McAfee®

# antispyware

# User Guide

McAfee®

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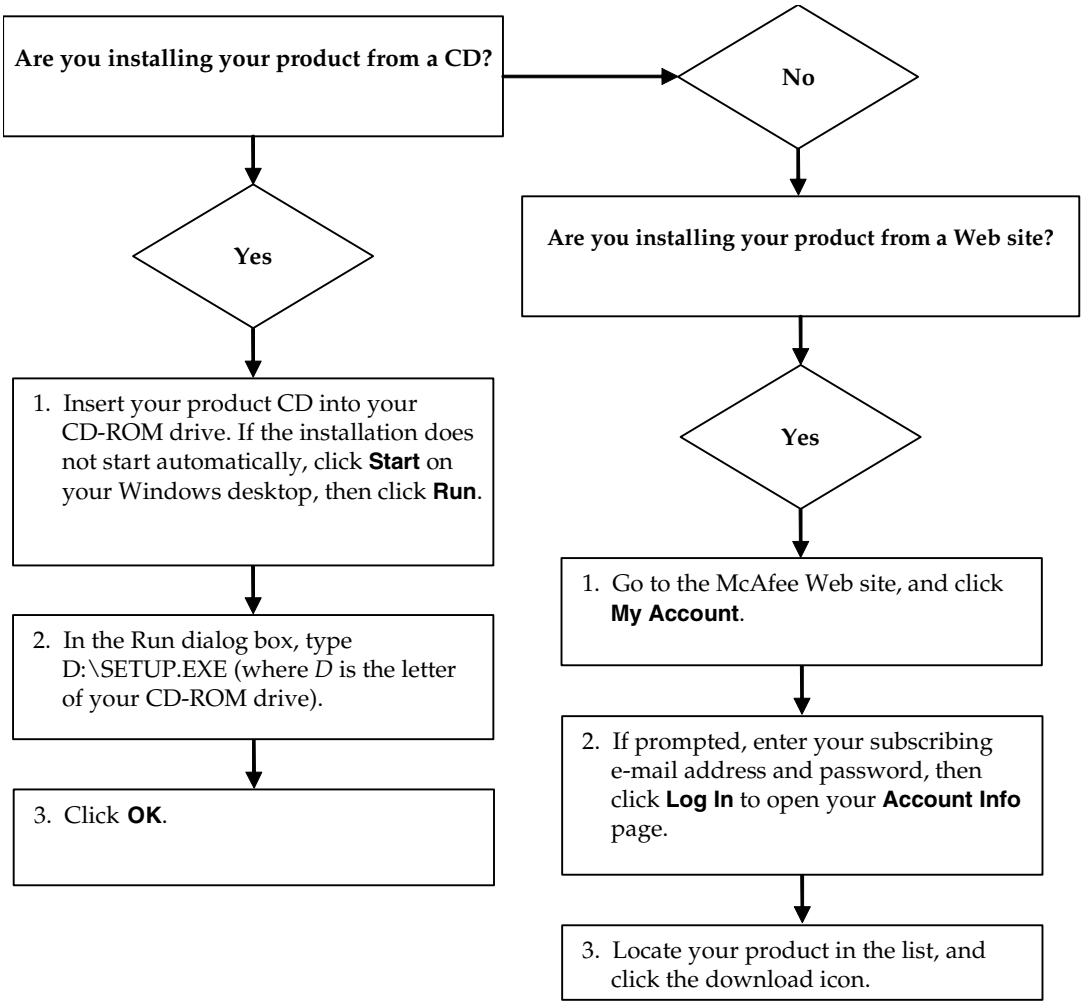
# Quick Start Card

**If you are installing your product from a CD or a Web site, print this convenient reference page.**

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## For more information

To view the User Guides on the product CD, ensure that you have Acrobat Reader installed; if not, install it now from the McAfee product CD.

1. Insert your product CD into your CD-ROM drive.
2. Open Windows Explorer: Click **Start** on your Windows desktop, and click **Search**.
3. Locate the Manuals folder, and double-click the User Guide .PDF you want to open.

## Registration benefits

McAfee recommends that you follow the easy steps within your product to transmit your registration directly to us. Registration ensures that you receive timely and knowledgeable technical assistance, plus the following benefits:

- FREE electronic support
- Virus definition (.DAT) file updates for one year after installation when you purchase VirusScan software

  Go to http://www.mcafee.com/ for pricing of an additional year of virus signatures.
- 60-day warranty that guarantees replacement of your software CD if it is defective or damaged
- SpamKiller filter updates for one year after installation when you purchase SpamKiller software

  Go to http://www.mcafee.com/ for pricing of an additional year of filter updates.
- McAfee Internet Security Suite updates for one year after installation when you purchase MIS software

  Go to http://www.mcafee.com/ for pricing of an additional year of content updates.

## Technical Support

For technical support, please visit

http://www.mcafeehelp.com/.

Our support site offers 24-hour access to the easy-to-use Answer Wizard for solutions to the most common support questions.

Knowledgeable users can also try our advanced options, which include a Keyword Search and our Help Tree. If a solution cannot be found, you can also access our FREE Chat Now! and E-mail Express! options. Chat and e-mail help you to quickly reach our qualified support engineers through the Internet, at no cost. Otherwise, you can get phone support information at

http://www.mcafeehelp.com/.

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# Getting Started 1

Welcome to McAfee AntiSpyware, which offers advanced protection for you, your family, your personal data, and your computer.

AntiSpyware enhances the privacy of your computing experience by removing Potentially Unwanted Programs (PUPs). PUPs may include spyware, adware, and other types of programs that you may want to be informed of and remove. For example, some PUPs may attempt to track your Web surfing habits. Now you can easily scan your hard drive and find and remove these programs that often piggyback on popular freeware utilities and games.

## Features

This version of AntiSpyware offers the following features.

- Protection against potentially unwanted programs - McAfee AntiSpyware enables you to find and remove programs that may compromise your computer's security or privacy.
- Extended stealth program protection - helps keep your computer free of hidden programs that try to capture and steal your passwords, as well as even more sinister programs that may be watching and recording everything you do on your computer. Adds an essential layer of protection against this growing threat to your privacy and security.
- Event log - allows you to view all activity under the control of McAfee AntiSpyware and provide a clear description of the activity.
- Automatic protection - you are alerted the moment a known spyware, Trojan, dialer, persistent and unwanted Internet marketing, or other potentially unwanted program is created.
- Program removal - identifies and removes potentially unwanted programs, including entries in the Windows Registry, and other areas where programs leave remnants.
- Comprehensive scanning and custom scan options - scan your computer for potentially unwanted programs and identify files for removal.
- Automatic backup of removed files - recently removed files can be easily restored if you accidentally remove them.

- Streamlined user interface - provides detailed information at-a-glance including number of detections, last updates, information, and easy access to settings changes.
- Uninstall flexibility - you can uninstall the program using that program's uninstaller, or McAfee can remove all traces of the program.
- Virus Map reporting - you can anonymously submit potentially unwanted program tracking information for inclusion in our World Virus Map. You can automatically opt-in for this free and secure feature.
- Tracking cookie detection - you can remove tracking cookies that contain your personal information, such as user ID and recently viewed Web sites. These files are not necessarily dangerous, but they can invade your privacy and assist marketing companies in directing their marketing at you.

# System requirements

- Microsoft® Windows 98, Windows Me, Windows 2000, or Windows XP
- Personal computer with Pentium-compatible processor

  Windows 98 or 2000: 133 MHz or higher

  Windows Me: 150 MHz or higher

  Windows XP (Home and Pro): 300 MHz or higher
- RAM

  Windows 98, Me, or 2000: 64 MB

  Windows XP (Home and Pro): 128 MB
- 25 MB hard disk space
- Microsoft Internet Explorer 5.5 or later

  **NOTE**
  To upgrade to the latest version of Internet Explorer, visit the Microsoft Web site at http://www.microsoft.com/.

**Required for process scanning**

- Windows 2000 or Windows XP

# Using McAfee SecurityCenter

The McAfee SecurityCenter is your one-stop security shop. You can run SecurityCenter from the McAfee icon in your Windows system tray or from your Windows desktop.

> **NOTE**
> For more information about its features, click **Help** in the SecurityCenter dialog box.

To open the McAfee SecurityCenter:

1. Right-click the McAfee icon .
2. Click **Open SecurityCenter**.

To access an AntiSpyware feature:

1. Right-click the McAfee icon .
2. Point to **AntiSpyware,** and then click the feature you want to use.

# Performing Common Tasks 2

To perform general tasks, right-click the McAfee icon ( ), point to **AntiSpyware**, and select **View Summary**. The Summary page appears (Figure 2-1).

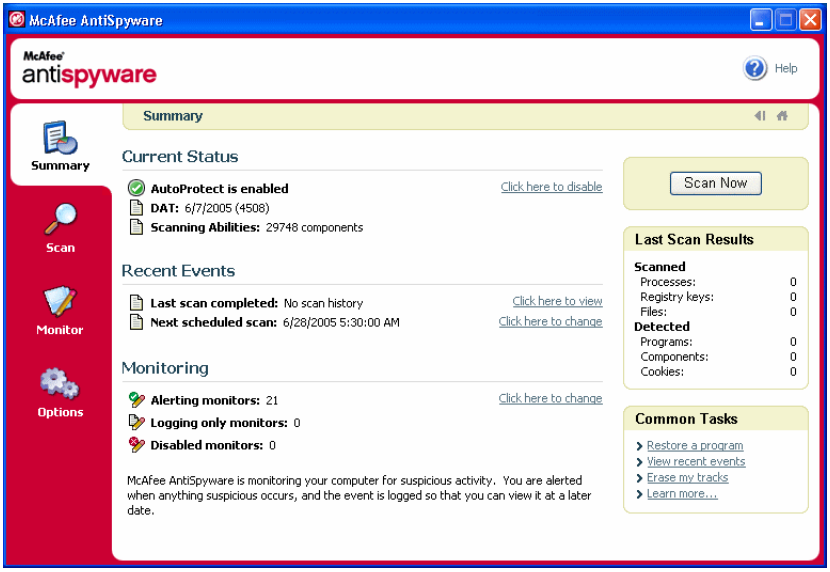


**Figure 2-1. Summary page**

## Starting a scan

Click **Scan Now** to perform a scan of your computer (for more information, see *Scanning* on page 13).

## Viewing current status

Under Current Status, you can view whether automatic protection is enabled or disabled, the DAT version you are using, and the number of components that AntiSpyware detects.

## Configuring automatic protection

Automatic protection is enabled by default and is the recommended setting. When potentially unwanted programs are detected, a McAfee security alert appears notifying you of suspicious activity.

If you disable this feature you are not notified of suspicious programs in real time (scheduled scans still occur).

# Viewing recent events

Under Recent Events, you can see when your computer was last scanned and when the next scan is scheduled.

# Viewing monitors

Under Monitoring, you can view the number of enabled and disabled monitors.

# Viewing last scan results

Under Last Scan Results, you can see the number of items that were scanned and detected.

**NOTE**
Process scanning is not available if you are running Microsoft Windows 98 or Windows Me.

# Performing common tasks

Under Common Tasks, you can:

- Restore programs (see *Restoring programs* on page 20)
- View recent events (see *Viewing the event log* on page 21)
- Erase tracks (see *Erasing my tracks* on page 21)
- Learn more about potentially unwanted programs (see *What are potentially unwanted programs?* on page 30)

# Scanning 3

To perform a scan, right-click the McAfee icon ( ), point to **AntiSpyware**, and select **Scan for Potentially Unwanted Programs**. The Scan page appears (Figure 3-1).

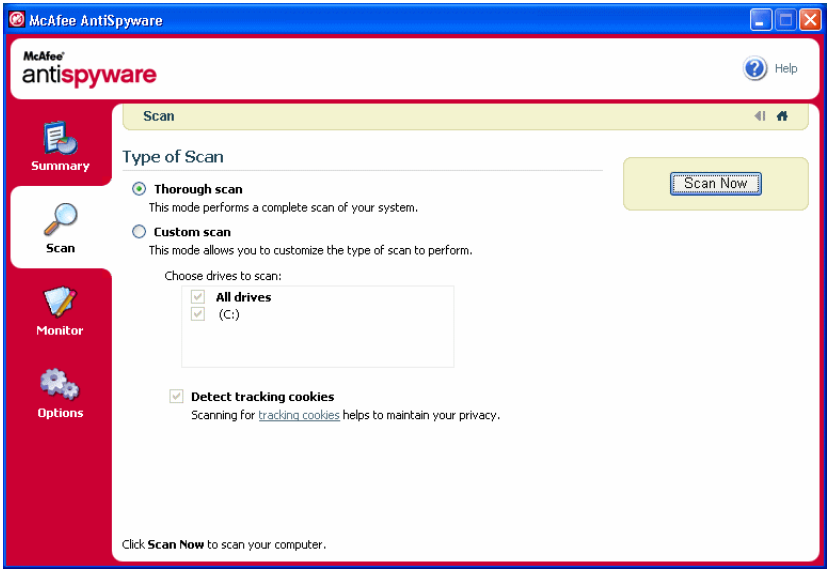


**Figure 3-1. Scan page**

## Scanning

After installing AntiSpyware and restarting your computer, McAfee recommends that you scan for potentially unwanted programs that might be residing in your computer.

- **Thorough Scan** - performs a complete scan of your computer and is the recommended setting
- **Custom Scan** - allows you to choose the drive to scan
- **Detect tracking cookies** - allows you to remove tracking cookies that contain your personal information. For more information, see *Removing tracking cookies* on page 15.

Click **Scan Now**. When the scan is completed, detected programs display in the list.

# Viewing scan results

When programs are detected, you have the following options.

## If you want to find out more information on a detected program

1. Select that program, and click **Tell me more**. The McAfee Virus Information Library Web page appears.
2. To see where the program resides in your computer, expand the selection.

## If you trust the program that was detected

You can exclude from future scans detected programs that you trust. For example, there are programs such as media players, shopping companions, and file sharing services obtained from reputable organizations that capture information about you but do not share your identity and personal and financial information with other parties.

When you trust a program (you recognize it, or it was distributed by an organization that you feel is trustworthy), select that program and click **Trust**. A confirmation dialog box appears. Click **Yes** to verify your action. The program is excluded from future scans.

To remove a program that you have excluded from scans, refer to *Managing trusted programs* on page 20.

## If you do not trust the program that was detected

When you do not trust a program (you do not recognize it, do not know how it was obtained, or it was distributed by an organization that you do not feel is trustworthy):

1. Select that program and click **Remove**. To remove all the programs listed, click **Remove All**.
2. Click **OK** in the Confirmation dialog box to remove the program, or click **Cancel** to manually uninstall the program using the vendor's uninstaller.

> **NOTE**
> Programs that are removed can be restored with McAfee AntiSpyware. Programs that are uninstalled can only be reinstalled using the uninstaller's application installer.

## If you do not want to perform any action

Click **Back** to go back to the Scan page.

# Removing tracking cookies

You can remove tracking cookies that contain your personal information, such as user ID and recently viewed Web sites. These files are not necessarily dangerous, but they can invade your privacy and assist marketing companies in directing their marketing at you.

# Monitoring Events 4

Monitors detect changes to your computer and alert you when they happen. You can then review these changes and scan your computer for potentially unwanted programs.

To change monitoring levels, right-click the McAfee icon ( ), point to **AntiSpyware**, and select **Monitor System**. The Monitor page appears (Figure 4-1).

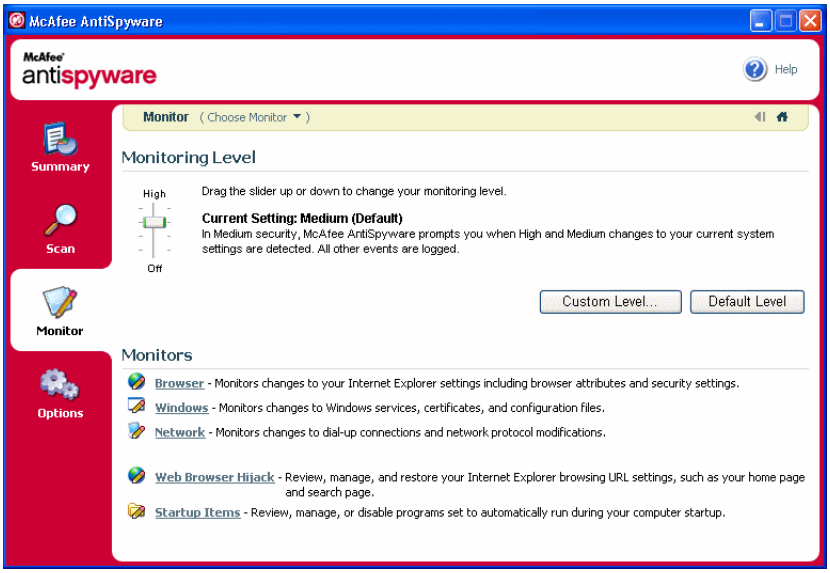


**Figure 4-1. Monitor page**

## General monitoring level

To change the monitoring level for all monitors, move the slider.

- **Off** – alerts are disabled for all monitors. No action is taken and events are not logged.
- **Low** – alerts are only enabled for the more important monitors. All other events are logged.
- **Medium** – alerts are enabled for most monitors. All other events are logged. This is the default setting.

- **High** – alerts are enabled for all monitors. All events are logged.

To go back to the default settings, click **Default Level**.

# Monitors

To customize a monitor, click **Custom Level**. The Browser monitor appears (you can select other monitors from the Choose Monitor menu).

Or

Select a monitor category.

Monitors detect potentially unwanted changes as they occur and are categorized as follows.

- Browser - monitors changes to your Internet Explorer settings including browser attributes and security settings
- Windows - monitors changes to Windows settings, certificates, and configuration files
- Network - monitors changes to dial-up connections and network protocol modifications

To change alert settings, choose an action:

- **Alert me of changes** - when a change is detected, an alert appears and enables you to select the appropriate action.
- **Only log changes** - when a change is detected, the event is logged and the change is accepted. Alerts do not appear
- **Disable this monitor** - changes are not monitored. No events are logged, and all changes are accepted.

## Web Browser Hijack

You can review, manage, and restore your default Internet Explorer browser URL settings, such as your home page and search page.

To restore your Internet Explorer settings, click the arrow next to the appropriate box and then click **Apply**.

## Startup Items

Allows you to review items that start up with your computer and disable potentially unwanted programs.

# Configuring Options 5

To configure options, right-click the McAfee icon ( ), point to **AntiSpyware**, and select **Options**. The Options page appears (Figure 5-1).

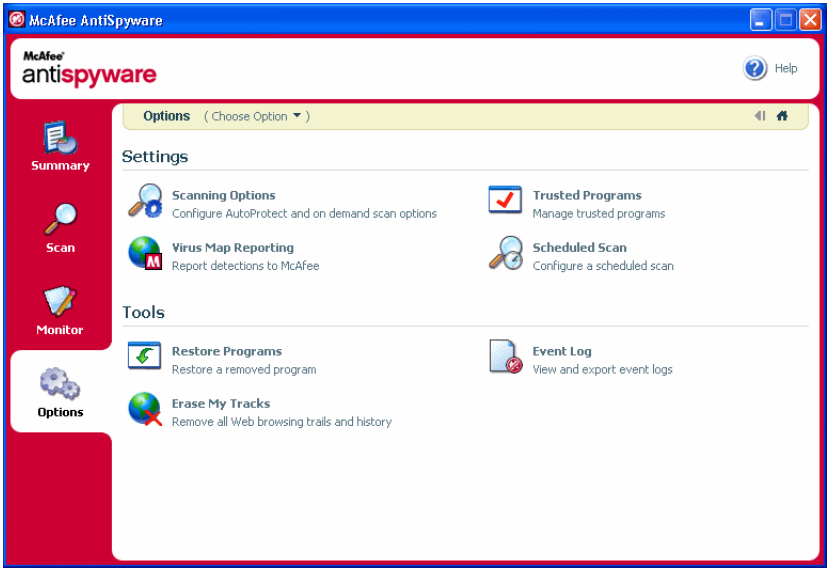


**Figure 5-1. Options page**

## Configuring scanning options

This option allows you to manage scans. After you select your scan settings, they are saved for the next scan (automatic protection is enabled by default and is the recommended setting). For more information, see *Scanning* on page 13.

## Reporting to the World Virus Map

You can anonymously send potentially unwanted program tracking information for inclusion in our World Virus Map. Automatically opt-in for this free, secure feature either during AntiSpyware installation (in the **Virus Map Reporting** dialog box), or at any time when you click **Virus Map Reporting** in the Options page.

To automatically report potentially unwanted program information to the World Virus Map:

1 Click **Virus Map Reporting**.

2 Accept the default **Yes, I want to participate**. Otherwise, select **No, I do not want to participate**.

3 If you are in the United States, select the state and enter the zip code where your computer is located. Otherwise, select the country where your computer is located.

Your settings are automatically saved.

# Managing trusted programs

To manage trusted programs:

Click **Trusted Programs** to view the programs you have excluded from scans. To remove a program from this list, select the program you no longer want to trust, click **Untrust** and then click **Yes** in the Confirmation dialog box. The program is included in the next scan.

# Scheduling a scan

You can automatically scan at specified intervals. To schedule a scan:

1 Click **Scheduled Scan**.

2 Select **Scan My Computer at a scheduled time**.

3 Click **Edit.** The **McAfee AntiSpyware Properties** dialog box appears

4 Complete the appropriate boxes and click **OK**.

5 Select your scanning options. For more information, see *Scanning* on page 13.

Your settings are automatically saved.

# Restoring programs

Occasionally, you may want to restore programs that were removed. For example, some removed program items might be required for a program to work correctly.

1 Click **Restore Programs**. Previously removed programs are listed. To clear this list, click **Remove All** and then click **Yes** in the Confirmation dialog box.

2 To restore a program, select it and click **Restore**.

3 Click **Yes** in the Confirmation dialog box.

# Erasing my tracks

To erase your Web browsing trails and history:

1. Click **Erase My Tracks**.
2. Select the tracks you want to erase, and click **Erase**.

# Viewing the event log

All actions performed by McAfee AntiSpyware are stored in event logs. To view these logs, click **Event Log**. The information displays in chronological order by default.

To clear this list, select **Clear Logs** and then click **Yes** in the Confirmation dialog box.

To save the events to a text file, click **Export**.

## Recent events

To change how long events are stored, specify the number of days in the **Keep logs for (days):** box.

# Updating AntiSpyware 6

When you are connected to the Internet, AntiSpyware checks for software updates every four hours, then automatically downloads and installs weekly updates without interrupting your work. These updates have a minimal impact on system performance during download.

If a product update occurs, an alert appears. When alerted, you can choose to update AntiSpyware to remove the threat of previously unrecognized potentially unwanted programs from being installed on your computer.

## Automatically checking for updates

McAfee SecurityCenter is automatically configured to check for updates for all of your McAfee services every four hours when you are connected to the Internet, then notify you with alerts and sounds. By default, SecurityCenter automatically downloads and installs any available updates.

**NOTE**
In some cases, you are prompted to restart your computer to complete the update. Save all of your work and close all applications before restarting.

## Manually checking for updates

In addition to automatically checking for updates when you are connected to the Internet, you can also manually check for updates at any time.

To manually check for AntiSpyware updates:

1. Ensure your computer is connected to the Internet.
2. Right-click the McAfee icon, then click **Updates**. The **SecurityCenter Updates** dialog box appears.
3. Click **Check Now**.

   If an update exists, the **AntiSpyware Updates** dialog box appears. Click **Update** to continue.

   If no updates are available, a dialog box tells you that AntiSpyware is up-to-date. Click **OK** to close the dialog box.
4. Log on to the Web site if prompted. The **Update Wizard** installs the update automatically.

5 Click **Finish** when the update is finished installing.

**NOTE**
In some cases, you are prompted to restart your computer to complete the update. Save all of your work and close all applications before restarting.

# Frequently Asked Questions 7

## Can I turn off the AntiSpyware update finder?

You cannot turn off the AntiSpyware update finder.

It is important to keep AntiSpyware updated to prevent the latest potentially unwanted programs from compromising your Internet privacy and security.

## Can I use AntiSpyware with Netscape or CompuServe browsers?

You can use Netscape or CompuServe as your default Internet browser, but you must have Microsoft Internet Explorer 5.5 or later installed on your computer.

## How do I install McAfee programs with Windows XP Service Pack 2 (SP2)?

To allow Internet Explorer to download the McAfee Active X with the Information Bar, follow these steps.

1. Go to the McAfee home page at http://us.mcafee.com.
2. Click **My Account** located at the top right section of the page and log on to McAfee. Click the down arrow in the Update/Download column.
3. After reviewing the McAfee.com User License Agreement, click **I Agree** to continue.
4. To allow the installation of McAfee ActiveX Controls, click the Information bar and then select **Install ActiveX Control...** A confirmation dialog box appears.
5. Verify the publisher is McAfee.com, and click **Install**.
6. Click **Start**.
7. Follow the on-screen instructions.

### Allowing Pop-ups from McAfee.com with the Information Bar

After installing the McAfee ActiveX control, you must allow pop-ups for this site.

1. Click the Information bar and then select **Allow Pop-ups from This Site...**

2 A confirmation dialog box appears. Click **Yes**.

# How do I make the McAfee icon appear in the Windows system tray?

If the McAfee icon is not visible in the Windows system tray, you can start SecurityCenter via your Windows Start menu.

To start SecurityCenter:

1 Click **Start** on the Windows taskbar, and then point to **Programs**, **McAfee**, and **McAfee SecurityCenter**.

2 Click the **McAfee SecurityCenter** program icon to make it appear in the Windows system tray.

# How do I submit a sample to AVERT?

If McAfee AntiSpyware detects a program or file you think is legitimate, or a program or file should be detected, submit a sample to the McAfee AntiVirus Emergency Response Team (AVERT™).

## Required information

- E-mail address: spyware_research@avertlabs.com
- Subject: MAS Content
- Version
- Service version
- Engine version
- DAT version
- Description of the file (for example, where did it come from, what makes you suspect this file, was it detected).

To find the version numbers, open the About screen for McAfee AntiSpyware:

1 Right-click the red M icon , point to **AntiSpyware**, and then select **About**. The About dialog box appears.

2 Write the numbers down or enter them into the body of the email.

## Sample submission

To: spyware_research@avertlabs.com

From: johndoe@myemail.com

Subject: MAS Content

I was doing a scan today and McAfee AntiSpyware detected one of my normal program files. Last week it wasn't detected during the scan.

- Version: 2.0.0.136
- Service version: 2.0.0.136
- Engine version: 5000.307
- DAT: 6/7/2005 (4508)

The file is in the folder from a new shareware application I downloaded. The program is SoftwareName and I downloaded it from www.notarealaddress.com.

My operating system is Windows XP Home Service Pack 1.

I am using Internet Explorer Version 6.0.2900.2180.

Thanks.

## Submission requirements

In order for your submission to be accepted, the sample must be packaged in a .ZIP file, cannot be larger than 3 megabytes or contain more than 30 files, and must be password-protected with the word "infected."

# How do I uninstall and reinstall AntiSpyware?

In some situations, you might need to uninstall AntiSpyware as part of a troubleshooting strategy.

> **NOTE**
> Users must have Administrator rights to uninstall AntiSpyware.

## Uninstalling AntiSpyware

1. Save all your work and close any open applications.
2. Open the Control Panel:

- Windows 98, Me, and 2000 users: On your Windows taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.

- Windows XP users: On your Windows taskbar, click **Start**, and then click **Control Panel**.

3 Open the Add/Remove Programs dialog box:

- Windows 98, Me, and 2000 users: Double-click **Add/Remove Programs**.
- Windows XP users: Click **Add or Remove Programs**.

4 Select **McAfee AntiSpyware** from the list of programs, and then click **Change/Remove**.

5 When you are asked to confirm the uninstallation, click **Yes**. The uninstallation begins.

6 When you are prompted to reboot your computer, click **Close**.

7 From the Add/Remove Programs dialog box, select **McAfee SecurityCenter**, and then click **Change/Remove**.

8 Click **Reboot** if you are prompted to restart your computer. Your computer restarts so that the uninstallation works properly.

When your computer restarts, AntiSpyware will have been uninstalled.

## Reinstalling AntiSpyware

1 Go to http://us.mcafee.com/, and click **My Account**.

2 If prompted, type your subscribing e-mail address and password, and then click **Log In**.

3 Click the AntiSpyware **Update/Download** button on the **My Account** page.

4 If any dialog boxes appear, click **Yes** to continue. If the Installation Wizard does not appear automatically, click **Start**.

5 Follow the prompts to complete the installation.

When your computer restarts, AntiSpyware will have been reinstalled.

# How do potentially unwanted programs get on my computer?

Potentially Unwanted Programs (PUPs) can get into your computer when you visit a Web site and install a free or low-cost program downloaded from the Internet. PUPs can be a component of freeware and shareware products such as media players, shopping companions, cookies, and file-sharing programs. Some of these programs may contain code or components that allow the developers of these applications and tools to actually collect and disseminate information about those using them.

Most people do not choose to have potentially unwanted programs installed on their computers; however, companies often piggyback their programs with other popular software such as file-sharing applications. Some programs let you choose whether to install additional programs, while others install them automatically and only mention it in the End-User License Agreement (EULA). Unfortunately, the vast majority of people do not read the EULA and simply accept the installation.

# What are ActiveX controls?

ActiveX controls are software modules based on Microsoft's Component Object Model (COM) architecture. They add functionality to software applications by seamlessly incorporating pre-made modules with the basic software package. Modules can be interchanged but still appear as parts of the original software.

On the Internet, ActiveX controls can be linked to Web pages and downloaded by an ActiveX-compliant browser. ActiveX controls turn Web pages into software pages that perform like any other program launched from a server.

McAfee uses ActiveX controls in its applications, and you must download the specific ActiveX components required for each application. Once these components are loaded, you do not need to download them again unless upgrades or updates become available.

Unfortunately, Netscape and some CompuServe versions are not ActiveX-compliant browsers. To use McAfee applications with Netscape or CompuServe browsers, you must go to the McAfee Web site to automatically download the McAfee Activator Plug-in and have Internet Explorer version 5.5 or later installed on your computer.

**NOTE**
Netscape 4.0 and later versions, as well as CompuServe 5.0 and later versions, are compatible with the McAfee Activator Plug-in.

# What are potentially unwanted programs?

Potentially unwanted programs affect your privacy and security and include the following types of programs.

## Spyware

Spyware is a type program whose function includes the transmission of personal information to a third party without your knowledge or explicit consent. Spyware can capture and transmit personal information or Internet browsing habits and details to companies. Companies use this information to analyze browsing habits, to gather marketing data, and to sell your information to others.

Most people do not choose to have spyware installed on their computers; however, companies often piggyback their programs with other popular software such as file-sharing applications. Some programs let you choose whether to install these programs, while others install them automatically and only mention it in the End-User License Agreement (EULA). Unfortunately, the vast majority of people do not read the EULA and simply accept the installation.

Some program behaviors resemble spyware because they transmit personal information back to the IP source. These companies appear to provide a desirable service to its patrons in the hope that individuals value the program more than their privacy. If you knowingly participate in this type of service, you can exclude a detected program from spyware scans. For details on how to exclude a particular program from scans, see *Managing trusted programs* on page 20.

## Adware

Adware is a legitimate, non-replicating program that displays advertisements, often based on monitoring of browsing habits, and is often installed in exchange for another service, such as the right to use a program without paying for it.

## Dialer

Dialers use your computer, without your permission or knowledge, to dial a 900 number or FTP site through the Internet, and typically accumulate fees.

## Trojan (Trojan Horse)

Trojans pretend to have a set of useful or desirable features, but actually contain a damaging program. Trojans are not viruses because they do not replicate.

# What should I do if I get a blank page when installing or updating?

If you are getting a blank page in Internet Explorer when attempting to download, install, or update a McAfee product from the McAfee.com Web site, follow these steps.

1. From the taskbar, click **Start** and then select **Run**.
2. Enter the following information and click **OK**. When you are prompted for confirmation, click **OK** again.

- regsvr32 scrrun.dll
- regsvr32 msxml.dll
- regsvr32 mshtml.dll
- regsvr32 shdocvw.dll
- regsvr32 browseui.dll
- regsvr32 msjava.dll
- regsvr32 urlmon.dll
- regsvr32 actxprxy.dll

**NOTE**
Firewalls and/or programs that block pop-ups, ads, and cookies, might prevent you from accessing and using our services. McAfee recommends that you temporarily disable these programs if your are unable to install or update.

# Why do I sometimes need to restart my computer after installing AntiSpyware updates?

Occasionally, you are required to restart your computer after installing updates to AntiSpyware to enable the downloaded files to completely replace the previous files.

If you do not restart your computer, AntiSpyware might not work properly, and your potentially unwanted program protection can be compromised.

# Why does McAfee use cookies?

McAfee uses software tags called cookies to identify customers when they revisit the Web site. Cookies are blocks of text placed in a file on your computer's hard disk. A cookie is used to identify you the next time you access the site.

McAfee uses cookies to:

- Manage your subscription permissions and rights
- Identify you as a returning user so you do not need to re-register every visit
- Help understand your buying preferences and customize services to your needs
- Present information, products, and special offers likely to interest you

McAfee also asks you to provide your first name so we can personalize your McAfee experience.

McAfee cannot provide subscription services to users whose browsers are set to reject cookies. McAfee does not sell, rent, or share the information collected with any outside parties.

McAfee allows advertisers to set cookies in visitors' browsers. McAfee does not have access to the information contained in advertisers' cookies.

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