth scan**—The In-depth scan profile does not use Smart optimization by default, so no files are excluded from scanning using this profile.

- **Computer scan**—This is the default profile used in the standard computer scan.

Your preferred scan parameters can be saved for future scanning. We recommend that you create a different profile (with various scan targets, scan methods and other parameters) for each regularly used scan.

To create a new profile, open Advanced setup > **Detection engine** > **Malware scans** > **On-demand scan** > **List of profiles** > **Edit**. The **Profile manager** window includes the **Selected profile** drop-down menu that lists existing scan profiles and the option to create a new one. To help you create a scan profile to fit your needs, see ThreatSense for a description of each parameter of the scan setup.

> Suppose that you want to create your own scan profile and the **Scan your computer** configuration is partially suitable, but you do not want to scan runtime packers or potentially unsafe applications and you also want to apply **Always remedy detection**. Type the name of your new profile in the **Profile manager** window and click **Add**. Select your new profile from the **Selected profile** drop-down menu and adjust the remaining parameters to meet your requirements, and then click **OK** to save your new profile.

Scan targets

The **Scan targets** drop-down menu enables you to select pre-defined scan targets.

- **By profile settings**—Selects targets specified by the selected scan profile.
- **Removable media**—Selects diskettes, USB storage devices, CD/DVD.

- **Local drives**—Selects all system hard drives.

- **Network drives**—Selects all mapped network drives.

- **Custom selection**—Cancels all previous selections.

The folder (tree) structure also contains specific scan targets.

- **Operating memory**—Scans all processes and data currently used by operating memory.

- **Boot sectors/UEFI**—Scans Boot sectors and UEFI for the presence of malware. Read more about the UEFI scanner in the glossary.

- **WMI database**—Scans the whole Windows Management Instrumentation (WMI) database, all namespaces, all class instances, and all properties. Searches for references to infected files or malware embedded as data.

- **System registry**—Scans the whole system registry, all keys, and subkeys. Searches for references to infected files or malware embedded as data. When cleaning the detections, the reference remains in the registry to make sure no important data will be lost.

To quickly navigate to a scan target (file or folder), type its path into the text field below the tree structure. The path is case-sensitive. To include the target in the scan, select its check box in the tree structure.

Idle-state scan

You can enable the idle-state scanner in Advanced setup > **Detection engine** > **Malware scans** > **Idle-state scan**.

Idle-state scan

Enable the toggle next to **Enable Idle-state scanning** to enable this feature. When the computer is in idle state, a silent computer scan is performed on all local drives.

By default, the idle-state scanner will not run when the computer (notebook) is operating on battery power. You can override this setting by enabling the toggle next to **Run even if computer is powered from battery** in Advanced setup.

Enable the toggle next to **Enable logging** in Advanced setup to record a computer scan output in the Log files section (from the main program window click **Tools** > **Log files** and select **Computer scan** from the **Log** drop-down menu).

Idle-state detection

See Idle state detection triggers for a full list of conditions that must be met to trigger the idle-state scanner.

ThreatSense—Advanced setup options, such as file extensions you want to control and detection methods used. See ThreatSense for more information.

Idle-state detection

Idle state detection settings can be configured in Advanced setup > **Detection engine** > **Malware scans** > **Idle-state scanning** > **Idle state detection**. These settings specify a trigger for Idle-state scanning:

- **Turned off screen or screen saver**
- **Computer lock**
- **User logoff**

Use the toggle for each respective state to enable or disable the different idle state detection triggers.

Startup scan

By default, the automatic startup file check will be performed on system startup and during detection engine updates. This scan is dependent on the Scheduler configuration and tasks.

The startup scan options are part of a **System startup file check** scheduler task. To modify its settings, navigate to

Tools > **Scheduler**, click **Automatic startup file check** and then **Edit**. In the last step, the Automatic startup file check window will appear. For detailed instructions about Scheduler task creation and management, see Creating new tasks.

ThreatSense—Advanced setup options, such as file extensions you want to control and detection methods used. See ThreatSense for more information.

Automatic startup file check

When creating a System startup file check scheduled task, you have several options to adjust the following parameters:

The **Scan target** drop-down menu specifies the scan depth for files run at system startup based on a sophisticated algorithm. Files are arranged in descending order according to the following criteria:

- **All registered files** (most files scanned)
- **Rarely used files**
- **Commonly used files**
- **Frequently used files**
- **Only the most frequently used files** (least files scanned)

Two specific groups are also included:

- **Files run before user logon**—Contains files from locations that may be accessed without the user being logged in (includes almost all startup locations such as services, browser helper objects, winlogon notify, Windows scheduler entries, known dll's, etc.).
- **Files run after user logon**—Contains files from locations that may only be accessed after a user has logged in (includes files only run by a specific user, typically files in *HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Run*).

Lists of files to be scanned are fixed for each group above. If you choose a lower scan depth for files run at system startup, the not scanned files will be scanned after opening or execution.

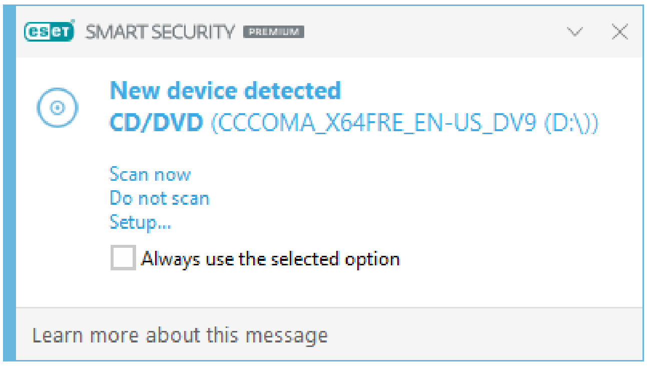
Scan priority—The level of priority used to determine when a scan will start:

- **When idle**—the task will be performed only when the system is idle,
- **Lowest**—when the system load is the lowest possible,
- **Lower**—at a low system load,
- **Normal**—at an average system load.

Removable media

ESET Security Ultimate provides automatic removable media (CD/DVD/USB/...) scanning when inserted to a computer. This may be useful if the computer administrator wishes to prevent the users from using removable media with unsolicited content.

When a removable media is inserted, and **Show scan options** is set in Advanced setup > **Detection engine** > **Malware scans** > **Removable media**, the following dialog will be shown:



New device detected
CD/DVD (CCCOMA_X64FRE_EN-US_DV9 (D:\))

Scan now
Do not scan
Setup...

☐ Always use the selected option

Learn more about this message

Options for this dialog:

- **Scan now**—This will trigger a scan of removable media.
- **Do not scan**—Removable media will not be scanned.
- **Setup**—Opens the Advanced setup.
- **Always use the selected option**—When selected, the same action will be performed when a removable media is inserted another time.

In addition, ESET Security Ultimate features the Device control functionality, which enables you to define rules for the use of external devices on a given computer. More details on Device control can be found in the Device control section.

To access settings for removable media scan, open Advanced setup > **Detection engine** > **Malware scans** > **Removable media**.

Action to take after inserting removable media—Select the default action that will be performed when a removable media device is inserted into the computer (CD/DVD/USB). Choose the desired action when inserting a removable media to a computer:

- **Do not scan**—No action will be performed, and the **New device detected** window will not open.
- **Automatic device scan**—A computer scan of the inserted removable media device will be performed.
- **Show scan options**—Opens the **Removable media** setup section.

Document protection

The Document protection feature scans Microsoft Office documents before they are opened, as well as files downloaded automatically by Internet Explorer such as Microsoft ActiveX elements. Document protection provides a layer of protection in addition to Real-time file system protection, and can be disabled to enhance performance on systems that do not handle a high number of Microsoft Office documents.

To activate Document protection, open Advanced setup > **Detection engine** > **Malware scans** > **Document protection** and click the toggle next to **Enable Document protection**.

ThreatSense—Advanced setup options, such as file extensions you want to control and detection methods used. See ThreatSense for more information.

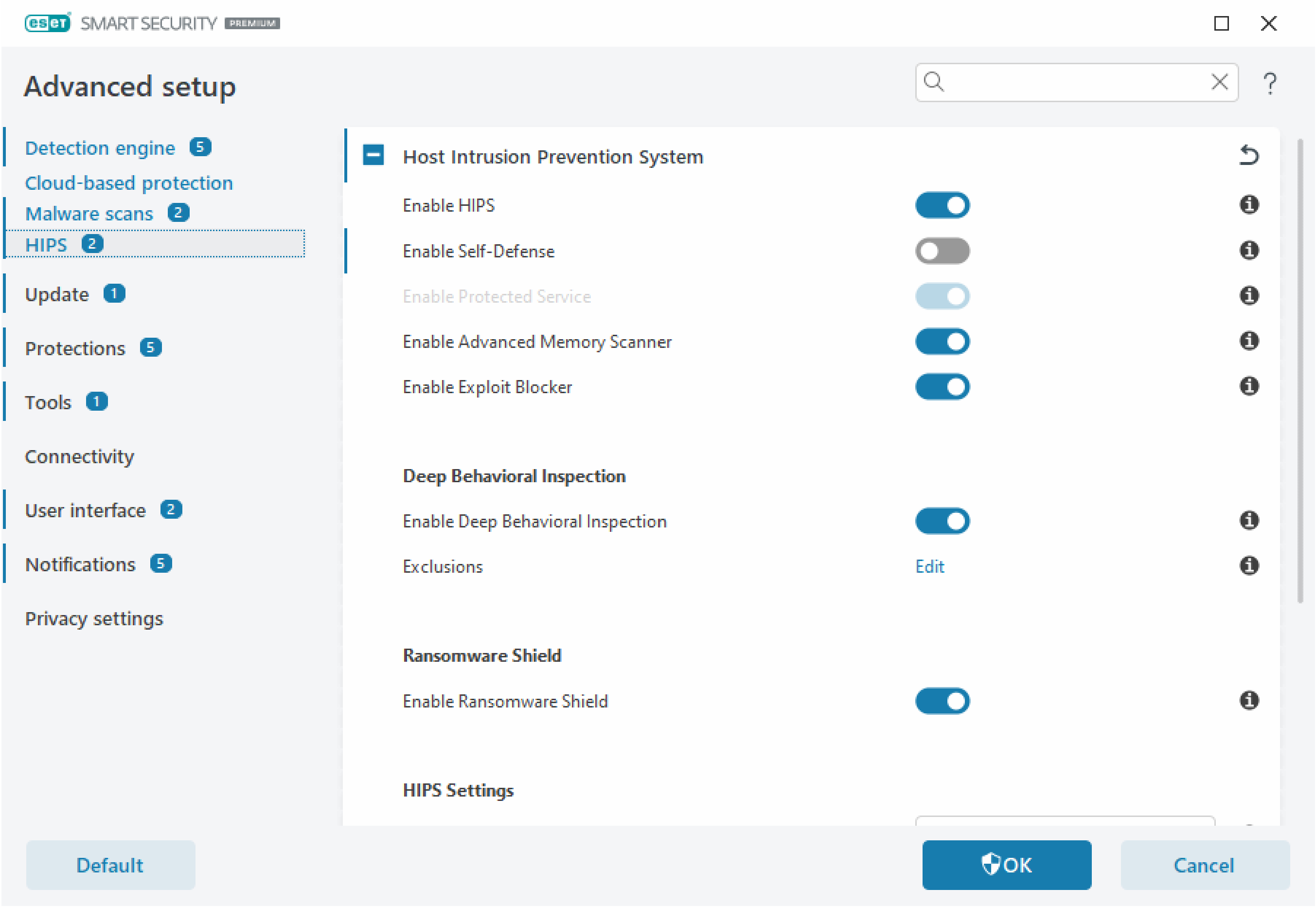
ℹ This feature is activated by applications that use the Microsoft Antivirus API (for example, Microsoft Office 2000 and later, or Microsoft Internet Explorer 5.0 and later).

HIPS - Host Intrusion Prevention System

⚠ Changes to HIPS settings should only be made by an experienced user. Incorrect configuration of HIPS settings can lead to system instability.

The **Host Intrusion Prevention System (HIPS)** protects your system from malware and unwanted activity attempting to negatively affect your computer. HIPS utilizes advanced behavioral analysis coupled with the detection capabilities of network filtering to monitor running processes, files and registry keys. HIPS is separate from Real-time file system protection and is not a firewall; it only monitors processes running within the operating system.

You can configure HIPS settings in Advanced setup > **Detection engine** > **HIPS** > **Host Intrusion Prevention System**. The HIPS state (enabled/disabled) is shown in the ESET Security Ultimate main program window > **Setup** > **Computer protection**.



Host Intrusion Prevention System

Enable HIPS	●
Enable Self-Defense	○
Enable Protected Service	●
Enable Advanced Memory Scanner	●
Enable Exploit Blocker	●

Deep Behavioral Inspection

Enable Deep Behavioral Inspection	●
Exclusions	Edit

Ransomware Shield

Enable Ransomware Shield	●

HIPS Settings

Host Intrusion Prevention System

Enable HIPS—HIPS is enabled by default in ESET Security Ultimate. Turning off HIPS will disable rest of the HIPS features like Exploit Blocker.

Enable Self-Defense—ESET Security Ultimate uses the built-in **Self-defense** technology as a part of HIPS to prevent malicious software from corrupting or disabling your antivirus and antispyware protection. Self-defense protects crucial system and ESET's processes, registry keys and files from being tampered with.

Enable Protected Service—Enables protection for ESET Service (ekrn.exe). When enabled, the service is started as a protected Windows process to defend attacks by malware.

Enable Advanced memory scanner—Works in combination with Exploit Blocker to strengthen protection against malware that has been designed to evade detection by antimalware products through the use of obfuscation or encryption. Advanced memory scanner is enabled by default. Read more about this type of protection in the glossary.

Enable Exploit Blocker—Designed to fortify commonly exploited application types such as web browsers, PDF readers, email clients and Microsoft Office components. Exploit blocker is enabled by default. Read more about this type of protection in the glossary.

Deep Behavioral Inspection

Enable Deep Behavioral Inspection—Another layer of protection that works as a part of the HIPS feature. This extension of HIPS analyzes the behavior of all programs running on the computer and warns you if the behavior of the process is malicious.

HIPS exclusions from Deep Behavioral Inspection—Enables you to exclude processes from analysis. To ensure that all processes are scanned for possible threats, we recommend only creating exclusions when it is absolutely necessary.

Ransomware shield

Enable Ransomware shield—Another layer of protection that works as a part of HIPS feature. You must have the ESET LiveGrid® reputation system enabled for Ransomware shield to work. Read more about this type of protection.

Enable Intel® Threat Detection Technology—Helps to detect ransomware attacks by utilizing unique Intel CPU telemetry to increase detection efficacy, lower false positive alerts, and expand visibility to catch advanced evasion techniques. See the supported processors.

HIPS settings

Filtering mode can be performed in one of the following modes:

Filtering mode	Description
Automatic mode	Operations are enabled with the exception of those blocked by pre-defined rules that protect your system.
Smart mode	The user will only be notified about very suspicious events.
Interactive mode	User will be prompted to confirm operations.
Policy-based mode	Blocks all operations that are not defined by a specific rule that allows them.
Learning mode	Operations are enabled and a rule is created after each operation. Rules created in this mode can be viewed in the **HIPS rules** editor, but their priority is lower than the priority of rules created manually or rules created in automatic mode. When you select **Learning mode** from the **Filtering mode** drop-down menu, the **Learning mode will end at** setting will become available. Select the time span that you want to engage learning mode for, the maximum duration is 14 days. When the specified duration has passed, you will be prompted to edit the rules created by HIPS while it was in learning mode. You can also choose a different filtering mode, or postpone the decision and continue using learning mode.

Mode set after learning mode expiration—Select the filtering mode that will be used after learning mode expires. After expiration, the **Ask user** option requires administrative privileges to perform a change to the HIPS filtering mode.

The HIPS system monitors events inside the operating system and reacts accordingly based on rules similar to those used by the Firewall. Click **Edit** next to **Rules** to open the **HIPS rules** editor. In the HIPS rules window you can select, add, edit or remove rules. More details on rule creation and HIPS operations can be found in Edit a HIPS rule.

HIPS exclusions

Exclusions enable you to exclude processes from HIPS Deep Behavioral Inspection.

To Edit HIPS exclusions, open Advanced setup > **Detection engine** > **HIPS** > **Host Intrusion Prevention System** > **Exclusions** > **Edit**.

> ℹ Not to be confused with Excluded file extensions, Detection exclusions, Performance exclusions or Processes exclusions.

To exclude an object, click **Add** and type the path to an object or select it in the tree structure. You can also Edit or Delete selected entries.

HIPS advanced setup

The following options are useful for debugging and analyzing an application's behavior:

Drivers always allowed to load—Listed drivers are always allowed to load regardless of configured filtering mode unless explicitly blocked by user rule.

Log all blocked operations—All blocked operations will be written to the HIPS log. Use this feature only when troubleshooting or requested by ESET Technical Support, as it might generate a huge log file and slow down your computer.

Notify when changes occur in Startup applications—Displays a desktop notification each time an application is added to or removed from system startup.

Drivers always allowed to load

Drivers shown in this list will always be allowed to load regardless of HIPS filtering mode, unless explicitly blocked by user rule.

Add—Adds a new driver.

Edit—Edits a selected driver.

Delete—Removes a driver from the list.

Reset—Reloads a set of system drivers.

> ℹ Click **Reset** if you do not want drivers that you have added manually to be included. This can be useful if you have added several drivers and you cannot delete them from the list manually.

> ℹ After installation, the list of drivers is empty. ESET Security Ultimate fills the list automatically over time.

HIPS interactive window

The HIPS notification window enables you to create a rule based on new actions that HIPS detects and then define the conditions under which to allow or deny that action.

Rules created from the notification window are considered to be equivalent to rules created manually. A rule created from a notification window can be less specific than the rule that triggered that dialog window. This means that after creating a rule in the dialog box, the same operation can trigger the same window. For more information see Priority for HIPS rules.

If the default action for a rule is set to **Ask every time**, a dialog window will be displayed each time that the rule is triggered. You can choose to **Deny** or **Allow** the operation. If you do not choose an action in the given time, a new action is selected based on the rules.

Remember until application quits causes the action (**Allow/Deny**) to be used until a change of rules or filtering mode, a HIPS module update or a system restart. After any of these three actions, temporary rules will be deleted.

The **Create rule and remember permanently** option will create a new HIPS rule which can be later altered in the HIPS rule management section (requires administration privileges).

Click **Details** on the bottom to see what application triggers the operation, what is the reputation of the file or what kind of operation you are asked to allow or deny.

Settings for the more detailed rule parameters can be accessed by clicking **Advanced options**. The options below are available if you choose **Create rule and remember permanently**:

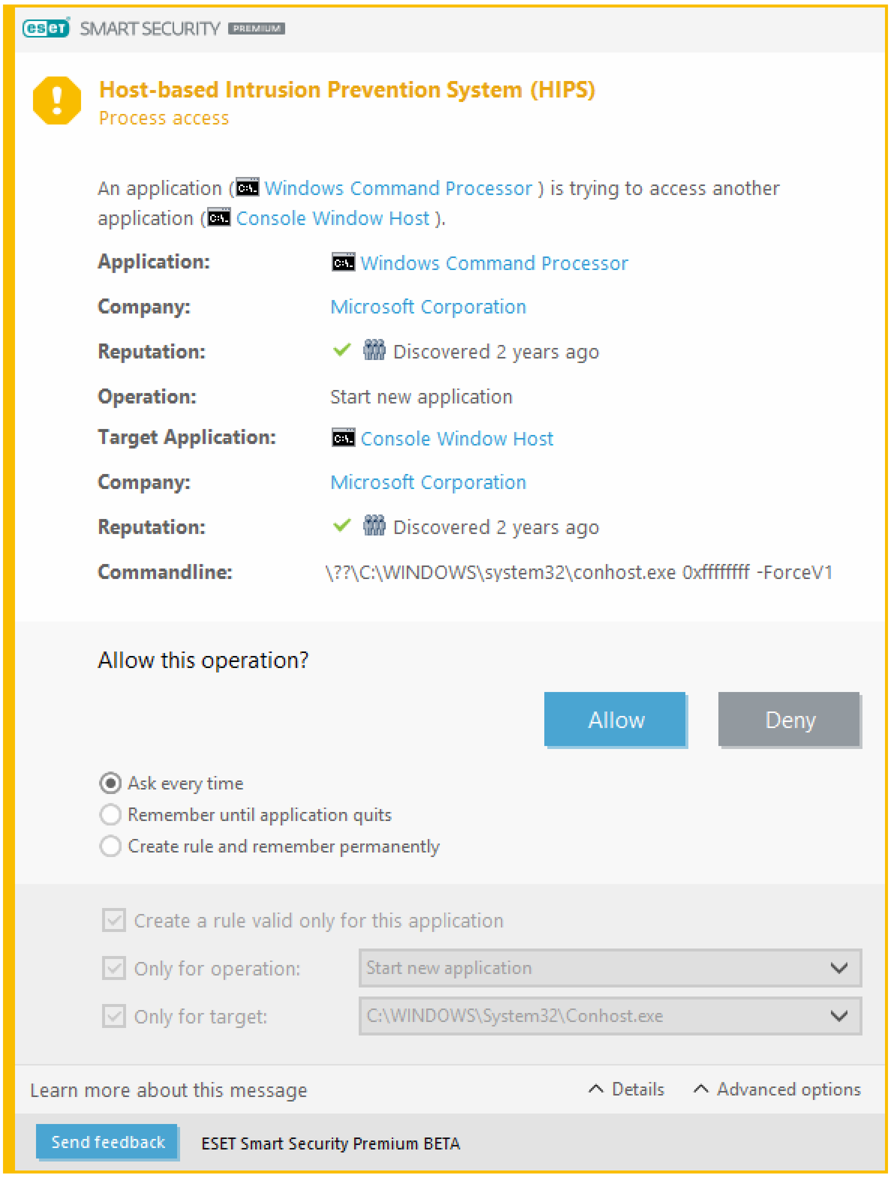
- **Create a rule valid only for this application**—If you deselect this check box, the rule will be created for all source applications.

- **Only for operation**—Choose rule file/application/registry operation(s). See descriptions for all HIPS operations.

- **Only for target**—Choose rule file/application/registry target(s).

Endless HIPS notifications?

! To stop the notifications from appearing, change the filtering mode to **Automatic** in Advanced setup > **Detection engine** > **HIPS** > **Host Intrusion Prevention System**.



Host-based Intrusion Prevention System (HIPS)

Process access

An application (Windows Command Processor) is trying to access another application (Console Window Host).

Application: Windows Command Processor

Company: Microsoft Corporation

Reputation: ✓ Discovered 2 years ago

Operation: Start new application

Target Application: Console Window Host

Company: Microsoft Corporation

Reputation: ✓ Discovered 2 years ago

Commandline: \??\C:\WINDOWS\system32\conhost.exe 0xffffffff -ForceV1

Allow this operation?

● Ask every time
○ Remember until application quits
○ Create rule and remember permanently

☑ Create a rule valid only for this application
☑ Only for operation: Start new application
☑ Only for target: C:\WINDOWS\System32\Conhost.exe

Learn more about this message
Details
Advanced options
Send feedback
ESET Smart Security Premium BETA

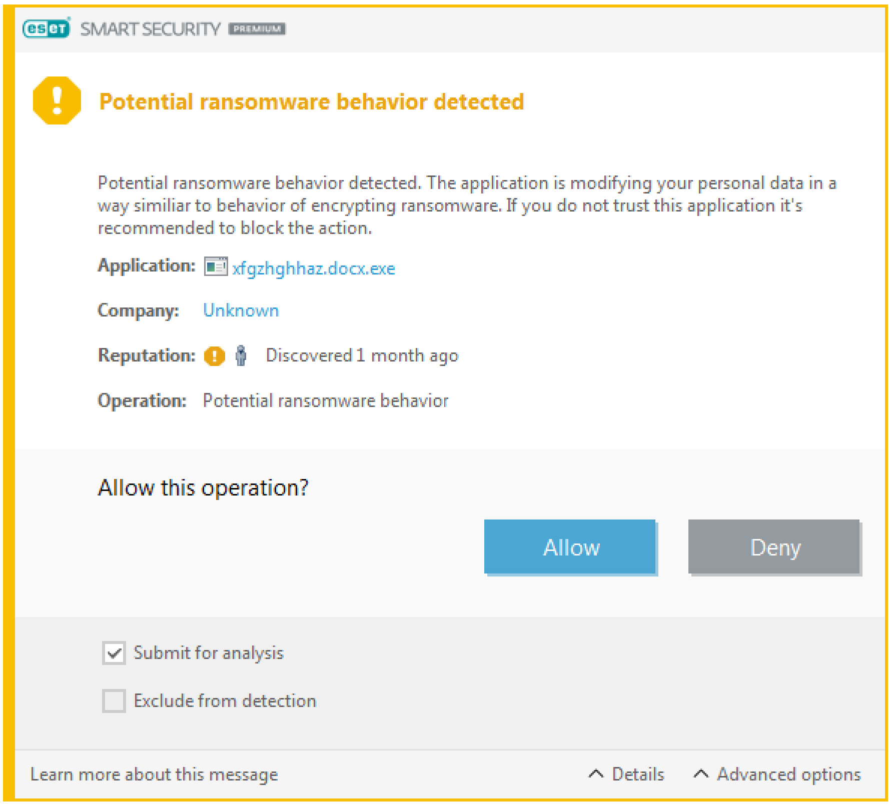
Learning mode ended

Learning mode automatically creates and saves rules. You can check all the created rules in the HIPS rule settings. This mode is best used for the initial configuration of HIPS but should only be kept on for a short time. No user interaction is required because ESET Security Ultimate saves rules according to pre-defined parameters. Switch to **interactive** or **policy-based mode** after all rules for required processes running within the operating system have been created to avoid security risks.

You can postpone this decision if you do not want to change the settings.

Potential ransomware behavior detected

This interactive window will appear when potential ransomware behavior is detected. You can choose to **Deny** or **Allow** the operation.



Potential ransomware behavior detected

Potential ransomware behavior detected. The application is modifying your personal data in a way similiar to behavior of encrypting ransomware. If you do not trust this application it's recommended to block the action.

Application: xfgzhghhaz.docx.exe

Company: Unknown

Reputation: Discovered 1 month ago

Operation: Potential ransomware behavior

Allow this operation?

☑ Submit for analysis

☐ Exclude from detection

Click **Details** to view specific detection parameters. The dialog window enables you to **Submit for analysis** or **Exclude from detection**.

ESET LiveGrid® must be enabled for Ransomware protection to function properly.

HIPS rule management

A list of user-defined and automatically added rules from the HIPS system. More details on rule creation and HIPS operations can be found in the HIPS rule settings. See also General principle of HIPS.

Columns

Rule—User-defined or automatically chosen rule name.

Enabled—Disable the toggle if you want to keep the rule in the list but do not want to use it.

Action—The rule specifies an action – **Allow**, **Block** or **Ask** – that should be performed if the conditions are right.

Sources—The rule will be used only if the event is triggered by an application(s).

Targets—The rule will be used only if the operation is related to a specific file, application or registry entry.

Logging severity—If you activate this option, information about this rule will be written to the HIPS log.

Notify—A small notification window appears in the lower-right corner if an event is triggered.

Control elements

Add—Creates a new rule.

Edit—Enables you to edit selected entries.

Delete—Removes selected entries.

Priority for HIPS rules

There are no options to adjust the priority level of HIPS rules using the top/bottom buttons (as for Firewall rules where rules are executed from top to bottom).

- All rules that you create have the same priority
- The more specific the rule, the higher the priority (for example, the rule for a specific application has higher priority than the rule for all applications)
- Internally, HIPS contains higher-priority rules that are not accessible to you (for example, you cannot override Self-defense defined rules)
- A rule you create that might freeze your operating system will not be applied (will have the lowest priority)

Edit a HIPS rule

See HIPS rule management first.

Rule name—User-defined or automatically chosen rule name.

Action—Specifies an action – **Allow**, **Block** or **Ask** – that should be performed if conditions are met.

Operations affecting—You must select the type of operation for which the rule will be applied. The rule will be used only for this type of operation and for the selected target.

Enabled—Disable the toggle if you want to keep the rule in the list but not to apply it.

Logging severity—If you activate this option, information about this rule will be written to the HIPS log.

Notify user—A small notification window appears in the lower-right corner if an event is triggered.

The rule consists of parts that describe the conditions triggering this rule:

Source applications—The rule will be used only if the event is triggered by this application(s). Select **Specific applications** from drop-down menu and click **Add** to add new files or you can select **All applications** from the drop-down menu to add all applications.

Target files—The rule will be used only if the operation is related to this target. Select **Specific files** from drop-down menu and click **Add** to add new files or folders or you can select **All files** from the drop-down menu to add all files.

Applications—The rule will be used only if the operation is related to this target. Select **Specific applications** from the drop-down menu and click **Add** to add new files or folders or you can select **All applications** from the drop-down menu to add all applications.

Registry entries—The rule will be used only if the operation is related to this target. Select **Specific entries** from the drop-down menu and click **Add** to type it manually, or you can click **Open Registry Editor** to select a key from Registry. Also, you can select **All entries** from the drop-down menu to add all applications.

> Some operations of specific rules pre-defined by HIPS cannot be blocked and are allowed by default. In addition, not all system operations are monitored by HIPS. HIPS monitors operations that may be considered unsafe.

Descriptions of important operations:

File operations

- **Delete file**—Application is asking for permission to delete the target file.
- **Write to file**—Application is asking for permission to write to the target file.
- **Direct access to disk**—Application is trying to read from or write to the disk in a non-standard way that will circumvent common Windows procedures. This may result in files being modified without the application of corresponding rules. This operation may be caused by malware trying to evade detection, backup software trying to make an exact copy of a disk, or a partition manager trying to reorganize disk volumes.
- **Install global hook**—Refers to calling the SetWindowsHookEx function from the MSDN library.
- **Load driver**—Installation and loading of drivers onto the system.

Application operations

- **Debug another application**—Attaching a debugger to the process. While debugging an application, many details of its behavior can be viewed and modified and its data can be accessed.
- **Intercept events from another application**—The source application is attempting to catch events targeted at a specific application (for example a keylogger trying to capture browser events).
- **Terminate/suspend another application**—Suspending, resuming or terminating a process (can be accessed directly from Process Explorer or the Processes pane).
- **Start new application**—Starting of new applications or processes.
- **Modify state of another application**—The source application is attempting to write into the target applications' memory or run code on its behalf. This functionality may be useful to protect an essential application by configuring it as a target application in a rule blocking the use of this operation.

Registry operations

- **Modify startup settings**—Any changes in settings that define which applications will be run at Windows startup. These can be found, for example, by searching for the Run key in the Windows Registry.

- **Delete from registry**—Deleting a registry key or its value.

- **Rename registry key**—Renaming registry keys.

- **Modify registry**—Creating new values of registry keys, changing existing values, moving data in the database tree or setting user or group rights for registry keys.

> You can use wildcards with certain restrictions when entering a target. Instead of a specific key the * (asterisk) symbol can be used in registry paths. For example *HKEY_USERS*\software* can mean *HKEY_USER\.default\software* but not *HKEY_USERS\S-1-2-21-2928335913-73762274-491795397-7895\.default\software*. *HKEY_LOCAL_MACHINE\system\ControlSet** is not a valid registry key path. A registry key path containing * defines "this path, or any path on any level after that symbol". This is the only way of using wildcards for file targets. First, the specific part of a path will be evaluated, then the path following the wildcard symbol (*).

> ⚠ If you create a very generic rule, the warning about this type of rule will be shown.

In the following example, we will demonstrate how to restrict unwanted behavior of a specific application:

1. Name the rule and select **Block** (or **Ask** if you prefer to choose later) from the **Action** drop-down menu.

2. Enable the toggle next to **Notify user** to display a notification any time that a rule is applied.

3. Select at least one operation in the **Operations affecting** section for which the rule will be applied.

4. Click **Next**.

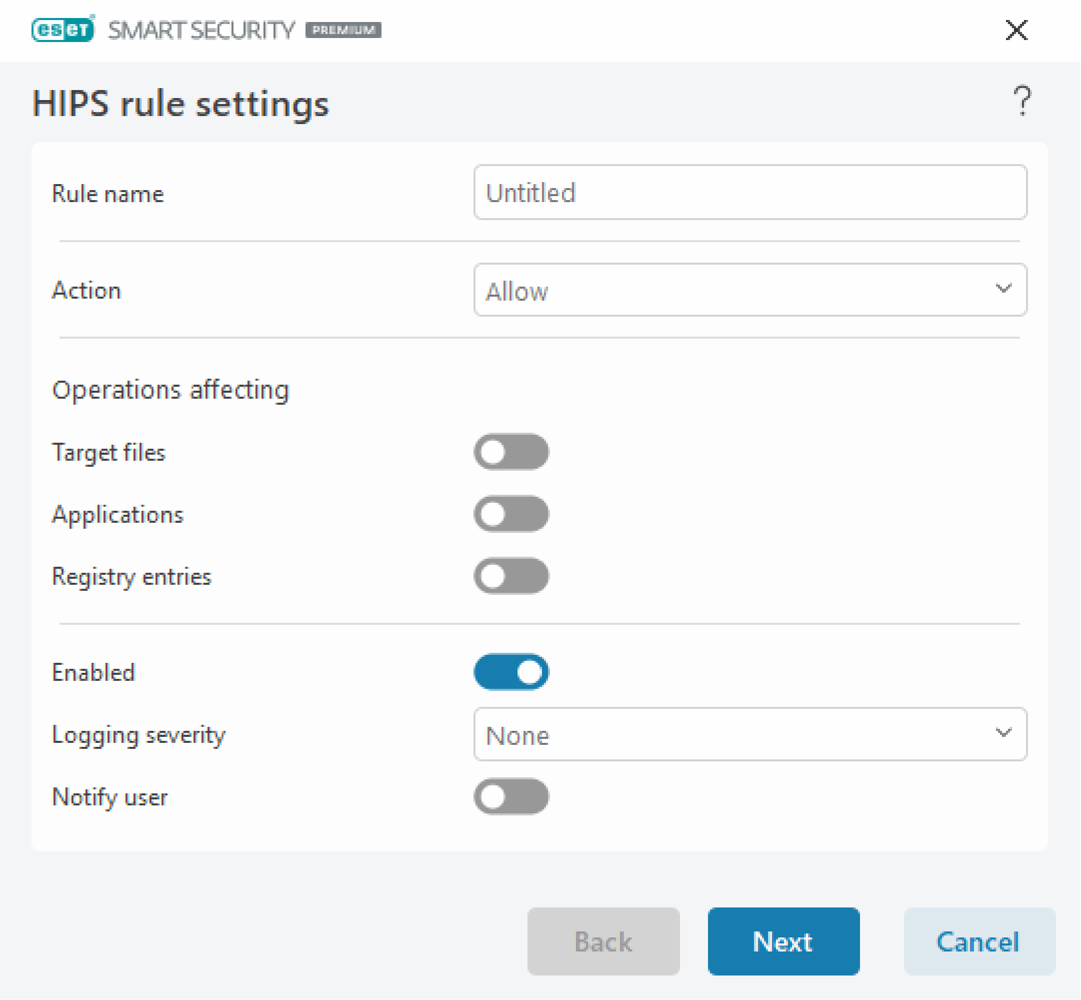
5. In the **Source applications** window, select **Specific applications** from the drop-down menu to apply your new rule to all applications attempting to perform any of the selected application operations on the applications you specified.

6. Click **Add** and then **...** to choose a path to a specific application and then press **OK**. Add more applications if you prefer.
For example: *C:\Program Files (x86)\Untrusted application\application.exe*

7. Select the **Write to file** operation.

8. Select **All files** from the drop-down menu. This will block any attempts to write to any files by the selected application(s) from the previous step.

9. Click **Finish** to save your new rule.



HIPS rule settings

Rule name: Untitled

Action: Allow

Operations affecting

Target files: off

Applications: off

Registry entries: off

Enabled: on

Logging severity: None

Notify user: off

Add applicaton/registry path for HIPS

Select a file application path by clicking the **...** option. While selecting a folder, all applications located at this location will be included.

The **Open Registry Editor** option will start the Windows registry editor (regedit). While adding a registry path, type the correct location to the **Value** field.

Examples of the file or registry path:

- *C:\Program Files\Internet Explorer\iexplore.exe*
- *HKEY_LOCAL_MACHINE\system\ControlSet*

Update

Update setup options are available in Advanced setup > **Update**. This section specifies update source information like the update servers being used and authentication data for these servers.

Update

The update profile currently in use is displayed in the **Select default update profile** drop-down menu.

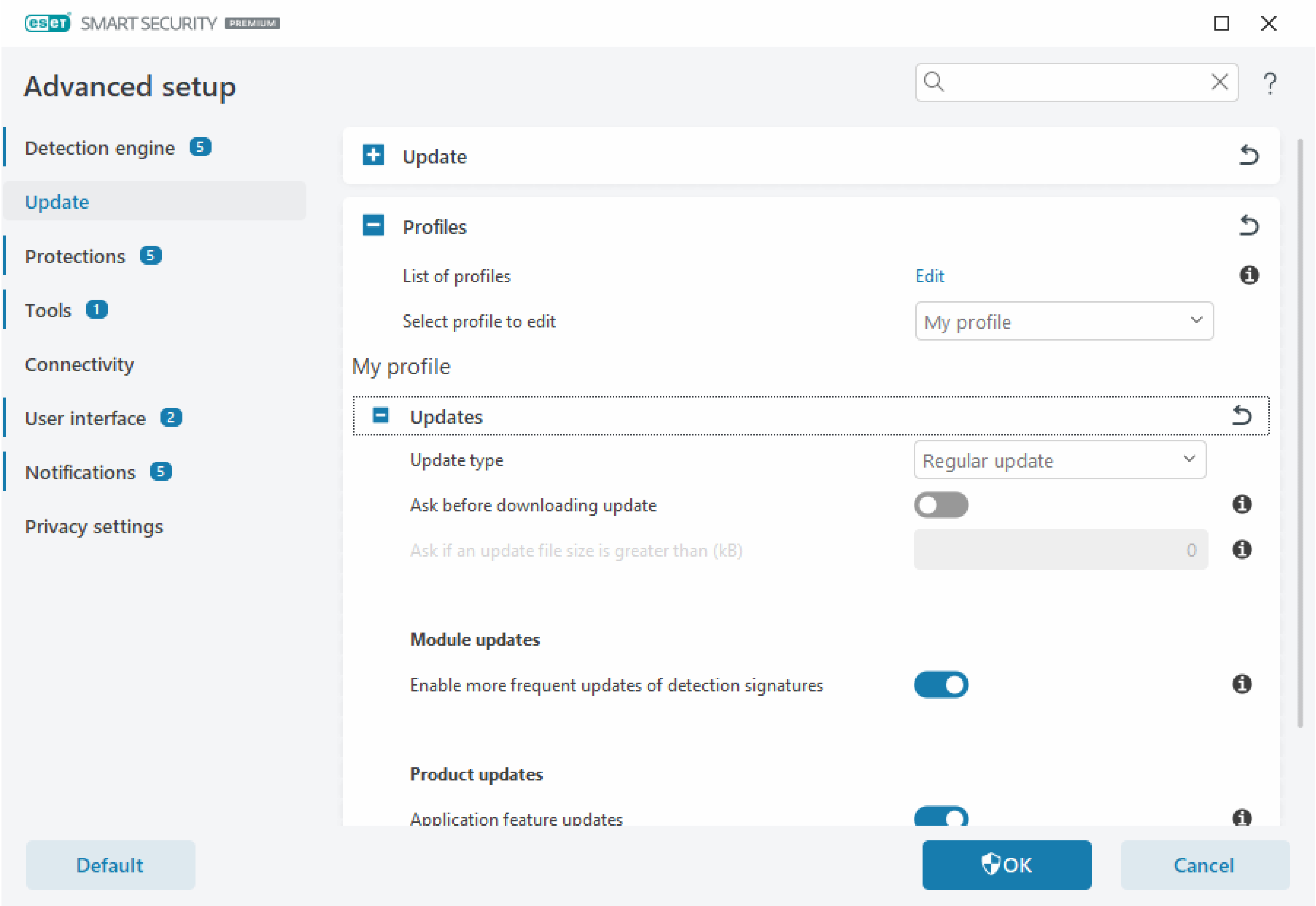
To create a new profile, see the Update profiles section.

Automatic profile switching—Enables you to assign an update profile to specific Network connection profile.

If you are experiencing difficulty when attempting to download detection engine or module updates, click **Clear** next to **Clear update cache** to clear the temporary update files/cache.

Module rollback

If you suspect that a new update of the detection engine and/or program modules may be unstable or corrupt, you can roll back to the previous version and disable updates for a set period of time.



List of profiles: Edit
Select profile to edit: My profile
Update type: Regular update
Ask before downloading update: off
Ask if an update file size is greater than (kB): 0
Enable more frequent updates of detection signatures: on
Application feature updates: on

For updates to be downloaded properly, it is essential that you fill in all update parameters correctly. If you use a firewall, ensure that your ESET program is allowed to communicate with the internet (for example, HTTP communication).

⊟ Profiles

Update profiles can be created for various update configurations and tasks. Creating update profiles is especially useful for mobile users who need an alternative profile for internet connection properties that regularly change.

The **Select profile to edit** drop-down menu displays the currently selected profile and is set to **My profile** by default. To create a new profile, click **Edit** next to **List of profiles**, type your own **Profile name** and then click **Add**.

⊟ Updates

By default, the **Update type** is set to **Regular update** to ensure that update files will automatically be download from the ESET server with the least network traffic. Pre-release updates (the **Pre-release update** option) are updates that have gone through thorough internal testing and will be available to the general public soon. You can benefit from enabling pre-release updates by having access to the most recent detection methods and fixes. However, pre-release updates might not be stable enough at all times and SHOULD NOT be used on production servers and workstations where maximum availability and stability is required.

Ask before downloading update—The program will display a notification where you can choose to confirm or decline update file downloads.

Ask if an update file size is greater than (kB)—The program will display a confirmation dialog if the update file size is greater than specified value. If the update file size is set to 0 kB, the program will always display a confirmation dialog.

Module updates

Enable more frequent updates of detection signatures—Detection signatures will be updated in shorter intervals. Disabling this setting may negatively impact the detection rate.

Product updates

Application feature updates—Automatically install new versions of ESET Security Ultimate.

⊟ Connection options

To use a proxy server for downloading updates, see the Connection options section.

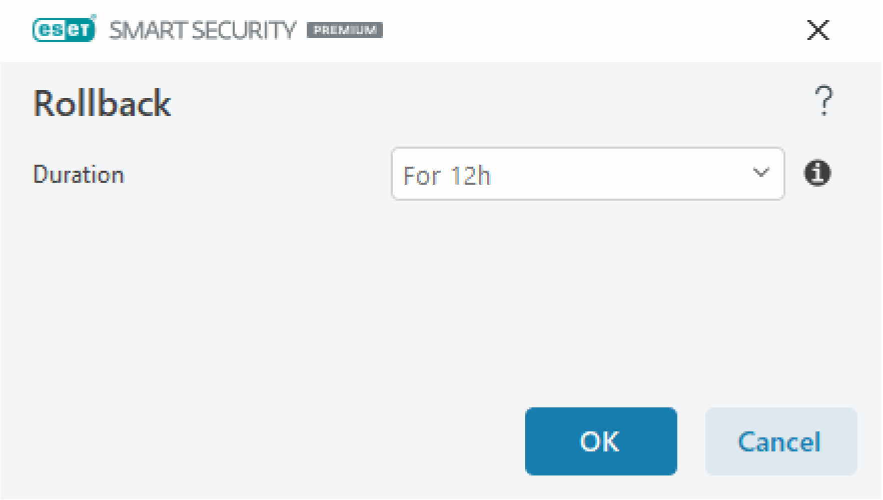
Update rollback

If you suspect that a new detection engine update or program modules may be unstable or corrupt, you can roll back to the previous version and temporarily disable updates. Alternatively, you can enable previously disabled updates if you had postponed them indefinitely.

ESET Security Ultimate records snapshots of the detection engine and program modules for use with the rollback feature. To create virus database snapshots, keep **Create snapshots of modules** enabled. When **Create snapshots of modules** enabled, the first snapshot is created during the first update. The next one is created after 48 hours. The **Number of locally stored snapshots** field defines the number of stored detection engine snapshots.

> i When the maximum amount of snapshots is reached (for example, three), the oldest snapshot is replaced with a new snapshot every 48 hours. ESET Security Ultimate rolls back detection engine and program module update versions to the oldest snapshot.

If you click **Rollback** in Advanced setup > **Update** > **Update**, you have to select a time interval from the **Duration** drop-down menu that represents the period of time that the detection engine and program module updates will be paused.

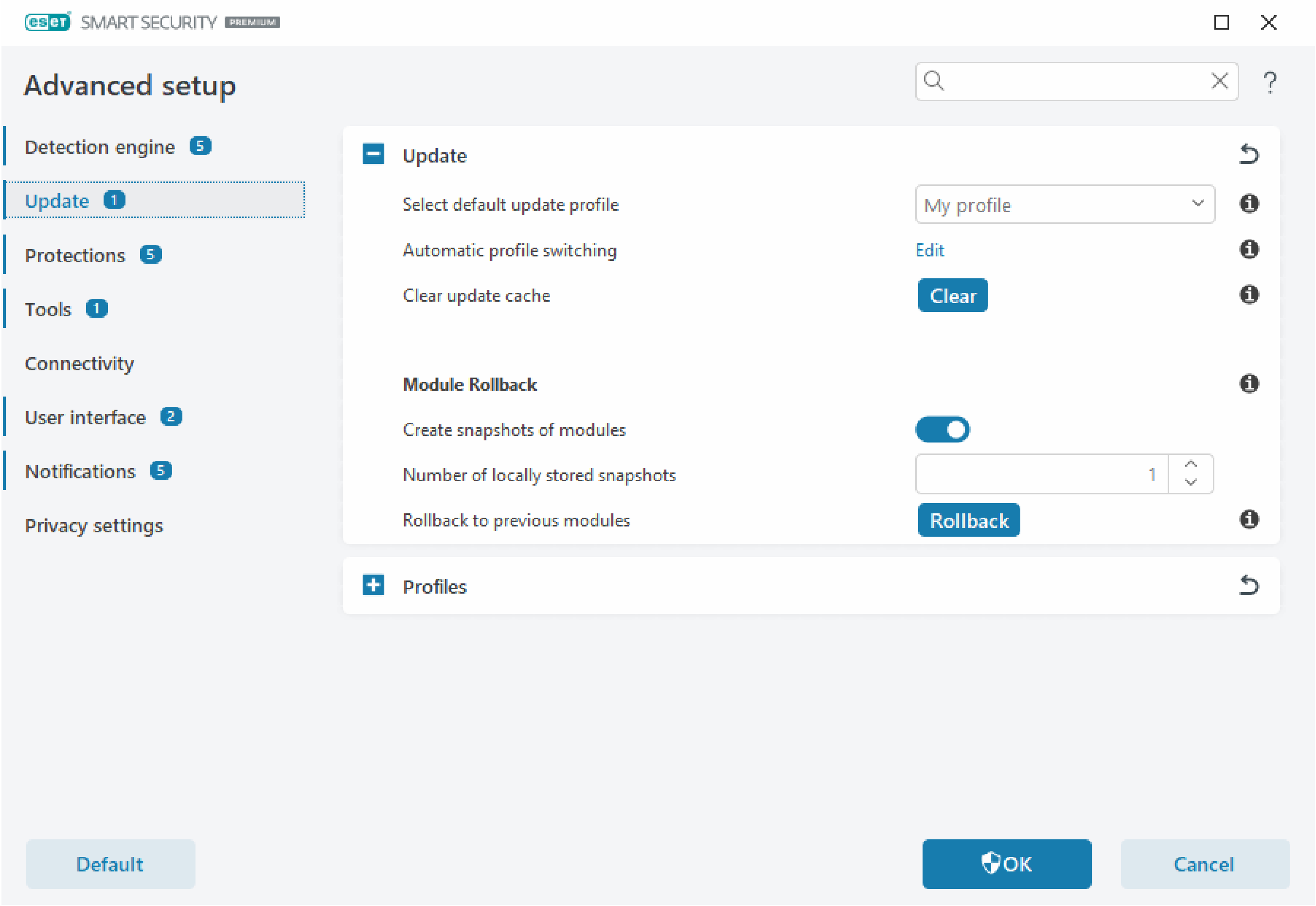


Rollback

Duration: For 12h

Select **Until revoked** to postpone regular updates indefinitely until you restore update functionality manually. ESET does not recommend selecting this option because it represents a potential security risk.

If a rollback is performed, the **Rollback** button changes to **Allow updates**. Updates are not allowed for the time interval selected from the **Suspend updates** drop-down menu. The detection engine version is downgraded to the oldest available version and stored as a snapshot in the local computer file system.



Advanced setup

Update

Select default update profile: My profile

Automatic profile switching: Edit

Clear update cache: Clear

Module Rollback

Create snapshots of modules: ●

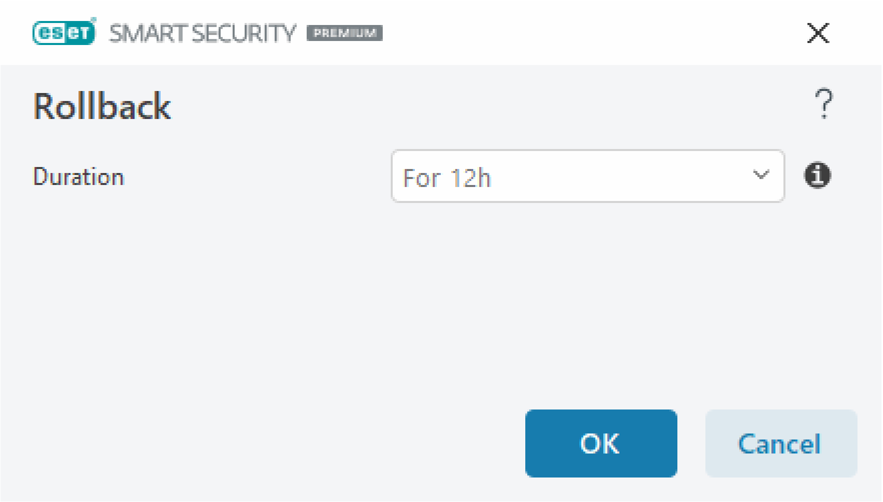
Number of locally stored snapshots: 1

Rollback to previous modules: Rollback

✓ Assume 22700 is the most recent detection engine version number, and 22698 and 22696 are stored as detection engine snapshots. Note that 22697 is unavailable. In this example, the computer was turned off during the 22697 update, and a more recent update was made available before 22697 was downloaded. If the **Number of locally stored snapshots** field is two and you click **Rollback**, the detection engine (including program modules) is restored to version number 22696. This process may take some time. Verify the detection engine version has downgraded on the Update screen.

Rollback time interval

If you click **Rollback** in Advanced setup > **Update** > **Update**, you have to select a time interval from the **Duration** drop-down menu that represents the period of time that the detection engine and program module updates will be paused.


Rollback

Duration: For 12h

Select **Until revoked** to postpone regular updates indefinitely until you restore update functionality manually. ESET does not recommend selecting this option because it represents a potential security risk.

Product updates

The **Product updates** section enables you to install new feature updates when available automatically.

Application feature updates bring new features or change those that already exist from previous versions. It can be performed automatically without user intervention, or you can choose to be notified. After an application feature update has been installed, a computer restart may be required.

Application feature updates—When enabled, application feature updates will be performed automatically.

Connection options

To access the proxy server setup options for a specific update profile, open Advanced setup > **Update** > **Profiles** > **Updates** > **Connection options**. Click the **Proxy mode** drop-down menu and select one of the three following options:

- Do not use proxy server
- Connection through a proxy server
- Use global proxy server settings

Select **Use global proxy server settings** to use the proxy server configuration already specified in Advanced setup > **Connectivity** > **Proxy server**.

Select **Do not use proxy server** to specify that no proxy server will be used to update ESET Security Ultimate.

Connection through a proxy server option should be selected if:

- A different proxy server than the one defined in Advanced setup > **Connectivity** is used to update ESET Security Ultimate. In this configuration, information for the new proxy should be specified under **Proxy server** address, communication **Port** (3128 by default), and **Username** and **Password** for the proxy server if required.

- Proxy server settings are not set globally, but ESET Security Ultimate will connect to a proxy server for updates.

- Your computer is connected to the internet via a proxy server. Settings are taken from Internet Explorer during program installation, but if they are changed (for example, if you change your ISP), ensure the proxy settings listed in this window are correct. Otherwise the program will not be able to connect to update servers.

The default setting for the proxy server is **Use global proxy server settings**.

Use direct connection if proxy is not available—Proxy will be bypassed during update if it is unreachable.

ℹ The **Username** and **Password** fields in this section are specific to the proxy server. Complete these fields only if a username and password are required to access the proxy server. These fields should only be completed if you know you need a password to access the internet via a proxy server.

Protections

Protections guard against malicious system attacks by controlling file, email and internet communications. For example, remediation will start if an object classified as malware is detected. Protections can eliminate it by blocking it and then cleaning, deleting or moving it to quarantine.

To configure protections in detail, open Advanced setup > **Protections**.

⚠ Changes to Protections should only be made by an experienced user. Incorrect configuration of settings can lead to a decreased level of protection.

In this section:

- Detection responses

- Reporting setup

- Protection setup

Detection responses

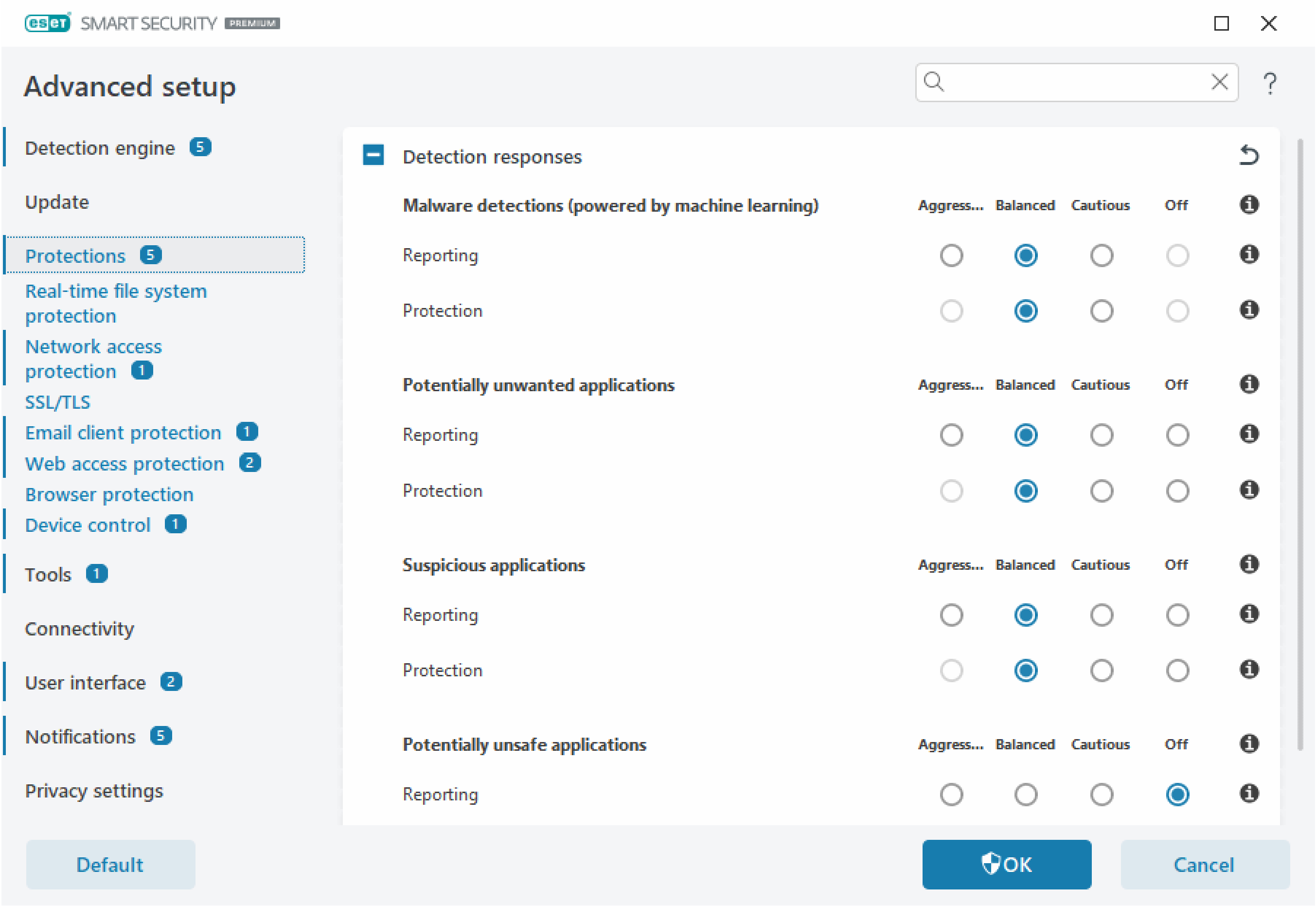
Detection responses enable you to configure reporting and protection levels for the following categories:

- **Malware detections (powered by machine learning)**—A computer virus is a piece of malicious code that is prepended or appended to existing files on your computer. However, the term “virus” is often misused. "Malware” (malicious software) is a more accurate term. Malware detection is performed by the detection engine module combined with the machine learning component. Read more about these types of applications in the Glossary.

- **Potentially unwanted applications**—Grayware or potentially unwanted applications (PUAs) is a broad category of software, whose intent is not as unequivocally malicious as other types of malware, such as viruses or trojan horses. However, it could install additional unwanted software, change the behavior of the digital device, or perform activities not approved or expected by the user. Read more about these types of applications in the Glossary.

- **Suspicious applications**—Includes programs compressed with packers or protectors. These types of protectors are often exploited by malware authors to evade detection.

- **Potentially unsafe applications**—Refers to legitimate commercial software that has the potential to be misused for malicious purposes. Examples of potentially unsafe applications (PUAs) include remote access tools, password-cracking applications, and keyloggers (programs recording each keystroke typed by a user). Read more about these types of applications in the Glossary.



Detection responses

Malware detections (powered by machine learning)	Aggress...	Balanced	Cautious	Off
Reporting	○	●	○	○
Protection	○	●	○	○
Potentially unwanted applications	**Aggress...**	**Balanced**	**Cautious**	**Off**
Reporting	○	●	○	○
Protection	○	●	○	○
Suspicious applications	**Aggress...**	**Balanced**	**Cautious**	**Off**
Reporting	○	●	○	○
Protection	○	●	○	○
Potentially unsafe applications	**Aggress...**	**Balanced**	**Cautious**	**Off**
Reporting	○	○	○	●

> **Improved protection**
>
> Advanced machine learning is now a part of the protections as an advanced layer of protection which improves detection based on machine learning. Read more about this type of protection in the Glossary.

Reporting setup

When a detection occurs (e.g., a threat is found and classified as malware), information is recorded to the

Detections log, and Desktop notifications occur if configured in ESET Security Ultimate.

A reporting threshold is configured for each category (referred to as "CATEGORY"):

1. Malware detections
2. Potentially unwanted applications
3. Potentially unsafe
4. Suspicious applications

Reporting is performed with the detection engine, including the machine learning component. You can set a higher reporting threshold than the current protection threshold. These reporting settings do not influence blocking, cleaning or deleting objects.

Read the following before modifying a threshold (or level) for CATEGORY reporting:

Threshold	Explanation
Aggressive	CATEGORY reporting configured to maximum sensitivity. More detections are reported. The **Aggressive** setting can falsely identify objects as CATEGORY.
Balanced	CATEGORY reporting configured as balanced. This setting is optimized to balance the performance and accuracy of detection rates and the number of falsely reported objects.
Cautious	CATEGORY reporting configured to minimize falsely identified objects while maintaining a sufficient level of protection. Objects are reported only when the probability is evident and matches CATEGORY behavior.
Off	Reporting for CATEGORY is not active, and detections of this type are not found, reported or cleaned. As a result, this setting disables protection from this detection type. Off is not available for malware reporting and it is the default value for potentially unsafe applications.

Availability of ESET Security Ultimate protection modules

Availability (enabled or disabled) of a protection module for a selected CATEGORY threshold is as follows:

	Aggressive	Balanced	Cautious	Off*
Advanced machine learning module	✓ (aggressive mode)	✓ (conservative mode)	X	X
Detection engine module	✓	✓	✓	X
Other protection modules	✓	✓	✓	X

*Not recommended.

Determine product version, program module versions and build dates

1. Click **Help and support** > **About ESET Security Ultimate**.
2. In the **About** screen, the first line of text displays the version number of your ESET product.
3. Click **Installed components** to access information about specific modules.

Keynotes

Several keynotes when setting up an appropriate threshold for your environment:

- The **Balanced** threshold is recommended for most of the setups.

- The higher reporting threshold, the higher detection rate but a higher chance of falsely identified objects.

- From the real-world perspective, there is no guaranty of a 100% detection rate as well as a 0% chance to avoid incorrect categorization of clean objects as malware.

- Keep ESET Security Ultimate and its modules up-to-date to maximize the balance between performance and accuracy of detection rates and the number of falsely reported objects.

Protection setup

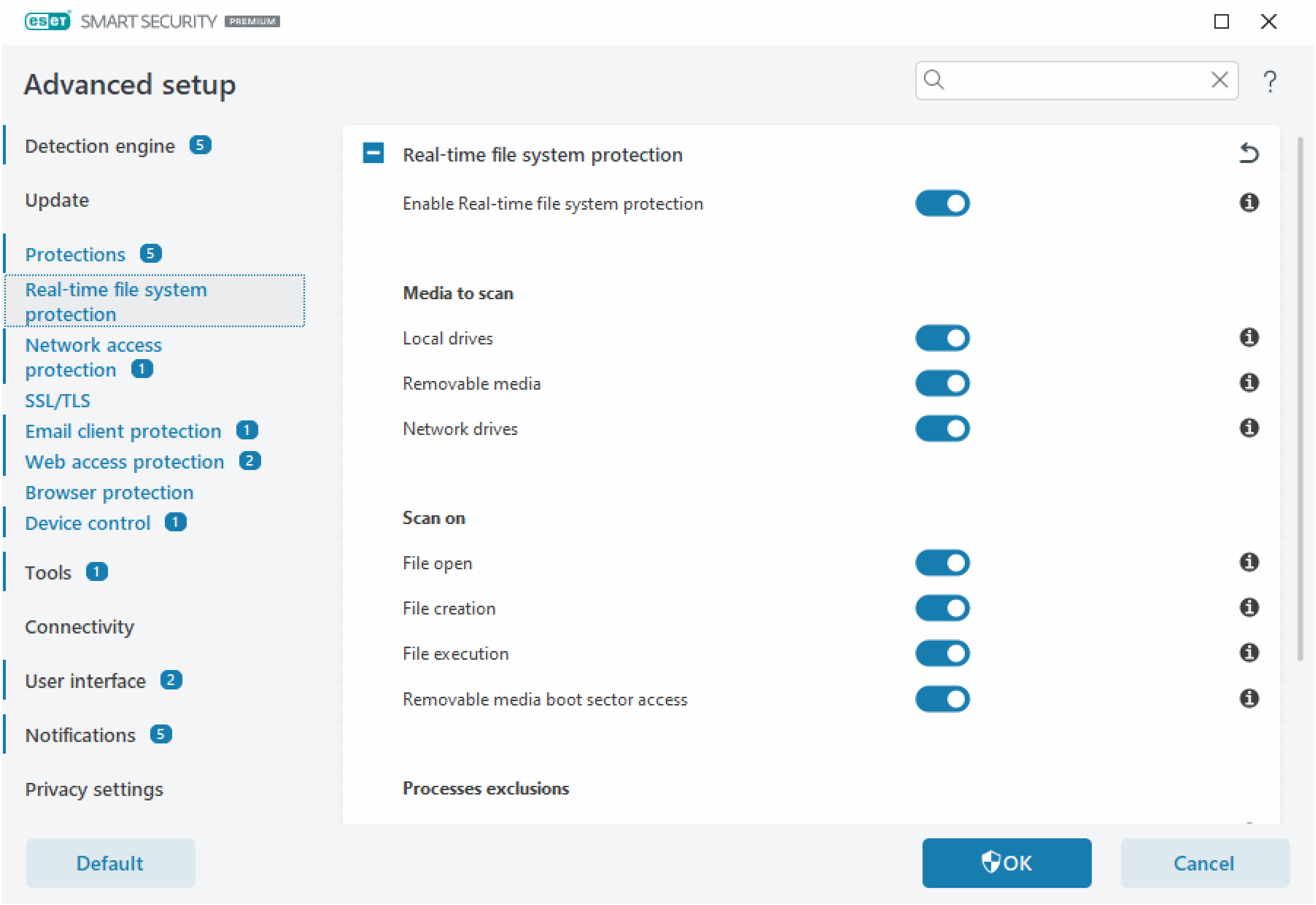
If an object classified as CATEGORY is reported, the program blocks the object and then cleans, deletes or moves it to Quarantine.

Read the following before modifying a threshold (or level) for CATEGORY protection:

Threshold	Explanation
Aggressive	Reported aggressive (or lower) level detections are blocked, and automatic remediation (i.e., cleaning) is started. This setting is recommended when all endpoints have been scanned with aggressive settings and falsely reported objects have been added to detection exclusions.
Balanced	Reported balanced (or lower) level detections are blocked, and automatic remediation (i.e., cleaning) is started.
Cautious	Reported cautious level detections are blocked, and automatic remediation (i.e., cleaning) is started.
Off	Useful to identify and exclude falsely reported objects. Off is not available for malware protection and it is the default value for potentially unsafe applications.

Real-time file system protection

Real-time file system protection controls all files in the system for malicious code when opened, created, or run.



Real-time file system protection

Enable Real-time file system protection ●

Media to scan

Local drives ●

Removable media ●

Network drives ●

Scan on

File open ●

File creation ●

File execution ●

Removable media boot sector access ●

Processes exclusions

By default, Real-time file system protection launches at system start-up and provides uninterrupted scanning. We do not recommend disabling **Enable Real-time file system protection** in Advanced setup > **Protections** > **Real-time file system protection** > **Real-time file system protection**.

Media to scan

By default, all types of media are scanned for potential threats:

- **Local drives**—Scans all system and fixed hard drives (example: *C:*\, *D:*\).
- **Removable media**—Scans CD/DVDs, USB storage, memory cards, etc.
- **Network drives**—Scans all mapped network drives (example: *H:*\ as \\store04) or direct access network drives (example: \\store08).

We recommend that you use default settings and only modify them in specific cases, such as when scanning certain media significantly slows data transfers.

Scan on

By default, all files are scanned when opened, created, or executed. We recommend that you keep these default settings, as they provide the maximum level of real-time protection for your computer:

- **File open**—Scans when a file is opened.
- **File creation**—Scans a created or modified file.

- **File execution**—Scans when a file is executed or run.

- **Removable media boot sector access**—When removable media that contains a boot sector is inserted into the device, the boot sector is immediately scanned. This option does not enable removable media file scanning. Removable media file scanning is located **Media to scan** > **Removable media**. For **Removable media boot sector access** to work correctly, keep **Boot sectors/UEFI** enabled in ThreatSense.

Processes exclusions

See Processes exclusions.

ThreatSense

Real-time file system protection checks all types of media and is triggered by various system events, such as accessing a file. Using **ThreatSense** technology detection methods (as described in ThreatSense), Real-time file system protection can be configured to treat newly created files differently than existing files. For example, you can configure Real-time file system protection to monitor newly created files more closely.

To ensure a minimal system footprint when using real-time protection, files that have already been scanned are not scanned repeatedly (unless they have been modified). Files are scanned again immediately after each detection engine update. This behavior is controlled using **Smart optimization**. If this **Smart optimization** is disabled, all files are scanned each time they are accessed. To modify this setting, open Advanced setup > **Protections** > **Real-time file system protection**. Click **ThreatSense** > **Other** and select or deselect **Enable Smart optimization**.

Real-time file system protection also enables you to configure Additional ThreatSense parameters.

Processes exclusions

The Processes exclusions feature enables you to exclude application processes from Real-time file system protection. To improve backup speed, process integrity and service availability, some techniques that are known to conflict with file-level malware protection are used during backup. The only effective way to avoid both situations is to deactivate Anti-Malware software. By excluding specific process (for example those of the backup solution) all file operations attributed to such excluded process are ignored and considered safe, thus minimizing interference with the backup process. We recommend that you use caution when creating exclusions – a backup tool that has been excluded can access infected files without triggering an alert which is why extended permissions are only allowed in the real-time protection module.

> Not to be confused with Excluded file extensions, HIPS exclusions, Detection exclusions or Performance exclusions.

Processes exclusions help minimize the risk of potential conflicts and improve the performance of excluded applications, which in turn has a positive effect on the overall performance and stability of the operating system. The exclusion of a process / application is an exclusion of its executable file (*.exe*).

You can add executable files into the list of excluded processes in Advanced setup > **Protections** > **Real-time file system protection** > **Real-time file system protection** > **Processes exclusions**.

This feature was designed to exclude backup tools. Excluding the backup tool's process from scanning not only ensures system stability, but it also does not affect backup performance as the backup is not slowed down while it is running.

> Click **Edit** to open the **Processes exclusions** management window, where you can add exclusions and browse for executable file (for example *Backup-tool.exe*), which will be excluded from scanning.
> As soon as the *.exe* file is added to the exclusions, activity of this process is not monitored by ESET Security Ultimate and no scanning is run on any file operations performed by this process.

> If you do not use browse function when selecting process executable, you need to manually type a full path to the executable. Otherwise, the exclusion will not work correctly and HIPS may report errors.

You can also **Edit** existing processes or **Delete** them from exclusions.

> Web access protection does not take into account this exclusion, so if you exclude the executable file of your web browser, downloaded files are still scanned. This way an infiltration can still be detected. This scenario is an example only, and we do not recommend that you create exclusions for web browsers.

Add or Edit processes exclusions

This dialog window enables you to **add** processes excluded from detection engine. Processes exclusions help minimize the risk of potential conflicts and improve the performance of excluded applications, which in turn has a positive effect on the overall performance and stability of the operating system. The exclusion of a process / application is an exclusion of its executable file (*.exe*).

> Select the file path of an excepted application by clicking ... (for example *C:\Program Files\Firefox\Firefox.exe*). Do NOT type the name of the application.
> As soon as the *.exe* file is added to the exclusions, activity of this process is not monitored by ESET Security Ultimate and no scanning is run on any file operations performed by this process.

> If you do not use browse function when selecting process executable, you need to manually type a full path to the executable. Otherwise, the exclusion will not work correctly and HIPS may report errors.

You can also **Edit** existing processes or **Delete** them from exclusions.

When to modify real-time protection configuration

Real-time protection is the most essential component of maintaining a secure system. Always be careful when modifying its parameters. We recommend that you only modify its parameters in specific cases.

After installing ESET Security Ultimate, all settings are optimized to provide the maximum level of system security for users. To restore default settings, click ↶ next to Advanced setup > **Protections** > **Detection responses**.

Checking real-time protection

To verify that real-time protection is working and detecting viruses, use a test file from *www.eicar.com*. This test file is a harmless file detectable by all antivirus programs. The file was created by the EICAR company (European Institute for Computer Antivirus Research) to test the functionality of antivirus programs.

The file is available for download at http://www.eicar.org/download/eicar.com
After you type this URL into your browser, you should see a message that the threat has been removed.

What to do if real-time protection does not work

This topic describes problems that may arise when using real-time protection and how to troubleshoot them.

Real-time protection is disabled

If a user inadvertently disables real-time protection, you should reactivate the feature. To reactivate real-time protection, go to **Setup** in the main program window and click **Computer protection** > **Real-time file system protection**.

If real-time protection is not initiated at system startup, it is usually because **Enable Real-time file system protection** is disabled. To ensure that this option is enabled, open Advanced setup > **Protections** > **Real-time file system protection**.

If real-time protection does not detect and clean infiltrations

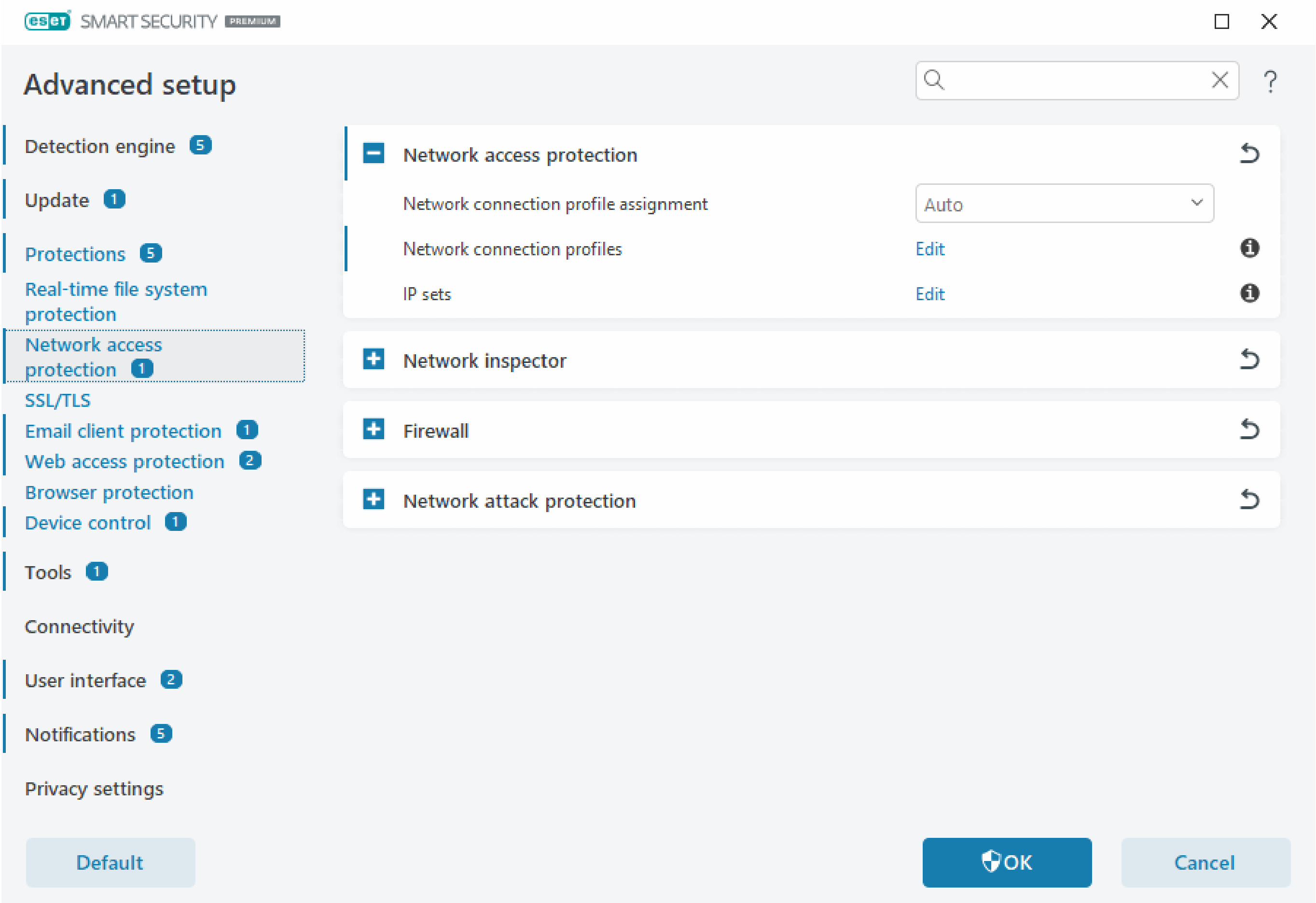
Make sure that no other antivirus programs are on your computer. If two antivirus programs are installed at the same time, they may conflict with each other. We recommend that you uninstall any other antivirus programs on your system before installing ESET.

Real-time protection does not start

If real-time protection is not initiated at system startup (and **Enable Real-time file system protection** is enabled), it may be due to conflicts with other programs. To resolve the issue, create an ESET SysInspector log and submit it to ESET Technical Support for analysis.

Network access protection

Network access protection enables you to configure all your network connections in detail. You can allow/deny access to your computer on specific networks, allow/deny access to network devices from your computer and more based on the configuration. By default, ESET Security Ultimate has pre-configured Firewall rules and network access protection for maximum security. However, specific environments may need custom configuration. Changing the default settings should be done only by an experienced user.



Network connection profile assignment: Auto

Network connection profiles: Edit

IP sets: Edit

You can configure the following settings in Advanced setup > **Protections** > **Network access protection** (Click the links below for a detailed description of each Network access protection option):

Network access protection

Network connection profiles—You can use profiles to control the behavior of the Firewall for specific network connections.

IP sets—You can define collections of IP addresses that create one logical group of IP addresses, which you can use for Firewall rules.

Network Inspector

Firewall

Network attack protection

Network connection profiles

Profiles can be used to control the behavior of the ESET Security Ultimate Network protection for specific network connections. When creating or editing a Firewall rule, IDS rule or Brute-force attack protection rule, you can assign it to a specific profile or apply it to all profiles. When a profile is active on a network connection, only the global rules (rules with no profile specified) and the rules that have been assigned to that profile are applied to it. You can create multiple profiles with different rules assigned to network connections to alter Firewall behavior easily.

You can configure Network connection profiles and assignments in Advanced setup > **Protections** > **Network access protection** > **Network access protection**.

Network connection profile assignment—Enables you to choose if newly discovered network connections are automatically (select **Auto** from the drop-down menu) assigned a pre-defined or custom profile based on Activators configured in network connection profiles or if you want to be asked (select **Ask** from the drop-down menu) to Configure network protection and assign a profile manually every time a new network connection is detected.

You can also manually assign a specific network connection profile in the main program window > **Setup** > **Network protection** > **Network connections**. Hover over a specific network connection and click the menu icon ⋮ > **Edit** to open the Configure network protection window and select a profile.

Network connection profiles—Click **Edit** to Add or edit Network connection profiles.

The following profiles are pre-defined and cannot be edited/deleted:

Private—For trusted networks (home or office network). Your computer and shared files stored on your computer are visible to other network users, and system resources are accessible to other users on the network (access to shared files and printers is enabled, incoming RPC communication is enabled and remote desktop sharing is available). We recommend using this setting when accessing a secure local network. This profile is automatically assigned to a network connection if it is configured as Domain or Private network in Windows.

Public—For untrusted networks (public network). Files and folders on your system are not shared with or visible to other users on the network, and system resource sharing is deactivated. We recommend using this setting when accessing wireless networks. This profile is automatically assigned to any network connection that is not configured as Domain or Private network in Windows.

When the network connection switches to another profile, a notification will appear in the bottom right corner of your screen.

Add or edit Network connection profiles

You can add or edit Network connection profiles in Advanced setup > **Protections** > **Network access protection** > **Network access protection** > **Network connection profiles** > **Edit**. To Edit a profile, it must be selected from the list of **Network connection profiles** window.

The following profiles are pre-defined and cannot be edited/deleted:

Private—For trusted networks (home or office network). Your computer and shared files stored on your computer are visible to other network users, and system resources are accessible to other users on the network (access to shared files and printers is enabled, incoming RPC communication is enabled and remote desktop sharing is available). We recommend using this setting when accessing a secure local network. This profile is automatically assigned to a network connection if it is configured as Domain or Private network in Windows.

Public—For untrusted networks (public network). Files and folders on your system are not shared with or visible to other users on the network, and system resource sharing is deactivated. We recommend using this setting when accessing wireless networks. This profile is automatically assigned to any network connection that is not configured as Domain or Private network in Windows.

Top/Up/Down/Bottom ⤒ ⌃ ⌄ ⤓—Enables you to adjust the priority level of network connection profiles (Network connection profiles are evaluated and applied by their priority. The first matching profile is always applied).

Add or Edit a profile

Custom network connection profile enables you to apply Firewall rules and define additional settings for specific network connections. You will specify to which network connections the custom profile will be assigned in the Activators section.

To open the profile editor, in the **Network connection profiles** window:

- Click **Add**.
- Select one of the existing profiles and click **Edit**.
- Select one of the existing profiles and click **Copy**.

Name—Custom name for your profile.

Description—Description of the profile to help identify the profile.

Additional trusted addresses—Addresses defined here are added to the trusted zone of the network connection to which this profile is applied (regardless of the network's protection type).

Trusted connection—Your computer and shared files stored on your computer are visible to other network users, and system resources are accessible to other users on the network (access to shared files and printers is enabled, incoming RPC communication is enabled and remote desktop sharing is available). We recommend using this setting when creating a profile for a secure local network connection. All directly connected network subnets are also considered trusted. For example, if a network adapter is connected to this network with the IP address 192.168.1.5 and the subnet mask is 255.255.255.0, the subnet 192.168.1.0/24 is added to that network connection trusted zone. If the adapter has more addresses/subnets, all of them will be trusted.

Report weak WiFi encryption—ESET Security Ultimate will display a desktop notification when you connect to an unprotected wireless network or network with weak protection.

Activators—Custom conditions that must be met to assign this network connection profile to a network connection. See Activators for detailed explanation.

Activators

Activators are custom conditions that must be met to assign a Network connection profile to a Network connection. If the connected network has the same attributes as defined in activators for a connected network profile, the profile will be applied to the network. A network connection profile can have one or multiple activators. If there are multiple activators, the OR logic applies (at least one condition must be met). You can define activators in the Network connection profile editor. Creating custom network connection profiles should be done by an experienced user.

The following Activators are available (if you want to know details for your current network, see Network connections):

Adapter

Adapter type—Apply profile if the network connection is established on the selected adapter type.
Adapter name—Apply profile if the network adapter name matches.
Adapter IP—Apply profile if the IP address of your network adapter matches.

DNS

DNS suffix—Apply profile if the domain name matches.
DNS IP—Apply the profile if the DNS server IP address matches.

WINS

Apply the profile if the Windows Internet Name Service (WINS) mapped IP address matches.

DHCP

DHCP IP—Match the DHCP server IP address.

Default gateway

IP—Apply profile if the Default gateway IP address matches.
MAC address—Apply profile if the Default gateway MAC address matches.

Wi-Fi

SSID—Apply profile if the SSID (name of the Wi-Fi) matches.
Profile name—Apply profile if the Wi-Fi profile name matches.
Security type—Apply profile if the security type matches the one selected from the drop-down menu. If you want to match more than one, create another activator.
Encryption type—Apply profile if the encryption type matches the one selected from the drop-down menu. If you want to match more than one, create another activator.
Network security—Apply profile if the network is **Open**/**Secured**.

Windows profile

Apply profile if the network is configured in Windows as **Domain**/**Private**/**Public**.

Authentication

Network authentication searches for a specific server in the network and uses asymmetric encryption (RSA) to authenticate that server. The network's name being authenticated must match the name set in the authentication server settings. The name is case-sensitive. The server name can be typed as an IP address, DNS or NetBios name.
Download the ESET Authentication Server.
The public key can be imported using any of the following file types:

- PEM encrypted public key (.pem); you can generate this key using the ESET Authentication Server
- Encrypted public key
- Public key certificate (.crt)

Click **Test** to test your settings. If the authentication is successful, Server authentication was successful is displayed. If the authentication is not configured properly, one of the following error messages will display:
Server authentication failed. Invalid or mismatched signature.
Server signature does not match the public key entered.
Server authentication failed. Network name does not match.
The configured network name does not correspond with the authentication server network name. Review both names and ensure they are identical.
Server authentication failed. Invalid or no response from server.
No response is received if the server is not running or is inaccessible. An invalid response may be received if another HTTP server is running on the specified address.
Invalid public key entered.
Verify that the public key file you have entered is not corrupted.

IP sets

An IP set is a collection of IP addresses that create one logical group of IP addresses, useful when reusing the same set of addresses in multiple Firewall rules or Brute-force attack protection rules. ESET Security Ultimate also contains pre-defined IP sets for which internal rules are applied. One example of such a group is a **Trusted zone**. Trusted zone represents a group of network addresses where your computer and shared files stored on your computer are visible to other network users, and system resources are accessible to other users on the network.

To add an IP set:

1. Open Advanced setup > **Protections** > **Network access protection** > **IP sets** > **Edit**.

2. Click **Add**, type in a **Name** and **Description** for the zone, and type a remote IP address in **Remote computer address (IPv4/IPv6, range, mask)**.

3. Click **OK**.

For more information, see Edit IP sets.

Edit IP sets

For more information about IP sets, see IP sets.

Columns

Name—Name of a group of remote computers.

Description—A general description of the group.

IP addresses—Remote IP addresses that belong to an IP set.

Control elements

When you **add** or **edit** an IP set, the following fields are available:

Name—Name of a group of remote computers.

Description—A general description of the group.

Remote computer address (IPv4, IPv6, range, mask)—Enables you to add a remote address, address range, or subnet.

Delete—Removes a zone from the list.

ℹ Pre-defined IP sets cannot be removed.

✓ IP addresses examples

Add IPv4 address:

Single address—Adds an IP address of an individual computer (for example, *192.168.0.10*).

Address range—Type the starting and ending IP addresses to specify the IP range of several computers (for example, *192.168.0.1-192.168.0.99*).

Subnet—Subnet (a group of computers) defined by an IP address and mask. For example, 255.255.255.0 is the network mask for the 192.168.1.0 subnet. To exclude the whole subnet type in *192.168.1.0/24*.

Add IPv6 address:

Single address—Adds the IP address of an individual computer (for example, *2001:718:1c01:16:214:22ff:fec9:ca5*).

Subnet—Subnet (a group of computers) is defined by an IP address and mask (for example, *2002:c0a8:6301:1::1/64*).

Network Inspector

Network Inspector can help identify vulnerabilities in your trusted (home or office) network (for example, open ports or a weak router password). It also provides a list of connected devices, categorized by device type (for example, printer, router, mobile device, etc.) to show you what is connected to your network (for example, game console, IoT or other smart home devices). You can configure Network Inspector in Advanced setup > **Protections** > **Network access protection** > **Network Inspector**.

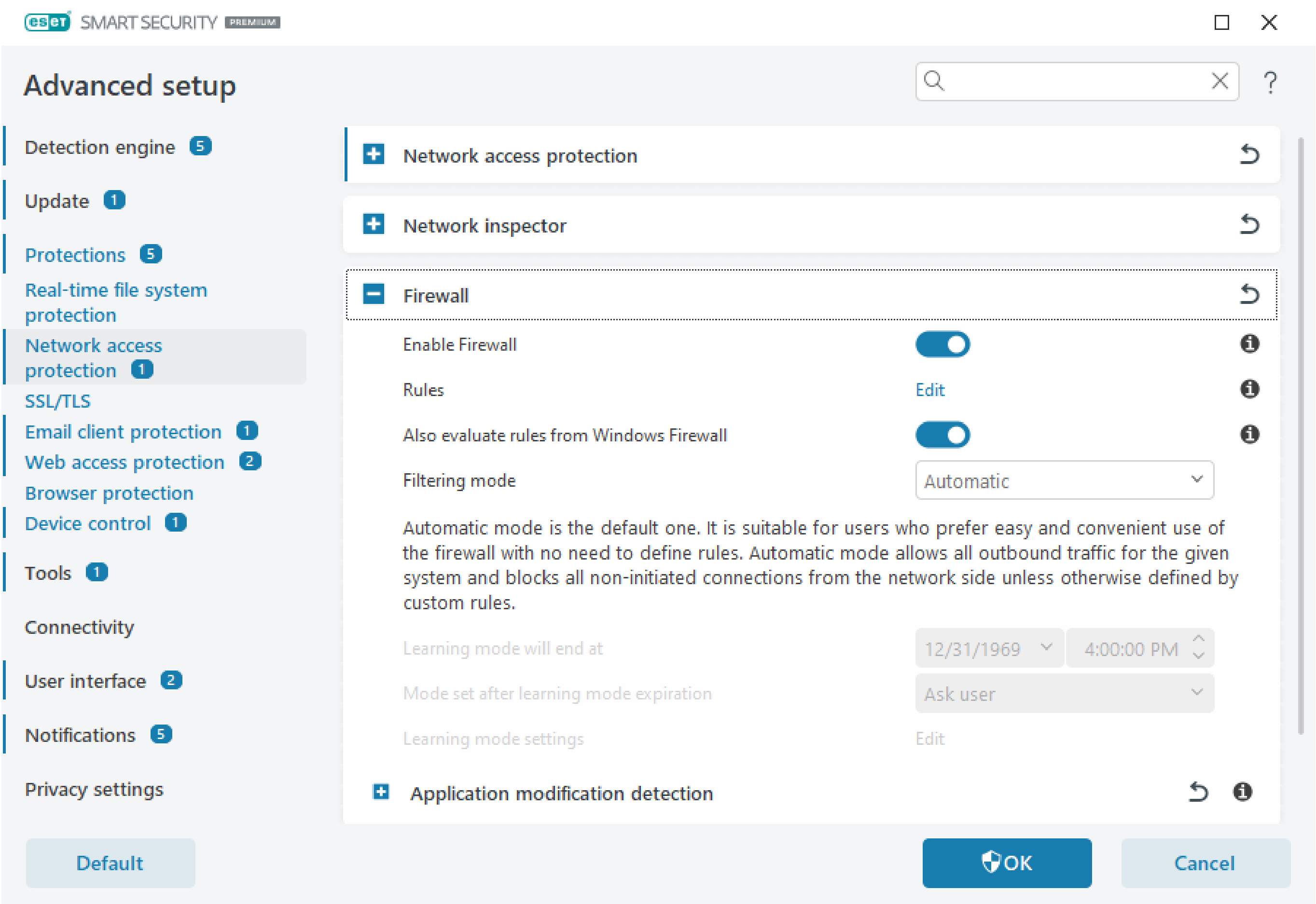
Enable Network Inspector—Network Inspector helps identify vulnerabilities in the network, such as open ports or a weak router password, and provides a list of connected devices, categorized by device type.

Notify about newly discovered network devices—Notifies you when a new device is detected on your network.

Firewall

Firewall controls all inbound and outbound network traffic on your computer based on internal rules and rules defined by you. This is accomplished by allowing or denying individual network connections. Firewall provides protection against attacks from remote devices and can block potentially threatening services.

To configure the Firewall, open Advanced setup > **Protections** > **Network access protection** > **Firewall**.



Enable Firewall: on

Rules: Edit

Also evaluate rules from Windows Firewall: on

Filtering mode: Automatic

Automatic mode is the default one. It is suitable for users who prefer easy and convenient use of the firewall with no need to define rules. Automatic mode allows all outbound traffic for the given system and blocks all non-initiated connections from the network side unless otherwise defined by custom rules.

Learning mode will end at: 12/31/1969 4:00:00 PM

Mode set after learning mode expiration: Ask user

Learning mode settings: Edit

Firewall

Enable Firewall

We recommend that you leave this feature enabled to ensure the security of your system. With Firewall enabled, network traffic is scanned in both directions.

Rules

Rules setup enables you to view and edit all Firewall rules applied to traffic generated by individual applications within trusted connections and the internet.

> You can create an IDS rule when a Botnet attacks your computer. A rule can be modified in Advanced setup > **Protections** > **Network access protection** > **Network attack protection** > **IDS rules** by clicking **Edit**.

Also evaluate rules from Windows Firewall

In automatic filtering mode, also allow incoming traffic allowed by rules from Windows Firewall, unless explicitly blocked by ESET rules.

Filtering mode

The behavior of the firewall changes based on the filtering mode. Filtering modes also influence the level of user interaction required.

The following filtering modes are available for the ESET Security Ultimate Firewall:

Filtering mode	Description
Automatic mode	The default mode. This mode is suitable for users who prefer easy and convenient use of the firewall without the need to define rules. Custom, user-defined rules can be created but are not required in **Automatic mode**. Automatic mode allows all outbound traffic for a given system and blocks most inbound traffic with the exception of some traffic from the Trusted Zone (as specified in IDS and advanced options/Allowed services) and responses to recent outbound communications.
Interactive mode	Enables you to build a custom configuration for your Firewall. When a communication is detected and no existing rules apply to that communication, a dialog window reporting an unknown connection will be displayed. The dialog window gives the option to allow or deny the communication, and the decision to allow or deny can be saved as a new rule for the Firewall. If you choose to create a new rule, all future connections of this type will be allowed or blocked according to that rule.
Policy-based mode	Blocks all connections that are not defined by a specific rule that allows them. This mode enables advanced users to define rules that permit only desired and secure connections. All other unspecified connections will be blocked by the Firewall.
Learning mode	Automatically creates and saves rules; this mode is best used for the initial configuration of the Firewall, but should not be left on for prolonged periods of time. No user interaction is required because ESET Security Ultimate saves rules according to pre-defined parameters. Learning mode should only be used until all rules for required communications have been created to avoid security risks.

Learning mode will end at—Set date and time when the learning mode ends automatically. You can also turn off the learning mode manually whenever you want.

Mode set after learning mode expiration—Define which filtering mode the Firewall will revert to after the time period for learning mode ends. Read more about filtering modes in the table above. When finished, the **Ask user** option requires administrative privileges to perform a change to the Firewall filtering mode.

Learning mode settings—Click **Edit** to configure parameters for saving rules created in Learning mode.

Application modification detection

The application modification detection feature displays notifications if modified applications, for which a Firewall rule exists, attempt to establish connections.

Learning mode settings

Learning mode automatically creates and saves a rule for each communication that has been established in the system. No user interaction is required because ESET Security Ultimate saves rules according to the pre-defined parameters.

This mode can expose your system to risk and is only recommended for initial configuration of the Firewall.

Select **Learning** from the drop-down menu in Advanced setup > **Protections** > **Network access protection** > **Firewall** > **Firewall** > **Filtering mode** to activate Learning mode options. Click **Edit** next to **Learning mode settings** to configure the following options:

> ⚠ While in Learning mode, the Firewall does not filter communication. All outgoing and incoming communications are allowed. In this mode, your computer is not fully protected by the Firewall.

⊟ **Inbound traffic from the Trusted zone**—An example of an incoming connection within the trusted zone would be a remote device from within the trusted zone attempting to establish communication with a local application running on your computer.

⊟ **Outbound traffic to the Trusted zone**—A local application attempting to establish a connection to another device within the local network or within a network in the trusted zone.

⊟ **Inbound Internet traffic**—A remote device attempting to communicate with an application running on the computer.

⊟ **Outbound Internet traffic**—A local application attempting to establish a connection to another device.

Each section enables you to define parameters to be added to newly created rules:

Add local port—Includes the local port number of the network communication. For outgoing communications, random numbers are usually generated. For this reason, we recommend enabling this option only for incoming communications.

Add application—Includes the name of the local application. This option is suitable for future application-level rules (rules that define communication for an entire application). For example, you can enable communication only for a web browser or email client.

Add remote port—Includes the remote port number of the network communication. For example, you can allow or deny a specific service associated with a standard port number (HTTP – 80, POP3 – 110, etc.).

Add remote IP address/Trusted zone—A remote IP address or zone can be used as a parameter for new rules defining all network connections between the local system and that remote address/zone. This option is suitable if you want to define actions for a certain device or a group of networked devices.

Maximum number of different rules for an application—If an application communicates through different ports to various IP addresses, etc., the Firewall in learning mode creates an appropriate count of rules for this application. This option enables you to limit the number of rules that can be created for one application.

Firewall rules

Firewall Rules represent a set of conditions used to meaningfully test all network connections and all actions assigned to these conditions. Using Firewall rules, you can define the action that is taken when different types of network connections are established.

Rules are evaluated from top to bottom and you can see their priority in the first column. The action of the first matching rule is used for each network connection being evaluated.

Connections can be divided into incoming and outgoing connections. Incoming connections are initiated by a remote device attempting to establish a connection with the local system. Outgoing connections work in the opposite way – the local system contacts a remote device.

If a new unknown communication is detected, you must carefully consider whether to allow or deny it. Unsolicited, unsecured or unknown connections pose a security risk to the system. If such a connection is established, we recommend that you pay attention to the remote device and the application attempting to connect to your computer. Many infiltrations try to obtain and send private data or download other malicious applications to host workstations. The Firewall enables you to detect and terminate such connections.

You can view and edit Firewall rules in Advanced setup > **Protections** > **Network access protection** > **Firewall** > **Rules** > **Edit**.

If you have many Firewall rules, you can use a filter to show only specific rules. To filter Firewall rules, click **More filters** above the Firewall rules list. You can filter the rules based on the following criteria:

- Origin
- Direction
- Action
- Availability

By default, the pre-defined Firewall rules are hidden. To display all pre-defined rules, disable the toggle next to **Hide built-in (pre-defined) rules**. You can disable these rules, but you cannot delete a pre-defined rule.

> ℹ Click the search icon 🔍 at the top right to search for rule(s).

Columns

Priority—Rules are evaluated from top to bottom and you can see their priority in the first column.

Enabled—Shows if a rule is enabled or disabled; the corresponding check box must be selected to enable a rule.

Application—The application to which the rule applies.

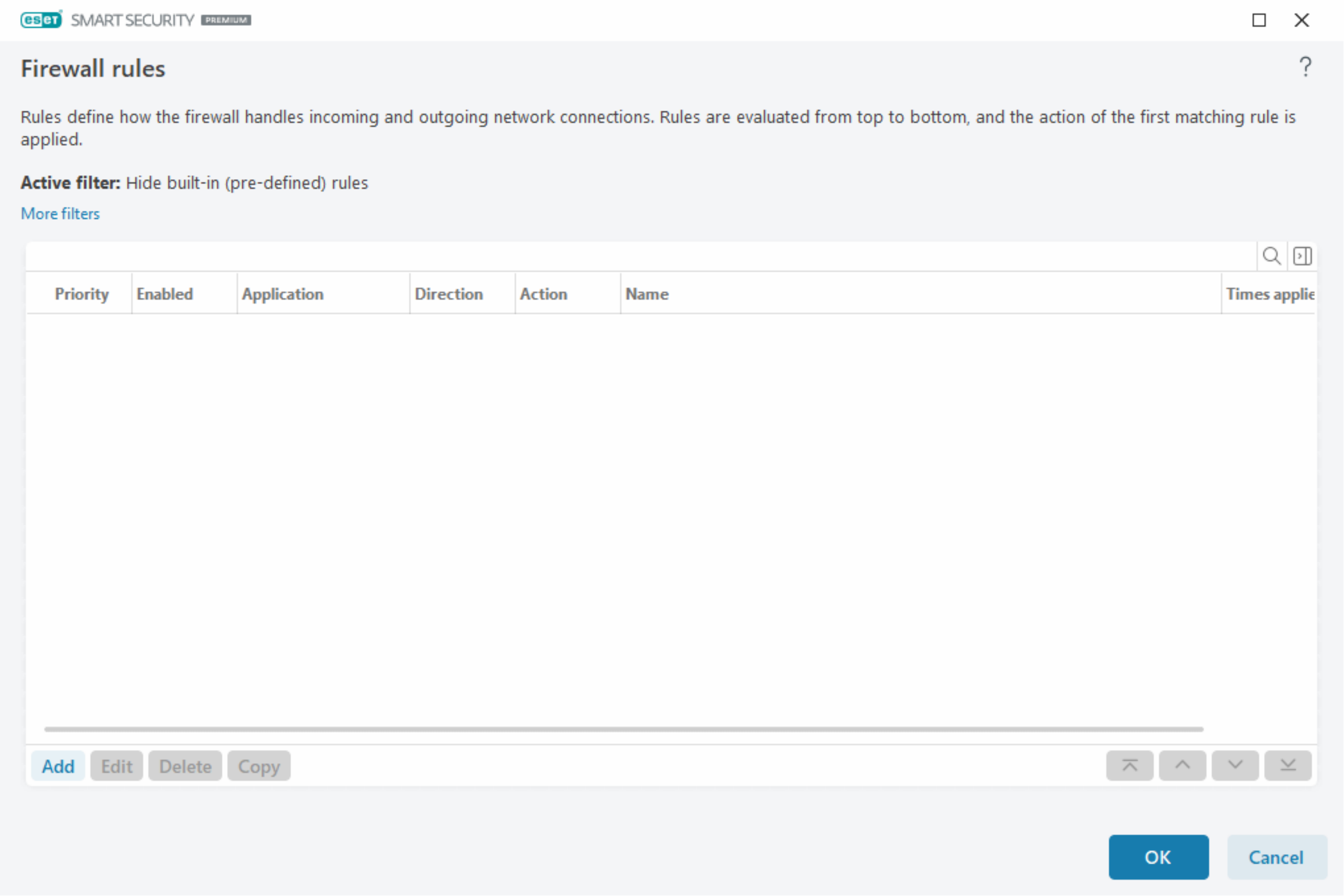
Direction—Direction of communication (incoming/outgoing/both).

Action—Shows the status of communication (block/allow/ask).

Name—Name of the rule. The ESET Icon ⓔ represents a pre-defined rule.

Times applied—Total number of times the rule has been applied.

Click the expand icon ◫ to display the rule details.


Firewall rules

Rules define how the firewall handles incoming and outgoing network connections. Rules are evaluated from top to bottom, and the action of the first matching rule is applied.

Active filter: Hide built-in (pre-defined) rules

More filters

Priority	Enabled	Application	Direction	Action	Name	Times applie

Control elements

Add—Create a new rule.

Edit—Edit an existing rule.

Delete—Remove an existing rule.

Copy—Create a copy of a selected rule.

Top/Up/Down/Bottom—Enables you to adjust the priority level of rules (rules are executed from top to bottom).

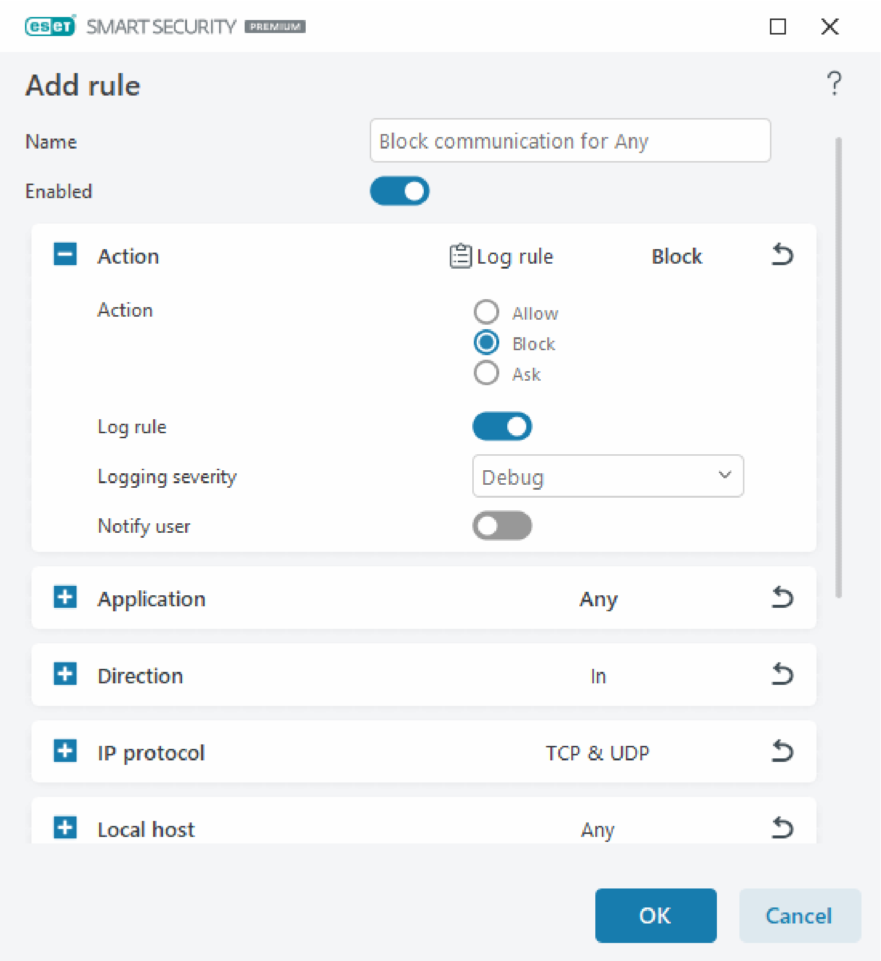
Adding or editing Firewall rules

Firewall Rules represent conditions used to meaningfully test all network connections and actions assigned to these conditions. Editing or adding Firewall rules may be required when the network settings change (for example, the network address or port number for the remote side changes) to ensure the correct operation of an application affected by a rule. An experienced user should create custom Firewall rules.

Illustrated instructions

The following ESET Knowledgebase articles may only be available in English:
- Open or close (allow or deny) a specific port using a Firewall
- Create a firewall rule from the log files in ESET Security Ultimate

To add or edit a Firewall rule, open Advanced setup > **Protections** > **Network access protection** > **Firewall** > **Rules** > **Edit**. In the Firewall rules window, click **Add** or **Edit**.



Add rule

Name: Block communication for Any

Enabled: ●

Action — Log rule — Block

Action: ○ Allow ● Block ○ Ask

Log rule: ●

Logging severity: Debug

Notify user: ○

Application: Any

Direction: In

IP protocol: TCP & UDP

Local host: Any

Name—Type a name for the rule.

Enabled—Click the toggle to make the rule active.

Add actions and conditions for the Firewall rule:

Action

Action—Select if you want to **Allow/Block** the communication which matches the conditions defined in this rule or if you want ESET Security Ultimate to **Ask** every time the communication establishes.
Log rule—If the rule is applied, it will be recorded in Log files.
Logging severity—Select the severity of the log record for this rule.
Notify user—Displays a notification when the rule is applied.

Application

Specify an application where this rule will be applied.
Application path—Click **...** and navigate to an application or type the application's full path (for example C:\Program Files\Firefox\Firefox.exe). Do NOT type the name of the application alone.
Application signature—You can apply the rule to applications based on their signatures (publisher's name). Select from the drop-down menu if you want to apply the rule to applications with **Any valid signature** or to applications **Signed by a specific signer**. If you select applications **Signed by a specific signer**, you must define the signer in the **Name of signer** field.
Microsoft Store application—Select an application installed from the Microsoft Store in the drop-down menu.
Service—You can select a system service instead of an application. Open the drop-down menu to select a service.
Apply to child processes—Some applications may run more processes while you see only one application window. Click the toggle to enable the rule for every process in the specified application.

Direction

Select the **Direction** of communication for this rule:

- **Both**—Inbound and outbound communication
- **In**—Inbound communication only
- **Out**—Outbound communication only

IP protocol

Select a **Protocol** from the drop-down menu if you only want this rule to apply to a specific protocol.

Local host

Local addresses, address range or subnet where this rule is applied. If there is no address specified, the rule will apply to all communication with local hosts. You can add IP addresses, address ranges or subnets directly into the **IP** text field or select from existing IP sets by clicking **Edit** next to **IP sets**.

Local port

Local **Port** number(s). If no numbers are supplied, the rule will apply to any port. You can add a single communication port or a range of communication ports.

Remote host

Remote address, address range or subnet where this rule is applied. If no address is specified, the rule will apply to all communication with remote hosts. You can add IP addresses, address ranges or subnets directly into the **IP** text field or select from existing IP sets by clicking **Edit** next to **IP sets**.

Remote port

Remote **Port** number(s). If no numbers are supplied, the rule will apply to any port. You can add a single communication port or a range of communication ports.

Profile

A Firewall rule can be applied to specific Network connection profiles.
Any—The rule will be applied to any network connection despite the used profile.
Selected—The rule will be applied to a specific network connection based on the selected profile. Select the check box next to the profiles you want to select.

✓ In this example, we create a new rule to allow the Firefox web browser application to access the internet/local network websites:

1.In the **Action** section, select **Action** > **Allow**.
2.In the **Application** section, specify the **Application path** of the web browser (for example C:\Program Files\Firefox\Firefox.exe). Do NOT type the name of the application alone.
3.In the **Direction** section, select **Direction** > **Out**.
4.In the **IP protocol** section, select **TCP & UDP** from the **Protocol** drop-down menu.
5.In the **Remote port** section, add **Port** numbers: *80,443* to allow standard browsing.

Application modification detection

The application modification detection feature displays notifications if modified applications, for which a firewall rule exists, attempt to establish connections. Application modification is a mechanism of temporarily or permanently replacing an original application by another application by a different executable (protects against abusing firewall rules).

This feature is not meant to detect modifications to any application in general. The goal is to avoid abusing existing firewall rules, and only applications for which specific firewall rules exist are monitored.

To edit **Application modification detection**, open Advanced setup > **Protections** > **Network access protection** > **Firewall** > **Application modification detection**.

Enable detection of application modifications—If selected, the program will monitor applications for changes (updates, infections, other modifications). When a modified application attempts to establish a connection, you will be notified by the Firewall.

Allow modification of signed (trusted) applications—Do not notify if the application has the same valid digital signature before and after the modification.

List of applications excluded from detection—This window allows you add or remove individual applications for which modifications are allowed without notification.

List of applications excluded from detection

The firewall in ESET Security Ultimate detects changes to applications for which rules exist (see Application modification detection).

In certain cases you may not want to use this functionality for some applications if you want to exclude them from checking by the firewall.

Add—Opens a window where you can select an application to add to the list of applications excluded from modification detection. You can choose from a list of running applications with open network communication, for which Firewall rule exists or add a specific application.

Edit—Opens a window where you can change the location of an application that is on the list of applications excluded from modification detection. You can choose from a list of running applications with open network communication, for which firewall rule exists or change the location manually.

Delete—Removes entries from the list of applications excluded from modification detection.

Network attack protection (IDS)

Network attack protection (IDS) improves the detection of exploits for known vulnerabilities. Read more about Network attack protection in the Glossary. To configure Network attack protection, open Advanced setup > **Protections** > **Network access protection** > **Network attack protection**.

Enable Network attack protection (IDS)—Analyses network traffic content and protects from network attacks. Any traffic considered harmful will be blocked.

Enable Botnet protection—Detects and blocks communication with malicious command and control servers based on typical patterns when the computer is infected and a bot is attempting to communicate. Read more about Botnet protection in the Glossary.

IDS rules—This option enables you to configure advanced filtering options to detect several attack and exploit types that might be used to harm your computer.

> Illustrated instructions
>
> The following ESET Knowledgebase article may only be available in English:
>
> - Exclude an IP address from IDS in ESET Security Ultimate

All important events detected by network protection are saved in a log file. See network protection log for more information.

IDS rules

In some situations the Intrusion Detection Service (IDS) may detect communication between routers or other internal networking devices as a potential attack. For example, you can add the known safe address to the Addresses excluded from IDS zone to bypass the IDS.

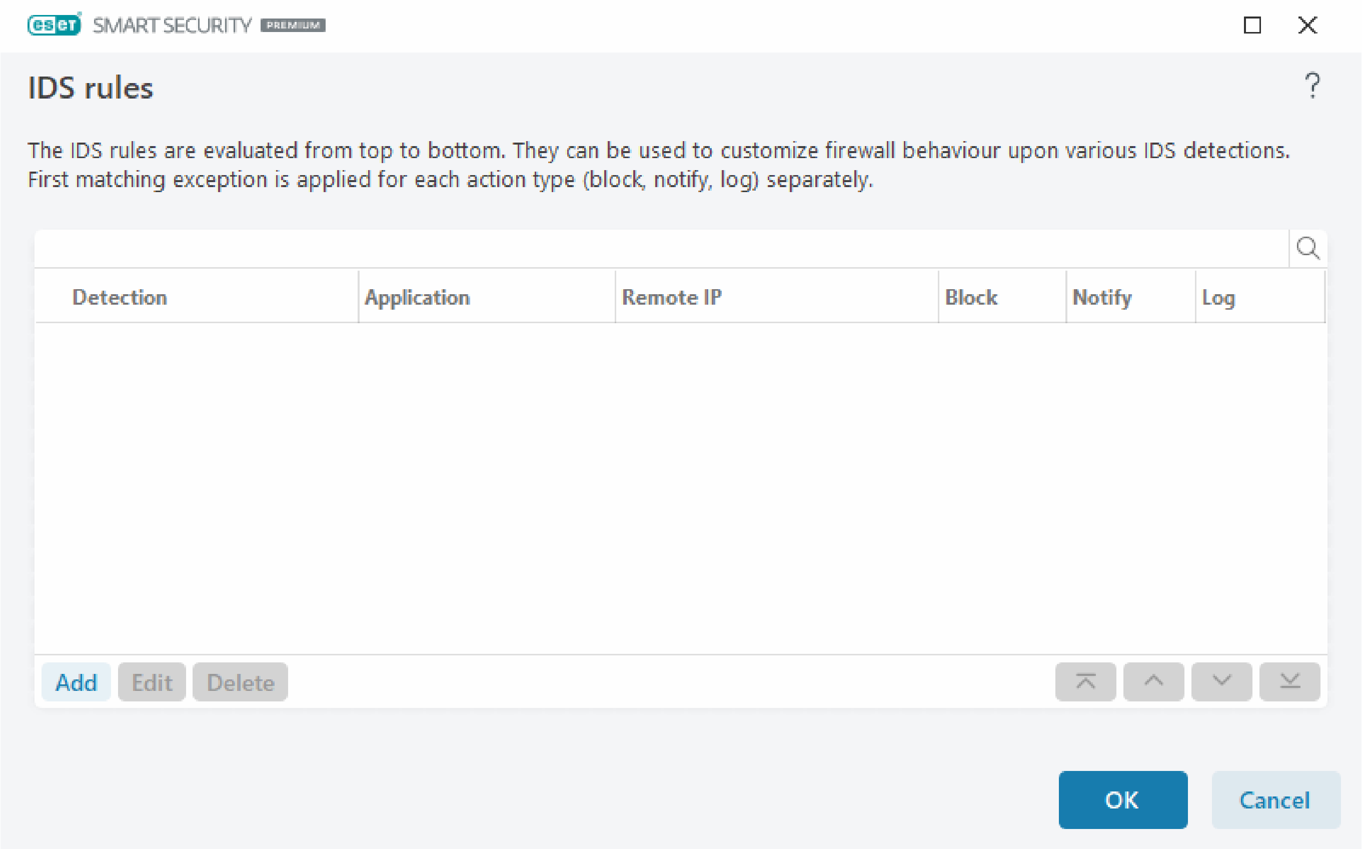
> Illustrated instructions
>
> The following ESET Knowledgebase article may only be available in English:
>
> - Exclude an IP address from IDS in ESET Security Ultimate

Managing IDS rules

- **Add**—Click to create a new IDS rule.
- **Edit**—Click to edit an existing IDS rule.

- **Delete**—Select and click if you want to remove an existing rule from the list of IDS rules.

- ⤒ ˄ ˅ ⤓ **Top/Up/Down/Bottom**—Adjust the priority level of rules (exceptions are evaluated from top to bottom).



IDS rules

The IDS rules are evaluated from top to bottom. They can be used to customize firewall behaviour upon various IDS detections. First matching exception is applied for each action type (block, notify, log) separately.

Detection	Application	Remote IP	Block	Notify	Log

Rule editor

Detection—Type of detection.

Threat name—You can specify a threat name for some of the detections available.

Application—Select the file path of an excepted application by clicking ... (for example *C:\Program Files\Firefox\Firefox.exe*). Do NOT type the name of the application.

Remote IP address—A list of remote IPv4 or IPv6 addresses / ranges / subnets. Multiple addresses must be separated by a comma.

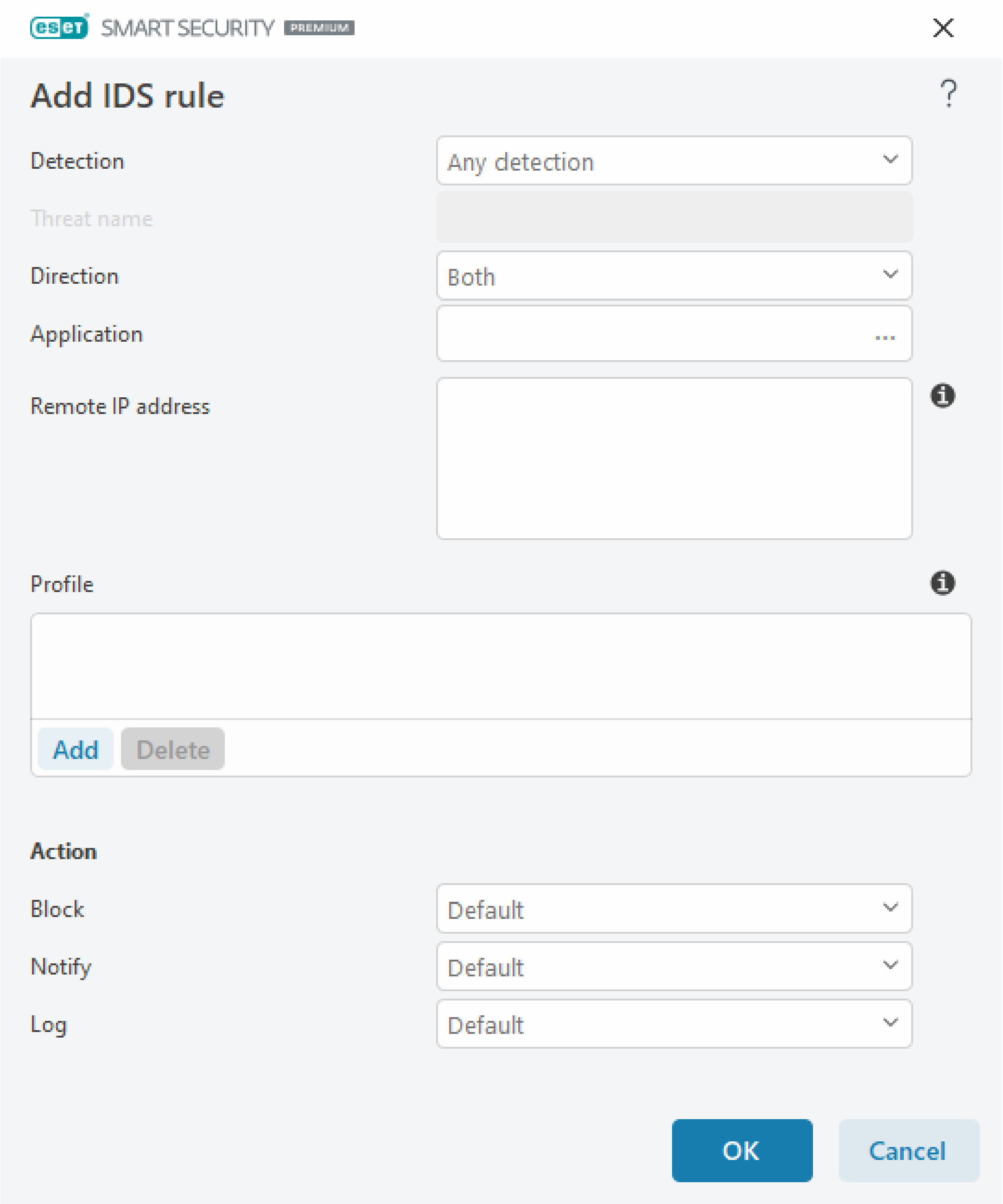
Profile—You can choose a network connection profile to which this rule will apply.

Action

Block—Each system process has its own default behavior and assigned action (block or allow). To override the default behavior for ESET Security Ultimate you can choose to block or allow it using the drop-down menu.

Notify—Select Yes to display Desktop notifications on your computer. Select No if you do not want desktop notifications. The available values are Default/Yes/No.

Log—Select **Yes** to log events to log files. Select **No** if you do not want to log events. The available values are **Default/Yes/No**.



ESET SMART SECURITY PREMIUM

Add IDS rule

Detection	Any detection
Threat name	
Direction	Both
Application	...
Remote IP address	

Profile

Action

Block	Default
Notify	Default
Log	Default

✓ If you want to display a notification and collect a log any time the event occurs:

1.Click **Add** to add a new IDS rule.

2.Select specific detection from the **Detection** drop-down menu.

3.Choose an application path by clicking **...** for which you want to apply this notification.

4.Leave **Default** in the **Block** drop-down menu. This will inherit the default action applied by ESET Security Ultimate.

5.Set both the **Notify** and **Log** drop-down menus to **Yes**.

6.Click **OK** to save this notification.

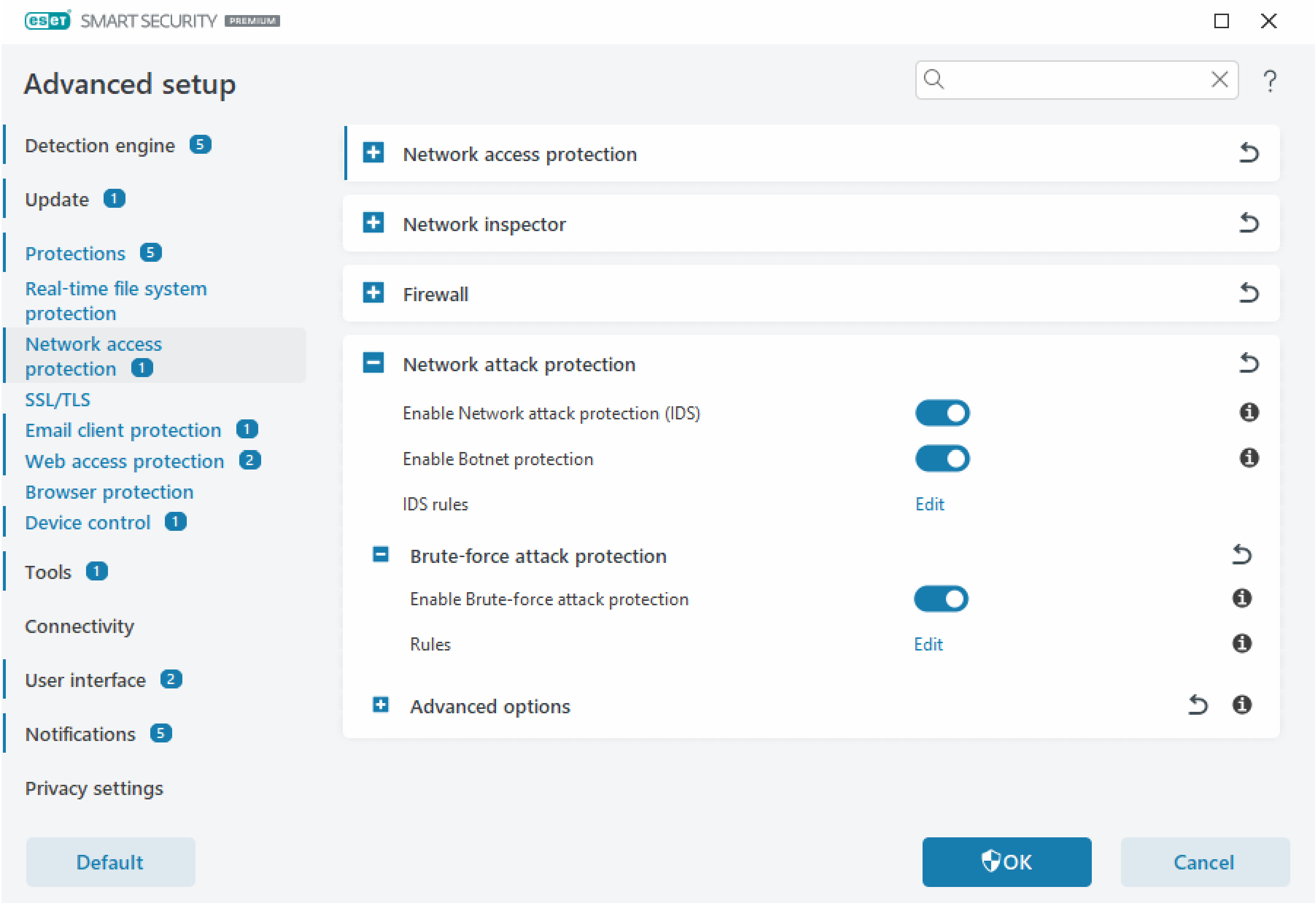
✓ If you do not want to display a recurring notification you do not consider as threat of a specific type of **Detection**:
1.Click **Add** to add a new IDS rule.
2.Select specific detection from the **Detection** drop-down menu, for example **SMB session without security extensions** or **TCP Port Scanning attack**.
3.Select **In** from the direction drop-down menu in if it is from an inbound communication.
4.Set the **Notify** drop-down menu to **No**.
5.Set the **Log** drop-down menu to **Yes**.
6.Leave **Application** blank.
7.If the communication is not coming from a specific IP address, leave **Remote IP addresses** blank.
8.Click **OK** to save this notification.

Brute-force attack protection

Brute-force attack protection blocks password-guessing attacks for RDP and SMB services. A brute-force attack is a method of discovering a targeted password by systematically trying all combinations of letters, numbers, and symbols. To configure the Brute-force attack protection, open Advanced setup > **Protections** > **Network access protection** > **Network attack protection** > **Brute-force attack protection**.

Enable Brute-force attack protection—ESET Security Ultimate inspects network traffic content and blocks the attempts of password-guessing attacks.

Rules—Enables you to create, edit and view rules for incoming and outgoing network connections. For more information, see the Rules section.



Rules

Brute-force attack protection rules enable you to create, edit and view rules for incoming and outgoing network connections. The pre-defined rules cannot be edited or deleted.

Managing Brute-force attack protection rules

Add—Create a new rule.

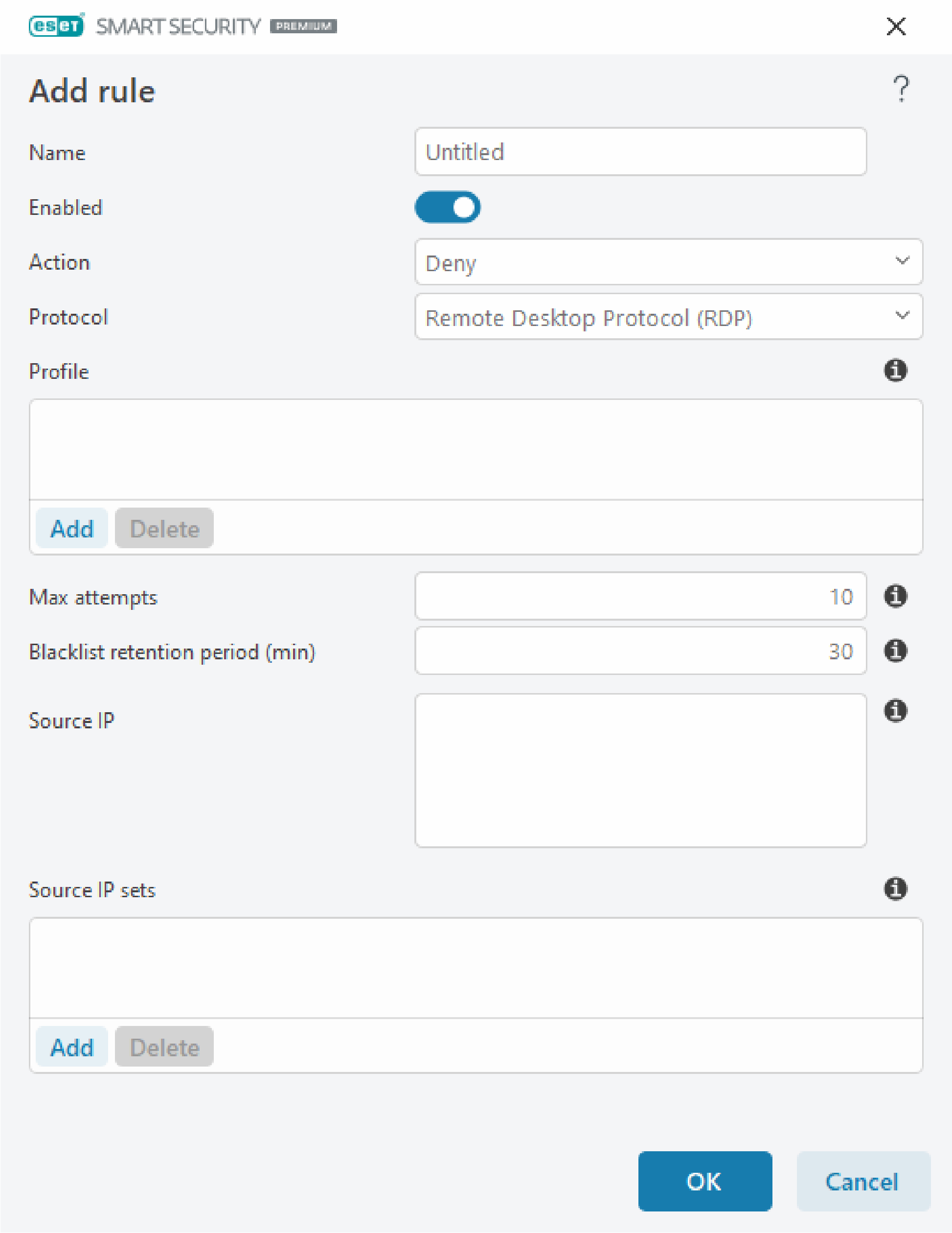
Edit—Edit an existing rule.

Delete—Remove an existing rule from the list of rules.

⤒ ⌃ ⌄ ⤓ **Top/Up/Down/Bottom**—Adjust the priority level of rules.

> To ensure the highest possible protection, the blocking rule with the lowest **Max attempts** value is applied even if the rule is positioned lower in the Rules list when multiple blocking rules match the detection conditions.

Rule editor



Add rule

Name: Untitled

Enabled: on

Action: Deny

Protocol: Remote Desktop Protocol (RDP)

Profile

Max attempts: 10

Blacklist retention period (min): 30

Source IP

Source IP sets

Name—Name of the rule.

Enabled—Disable the toggle if you want to keep the rule in the list but not to apply it.

Action—Choose whether to **Deny** or **Allow** the connection if the rule settings are fulfilled.

Protocol—The communication protocol this rule will inspect.

Profile—Custom rules can be set and applied for specific profiles.

Max attempts—The maximum number of allowed attempts of attack repetition until the IP address is blocked and added to the blacklist.

Blacklist retention period (min)—Sets the time for the address expiration from the blacklist.

Source IP—A list of IP addresses/ranges/subnets. Multiple addresses must be separated by a comma.

Source IP sets—Set of IP addresses you have already defined in IP sets.

Advanced options

In Advanced setup > **Protections** > **Network access protection** > **Network attack protection** > **Advanced options**, you can enable or disable detection of several types of attacks and exploits that may harm your computer.

> In some cases, you will not receive a threat notification about blocked communications. See the Logging and creating rules or exceptions from log section for instructions to view all blocked communications in the firewall log.

> The availability of specific options in this window may vary depending on the type or version of your ESET product and firewall module, as well as the version of your operating system.

Intrusion detection

Intrusion detection monitors the device network communication for malicious activity.

- **Protocol SMB**—Detects and blocks various security problems in the SMB protocol.
- **Protocol RPC**—Detects and blocks various CVEs in the remote procedure call system developed for the Distributed Computing Environment (DCE).
- **Protocol RDP**—Detects and blocks various CVEs in the RDP protocol (see above).
- **ARP Poisoning attack detection**—Detection of ARP poisoning attacks triggered by man-in-the-middle attacks or detection of sniffing at the network switch. ARP (Address Resolution Protocol) is used by the network application or device to determine the Ethernet address.
- **TCP/UDP Port Scanning attack detection**—Detects attacks of port scanning software—application designed to probe a host for open ports by sending client requests to a range of port addresses to find active ports and exploit the vulnerability of the service. Read more about this type of attack in the glossary.
- **Block unsafe address after attack detection**—IP addresses detected as sources of attacks are added to the Blacklist to prevent connection for a certain time. You can define **Blacklist retention period**, which sets the time for how long the address will be blocked after attack detection.
- **Notify about attack detection**—Turns on the Windows notification area notification at the bottom right corner of the screen.
- **Notify about incoming attacks against security holes**—Alerts you if attacks against security holes are detected or if an attempt is made by a threat to enter the system this way.

Packet inspection

Packet analysis that filters data being transferred through the network.

- **Allow incoming connection to admin shares in SMB protocol**—The administrative shares (admin shares) are the default network shares that share hard drive partitions (*C$*, *D$*, ...) in the system together with the system folder (*ADMIN$*). Disabling connection to admin shares should mitigate many security risks. For example, the Conficker worm performs dictionary attacks to connect to admin shares.
- **Deny old (unsupported) SMB dialects**—Deny SMB sessions that use an old SMB dialect unsupported by IDS.

Modern Windows operating systems support old SMB dialects due to backward compatibility with old operating systems such as Windows 95. The attacker can use an old dialect in an SMB session to evade traffic inspection. Deny old SMB dialects if your computer does not need to share files (or use SMB communication in general) with a computer with an old version of Windows.

- **Deny SMB sessions without extended security**—Extended security can be used during the SMB session negotiation to provide a more secure authentication mechanism than LAN Manager Challenge/Response (LM) authentication. The LM scheme is considered weak and is not recommended for use.

- **Deny opening of executable files on a server outside the Trusted zone in SMB protocol**—Drops connection when you are trying to open an executable file (.exe, .dll, ...) from a shared folder on the server that does not belong to the Trusted zone in the firewall. Note that copying executable files from trusted sources can be legitimate. However this detection should mitigate risks from the unwanted opening of a file on a malicious server (for example, a file opened by clicking a link to a shared malicious executable file).

- **Deny NTLM authentication in SMB protocol for connecting a server inside or outside the Trusted zone**—Protocols that use NTLM (both versions) authentication schemes are subject to a credentials forwarding attack (known as an SMB Relay attack in the case of the SMB protocol). Denying NTLM authentication with a server outside the Trusted zone should mitigate risks from forwarding credentials by a malicious server outside the Trusted zone. Similarly, you can deny NTLM authentication with servers in the Trusted zone.

- **Allow communication with the Security Account Manager service**—For more information about this service, see [MS-SAMR].

- **Allow communication with the Local Security Authority service**—For more information about this service, see [MS-LSAD] and [MS-LSAT].

- **Allow communication with the Remote Registry service**—For more information about this service, see [MS-RRP].

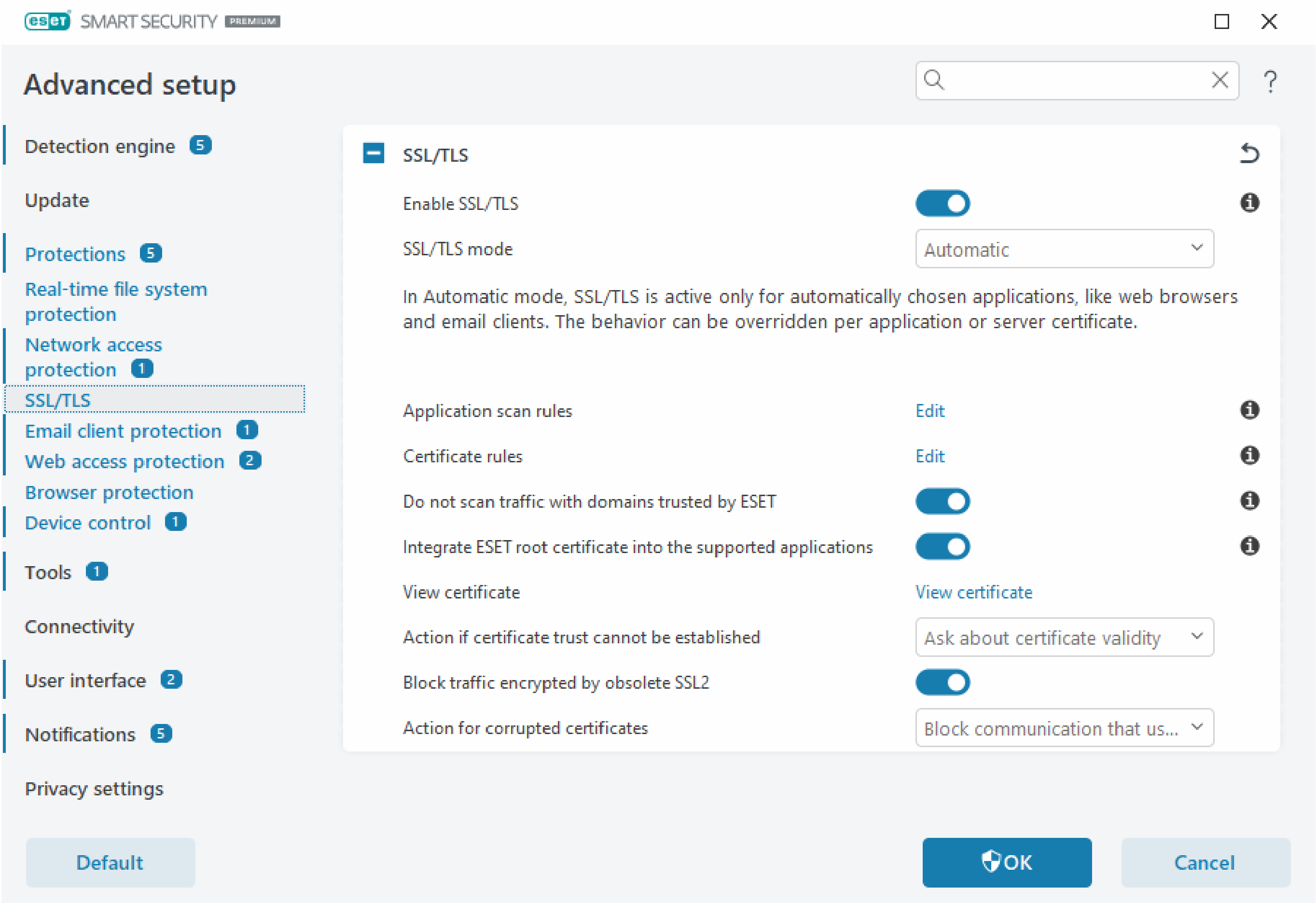
- **Allow communication with the Service Control Manager service**—For more information about this service, see [MS-SCMR].

- **Allow communication with the Server service**—For information about this service, see [MS-SRVS].

- **Allow communication with the other services**—Other MSRPC services. MSRPC is the Microsoft implementation of the DCE RPC mechanism. Moreover, MSRPC can use named pipes carried into the SMB (network file sharing) protocol for transport (ncacn_np transport). MSRPC services provide interfaces for accessing and managing windows systems remotely. Several security vulnerabilities have been discovered and exploited in the wild in the Windows MSRPC system (for example, Conficker worm, Sasser worm,…). Disable communication with MSRPC services that you do not need to provide to mitigate many security risks (such as remote code execution or service failure attacks).

SSL/TLS

ESET Security Ultimate can check for communication threats that use the SSL protocol. You can use various filtering modes to examine SSL-protected communication with trusted certificates, unknown certificates, or certificates that are excluded from SSL-protected communication checking. To edit SSL/TLS settings, open Advanced setup > **Protections** > **SSL/TLS**.



SSL/TLS

Enable SSL/TLS: on

SSL/TLS mode: Automatic

In Automatic mode, SSL/TLS is active only for automatically chosen applications, like web browsers and email clients. The behavior can be overridden per application or server certificate.

Application scan rules: Edit

Certificate rules: Edit

Do not scan traffic with domains trusted by ESET: on

Integrate ESET root certificate into the supported applications: on

View certificate: View certificate

Action if certificate trust cannot be established: Ask about certificate validity

Block traffic encrypted by obsolete SSL2: on

Action for corrupted certificates: Block communication that us...

Enable SSL/TLS—If disabled, ESET Security Ultimate will not scan communication over SSL/TLS.

SSL/TLS mode is available in the following options:

Filtering mode	Description
Automatic	The default mode will only scan appropriate applications, such as web browsers and email clients. You can override it by selecting the applications where communication is scanned.
Interactive	If you access a new SSL-protected site (with an unknown certificate), an action selection dialog is displayed. This mode allows you to create a list of SSL certificates/applications that will be excluded from scanning.
Policy-based	Select this option to scan all SSL-protected communication, except communication protected by certificates excluded from checking. If a new communication using an unknown, signed certificate is established, you will not be notified and the communication will automatically be filtered. When you access a server with an untrusted certificate marked as trusted (it is on the trusted certificates list), communication to the server is allowed, and the communication channel content is filtered.

Application scan rules—Allows you to customize ESET Security Ultimate behavior for specific applications.

Certificate rules—Allows you to customize ESET Security Ultimate behavior for specific SSL certificates.

Do not scan traffic with domains trusted by ESET—When enabled, communication with trusted domains will be excluded from scanning. An ESET-managed, built-in whitelist determines a domain's trustworthiness.

Integrate ESET root certificate into the supported applications—For SSL communication to work properly in your browsers/email clients, it is essential that the root certificate for ESET be added to the list of known root certificates (publishers). When enabled, ESET Security Ultimate will automatically add the ESET SSL Filter CA certificate to known browsers (for example, Opera). For browsers using the system certification store, the certificate is added automatically. For example, Firefox is automatically configured to trust Root authorities in the system certification store.

To apply the certificate to unsupported browsers, click **View Certificate** > **Details** > **Copy to File** and manually import it into the browser.

Action if certificate trust cannot be established—In some cases, a website certificate cannot be verified using the Trusted Root Certification Authorities (TRCA) store (for example, expired certificate, untrusted certificate, certificate not valid for the specific domain or signature that can be parsed but does not sign the certificate correctly). Legitimate websites will always use trusted certificates. If they are not providing one, it could mean that an attacker is decrypting your communication or the website is experiencing technical difficulties.

If **Ask about certificate validity** is selected (selected by default), you will be prompted to choose an action when encrypted communication is established. An action selection dialog will be displayed where you can mark the certificate as trusted or excluded. If the certificate is not present in the TRCA list, the window is red. If the certificate is on the TRCA list, the window will be green.

You can select **Block communication that uses the certificate** to always terminate an encrypted connection to a site that uses an untrusted certificate.

Block traffic encrypted by obsolete SSL2—Communication using the earlier version of the SSL protocol will automatically be blocked.

Action for corrupted certificates—A corrupted certificate means that the certificate uses a format not recognized by ESET Security Ultimate or has been received damaged (for example, overwritten by random data). In this case, we recommend leaving **Block communication that uses the certificate** selected. If **Ask about certificate validity** is selected, the user is prompted to choose an action when the encrypted communication is established.

> Illustrated examples
>
> The following ESET Knowledgebase article may only be available in English:
>
> - Certificate notifications in ESET Windows home products
> - "Encrypted network traffic: Untrusted certificate" is displayed when visiting web pages

Application scan rules

The **Application scan rules** can be used to customize ESET Security Ultimate behavior for specific applications and remember actions chosen when **SSL/TLS mode** is in **Interactive mode**. The list can be viewed and edited in Advanced setup > **Protections** > **SSL/TLS** > **Application scan rules** > **Edit**.

The **Application scan rules** window consists of:

Columns

Application—Choose an executable file from the directory tree, click the **...** option or type the path manually.

Scan action—Select **Scan** or **Ignore** to scan or ignore communication. Select **Auto** to scan in automatic mode and ask in interactive mode. Select **Ask** to always ask the user what to do.

Control elements

Add—Add filtered application.

Edit—Select the application you want to configure and click **Edit**.

Delete—Select the application you want to delete and click **Delete**.

Import/Export—Import applications from a file or save your current list of applications to a file.

OK/**Cancel**—Click **OK** if you want to save changes or click **Cancel** if you want to exit without saving.

Certificate rules

Certificate rules can be used to customize ESET Security Ultimate behavior for specific SSL certificates and to remember actions chosen when **SSL/TLS mode** is in **Interactive mode**. The list can be viewed and edited in Advanced setup > **Protections** > **SSL/TLS** > **Certificate rules** > **Edit**.

The **Certificate rules** window consists of:

Columns

Name—Name of the certificate.

Certificate issuer—Name of the certificate creator.

Certificate subject—The subject field identifies the entity associated with the public key stored in the subject public key field.

Access—Select **Allow** or **Block** as the **Access action** to allow/block communication secured by this certificate regardless of its trustworthiness. Select **Auto** to allow trusted certificates and ask for untrusted ones. Select **Ask** to always ask user what to do.

Scan—Select **Scan** or **Ignore** as the **Scan action** to scan or ignore communication secured by this certificate. Select **Auto** to scan in automatic mode and ask in interactive mode. Select **Ask** to always ask the user what to do.

Control elements

Add—Add a new certificate and adjust its settings regarding access and scan options.

Edit—Select the certificate that you want to configure and click **Edit**.

Delete—Select the certificate that you want to delete and click **Remove**.

OK/Cancel—Click **OK** if you want to save changes or click **Cancel** if you want to exit without saving.

Encrypted network traffic

If your system is configured to use SSL/TLS scanning, a dialog window prompting you to choose an action will be displayed in two situations:

First, if a website uses an unverifiable or invalid certificate, and ESET Security Ultimate is configured to ask the user in such cases (by default yes for unverifiable certificates, no for invalid ones), a dialog box will ask you whether to **Allow** or **Block** the connection. If the certificate is not located in the Trusted Root Certification Authorities store (TRCA), it is considered untrusted.

Second, if **SSL/TLS mode** is set to **Interactive mode**, a dialog box for each website will ask whether to **Scan** or **Ignore** the traffic. Some applications verify that their SSL traffic is not modified nor inspected by anyone, in such cases ESET Security Ultimate must **Ignore** that traffic to keep the application working.

> i Illustrated examples
>
> The following ESET Knowledgebase article may only be available in English:
>
> - Certificate notifications in ESET Windows home products
> - "Encrypted network traffic: Untrusted certificate" is displayed when visiting web pages

In both cases, the user can choose to remember the selected action. Saved actions are stored in the Certificate rules.

Email client protection

To configure the Email client protection, open Advanced setup > **Protections** > **Email client protection**, and choose from the following configuration options:

- Mail transport protection
- Mailbox protection
- Address lists management
- ThreatSense

Mail transport protection

IMAP(S) and POP3(S) protocols are the most widespread protocols used to receive email communication in an email client application. The Internet Message Access Protocol (IMAP) is another internet protocol for email retrieval. IMAP has some advantages over POP3, for example, multiple clients can simultaneously connect to the same mailbox and maintain message state information such as whether or not the message has been read, replied to or deleted. The protection module providing this control is automatically initiated at system startup and is then active in memory.

ESET Security Ultimate provides protection for these protocols regardless of the email client used, and without requiring re-configuration of the email client. By default, all communication over POP3 and IMAP protocols is scanned, regardless of the default POP3/IMAP port numbers.
MAPI protocol is not scanned. However the communication with the Microsoft Exchange server can be scanned by the integration module in email clients such as Microsoft Outlook.

> ESET Security Ultimate also supports the scanning of IMAPS (585, 993) and POP3S (995) protocols, which use an encrypted channel to transfer information between server and client. ESET Security Ultimate checks communication utilizing the SSL (Secure Socket Layer), and TLS (Transport Layer Security) protocols. Encrypted communication will be scanned by default. To view the scanner setup, open Advanced setup > **Protections** > SSL/TLS.

To configure Mail transport protection, open Advanced setup > **Protections** > **Email client protection** > **Mail transport protection**.

Enable Mail transport protection—When enabled, mail transport communication will be scanned by ESET Security Ultimate.

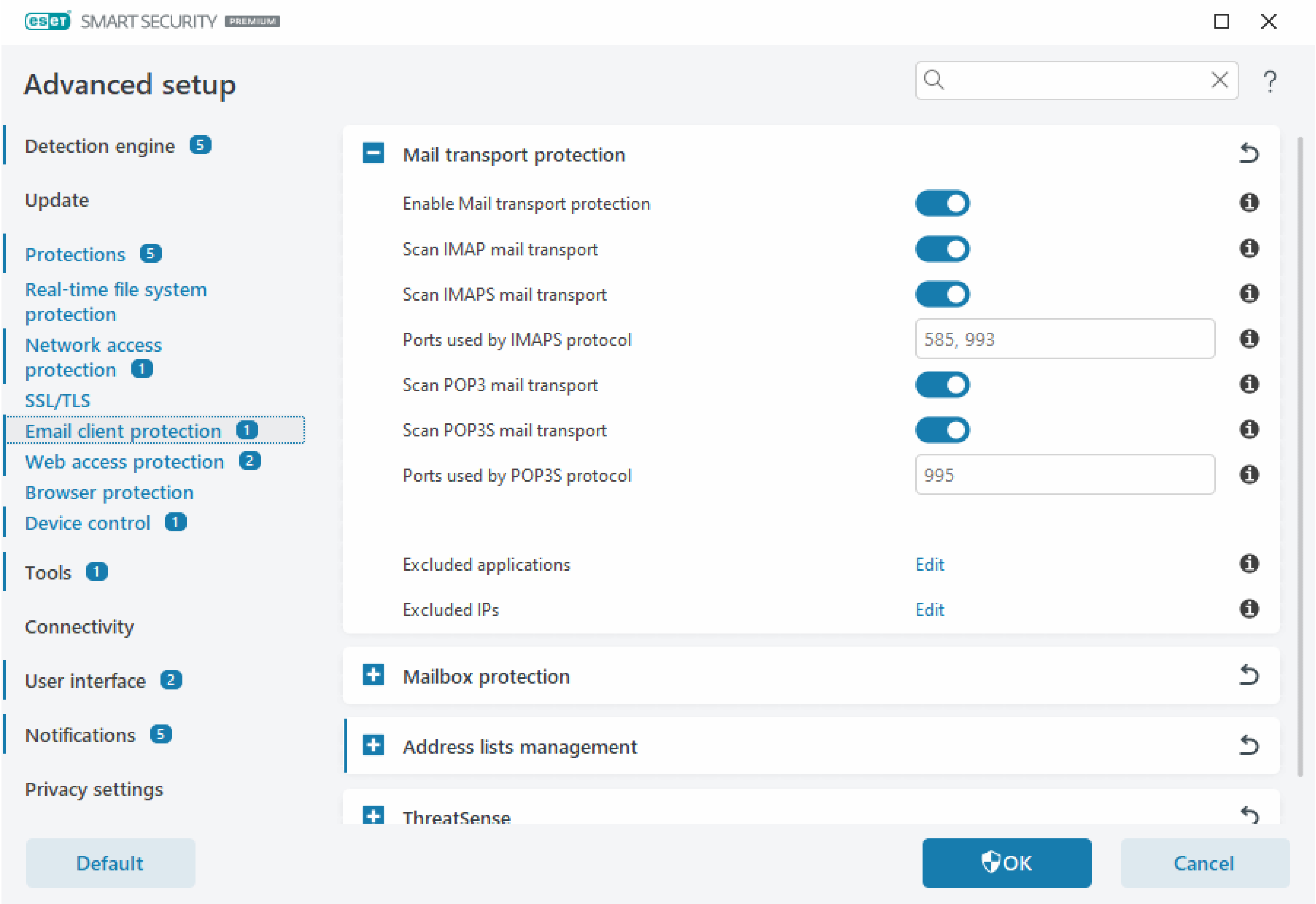
You can choose which mail transport protocols will be scanned by clicking the toggle next to the following options (by default, scanning of all protocols is enabled):

- **Scan IMAP mail transport**
- **Scan IMAPS mail transport**
- **Scan POP3 mail transport**
- **Scan POP3S mail transport**

By default, ESET Security Ultimate will scan IMAPS and POP3S communication on the standard ports. To add custom ports for IMAPS and POP3S protocols, add them to the text field next to **Ports used by IMAPS protocol** or **Ports used by POP3S protocol**. Multiple port numbers must be delimited by a comma.

Excluded applications—Enables you to exclude specific applications from being scanned by Mail transport protection. Useful when Web access protection causes compatibility issues.

Excluded IPs—Enables you to exclude specific remote addresses from being scanned by Mail transport protection. Useful when Web access protection causes compatibility issues.



Mail transport protection

Enable Mail transport protection	On
Scan IMAP mail transport	On
Scan IMAPS mail transport	On
Ports used by IMAPS protocol	585, 993
Scan POP3 mail transport	On
Scan POP3S mail transport	On
Ports used by POP3S protocol	995
Excluded applications	Edit
Excluded IPs	Edit

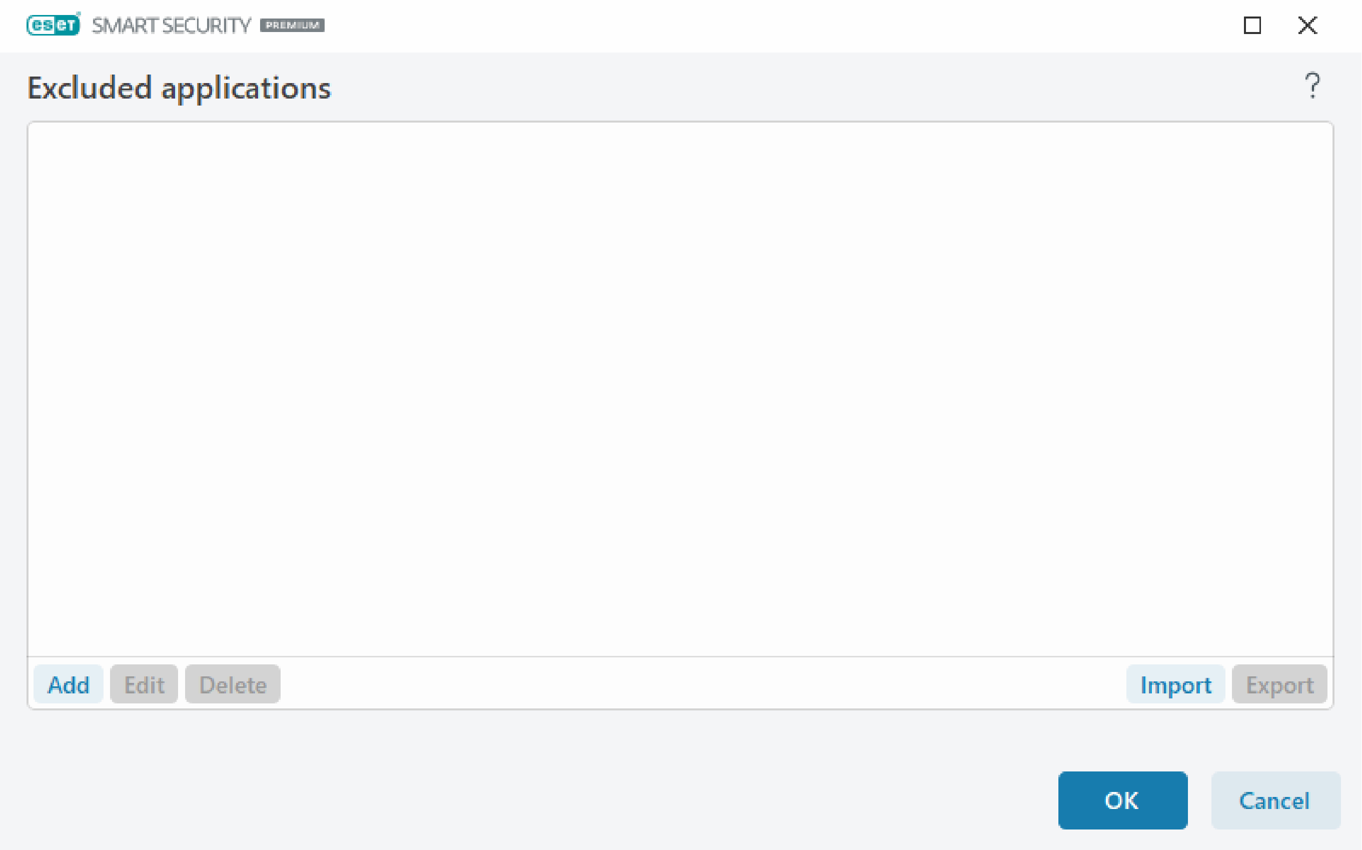
Excluded applications

To exclude scanning of communication for specific applications, add them to the list. HTTP(S)/POP3(S)/IMAP(S) communication of the selected applications will not be checked for threats. We recommend only using this for applications that do not work properly with their communication being scanned.

Running applications and services will be available here automatically when you click **Add**. Click **...** and navigate to an application to add exclusion manually.

Edit—Edit selected entries from the list.

Delete—Remove selected entries from the list.



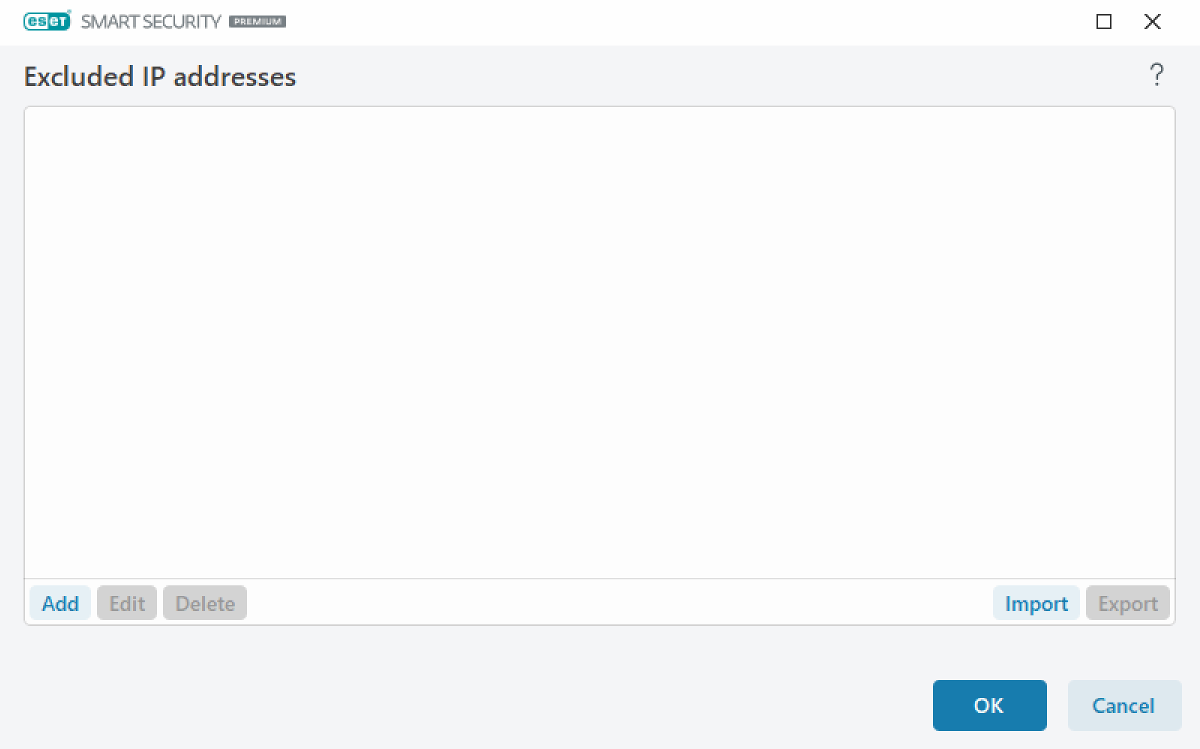
Excluded IPs

The entries in the list will be excluded from scanning. HTTP(S)/POP3(S)/IMAP(S) communication from/to the selected addresses will not be checked for threats. We recommend that you only use this option for addresses that are known to be trustworthy.

Click **Add** to exclude an IP address/address range/subnet of a remote point.

Click **Edit** to change selected IP address.

Click **Delete** to remove the selected entries from the list.



✓

IP addresses examples

Add IPv4 address:

Single address—Adds an IP address of an individual computer (for example, *192.168.0.10*).

Address range—Type the starting and ending IP addresses to specify the IP range of several computers (for example, *192.168.0.1-192.168.0.99*).

Subnet—Subnet (a group of computers) defined by an IP address and mask. For example, 255.255.255.0 is the network mask for the 192.168.1.0 subnet. To exclude the whole subnet type in *192.168.1.0/24.*

Add IPv6 address:

Single address—Adds the IP address of an individual computer (for example, *2001:718:1c01:16:214:22ff:fec9:ca5*).

Subnet—Subnet (a group of computers) is defined by an IP address and mask (for example, *2002:c0a8:6301:1::1/64*).

Mailbox protection

Integration of ESET Security Ultimate with your Mailbox increases the level of active protection against malicious code in email messages.

To configure Mailbox protection, open Advanced setup > **Protections** > **Email client protection** > **Mailbox protection**.

Enable email protection by client plugins—When disabled, protection by email client plugins is turned off.

Select emails to scan:

- **Received email**
- **Sent email**
- **Read email**

- **Modified email**

> ℹ We recommend that you keep **Enable email protection by client plugins** enabled. Even if integration is not enabled or functional, email communication is still protected by Mail transport protection (IMAP/IMAPS and POP3/POP3S).

Scan for spam

Unsolicited email, called spam, ranks among the greatest electronic communication problems. Spam represents up to 30 percent of all email communication. Email client antispam serves to protect against this problem. Combining several email security principles, Email client antispam provides superior filtering to keep your inbox clean. For spam detection, one important principle is recognizing unsolicited emails based on pre-defined trusted addresses (allowed) and spam addresses (blocked).

The primary method used to detect spam is scanning email message properties. Received messages are scanned for basic antispam criteria (message definitions, statistical heuristics, recognizing algorithms and other unique methods), and the resulting index value determines whether a message is a spam or not.

Enable Email client antispam—When enabled, received messages will be scanned for spam.

Use advanced spam scanner—Additional antispam data will be downloaded periodically, increasing antispam capabilities producing better results.

Spam score logging—The ESET Security Ultimate Antispam engine assigns a spam score to every scanned message. The message will be recorded in the Antispam protection log (main program window > **Tools** > **Log files** > **Email client antispam**).

- **None**—The score from antispam scanning will not be logged.

- **Reclassified and marked as spam**—Select this if you want to record a spam score for messages marked as SPAM.

- **All**—All messages will be recorded to the log with a spam score.

> ℹ When you click a message in the junk email folder, you can choose **Reclassify selected messages as NOT spam**, and the message will be moved to the inbox. When you click a message you consider spam in the inbox, select **Reclassify messages as spam** and the message will be moved to the junk email folder. You can select multiple messages and act on all of them simultaneously.

Attachment handling optimization—If optimization is disabled, all attachments are scanned immediately. You may experience an email client performance slowdown.

Integrations—Enables you to integrate Mailbox protection into your Email client. See Integrations for more information.

Response—Enables you to customize handling of spam messages. See Response for more information.

Integrations

Integration of ESET Security Ultimate with your email client increases the level of active protection against malicious code in email messages. If your email client is supported, you can enable integration in ESET Security Ultimate. When integrated into your email client, the ESET Security Ultimate toolbar is inserted directly into the email client for more efficient email protection. To edit Integration settings, open Advanced setup > **Protections** > **Email client protection** > **Mailbox protection** > **Integration**.

Integrate into Microsoft Outlook—Microsoft Outlook is currently the only supported email client. Email protection works as a plugin. The main advantage of the plugin is that it is independent of the protocol used. When the email client receives an encrypted message, it is decrypted and sent to the virus scanner. See this ESET Knowledgebase article for a complete list of supported Microsoft Outlook versions.

Advanced email client processing—Processes extra Outlook Messaging API (MAPI) events: Object modified (`fnevObjectModified`) and Object created (`fnevObjectCreated`). If you are experiencing a system slowdown when working with your email client, disable this option.

Microsoft Outlook toolbar

Microsoft Outlook protection works as a plugin module. After ESET Security Ultimate is installed, this toolbar containing the antivirus protection and Email client antispam options is added to Microsoft Outlook:

Spam—Marks chosen messages as spam. After marking, a "fingerprint" of the message is sent to a central server storing spam signatures. If the server receives more similar "fingerprints" from several users, the message will be classified as spam in the future.

Not spam—Marks chosen messages as not spam.

Spam address (Blocked, a list of spam addresses)—Adds a new sender address to the Address list as Blocked. All messages received from the list will be automatically classified as spam.

⚠ Beware of spoofing—forging a sender's address on email messages to mislead email recipients into reading and responding.

Trusted address (Allowed, a list of trusted addresses)—Adds a new sender address to the Address list as Allowed. All messages received from allowed addresses will never be automatically classified as spam.

ESET Security Ultimate—Double-click the icon to open the main window of ESET Security Ultimate.

Rescan messages—Enables you to launch email checking manually. You can specify messages that will be checked, and you can activate rescanning of the received emails. For more information, see Mailbox protection.

Scanner setup—Displays Mailbox protection setup options.

Antispam setup—Displays Mailbox protection setup options.

Address books—Opens the Address lists management window, where you can access lists of excluded, trusted and spam addresses.

Confirmation dialog

This notification serves to verify that the user really wants to perform the selected action, which should eliminate possible mistakes.

On the other hand, the dialog also offers the option to disable confirmations.

Rescan messages

The ESET Security Ultimate toolbar integrated in email clients enables users to specify several options for email checking. The option **Rescan messages** offers two scanning modes:

All messages in the current folder—Scans messages in the currently displayed folder.

Selected messages only—Scans only messages marked by the user.

The **Rescan already scanned messages** checkbox provides the user with the option to run another scan on messages that have been scanned before.

Response

Based on the message scan results, ESET Security Ultimate can move scanned messages or add custom text to subject. You can configure these settings in Advanced setup > **Protections** > **Email client protection** > **Mailbox protection** > **Response**.

Email client antispam in ESET Security Ultimate enables you to configure the following parameters for messages:

Add text to email subject—Enables you to add a custom prefix string to the subject line of messages that have been classified as spam. The default **Text** is "[SPAM]".

Move to spam folder—When enabled, spam messages will be moved to the default junk email folder, and messages reclassified as not spam will be moved to the inbox. When you right-click an email message and select ESET Security Ultimate from the context menu, you can choose from applicable options.

Move to custom folder—When enabled, spam messages will be moved to a folder specified below.

Folder—Specify the custom folder where you want to move infected emails when detected.

If there is a message containing detection, by default, ESET Security Ultimate attempts to clean the message. If the message cannot be cleaned, you can choose an **Action to take if cleaning not possible**:

- **No action**—If enabled, the program will identify infected attachments but will leave emails without taking any action.
- **Delete email**—The program will notify the user about infiltration(s) and delete the message.
- **Move email to the Deleted items folder**—Infected emails will be moved automatically to the Deleted items folder.

- **Move email to folder** (default action)—Infected emails will be moved automatically to the specified folder.

Folder—Specify the custom folder where you want to move infected emails when detected.

Mark spam messages as read—Enable this to mark spam as read automatically. It will help you to focus your attention on "clean" messages.

Mark reclassified messages as unread—Messages originally classified as spam but later marked as "clean" will be displayed as unread.

After an email has been checked, a notification with the scan result can be appended to the message. You can elect to **Append tag messages to received and read email** or **Append tag messages to sent email**. Be aware that on rare occasions tag messages may be omitted in problematic HTML messages or if messages are forged by malware. The tag messages can be added to received and read email, sent email or both. The following options are available:

- **Never**—No tag messages will be added.

- **When a detection occurs**—Only messages containing malicious software will be marked as checked (default).

- **To all email when scanned**—The program will append messages to all scanned email.

Update subject of received and read email / **Update subject of sent email**—Enable this option to add custom text specified below to the message.

Text to add to subject of detected email—Edit this template if you want to modify the subject prefix format of an infected email. This function will replace the message subject "Hello" to the following format: "[detection %DETECTIONNAME%] Hello". The variable %DETECTIONNAME% represents the detection.

Address lists management

The Email client antispam feature in ESET Security Ultimate enables you to configure various parameters for address lists. To configure address lists, open Advanced setup > **Protections** > **Email client protection** > **Address lists management**.

Enable user's address list—Enable this option to activate the user's address list.

User's address list—List of email addresses where you can add, edit or delete addresses to define the antispam rules. Rules in this list will be applied to the current user.

Enable global address list—Enable this option to activate the global address list shared by all users on this device.

Global address list—List of email addresses where you can add, edit or delete addresses to define the antispam rules. Rules in this list will be applied to all users.

Automatically allow and add into user's address list

Treat addresses from address book as trusted—Addresses from your contact list will be treated as trusted without adding to user's address list.

Add recipient addresses from outgoing messages—Add recipient addresses from sent messages to the user's address list as allowed.

Add addresses from messages reclassified as NOT spam—Add sender addresses from messages reclassified as NOT spam to the user's address list as allowed.

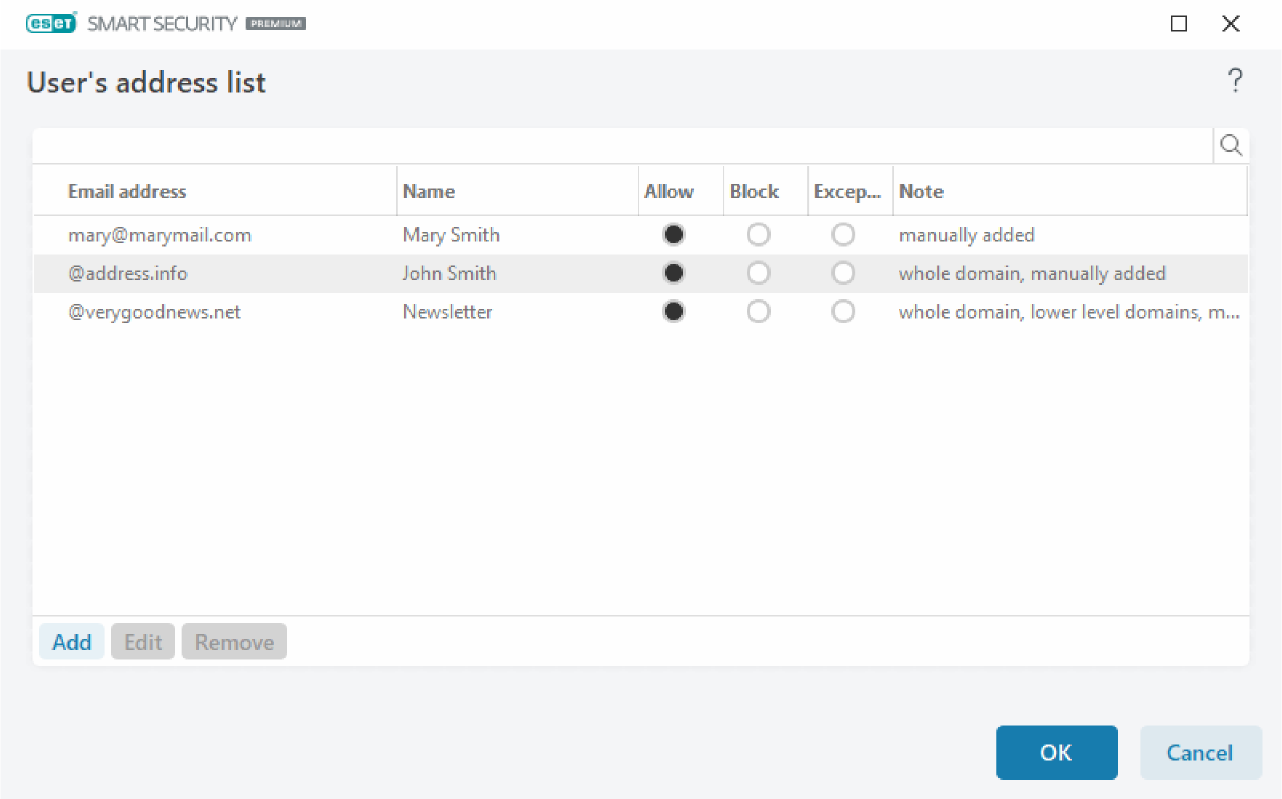
Automatically add into user's address list as an exception

Add addresses from own accounts—Add your addresses from existing email client accounts to the user's address list as an exception.

Address lists

To protect against unsolicited emails, ESET Security Ultimate enables you to classify email addresses in address lists.

To edit address lists, open Advanced setup > **Protections** > **Email client protection** > **Address lists management**, and click **Edit** next to **User's address list** or **Global address list**.



User's address list

Email address	Name	Allow	Block	Excep...	Note
mary@marymail.com	Mary Smith	●	○	○	manually added
@address.info	John Smith	●	○	○	whole domain, manually added
@verygoodnews.net	Newsletter	●	○	○	whole domain, lower level domains, m...

Columns

Email address—Address to which the rule will apply. Wildcards are not supported.

Name—Custom rule name.

Allow/Block/Exception—Radio buttons used to determine which action to take for the email address (click the radio button in the preferred column to quickly change the action):

- **Allow**—Addresses that are considered safe and from whom you want to receive messages.
- **Block**—Addresses that are considered unsafe/spam and from whom you do not want to receive messages.
- **Exception**—Addresses that are always checked for spam and that may be spoofed and used for sending spam.

Note—Information on how the rule was created and whether it applies to the whole domain / lower-level domains.

Managing the addresses

- **Add**—Click to add a rule for a new address.
- **Edit**—Select and click to edit an existing rule.
- **Remove**—Select and click if you want to delete a rule from the address list.

Add/Edit address

This window enables you to add or edit an address in the Address lists management and configure the action taken:

Email address—Address to which the rule will apply.

Name—Custom rule name.

Action—Action to take if the email address of the contact matches the address specified in the **Email address** field:

- **Allow**—Addresses that are considered safe and from whom you want to receive messages.
- **Block**—Addresses that are considered unsafe/spam and from whom you do not want to receive messages.
- **Exception**—Addresses that are always checked for spam and that may be spoofed and used for sending spam.

Whole domain—Select this option for the rule to be applied to the whole domain of the contact (not only to the address specified in the **Email address** field but all email addresses at the *address.info* domain).

Lower level domains—Select this option for the rule to be applied to the lower level domains of the contact (The *address.info* represents the domain, while *my.address.info* represents a subdomain).

Address processing result

When adding new addresses or changing the action taken for email address, ESET Security Ultimate displays notification messages. The content of notification messages varies based on the action you attempt to perform.

Select the **Do not ask again** check box to act automatically without displaying the message the next time.

ThreatSense

ThreatSense is comprised of many complex threat detection methods. This technology is proactive, which means it also provides protection during the early spread of a new threat. It uses a combination of code analysis, code emulation, generic signatures and virus signatures which work in concert to significantly enhance system security. The scanning engine is capable of controlling several data streams simultaneously, maximizing efficiency and detection rate. ThreatSense technology also successfully eliminates rootkits.

ThreatSense engine setup options enable you to specify several scan parameters:

- File types and extensions that are to be scanned
- The combination of various detection methods
- Levels of cleaning, etc.

To enter the setup window, click **ThreatSense** in the Advanced setup for any module that uses ThreatSense technology (see below). Different security scenarios may require different configurations. With this in mind, ThreatSense is individually configurable for the following protection modules:

- Real-time file system protection
- Idle-state scanning
- Startup scan
- Document protection
- Email client protection
- Web access protection
- Computer scan

ThreatSense parameters are highly optimized for each module, their modification can significantly influence system operation. For example, changing parameters to always scan runtime packers, or enabling advanced heuristics in the Real-time file system protection module could result in system slow-down (normally, only newly-created files are scanned using these methods). We recommend that you leave the default ThreatSense parameters unchanged for all modules except Computer scan.

Objects to scan

This section enables you to define which computer components and files will be scanned for infiltrations.

Operating memory—Scans for threats that attack the operating memory of the system.

Boot sectors/UEFI—Scans boot sectors for the presence of malware in the master boot record. Read more about UEFI in the glossary.

Email files—The program supports the following extensions: DBX (Outlook Express) and EML.

Archives—The program supports the following extensions: ARJ, BZ2, CAB, CHM, DBX, GZIP, ISO/BIN/NRG, LHA, MIME, NSIS, RAR, SIS, TAR, TNEF, UUE, WISE, ZIP, ACE, and many others.

Self-extracting archives—Self-extracting archives (SFX) are archives that can extract themselves.

Runtime packers—After being executed, runtime packers (unlike standard archive types) decompress in memory. In addition to standard static packers (UPX, yoda, ASPack, FSG, etc.), the scanner is able to recognize several additional types of packers through the use of code emulation.

Scan options

Select the methods used when scanning the system for infiltrations. The following options are available:

Heuristics—A heuristic is an algorithm that analyzes the (malicious) activity of programs. The main advantage of this technology is the ability to identify malicious software which did not exist or was not covered by the previous versions of the detection engine module. The disadvantage is a (very small) probability of false alarms.

Advanced heuristics/DNA signatures—Advanced heuristics are a unique heuristic algorithm developed by ESET, optimized for detecting computer worms and trojan horses and written in high-level programming languages. The use of advanced heuristics greatly increases the threat detection capabilities of ESET products. Signatures can reliably detect and identify viruses. Utilizing the automatic update system, new signatures are available within a few hours of a threat discovery. The disadvantage of signatures is that they only detect viruses they know (or slightly modified versions of these viruses).

Cleaning

The cleaning settings determine the behavior of ESET Security Ultimate while cleaning objects. There are 4 levels of cleaning:

ThreatSense has the following remediation (i.e. cleaning) levels.

Remediation in ESET Security Ultimate

Cleaning level	Description
Always remedy detection	Attempt to remediate the detection while cleaning objects without any end-user intervention. In some rare cases (for example, system files), if the detection cannot be remediated, the reported object is left in its original location.
Remedy detection if safe, keep otherwise	Attempt to remediate the detection while cleaning objects without any end-user intervention. In some cases (for example, system files or archives with both clean and infected files), if detection cannot be remediated, the reported object is left in its original location.
Remedy detection if safe, ask otherwise	Attempt to remediate the detection while cleaning objects. In some cases, if no action can be performed, the end-user receives an interactive alert and must select a remediation action (for example, delete or ignore). This setting is recommended in most cases.
Always ask the end-user	The end-user receives an interactive window while cleaning objects and must select a remediation action (for example, delete or ignore). This level is designed for more advanced users who know which steps to take in the event of a detection.

Exclusions

An extension is the part of a filename delimited by a period. An extension defines the type and content of a file. This section of the ThreatSense setup lets you define the types of files to scan.

Other

When configuring ThreatSense engine parameters for an On-demand computer scan, the following options in **Other** section are also available:

Scan alternate data streams (ADS)—Alternate data streams used by the NTFS file system are file and folder associations which are invisible to ordinary scanning techniques. Many infiltrations try to avoid detection by disguising themselves as alternate data streams.

Run background scans with low priority—Each scanning sequence consumes a certain amount of system resources. If you work with programs that place a high load on system resources, you can activate low priority background scanning and save resources for your applications.

Log all objects—The Scan log will show all the scanned files in self-extracting archives, even those not infected (may generate a lot of scan log data and increase the scan log file size).

Enable Smart optimization—With Smart Optimization enabled, the most optimal settings are used to ensure the most efficient scanning level, while simultaneously maintaining the highest scanning speeds. The various protection modules scan intelligently, making use of different scanning methods and applying them to specific file types. If the Smart Optimization is disabled, only the user-defined settings in the ThreatSense core of the specific modules are applied when performing a scan.

Preserve last access timestamp—Select this option to keep the original access time of scanned files instead of updating them (for example, for use with data backup systems).

Limits

The Limits section enables you to specify the maximum size of objects and levels of nested archives to be scanned:

Object settings

Maximum object size—Defines the maximum size of objects to be scanned. The given antivirus module will then scan only objects smaller than the size specified. This option should only be changed by advanced users who may have specific reasons for excluding larger objects from scanning. Default value: unlimited.

Maximum scan time for object (sec.)—Defines the maximum time value for the scan of files in a container object (such as a RAR/ZIP archive or an email with multiple attachments). This setting does not apply for standalone files. If a user-defined value has been entered and that time has elapsed, a scan will stop as soon as possible, regardless of whether the scan of each file in a container object has finished.
In the case of an archive with large files, the scan will stop no sooner than a file from the archive is extracted (for example, when a user-defined variable is 3 seconds, but the extraction of a file takes 5 seconds). The rest of the files in the archive will not be scanned when that time has elapsed.
To limit scanning time, including bigger archives, use **Maximum object size** and **Maximum size of file in archive** (not recommended due to possible security risks).
Default value: unlimited.

Archive scan setup

Archive nesting level—Specifies the maximum depth of archive scanning. Default value: 10.

Maximum size of file in archive—This option enables you to specify the maximum file size for files contained in archives (when they are extracted) that are to be scanned. The maximum value is **3 GB**.

> We do not recommend changing the default values; under normal circumstances, there should be no reason to modify them.

Web access protection

Web access protection allows you to configure advanced Internet protection module settings. The following options are available in Advanced setup > **Protections** > **Web access protection** > **Web access protection**:

Enable Web access protection—When disabled, Web access protection and Anti-Phishing protection does not run.

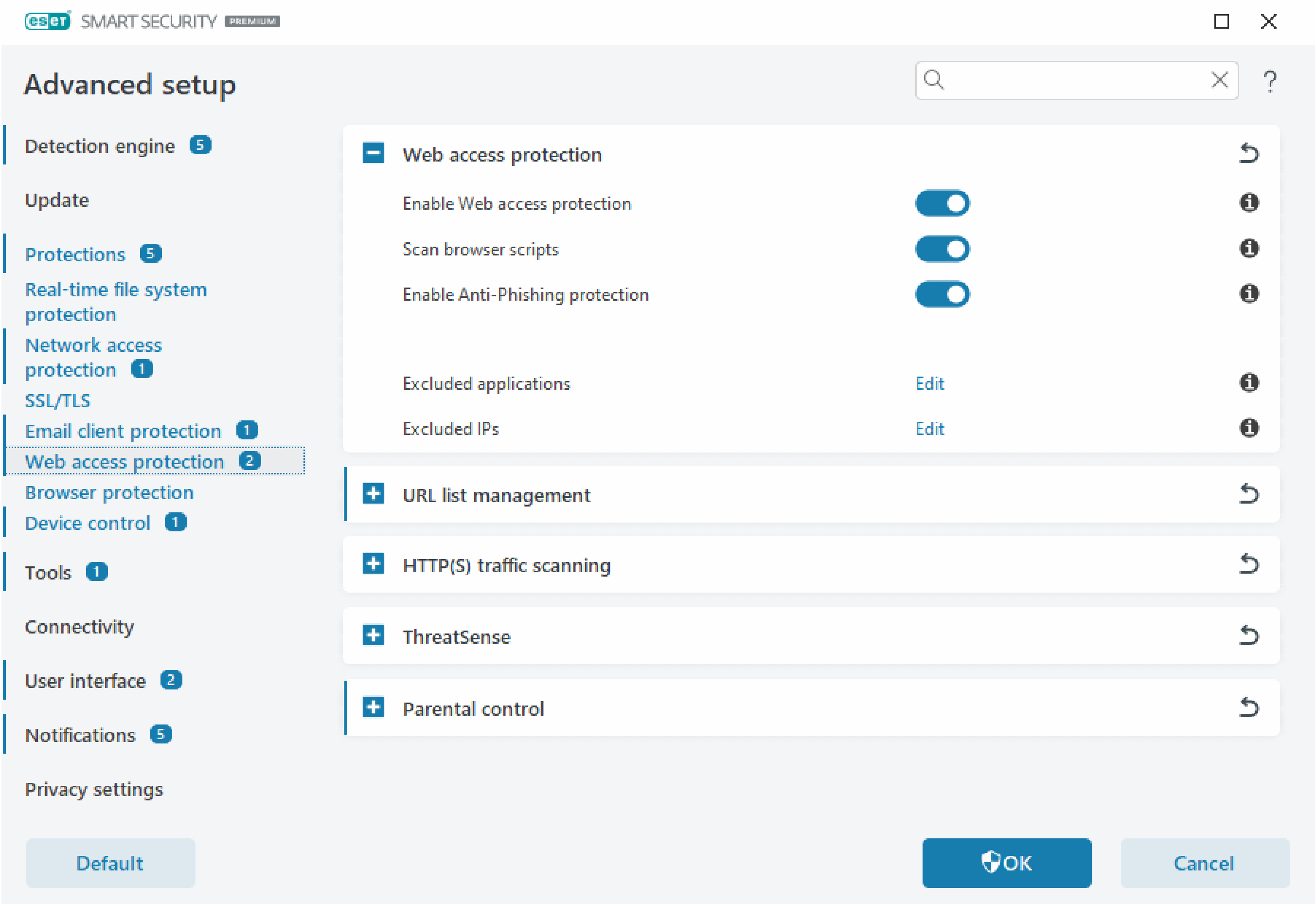
> We strongly recommend you leave Web access protection enabled and not exclude any applications or IP addresses by default.

Scan browser scripts—When enabled, the detection engine checks all JavaScript programs executed by web browsers.

Enable Anti-Phishing protection—When enabled, phishing web pages are blocked. See Anti-Phishing protection for more information.

Excluded applications—Enables you to exclude specific applications from being scanned by Web access protection. Useful when Web access protection causes compatibility issues.

Excluded IPs—Enables you to exclude specific remote addresses from being scanned by Web access protection. Useful when Web access protection causes compatibility issues.



Web access protection

Enable Web access protection ●

Scan browser scripts ●

Enable Anti-Phishing protection ●

Excluded applications Edit

Excluded IPs Edit

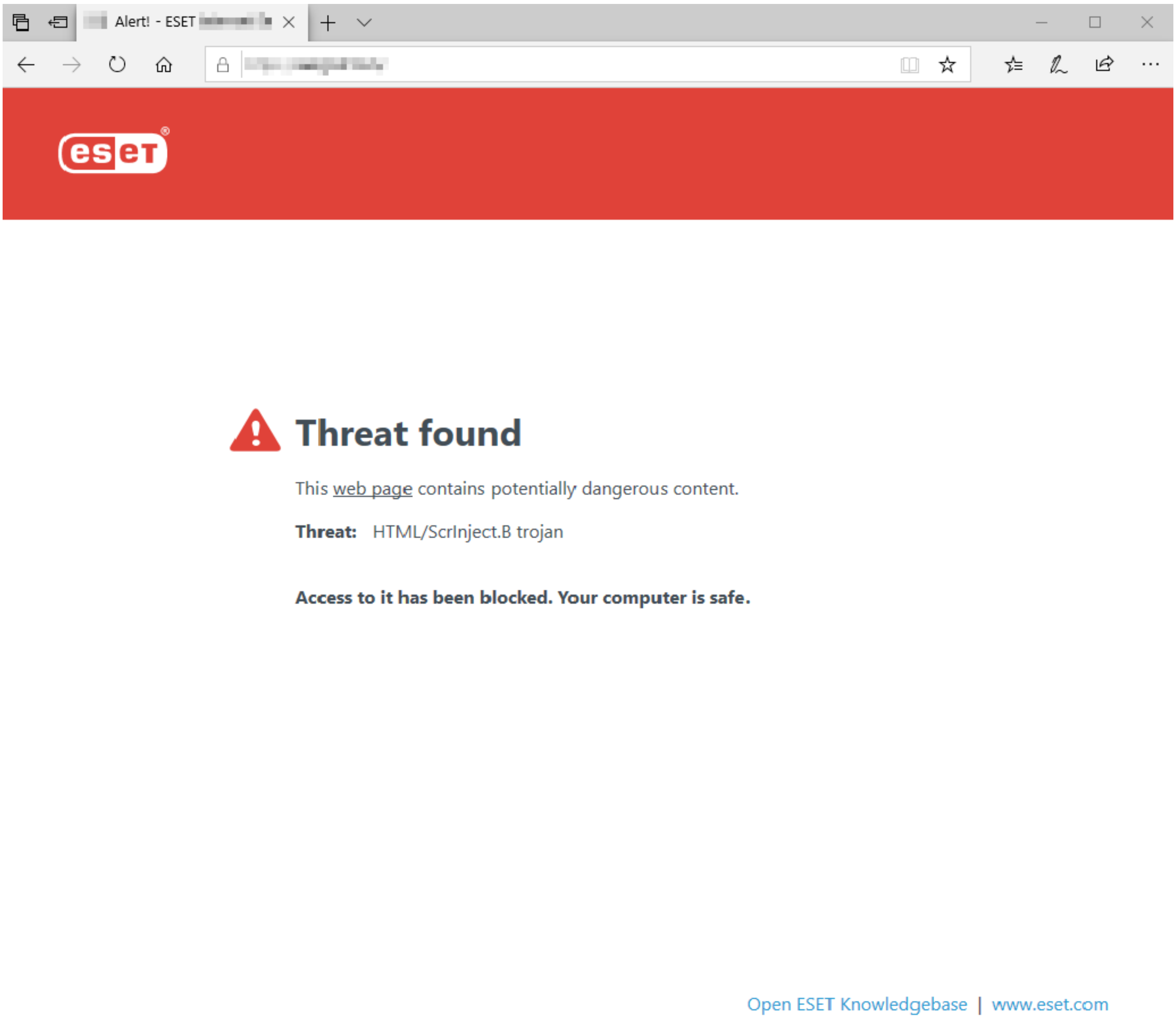
URL list management

HTTP(S) traffic scanning

ThreatSense

Parental control

Web access protection will display the following message in your browser when the website is blocked:



Threat found

This web page contains potentially dangerous content.

Threat: HTML/ScrInject.B trojan

Access to it has been blocked. Your computer is safe.

Illustrated instructions

The following ESET Knowledgebase articles may only be available in English:

- Exclude a safe website from being blocked by Web Access Protection
- Block a website using ESET Security Ultimate

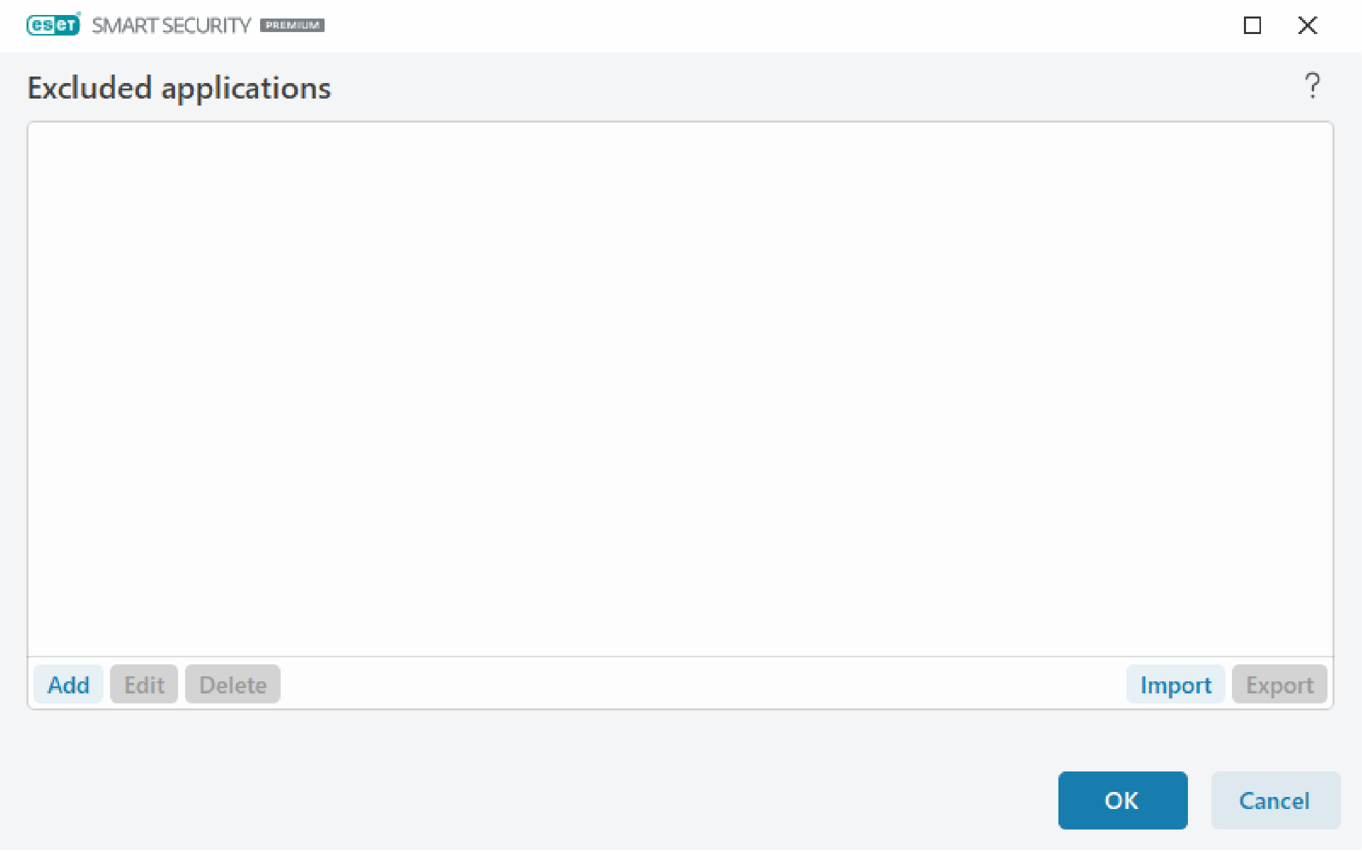
Excluded applications

To exclude scanning of communication for specific applications, add them to the list. HTTP(S)/POP3(S)/IMAP(S) communication of the selected applications will not be checked for threats. We recommend only using this for applications that do not work properly with their communication being scanned.

Running applications and services will be available here automatically when you click **Add**. Click **...** and navigate to an application to add exclusion manually.

Edit—Edit selected entries from the list.

Delete—Remove selected entries from the list.



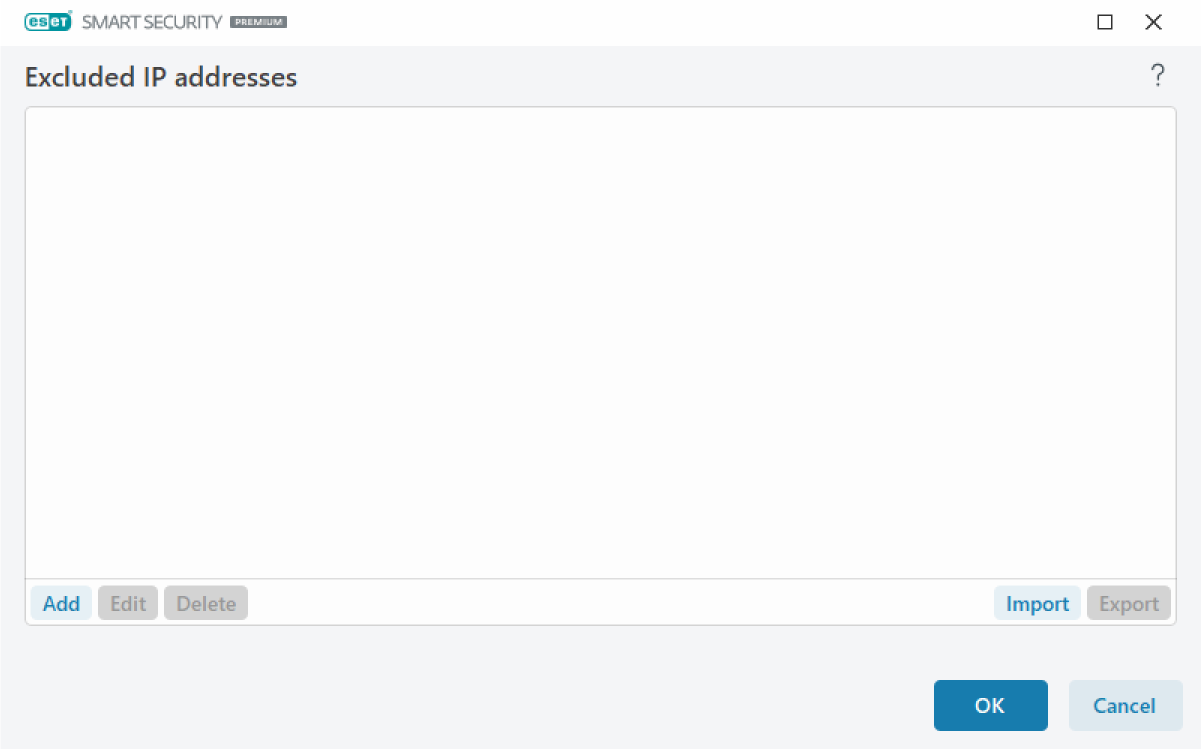
Excluded IPs

The entries in the list will be excluded from scanning. HTTP(S)/POP3(S)/IMAP(S) communication from/to the selected addresses will not be checked for threats. We recommend that you only use this option for addresses that are known to be trustworthy.

Click **Add** to exclude an IP address/address range/subnet of a remote point.

Click **Edit** to change selected IP address.

Click **Delete** to remove the selected entries from the list.



✓ IP addresses examples

Add IPv4 address:

Single address—Adds an IP address of an individual computer (for example, *192.168.0.10*).

Address range—Type the starting and ending IP addresses to specify the IP range of several computers (for example, *192.168.0.1-192.168.0.99*).

Subnet—Subnet (a group of computers) defined by an IP address and mask. For example, 255.255.255.0 is the network mask for the 192.168.1.0 subnet. To exclude the whole subnet type in *192.168.1.0/24.*

Add IPv6 address:

Single address—Adds the IP address of an individual computer (for example, *2001:718:1c01:16:214:22ff:fec9:ca5*).

Subnet—Subnet (a group of computers) is defined by an IP address and mask (for example, *2002:c0a8:6301:1::1/64*).

URL list management

The **URL list management** in Advanced setup > **Protections** > **Web access protection** enables you to specify HTTP addresses to block, allow or exclude from content scan.

SSL/TLS must be enabled if you want to filter HTTPS addresses in addition to HTTP. Otherwise only the domains of HTTPS sites that you have visited will be added, the full URL will not be.

Websites in the **List of blocked addresses** will not be accessible unless they are also included in the **List of allowed addresses**. Websites in the **List of addresses excluded from content scan** are not scanned for malicious code when accessed.

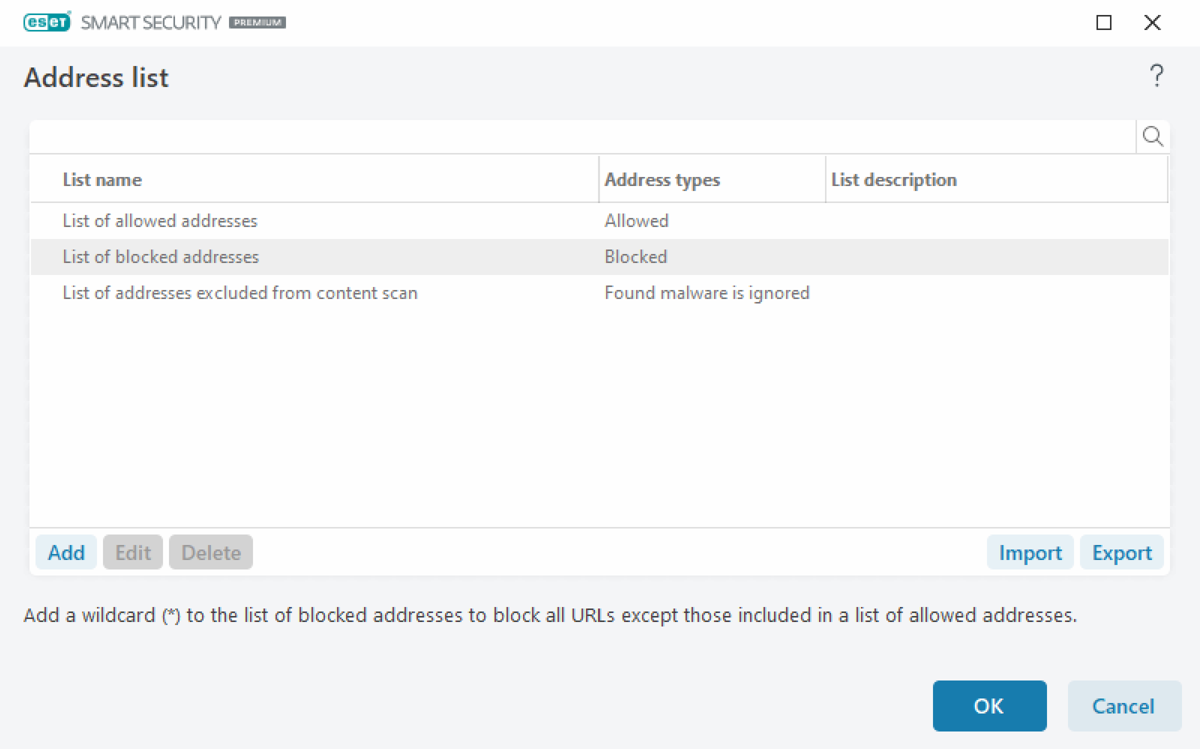
If you want to block all HTTP addresses except addresses present in the active **List of allowed addresses**, add * to the active **List of blocked addresses**.

The special symbols * (asterisk) and ? (question mark) can be used in lists. The asterisk substitutes any character string, and the question mark substitutes any symbol. Pay attention when specifying excluded addresses, because the list should only contain trusted and safe addresses. Similarly, it is necessary to ensure that the symbols * and

? are used correctly in this list. See Add HTTP address / domain mask for how a whole domain including all subdomains can be matched safely. To activate a list, select **List active**. If you want to be notified when entering an address from the current list, select **Notify when applying**.

Addresses Trusted by ESET

If **Do not scan traffic with domains trusted by ESET** is enabled in SSL/TLS, domains on whitelist managed by ESET will not be affected by URL list management configuration.



List name	Address types	List description
List of allowed addresses	Allowed	
List of blocked addresses	Blocked	
List of addresses excluded from content scan	Found malware is ignored	

Add a wildcard (*) to the list of blocked addresses to block all URLs except those included in a list of allowed addresses.

Control elements

Add—Creates a new list in addition to the pre-defined ones. This can be useful if you want to logically split different groups of addresses. For example, one list of blocked addresses may contain addresses from an external public blacklist, and a second one may contain your own blacklist, making it easier to update the external list while keeping yours intact.

Edit—Modifies existing lists. Use this to add or remove addresses.

Delete—Deletes existing lists. Only available for lists created with **Add**, not for default lists.

Address list

In this section you can specify lists of HTTP(S) addresses that will be blocked, allowed or excluded from checking.

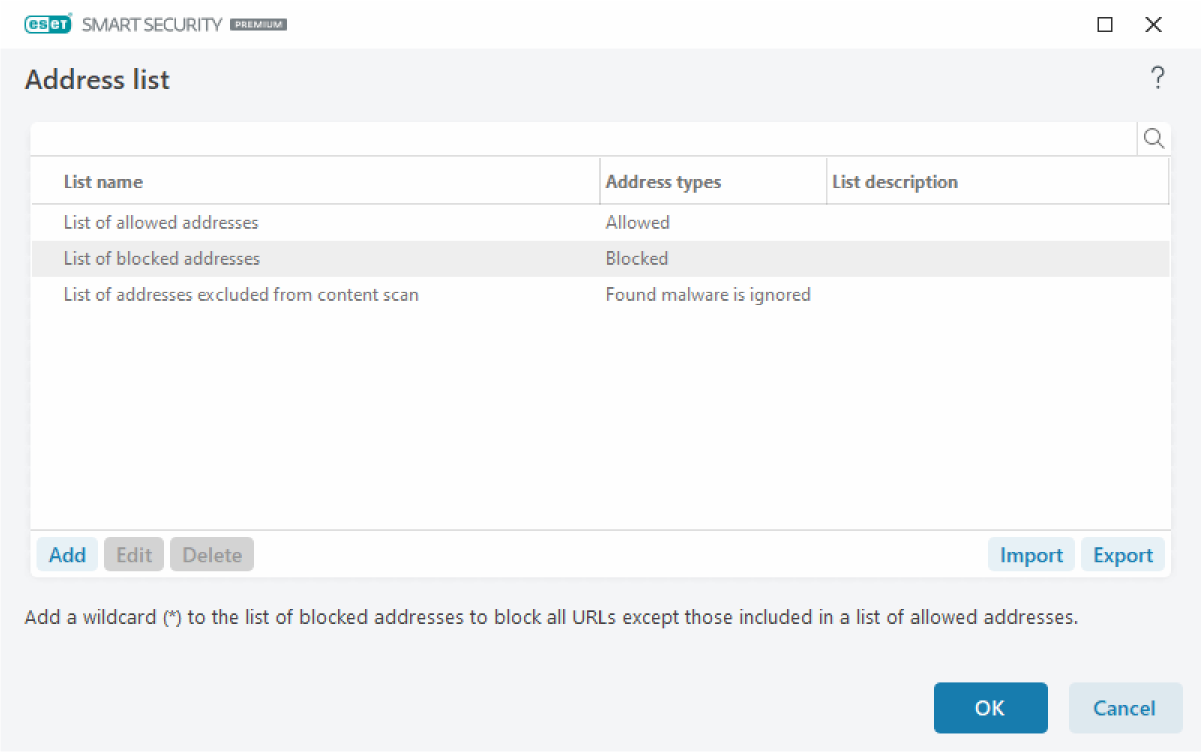
By default, the following three lists are available:

- **List of addresses excluded from content scan**—No checking for malicious code will be performed for any address added to this list.

- **List of allowed addresses**—If allow access only to HTTP addresses in the list of allowed addresses is enabled and the list of blocked addresses contains * (match everything), the user will be allowed to access addresses specified in this list only. The addresses in this list are allowed even if they are included in the list of blocked addresses.

- **List of blocked addresses**—The user will not be allowed to access addresses specified in this list unless they also occur in the list of allowed addresses.

Click **Add** to create a new list. To delete selected lists, click **Delete**.



List name	Address types	List description
List of allowed addresses	Allowed	
List of blocked addresses	Blocked	
List of addresses excluded from content scan	Found malware is ignored	

Add a wildcard (*) to the list of blocked addresses to block all URLs except those included in a list of allowed addresses.

Illustrated instructions

The following ESET Knowledgebase articles may only be available in English:

- Exclude a safe website from being blocked by Web Access Protection
- Block a website using ESET Windows home products

For more information see URL list management.

Create new Address list

This dialog window enables you to configure a new list of URL addresses/masks that will be blocked, allowed or excluded from checking.

You can configure the following options:

Address list type—Three list types are available:

- **Found malware is ignored**—No checking for malicious code will be performed for any address added to this list.

- **Blocked**—Access to addresses specified in this list will be blocked.

- **Allowed**—Access to addresses specified in this list will be allowed. Addresses in this list are allowed even if they match the list of blocked addresses.

List name—Specify the name of the list. This field will be unavailable when editing one of the pre-defined lists.

List description—Type a short description for the list (optional). Unavailable when editing one of the pre-defined list.

To activate a list, select **List active** next to that list. If you want to be notified when a specific list is used when accessing websites, select **Notify when applying**. For example, you will receive a notification when a website is blocked or allowed because it is included in list of blocked or allowed addresses. The notification will contain the name of the list.

Logging severity—information about the specific list being used when accessing websites can be written to the Log files.

Control elements

Add—Add a new URL address to the list (type multiple values with separator).

Edit—Modifies existing address in the list. Only available for addresses created with **Add**.

Delete—Deletes existing addresses in the list. Only available for addresses created with **Add**.

Import—Import a file with URL addresses (separate values with a line break, for example, *.txt using encoding UTF-8).

How to add URL mask

Please refer to the instructions in this dialog before you add the desired address/domain mask.

ESET Security Ultimate enables user to block access to specified websites and prevent the internet browser from displaying their content. Furthermore, it enables user to specify addresses, which should be excluded from checking. If the complete name of the remote server is unknown, or the user wishes to specify a whole group of remote servers, so called masks can be used to identify such a group. The masks include the symbols “?” and “*”:

- use ? to substitute a symbol
- use * to substitute a text string.

For example *.c?m applies to all addresses, where the last part begins with the letter c, ends with the letter m and contains an unknown symbol in between them (.com, .cam, etc.)

A leading "*." sequence is treated specially if used at the beginning of domain name. First, the * wildcard does not match the slash character ('/') in this case. This is to avoid circumventing the mask, for example the mask **.domain.com* will not match *http://anydomain.com/anypath#.domain.com* (such suffix can be appended to any URL without affecting the download). And second, the "*." also matches an empty string in this special case. This is to allow matching whole domain including any subdomains using a single mask. For example the mask **.domain.com* also matches *http://domain.com*. Using **domain.com* would be incorrect, as that would also match *http://anotherdomain.com*.

HTTP(S) traffic scanning

By default, ESET Security Ultimate is configured to scan the HTTP and HTTPS traffic which is used by internet browsers and other applications. You should disable the traffic scanning only if you are experiencing problems with a 3rd party software and want to know if the issue is caused by ESET Security Ultimate.

Enable HTTP traffic scanning—HTTP traffic is always monitored on all ports for all applications.

Enable HTTPS traffic scanning—HTTPS traffic uses an encrypted channel to transfer information between server and client. ESET Security Ultimate checks communication utilizing the SSL (Secure Socket Layer) and TLS (Transport Layer Security) protocols. The program will only scan traffic on ports defined in **Ports used by HTTPS protocol**, regardless of operating system version (you can add ports to the pre-defined 443 and 0-65535).

ThreatSense

ThreatSense is comprised of many complex threat detection methods. This technology is proactive, which means it also provides protection during the early spread of a new threat. It uses a combination of code analysis, code emulation, generic signatures and virus signatures which work in concert to significantly enhance system security. The scanning engine is capable of controlling several data streams simultaneously, maximizing efficiency and detection rate. ThreatSense technology also successfully eliminates rootkits.

ThreatSense engine setup options enable you to specify several scan parameters:

- File types and extensions that are to be scanned
- The combination of various detection methods
- Levels of cleaning, etc.

To enter the setup window, click **ThreatSense** in the Advanced setup for any module that uses ThreatSense technology (see below). Different security scenarios may require different configurations. With this in mind, ThreatSense is individually configurable for the following protection modules:

- Real-time file system protection
- Idle-state scanning
- Startup scan
- Document protection
- Email client protection
- Web access protection
- Computer scan

ThreatSense parameters are highly optimized for each module, their modification can significantly influence system operation. For example, changing parameters to always scan runtime packers, or enabling advanced heuristics in the Real-time file system protection module could result in system slow-down (normally, only newly-created files are scanned using these methods). We recommend that you leave the default ThreatSense parameters unchanged for all modules except Computer scan.

Objects to scan

This section enables you to define which computer components and files will be scanned for infiltrations.

Operating memory—Scans for threats that attack the operating memory of the system.

Boot sectors/UEFI—Scans boot sectors for the presence of malware in the master boot record. Read more about UEFI in the glossary.

Email files—The program supports the following extensions: DBX (Outlook Express) and EML.

Archives—The program supports the following extensions: ARJ, BZ2, CAB, CHM, DBX, GZIP, ISO/BIN/NRG, LHA, MIME, NSIS, RAR, SIS, TAR, TNEF, UUE, WISE, ZIP, ACE, and many others.

Self-extracting archives—Self-extracting archives (SFX) are archives that can extract themselves.

Runtime packers—After being executed, runtime packers (unlike standard archive types) decompress in memory. In addition to standard static packers (UPX, yoda, ASPack, FSG, etc.), the scanner is able to recognize several additional types of packers through the use of code emulation.

Scan options

Select the methods used when scanning the system for infiltrations. The following options are available:

Heuristics—A heuristic is an algorithm that analyzes the (malicious) activity of programs. The main advantage of this technology is the ability to identify malicious software which did not exist or was not covered by the previous versions of the detection engine module. The disadvantage is a (very small) probability of false alarms.

Advanced heuristics/DNA signatures—Advanced heuristics are a unique heuristic algorithm developed by ESET, optimized for detecting computer worms and trojan horses and written in high-level programming languages. The use of advanced heuristics greatly increases the threat detection capabilities of ESET products. Signatures can reliably detect and identify viruses. Utilizing the automatic update system, new signatures are available within a few hours of a threat discovery. The disadvantage of signatures is that they only detect viruses they know (or slightly modified versions of these viruses).

Cleaning

The cleaning settings determine the behavior of ESET Security Ultimate while cleaning objects. There are 4 levels of cleaning:

ThreatSense has the following remediation (i.e. cleaning) levels.

Remediation in ESET Security Ultimate

Cleaning level	Description
Always remedy detection	Attempt to remediate the detection while cleaning objects without any end-user intervention. In some rare cases (for example, system files), if the detection cannot be remediated, the reported object is left in its original location.

Cleaning level	Description
Remedy detection if safe, keep otherwise	Attempt to remediate the detection while cleaning objects without any end-user intervention. In some cases (for example, system files or archives with both clean and infected files), if detection cannot be remediated, the reported object is left in its original location.
Remedy detection if safe, ask otherwise	Attempt to remediate the detection while cleaning objects. In some cases, if no action can be performed, the end-user receives an interactive alert and must select a remediation action (for example, delete or ignore). This setting is recommended in most cases.
Always ask the end-user	The end-user receives an interactive window while cleaning objects and must select a remediation action (for example, delete or ignore). This level is designed for more advanced users who know which steps to take in the event of a detection.

Exclusions

An extension is the part of a filename delimited by a period. An extension defines the type and content of a file. This section of the ThreatSense setup lets you define the types of files to scan.

Other

When configuring ThreatSense engine parameters for an On-demand computer scan, the following options in **Other** section are also available:

Scan alternate data streams (ADS)—Alternate data streams used by the NTFS file system are file and folder associations which are invisible to ordinary scanning techniques. Many infiltrations try to avoid detection by disguising themselves as alternate data streams.

Run background scans with low priority—Each scanning sequence consumes a certain amount of system resources. If you work with programs that place a high load on system resources, you can activate low priority background scanning and save resources for your applications.

Log all objects—The Scan log will show all the scanned files in self-extracting archives, even those not infected (may generate a lot of scan log data and increase the scan log file size).

Enable Smart optimization—With Smart Optimization enabled, the most optimal settings are used to ensure the most efficient scanning level, while simultaneously maintaining the highest scanning speeds. The various protection modules scan intelligently, making use of different scanning methods and applying them to specific file types. If the Smart Optimization is disabled, only the user-defined settings in the ThreatSense core of the specific modules are applied when performing a scan.

Preserve last access timestamp—Select this option to keep the original access time of scanned files instead of updating them (for example, for use with data backup systems).

⊟ Limits

The Limits section enables you to specify the maximum size of objects and levels of nested archives to be scanned:

Object settings

Maximum object size—Defines the maximum size of objects to be scanned. The given antivirus module will then scan only objects smaller than the size specified. This option should only be changed by advanced users who may have specific reasons for excluding larger objects from scanning. Default value: unlimited.

Maximum scan time for object (sec.)—Defines the maximum time value for the scan of files in a container object (such as a RAR/ZIP archive or an email with multiple attachments). This setting does not apply for standalone files. If a user-defined value has been entered and that time has elapsed, a scan will stop as soon as possible, regardless of whether the scan of each file in a container object has finished.
In the case of an archive with large files, the scan will stop no sooner than a file from the archive is extracted (for example, when a user-defined variable is 3 seconds, but the extraction of a file takes 5 seconds). The rest of the files in the archive will not be scanned when that time has elapsed.
To limit scanning time, including bigger archives, use **Maximum object size** and **Maximum size of file in archive** (not recommended due to possible security risks).
Default value: unlimited.

Archive scan setup

Archive nesting level—Specifies the maximum depth of archive scanning. Default value: 10.

Maximum size of file in archive—This option enables you to specify the maximum file size for files contained in archives (when they are extracted) that are to be scanned. The maximum value is **3 GB**.

> i We do not recommend changing the default values; under normal circumstances, there should be no reason to modify them.

Parental control

The **Enable Parental control** option integrates Parental control into the ESET Security Ultimate. Click **Edit** next to User accounts to associate Windows user accounts used by Parental control with specific users to restrict their access to inappropriate or harmful content on the internet.

User accounts

In Advanced setup > **Protections** > **Web access protection** > **Parental control** > **User accounts** > **Edit** you can associate Windows user accounts used by Parental control with specific users to restrict their access to inappropriate or harmful content on the internet.

Columns

Windows account—The name of the user.

Enabled—When enabled, Parental controls for a specific user account are active.

Domain—Name of the domain to which a user belongs.

Birthday—Age of the user this account belongs to.

Control elements

Add—The Working with user accounts dialog will display.

Edit—This option allows you edit the selected accounts.

Delete—Delete the selected account.

Refresh—If you have added a user account, ESET Security Ultimate can refresh the list of user accounts without the need to reopen this window.

User account settings

The window has three tabs:

General

Enable the toggle next to **Enabled** to turn on Parental Control for the Windows account selected below.

Select a Windows account from your computer. The restrictions set in Parental control only affect standard Windows accounts. Administrative accounts can override restrictions.

If the account is used by a parent, select **Parent account**.

Set the **Child birthdate** for the account to determine their level of access and set access rules for age-appropriate web pages.

Logging severity

ESET Security Ultimate saves all important events in a log file, which can be viewed directly from the main menu. Click **Tools** > **Log files** and then select **Parental control** from the **Log** drop-down menu.

- **Diagnostic**—Logs information needed to fine-tune the program.
- **Information**—Records informative messages, including allowed and blocked exceptions, plus all records above.
- **Warning**—Records critical errors and warning messages.
- **None**—No logs will be recorded.

Exceptions

Creating an exception can allow or deny a user access to websites not on the exceptions list. This is useful if you want to control access to specific websites instead of using categories. Exceptions created for one account can be copied and used for another account. This can be helpful when you want to create identical rules for children of similar age.

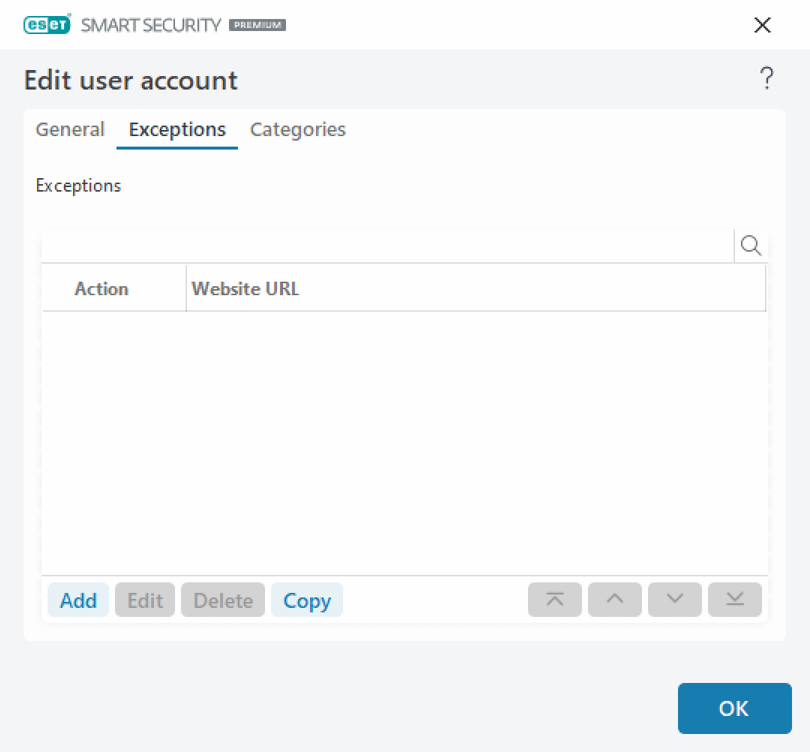
Click **Add** to create a new exception. Specify the **Action** (for example, **Block**) using the drop-down menu, type the **Website URL** this exception applies to and then click **OK**. The exception will be added to the list of existing exceptions with its state shown.

Add—Creates a new exception.

Edit—You can edit the **Website URL** or the **Action** of the selected exception.

Delete—Removes the selected exception.

Copy—Select a user from drop-down menu from which you want to copy created exception.

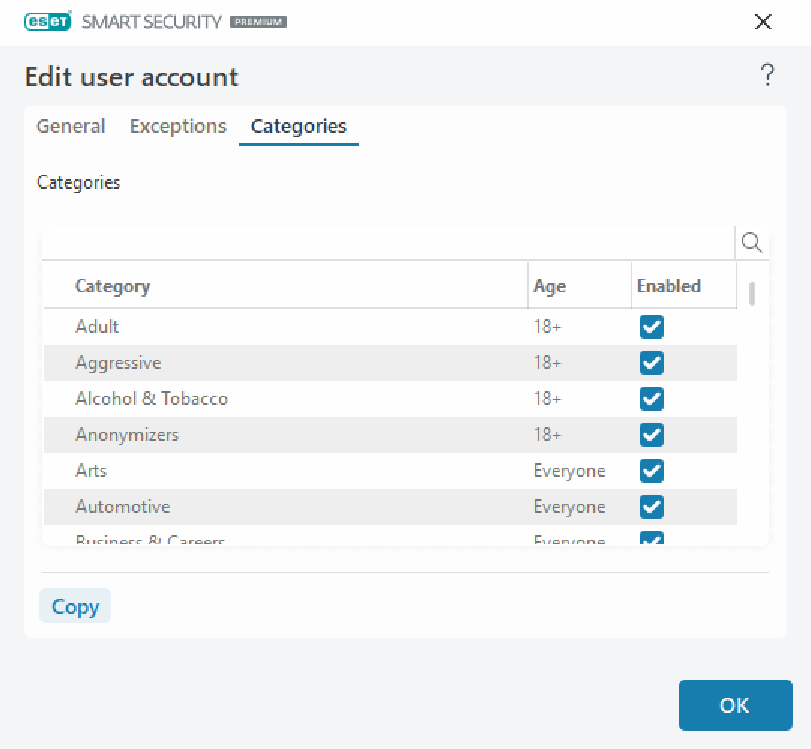


Exceptions defined override the categories defined for the selected account(s). For example, if the account has the **News** category blocked but you have defined a news web page as an allowed exception, the account can access the allowed web page. You can view any changes made here in the Exceptions section.

Categories

In the **Categories** tab, you can define the general categories of websites you want to block or allow for each account. Select the check box next to a category to allow it. If you leave the check box empty, the category will not be allowed for that account.

Copy—Allows you copy a list of blocked or allowed categories from an existing modified account.



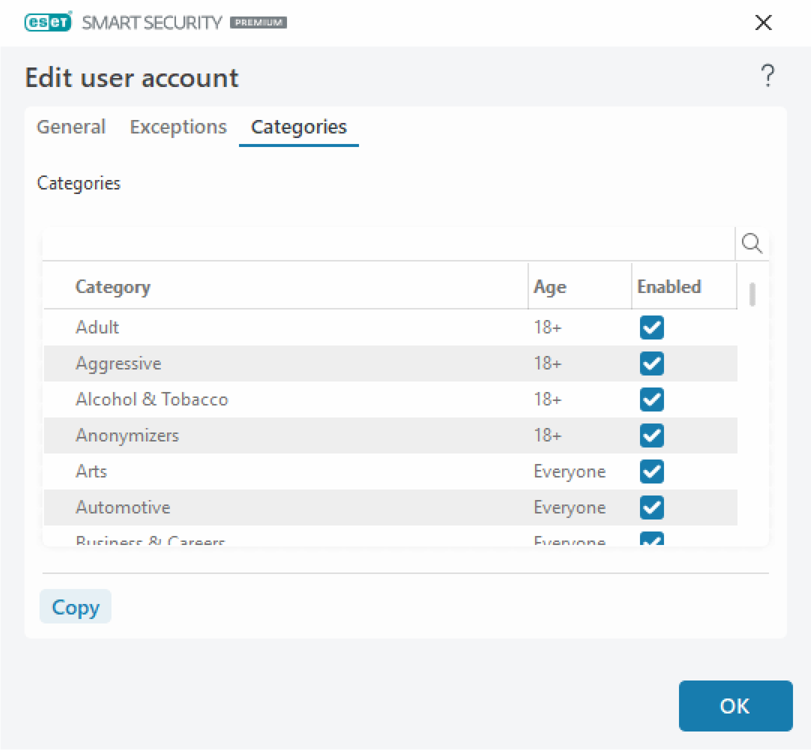
Edit user account

Categories

Category	Age	Enabled
Adult	18+	☑
Aggressive	18+	☑
Alcohol & Tobacco	18+	☑
Anonymizers	18+	☑
Arts	Everyone	☑
Automotive	Everyone	☑
Business & Careers	Everyone	☑

Categories

Check the checkbox in the **Enabled** column next to a category to allow it. If you leave the checkbox empty, the category will not be allowed for that account.



SMART SECURITY PREMIUM

Edit user account

General Exceptions Categories

Categories

Category	Age	Enabled
Adult	18+	☑
Aggressive	18+	☑
Alcohol & Tobacco	18+	☑
Anonymizers	18+	☑
Arts	Everyone	☑
Automotive	Everyone	☑
Business & Careers	Everyone	☑

Copy
OK

Here are some examples of categories (groups) that users might not be familiar with:

- **Miscellaneous**—Usually private (local) IP addresses such as intranet, 127.0.0.0/8, 192.168.0.0/16, etc. When you get a 403 or 404 error code, the website will also match this category.

- **Not resolved**—This category includes web pages that are not resolved because of an error when connecting to the Parental control database engine.
- **Not categorized**—Unknown web pages that are not yet in the Parental control database.
- **Dynamic**—Web pages that redirect to other pages on other websites.

Browser protection

Browser protection is another layer of protection for your security and privacy that protects browser memory from inspecting by other processes, increases protection against keyloggers and prevents pasting any online payment-related data modified by malware from the clipboard into the secured browser. To configure the Browser protection, open Advanced setup > **Protections** > **Browser protection** and choose from the following configuration options:

- Safe Banking & Browsing
- Browser protection allowlist
- Browser's frame

Safe Banking & Browsing

You can configure the Safe Banking & Browsing in Advanced setup > **Protections** > **Browser protection** > **Safe Banking & Browsing**.

▬ Safe Banking & Browsing

Enable Safe Banking & Browsing—When Safe Banking & Browsing is enabled, all supported web browsers will start in a secure mode by default.

Browser protection

Secure all browsers—Start all supported web browsers in a secure mode.

Extension installation mode—From the drop-down menu, you can select which extensions will be allowed to be installed on a browser secured by ESET:

- **Essential extensions**—Only the most essential extensions developed by a specific browser manufacturer.
- **All extensions**—All extensions supported by a specific browser.

> i Changing the Extension installation mode does not affect previously installed browser extensions.

Secured browser

Enhanced memory protection—If enabled, the memory of secured browser will be protected from inspecting by other processes.

Keyboard protection—If enabled, the information you type with the keyboard into secured browser will be hidden from other applications. This increases protection against keyloggers.

Clipboard protection—If enabled, ESET Security Ultimate will prevent pasting any online payment-related data modified by malware from the clipboard into the secured browser. This ensures protection against potential changes made by malicious software.

Browser's frame—Personalize the display settings for the browser's frame in protected browsers.

Browser protection allowlist—Manage files added to the browser protection allowlist.

Browser Privacy & Security

Enable Browser Privacy & Security—If disabled, the Browser Privacy & Security extension will be uninstalled from all supported browsers across all Windows accounts.

Display Browser Privacy & Security notifications—If enabled, ESET Security Ultimate will show the notifications of Browser Privacy & Security.

Browser script scanner

Enable advanced scanning of browser scripts—If enabled, the antivirus scanner will check all JavaScript programs executed by internet browsers.

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Device control

ESET Security Ultimate provides automatic device (CD/DVD/USB/etc.) control. You can block or adjust extended filters/permissions and define a user's ability to access and work with a given device. This may be useful if the computer administrator wants to prevent using devices containing unsolicited content.

Supported external devices:

- Disk Storage (HDD, USB removable disk)
- CD/DVD
- USB Printer
- FireWire Storage
- Bluetooth Device
- Smart card reader
- Imaging Device
- Modem
- LPT/COM port

- Portable Device (battery-powered devices such as media players, smartphones, plug-and-play devices, etc.)

- All device types

Device control setup options can be modified in Advanced setup > **Protections** > **Device control**.

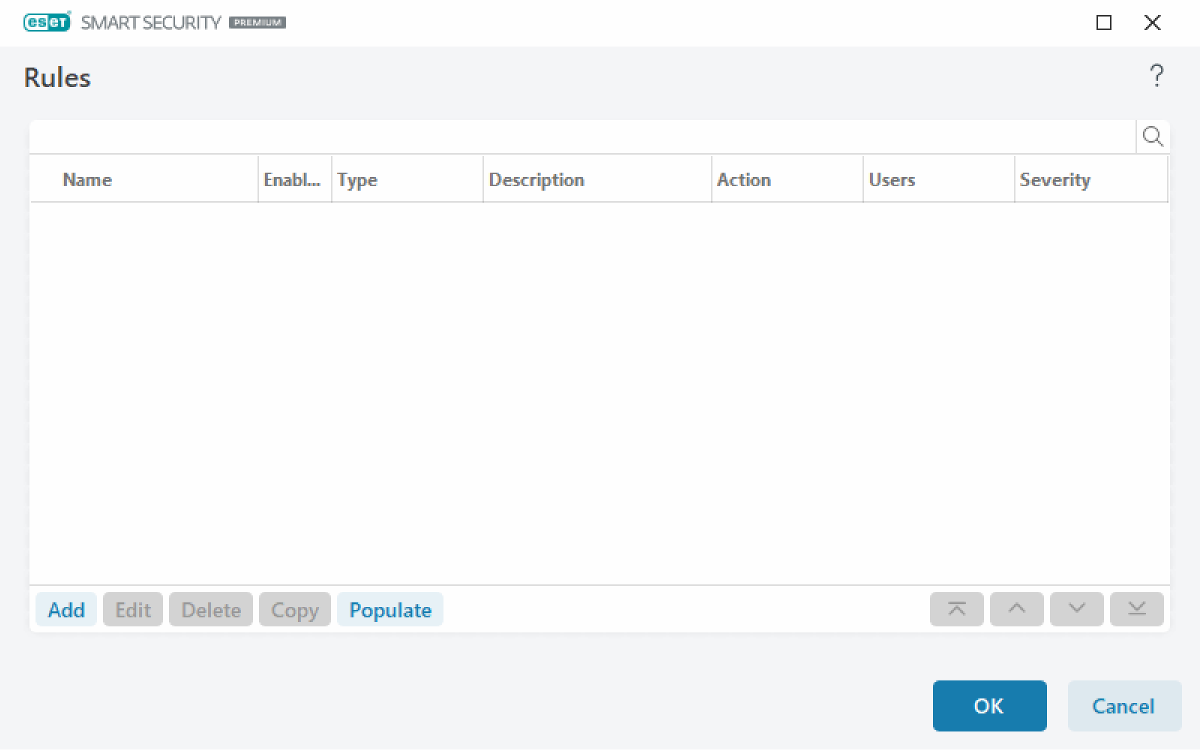
Click the **Enable Device control** toggle to enable the Device control feature in ESET Security Ultimate; you must restart your computer for this change to take effect. After enabling Device control, you can define the **Rules** in the Rules editor window.

> You can create different groups of devices where different rules will be applied. You can also create only one group of devices for which the rule with action **Allow** or **Write Block** will be applied. This ensures blocking unrecognized devices by Device control when connected to your computer.

If a device blocked by an existing rule is inserted, a notification window will be displayed and access to the device will not be granted.

Device control rules editor

The **Device control rules editor** window displays existing rules and allows for precise control of external devices that users connect to the computer.



Specific devices can be allowed or blocked per user or user group and based on additional device parameters that can be specified in the rule configuration. The list of rules contains several descriptions of a rule such as name, type of external device, action to perform after connecting an external device to your computer and logging severity. See also Adding Device control rules.

Click **Add** or **Edit** to manage a rule. Click **Copy** to create a new rule with pre-defined options used for another selected rule. XML strings displayed when clicking a rule can be copied to the clipboard to help system administrators export/import these data and use them.

By pressing **CTRL** and clicking, you can select multiple rules and apply actions, such as deleting or moving them up or down the list, to all selected rules. The **Enabled** check box disables or enables a rule; this can be useful if you want to keep the rule.

Click **Populate** to auto-populate removable media device parameters for devices connected to your computer.

Rules are listed in order of priority with higher-priority rules closer to the top. Rules can be moved by clicking ⤒ ˄ ˅ ⤓ **Top/Up/Down/Bottom** and can be moved individually or in groups.

Log entries can be viewed in the main program window > **Tools** > Log files.

The Device control log records all occurrences where Device control is triggered.

Detected devices

The **Populate** button provides an overview of all currently connected devices with information about device type, vendor, model and serial number (if available). If you want to see all hidden devices, select **Show hidden devices**.

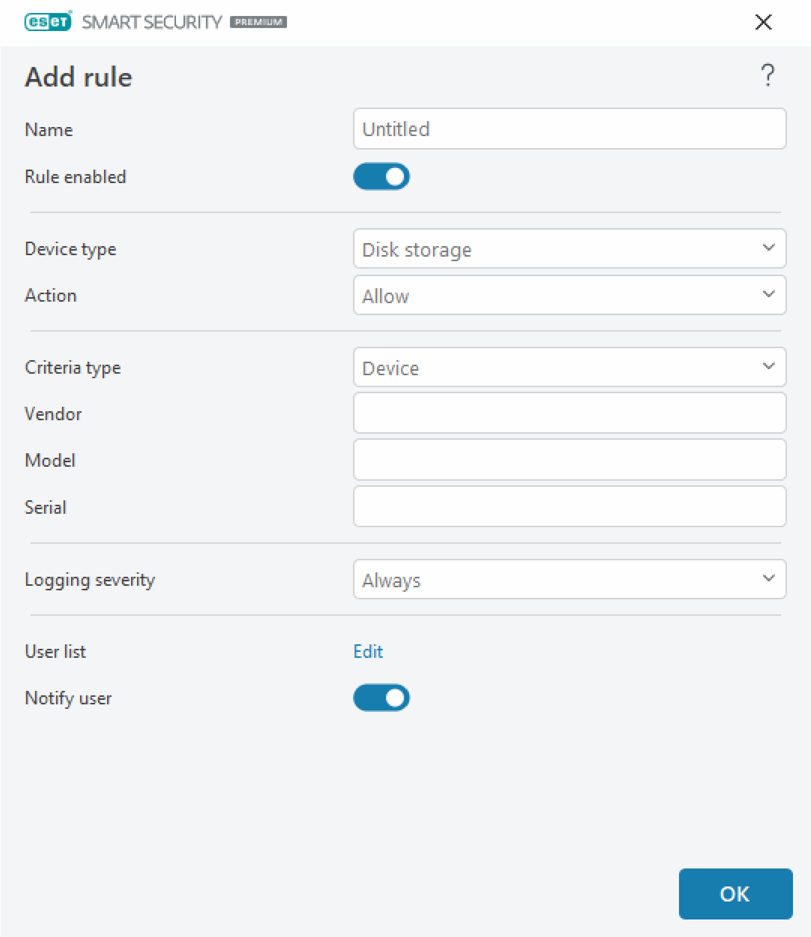
Select a device from the list of Detected devices and click **OK** to add a device control rule with pre-defined information (all settings can be adjusted).

Devices in low power (sleep) mode are marked with a warning icon ❗. To enable the **OK** button and add a rule for this device:

- Reconnect the device
- Use the device (for example, start the Camera app in Windows to wake up a webcam)

Adding Device control rules

A Device control rule defines an action to take when a device meeting the rule criteria is connected to the computer.


ESET SMART SECURITY PREMIUM

Add rule

Name	Untitled
Rule enabled	●
Device type	Disk storage
Action	Allow
Criteria type	Device
Vendor	
Model	
Serial	
Logging severity	Always
User list	Edit
Notify user	●

Type a description of the rule into the **Name** field for better identification. Click the toggle next to **Rule enabled** to disable or enable this rule; this can be useful if you do not want to delete the rule permanently.

Device type

Choose the external device type from the drop-down menu (Disk storage/Portable device/Bluetooth/FireWire/...). Device type information is collected from the operating system and can be seen in the system Device manager if a device is connected to the computer. Storage devices include external disks or conventional memory card readers connected via USB or FireWire. Smart card readers include all readers of smart cards with an embedded integrated circuit, such as SIM cards or authentication cards. Examples of imaging devices are scanners or cameras. Because these devices only provide information about their actions and do not provide information about users, they can only be blocked globally.

Action

Access to non-storage devices can either be allowed or blocked. In contrast, rules for storage devices enable you to select one of the following rights settings:

- **Allow**—Full access to the device will be allowed.
- **Block**—Access to the device will be blocked.
- **Write Block**—Only read access to the device will be allowed.
- **Warn**—Each time a device is connected, the user will be notified if it is allowed/blocked, and a log entry will be recorded. Devices are not remembered and a notification will still be displayed in case of subsequent connections of the same device.

Not all actions (permissions) are available for all device types. If it is a device of storage type, all four actions are available. For non-storage devices, there are only three actions available (for example, **Write Block** is not available for Bluetooth; therefore, Bluetooth devices can only be allowed, blocked or warned).

Criteria type

Select **Device group** or **Device**.

Additional parameters shown below can be used to fine-tune rules for different devices. All parameters are case-sensitive and support wildcards (*, ?):

- **Vendor**—Filter by vendor name or ID.
- **Model**—The given name of the device.
- **Serial**—External devices usually have their own serial numbers. In the case of a CD/DVD, this is the serial number of the given media, not the CD drive.

> If these parameters are undefined, the rule will ignore these fields while matching. Filtering parameters in all text fields are case-sensitive and support wildcards (a question mark (?) represents a single character, whereas an asterisk (*) represents a string of zero or more characters).

> To view information about a device, create a rule for that type of device, connect the device to your computer and then check the device details in the Device control log.

Logging severity

ESET Security Ultimate saves all important events in a log file, which can be viewed directly from the main menu. Click **Tools** > **Log files** and then select **Device control** from the **Log** drop-down menu.

- **Always**—Logs all events.
- **Diagnostic**—Logs information needed to fine-tune the program.
- **Information**—Records informative messages, including successful update messages, plus all records above.
- **Warning**—Records critical errors and warning messages.
- **None**—No logs will be recorded.

User list

Rules can be limited to certain users or user groups by adding them to the User list clicking **Edit** next to **User list**.

- **Add**—Opens the **Object types: Users or Groups** dialog window that enables you to select desired users.
- **Delete**—Removes the selected user from the filter.

User list limitations

The User list cannot be defined for rules with specific Device types:

- USB Printer
- Bluetooth device
- Smart card reader
- Imaging device
- Modem
- LPT/COM port

Notify user—If a device blocked by an existing rule is inserted, a notification window will be displayed.

Device groups

A device connected to your computer may pose a security risk.

The Device groups window is divided into two parts. The right part of the window contains a list of devices belonging to the respective group, and the left part contains created groups. Select a group to display devices in the right pane.

When you open the Device groups window and select a group, you can add or remove devices from the list. Another way to add devices to the group is to import them from a file. Alternatively, you can click **Populate** button, and all devices connected to your computer will be listed in the **Detected devices** window. Select devices from the populated list to add them to the group by clicking **OK**.

Control elements

Add—You can add a group by typing its name or a device to an existing group, depending on which part of the window you clicked the button.

Edit—Allows you modify the name of the selected group or device's parameters (vendor, model, serial number).

Delete—Deletes the selected group or device depending on which part of the window you clicked on the button.

Import—Imports a list of devices from a text file. Importing devices from a text file requires correct formatting:

- Each device starts at a new line.
- **Vendor**, **Model**, and **Serial** must be present for each device and separated with a comma.

Here is an example of the text file content:

```
Kingston,DT 101 G2,001CCE0DGRFC0371
04081-0009432,USB2.0 HD WebCam,20090101
```

Export—Exports a list of devices to a file.

The **Populate** button provides an overview of all currently connected devices with information about device type, vendor, model and serial number (if available).

Add device

Click **Add** in the right window to add a device to an existing group. Additional parameters shown below can be used to fine-tune rules for different devices. All parameters are case-sensitive and support wildcards (*, ?):

- **Vendor**—Filter by vendor name or ID.
- **Model**—The given name of the device.
- **Serial**—External devices usually have their own serial numbers. In the case of a CD/DVD, this is the serial number of the given media, not the CD drive.
- **Description**—Your description of the device for better organization.

> ℹ The rule will ignore these fields while matching if these parameters are undefined. Filtering parameters in all text fields are case-sensitive and support wildcards (a question mark [?] represents a single character, whereas an asterisk [*] represents a string of zeros or more characters).

Click **OK** to save changes. Click **Cancel** to leave the **Device groups** window without saving changes.

> ℹ After creating a device group, you have to add a new device control rule for the created device group and choose the action to take.

Not all actions (permissions) are available for all device types. All four actions are available if it is a storage-type device. For non-storage devices, only three actions are available (for example, **Write Block** is not available for Bluetooth; therefore, Bluetooth devices can only be allowed, blocked or warned).

Webcam protection

Webcam protection informs you about processes and applications that access your computer's web camera. When an application tries to access your camera, you get a notification to **allow** or **block** the access. The color of the alert window depends on the application's reputation.

Webcam protection setup options can be modified in Advanced setup > **Protections** > **Device control** > **Webcam protection**.

To activate the Webcam protection feature in ESET Security Ultimate, enable the toggle next to **Enable Webcam protection**.

When Webcam protection is enabled, **Rules** become active, enabling you to open the Rules editor window.

To turn off alerts for applications with a rule present that were modified but still have a valid digital signature (for example, an application update), enable the toggle next to **Disable webcam access alerts for modified applications**.

Webcam protection rules editor

This window displays existing rules and allows for control of applications and processes that access your computer's web camera based on the action you have taken.

The following actions are available:

- **Allow access**
- **Block access**
- **Ask** (Asks user every time an application tries to access webcam)

Deselect the checkbox in the **Notify** column to stop receiving notifications when an applications access the webcam.

> Illustrated instructions
> How to create and edit Webcam rules in ESET Security Ultimate.

ThreatSense

ThreatSense is comprised of many complex threat detection methods. This technology is proactive, which means it also provides protection during the early spread of a new threat. It uses a combination of code analysis, code emulation, generic signatures and virus signatures which work in concert to significantly enhance system security. The scanning engine is capable of controlling several data streams simultaneously, maximizing efficiency and detection rate. ThreatSense technology also successfully eliminates rootkits.

ThreatSense engine setup options enable you to specify several scan parameters:

- File types and extensions that are to be scanned
- The combination of various detection methods
- Levels of cleaning, etc.

To enter the setup window, click **ThreatSense** in the Advanced setup for any module that uses ThreatSense technology (see below). Different security scenarios may require different configurations. With this in mind, ThreatSense is individually configurable for the following protection modules:

- Real-time file system protection
- Idle-state scanning
- Startup scan
- Document protection
- Email client protection
- Web access protection
- Computer scan

ThreatSense parameters are highly optimized for each module, their modification can significantly influence system operation. For example, changing parameters to always scan runtime packers, or enabling advanced heuristics in the Real-time file system protection module could result in system slow-down (normally, only newly-created files are scanned using these methods). We recommend that you leave the default ThreatSense parameters unchanged for all modules except Computer scan.

Objects to scan

This section enables you to define which computer components and files will be scanned for infiltrations.

Operating memory—Scans for threats that attack the operating memory of the system.

Boot sectors/UEFI—Scans boot sectors for the presence of malware in the master boot record. Read more about UEFI in the glossary.

Email files—The program supports the following extensions: DBX (Outlook Express) and EML.

Archives—The program supports the following extensions: ARJ, BZ2, CAB, CHM, DBX, GZIP, ISO/BIN/NRG, LHA, MIME, NSIS, RAR, SIS, TAR, TNEF, UUE, WISE, ZIP, ACE, and many others.

Self-extracting archives—Self-extracting archives (SFX) are archives that can extract themselves.

Runtime packers—After being executed, runtime packers (unlike standard archive types) decompress in memory. In addition to standard static packers (UPX, yoda, ASPack, FSG, etc.), the scanner is able to recognize several additional types of packers through the use of code emulation.

Scan options

Select the methods used when scanning the system for infiltrations. The following options are available:

Heuristics—A heuristic is an algorithm that analyzes the (malicious) activity of programs. The main advantage of this technology is the ability to identify malicious software which did not exist or was not covered by the previous versions of the detection engine module. The disadvantage is a (very small) probability of false alarms.

Advanced heuristics/DNA signatures—Advanced heuristics are a unique heuristic algorithm developed by ESET, optimized for detecting computer worms and trojan horses and written in high-level programming languages. The use of advanced heuristics greatly increases the threat detection capabilities of ESET products. Signatures can reliably detect and identify viruses. Utilizing the automatic update system, new signatures are available within a few hours of a threat discovery. The disadvantage of signatures is that they only detect viruses they know (or slightly modified versions of these viruses).

Cleaning

The cleaning settings determine the behavior of ESET Security Ultimate while cleaning objects. There are 4 levels of cleaning:

ThreatSense has the following remediation (i.e. cleaning) levels.

Remediation in ESET Security Ultimate

Cleaning level	Description
Always remedy detection	Attempt to remediate the detection while cleaning objects without any end-user intervention. In some rare cases (for example, system files), if the detection cannot be remediated, the reported object is left in its original location.

Cleaning level	Description
Remedy detection if safe, keep otherwise	Attempt to remediate the detection while cleaning objects without any end-user intervention. In some cases (for example, system files or archives with both clean and infected files), if detection cannot be remediated, the reported object is left in its original location.
Remedy detection if safe, ask otherwise	Attempt to remediate the detection while cleaning objects. In some cases, if no action can be performed, the end-user receives an interactive alert and must select a remediation action (for example, delete or ignore). This setting is recommended in most cases.
Always ask the end-user	The end-user receives an interactive window while cleaning objects and must select a remediation action (for example, delete or ignore). This level is designed for more advanced users who know which steps to take in the event of a detection.

Exclusions

An extension is the part of a filename delimited by a period. An extension defines the type and content of a file. This section of the ThreatSense setup lets you define the types of files to scan.

Other

When configuring ThreatSense engine parameters for an On-demand computer scan, the following options in **Other** section are also available:

Scan alternate data streams (ADS)—Alternate data streams used by the NTFS file system are file and folder associations which are invisible to ordinary scanning techniques. Many infiltrations try to avoid detection by disguising themselves as alternate data streams.

Run background scans with low priority—Each scanning sequence consumes a certain amount of system resources. If you work with programs that place a high load on system resources, you can activate low priority background scanning and save resources for your applications.

Log all objects—The Scan log will show all the scanned files in self-extracting archives, even those not infected (may generate a lot of scan log data and increase the scan log file size).

Enable Smart optimization—With Smart Optimization enabled, the most optimal settings are used to ensure the most efficient scanning level, while simultaneously maintaining the highest scanning speeds. The various protection modules scan intelligently, making use of different scanning methods and applying them to specific file types. If the Smart Optimization is disabled, only the user-defined settings in the ThreatSense core of the specific modules are applied when performing a scan.

Preserve last access timestamp—Select this option to keep the original access time of scanned files instead of updating them (for example, for use with data backup systems).

Limits

The Limits section enables you to specify the maximum size of objects and levels of nested archives to be scanned:

Object settings

Maximum object size—Defines the maximum size of objects to be scanned. The given antivirus module will then scan only objects smaller than the size specified. This option should only be changed by advanced users who may have specific reasons for excluding larger objects from scanning. Default value: unlimited.

Maximum scan time for object (sec.)—Defines the maximum time value for the scan of files in a container object (such as a RAR/ZIP archive or an email with multiple attachments). This setting does not apply for standalone files. If a user-defined value has been entered and that time has elapsed, a scan will stop as soon as possible, regardless of whether the scan of each file in a container object has finished.
In the case of an archive with large files, the scan will stop no sooner than a file from the archive is extracted (for example, when a user-defined variable is 3 seconds, but the extraction of a file takes 5 seconds). The rest of the files in the archive will not be scanned when that time has elapsed.
To limit scanning time, including bigger archives, use **Maximum object size** and **Maximum size of file in archive** (not recommended due to possible security risks).
Default value: unlimited.

Archive scan setup

Archive nesting level—Specifies the maximum depth of archive scanning. Default value: 10.

Maximum size of file in archive—This option enables you to specify the maximum file size for files contained in archives (when they are extracted) that are to be scanned. The maximum value is **3 GB**.

We do not recommend changing the default values; under normal circumstances, there should be no reason to modify them.

Cleaning levels

To change cleaning level settings for a desired protection module, expand **ThreatSense** (for example, **Real-time file system protection**) and then choose a **Cleaning level** from the drop-down menu.

ThreatSense has the following remediation (i.e. cleaning) levels.

Remediation in ESET Security Ultimate

Cleaning level	Description
Always remedy detection	Attempt to remediate the detection while cleaning objects without any end-user intervention. In some rare cases (for example, system files), if the detection cannot be remediated, the reported object is left in its original location.
Remedy detection if safe, keep otherwise	Attempt to remediate the detection while cleaning objects without any end-user intervention. In some cases (for example, system files or archives with both clean and infected files), if detection cannot be remediated, the reported object is left in its original location.
Remedy detection if safe, ask otherwise	Attempt to remediate the detection while cleaning objects. In some cases, if no action can be performed, the end-user receives an interactive alert and must select a remediation action (for example, delete or ignore). This setting is recommended in most cases.

Cleaning level	Description
Always ask the end-user	The end-user receives an interactive window while cleaning objects and must select a remediation action (for example, delete or ignore). This level is designed for more advanced users who know which steps to take in the event of a detection.

File extensions excluded from scanning

Excluded file extensions are a part of ThreatSense. To configure excluded file extensions, click **ThreatSense** in the Advanced setup for any module that uses ThreatSense technology.

An extension is the part of a file name delimited by a period. An extension defines the type and content of a file. This section of ThreatSense setup lets you define the types of files to scan.

i Not to be confused with Processes exclusions, HIPS exclusions or File/folder exclusions.

By default, all files are scanned. Any extension can be added to the list of files excluded from scanning.

Excluding files is sometimes necessary if scanning certain file types prevents the program that is using certain extensions from running properly. For example, it may be advisable to exclude the `.edb`, `.eml` and `.tmp` extensions when using Microsoft Exchange servers.

✓ To add a new extension to the list, click **Add**. Type the extension into the blank field (for example tmp) and click **OK**. When you select **Enter multiple values**, you can add multiple file extensions delimited by lines, commas or semicolons (for example, choose **Semicolon** from drop-down menu as a separator, and type `edb;eml;tmp`).
You can use a special symbol ? (question mark). The question mark represents any symbol (for example `?db`).

i To see the exact extension (if any) of a file in a Windows operating system you have to select the **File name extensions** check box in **Windows Explorer** > **View** (tab).

Additional ThreatSense parameters

To edit these settings open Advanced setup > **Protections** > **Real-time file system protection** > **Additional ThreatSense parameters**.

Additional ThreatSense parameters for newly created and modified files

The probability of infection in newly-created or modified files is comparatively higher than in existing files. For this reason, the program checks these files with additional scanning parameters. ESET Security Ultimate uses advanced heuristics, which can detect new threats before the detection engine update is released in combination with signature-based scanning methods.

In addition to newly-created files, scanning is also performed on **Self-extracting archives** (.sfx) and **Runtime packers** (internally compressed executable files). By default, archives are scanned up to the 10th nesting level, and are checked regardless of their actual size. To modify archive scan settings, deselect **Default archive scan settings**.

Additional ThreatSense parameters for executed files

Advanced heuristics on file execution—By default, Advanced heuristics is used when files are executed. When enabled, we strongly recommend keeping Smart optimization and ESET LiveGrid® enabled to mitigate impact on system performance.

Advanced heuristics on executing files from removable media—Advanced heuristics emulates code in a virtual environment and evaluates its behavior before the code is allowed to run from removable media.

Tools

You can configure advanced settings for features that offer additional security and help simplify ESET Security Ultimate administration in Advanced setup > **Tools**.

- Microsoft Windows® update
- ESET CMD
- Log files
- Gamer mode
- Diagnostics

Microsoft Windows® update

The Windows update feature is an important component of protecting users from malicious software. For this reason, it is vital that you install Microsoft Windows updates as soon as they become available. ESET Security Ultimate notifies you about missing updates according to the level you specify in Advanced setup > **Tools**. The following levels are available:

- **No updates**—No system updates will be offered for download.
- **Optional updates**—Updates marked as low priority and higher will be offered for download.
- **Recommended updates**—Updates marked as common and higher will be offered for download.
- **Important updates**—Updates marked as important and higher will be offered for download.
- **Critical updates**—Only critical updates will be offered for download.

Dialog window - System updates

If there are updates for your operating system, ESET Security Ultimate displays a notification in the main program window > **Overview**. Click **More information** to open the System updates window.

The System updates window shows the available updates ready to be downloaded and installed. The update type is shown next to the name of the update.

Double-click any update row to display the Update information window with additional information.

Click **Run system update** to download and install all listed operating system updates.

Update information

The System updates window shows the list of available updates ready to be downloaded and installed. The update priority level is shown next to the name of the update.

Click **Run system update** to start downloading and installing operating system updates.

Right-click any update row and click **Show information** to display a new window with additional info.

ESET CMD

This is a feature that enables advanced ecmd commands. It enables you to export and import settings using the command line (ecmd.exe). Until now, it was possible to export and import settings using GUI only. ESET Security Ultimate configuration can be exported to an *.xml* file.

When you have enabled ESET CMD, there are two authorization methods available:

- **None**—No authorization. We do not recommend you this method because it allows the import of any unsigned configuration, which is a potential risk.

- **Advanced setup password**—A password is required to import a configuration from an .xml file, this file must be signed (see signing .xml configuration file further down). The password specified in Access Setup must be provided before a new configuration can be imported. If you do not have access setup enabled, your password does not match or the .xml configuration file is not signed, the configuration will not be imported.

When ESET CMD is enabled, you can use the command line to import or export ESET Security Ultimate configurations. You can do it manually or create a script for the purpose of automation.

> ! To use advanced ecmd commands, you need to run them with administrator privileges, or open a Windows Command Prompt (cmd) using **Run as administrator**. Otherwise, you will get **Error executing command**. message. Also, when exporting a configuration, the destination folder must exist. The export command still works when the ESET CMD setting is switched off.

> ✓ Export settings command:
> `ecmd /getcfg c:\config\settings.xml`
>
> Import settings command:
> `ecmd /setcfg c:\config\settings.xml`

> i Advanced ecmd commands can only be run locally.

Signing an *.xml* configuration file:

1. Download the XmlSignTool executable.

2. Open a Windows Command Prompt (cmd) using **Run as administrator**.

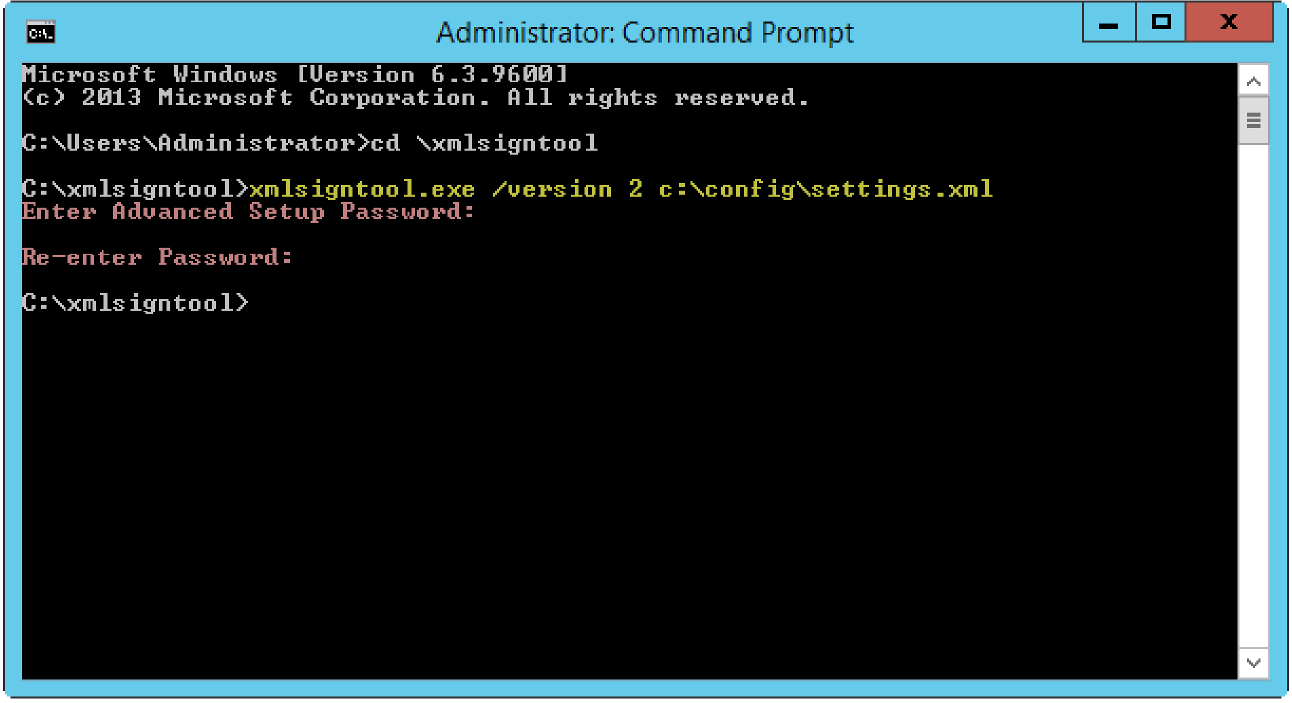
3. Navigate to the save location of `xmlsigntool.exe`

4. Execute a command to sign the *.xml* configuration file, usage: `xmlsigntool /version 1|2 <xml_file_path>`

> The value of the `/version` parameter depends on the version of your ESET Security Ultimate. Use `/version 1` for earlier versions of ESET Security Ultimate than 11.1. Use `/version 2` for the current version of ESET Security Ultimate.

5. Type and re-type your Advanced setup password when prompted by the XmlSignTool. Your *.xml* configuration file is now signed and can be used to import another instance of ESET Security Ultimate with ESET CMD using the password authorization method.

> ✓ Sign exported configuration file command:
> `xmlsigntool /version 2 c:\config\settings.xml`



```
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>cd \xmlsigntool

C:\xmlsigntool>xmlsigntool.exe /version 2 c:\config\settings.xml
Enter Advanced Setup Password:

Re-enter Password:

C:\xmlsigntool>
```

> If your Access Setup password changes and you want to import a configuration that was signed earlier with an old password, you need to sign the *.xml* configuration file again using your current password. This enables you to use an earlier configuration file without exporting it to another machine running ESET Security Ultimate before the import.

> Enabling ESET CMD without an authorization is not recommended, since this will allow the import of any unsigned configuration. Set the password in Advanced setup > **User interface** > **Access setup** to prevent from unauthorized modification by users.

Log files

You can find the Logging configuration of ESET Security Ultimate in Advanced setup > **Tools** > **Log files**. The logs section is used to define how the logs will be managed. The program automatically deletes older logs in order to save hard disk space. You can specify the following options for log files:

Minimum logging verbosity—Specifies the minimum verbosity level of events to be logged.

- **Diagnostic**—Logs information needed to fine-tune the program and all records above.

- **Informative**—Records informative messages, including successful update messages, plus all records above.
- **Warnings**—Records critical errors and warning messages.
- **Errors**—Errors such as "Error downloading file" and critical errors will be recorded.
- **Critical**—Logs only critical errors (error starting Antivirus protection, Firewall, etc...).

> All blocked connections will be recorded when you select the Diagnostic verbosity level.

Log entries older than the specified number of days in the **Automatically delete records older than (days)** field will automatically be deleted.

Optimize log files automatically—If checked, log files will be automatically be defragmented if the percentage is higher than value specified in the **If the number of unused records exceeds (%)** field.

Click **Optimize** to begin defragmenting the log files. All empty log entries are removed during this process, which improves performance and log processing speed. This improvement can be observed especially if the logs contain a large number of entries.

Enable text protocol enables the storage of logs in another file format separate from Log files:

- **Target directory**—The directory where log files will be stored (only applies to Text/CSV). Each log section has its own file with a pre-defined filename (for example, virlog.txt for the **Detections** section of log files, if you use a plain text file format to store logs).
- **Type**—If you select the **Text** file format, logs will be stored in a text file and data will be separated into tabs. The same applies to the comma-separated **CSV** file format. If you choose **Event**, logs will be stored in the Windows Event log (can be viewed using Event Viewer in Control panel) as opposed to the file.
- **Delete all log files**—Erases all stored logs currently selected in the **Type** drop-down menu. A notification about successful deletion of the logs will be shown.

> To help resolve issues more quickly, ESET may ask you to provide logs from your computer. ESET Log Collector makes it easy for you to collect the information needed. For more information about ESET Log Collector, please visit our ESET Knowledgebase article.

Gamer mode

Gamer mode is a feature for users that demand uninterrupted usage of their software, do not want to be disturbed by notification/alert windows, and want to minimize CPU usage. Gamer mode can also be used during presentations that cannot be interrupted by antivirus activity. By enabling this feature, all pop-up windows are disabled and the activity of the scheduler will be stopped completely. System protection still runs in the background but does not demand any user interaction.

You can enable or disable Gamer mode in the main program window under **Setup** > **Computer protection** by clicking ○ or ● next to **Gamer mode**. Enabling Gamer mode is a potential security risk, so the protection status icon in the taskbar will turn orange and display a warning. You will also see this warning in the main program window where you will see **Gamer mode active** in orange.

Activate **Enable Gamer mode when running applications in full-screen mode automatically** in Advanced setup > **Tools** > **Gamer mode** to have Gamer mode start whenever you initiate a full-screen application and stop after you exit the application.

Activate **Disable Gamer mode automatically after** to define the amount of time after which Gamer mode will automatically be disabled.

> ℹ If the Firewall is in Interactive mode and Gamer mode is enabled, you might have trouble connecting to the internet. This can be problematic if you start a game that connects to the internet. Normally, you would be asked to confirm such an action (if no communication rules or exceptions have been defined), but user interaction is disabled in Gamer mode. To allow communication, define a communication rule for any application that might encounter this issue, or use a different Filtering mode in the Firewall. Keep in mind that if Gamer mode is enabled and you go to a website or application that might be a security risk, it may be blocked without any explanation or warning because user interaction is disabled.

Diagnostics

Diagnostics provides application crash dumps of ESET processes (for example, ekrn). If an application crashes, a dump will be generated. This can help developers debug and fix various ESET Security Ultimate problems.

Click the drop-down menu next to **Dump type** and select one of three available options:

- Select **Disable** to disable this feature.
- **Mini** (default)—Records the smallest set of useful information that may help identify why the application crashed unexpectedly. This kind of dump file can be useful when space is limited. However, because of the limited information included, errors that were not directly caused by the thread that was running at the time of the problem may not be discovered by an analysis of this file.
- **Full**—Records all the contents of system memory when the application stops unexpectedly. A complete memory dump may contain data from processes that were running when the memory dump was collected.

Target directory—Directory where the dump during the crash will be generated.

Open diagnostics folder—Click **Open** to open this directory in a new *Windows explorer* window.

Create diagnostic dump—Click **Create** to create diagnostic dump files in the **Target directory**.

Advanced logging

Enable advanced logging in marketing messages—Record all events related to marketing messages within the product.

Enable Antispam engine advanced logging—Record all events that occur during antispam scanning. This setting can help developers to diagnose and fix problems related to the ESET Antispam engine.

Enable Anti-Theft engine advanced logging—Record all events that occur in Anti-Theft to allow diagnosing and solving problems.

Enable Browser protection advanced logging—Record all events that occur in Safe Banking & Browsing.

Enable Computer Scanner advanced logging—Record all events that occur while scanning files and folders by a computer scan.

Enable Device control advanced logging—Record all events that occur in Device control. This can help developers diagnose and fix problems related to device control.

Enable Direct Cloud advanced logging—Record all events that occur in ESET LiveGrid®. This can help developers diagnose and fix problems related to ESET LiveGrid®.

Enable Document protection advanced logging—Record all events in Document protection to allow diagnosing and solving problems.

Enable Email client protection advanced logging—Record all events that occur in Email client protection and email client plug-in to allow diagnosing and solving problems.

Enable ESET LiveGuard advanced logging—Record all events that occur in ESET LiveGuard to allow diagnosing and solving problems.

Enable Kernel advanced logging—Record all events that occur in the ESET kernel (ekrn).

Enable Licensing advanced logging—Record all product communication with ESET activation or ESET License Manager servers.

Enable Memory tracing—Record all events that help developers diagnose memory leaks.

Enable Network protection advanced logging—Record all network data passing through the firewall in the PCAP format to help developers diagnose and fix problems related to the firewall.

Enable Network traffic scanner advanced logging—Record all data passing through the Network traffic scanner in the PCAP format to help the developers diagnose and fix problems related to Network traffic scanner.

Enable Operating System advanced logging—Record additional information about the operating system, such as running processes, CPU activity, and disc operations. This can help developers diagnose and fix problems related to the ESET product running on your operating system.

Enable Parental control advanced logging—Record all events that occur in Parental control. This can help developers diagnose and fix problems related to parental control.

Enable push messaging advanced logging—Record all events that occur during push messaging.

Enable Real-time file system protection advanced logging—Record all events that occur while scanning files and folders by Real-time file system protection.

Enable Update engine advanced logging—Record all events that occur during the update process. This can help developers diagnose and fix problems related to the Update engine.

Log files are located in *C:\ProgramData\ESET\ESET Security\Diagnostics\*.

Technical support

When contacting ESET Technical Support from the ESET Security Ultimate, you can submit system configuration data. Select **Always submit** from the **Submit system configuration data** drop-down menu to submit the data automatically, or select **Ask before submission** to be prompted before submitting data.

Connectivity

In specific networks, a proxy server can mediate communication between your computer and the internet. If you are using a proxy server, you need to define the following settings. Otherwise, ESET Security Ultimate and its modules cannot update automatically. In ESET Security Ultimate, proxy server setup is available in two different sections of Advanced setup.

Global proxy server settings can be configured in Advanced setup > **Connectivity** > **Proxy server**. Specifying the proxy server at this level defines global proxy server settings for all of ESET Security Ultimate. Parameters here will be used by all modules that require a connection to the internet.

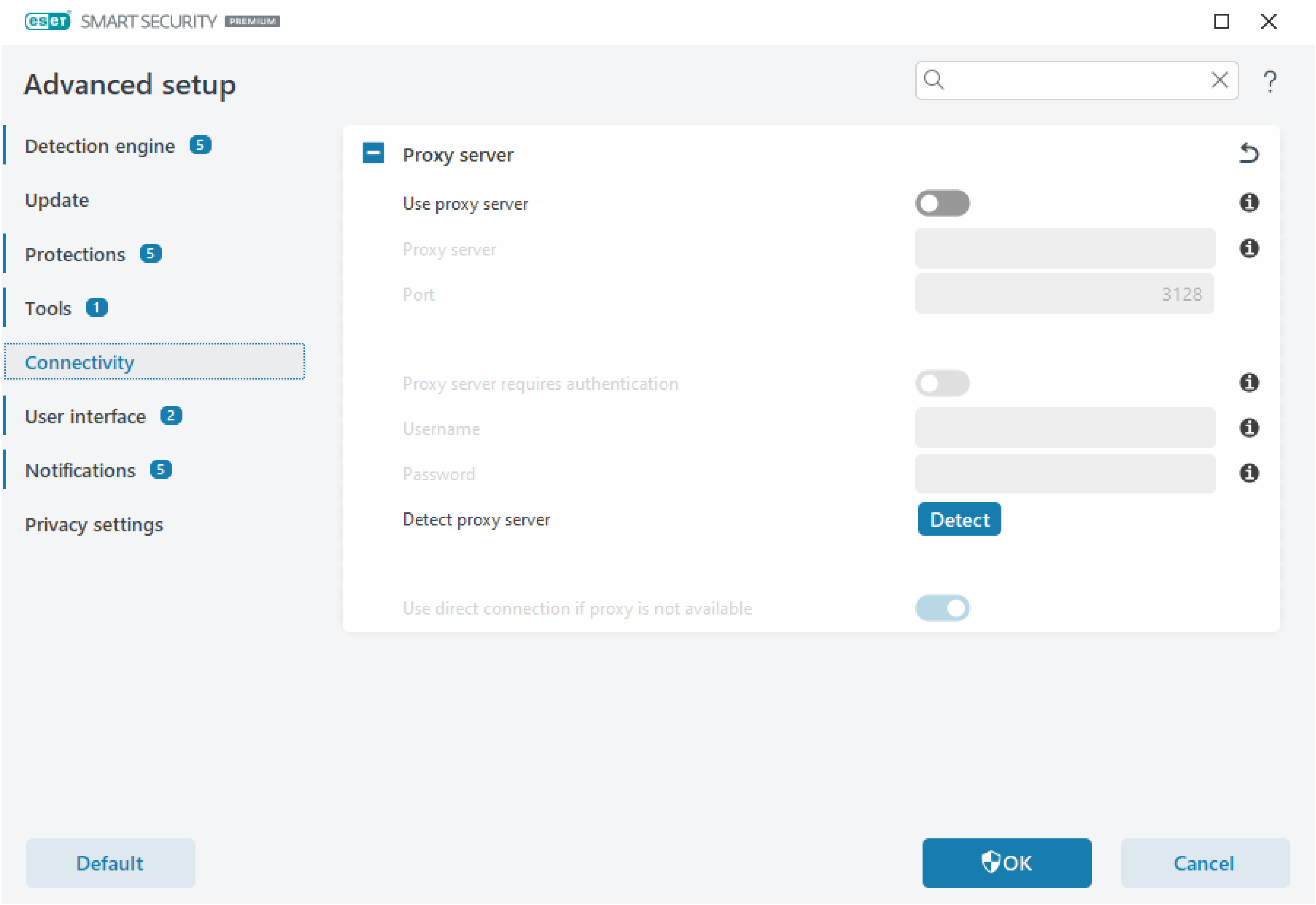
To specify global proxy server settings, enable **Use proxy server** and type the **Proxy server** address together with the proxy server's **Port** number.

If communication with the proxy server requires authentication, select **Proxy server requires authentication** and type a valid **Username** and **Password** into the corresponding fields. Click **Detect proxy server** to detect and populate proxy server settings automatically. ESET Security Ultimate will copy the parameters specified in internet options for Internet Explorer or Google Chrome.

> i You must manually type your Username and Password in the **Proxy server** settings.

Use direct connection if proxy is not available—If ESET Security Ultimate is configured to connect via proxy and the proxy is unreachable, ESET Security Ultimate will bypass the proxy and communicate directly with ESET servers.

Proxy server settings can also be configured in Advanced setup > **Update** > **Profiles** > **Updates** > **Connection options** by selecting **Connection through a proxy server** from the **Proxy mode** drop-down menu. This configuration applies only for updates and is recommended for laptops receiving module updates from remote locations. For more information, refer to Advanced update setup.



Advanced setup

- Detection engine 5
- Update
- Protections 5
- Tools 1
- Connectivity
- User interface 2
- Notifications 5
- Privacy settings

Proxy server

Use proxy server — off

Proxy server

Port 3128

Proxy server requires authentication — off

Username

Password

Detect proxy server — Detect

Use direct connection if proxy is not available — on

User interface

To configure the program's graphical user interface (GUI) behavior, open Advanced setup > **User interface**.

You can adjust the program's visual appearance and effects in the User interface elements Advanced setup screen.

To provide maximum security of your security software, you can prevent uninstallation or any unauthorized changes by protecting the settings by a password using the Access setup tool.

> i To configure the behavior of system notifications, detection alerts and application statuses, see the Notifications section.

User interface elements

You can adjust the ESET Security Ultimate working environment (GUI) to fit your needs in Advanced setup > **User interface** > **User interface elements**.

Color mode—Select the color scheme of the ESET Security Ultimate GUI from the drop-down menu:

- **Same as the system color**—Sets the color scheme of ESET Security Ultimate based on your operating system settings.
- **Dark**—ESET Security Ultimate will have a dark color scheme (dark mode).

- **Light**—ESET Security Ultimate will have a standard, light color scheme.

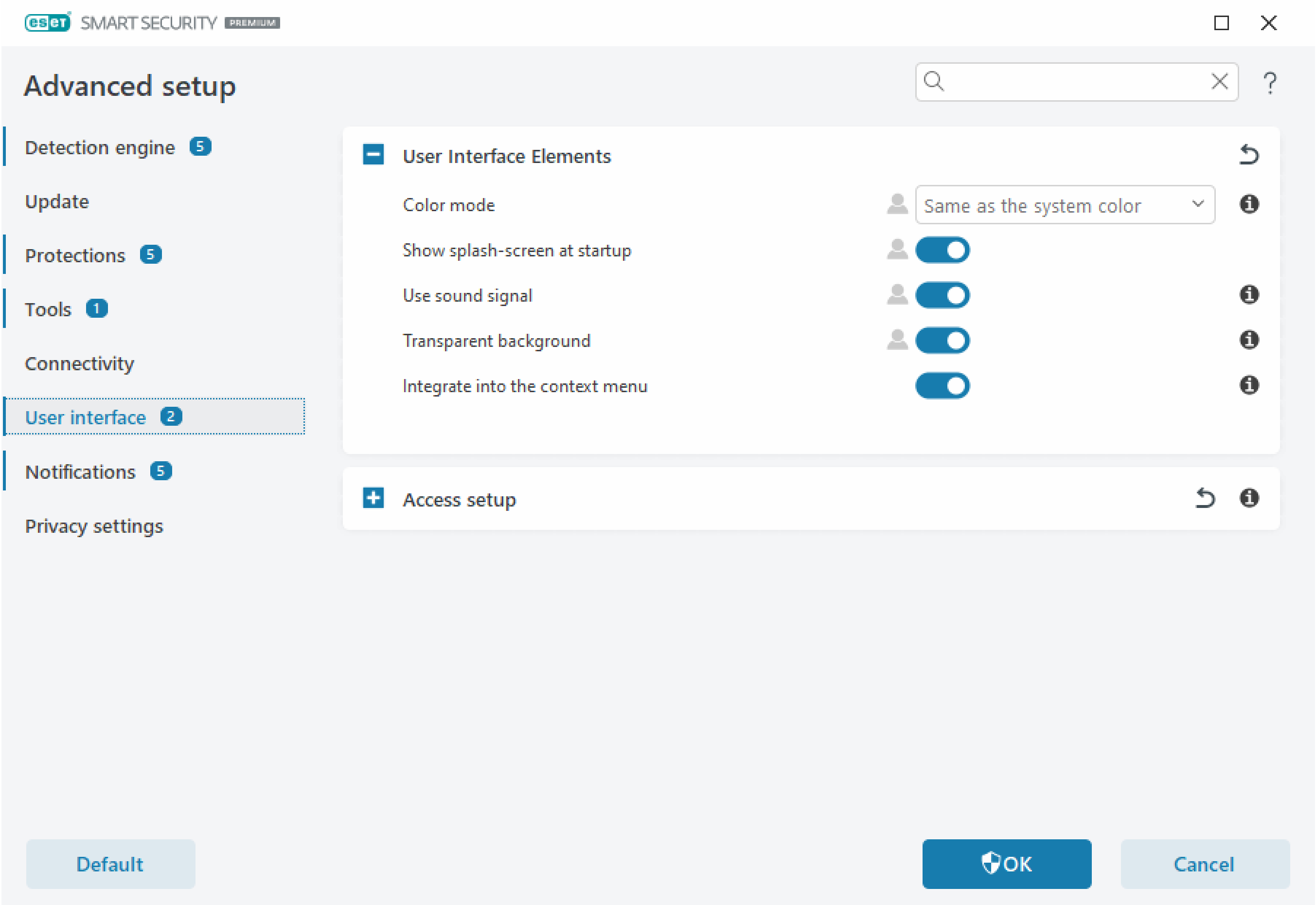
> You can also select the color scheme of ESET Security Ultimate GUI in the top right corner of the main program window.

Show splash-screen at startup—Displays the ESET Security Ultimate splash-screen during startup.

Use sound signal—Plays a sound when important events occur during a scan, for example, when a threat is discovered or when the scan has finished.

Transparent background—Enables a transparent background effect for the main program window. Transparent background is available only for the latest Windows versions (RS4 and later).

Integrate into the context menu—Integrates the ESET Security Ultimate control elements into the context menu.



Advanced setup

User Interface Elements

Color mode: Same as the system color

Show splash-screen at startup: enabled

Use sound signal: enabled

Transparent background: enabled

Integrate into the context menu: enabled

Access setup

Access setup

ESET Security Ultimate settings are a crucial part of your security policy. Unauthorized modifications can potentially endanger the stability and protection of your system. To avoid unauthorized modifications, the setup parameters and uninstallation of ESET Security Ultimate can be password protected. Access setup can be configured in Advanced setup > **User interface** > **Access setup**.

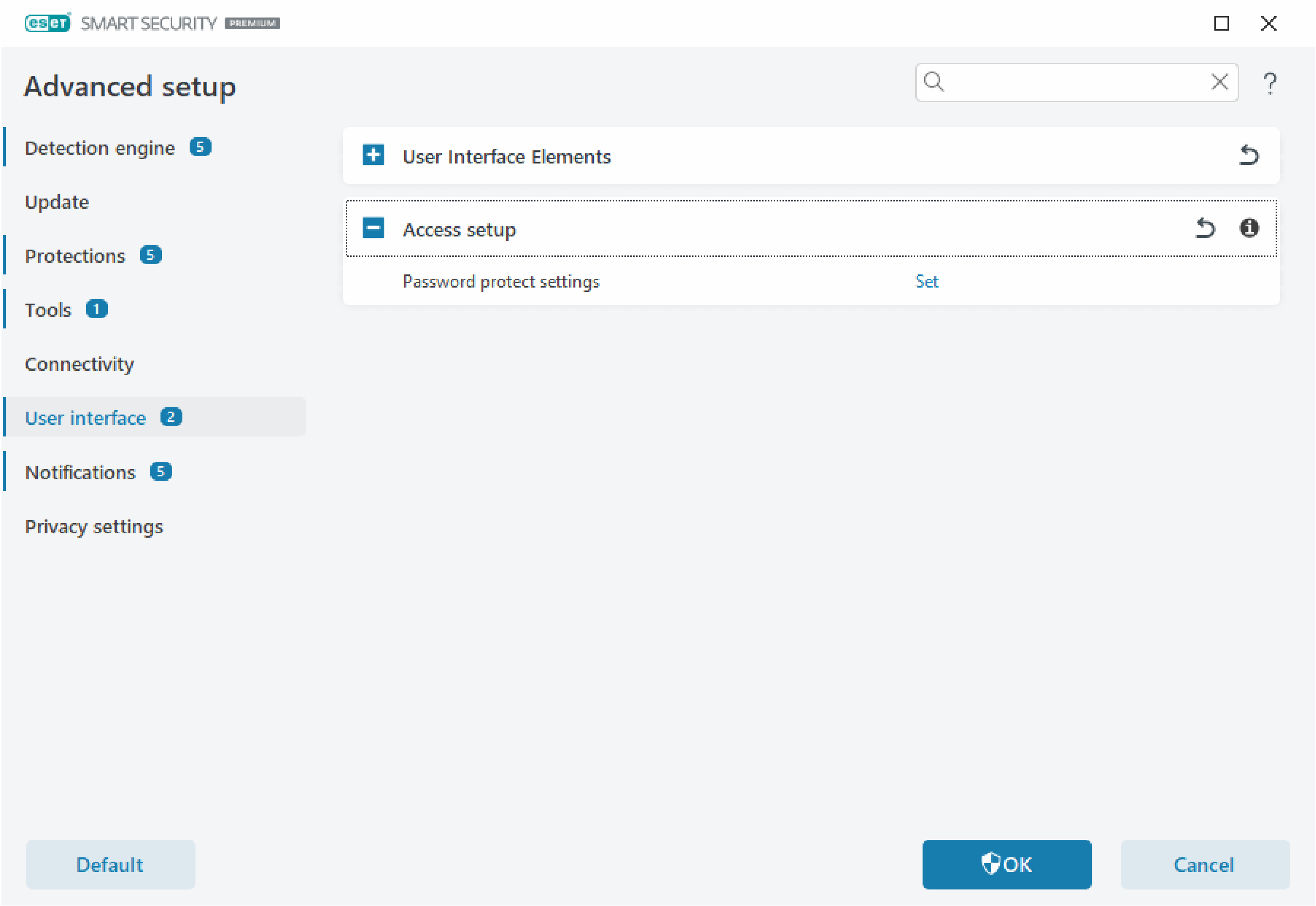
To set a password to protect setup parameters and uninstallation of ESET Security Ultimate, click **Set** next to **Password protect settings**.

When you want to access protected Advanced setup, the window for entering the password is displayed. If you forget or lose your password, click the **Restore password** option below and type the email address you used for subscription registration. ESET will send you an email with the verification code and instruction on how to reset your password.

- How to unlock Advanced setup

To change your password, click **Change password** next to **Password protect settings**.

To remove your password, click **Remove** next to **Password protect settings**.



Password for Advanced setup

To protect the ESET Security Ultimate Advanced setup and to avoid unauthorized modification, type your new password in the **New password** and **Confirm password** fields. Click **OK**.

When you want to change an existing password:

1. Type your old password in the **Old password** field.

2. Type your new password in the **New password** and **Confirm password** fields.

3. Click **OK**.

This password will be required for access to Advanced setup.

If you forget your password, see Unlock your settings password in ESET home products.

To recover your lost ESET activation key, the expiration date of your subscription, or other subscription information for ESET Security Ultimate, see I lost my activation key.

Screen reader support

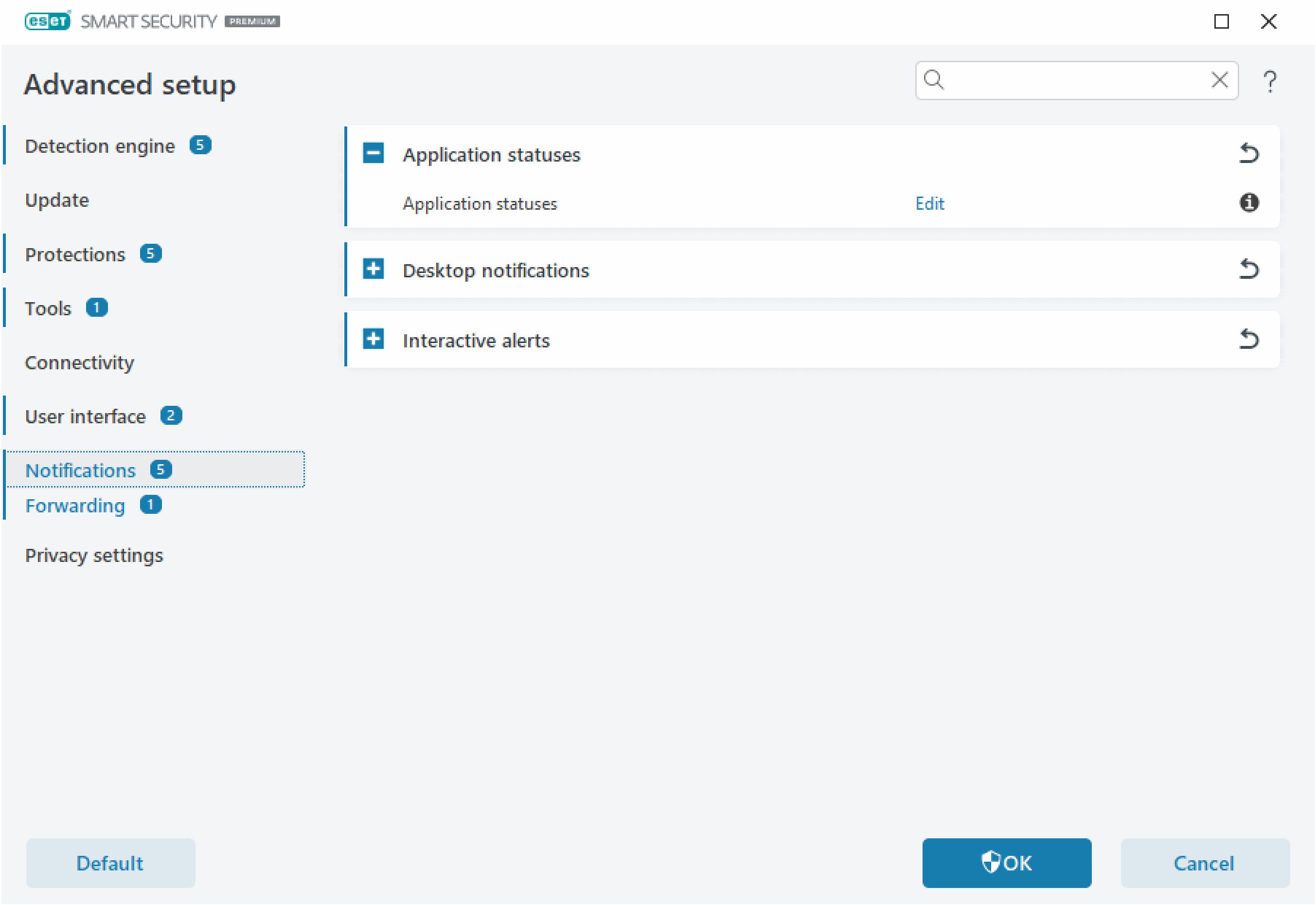
ESET Security Ultimate can be used together with screen readers to enable ESET users with impaired vision to navigate in the product or to configure the settings. The following screen readers are supported (JAWS, NVDA, Narrator).

To make sure the screen reader software can access ESET Security Ultimate GUI correctly, follow the instructions in our Knowledgebase article.

Notifications

To manage ESET Security Ultimate notifications, open Advanced setup > **Notifications**. You can configure the following types of notifications:

- Application statuses—Notifications displayed in the main program window > **Overview**.
- Desktop notifications—Small notification windows next to the system taskbar.
- Interactive alerts—Alert windows and message boxes that require user interaction.
- Forwarding (email notifications)—Notifications are sent to a specified email address.



Application statuses

Application statuses Edit

Desktop notifications

Interactive alerts

Application statuses

Application statuses—Click **Edit** to select which application statuses will be displayed in the main program window > **Overview**.

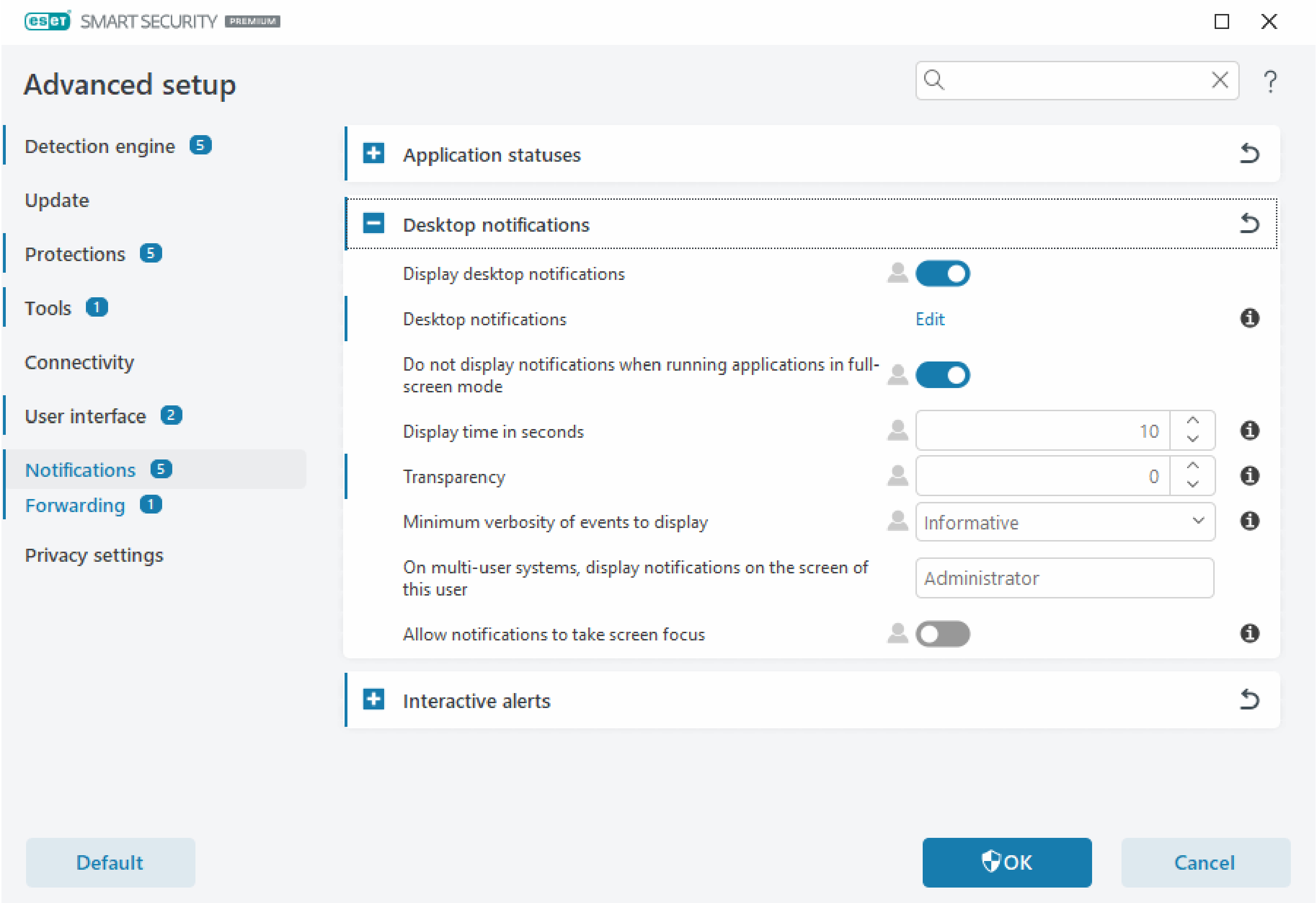
Dialog window - Application statuses

In this dialog window, you can select which application statuses will be displayed. For example, when you pause Antivirus and antispyware protection or enable Gamer mode.

Application status will also be displayed if your product is not activated or your subscription has expired.

Desktop notifications

Desktop notifications are represented by a small notification window next to the system taskbar. By default, it shows for 10 seconds, then it slowly disappears. Notifications include successful product updates, new devices connected, virus scans tasks completion, or new threats found.



Display desktop notifications: on

Desktop notifications: Edit

Do not display notifications when running applications in full-screen mode: on

Display time in seconds: 10

Transparency: 0

Minimum verbosity of events to display: Informative

On multi-user systems, display notifications on the screen of this user: Administrator

Allow notifications to take screen focus: off

Display desktop notifications—We recommend keeping this option enabled so the product can inform you when a new event occurs.

Desktop notifications—Click **Edit** to enable or disable specific Desktop notifications.

Do not display notifications when running applications in full-screen mode—Suppress all non-interactive notifications when running applications in full screen mode.

Display time in seconds—Set the notification visibility duration. The value must be between 3-30 seconds.

Transparency—Set the notification transparency percentage. The supported range is 0 (no transparency) to 80 (very high transparency).

Minimum verbosity of events to display—Set the starting notification severity level displayed. From the drop-down menu, select one of the following options:

o**Diagnostic**—Displays information needed to fine-tune the program and all records above.

o**Informative**—Displays informative messages such as non-standard network events, including successful update messages, plus all records above.

o**Warnings**—Displays warning messages, errors and critical errors (for example, update failed).

o**Errors**—Displays errors (for example, document protection not started) and critical errors.

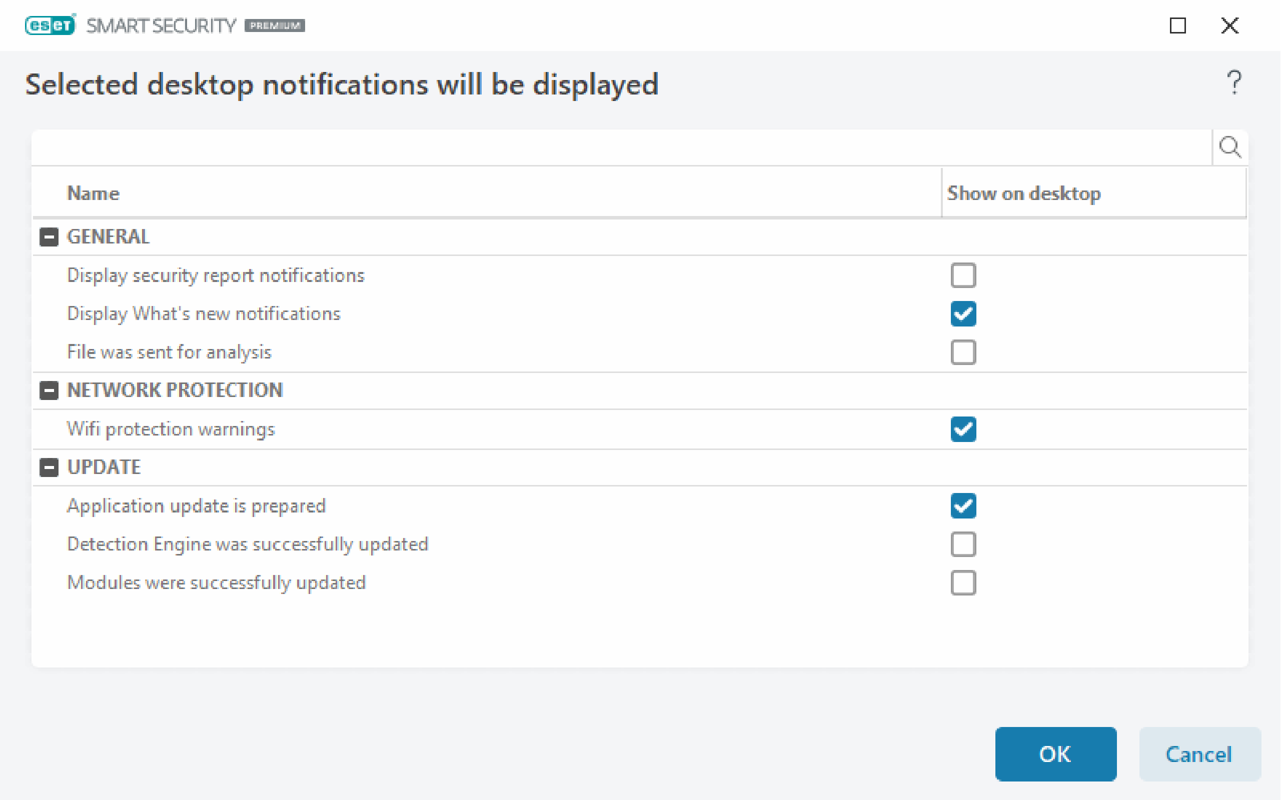
o**Critical**—Displays only critical errors (for example, error starting antivirus protection or infected system).

On multi-user systems, display notifications on the screen of this user—Enables selected account to receive desktop notifications. For example, if you do not use the Administrator account, type the full account name and the desktop notifications will be displayed for the specified account. Only one user account can receive the desktop notifications.

Allow notifications to take screen focus—Allows notifications to take screen focus and are accessible in the **ALT + Tab** menu.

Desktop notifications list

To adjust the visibility of desktop notifications (displayed at the bottom right of the screen), open Advanced setup > **Notifications** > **Desktop notifications**. Click **Edit** next to **Desktop notifications** and select the appropriate **Show** check box.



Selected desktop notifications will be displayed

Name	Show on desktop
GENERAL	
Display security report notifications	☐
Display What's new notifications	☑
File was sent for analysis	☐
NETWORK PROTECTION	
Wifi protection warnings	☑
UPDATE	
Application update is prepared	☑
Detection Engine was successfully updated	☐
Modules were successfully updated	☐

General

Display Security report notifications—Receive a notification when a new Security report is generated.

Display What's new notifications—Notifications about all new and enhanced features of the latest product version.

File was sent for analysis—Receive a notification every time the ESET Security Ultimate sends a file for analysis.

Network Inspector

Notify about newly discovered network devices—Receive a notification when a new device is connected to the network.

Network Protection

Network profile changed—Receive a notification when the network profile is changed.

Wifi protection warnings—Receive a notification when you attempt to connect to a Wi-Fi network with a weak or no password.

Update

Application update is prepared—Receive a notification when there is an update to a new version of the ESET Security Ultimate prepared.

Detection Engine was successfully updated—Receive a notification when the product updates Detection Engine modules.

Modules were successfully updated—Receive a notification when the product updates program components.

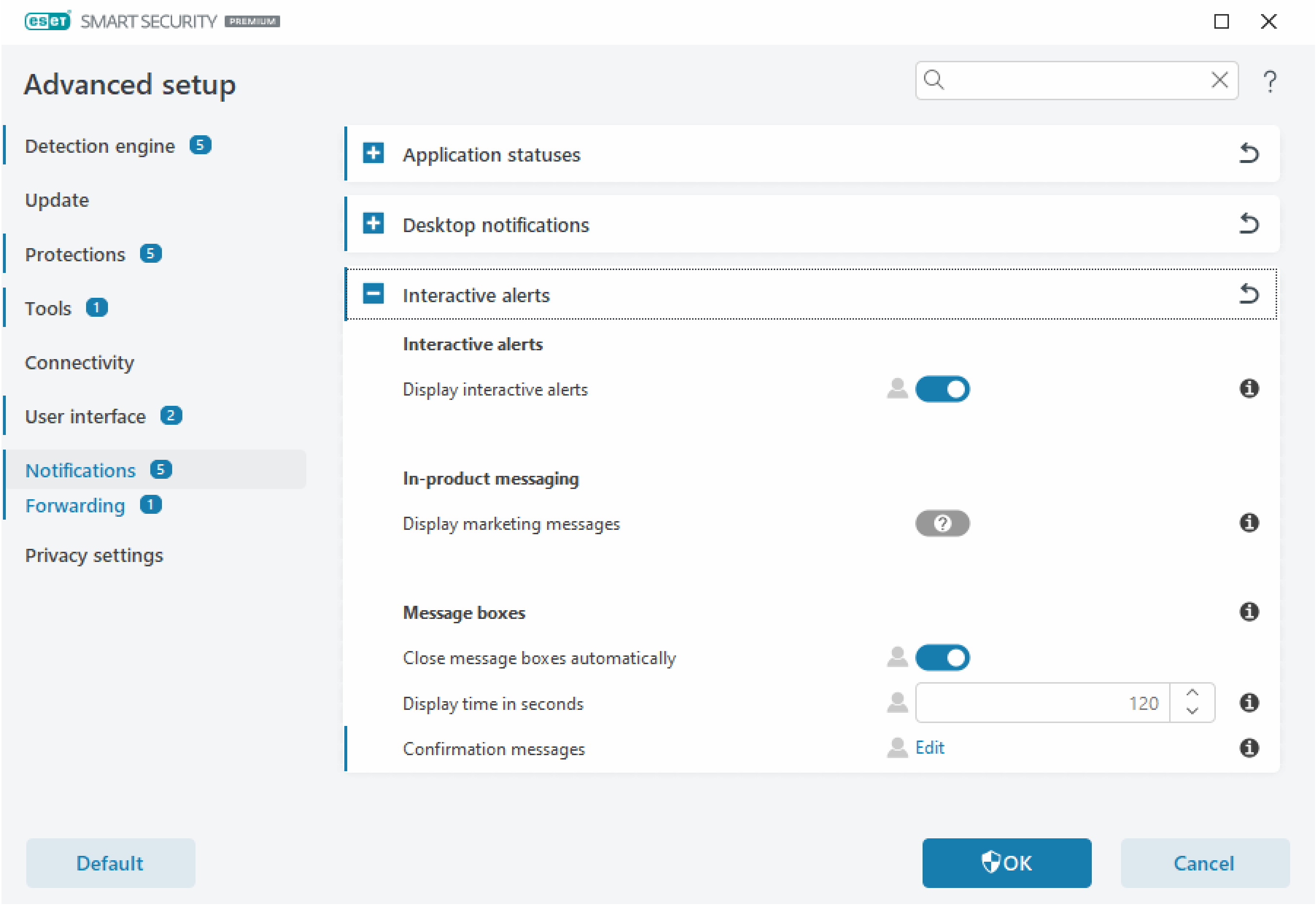
To set general Desktop notifications settings (for example, how long a message displays or the minimum verbosity of events to display), see Desktop notifications in Advanced setup > **Notifications**.

Interactive alerts

Looking for information about common alerts and notifications?

- Threat found
- Address has been blocked
- Product not activated
- Change to a product with more features
- Change to a product with less features
- Update is available
- Update information is not consistent
- Troubleshooting for "Modules update failed" message
- Resolve modules update errors
- Network threat blocked
- Website certificate revoked

The **Interactive alerts** section in Advanced setup > **Notifications** enables you to configure how message boxes and interactive alerts for detections, where a decision is needed to be made by a user (for example, potential phishing website) are handled by ESET Security Ultimate.



Interactive alerts

Display interactive alerts ●

In-product messaging

Display marketing messages ?

Message boxes

Close message boxes automatically ●

Display time in seconds 120

Confirmation messages Edit

Interactive alerts

Disabling **Display interactive alerts** will hide all alert windows and in-browser dialogs and is only suitable for a limited amount of specific situations. We recommend keeping this option enabled.

In-product messaging

In-product messaging is designed to inform users of ESET news and other communications. Sending marketing messages requires the consent of a user. Marketing messages are not sent to a user by default (shown as a question mark). By enabling this option, you agree to receive ESET marketing messages. If you are not interested in receiving ESET marketing material, disable the **Display marketing messages** option.

Message boxes

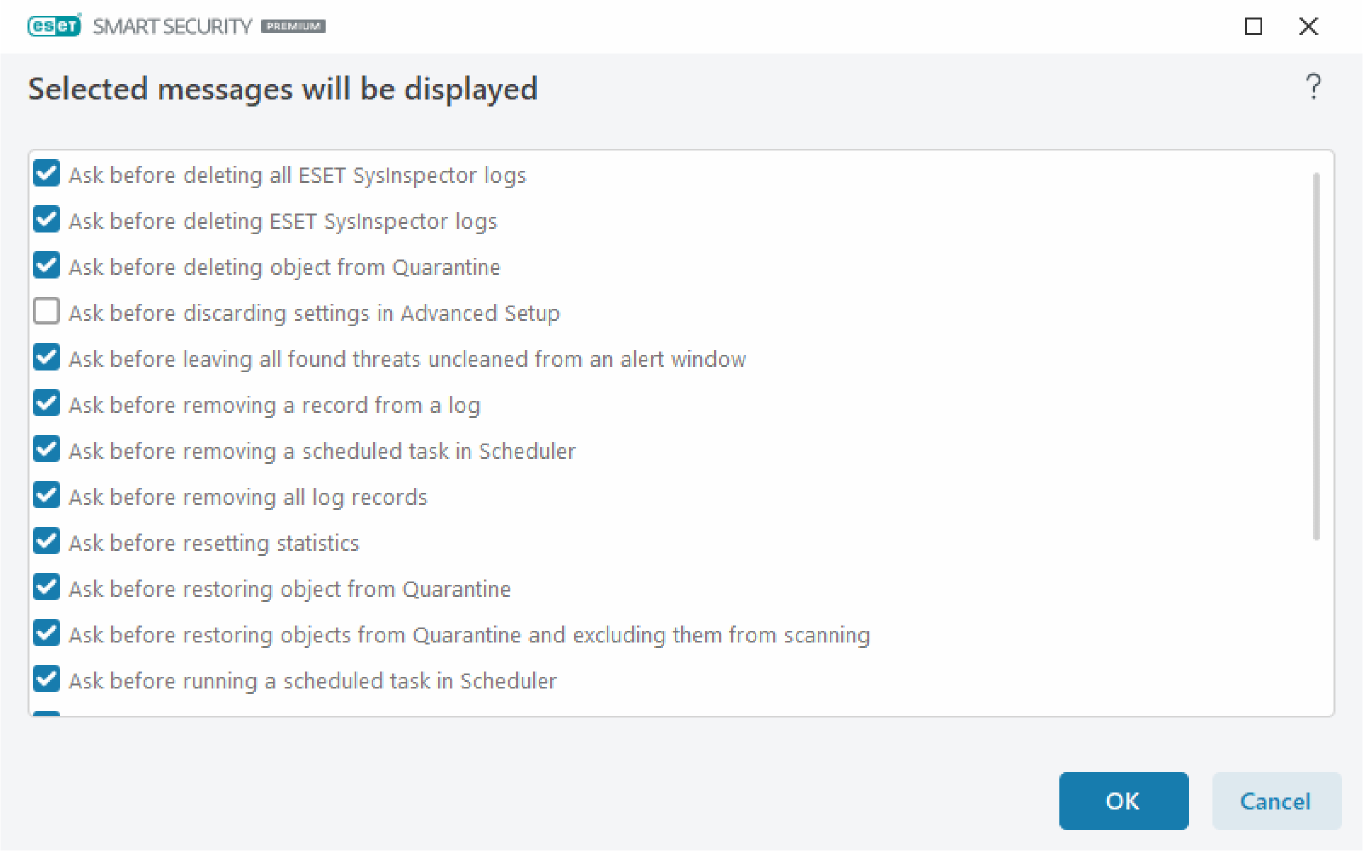
To close the message boxes automatically after a certain time, select **Close message boxes automatically**. If they are not closed manually, alert windows are automatically closed after the specified time elapses.

Display time in seconds—Sets the alert visibility duration. The value must be between 10-999 seconds.

Confirmation messages—Click **Edit** to show a list of confirmation messages you can select to display or not to display.

Confirmation messages

To adjust confirmation messages, open Advanced setup > **Notifications** > **Interactive alerts** and click **Edit** next to **Confirmation messages**.



Selected messages will be displayed

- ☑ Ask before deleting all ESET SysInspector logs
- ☑ Ask before deleting ESET SysInspector logs
- ☑ Ask before deleting object from Quarantine
- □ Ask before discarding settings in Advanced Setup
- ☑ Ask before leaving all found threats uncleaned from an alert window
- ☑ Ask before removing a record from a log
- ☑ Ask before removing a scheduled task in Scheduler
- ☑ Ask before removing all log records
- ☑ Ask before resetting statistics
- ☑ Ask before restoring object from Quarantine
- ☑ Ask before restoring objects from Quarantine and excluding them from scanning
- ☑ Ask before running a scheduled task in Scheduler

This dialog window displays confirmation messages that ESET Security Ultimate will display before any performed action. Select or deselect the check box next to each confirmation message to allow or disable it.

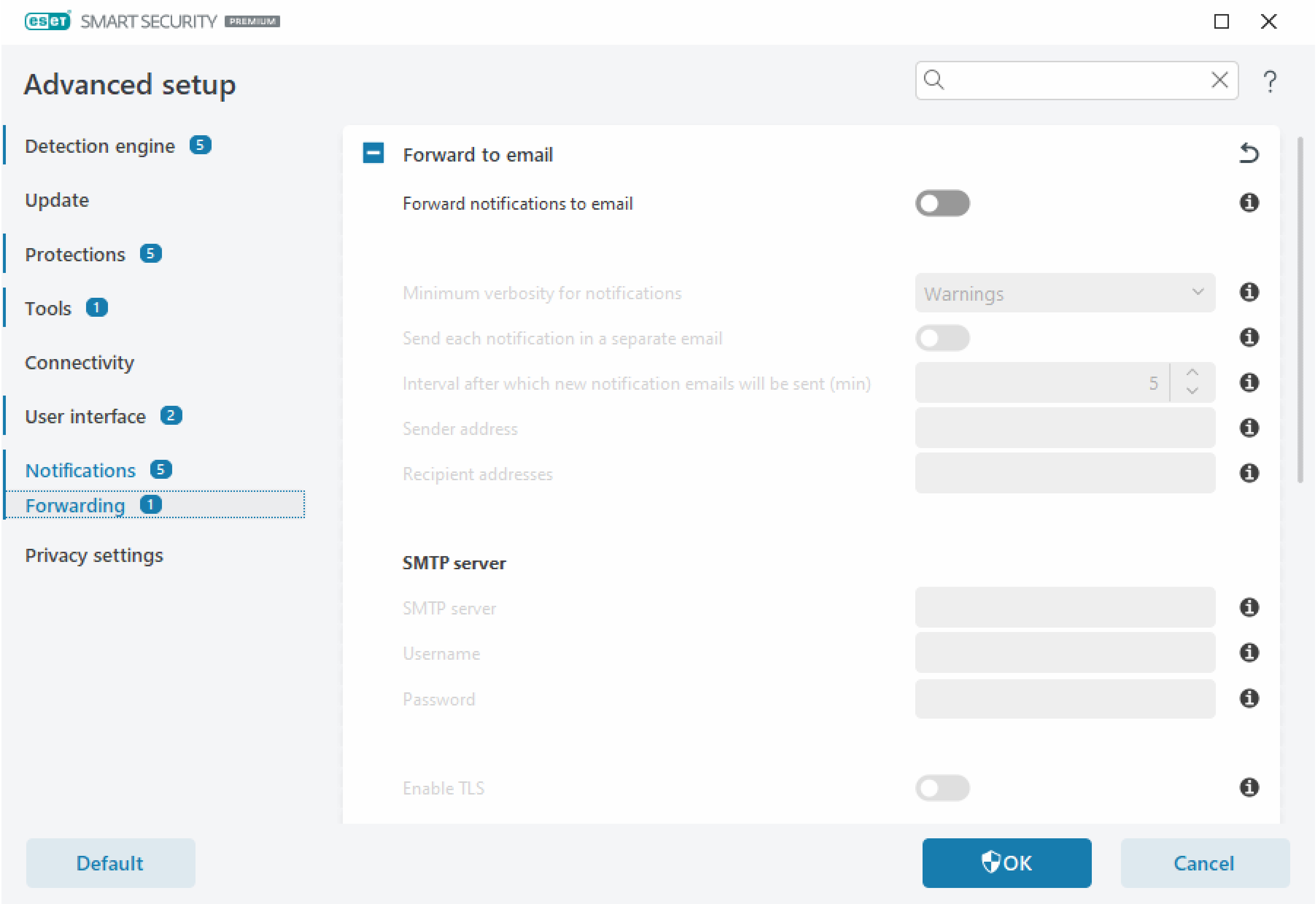
Learn more about specific feature related to confirmation messages:

- Ask before deleting ESET SysInspector logs
- Ask before deleting all ESET SysInspector logs
- Ask before deleting object from Quarantine
- Ask before discarding settings in Advanced Setup
- Ask before leaving all found threats uncleaned from an alert window
- Ask before removing a record from a log
- Ask before removing a scheduled task in Scheduler
- Ask before removing all log records
- Ask before resetting statistics
- Ask before restoring object from Quarantine

- Ask before restoring objects from Quarantine and excluding them from scanning
- Ask before running a scheduled task in Scheduler
- Show Antispam processing result notifications
- Show Antispam processing result notifications for email clients
- Show product confirmation dialogs for Outlook Express and Windows Mail email clients
- Show product confirmation dialogs for Windows Live Mail
- Show product confirmation dialogs for the Outlook email client

Forwarding

ESET Security Ultimate can automatically send notification emails if an event with the selected verbosity level occurs. Open Advanced setup > **Notifications** > **Forwarding** and enable **Forward notifications to email** to activate email notifications.



Forward to email

Forward notifications to email ○

Minimum verbosity for notifications: Warnings

Send each notification in a separate email ○

Interval after which new notification emails will be sent (min): 5

Sender address

Recipient addresses

SMTP server

SMTP server

Username

Password

Enable TLS ○

From the **Minimum verbosity for notifications** drop-down menu, you can select the starting severity level of notifications to be sent.

- **Diagnostic**—Logs information needed to fine-tune the program and all records above.
- **Informative**—Records informative messages such as non-standard network events, including successful

update messages, plus all records above.

- **Warnings**—Records critical errors and warning messages (for example, update failed).
- **Errors**—Errors (for example, Document protection not started) and critical errors will be recorded.
- **Critical**—Logs only critical errors (for example, Error starting antivirus protection, or Threat found).

Send each notification in a separate email—When enabled, the recipient will receive a new email for each notification. This may result in many emails received in a short period.

Interval after which new notification emails will be sent (min)—Interval in minutes after which new notifications will be sent to email. If you set this value to 0, the notifications will be sent immediately.

Sender address—Define the sender address displayed in the header of notification emails.

Recipient addresses—Define the recipient addresses displayed in the header of notification emails. Multiple values are supported. Use semi-colon as the separator.

SMTP server

SMTP server—The SMTP server used for sending notifications (for example, smtp.provider.com:587, pre-defined port is 25).

> ℹ SMTP servers with TLS encryption are supported by ESET Security Ultimate.

Username and **password**—If the SMTP server requires authentication, these fields should be filled in with a valid username and password to access the SMTP server.

Enable TLS—Secure Alert and notifications using TLS encryption.

Test SMTP connection—A test email will be sent to the recipient's email address. SMTP server, Username, Password, Sender address, and Recipient addresses need to be filled in.

Message format

Communications between the program and a remote user or system administrator are done via emails or LAN messages (using the Windows messaging service). The **Use default message format** for the alert messages and notifications will be optimal for most situations. In some circumstances, you may need to change the message format of event messages.

Format of event messages—Format of event messages displayed on remote computers.

Format of threat warning messages—Threat alert and notification messages have a pre-defined default format. We recommend keeping the pre-defined format. However, in some circumstances (for example, if you have an automated email processing system), you may need to change the message format.

Charset—Converts an email message to the ANSI character encoding based on Windows Regional settings (for example, windows-1250, Unicode (UTF-8), ACSII 7-bit, or Japanese (ISO-2022-JP)). As a result, "á" will be changed to "a" and an unknown symbol to "?".

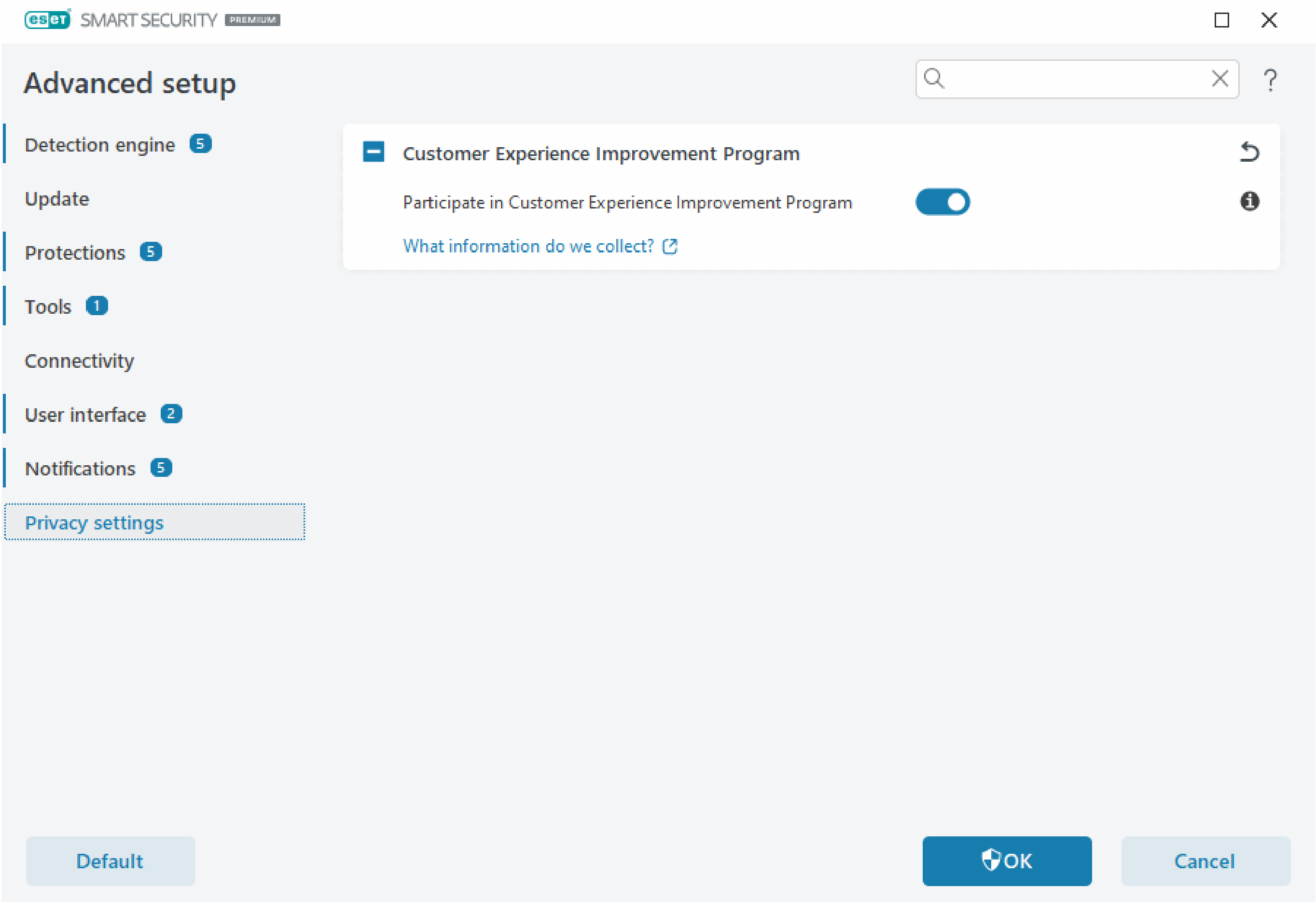
Use Quoted-printable encoding—The email message source will be encoded to Quoted-printable (QP) format, which uses ASCII characters and can correctly transmit special national characters by email in 8-bit format (áéíóú).

- **%TimeStamp%**—Date and time of the event
- **%Scanner%**—Module concerned
- **%ComputerName%**—Name of the computer where the alert occurred
- **%ProgramName%**—Program that generated the alert
- **%InfectedObject%**—Name of the infected file, message, etc.
- **%VirusName%**—Identification of the infection
- **%Action%**—Action taken over infiltration
- **%ErrorDescription%**—Description of a non-virus event

The keywords **%InfectedObject%** and **%VirusName%** are only used in threat warning messages, and **%ErrorDescription%** is only used in event messages.

Privacy settings

Open Advanced setup > **Privacy settings**.



Customer Experience Improvement Program

Participate in Customer Experience Improvement Program ●

What information do we collect?

Customer Experience Improvement Program

Enable the toggle next to **Participate in the Customer Experience Improvement Program** to join the Customer Experience Improvement Program. By joining, you provide ESET with anonymous information relating to the use of ESET products. The collected data will help us improve your experience will never be shared with third parties. What information do we collect?

Revert to default settings

Click **Default** in Advanced setup to revert all program settings, for all modules. This will be reset to the status they would have had after a new installation.

See also Import and export settings.

Revert all settings in current section

Click the curving arrow ▯ to revert all settings in the current section to the default settings defined by ESET.

Please note, any changes that have been made will be lost after you click **Revert to default**.

Revert contents of tables—When enabled, the rules, tasks or profiles that have been added manually or automatically will be lost.

See also Import and export settings.

Error while saving the configuration

This error message indicates that the settings were not saved correctly due to an error.

This usually means that the user who attempted to modify program parameters:

- has insufficient access rights or does not have the necessary operating system privileges required to modify configuration files and the system registry.
  > To perform desired modifications, the system administrator must log in.

- has recently enabled Learning mode in HIPS or Firewall and attempted to make changes to Advanced setup.
  > To save the configuration and avoid the configuration conflict, close Advanced setup without saving and attempt to make desired changes again.

The second most common cause may be that the program no longer works properly, is corrupted and therefore needs to be reinstalled.

Command line scanner

ESET Security Ultimate's antivirus module can be launched via the command line – manually (with the “ecls” command) or with a batch (“bat”) file.

ESET Command-line scanner usage:

```
ecls [OPTIONS..] FILES..
```

The following parameters and toggles can be used while running the on-demand scanner from the command line:

Options

/base-dir=FOLDER	load modules from FOLDER
/quar-dir=FOLDER	quarantine FOLDER
/exclude=MASK	exclude files matching MASK from scanning
/subdir	scan subfolders (default)
/no-subdir	do not scan subfolders
/max-subdir-level=LEVEL	maximum sub-level of folders within folders to scan
/symlink	follow symbolic links (default)
/no-symlink	skip symbolic links
/ads	scan ADS (default)
/no-ads	do not scan ADS
/log-file=FILE	log output to FILE
/log-rewrite	overwrite output file (default – append)
/log-console	log output to console (default)
/no-log-console	do not log output to console
/log-all	also log clean files
/no-log-all	do not log clean files (default)
/aind	show activity indicator
/auto	scan and automatically clean all local disks

Scanner options

/files	scan files (default)
/no-files	do not scan files
/memory	scan memory
/boots	scan boot sectors
/no-boots	do not scan boot sectors (default)
/arch	scan archives (default)
/no-arch	do not scan archives
/max-obj-size=SIZE	only scan files smaller than SIZE megabytes (default 0 = unlimited)
/max-arch-level=LEVEL	maximum sub-level of archives within archives (nested archives) to scan
/scan-timeout=LIMIT	scan archives for LIMIT seconds at maximum
/max-arch-size=SIZE	only scan the files in an archive if they are smaller than SIZE (default 0 = unlimited)
/max-sfx-size=SIZE	only scan the files in a self-extracting archive if they are smaller than SIZE megabytes (default 0 = unlimited)
/mail	scan email files (default)

/no-mail	do not scan email files
/mailbox	scan mailboxes (default)
/no-mailbox	do not scan mailboxes
/sfx	scan self-extracting archives (default)
/no-sfx	do not scan self-extracting archives
/rtp	scan runtime packers (default)
/no-rtp	do not scan runtime packers
/unsafe	scan for potentially unsafe applications
/no-unsafe	do not scan for potentially unsafe applications (default)
/unwanted	scan for potentially unwanted applications
/no-unwanted	do not scan for potentially unwanted applications (default)
/suspicious	scan for suspicious applications (default)
/no-suspicious	do not scan for suspicious applications
/pattern	use signatures (default)
/no-pattern	do not use signatures
/heur	enable heuristics (default)
/no-heur	disable heuristics
/adv-heur	enable Advanced heuristics (default)
/no-adv-heur	disable Advanced heuristics
/ext-exclude=EXTENSIONS	exclude file EXTENSIONS delimited by colon from scanning
/clean-mode=MODE	use cleaning MODE for infected objects The following options are available: • `none` (default) – No automatic cleaning will occur. • `standard` – ecls.exe will attempt to automatically clean or delete infected files. • `strict` – ecls.exe will attempt to automatically clean or delete infected files without user intervention (you will not be prompted before files are deleted). • `rigorous` – ecls.exe will delete files without attempting to clean regardless of what the file is. • `delete` – ecls.exe will delete files without attempting to clean, but will refrain from deleting sensitive files such as Windows system files.
/quarantine	copy infected files (if cleaned) to Quarantine (supplements the action carried out while cleaning)
/no-quarantine	do not copy infected files to Quarantine

General options

/help	show help and quit
/version	show version information and quit
/preserve-time	preserve last access timestamp

Exit codes

0	no threat found

1	threat found and cleaned
10	some files could not be scanned (may be threats)
50	threat found
100	error

Exit codes greater than 100 mean that the file was not scanned and thus can be infected.

FAQ

You can find some of the most frequently asked questions and problems encountered below. Click the topic title to find out how to solve your problem:

- How to update ESET Security Ultimate
- ESET Security Ultimate has detected a threat
- How to remove a virus from my PC
- How to allow communication for a certain application
- How to enable Parental control for an account
- How to create a new task in Scheduler
- How to schedule a scan task (weekly)
- How to unlock Advanced setup
- How to resolve product deactivation from ESET HOME

If your problem is not included in the list above, try searching the ESET Security Ultimate Online Help.

If you cannot find a solution to your problem/question in the ESET Security Ultimate Online Help, you can visit our regularly updated online ESET Knowledgebase. Links to our most popular Knowledgebase articles are included below:

- How to renew my subscription?
- I received an activation error while installing my ESET product. What does it mean?
- Activate my ESET Windows home product using the activation key
- Uninstall or reinstall my ESET home product
- I received the message that my ESET installation ended prematurely
- What do I need to do after renewing my subscription? (Home users)
- What if I change my email address?
- Transfer my ESET product to a new computer or device

- How to start Windows in Safe Mode or Safe Mode with networking
- Exclude a safe website from being blocked
- Allow access for screen readers software to ESET GUI

If necessary, you can contact our Technical Support with your questions or problems.

How to update the ESET Security Ultimate

Updating ESET Security Ultimate can be performed either manually or automatically. To trigger the update, click **Update** in the main program window and then click **Check for updates**.

The default installation settings create an automatic update task which is performed on an hourly basis. If you need to change the interval, navigate to **Tools** > Scheduler.

How to remove a virus from my PC

If your computer is showing symptoms of malware infection, for example, is slower or often freezes, we recommend that you do the following:

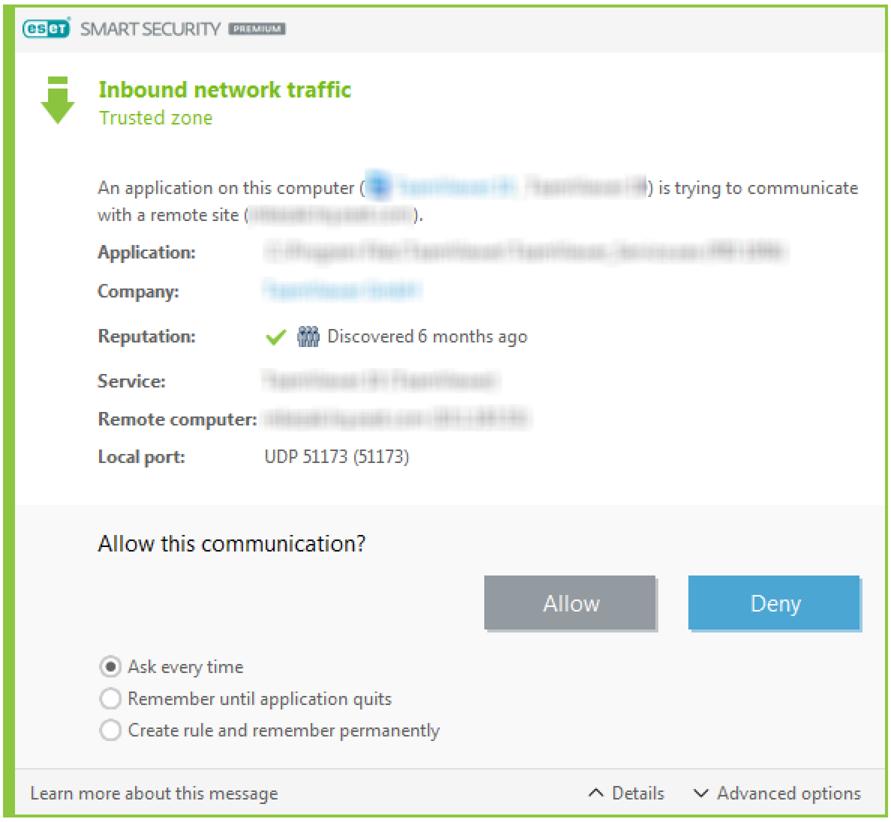
1. In the main program window, click **Computer scan**.
2. Click **Scan your computer** to begin scanning your system.
3. After the scan has finished, review the log with the number of scanned, infected and cleaned files.
4. If you want to scan only a selected part of your disk, click **Custom scan** and select targets to be scanned for viruses.

For additional information, see:

- ESET Knowledgebase article
- Quarantine

How to allow communication for a certain application

If a new connection is detected in Interactive mode and there is no matching rule, you will be prompted to **Allow** or **Deny** the connection. If you want ESET Security Ultimate to perform the same action every time the application attempts to establish a connection, select the **Create rule and remember permanently** check box.



SMART SECURITY PREMIUM

Inbound network traffic

Trusted zone

An application on this computer ([redacted]) is trying to communicate with a remote site ([redacted]).

Application: [redacted]

Company: [redacted]

Reputation: ✓ Discovered 6 months ago

Service: [redacted]

Remote computer: [redacted]

Local port: UDP 51173 (51173)

Allow this communication?

Allow | Deny

● Ask every time

○ Remember until application quits

○ Create rule and remember permanently

Learn more about this message | Details | Advanced options

In the Firewall setup, you can create new Firewall rules for applications before they are detected by ESET Security Ultimate. Open the main program window > **Setup** > **Network Protection** > Click the ⚙ next to **Firewall** > **Configure** > **Advanced** > **Rules** > **Edit**.

Click **Add**, and in the **General** tab, type the name, direction, and communication protocol for the rule. This window enables you to define the action to take when the rule is applied.

Type the path to the application's executable and the local communication port in the **Local** tab. Click the **Remote** tab to type the remote address and port (if applicable). The newly-created rule will be applied as soon as the application tries to communicate again.

How to enable Parental control for an account

To activate Parental control for a specific user account, follow the steps below:

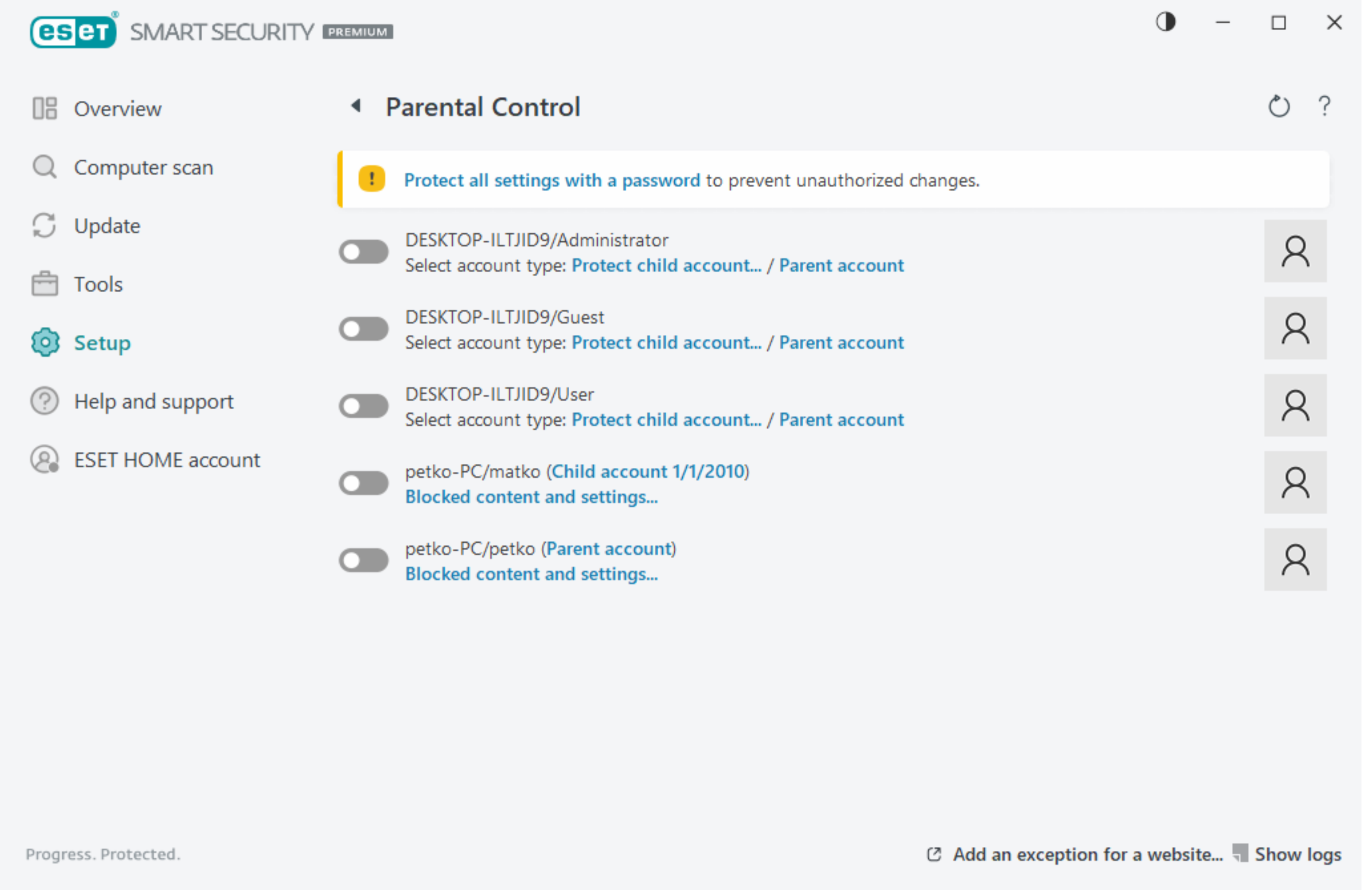
1. By default Parental control is disabled in ESET Security Ultimate. There are two methods for activating Parental control:

   - Click the toggle icon ○ in the **Setup** > **Internet protection** > **Parental control** from the main program window and change the Parental control state to enabled.

   - Open Advanced setup > **Protections** > **Web access protection** > **Parental control** and then enable the toggle next to **Enable Parental control**.

2. Click **Setup** > **Internet protection** > **Parental control** from the main program window. Even though **Enabled** appears next to **Parental control**, you must configure Parental control for the desired account by clicking the symbol of an arrow and then in the next window select **Protect child account** or **Parent account**. In the next window, select the birth date to determine the level of access and recommended age-appropriate web pages.

Parental control will now be enabled for the specified user account. Click **Blocked content and settings** under the account name to customize categories you want to allow or block in the Categories tab. To allow or block custom web pages that do not match a category, click the Exceptions tab.



Parental Control

Protect all settings with a password to prevent unauthorized changes.

DESKTOP-ILTJID9/Administrator
Select account type: Protect child account... / Parent account

DESKTOP-ILTJID9/Guest
Select account type: Protect child account... / Parent account

DESKTOP-ILTJID9/User
Select account type: Protect child account... / Parent account

petko-PC/matko (Child account 1/1/2010)
Blocked content and settings...

petko-PC/petko (Parent account)
Blocked content and settings...

Add an exception for a website... Show logs

How to create a new task in Scheduler

To create a new task in **Tools** > **Scheduler**, click **Add task** or right-click and select **Add** from the context menu. Five types of scheduled tasks are available:

- **Run external application**—Schedules the execution of an external application.
- **Log maintenance**—Log files also contains leftovers from deleted records. This task optimizes records in log files on a regular basis to work effectively.
- **System startup file check**—Checks files that are allowed to run at system startup or logon.
- **Create a computer status snapshot**—Creates an ESET SysInspector computer snapshot – gathers detailed information about system components (for example, drivers, applications) and assesses the risk level of each component.
- **On-demand computer scan**—Performs a computer scan of files and folders on your computer.
- **Update**—Schedules an Update task by updating the modules.

Since **Update** is one of the most frequently used scheduled tasks, we will explain how to add a new update task below:

From the **Scheduled task** drop-down menu, select **Update**. Type the name of the task into the **Task name** field and click **Next**. Select the frequency of the task. The following options are available: **Once**, **Repeatedly**, **Daily**, **Weekly** and **Event triggered**. Select **Skip task when running on battery power** to minimize system resources while a laptop is running on battery power. The task will be run on the specified date and time in **Task execution** fields. Next, define the action to take if the task cannot be performed or completed at the scheduled time. The following options are available:

- **At the next scheduled time**

- **As soon as possible**

- **Immediately, if time since last run exceeds a specified value** (the interval can be defined using the **Time since last run (hours)** scroll box)

In the next step, a summary window with information about the current scheduled task is displayed. Click **Finish** when you are finished making changes.

A dialog window will appear, enabling you to select the profiles to be used for the scheduled task. Here you can set the primary and alternative profile. The alternative profile is used if the task cannot be completed using the primary profile. Confirm by clicking **Finish** and the new scheduled task will be added to the list of currently scheduled tasks.

How to schedule a weekly computer scan

To schedule a regular task, open the main program window and click **Tools** > **Scheduler**. Below is a short guide on how to schedule a task that will scan your local drives every week. See our Knowledgebase article for more detailed instructions.

To schedule a scan task:

1. Click **Add** in the main Scheduler screen.

2. Type a name for the task and select **On-demand computer scan** from the **Task type** drop-down menu.

3. Select **Weekly** as the task frequency.

4. Set the day and time the task will execute.

5. Select **Run the task as soon as possible** to perform the task later if the scheduled task does not run for any reason (for example, if the computer was turned off).

6. Review the summary of the scheduled task and click **Finish**.

7. From the **Targets** drop-down menu, select **Local drives**.

8. Click **Finish** to apply the task.

How to unlock password protected Advanced setup

When you want to access the protected Advanced setup, the window for entering the password is displayed. If you forget or lose your password, click **Restore password** and type the email address you used for subscription registration. ESET sends an email with the verification code. Type the verification code and then write and confirm the new password. The verification code is valid for seven days.

Restore password via your ESET HOME account—Use this option if the subscription used for activation is associated with your ESET HOME account. Type the email address you use to log in to your ESET HOME account.

If you cannot remember your email address or have difficulties restoring the password, click **Contact Technical Support**. You are redirected to the ESET website to contact our Technical Support department.

Generate code for Technical Support—This option generates a code for Technical Support. Copy the code provided by Technical Support and click **I have a verification code**. Type the verification code and then write and confirm the new password. The verification code is valid for seven days.

For more information, see Unlock your settings password in ESET Windows home products.

How to resolve product deactivation from ESET HOME

Product not activated

This error message appears when the subscription owner deactivates your ESET Security Ultimate from ESET HOME portal or the subscription shared with your ESET HOME account is no longer shared. To resolve this issue:

- Click **Activate** and use one of the Activation methods to activate ESET Security Ultimate.

- Contact the subscription owner with information that your ESET Security Ultimate has been deactivated by the subscription owner or the subscription is no longer shared with you. The owner can solve the problem in the ESET HOME.

Product deactivated, device disconnected

This error message appears after removing a device from the ESET HOME account. To resolve this issue:

- Click **Activate** and use one of the Activation methods to activate ESET Security Ultimate.

- Contact the subscription owner with information that your ESET Security Ultimate has been deactivated and the device has been disconnected from ESET HOME.

- If you are the subscription owner and unaware of these changes, review your ESET HOME Activity feed. If you find any suspicious activity, change your ESET HOME account password and contact ESET Technical Support.

Product deactivated, device disconnected

This error message appears after removing a device from the ESET HOME account. To resolve this issue:

- Click **Activate** and use one of the Activation methods to activate ESET Security Ultimate.

- Contact the subscription owner with information that your ESET Security Ultimate has been deactivated and the device has been disconnected from ESET HOME.

- If you are the subscription owner and unaware of these changes, review your ESET HOME Activity feed. If you find any suspicious activity, change your ESET HOME account password and contact ESET Technical Support.

Product not activated

This error message appears when the subscription owner deactivates your ESET Security Ultimate from ESET HOME portal or the subscription shared with your ESET HOME account is no longer shared. To resolve this issue:

- Click **Activate** and use one of the Activation methods to activate ESET Security Ultimate.

- Contact the subscription owner with information that your ESET Security Ultimate has been deactivated by the subscription owner or the subscription is no longer shared with you. The owner can solve the problem in the ESET HOME.

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Customer Experience Improvement Program

By joining the Customer Experience Improvement Program you provide ESET with anonymous information relating to the use of our products. More information on data processing is available in our Privacy Policy.

Your consent

Participation in the Program is voluntary and based on your consent. After joining in, the participation is passive, which means you don't need to take any further action. You may revoke your consent by changing the product settings at any time. Doing so will bar us from further processing of your anonymous data.

You may revoke your consent by changing the product settings at any time:

- Change the Customer Experience Improvement Program settings in ESET Windows home products

What types of information do we collect?

Data about interaction with the product

This information tells us more about how our products are used. Thanks to this we know, for example, which functionalities are used often, what settings users modify or how much time they spend using the product.

Data about devices

We collect this information to understand where and what devices our products are used on. Typical examples are device model, country, version and name of the operating system.

Error diagnostics data

Information about error and crash situations is also collected. For example, what error has occurred and which actions led to it.

Why do we collect this information?

This anonymous information lets us improve our products for you, our user. It helps us to make them the most relevant, easy-to-use and faultless as possible.

Who controls this information?

ESET, spol. s r.o. is the sole controller of data collected in the Program. This information is not shared with third parties.

End User License Agreement

Effective as of October 19, 2021.

IMPORTANT: Please read the terms and conditions of product application set out below carefully prior to download, installation, copy or use. **THROUGH DOWNLOADING, INSTALLING, COPYING OR USING THE SOFTWARE YOU ARE EXPRESSING YOUR CONSENT TO THESE TERMS AND CONDITIONS AND YOU ACKNOWLEDGE PRIVACY POLICY.**

End User License Agreement

Under the terms of this End User License Agreement ("Agreement") executed by and between ESET, spol. s r. o., having its registered office at Einsteinova 24, 85101 Bratislava, Slovak Republic, registered in the Commercial Register administered by Bratislava I District Court, Section Sro, Entry No 3586/B, Business Registration Number: 31333532 ("ESET" or "Provider") and you, a physical person or legal entity ("You" or "End User"), You are entitled to use the Software defined in Article 1 of this Agreement. The Software defined in Article 1 of this Agreement can be stored on a data carrier, sent via electronic mail, downloaded from the Internet, downloaded from the Provider's servers or obtained from other sources, subject to the terms and conditions specified below.

THIS IS AN AGREEMENT ON END USER RIGHTS AND NOT AN AGREEMENT FOR SALE. The Provider continues to own the copy of the Software and the physical media contained in the sales package and any other copies that the End User is authorized to make pursuant to this Agreement.

By clicking on "I Accept" or "I Accept…" while installing, downloading, copying or using the Software, You agree to the terms and conditions of this Agreement and acknowledge the Privacy Policy. If You do not agree to all of the terms and conditions of this Agreement and/or Privacy Policy, immediately click on the canceling option, cancel the installation or download, or destroy or return the Software, installation media, accompanying documentation and sales receipt to the Provider or the outlet from which You acquired the Software.

YOU AGREE THAT YOUR USE OF THE SOFTWARE ACKNOWLEDGES THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.

1. **Software**. As used in this Agreement the term "Software" means: (i) computer program accompanied by this Agreement and all components thereof; (ii) all the contents of the disks, CD-ROMs, DVDs, e-mails and any attachments, or other media with which this Agreement is provided, including the object code form of the Software supplied on a data carrier, via electronic mail or downloaded via the Internet; (iii) any related explanatory written materials and any other possible documentation related to the Software, above all any description of the Software, its specifications, any description of the Software properties or operation, any description of the operating environment in which the Software is used, instructions for use or installation of the Software or any description of how to use the Software ("Documentation"); (iv) copies of the Software, patches for possible errors in the Software, additions to the Software, extensions to the Software, modified versions of the Software and updates of Software components, if any, licensed to You by the Provider pursuant to Article 3 of this Agreement. The Software shall be provided exclusively in the form of executable object code.

2. **Installation, Computer and a License key**. Software supplied on a data carrier, sent via electronic mail, downloaded from the Internet, downloaded from the Provider's servers or obtained from other sources requires installation. You must install the Software on a correctly configured Computer, complying at least with requirements set out in the Documentation. The installation methodology is described in the Documentation. No computer programs or hardware which could have an adverse effect on the Software may be installed on the Computer on which You install the Software. Computer means hardware, including but not limited to personal computers, laptops, workstations, palmtop computers, smartphones, hand-held electronic devices, or other electronic devices for which the Software is designed, on which it will be installed and/or used. License key means the unique sequence of symbols, letters, numbers or special signs provided to the End User in order to allow the legal use of the Software, its specific version or extension of the term of the License in compliance with this Agreement.

3. **License**. Subject to the condition that You have agreed to the terms of this Agreement and You comply with all the terms and conditions stipulated herein, the Provider shall grant You the following rights ("License"):

a) **Installation and use**. You shall have the non-exclusive, non-transferable right to install the Software on the hard disk of a Computer or other permanent medium for data storage, installation and storage of the Software in the memory of a computer system and to implement, store and display the Software.

b) **Stipulation of the number of licenses.** The right to use the Software shall be bound by the number of End Users. One End User shall be taken to refer to the following: (i) installation of the Software on one Computer; or (ii) if the extent of a license is bound to the number of mailboxes, then one End User shall be taken to refer to a Computer user who accepts electronic mail via a Mail User Agent ("MUA"). If MUA accepts electronic mail and subsequently distributes it automatically to several users, then the number of End Users shall be determined according to the actual number of users for whom the electronic mail is distributed. If a mail server performs the function of a mail gate, the number of End Users shall equal the number of mail server users for which the said gate provides services. If an unspecified number of electronic mail addresses are directed to and accepted by one user (e.g., through aliases) and messages are not automatically distributed by the client to a larger number of users, a License for one computer shall be required. You must not use the same License at the same time on more than one Computer. The End User is entitled to enter the License key to the Software only to the extent to which the End User has the right to use the Software in accordance with the limitation arising from the number of Licenses granted by Provider. The License key is deemed confidential, You must not share the License with third parties or allow third parties to use the License key unless permitted by this Agreement or Provider. If your License key is compromised, notify Provider immediately.

c) **Home/Business Edition.** A Home Edition version of the Software shall be used exclusively in private and/or non-commercial environments for home and family use only. A Business Edition version of the Software must be obtained for use in a commercial environment as well as to use the Software on mail servers, mail relays, mail gateways, or Internet gateways.

d) **Term of the License.** Your right to use the Software shall be time-limited.

e) **OEM Software.** Software classified as "OEM" shall be limited to the Computer You obtained it with. It cannot be transferred to a different Computer.

f) **NFR, TRIAL Software.** Software classified as "Not-for-resale", NFR or TRIAL cannot be assigned for payment and must only be used for demonstration or testing the Software's features.

g) **Termination of the License.** The License shall terminate automatically at the end of the period for which granted. If You fail to comply with any of the provisions of this Agreement, the Provider shall be entitled to withdraw from the Agreement, without prejudice to any entitlement or legal remedy open to the Provider in such eventualities. In the event of cancellation of the License, You must immediately delete, destroy or return at your own cost, the Software and all backup copies to ESET or to the outlet from which You obtained the Software. Upon termination of the License, the Provider shall also be entitled to cancel the End User's entitlement to use the functions of the Software, which require connection to the Provider's servers or third-party servers.

4. **Functions with data collection and internet connection requirements.** To operate correctly, the Software requires connection to the Internet and must connect at regular intervals to the Provider's servers or third-party servers and applicable data collection in compliance with Privacy Policy. Connection to the Internet and applicable data collection is necessary for the following functions of the Software:

a) **Updates to the Software.** The Provider shall be entitled from time to issue updates or upgrades to the Software ("Updates"), but shall not be obliged to provide Updates. This function is enabled under the Software's standard settings and Updates are therefore installed automatically, unless the End User has disabled the automatic installation of Updates. For provisioning of Updates, License authenticity verification is required, including information about Computer and/or the platform on which the Software is installed in compliance with Privacy Policy.

Provision of any Updates may be subject to End of Life Policy ("EOL Policy"), which is available on https://go.eset.com/eol_home. No Updates will be provided after the Software or any of its features reaches the End of Life date as defined in the EOL Policy.

b) **Forwarding of infiltrations and information to the Provider.** The Software contains functions which collect samples of computer viruses and other malicious computer programs and suspicious, problematic, potentially unwanted or potentially unsafe objects such as files, URLs, IP packets and ethernet frames ("Infiltrations") and then send them to the Provider, including but not limited to information about the installation process, the Computer and/or the platform on which the Software is installed and, information about the operations and functionality of the Software ("Information"). The Information and Infiltrations may contain data (including randomly or accidentally obtained personal data) about the End User or other users of the Computer on which the Software is installed, and files affected by Infiltrations with associated metadata.

Information and Infiltrations may be collected by following functions of Software:

i. LiveGrid Reputation System function includes collection and sending of one-way hashes related to Infiltrations to Provider. This function is enabled under the Software's standard settings.

ii. LiveGrid Feedback System function includes collection and sending of Infiltrations with associated metadata and Information to Provider. This function may be activated by End User during the process of installation of the Software.

The Provider shall only use Information and Infiltrations received for the purpose of analysis and research of

Infiltrations, improvement of Software and License authenticity verification and shall take appropriate measures to ensure that Infiltrations and Information received remain secure. By activating this function of the Software, Infiltrations and Information may be collected and processed by the Provider as specified in Privacy Policy and in compliance with relevant legal regulations. You can deactivate these functions at any time.

For the purpose of this Agreement, it is necessary to collect, process and store data enabling the Provider to identify You in compliance with Privacy Policy. You hereby acknowledge that the Provider checks using its own means whether You are using the Software in accordance with the provisions of this Agreement. You hereby acknowledge that for the purpose of this Agreement it is necessary for your data to be transferred, during communication between the Software and the Provider's computer systems or those of its business partners as part of Provider’s distribution and support network to ensure functionality of Software and authorization to use the Software and to protection of the Provider’s rights.

Following conclusion of this Agreement, the Provider or any of its business partners as part of Provider’s distribution and support network shall be entitled to transfer, process and store essential data identifying You for billing purposes, performance of this Agreement and transmitting notifications on your Computer.

Details about privacy, personal data protection and Your rights as a data subject can be found in Privacy Policy which is available on Provider’s website and accessible directly from the installation process. You can also visit it from Software’s help section.

5. **Exercising End User rights**. You must exercise End User rights in person or via your employees. You are only entitled to use the Software to safeguard your operations and protect those Computers or computers systems for which You have obtained a License.

6. **Restrictions to rights.** You may not copy, distribute, extract components or make derivative works of the Software. When using the Software, You are required to comply with the following restrictions:

a) You may make one copy of the Software on a permanent storage medium as an archival backup copy, provided your archival back-up copy is not installed or used on any Computer. Any other copies You make of the Software shall constitute a breach of this Agreement.

b) You may not use, modify, translate or reproduce the Software or transfer rights to use the Software or copies of the Software in any manner other than as provided for in this Agreement.

c) You may not sell, sub-license, lease or rent or borrow the Software or use the Software for the provision of commercial services.

d) You may not reverse engineer, reverse compile or disassemble the Software or otherwise attempt to discover the source code of the Software, except to the extent that this restriction is expressly prohibited by law.

e) You agree that You will only use the Software in a manner that complies with all applicable laws in the jurisdiction in which You use the Software, including, but not limited to, applicable restrictions concerning copyright and other intellectual property rights.

f) You agree that You will only use the Software and its functions in a way which does not limit the possibilities of other End Users to access these services. The Provider reserves the right to limit the scope of services provided to individual End Users, to enable use of the services by the highest possible number of End Users. Limiting the scope of services shall also mean complete termination of the possibility to use any of the functions of the Software and deletion of Data and information on the Provider's servers or third-party servers relating to a specific function of the Software.

g) You agree not to exercise any activities involving use the License key, contrary to the terms of this Agreement or leading to provide License key to any person who is not entitled to use the Software, such as the transfer of used or unused License key in any form, as well as the unauthorized reproduction, or distribution of duplicated or generated License keys or using the Software as a result of the use of a License key obtained from the source other than the Provider.

7. **Copyright**. The Software and all rights, without limitation including proprietary rights and intellectual property rights thereto are owned by ESET and/or its licensors. They are protected by international treaty provisions and by all other applicable national laws of the country in which the Software is being used. The structure, organization and code of the Software are the valuable trade secrets and confidential information of ESET and/or its licensors. You must not copy the Software, except as set forth in Article 6(a). Any copies which You are permitted to make pursuant to this Agreement must contain the same copyright and other proprietary notices that appear on the Software. If You reverse engineer, reverse compile, disassemble or otherwise attempt to discover the source code of the Software, in breach of the provisions of this Agreement, You hereby agree that any information thereby obtained shall automatically and irrevocably be deemed to be transferred to and owned by the Provider in full, from the moment such information comes into being, notwithstanding the Provider's rights in relation to breach of this Agreement.

8. **Reservation of rights**. The Provider hereby reserves all rights to the Software, with the exception of rights expressly granted under the terms of this Agreement to You as the End User of the Software.

9. **Multiple language versions, dual media software, multiple copies**. In the event that the Software supports multiple platforms or languages, or if You receive multiple copies of the Software, You may only use the Software for the number of computer systems and for the versions for which You obtained a License. You may not sell, rent, lease, sub-license, lend or transfer versions or copies of the Software which You do not use.

10. **Commencement and termination of the Agreement.** This Agreement shall be effective from the date You agree to the terms of this Agreement. You may terminate this Agreement at any time by permanently uninstalling, destroying and returning, at your own cost, the Software, all backup copies and all related materials provided by the Provider or its business partners. Your right to use Software and any of its features may be subject to EOL Policy. After the Software or any of its features reaches the End of Life date defined in the EOL Policy, your right to use the Software will terminate. Irrespective of the manner of termination of this Agreement, the provisions of Articles 7, 8, 11, 13, 19 and 21 shall continue to apply for an unlimited time.

11. **END USER DECLARATIONS**. AS THE END USER YOU ACKNOWLEDGE THAT THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. NEITHER THE PROVIDER, ITS LICENSORS OR AFFILIATES, NOR THE COPYRIGHT HOLDERS MAKE ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR THAT THE SOFTWARE WILL NOT INFRINGE ANY THIRD-PARTY PATENTS, COPYRIGHTS, TRADEMARKS OR OTHER RIGHTS. THERE IS NO WARRANTY BY THE PROVIDER OR BY ANY OTHER PARTY THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE. YOU ASSUME ALL RESPONSIBILITY AND RISK FOR THE SELECTION OF THE SOFTWARE TO ACHIEVE YOUR INTENDED RESULTS AND FOR THE INSTALLATION, USE AND RESULTS OBTAINED FROM IT.

12. **No other obligations**. This Agreement creates no obligations on the part of the Provider and its licensors other than as specifically set forth herein.

13. **LIMITATION OF LIABILITY**. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE PROVIDER, ITS EMPLOYEES OR LICENSORS BE LIABLE FOR ANY LOST PROFITS, REVENUE, SALES, DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, PROPERTY DAMAGE, PERSONAL INJURY, INTERRUPTION OF BUSINESS, LOSS OF BUSINESS INFORMATION OR FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, ECONOMIC, COVER, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND

WHETHER ARISING UNDER CONTRACT, TORT, NEGLIGENCE OR OTHER THEORY OF LIABILITY, ARISING OUT OF THE INSTALLATION, THE USE OF OR INABILITY TO USE THE SOFTWARE, EVEN IF THE PROVIDER OR ITS LICENSORS OR AFFILIATES ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME COUNTRIES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF LIABILITY, BUT MAY ALLOW LIABILITY TO BE LIMITED, IN SUCH CASES, THE LIABILITY OF THE PROVIDER, ITS EMPLOYEES OR LICENSORS OR AFFILIATES SHALL BE LIMITED TO THE SUM THAT YOU PAID FOR THE LICENSE.

14. Nothing contained in this Agreement shall prejudice the statutory rights of any party dealing as a consumer if running contrary thereto.

15. **Technical support**. ESET or third parties commissioned by ESET shall provide technical support at their own discretion, without any guarantees or declarations. No technical support will be provided after the Software or any of its features reaches the End of Life date defined in the EOL Policy. The End User shall be required to back up all existing data, software and program facilities prior to the provision of technical support. ESET and/or third parties commissioned by ESET cannot accept liability for damage or loss of data, property, software or hardware or loss of profits due to the provision of technical support. ESET and/or third parties commissioned by ESET reserve the right to decide that resolving the problem is beyond the scope of technical support. ESET reserves the right to refuse, suspend or terminate the provision of technical support at its own discretion. License information, Information and other data in compliance with Privacy Policy may be required for the purpose of technical support provision.

16. **Transfer of the License**. The Software can be transferred from one Computer to another, unless contrary to the terms of the Agreement. If not contrary to the terms of the Agreement, the End User shall only be entitled to permanently transfer the License and all rights ensuing from this Agreement to another End User with the Provider's consent, subject to the condition that (i) the original End User does not retain any copies of the Software; (ii) the transfer of rights must be direct, i.e. from the original End User to the new End User; (iii) the new End User must assume all the rights and obligations incumbent on the original End User under the terms of this Agreement; (iv) the original End User has to provide the new End User with documentation enabling verification of the genuineness of the Software as specified under Article 17.

17. **Verification of the genuineness of the Software.** The End User may demonstrate entitlement to use the Software in one of the following ways: (i) through a license certificate issued by the Provider or a third party appointed by the Provider; (ii) through a written license agreement, if such an agreement was concluded; (iii) through the submission of an e-mail sent by the Provider containing licensing details (user name and password). License information and End User identification data in compliance with Privacy Policy may be required for the purpose of Software genuineness verification.

18. **Licensing for public authorities and the US Government**. The Software shall be provided to public authorities, including the United States Government, with the license rights and restrictions described in this Agreement.

19. **Trade control compliance**.

a) You will not, directly or indirectly, export, re-export, transfer or otherwise make available the Software to any person, or use it in any manner, or be involved in any activity, that could result in ESET or its holding companies, its subsidiaries, and the subsidiaries of any of its holding companies, as well as entities controlled by its holding companies ("Affiliates") being in violation of, or being subject to, negative consequences under trade control laws which include:

i. any laws that control, restrict, or impose licensing requirements on export, re-export or transfer of goods, software, technology, or services, issued or adopted by any government, state or regulatory authority of the United States of America, Singapore, the United Kingdom, the European Union or any of its Member States, or any country in which obligations under the Agreement are to be performed, or in which ESET or any of its Affiliates are incorporated or operate, and

ii. any economic, financial, trade or other, sanction, restriction, embargo, import or export ban, prohibition on transfer of funds or assets or on performing services, or equivalent measure imposed by any government, state or regulatory authority of the United States of America, Singapore, the United Kingdom, the European Union or any of its Member States, or any country in which obligations under the Agreement are to be performed, or in which ESET or any of its Affiliates are incorporated or operate.

(legal acts referred to in points i, and ii. above together as "Trade Control Laws").

b) ESET shall have the right to suspend its obligations under, or terminate, these Terms with immediate effect in the event that:

i. ESET determines that, in its reasonable opinion, the User has breached or is likely to breach provision of Article 19 a) of the Agreement; or

ii. the End User and/or the Software become subject to Trade Control Laws and, as a result, ESET determines that, in its reasonable opinion, the continued performance of its obligations under the Agreement could result in ESET or its Affiliates being in violation of, or being subject to negative consequences under, Trade Control Laws.

c) Nothing in the Agreement is intended, and nothing should be interpreted or construed, to induce or require either party to act or refrain from acting (or to agree to act or refrain from acting) in any manner which is inconsistent with, penalized, or prohibited under any applicable Trade Control Laws.

20. **Notices**. All notices and returns of the Software and Documentation must be delivered to: ESET, spol. s r. o., Einsteinova 24, 85101 Bratislava, Slovak Republic, without prejudice to ESET's right to communicate to You any changes to this Agreement, Privacy Policies, EOL Policy and Documentation in accordance with art. 22 of the Agreement. ESET may send You emails, in-app notifications via Software or post the communication on our website. You agree to receive legal communications from ESET in electronic form, including any communications on change in Terms, Special Terms or Privacy Policies, any contract proposal/acceptance or invitations to treat, notices or other legal communications. Such electronic communication shall be deemed as received in writing, unless applicable laws specifically require a different form of communication.

21. **Applicable law**. This Agreement shall be governed by and construed in accordance with the laws of the Slovak Republic. The End User and the Provider hereby agree that the principles of the conflict of laws and the United Nations Convention on Contracts for the International Sale of Goods shall not apply. You expressly agree that any disputes or claims ensuing from this Agreement with respect to the Provider or any disputes or claims relating to use of the Software shall be settled by Bratislava I District Court and You expressly agree to the said court exercising jurisdiction.

22. **General provisions**. Should any of the provisions of this Agreement be invalid or unenforceable, this shall not affect the validity of the other provisions of the Agreement, which shall remain valid and enforceable under the conditions stipulated therein. This Agreement has been executed in English. In case any translation of the Agreement is prepared for the convenience or any other purpose or in any case of a discrepancy between language versions of this Agreement, the English version shall prevail.

ESET reserves the right to make changes to the Software as well as to revise terms of this Agreement, its Annexes, Addendums, Privacy Policy, EOL Policy and Documentation or any part thereof at any time by updating the relevant document (i) to reflect changes to the Software or to how ESET does business, (ii) for legal, regulatory or security reasons, or (iii) to prevent abuse or harm. You will be notified about any revision of the Agreement by email, in-app notification or by other electronic means. If You disagree with the proposed changes to the Agreement, You may terminate it in accordance with Art. 10 within 30 days after receiving a notice of the change. Unless You terminate the Agreement within this time limit, the proposed changes will be deemed accepted and become effective towards You as of the date You received a notice of the change.

This is the entire Agreement between the Provider and You relating to the Software and it supersedes any prior representations, discussions, undertakings, communications or advertising relating to the Software.

ADDENDUM TO THE AGREEMENT

Network Connected Devices Security Assessment. Additional provisions apply to the Network Connected Devices Security Assessment as follows:

The Software contains a function for checking the security of End User's local network and security of devices in local network which requires local network name and information about devices in local network such as presence, type, name, IP address and MAC address of device in local network in connection with license information. The information also includes wireless security type and wireless encryption type for router devices. This function may also provide information concerning availability of security software solution to secure devices in local network.

Protection Against Misuse of Data. Additional provisions apply to the Protection Against Misuse of Data as follows:

The Software contains a function that prevents loss or misuse of critical data in direct connection with theft of a Computer. This function is switched off under the default settings of the Software. The ESET HOME Account needs to be created for it to be activated, through which the function activates data collection in the event of computer theft. If you chose to activate this function of the Software, data about the stolen Computer will be collected and sent to the Provider, which can include data about the Computer's network location, data about the content displayed on the Computer screen, data about the configuration of the Computer and/or data recorded by a camera connected to the Computer (hereinafter referred to as "Data"). The End User shall be entitled to use Data obtained by this function and provided via ESET HOME Account exclusively for rectifying an adverse situation caused by theft of a Computer. For the sole purpose of this function, Provider process Data as specified in Privacy Policy and in compliance with relevant legal regulations. The Provider shall allow End User to access the Data for the period required to achieve the purpose for which the data was obtained which shall not exceed retention period specified in Privacy Policy. Protection against misuse of data shall be used exclusively with Computers and accounts End User have legitimate access to. Any illegal use will be reported to competent authority. Provider will comply with relevant laws and assist law enforcement authorities in case of the misuse. You agree and acknowledge that You are responsible for safeguarding the password to access ESET HOME Account and you agree that You shall not disclose your password to any third party. End User is responsible for any activity using Protection Against Misuse of Data function and ESET HOME Account, authorized or not. If ESET HOME Account is compromised, notify Provider immediately. Additional provisions for the Protection Against Misuse of Data shall be applicable exclusively to ESET Internet Security and ESET Smart Security Premium End Users.

ESET Secure Data. Additional provisions apply to the ESET Secure Data as follows:

1. Definitions. In these additional provisions to the ESET Secure Data the following words have the corresponding meanings:

a) "Information" any information or data encrypted or decrypted using the software;

b) "Products" the ESET Secure Data software and the documentation;

c) "ESET Secure Data" the software(s) used for the encryption and decryption of electronic data;

All references to the plural shall include the singular and all references to the masculine shall include the feminine and neuter and vice versa. Words without specific definition shall be used in compliance with definitions stipulated by the Agreement.

2. Additional End User declaration. You acknowledge and accept that:

a) It is Your responsibility to protect, maintain and backup Information;

b) You should fully back-up all information and data (including without limit any critical information and data) on Your Computer before installation of the ESET Secure Data;

c) You must keep a safe record of any passwords or other information used for setting up and using ESET Secure Data, you must also make backup copies of all encryption keys, license codes, key-files and other data generated to separate storage media;

d) You are responsible for the use of Products. The Provider shall not be liable for any loss, claim or damage suffered as a consequence of any unauthorized or mistaken encryption or decryption of Information or other data wherever and however that Information or other data is stored;

e) Whilst Provider has taken all reasonable steps to ensure the integrity and security of the ESET Secure Data, the Products (or any of them) must not be used in any area which is dependent on a fail-safe level of security or is potentially hazardous or dangerous, including but not limited to nuclear facilities, aircraft navigation, control or communication systems, weapon and defense systems and life support or life monitoring systems;

f) It is End User's responsibility to ensure that the level of security and encryption provided by the products is adequate for Your requirements;

g) You are responsible for Your use of the Products or any of them, including but not limited to ensure that such use complies with all applicable laws and regulations of the Slovak Republic or such other country, region or state where the Products are used. You must ensure that prior to any use of the Products you have ensured that it is not in contravention of any government (in the Slovak Republic or otherwise) embargo;

h) ESET Secure Data may contact the Provider servers from time to time in order to check for the license information, available patches, service packs and other updates that may improve, maintain, modify or enhance the operation of ESET Secure Data and may send general system information related to the its functioning in compliance with Privacy Policy.

i) Provider shall not be responsible for any loss, damage, expense or claim arising from the loss, theft, misuse, corruption, damage or destruction of passwords, set up information, encryption keys, license activation codes and other data generated or stored during use of the software.

Additional provisions for the ESET Secure Data shall be applicable exclusively to ESET Smart Security Premium End Users.

Password Manager Software. Additional provisions apply to the Password Manager Software as follows:

1. Additional End User declaration. You acknowledge and accept that You may not:

a) use Password Manager Software to operate any mission-critical application where human life or property may be at stake. You understand that the Password Manager Software is not designed for such purposes and that its failure in such cases could lead to death, personal injury, or severe property or environmental damage for which Provider is not responsible.

PASSWORD MANAGER SOFTWARE IS NOT DESIGNED, INTENDED OR LICENSED FOR USE IN HAZARDOUS ENVIRONMENTS REQUIRING FAIL-SAFE CONTROLS INCLUDING, WITHOUT LIMITATION, THE DESIGN, CONSTRUCTION, MAINTENANCE OR OPERATION OF NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR COMMUNICATION SYSTEMS, AIR TRAFFIC CONTROL, AND LIFE SUPPORT OR WEAPONS SYSTEMS. PROVIDER SPECIFICALLY DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR SUCH PURPOSES.

b) use Password Manager Software in a manner that breaches this agreement or the laws of the Slovak Republic or your jurisdiction. Specifically you may not use Password Manager Software to conduct or promote any illegal activities including uploading data of harmful content or content that might be used for any illegal activities or that in any way violates the law or the rights of any third party (including any intellectual property rights), including but not limited to any attempts to gain access to accounts in Storage (For the purposes of these additional terms to the Password Manager Software "Storage" refers to the data storage space managed by Provider or a third party other than Provider and the user for the purpose of enabling synchronization and backup of user data) or any accounts and data of other Password Manager Software or Storage users. If you violate any of these provisions, Provider is entitled to immediately terminate this agreement and pass on to you the cost of any necessary remedy, as well as take any necessary steps to prevent you from further use of Password Manager Software without the possibility of refund.

2. LIMITATION OF LIABILITY. PASSWORD MANAGER SOFTWARE IS PROVIDED "AS IS". NO WARRANTY OF ANY KIND IS EXPRESSED OR IMPLIED. YOU USE THE SOFTWARE AT YOUR OWN RISK. THE PRODUCER IS NOT LIABLE FOR DATA LOSS, DAMAGES, LIMITATION OF SERVICE AVAILABILITY INCLUDING ANY DATA SENT BY PASSWORD MANAGER SOFTWARE TO EXTERNAL STORAGE FOR THE PURPOSE OF DATA SYNCHRONIZATION AND BACKUP. ENCRYPTING THE DATA USING PASSWORD MANAGER SOFTWARE DOES NOT IMPLY ANY LIABILITY OF THE PROVIDER REGARD-ING THE SECURITY OF THAT DATA. YOU EXPRESSLY AGREE THAT THE DATA ACQUIRED, USED, ENCRYPTED, STORED, SYNCHRONIZED OR SENT USING PASSWORD MANAGER SOFTWARE CAN ALSO BE STORED ON THIRD-PARTY SERVERS (APPLIES ONLY TO THE USE OF PASSWORD MANAGER SOFTWARE WHERE SYNCHRONIZATION AND BACKUP SERVICES HAVE BEEN ENABLED). IF PROVIDER IN ITS SOLE DISCRETION SELECTS TO USE SUCH A THIRD-PARTY STORAGE, WEBSITE, WEB PORTAL, SERVER OR SERVICE, PROVIDER IS NOT LIABLE FOR THE QUALITY, SECURITY, OR AVAILABILITY OF SUCH A THIRD-PARTY SERVICE AND TO NO EXTENT IS PROVIDER LIABLE TO YOU FOR ANY BREACH OF CONTRACTUAL OR LEGAL OBLIGATIONS BY THE THIRD PARTY NOR FOR DAMAGES, LOSS OF PROFITS, FINANCIAL OR NON-FINANCIAL DAMAGES, OR ANY OTHER KIND OF LOSS WHILE USING THIS SOFTWARE. PROVIDER IS NOT LIABLE FOR THE CONTENT OF ANY DATA ACQUIRED, USED, ENCRYPTED, STORED, SYNCHRONIZED, OR SENT USING PASSWORD MANAGER SOFTWARE OR IN STORAGE. YOU ACKNOWLEDGE THAT PROVIDER DOES NOT HAVE ACCESS TO THE CONTENT OF THE STORED DATA AND IS NOT ABLE TO MONITOR IT OR REMOVE LEGALLY HARMFUL CONTENT.

Provider owns all rights to improvements, upgrades and fixes related to Password Manager Software ("Improvements") even in the event that any such Improvements have been created based on feedback, ideas or suggestions submitted by you in any form. You will not be entitled to any compensation, including any royalties related to such Improvements.

PROVIDER ENTITIES AND LICENSORS WILL NOT BE LIABLE TO YOU FOR CLAIMS AND LIABILITIES OF ANY KIND ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF PASSWORD MANAGER SOFTWARE BY YOU OR BY THIRD PARTIES, TO THE USE OR NON-USE OF ANY BROKERAGE FIRM OR DEALER, OR TO THE SALE OR PURCHASE OF ANY SECURITY, WHETHER SUCH CLAIMS AND LIABILITIES ARE BASED ON ANY LEGAL OR EQUITABLE THEORY.

PROVIDER ENTITIES AND LICENSORS ARE NOT LIABLE TO YOU FOR ANY AND ALL DIRECT, INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATED TO ANY THIRD-PARTY SOFTWARE, ANY DATA ACCESSED THROUGH PASSWORD MANAGER SOFTWARE, YOUR USE OR INABILITY TO USE OR ACCESS PASSWORD MANAGER SOFTWARE, OR ANY DATA PROVIDED THROUGH PASSWORD MANAGER SOFTWARE, WHETHER SUCH DAMAGE CLAIMS ARE BROUGHT UNDER ANY THEORY OF LAW OR EQUITY. DAMAGES EXCLUDED BY THIS CLAUSE INCLUDE, WITHOUT LIMITATION, THOSE FOR LOSS OF BUSINESS PROFITS, INJURY TO PERSON OR PROPERTY, BUSINESS INTERRUPTION, LOSS OF BUSINESS OR PERSONAL INFORMATION. SOME JURISDICTIONS DO NOT ALLOW LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THIS RESTRICTION MAY NOT APPLY TO YOU. IN SUCH CASE THE EXTENT OF PROVIDER LIABILITY WILL BE THE MINIMUM PERMITTED UNDER APPLICABLE LAW.

INFORMATION PROVIDED THROUGH PASSWORD MANAGER SOFTWARE, INCLUDING STOCK QUOTES, ANALYSIS, MARKET INFORMATION, NEWS, AND FINANCIAL DATA, MAY BE DELAYED, INACCURATE, OR CONTAIN ERRORS OR OMISSIONS, AND PROVIDER ENTITIES AND LICENSORS WILL HAVE NO LIABILITY WITH RESPECT THERETO. PROVIDER MAY CHANGE OR DISCONTINUE ANY ASPECT OR FEATURE OF PASSWORD MANAGER SOFTWARE OR THE USE OF ALL OR ANY FEATURES OR TECHNOLOGY IN PASSWORD MANAGER SOFTWARE AT ANY TIME WITHOUT PRIOR NOTICE TO YOU.

IF THE PROVISIONS IN THIS ARTICLE ARE VOID FOR ANY REASON OR PROVIDER IS DEEMED LIABLE FOR LOSSES, DAMAGES ETC UNDER APPLICABLE LAWS, THE PARTIES AGREE THAT PROVIDER'S LIABILITY TO YOU WILL BE LIMITED TO THE TOTAL AMOUNT OF LICENSE FEES PAID BY YOU.

YOU AGREE TO INDEMNIFY, DEFEND AND HOLD HARMLESS PROVIDER AND ITS EMPLOYEES, SUBSIDIARIES, AFFILIATES, REBRANDING AND OTHER PARTNERS FROM AND AGAINST ANY AND ALL THIRD PARTY (INCLUDING OWNERS OF THE DEVICE OR PARTIES WHOSE RIGHTS WERE AFFECTED BY THE DATA USED IN PASSWORD MANAGER SOFTWARE OR IN STORAGE) CLAIMS, LIABILITIES, DAMAGES, LOSSES, COSTS, EXPENSES, FEES THAT SUCH PARTIES MAY INCUR AS A RESULT OF YOUR USE OF THE PASSWORD MANAGER SOFTWARE.

3. Data in Password Manager Software. Unless otherwise, and explicitly, selected by you, all data entered by you that is saved into a Password Manager Software database is stored in encrypted format on your computer, or other storage device as defined by you. You understand that in the case of deletion of, or damage to, any Password Manager Software database or other files, all the data contained therein will be irreversibly lost and you under-stand and accept the risk of such loss. The fact that your personal data is stored in encrypted format on the computer does not mean that the information cannot be stolen or misused by someone who discovers the Master Password or gains access to the customer-defined activation device for opening the database. You are responsible for maintaining the security of all access methods.

4. Transmission of Personal Data to Provider or Storage. If You select so and solely for the purpose of ensuring timely data synchronization and backup, Password Manager Software transmits or sends personal data from the Password Manager Software database - namely passwords, login information, Accounts and Identities to Storage over the Internet. Data is transmitted exclusively in encrypted form. The use of Password Manager Software for filling in online forms with passwords, logins or other data may require that information being sent over the Internet to the website identified by You. This transmission of data is not initiated by Password Manager Software and therefore Provider cannot be held responsible for the security of such interactions with any website operated by various providers. Any transactions over the Internet whether or not in conjunction with Password Manager Software is done at Your own discretion and risk, and You will be solely responsible for any damage to Your Computer or loss of data resulting from the download and/or use of any such material or service. To minimize the risk of losing valuable data, Provider recommends that End User perform periodic backup of the database and other sensitive files to external drives. Provider is not able to provide You with any assistance in recovering lost or damaged data. If Provider provides backup services for End User database files in case of damage or deletion of the files on End User's Computer, such backup service is without any warranty and does not imply any liability of Provider to you whatsoever.

By using Password Manager Software, you agree that the software may contact the Provider servers from time to time in order to check for the license information, available patches, service packs and other updates that may improve, maintain, modify or enhance the operation of Password Manager Software. The software may send general system information related to the functioning of Password Manager Software in compliance with Privacy Policy.

5. Uninstall information and instructions. Any information that you would like to retain from the database must be exported prior to uninstalling Password Manager Software.

Additional provisions for the Password Manager Software shall be applicable exclusively to ESET Smart Security Premium End Users.

ESET LiveGuard. Additional provisions apply to the ESET LiveGuard as follows:

The Software contains a function of additional analysis of files submitted by End User. The Provider shall only use the files submitted by End User and results of analysis in compliance with Privacy Policy and in compliance with relevant legal regulations.

Additional provisions for the ESET LiveGuard shall be applicable exclusively to ESET Smart Security Premium End Users.

EULAID: EULA-PRODUCT-LG-EHSW; 3537.0

Privacy Policy

The protection of personal data is of particular importance to ESET, spol. s r. o., having its registered office at Einsteinova 24, 851 01 Bratislava, Slovak Republic, registered in the Commercial Register administered by Bratislava I District Court, Section Sro, Entry No 3586/B, Business Registration Number: 31333532 as a Data Controller ("ESET" or "We"). We want to comply with the transparency requirement as legally standardized under the EU General Data Protection Regulation ("GDPR"). To achieve this goal, We are publishing this Privacy Policy with the sole purpose of informing our customer ("End User" or "You") as a data subject about following personal data protection topics:

- Legal Basis of Personal Data Processing,
- Data Sharing and Confidentiality,
- Data Security,
- Your Rights as a Data Subject,
- Processing of Your Personal Data
- Contact Information.

Legal Basis of Personal Data Processing

There are a few legal bases for data processing which We use according to the applicable legislative framework related to protection of personal data. The processing of personal data at ESET is mainly necessary for the performance of the End User License Agreement ("EULA") with End User (Art. 6 (1) (b) GDPR), which is applicable for the provision of ESET products or services, unless explicitly stated otherwise, e.g.:

- Legitimate interest legal basis (Art. 6 (1) (f) GDPR), that enables us to process data on how our customers use our Services and their satisfaction to provide our users with the best protection, support and experience We can offer. Even marketing is recognized by applicable legislation as a legitimate interest, therefore We usually rely on it for marketing communication with our customers.
- Consent (Art. 6 (1) (a) GDPR), which We may request from You in specific situations when we deem this legal basis as the most suitable one or if it is required by law.
- Compliance with a legal obligation (Art. 6 (1) (c) GDPR), e.g. stipulating requirements for electronic communication, retention for invoicing or billing documents.

Data Sharing and Confidentiality

We do not share your data with third parties. However, ESET is a company that operates globally through affiliated companies or partners as part of our sales, service and support network. Licensing, billing and technical support information processed by ESET may be transferred to and from affiliates or partners for the purpose of fulfilling the EULA, such as providing services or support.

ESET prefers to process its data in the European Union (EU). However, depending on your location (use of our products and/or services outside the EU) and/or the service you choose, it may be necessary to transfer your data to a country outside the EU. For example, we use third-party services in connection with cloud computing. In these cases, we carefully select our service providers and ensure an appropriate level of data protection through contractual as well as technical and organizational measures. As a rule, we agree on the EU standard contractual clauses, if necessary, with supplementary contractual regulations.

For some countries outside the EU, such as the United Kingdom and Switzerland, the EU has already determined a comparable level of data protection. Due to the comparable level of data protection, the transfer of data to these countries does not require any special authorization or agreement.

Data Security

ESET implements appropriate technical and organizational measures to ensure a level of security which is appropriate to potential risks. We are doing our best to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services. However, in case of data breach resulting in a risk to your rights and freedoms, We are ready to notify the relevant supervisory authority as well as affected End Users as data subjects.

Data Subject’s Rights

The rights of every End User matter and We would like to inform you that all End Users (from any EU or any non-EU country) have the following rights guaranteed at ESET. To exercise your data subject’s rights, you can contact us via support form or by e-mail at dpo@eset.sk. For identification purposes, we ask you for the following information: Name, e-mail address and - if available - license key or customer number and company affiliation. Please refrain from sending us any other personal data, such as the date of birth. We would like to point out that to be able to process your request, as well as for identification purposes, we will process your personal data.

Right to Withdraw the Consent. Right to withdraw the consent is applicable in case of processing based on consent only. If We process your personal data on the basis of your consent, you have the right to withdraw the consent at any time without giving reasons. The withdrawal of your consent is only effective for the future and does not affect the legality of the data processed before the withdrawal.

Right to Object. Right to object the processing is applicable in case of processing based on the legitimate interest of ESET or third party. If We process your personal data to protect a legitimate interest, You as the data subject have the right to object to the legitimate interest named by us and the processing of your personal data at any time. Your objection is only effective for the future and does not affect the lawfulness of the data processed before the objection. If we process your personal data for direct marketing purposes, it is not necessary to give reasons for your objection. This also applies to profiling, insofar as it is connected with such direct marketing. In all other cases, we ask you to briefly inform us about your complaints against the legitimate interest of ESET to process your personal data.

Please note that in some cases, despite your consent withdrawal, we are entitled to further process your personal data on the basis of another legal basis, for example, for the performance of a contract.

Right of Access. As a data subject, you have the right to obtain information about your data stored by ESET free of charge at any time.

Right to Rectification. If we inadvertently process incorrect personal data about you, you have the right to have this corrected.

Right to Erasure and Right to Restriction of Processing. As a data subject, you have the right to request the deletion or restriction of the processing of your personal data. If we process your personal data, for example, with your consent, you withdraw it and there is no other legal basis, for example, a contract, We delete your personal data immediately. Your personal data will also be deleted as soon as they are no longer required for the purposes stated for them at the end of our retention period.

If we use your personal data for the sole purpose of direct marketing and you have revoked your consent or objected to the underlying legitimate interest of ESET, We will restrict the processing of your personal data to the extent that we include your contact data in our internal black list in order to avoid unsolicited contact. Otherwise, your personal data will be deleted.

Please note that We may be required to store your data until the expiry of the retention obligations and periods issued by the legislator or supervisory authorities. Retention obligations and periods may also result from the Slovak legislation. Thereafter, the corresponding data will be routinely deleted.

Right to Data Portability. We are happy to provide You, as a data subject, with the personal data processed by ESET in the xls format.

Right to Lodge a Complaint. As a data subject, You have a right to lodge a complaint with a supervisory authority at any time. ESET is subject to the regulation of Slovak laws and We are bound by data protection legislation as part of the European Union. The relevant data supervisory authority is The Office for Personal Data Protection of the Slovak Republic, located at Hraničná 12, 82007 Bratislava 27, Slovak Republic.

Processing of Your Personal Data

Services provided by ESET implemented in our product are provided under the terms of EULA, but some of them might require specific attention. We would like to provide You with more details on data collection connected with the provision of our services. We render various services described in the EULA and the product documentation. To make it all work, We need to collect the following information:

Licensing and Billing Data. The name, e-mail address, license key and (if applicable) address, company affiliation and payment data are collected and processed by ESET in order to facilitate the activation of license, license key delivery, reminders on expiration, support requests, license genuineness verification, provision of our service sand other notifications including marketing messages in line with applicable legislation or Your consent. ESET is legally obliged to keep the billing information for the period of 10 years, however the licensing information will be anonymized no later than 12 months after the expiration of license.

Update and Other Statistics. The processed information includes information concerning installation process and your computer including platform on which our product is installed and information about the operations and functionality of our products such as operation system, hardware information, installation IDs, license IDs, IP address, MAC address, configuration settings of product are processed for the purpose of provision update and upgrade services and for the purpose of maintenance, security and improvement of our backend infrastructure.

This information is kept apart from the identification information required for the licensing and billing purposes since it does not require the identification of End User. The retention period is up to 4 years.

ESET LiveGrid® Reputation System. One-way hashes related to infiltration are processed for the purpose of ESET LiveGrid® Reputation System which improves the efficiency of our anti-malware solutions by comparing scanned files to a database of whitelisted and blacklisted items in the cloud. The End User is not identified during this process.

ESET LiveGrid® Feedback System. Suspicious samples and metadata from the wild are collected as part of ESET LiveGrid® Feedback System which enables ESET to react immediately to needs of our end users and keep us responsive to the latest threats providing. We are dependent on You sending us

- Infiltrations such as potential samples of viruses and other malicious programs and suspicious; problematic, potentially unwanted or potentially unsafe objects such as executable files, email messages reported by You as spam or flagged by our product;

- Information concerning the use of internet such as IP address and geographic information, IP packets, URLs and ethernet frames;

- Crash dump files and information contained.

We do not desire to collect your data outside of this scope but sometimes it is impossible to prevent it. Accidentally collected data may be included in malware itself (collected without our knowledge or approval) or as part of filenames or URLs and We do not intend it to form part of our systems or process it for the purpose declared in this Privacy Policy.

All information obtained and processed through the ESET LiveGrid® Feedback System are meant to be used without the identification of End User.

Network Connected Devices Security Assessment. To provide the security assessment function, We process the local network name and information about devices in your local network, such as presence, type, name, IP address and MAC address of the device in your local network in connection with license information. The information also includes wireless security type and wireless encryption type for router devices. The license information identifying the End User will be anonymized no later than 12 months after the expiration of the license.

Technical Support. The contact and licensing information and data contained in your support requests may be required for service of support. Based on the channel You choose to contact us, We may collect your email address, phone number, license information, product details and description of your support case. You may be asked to provide us with other information to facilitate service of support. The data processed for technical support is stored for 4 years.

Protection Against Misuse of Data. If the ESET HOME Account on https://home.eset.com is created and the function is activated by End User in connection with theft of computer, following information will be collected and processed: the location data, screenshots, data about the configuration of computer and data recorded by computer's camera. The collected data are stored on our servers or on the servers of our service providers with retention period of 3 months.

Password Manager. If You choose to activate the function of Password Manager, the data related to your login details are stored in an encrypted form only on your computer or other designated device. If You activate the synchronization service, the encrypted data are stored on our servers or on the servers of our service providers to ensure such service. Neither ESET nor the service provider have access to the encrypted data. Only You have the key to decrypt the data. The data will be removed upon the deactivation of the function.

ESET LiveGuard. If You choose to activate the ESET LiveGuard function, it requires the submission of samples such as files predefined and selected by the End User. The samples You choose for the remote analysis will be uploaded to the ESET service, and the result of the analysis will be sent back to Your computer. Any suspicious samples are processed in the manner of information collected by ESET LiveGrid® Feedback System.

Customer Experience Improvement Program. If You chose to activate Customer Experience Improvement Program , the anonymous telemetry information relating to the use of Our products will be collected and used, based on Your consent.

Please note that if the person using our products and services is not the End User who has purchased the product or service and concluded the EULA with Us, (e.g. an employee of the End User, a family member or a person otherwise authorized to use the product or service by the End User in compliance with EULA, the processing of the data is carried out in the legitimate interest of ESET within the meaning of Art. 6 (1) f) GDPR to enable the user authorized by End User to use the products and services provided by Us in accordance with EULA.

Contact Information

If You would like to exercise your right as a data subject or You have a question or concern, send us a message at:

ESET, spol. s r.o.
Data Protection Officer
Einsteinova 24
85101 Bratislava
Slovak Republic
dpo@eset.sk