Dr.WEB®

Anti-virus

for Windows Mobile

User Manual

Defend what you create

Doctor Web

Doctor Web develops and distributes Dr.Web® information security solutions which provide efficient protection from malicious software and spam.

Doctor Web customers can be found among home users from all over the world and in government enterprises, small companies and nationwide corporations.

Dr.Web antivirus solutions are well known since 1992 for continuing excellence in malware detection and compliance with international information security standards. State certificates and awards received by the Dr.Web solutions, as well as the globally widespread use of our products are the best evidence of exceptional trust to the company products.

We thank all our customers for their support and devotion to the Dr.Web products!

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Document Conventions

The following conventions and symbols are used in this document:

Convention	Description
Bold	Names of buttons and other elements of the graphical user interface (GUI), and required user input that must be entered exactly as given in the guide.
Green and bold	Names of **Dr.Web** products and components.
Green and underlined	Hyperlinks to topics and web pages.
`Monospace`	Code examples, input to the command line and application output.
Italic	Placeholders which represent information that must be supplied by the user. For command-line input, it indicates parameter values. In addition, it may indicate a term in position of a definition.
CAPITAL LETTERS	Names of keys and key sequences.
Plus sign ('+')	Indicates a combination of keys. For example, ALT+F1 means to hold down the ALT key while pressing the F1 key.
Exclamation mark	A warning about potential errors or any other important comment.

The following abbreviations are used in this document:

- GUI - Graphical User Interface
- OS - Operating System

Chapter 1. Introduction

Thank you for purchasing **Dr.Web® Anti-virus for Windows Mobile** (hereinafter referred to as **Dr.Web Anti-virus**). It offers reliable protection of pocket PCs and communicators working under Microsoft® Windows Mobile® operating systems from various virus threats designed specifically for mobile devices. The program employs the most advanced developments and technologies of **Doctor Web** aimed at detection and neutralization of malicious objects which may represent a threat to the device operation and information security.

This manual is intended to help users of pocket PCs with installation and adjustment of **Dr.Web® Anti-virus for Windows Mobile**. It also describes all the basic functions of the application. The appendices contain information on other products of **Doctor Web** and technical support.

Main Features

Dr.Web Anti-virus is a reliable anti-virus solution for users of mobile devices working under a Microsoft Windows Mobile operating system. The application protects devices from information security threats and performs the following functions:

- Constant on-access real-time protection of the file system (on-access scanning of files, programs which are being installed, attachments in e-mails etc).
- On-demand scanning of files located on the device itself or on removable memory cards, including archives.
- Deletion or quarantine of the infected objects.
- Phone calls and messages filtering based on pre-installed and custom filtering profiles;
- **Dr.Web** virus databases updates via Internet.
- Detailed reports about real-time, on-demand scans and also about calls and messages filtering.
- Access to contextual Help from any active application window.

Dr.Web Anti-virus has user-friendly interface and easy customizable settings which help you configure all necessary scanning options.

System Requirements

To install and use **Dr.Web Anti-virus**, ensure your mobile device works under one of the following operating systems:

- Microsoft® Windows Mobile® 2003
- Microsoft® Windows Mobile® 2003 Second Edition
- Microsoft® Windows Mobile® 5.0
- Microsoft® Windows Mobile® 6.0
- Microsoft® Windows Mobile® 6.1
- Microsoft® Windows Mobile® 6.5

Dr.Web Anti-virus operates only on the devices with touch screen.

Distribution Kit

Dr.Web® Anti-virus for Windows Mobile can be purchased either from the **Dr.Web** Web shop or from official distributors. For more information on purchasing, visit the **Doctor Web** official web site at http://estore.drweb.com/.

The distribution kit of **Dr.Web® Anti-virus for Windows Mobile** includes the drweb-wince-en.msi installation file, the drweb-wince-en-arm.cab archive, and the drweb-wince-en.pdf file with this guide.

Chapter 2. Licensing

The *key file* regulates the use rights for the product.

Key File Acquisition

> When operating in the <u>central protection mode</u>, the key file is downloaded and registered automatically on Agent connected to the server. In this case, the key file is not stored locally on your mobile device.

As a license key file for **Dr.Web® Anti-virus for Windows Mobile**, you can use a valid license key file for **Dr.Web® for Windows**, **Dr.Web® Security Space**, **Dr.Web® Bastion for Windows**, **Dr.Web® for Windows+Linux** or **Dr.Web® SOHO bundle** products.

Also you can obtain a key file after registration of the product on the official **Doctor Web** Web site at <u>http://buy.drweb.com/register/</u> or by using the key file receiving procedure.

Receive a key file

> The key file receiving procedure requires a working connection to the internet via HTTP. To open the connection, use either the built-in GPRS module or an Infrared, Bluetooth, Wi-Fi, or USB+ActiveSync/Windows Mobile Device Center connection to a computer with access to the internet.

1. Do one of the following:
   - In the warning notification, tap **Register**.
   - From the main application window, tap **Menu** -> **Get Key File** to launch the key file receiving procedure manually.

2. Select the type of a key file you want to receive:

   - If you have a serial number, tap **Get license key**.
   - If you want to install the product for evaluation, tab **Get demo key** to receive a demo key file and proceed to step 4.

3. Enter the serial number and tap **Next**.

4. Enter your personal data and tap **Next**. This information is necessary to receive a key file.

5. The procedure connects to the registration server and obtains the key file. The message box displays the procedure log:

   - If the license key is downloaded successfully, the message box indicates the file location.
   - If an error occurred, the message box displays error details.

Chapter 3. Installation

You can install, recover or remove **Dr.Web Anti-virus** either by using the ActiveSync application/Windows Mobile Device Center, or manually.

Install via synchronization

If you use ActiveSync/Windows Mobile Device Center for synchronization of your device with the computer, then to install **Dr. Web Anti-virus** do the following:

1. Synchronize the device on which you wish to install the application with a computer using ActiveSync/Windows Mobile Device Center.

2. Double-click drweb-wince-en.msi to open the **Dr.Web® Anti-virus for Windows Mobile** Installation Wizard.

If **Dr.Web® Anti-virus for Windows Mobile** operates in the central protection mode, to avoid the procedure of authorization on server after installation, you can create and launch a configuration bat-file, which should be placed in the same directory with the installation file drweb-wince-en.msi. The configuration file has the following structure:

msiexec.exe /i drweb-wince-en.msi   SERVER="10.3.0.76" ID="c00a76b5-d11d-b211-aaad-e409beb1d587" PASS="12345678"

Specify the IP address of the central protection server, the ID and password received from the anti-virus network administrator.

If you start the installation by launching the bat-file, do not close the installation process notification on the PC before the installation of **Dr.Web® Anti-virus for Windows Mobile** completes.

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3. On the **Welcome** page, click **Next**.

4. On the next page, select a destination folder on the computer, where you want to copy the installation files. You can either enter the path to the folder in the corresponding field or click **Browse**, select the required folder, and then click **OK**. Use the options below to configure access to the installation folder and click **Next** to continue.

5. On the **Ready to Install the Program** page, review the installation settings and click **Back** to make changes or click **Next** to begin the installation.

6. When the files are copied to the specified folder, the **Add or Remove Programs** window of ActiveSync/Windows Mobile Device Center displays. This starts installation of **Dr.Web Anti-virus** to your device. An installation progress bar appears on the screen of your mobile device.

7. The application attempts to launch **Monitor**. However, this component cannot operate without a valid license key file. The "Monitor cannot be launched" warning appears on the screen of the device. Tap **Close** to close the warning, or tap **Register** to launch the key file receiving procedure.

8. Click **OK** to finish the installation.

9. Copy the license key file to the **Dr.Web Anti-virus** installation folder on your device (default is \Program Files\DrWeb) or launch the key file receiving procedure on the device if you have no valid key file.

Install without synchronization

If you do not have ActiveSync/Windows Mobile Device Center installed on your computer, then you can use the applied CAB-archive to install **Dr.Web Anti-virus** on your device. Do the following:

1. Copy the drweb-wince-en-arm.cab archive to your device through direct connection to the computer or by using a memory card.

2. Launch the cab-archive. An installation progress bar appears on the screen of your mobile device.

3. The application attempts to launch **Monitor**. However, this component cannot operate without a valid license key file. The "Monitor cannot be launched" warning appears on the screen of the device. Tap **Close** to close the warning, or tap **Register** to launch the key file receiving procedure.

4. Tap **OK** to finish the installation.

5. Copy the license key file to the **Dr.Web Anti-virus** installation folder on your device (default is \Program Files\DrWeb) or use the key file receiving procedure if you have no valid key file.

If **Dr.Web® Anti-virus for Windows Mobile** operates in the central protection mode, you need to pass authorization on the server. To avoid the authorization procedure after program installation, you can copy the configuration file agent.cfg on the device to the \Program Files\DrWeb directory before starting the installation. The agent.cfg file has the following structure:

SERVER = 10.3.0.76 ID = c01e2b55-d21d-b211-8d64-dc0d9c68edba PASS = 12345678

Specify the IP address of the central protection server, the ID and password received from the anti-virus network administrator.

Recover and Uninstall

You can recover an already installed version of **Dr.Web Anti-virus** or delete it from the device.

To recover or delete application via syncronization

1. Synchronize the device with your computer using ActiveSync/ Windows Mobile Device Center.

2. Do one of the following:

   - Launch the drweb-wince-en.msi installation file and select the operation to perform in the installation wizard.

- Open the main window of ActiveSync application, from the menu select **Service** -> **Add or remove programs**, then select/clear the **Doctor Web, Ltd. Dr.Web Anti-virus** check box and click **OK**.

- Open the main window of Windows Mobile Device Center, hover the mouse pointer on **Programs and Services** and click **Add or remove programs**, then select/clear the **Doctor Web, Ltd. Dr.Web Anti-virus** check box and click **OK**.

3. **Dr.Web Anti-virus** is reinstalled or deleted from your device.

If you do not have ActiveSync installed on your computer, you can delete **Dr.Web® Anti-virus for Windows Mobile** manually.

To delete the application manually

1. In the device, tap **Start** -> **Settings** and select the System tab.
2. Tap **Remove programs**, then in the list of installed programs select **Doctor Web, Ltd. Dr.Web Anti-virus** and tap **Remove**. **Dr.Web Anti-virus** is deleted from your device.

Chapter 4. Getting Started

This section describes the **Dr.Web Anti-virus** interface and provides step-by-step procedures for launching or exiting the application and accessing Online Help.

Launch and Exit the Application

By default, **Dr.Web Anti-virus** is installed to the \Program Files\DrWeb folder.

To launch the application

Do one of the following:

- Tap the DrWeb.exe file located in the installation folder.
- Tap **Start** -> **Programs** and then tap **Dr.Web Anti-virus**.

To switch to background operation

In the current window, tap the close button. The application remains loaded in memory.

To exit the application

In any window, tap **Menu** and then tap **Exit** (see Interface). The application is unloaded from memory.

When the application is launched, you can use the **Dr.Web Anti-virus icon** in the recently launched programs section of the **Start** menu to activate the application. When you launch **Dr.Web Anti-virus**, the application opens on the main window. When you activate the application from the background operation, the application opens on the last active window.

Interface

The main window of **Dr.Web Anti-virus** consists of the following elements which provide access to all the main functions of the application (see Picture 1):

- **Full scan** – launches the scanning of the whole file system.
- **Custom scan** – allows you to select the files and folders which you want to scan.
- **Settings** – opens the application settings.

Picture 1. The main window.

The tool bar which is located at the bottom of the main window contains the following elements:

- **Exit** – closes the application.
- **Menu** – displays the main menu of the application.

You can change appearance of the application GUI by adjusting fonts and selecting the interface language.

To configure application interface

1. View the application **Settings** window and select the **Interface** tab (see Picture 2).
2. To adjust font sizes for texts in the device so that they depend on the system settings, select **Allow system font size**.
3. To enable ClearType function, select **Enforce ClearType**.
4. If available, select an interface language.
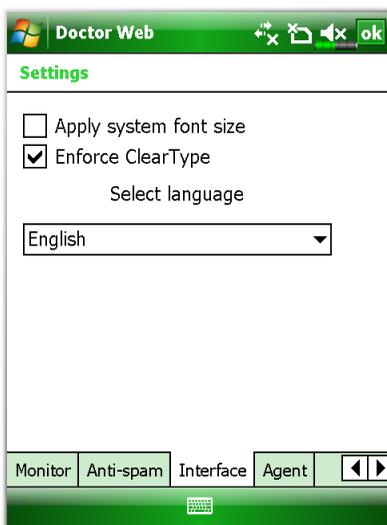
Picture 2. The Interface tab.

Help system

You can access the context help system implemented in **Dr.Web Anti-virus** from any active window of the application, the help system automatically opens on the information about the active window.

To access the help system

Tap **Start** -> **Help**.

To access help contents

In the main window, tap **Menu** -> **Help**.

Operation Mode

If necessary, you can use your installation of **Dr.Web Anti-virus** to connect to corporate networks managed by **Dr.Web Control Center**. To operate in such central protection mode, you do not need to install additional software or uninstall **Dr.Web Anti-virus**.

In central protection mode the following additional functions are performed:

- Updating and configuring the anti-virus packages and performing other tasks according to **Dr.Web Control Center** instructions and sending the results on the tasks completion
- Downloading license key file and managing rights for configuring program components and enabling/disabling **Monitor**
- Sending notifications on predefined events (e.g., infected objects detection or **Scanner** launch) in operation of anti-virus packages to **Dr.Web Control Center**

In central protection mode, the user can perform the following actions:

- Start computer scanning, if necessary
- Modify the settings of the **Dr.Web Anti-virus** components including disabling the central protection mode

Connection to anti-virus network is carried out by a special component - **Agent**. **Agent** can be enabled and configured on the **Agent** tab (see Picture 3) of program settings window.
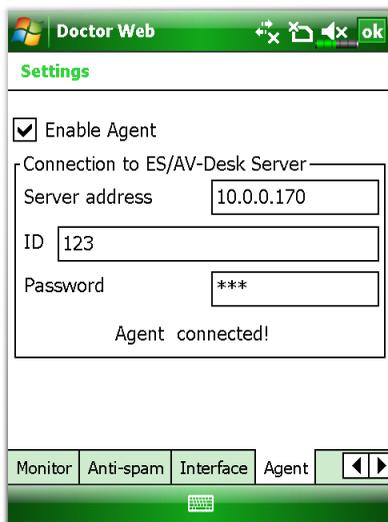
Picture 3. Setting window. Agent tab.

To configure central protection mode

1. Contact an anti-virus network administrator of your company or IT provider for a public key file and parameters of connection to **Dr.Web Control Center** (the central protection server).

2. On the **Agent** tab select the check box **Enable Agent**.

3. On the **Connection to ES/AV-Desk Server** section, enter the server IP address, ID and password received from the anti-virus network administrator.

4. **Agent** will receive options and the rights specified on the server. Further **Dr.Web Agent** will work without dependence from connection with **Dr.Web Control Center**.

In the central protection mode, the values of the Administration\Configure Dr.Web Enterprise Server\Compression and Administration\Configure Dr.Web Enterprise Server\Encryption server parameters should be **No** or **Possible**. If the value of any of these parameters is **Yes**, the connection to the central protection server cannot be established.

To view Agent log

Tap **Menu** -> **Agent log**.

Chapter 5. Application Functions

This section describes main features of **Dr.Web Anti-virus** and provides step-by-step procedures for configuring protection of your device.

When operating in central protection mode, a user may change the settings of the **Agent** and the components provided that he has corresponding permissions to such actions. The permissions are set at **Server** by the anti-virus network administrator.

Constant Anti-Virus Protection

The main function implemented in **Dr.Web Anti-virus** is the ability to constantly scan the file system in real-time mode. This function is provided carried out by a component called *file monitor*. It resides in the memory of the device and checks all files as they are created or modified. This means that there is no way for malicious objects to appear in the system while **Monitor** is active.

Providing you have a working license key file, **Monitor** automatically activates upon installation and begins protecting the file system of the device. It remains active even if you close the application. **Monitor** icon on the **Today** screen indicates **Monitor** activity. You can tap the icon to display **Monitor** statistics.

Dr.Web Anti-virus also allows you to view the statistics of the **Monitor** operation and **Monitor** log, which contain information on all events connected with **Monitor** operation (i.e. **Monitor** starts and stops, detection of malicious objects, inability to check a certain file, etc.).

### To view Monitor statistics

Do one of the following:

- In the main window, tap **Menu** -> **Monitor statistics**.
- If available, in the command bar of the **Today** screen (Home screen), tap the **Monitor** icon .

### To view Monitor log

Tap the **Menu** -> **Monitor log**.

To configure Monitor

1. View the application **Settings** window and select the **Monitor** tab (see Picture 4).
2. Do the following:
   - To hide the **Monitor** icon, clear the **Show Monitor icon** option.
   - To disable **Monitor**, clear the **Enable** option.
   - To configure types of events for **Monitor** to register in the log, select the appropriate options in the **Monitor log events** group.
   - To scan files in archives, select the types of archives in which you want to scan the files.
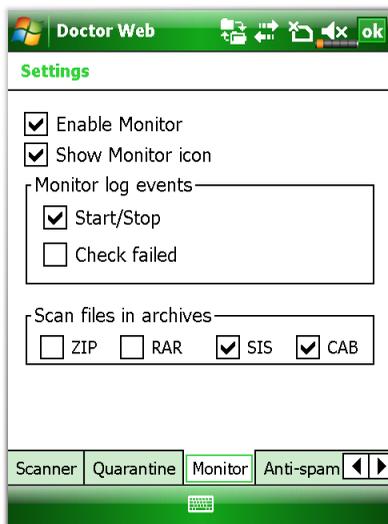
Picture 4. The Monitor tab.

On-demand Scan

Another function which **Dr.Web Anti-virus** provides you is on-demand scanning of the file system. You can perform full check on your file system including files and archives removable memory cards or scan critical files and archives only. This function is performed by the *scanner*.

Dr.Web Anti-virus logs events connected with the operation of the on-demand **Scanner** (**Scanner** starts and stops, detection of malicious objects, inability to check a certain file, etc).

To view the Scanner log

Tap **Menu** -> **Scanner log**.

To configure Scanner

1. View the application **Settings** window and select the **Scanner** tab (see Picture 5).

2. Do the following:

   - To disable scanning of files on data carriers, clear the **Scan files on storage cards** option.

   - To disable scanning of firmware files, clear the **Scan firmware files** option.

   - To configure types of events for **Scanner** to register in the log, select the appropriate options in the **Scanner log events** group.

   - To scan files in archives, select the types of archives in which you want to scan the files.

It is strongly recommended to periodically scan the file system in case **Monitor** had not been active for some time.
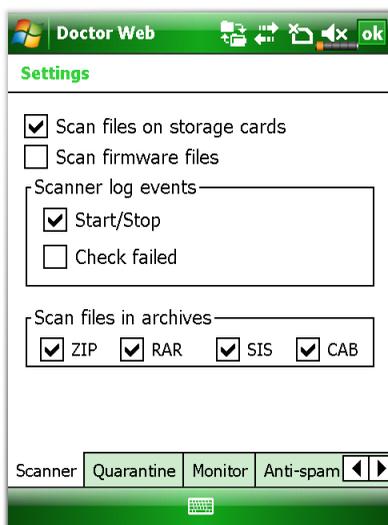
Picture 5. The Scanner tab.

To perform a full scan

In the main window, tap **Full scan** (see Picture 1).

To scan certain files, archives and folders

1. In the main window, tap **Custom scan** (see Picture 1).
2. Select objects to scan (see Picture 6) and tap **Start**.

When the scanning process ends, **Dr.Web Anti-virus** displays the scanning results window where you can choose necessary actions for detected malicious objects.
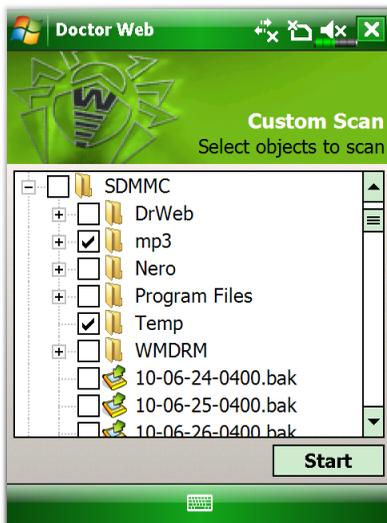
Picture 6. Custom Scan window.

Malicious Objects Neutralization

Dr.Web Anti-virus allows you to choose between the following actions for malicious object:

- **Delete** – the objects is completely removed from the memory of the device.
- **Quarantine** – the object is moved to a special folder where it is isolated from the rest of the file system.
- **Ignore** - the application does not perform any operations under the malicious object and leaves it intact.

If the malicious object is detected by **Monitor**, then a window offering the user to choose an action for this object appears on the screen. **Scanner** however, allows you to select the necessary actions only after the scanning process is completed.

Anti-spam

Anti-spam filters messages and phone calls allowing to block in automatic or manual mode the undesired messages and calls, such as advertisements or messages and calls from unknown numbers. The filtering is based on built-in and custom filtering profiles.

Dr.Web Anti-virus logs events connected with the operation of messages and calls filtering (**Anti-spam** starts and stops, blocking calls and messages, etc).

**To view Anti-spam log**

Tap **Menu** -> **Scanner log**.

To configure Anti-spam

1. View the application **Settings** window and select the **Anti-spam** tab (see Picture 7).

2. Do the following:

   - To enable incoming SMS/MMS and calls filter, in the **Incoming** section select the **Enable SMS/MMS filter** and/or **Enable calls filter** check boxes.

   - Select the filtering profile. You can select one of the built-in filters: **Block all**, **Block by black list**, **Allow numbers from phone book**, as well as one of the user-defined profiles.

   - To enable the outgoing SMS filter, in the **Outgoing** section select the **Enable SMS filter** check box. In case this filter is selected, before sending SMS messages, the user will be asked to confirm/reject it.

   - To allow sending SMS on the numbers included into the phone book without confirmation, select the **Allow Contacts** check box.

If your device operates under Windows Mobile 2003 or Windows Mobile 2003 SE operating system, and the **Allow numbers from phone book** and/or the **Allow Contacts** profiles are selected in the **Incoming** and **Outgoing** sections respectively, you need to open the **Anti-spam** tab in the window of **Dr.Web Anti-virus** settings and tap **OK** each time you make changes in the phone book contacts stored in the phone memory to make these changes applied to filtering.
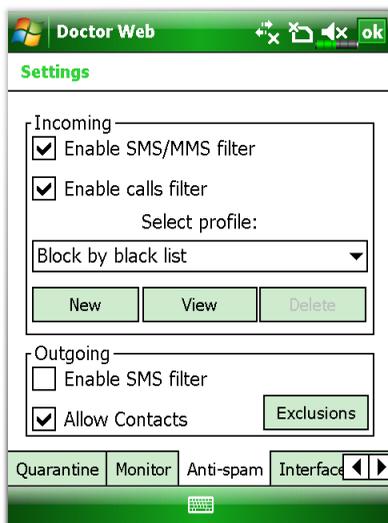
Picture 7. The Anti-spam tab.

Filtering profiles for the incoming messages and calls

The following profiles are available for the incoming calls and messages filtering:

- **Block all** - to block all the incoming calls and messages.
- **Block by black list** - to block only the messages and calls coming from the numbers included into the black lis. All other call and messages are accepted.
- **Allow numbers from phone book** - to accept only calls and messages from the numbers included into the phone book.

To create user filtering profile

In addition to the predefined filtering profiles, **Dr.Web Anti-virus** allows to create an unlimited number of custom profiles with separate lists of numbers and program actions for the calls and messages coming from them.

To create a new profile, tap **New** under the list of available profiles. A **New profile** window will open. Enter the profile name and select on e of the following the filter actions:

- **Use profile as white list** - to accept all the calls and messages coming from the nu,bers included in the profile list.
- **Add profile to black list** - to block all the incoming messages and calls from the numbers from the profile list in addition to the ones coming from the numbers from the black list.

To view and edit black list and user profiles lists

To view the black list/user profile list of numbers:

- In the **Incoming** section select **Block by black list** or a user filtering profile
- Tap **View**

To add a number into the black list/the list of the user filtering profile:

- In the profile window tap **New**
- Enter the phone number and a comment for the number you are adding
- Tap **OK**. The number will be added to the list

To modify information for a number from the black list/user filtering profile list:

- In the profile window tap **Edit**
- In the **Edit number and comments** window modify the phone number and/or comments
- Tap **OK**

To delete a number from the black list/list of the user filtering profile:

- Select the number in the list of the corresponding profile
- Tap **Delete**

Outgoing SMS filtering

On enabling the outgoing SMS filter, the user will be asked to confirm/ reject sending any SMS message. If you are using the Anti-theft function on your device, such filtering should be disabled to ensure sending the SMS with the information on the device in case it is lost or stolen.

You can create a list of numbers the SMS are sent to without confirmation, regardless of the outgoing SMS filter settings. To do this:

1. To configure the exclusions list, tap the **Exclusions** button in the **Outgoing** section of the **Anti-Spam** tab.
2. To add a number into the exclusions list:
   - In the **Allow numbers** window tap **New**
   - Enter the phone number and a comment for the number you are adding
   - Tap **OK**. The number will be added to the list
3. To modify information for a number from the exclusions list:
   - In the **Allow numbers** window tap **Edit**
   - In the **Edit number and comments** window modify the phone number and/or comments
   - Tap **OK**
4. To delete a number from the exclusions list:
   - Select the number in the list in the **Allow numbers** window
   - Tap **Delete**

Update

Dr.Web Anti-virus uses **Dr.Web virus databases** to detect malicious software. These databases contain details and signatures for all viruses and malicious programs for mobile devices known at the moment of the application release. However modern computer viruses are characterized by the evolvement and modification; also new viruses sometimes emerge. Therefore, to mitigate the risk of infection during the licensed period, **Doctor Web** provides you with periodical updates to virus databases and application components. The updater component of the **Dr.Web Anti-virus** helps you download the updates via Internet and automatically installs them.

To update the application and virus databases

Tap **Menu -> Update**, and then tap **Start**.

The updating procedure requires a working connection to the internet via HTTP. To open the connection, use either the built-in GPRS module or an Infrared, Bluetooth, Wi-Fi, or USB ActiveSync connection to a computer with access to the internet.

You can check the program version and the version and creation date of the virus databases in the **Dr.Web Anti-virus** information window.

To open application information

Tap **Menu** -> **About**.

Quarantine

Dr.Web Anti-virus allows you to move the infected files to quarantine folder where they are isolated from the rest of file system. Later you can send the stored infected files to the **Dr.Web anti-virus laboratory** for further investigation.

By default the quarantine folder is located in the application installation directory (\Program Files\DrWeb\Quarantine), but you can change location of the folder.

To change the Quarantine folder

1. View the application **Settings** window and select the **Quarantine** tab (see Picture 8).
2. Do one of the following:
   - Tap **Browse**, select the folder from the list.
   - Enter the full path to the folder.
3. Select **Path to Quarantine** folder.
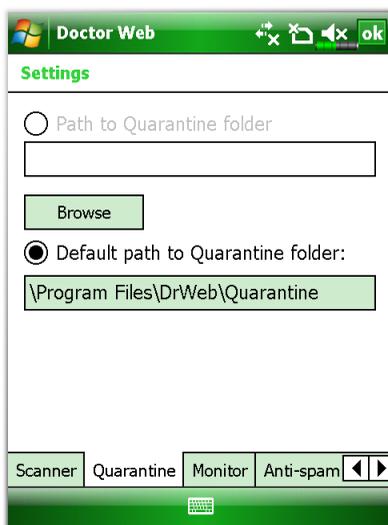
Picture 8. The Quarantine tab.

To process quarantined files

1. In the main window, tap **Menu** -> **Quarantine**. The **Quarantine** window opens where you can view the files in the quarantine folder (see Picture 9).

2. Select the files you want to manage and do one of the following:

   - Tap **Restore** to return the files back to the folder where they were moved from.

   - Tap **Delete** to completely remove the files from the device.
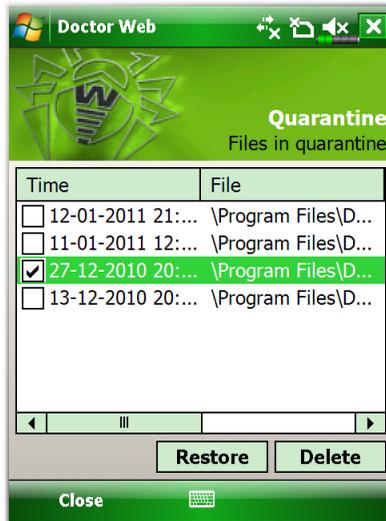
Picture 9. The Quarantine folder.

Appendices

Appendix A. Central Anti-virus Protection

Solutions for central protection from **Doctor Web** help automate and simplify configuring and managing information security of computers within logical structures (for example, company computers that access each other from both inside and outside of company's local networks). Protected computers are united in one anti-virus network which security is monitored and managed from central server by administrators. Connection to centralized anti-virus systems guarantees high level of protection while requiring minimum efforts from end-users.

Logical Structure of Anti-virus Networks

Solutions for central protection from **Doctor Web** use client-server model (see Picture 10).

Workstations and servers are protected by *local anti-virus components* (agents, or clients; herein, **Dr.Web**) installed on them, which provides for anti-virus protection of remote computers and ensures easy connection to central protection server.

Local computers are updated and configured from *central server*. The stream of instructions, data and statistics in the anti-virus network goes also through the central protection server.
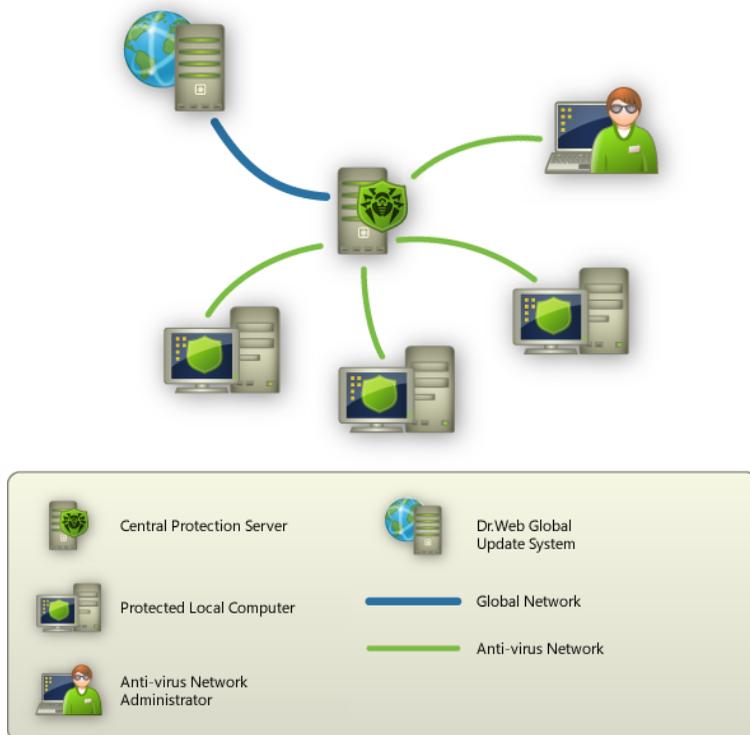
Picture 10. Logical structure of anti-virus networks.

All necessary updates are downloaded to central protection server from **Dr.Web Global Update System** servers.

Local anti-virus components are configured and managed from central protection server according to commands from *anti-virus network administrators*. Administrators manage central protection servers and topology of anti-virus networks (for example, validate connections to central protection server from remote computers) and configure operation of local anti-virus components when necessary.

Appendix B. Contacting Support

Support is available to customers who have purchased a commercial version of **Doctor Web** products. Visit the **Doctor Web Technical Support** Web site at http://support.drweb.com/.

If you encounter any issues installing or using company products, take advantage of the following **Doctor Web** support options:

- Download and review the latest manuals and guides at http://download.drweb.com/
- Read the frequently asked questions at http://support.drweb.com/
- Look for the answer in **Dr.Web** knowledge database at http://wiki.drweb.com/
- Browse the **Dr.Web** official forum at http://forum.drweb.com/

If you have not found solution for the problem, you can request direct assistance from **Doctor Web Technical Support** by filling in the web-from in the corresponding section of the support site at http://support.drweb.com/.

For regional office information, refer to the **Doctor Web** official Web site at http://company.drweb.com/contacts/moscow.

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