

# Sonera Tietoturva FAQs



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## Before installation

### Does the Sonera Tietoturva product work with other antivirus or firewall products installed on my computer?

No. You cannot have two antivirus products from different vendors installed on your computer. The Sonera Tietoturva product automatically detects and removes your old antivirus and firewall products during the installation. You can also manually remove any other antivirus or firewall products before installing the product.

### Are two antivirus programs better than one?

No. It is best to have one good antivirus program. An antivirus program needs to open a file to scan it for malware. If another antivirus program is trying to open the same file at the same time, it has to wait for the file to become free. This may cause problems. For example, programs may not start correctly, or the whole system crashes.

### Is the Sonera Tietoturva product compatible with Windows XP SP2 or SP3 Security Center and the internal firewall of the operating system?

Yes, it is compatible. However, you cannot use two software firewalls on the same computer simultaneously. When you install the product, the internal firewall of Windows XP is automatically turned off.

## Which operating systems does the Sonera Tietoturva product support?

The product supports the following operating systems: Win 2000, Windows XP and Windows Vista (32-bit and 64-bit). However, the product does not support the server versions of the operating systems mentioned above, or Windows XP 64-bit.

## How do I know if my computer has a 32-bit or a 64-bit version of Windows XP?

There are several ways to find out the version of your Windows XP:

1. Open *My Computer* to check system properties:
  - a. Click **Start > My Computer**.
  - b. Right-click with your mouse and select **Properties**. The *System Properties* window opens.
  - c. Click the **General** tab and check the first line under *Computer*:
    - In 64-bit XP, **Itanium** or **Itanium 2** is shown.
    - In 32-bit XP, some other value is shown.
2. Open the Winmsd.exe tool to check the system type or processor:
  - a. Click **Start > Run**.
  - b. Type `winmsd.exe` in the **Open** field, and click **OK**.
  - c. Do either of the following:
    - Locate **System Type** in the right pane under **Item**. Check the value:
      - In 64-bit XP, the value is **Itanium-based system**.
      - In 32-bit XP, the value is **X86-based PC**.
    - Locate **Processor** in the right pane under **Item**. Check the value:
      - In 64-bit XP, the value starts with **ia64**.
      - In 32-bit XP, the value starts with **x86**.
3. Use the Diagnostic Utility tool to check the version:
  - a. Click **Start > Run**.
  - b. Type `dxdiag` in the **Open** field, and click **OK**.

**Note:** If a Windows dialog box is shown, asking you to verify your drivers, you can safely click **No** and continue. The *DirectX Diagnostic Tool* dialog box opens. Allow the program to finish loading.

- c. Locate **Operating System** in *System Information*: In 64-bit XP, the value is, for example, Microsoft Windows XP 64-bit Edition.
- d. Locate **Processor** in *System Information*: In 64-bit XP, the value is either Itanium or Itanium2.

## How can I check which version of the Windows operating system I have?

To check the version of your Windows operating system, do as follows:

1. Click the **Start** button.
2. Select **Control Panel**.
3. Select the **Performance and Maintenance** category.  
**Note:** This step may not be necessary in all computers.
4. Double-click **System**. The *System Properties* window opens.
5. On the *General* tab, you can see the version of your Windows operating system.

## Is the Sonera Tietoturva product available for Apple Macintosh?

No. The product is only available for Microsoft Windows (workstation) operating systems.

## What kind of computer do I need for using the Sonera Tietoturva product?

Your computer must meet the following requirements:

- Processor:
  - On Windows Vista: Capable of running Windows Vista 32-bit (Intel Pentium 4 2 GHz or higher recommended).
  - On Windows XP/2000: Intel Pentium III 600 Mhz or higher (Intel Pentium III 1 GHz or higher recommended).
- Operating system:
  - Windows Vista 32-bit and 64-bit: Starter, Home Basic, Home Premium, Business, Ultimate, Enterprise.
  - Windows XP Home/Professional/Media Center Edition (Service Pack 2 required for full functionality).
  - Windows 2000 Professional SP4 and newer (Update Rollup 1 recommended).
- Memory:

- On Windows Vista: 512 MB of RAM (1 GB or more recommended).
- On Windows XP/2000: 256 MB of RAM (512 MB of RAM or more recommended).
- Disk space: 600 MB free hard disk space (800 MB recommended).
- Display:
  - On Windows Vista: 16 bit or more (65000 colors).
  - On Windows XP/2000: 8 bit, 256 colors (16 bit, 65000 colors, or more recommended).
- Internet connection: An Internet connection is required to validate your subscription and receive updates.
- Browser:
  - On Windows Vista: Internet Explorer 7.0 or newer.
  - On Windows XP/2000: Internet Explorer 5.0 (Internet Explorer 6.0 or newer recommended).

## How can I check if my computer meets the system requirements for the Sonera Tietoturva product?

To check your system properties in Microsoft Windows:

1. Click **Start**.
2. Select **Control Panel**.
3. Double-click **System**.

A new window opens showing the most important properties of your computer, such as operating system version, processor information and the amount of memory (RAM).

## How do I remove conflicting security programs manually?

During the installation, conflicting security programs, such as other antivirus or firewall programs are removed automatically. If they cannot be removed, you are asked to remove the programs manually through Windows Control Panel:

1. Click **Start**.
2. Select **Control Panel**.
3. Double-click **Add or Remove Programs**. A list of programs installed on your computer is shown.
4. Select the program to remove and click **Remove**. The antivirus programs may have several related components. Repeat this step to uninstall all. (Related components have the same product name.)

5. Restart your computer.

## Installation

### Why is the first Sonera Tietoturva installation package so large?

The first package downloads a lot of files from the Internet, for example all the virus definitions. The next updates are significantly smaller.

### How do I install the Sonera Tietoturva product?

To install the product, you need the following:

- A valid product subscription key.
- An Internet connection.

**Note:** If you are using Windows 2000, Windows XP or Vista, and have more than one account, you have to log in as an administrator before the installation.

When you start the installation, you can select how you want to install the product on your computer. You can use either automatic installation or step-by-step installation. If you select the automatic installation, the product is installed automatically. If you select the step-by-step installation, you are asked to make selections during the installation.

This product cannot be installed on a computer that uses other antivirus or firewall products. Please uninstall them before installing the product.

1. To install the downloaded product step by step:
  - a. When you purchase the product online, you receive an e-mail message, which contains the download and installation instructions, and your unique product subscription key.
  - b. Follow the instructions and download the software package to your computer.
  - c. Double-click the package icon to run the installation wizard and follow the instructions on your screen.
  - d. When asked, enter you subscription key (xxxx-xxxx-xxxx-xxxx-xxxx).

### Can I install the Sonera Tietoturva product on top of the existing version or on top of an evaluation version?




Yes. If you are using an evaluation version of the product, you can upgrade to a full commercial version. You can do this as follows:







1. Purchase a full commercial version of the product. You receive the product subscription key with the product.
2. To open the product, double-click the product icon at the bottom right corner of your screen.
3. Click **Advanced**.
4. Select **General > My Subscription**.
5. Click **Change Key**.
6. Enter your new product subscription key.
7. Click **Register**. After the new subscription key has been registered successfully, you can see the new subscription validity date on the *My Subscription* page.

If you would like to upgrade your current version to a version with other or additional features, you need to purchase a new product subscription with a new subscription key.

## How do I know that the Sonera Tietoturva product is properly installed and running?

Check the product icon on your Windows system tray, at the bottom right corner of your screen.

Status icons and their meanings:  <b>Icon</b>	<b>Status</b>	<b>What to Do</b>
	The product is working properly. Your computer is protected.	You can use your computer normally.
	Download in progress. Your computer will be protected as soon as the download is complete.	This icon is shown, for example, when virus and spyware definitions or security levels are being downloaded. Wait until the download is complete.
	Error state. An error has occurred.	Place your mouse pointer over the  icon to see the reason for the error. If necessary,

<p>Status icons and their meanings:</p> <p><b>Icon</b></p>	<p><b>Status</b></p>	<p><b>What to Do</b></p>
		<p>restart your computer.</p>
	<p>Warning. A protection feature, for example Real-time Scanning, is turned off or your virus and spyware definitions are out of date. Your computer is not fully protected.</p>	<p>Place your mouse pointer over the  icon to see the status tooltip. You may see this icon, for example, if you are defragmenting your hard drive, because some system functions cause all downloads to be suspended. Turn on the feature that is currently turned off, or check for updates.</p>
	<p>Critical warning state (flashing icon).</p>	<p>This icon is shown when the virus and spyware definitions have not been updated lately. Update the virus and spyware definitions immediately.</p>
	<p>Unloaded. The product is unloaded from the memory of your computer. Your computer is not protected.</p>	<p>Right-click the  icon and select <b>Reload</b> to activate the product.</p>
<p>No icon</p>	<p>The product is not installed or there was an error that prevented starting the product.</p>	<p>Restart your computer. If the icon does not appear, re-install the product.</p>

**I installed or upgraded the Sonera Tietoturva product but cannot see the product icon on the system tray. What should I do?**

You can try the following:

1. In Windows XP, icons may be hidden. Click the arrow button on the Windows system tray (next to the clock) to see the hidden icons.
2. Open Task Manager. Check that the *fsm32* process is visible.
3. If the process is visible, use the Diagnostic Utility tool for generating an fsdiag file. Send the file to our technical support.
4. If the process is not visible, try to install the product again.

## Why does my computer appear to be slower than before the installation?

The Sonera Tietoturva product needs some free resources on your computer. This may slow down your computer a bit. However, using the product will not affect your everyday computer use.

## After installing the Sonera Tietoturva product, I have no access to the Internet or my e-mail. What can I do?

You may have denied your web browser's network connections. To open the product, double-click the product icon at the bottom right corner of your screen.

To check that the network connections are allowed for your browser:

1. Click the **Internet Shield** tab.
2. Click **Advanced**.
3. Select **Internet Shield > Application Control**.
4. Click the **Applications** tab. You can view a list of denied or allowed applications.
5. Locate the browser that you are using. For example, if you use Internet Explorer, locate iexplore.exe.
6. Check that the connections are allowed for your browser.

## After I installed the Sonera Tietoturva product and restarted, the computer seems to freeze and does not react. What can I do?

The product downloads a lot of files after the installation, which may cause your computer to freeze. Please wait for a while.

If this does not help, it may be that you installed the product on top of an existing antivirus or firewall product, which was not automatically removed during the installation. In this case, you have to start the computer in Safe Mode and remove the old products manually. To do this:

1. Restart the computer.
2. After a few seconds, the computer asks you whether or not to go into the booting options by pressing a function button.
3. When your computer opens in Safe Mode, uninstall the old antivirus product or firewall, or both.
4. To do this, select **Start**.
5. Select **Control Panel**.
6. Double-click **Add or Remove Programs** and remove the old products.

## How do I uninstall the Sonera Tietoturva product?

To uninstall the product, do the following:

1. Click **Start**.
2. Select **Control Panel**.
3. Double-click **Add or Remove Programs**.
4. Locate your Sonera Tietoturva product, and click **Change/Remove**.
5. When you are asked to restart your computer, restart it.

## Subscription and registration

### I have registered my subscription of the Sonera Tietoturva product but cannot install it. Why?

The most common reasons that may prevent the installation are the following:

- You still have other antivirus or firewall product installed on your computer. Please remove this product manually before installing the Sonera Tietoturva product.
- Your computer might be infected with a virus, which prevents the installation. To check your computer for viruses, go to the URL <http://support.f-secure.com/enu/home/ols.shtml>. Use the F-Secure Online Scanner to scan your computer for possible virus infections and to remove them.

### I have a shared Internet connection. Can I use the Sonera Tietoturva product on all the computers?

Yes, you can use the license for 3 installations in the same home network.

## Can I give a copy of the software to a friend?

No, the license is meant for personal use, but you can install the software on 3 computers with one subscription key.

## I formatted my hard drive. Do I need to register the Sonera Tietoturva product again?

No, you do not need to register your product again. If you still have your product subscription key (xxxx-xxxx-xxxx-xxxx-xxxx), you can reinstall the product and use the same key.

## Can I install the product on several computers or partitions?

You receive a subscription key with your product. You can install the product with the same subscription key on 3 computers.

## My subscription is already registered. How can I transfer my subscription to another computer?

If you make a second installation of the Sonera Tietoturva on another computer using the same subscription key, the subscription will be transferred to the new computer. The old installation stops working.

If you have problems transferring the subscription from one computer to another, do the following:

1. Uninstall the product from both computers:
  - a. Click **Start**.
  - b. Select **Control Panel > Add/Remove Programs**.
2. Do the following on the computer to which you want to transfer the subscription:
  - a. Restart the computer to which you want to transfer the subscription.
  - b. Delete the product folder in the installation directory.
  - c. Reinstall the product.
  - d. After you have entered your subscription key and registered it, a message informs you that the subscription is already registered to another computer. Click **Next**. The product will be registered to your new computer.

## How can I register a full version of the Sonera Tietoturva on top of an evaluation version?

To activate your subscription in an evaluation product, do the following:

1. Connect your computer to the Internet.
2. To open the product, double-click the product icon at the bottom right corner of your screen.
3. Click **Advanced**.
4. Select **General > My Subscription**.
5. Click **Change Key**.
6. Enter your subscription key.
7. Click **OK**. The subscription key is validated.
8. After validation, the full subscription is activated and in use.

## General use

### I am experiencing technical difficulties with the Sonera Tietoturva product. How can I proceed?

Before contacting our technical support, please see <http://www.sonera.fi/Laajakaista/Palvelut/Tietoturva#Ohjeet> (in Finnish) to find out what you should do. If you cannot find the answer to your problem, this page also contains the phone numbers of our technical support. They will assist you in solving any technical difficulties you may come across.

### What can I do if the Sonera Tietoturva icon is missing from the Windows system tray?

Check the following:

1. In Windows XP, icons may be hidden. Click the arrow button on the Windows system tray (next to the clock) to show the hidden icons.
2. Check that the program can be started from the Windows *Start* menu:
  - a. Select **Start > All Programs > Sonera Tietoturva > Open Sonera Tietoturva**.
3. Uninstall any other antivirus or firewall products from your computer.
4. Scan the computer for viruses by using F-Secure Online Scanner (<http://support.f-secure.com/enu/home/ols.shtml>).
5. If the instructions above do not help, make sure that Windows is updated with the latest patches:

- a. To check for Windows updates, double-click the **Automatic Updates** icon on the Windows system tray.
6. If the following happens:
  - a. The product icon is not shown in the system tray when you log in as a user, but the icon is shown when you log in as an administrator.
  - b. You receive an error message similar to: *FSM32.exe - Application Error. The application failed to initialize properly (0x0000022), click OK to terminate the application..*

This happens if you do not have the permission to read and execute files in the following folders:

- o the installation folder
- o *C:\Windows\system32*

Please contact our technical support if you need assistance with this.

## I am using Digital Subscriber Line (DSL) in Austria and my connection no longer works when the Sonera Tietoturva product is turned on. What can I do?

Some DSL providers in Austria also require you to allow the Generic Routing Encapsulation (GRE) protocol. To do this, create a firewall service and rule that allow the protocol in both directions to any IP address.

## How can I create and send an FSDIAG file?

If you have technical problems with your security product, you can create and send an FSDIAG file to our technical support. The file helps us solve technical problems specific to your computer.

You can create the file by using the Diagnostic Utility tool. The tool gathers vital information about your system and creates a group of log files. These log files contain information about your security product, as well as operating system logs and system settings. In some cases, this information might be considered confidential. All data collected by the Diagnostic Utility tool is stored locally on your computer.

To create and send the FSDIAG file:

1. Click **Start**.
2. Select **All Programs > Sonera Tietoturva > Diagnostic Utility**.
3. In the Diagnostic Utility tool window, click **OK**. The tool starts gathering information. It creates the output file on your desktop.

4. Attach the FSDIAG.TAR or FSDIAG.TAR.GZ file to your support request. The technical support handles your request and contacts you. Please wait for our reply.

**Note:** Once you have sent your support request, you receive an e-mail reply from us. The reply contains the ticket ID of your support request. Please save the ticket ID because you need it later for reference.

## Viruses

### Should I manually scan my hard disks daily?

No, this is not necessary. Virus & Spy Protection includes Real-time Scanning, which means that your computer is scanned for viruses in real time. You can scan manually for viruses by using Scheduled Scanning. To open the product, double-click the product icon at the bottom right corner of your screen. To start a scheduled scan:

1. Click the *Virus & Spy Protection* tab.
2. Click **Configure** next to Scheduled Scanning.
3. Select **Enable scheduled scanning**.
4. Select which days you would like to regularly scan for viruses and spyware.

Option	Description
Daily	To scan every day.
Weekly	To scan on selected days during the week. Select on which days to scan from the list to the right.
Monthly	To scan on up to three days a month. To select which days: <ol style="list-style-type: none"><li>a. Select one of the <b>Day</b> options.</li><li>b. Select the day of the month from the list next to the selected day.</li><li>c. Repeat if you want to scan on another day.</li></ol>

5. Choose when you want to start the scan on the selected days.

Option	Description
Start time	The time when the scan will start. You should select a time when you expect to not be using the computer.
After computer is not used for	Select a period of idle time after which the scanning starts if the computer is not used.

## The product shows that the virus definitions are out of date. What can I do?

The Sonera Tietoturva product updates itself automatically, and you do not have to do anything. If you are using a modem, the product is automatically updated every time you connect to the Internet. If you have a broadband connection, updates are checked once per hour.

You can also manually check for updates. To open the product, double-click the product icon at the bottom right corner of your screen. To check for updates:

1. Click the *Automatic Updates* tab.
2. **Last update check** displays the time of the latest update.
3. Click **Check now**. Automatic Update Agent connects to the Internet and checks for the latest updates. If the protection is not up-to-date, it retrieves the latest updates.

**Note:** If you are using a modem, or have an ISDN connection to the Internet, the connection must be active to check for updates.

## Why are not all malware listed in the F-Secure virus descriptions database?

Detailed descriptions are not available for all malware even though the security product detects them. Also many viruses belong to the same family and share the same description. If your security product detects a malware item, for which you cannot find a description, look for a similar name in the virus descriptions list.

**Note:** The product detects much more than is listed in the database.

## I have received an e-mail message about a virus. The message says that the virus is dangerous. What should I do?

Most likely you have received a chain letter that spreads information about a non-existent virus, or a hoax. More information about viruses and hoaxes can be found at <http://www.sonera.fi/Laajakaista/Palvelut/Tietoturva#Info2> (in Finnish).

## I started a manual scan but it is very slow, or does not finish at all. What should I do?

This can happen if you are running some other programs on your computer at the same time. The other programs can be, for example, maintenance programs, such as scandisk or disk defragmentation. Please stop running other programs if you want the scanning to go faster.

## How can I exclude a file or folder from Real-time Scanning?

To open the product, double-click the product icon at the bottom right corner of your screen. To exclude a file or folder from Real-time Scanning:

1. Click the *Virus & Spy Protection* tab.
2. Click **Configure** next to Real-time Scanning.
3. Click **Exclusions**.
4. Add a file, drive, or folder to exclude:
  - a. Select the *Objects* tab.
  - b. Select **Exclude objects (files, folders, ...)**.
  - c. Click **Add**.
  - d. Select the file, drive, or folder that you want to exclude from virus scanning.  
**Note:** Some drives may be removable drives, such as CD, DVD or network drives. Network drives and empty removable drives cannot be excluded.
  - e. Click **OK**.
5. Repeat the previous step to exclude other files, drives, or folders from being scanned for viruses.
6. Click **OK** to close the *Exclude from Scanning* dialog.
7. Click **OK** to apply the new settings.

## How can I exclude a file from Manual Scanning?

To open the product, double-click the product icon at the bottom right corner of your screen. To exclude a file from Manual Scanning:

1. Click the *Virus & Spy Protection* tab.
2. Click **Advanced**.
3. Click *Manual Scanning* under *Virus & Spy Protection*.

4. Click **Exclusions**.
5. Exclude a file type:
  - a. Select the *File Types* tab.
  - b. Select **Exclude files with these extensions**.
  - c. Type a file extension that identifies the type of files that you want to exclude, in the field next to the **Add** button. To specify files that have no extension, type '.'. You can use the wildcard '?' to represent any single character, or '\*' to represent any number of characters. For example, to exclude executable files, type `exe` in the field.
  - d. Click **Add**.
6. Repeat the previous step for any other extension you want to be excluded from being scanned for viruses.
7. Click **OK** to close the *Exclude from Scanning* dialog.
8. Click **OK** to apply the new settings.

## How to clean an infected System Volume Information folder or a System Restore folder?

System Restore is a feature of Windows Vista, Windows XP and Windows ME (Windows ME is not supported by the Sonera Tietoturva product). If a virus infects the computer, it is possible that the virus is backed up in the System Restore folder. To scan and clean the System Restore folder, you need to turn it off.

By turning off System Restore, you lose your last system restore point. Unfortunately there is no other way to remove infections from System Restore. If you want to continue using the System Restore feature, it is important to turn it on after removing the infected files.

1. To turn off System Restore in Windows Vista:
  - a. Close all open programs.
  - b. Click **Start**.
  - c. Select **All Programs > Maintenance**.
  - d. Select **Maintenance > Backup and Restore Center**.
  - e. Click **Create a restore point or change settings**. If asked, click **Continue**.
  - f. Under *Available disks*, clear the checkboxes for all drives.
  - g. Click **Apply**.
  - h. When the system asks if you want to turn off System Restore, click **Turn System Restore Off**.
  - i. Click **OK**.
  - j. Restart your computer.
  - k. Scan all hard drives and all files for viruses with your Sonera Tietoturva product.
2. To turn off System Restore in Windows XP:
  - a. Close all open programs.

- b. Right-click **My Computer**, and select **Properties**. The *System Properties* dialog box opens.
  - c. Click the **System Restore** tab.
  - d. Select the **Turn off System Restore on all drives** check box.
  - e. Click **Apply**.
  - f. When the system asks if you want to turn off System Restore, click **Yes**.
  - g. Click **OK**.
  - h. Scan all hard drives and all files for viruses with your Sonera Tietoturva product.
3. Once you have scanned and cleaned the files, turn on System Restore in Vista as follows:
  - a. Close all open programs.
  - b. Click **Start**.
  - c. Select **All Programs > Maintenance**.
  - d. Select **MaintenanceBackup and Restore Center**.
  - e. Click **Create a restore point or change settings**. If asked, click **Continue**.
  - f. Under *Available Disks*, select all drives.
  - g. Click **Apply**.
  - h. When the system asks if you want to turn off System Restore, click **Turn System Restore Off**.
  - i. Click **OK**.
4. Once you have scanned and cleaned the files, turn on System Restore in XP as follows:
  - a. Right-click **My Computer**, and select **Properties**. The *System Properties* dialog box opens.
  - b. Click the **System Restore** tab.
  - c. Clear the **Turn off System Restore on all drives** check box.
  - d. Click **Apply**, and then click **OK**.

## Spyware

### What is spyware?

Spyware are programs that collect your personal information.

Spyware may collect personal information including:

- Internet sites you have browsed,
- e-mail addresses from your computer,
- passwords, or
- credit card numbers.

Spyware almost always installs itself without your explicit permission. Spyware may get installed:

- by tricking you into clicking an option in a misleading pop-up window, or
- together with a useful program.

## Is my computer protected against spyware with the Sonera Tietoturva product?

The product uses real-time spyware scanning, which is turned on by default. It is integrated to the antivirus protection. You can also run a separate manual scan for spyware.

## An application stopped working after I removed spyware from my computer. What can I do?

Applications that install spyware may stop working if you remove the spyware from the application. You have two options:

1. Stop using the application and uninstall it.
2. If you still want to use the application, do the following:
  - a. Instead of removing the spyware, move it to the Quarantine.
  - b. When you want to use the application, restore the spyware from the Quarantine.  
**Note:** Restored spyware starts to work again and can spy your computer and show advertising pop-ups.
  - c. You may also want to deny the spyware from connecting to the Internet by using Application Control in the Internet Shield.

## Every time I scan my computer, I find a lot of spyware. Why?

Most likely, the majority of found spyware items are so-called tracking cookies. Cookies are items in the web browser that web sites use to save some information on the user's computer. Such cookies can compromise your privacy.

## Why does Thunderbird freeze when sending and receiving e-mail?

When Real-time Scanning scans your mailboxes, it may cause your Thunderbird to freeze. You can try the following:

1. Exclude your mailbox from Real-time Scanning. For instructions, see [How can I exclude a file or folder from Real-time Scanning?](#) All e-mail messages in your mailbox are excluded from real-time scans until you remove the mailbox from the exclusions list.
2. Check that the security level of Internet Shield is set to *Normal*. For instructions, see [How do I change the security level in the Sonera Tietoturva product?](#)

## Internet Shield and firewall

### What is Internet Shield?

Internet Shield protects your computer against unsafe Internet traffic.

Internet Shield:

- Protects you against intruders who try to access your computer without your permission. They may, for example, try to steal your personal information, such as files, passwords or credit card numbers.
- Blocks malicious Internet traffic such as trojans. They may, for example, destroy files on your computer, crash your computer, or open ports for hackers to access your computer.
- Blocks harmful Internet traffic such as spyware. Spyware may, for example, gather information about your e-mail addresses, passwords and credit card numbers.
- Prevents malicious dialer programs from using your modem or ISDN connection to dial into expensive pay-per-minute phone numbers.

After you have installed the product, Internet Shield automatically keeps your computer protected.

### Can I use the Windows XP firewall with the Sonera Tietoturva product?

No. You cannot use the Windows XP firewall with the product. The Sonera Tietoturva product already has a firewall. If you use two software firewalls simultaneously, your computer may freeze. However, you can use a hardware firewall (router) with the product.

**Note:** You can use the Windows XP firewall with other [company\_name] products that do not contain a firewall, such as the Sonera Tietoturva product.

### In Internet Shield, what is the difference between the security levels and firewall rules?

The Sonera Tietoturva product includes several security levels that allow you to set more flexible or severe security policies. Security levels allow you to instantly change your level of protection according to your needs. Security levels are automatically updated to make sure that you are protected against the newest forms of malicious computer programs and Internet attacks.

Every security level is composed of a set of pre-configured firewall rules. Expert users may create their own firewall rules to modify the security level.

## How do I change the security level in the Sonera Tietoturva product?

To open the product, double-click the product icon at the bottom right corner of your screen.

To change the security level:

1. Click the *Internet Shield* tab.
2. Next to *Internet Shield* and the current security level, click **Change**.
3. Read the security level descriptions carefully.
4. Select the appropriate level from the list and click **OK**.

The *Internet Shield* page now shows the new security level. The firewall rules and Application Control settings change according to the selected security level.

## How do I add new firewall rules to Internet Shield?

Before starting to create a rule, select the security level to which you want to add this rule.

**Note:** You may not be able to add your own rules to all security levels.

To open the product, double-click the product icon at the bottom right corner of your screen.

## Start Creating a Rule

Enter a name for the rule and select whether the firewall rule denies or allows traffic.

To start creating a rule:

1. Click the *Internet Shield* tab.
2. Click **Advanced**.
3. Select *Internet Shield > Firewall*.
4. Click the *Rules* tab.
5. Click **Add**. The *Add New Rule* dialog box opens.

6. In the **Name** field, enter a name for the rule. Use a name that you can easily identify.
7. To either deny or allow traffic, select either **Deny** or **Allow**.
8. To create a rule that is valid only when you have an active dial-up connection, select **Use this rule only with dial-up connection**. This option is relevant only if you use a modem or ISDN for your Internet connection. You may want to select this option, for example, if you use a laptop outside your home network and access the Internet through a modem or ISDN connection. Outside your home, your laptop is not protected by the router firewall, and you may want to create a stricter rule that denies all unnecessary inbound traffic and use this rule outside home. Usually, you do not have to create a rule, and the default security level protects your computer both inside and outside home.
9. Click **Next >**.

## Select the IP Addresses

Apply the rule to all network connections or specify the IP addresses and networks to which the new rule applies.

**Note:** The IPv6-related options are only available if your operating system is Microsoft Windows Vista.

To select the IP addresses:

1. Select one of the following options:
  - To apply the rule to both IPv4 and IPv6 addresses, select **Any IP Address**.
  - To apply the rule to all IPv4 addresses, select **Any IPv4 Address**.
  - To apply the rule to all IPv6 addresses, select **Any IPv6 Address**.
  - To apply the rule to specific IP addresses and networks, select **Custom** and click **Edit**. The *Addresses* dialog box opens.
    - a. In the *Addresses* dialog box, select one of the following options on the *Type* list:

Type	Address Example
IP address	192.168.5.16
DNS name	www.example.com
IP range	192.168.1.1-192.168.1.63
IP subnet	192.168.88.0/29
IPv6	2001:db8:85a3:8d3:1319:8a2e:370:733

Type	Address Example
address	
IPv6 range	2001:db8:1234:: - 2001:db8:1234:FFFF:FFFF:FFFF:FFFF:FFFF
IPv6 subnet	2001:db8:1234::/48

- b. Enter the address in the **Address** field.
- c. To add the address to the addresses list, click **Add To List**.
- d. Repeat steps a-c to add all necessary addresses to the addresses list.
- e. Click **OK**.

2. Click **Next >**.

### How can you define an IP subnet

If you want to define an IP subnet, use Classless Inter-Domain Routing (CIDR) notation. It is a standard notation that consists of a network address and subnet mask. For example:

Network Address	Subnet Mask	CIDR Notation
192.168.0.0	255.255.0.0	192.168.0.0/16
192.168.1.0	255.255.255.0	192.168.1.0/24
192.168.1.255	255.255.255.255	192.168.1.255/32




### Select the Services and Direction

Select the services to which the firewall rule applies, and the direction of the traffic.

To select the services and direction:

1. Select the services to which you want to apply the rule:
  - If you want to apply the rule to all IP traffic, select **All IP traffic** on the list.
  - If the service you need is not on the list, you need to create it first.

The    icon appears in the *Direction* column for the services you selected.

2. For every service, select the direction of the traffic to which the rule applies. The direction is from your computer to the Internet or vice versa. To select the direction, click the    icon in the *Direction* column.

Direction	Explanation
	The service is allowed or denied in both directions.
	The service is allowed or denied if it is from the Internet to your own computer (inbound).
	The service is allowed or denied if it is from your own computer to the Internet (outbound).

3. Click **Next >**.

## Select Alerting Options

Select how the product notifies you when the firewall rule denies or allows traffic.

To select the alerting option:

1. Select one of the following options:
  - If you do not want to be notified, select **No alert**. No alerts are generated to the alerts log, and no alert pop-ups are shown to you. We recommend that you select this option if you are creating a rule for allowing traffic.
  - If you want the product to generate alerts in the alerts log, select **Log**.
  - If you want the product to generate alerts in the alerts log and to show alert pop-ups to you, select **Log and pop-up**. Note that you have to turn on the alert pop-ups also in the *Internet Shield alerts* dialog box.
  - In the **Alert text** field, enter a description to be shown in the alerts log and pop-ups.
2. Click **Next >**.

## Check and Accept the Rule

Check and accept the new rule.

To do this:

1. Check the rule summary. If you need to edit the rule, click **< Previous**.
2. When you are satisfied with your new rule, click **Finish**.

Your new rule is now shown on the rules list on the *Rules* tab, and it is automatically turned on. If you have created several rules, you can now define their priority order.

## When do I have to create a new firewall service for a rule?

You may have to do this if you are creating a firewall rule for a program but there is no suitable firewall service available. To open the product, double-click the product icon at the bottom right corner of your screen.

The service defines the protocols and ports the program uses. To find out this information, consult the documentation of the program.

To create a firewall service:

1. Click the *Internet Shield* tab.
2. Click **Advanced**.
3. Select *Internet Shield > Firewall*.
4. Click the Services tab.
5. Click **Add**. The *Add New Service* dialog box opens.
6. In the **Name** field, enter a name for the service. Use a name that you can easily identify.
7. From the **Protocol** list, select the protocol for the service:
  - o ICMP (1)
  - o TCP (6)
  - o UDP (17)

If you want to use another IP protocol, enter the protocol number (0-255) in the field.

8. If the service uses the TCP or UDP protocol, define the initiator ports for the service. If the program documentation does not include the initiator ports, you can usually use any port number above 1023.
  - a. Next to the **Initiator ports** field, click **Edit**.
  - b. Add the ports:
    - To enter a single port, enter the port number in the **Single** field, for example, 1024.
    - To enter a port range, add the lowest and the highest port number of the range to the **Range** fields, for example, 1024-65535.
  - c. Click **Add To List**.
  - d. Repeat the steps a-c to add all necessary ports.
  - e. Click **OK**.

If the service uses the TCP or UDP protocol, define the responder ports for the service. The responder ports are usually mentioned in the program documentation.

- . Next to the **Responder ports** field, click **Edit**.
- a. Add the ports:

- To enter a single port, enter the port number in the **Single** field.
  - To enter a port range, add the lowest and the highest port of the range to the **Range** fields.
- b. Click **Add To List**.
  - c. Repeat the steps a-c to add all necessary ports.
  - d. Click **OK**.

If the service uses the ICMP protocol, define the ICMP type and code for the service. Click **Edit** to enter the values in the *Type* and *Code* fields. The allowed values are 0-255.

If you will use this service for allowing inbound traffic, you can define whether you want to allow also broadcast and multicast traffic. This kind of traffic is created by streaming programs, such as web radio or television. To allow them, select the **Allow broadcasts** and **Allow multicasts** checkboxes. Usually, you can leave these checkboxes unselected.

In the *Add New Service* dialog box, click **OK**.

Your new service is now shown on the services list on the *Services* tab. To deny or allow the traffic that the service defines, you need to add the service to a firewall rule which allows outbound Internet connections.

## How can I create a rule using a service that is not listed?

You may have to create a new firewall service and rule if you start playing peer-to-peer network games, or start using a service such as Virtual Network Computing (VNC) remote desktop.

For example, for VNC you need to create two firewall services to open the following ports:

- TCP ports 5500, 5800, 5900, the initiator port is > 1024
  - UDP ports 5500, 5800, 5900, the initiator port is > 1024
1. Create a service for TCP with the following details:
    - a. Service description: VNCTCP
    - b. Protocol: TCP (6)
    - c. Initiator ports, range: 1023-65535
    - d. Responder ports, single: 5500, 5800 and 5900.
  2. Create a service for UDP with the following details:
    - a. Enter a service description: VNCUDP
    - b. Select the protocol: UDP (17)
    - c. Enter initiator ports, range: 1023-65535
    - d. Enter responder ports: 5500, 5800, and 5900.
  3. Create a firewall rule with the following details:
    - a. Enter a rule name: VNC.
    - b. Select the rule type: Allow.
    - c. Select the IP addresses: Any IP Address.

- d. Select services: VNCTCP and VNCUDP. Click between the computer and globe icon until a double arrow is shown.
      - e. Alert type: No alert.
4. To apply the firewall rule, define VNC as allowed in Application Control:
  - a. Click the *Internet Shield* tab.
  - b. Click **Advanced**.
  - c. Select *Internet Shield > Application Control*.
  - d. Click the *Applications* tab.
  - e. Click **Add**.
  - f. Click **Browse** and browse for vncviewer.exe.
  - g. Under *Outbound (Client) connection*, select **Allow**.
  - h. Under *Inbound (server) connection*, select **Allow**.
  - i. Click **OK**.

You should now see the new rule added to the rules list and it should be turned on. You can now close the product and retry your VNC.

## How do I change the firewall rules of Internet Shield?

You can only change a firewall rule that you have created yourself. To open the product, double-click the product icon at the bottom right corner of your screen.

To change a rule:

1. Click the *Internet Shield* tab.
2. Click **Advanced**.
3. Select *Internet Shield > Firewall*.
4. Click the *Rules* tab.
5. Select the rule and click **Details**. The *Rule Details* dialog box opens.
6. Make the necessary changes in each step and move to the next step by clicking **Next >**.
7. In the *Rule Details* dialog box, check the changes that you made.
8. If you are satisfied with the rule, click **Finish**.

The changes that you made are applied to the rule.

## How can I open a port through the firewall?

You can open a port through the firewall if you want to allow some Internet traffic and you know the port number that you want to open.

You may not be able to add your own rules to all security levels. Select the security level to which you want to add the new rule before you open the port.

When you open a port through the firewall, you create a new firewall rule and two new services.

1. Click the *Internet Shield* tab.
2. Click **Open a port**.
3. In the **Name** field, enter a name for the new firewall rule.
4. In the **Port number** field, define the responder port for the rule. The responder port is usually mentioned in the product documentation.
5. Click **OK**.

The new rule is added to the firewall rules list and two new services are created on the firewall services list for both the TCP and UDP protocols with the specified port number.

## Why is my FTP software not working after I installed the Sonera Tietoturva product?

You have to add a new, outbound firewall rule to your security level. To add a new rule for the FTP software:

1. To open the product, double-click the product icon at the bottom right corner of your screen.
2. Click the *Internet Shield* tab.
3. Click **Advanced**.
4. Select *Internet Shield > Firewall*.
5. Click the *Rules* tab.
6. Click **Add**. The *Add New Rule* dialog box opens.
7. Follow the instructions in the dialog boxes.
8. In step 3, select the predefined **FTP / File Transfer Protocol, active mode** as the service.
9. Follow the instructions in the dialog boxes.
10. In the final step, click **Finish**.

## I have a home office or home network. How can I get two computers to see each other's files?

You need to create a new firewall rule for Windows file sharing to share files between computers on your home network. To open the product, double-click the product icon at the bottom right corner of your screen.

If you use a router on your network, check the Dynamic Host Configuration Protocol (DHCP) settings of your router to find out the IP address range allocated to your home network. For more information, consult the router documentation.

The most usual IP address range for home networks is 192.168.1.1 - 192.168.1.254. If you want to share files between all your computers, you have to create the same rule on all of the computers.

To create the rule:

1. Click the *Internet Shield* tab.
2. Click **Advanced**.
3. Select *Internet Shield > Firewall*.
4. Click the *Rules* tab.
5. Click **Add**.
6. Enter a name and select the rule type:

Step	Example
Enter a name for the rule	FileSharing
Select the rule type	Allow

7. Select the IP addresses:

Step	Example
<ol style="list-style-type: none"> <li>a. Click <b>Custom</b>.</li> <li>b. Click <b>Edit</b>.</li> <li>c. Select <b>IP range</b> and enter the addresses of your computers in the field.</li> <li>d. Click <b>Add To List</b>.</li> </ol>	192.168.1.1 - 192.168.1.254

8. Select the services and direction:

Step	Example
Select the services that Windows file sharing uses	<ul style="list-style-type: none"> <li>○ SMB over TCP/IP (TCP)</li> <li>○ SMB over TCP/IP (UDP)</li> <li>○ Windows file sharing and</li> </ul>

Step	Example
	network printers ○ Windows network browsing
Select the direction for both services	(from the Internet to your computer)

Select the alerting type:

Step	Example
Select the alerting type	No alert

Check the summary of the rule and click **Finish**. Your new rule is now shown on the rules list on the *Rules* tab, and it is automatically turned on.

Test that the rule works. To do this, use Windows file sharing to share a folder or file and check whether you can access the folder or file from all of your computers.

**Tip:** If you want to share the printer on your home network, create a similar rule. In this case, you have to only create an inbound "allow" rule on the computer to which the printer is connected.

## Does Internet Relay Chat (IRC) work with the Sonera Tietoturva product?

Yes. If the security level in Internet Shield is set to *Normal*, the product allows IRC by default. If you are using another security level, or have added your own firewall rules or services, check that *Service IRC* and *Service IDENT* traffic is allowed in both directions for the selected security level.

## I used to play network games or use peer-to-peer software on the Internet before I installed the Sonera Tietoturva product. Now these applications do not work anymore. What can I do?

If this happens, you may need to open a port through the firewall for the network game or peer-to-peer software. Also check that the security level of Internet Shield is *Normal*. This level usually allows you to use these types of programs without any problems. To open the product, double-click the product icon at the bottom right corner of your screen.

You may not be able to add your own rules to all security levels. Select the security level to which you want to add the new rule before you open the port.

When you open a port through the firewall, you create a new firewall rule and two new services.

1. Click the *Internet Shield* tab.
2. Click **Open a port**.
3. In the **Name** field, enter a name for the new firewall rule.
4. In the **Port number** field, define the responder port for the rule. The responder port is usually mentioned in the product documentation.
5. Click **OK**.

The new rule is added to the firewall rules list and two new services are created on the firewall services list for both the TCP and UDP protocols with the specified port number.

## Can I use a digital TV card with the Sonera Tietoturva product?

Yes, you can. If the TV picture freezes when you use a digital TV card with the Sonera Tietoturva product, add the TV card as a trusted networking adapter. To open the product, double-click the product icon at the bottom right corner of your screen.

1. Click the *Internet Shield* tab.
2. Click **Advanced**.
3. Select *Internet Shield > Firewall*.
4. Click the **Settings** tab.
5. On the **Trusted network adapter** list, select the TV card.
6. Click **OK**.

Your TV card should work now.

## How do I allow all network traffic temporarily?

**Note:** Your computer is not protected when you allow all network traffic.

To allow all network traffic:

1. Right-click the product icon at the bottom right corner of your screen.
2. Select **Unload** from the menu.
3. To allow all Internet traffic, select **Unload and allow all network traffic**.

To restore your security again, right-click the product icon and select **Reload**.

## What is firewall packet logging and how can I use it?

The packet log collects information about the IP network traffic. By default, the packet logging is turned off. You can turn the packet logging on if you have created your own set of firewall rules,

and want to check how they block traffic. You can also do this if you suspect malicious network activity.

You can send the log file to our technical support for further analysis.

To open the product, double-click the product icon at the bottom right corner of your screen. To start logging:

1. Click the *Internet Shield* tab.
2. Click **Advanced**.
3. Select *Internet Shield > Logging*.
4. Use the recommended logging time and file size that are shown in the **Logging time** and **Max log file size** fields. You can also change them if you want to.
5. Click **Start Logging**. A new file is added to the log files list. The size of the file increases as information is gathered in the file. If the list already contains 10 log files, the next log is gathered into an existing file.
6. To stop the logging manually, click **Stop Logging**. The logging stops automatically after the defined logging time period has elapsed, or the defined maximum log file size has been reached.

## Spam Control and e-mail

### How can I make sure that messages from a specific e-mail address are not considered spam?

To open the product, double-click the product icon at the bottom right corner of your screen. To allow messages from specific e-mail addresses, follow the instructions below. You can also do this through the Microsoft Outlook Spam Control menu button or by right-clicking the system tray icon.

You can add individual e-mail addresses or whole domains to your safe senders list. For example, if you add `*@example.com` to your safe senders list, all e-mail messages from the `example.com` domain are allowed.

To allow messages from trusted e-mail addresses:

1. On the *Spam Control* page, click **Advanced**.
2. Click *Spam Control > Allowed Senders* on the navigation pane on the left.
3. Click **Add**. The *Add Sender/Domain* dialog box opens.
4. In the **Address** field, enter the e-mail address or domain name from which you want to allow e-mail messages. You can add a short description for the new address in the **Description** field.
5. Click **OK**.

The new e-mail address is now shown on your safe senders list.

## How do I block spam from a specific e-mail address?

To open the product, double-click the product icon at the bottom right corner of your screen.

You can add individual e-mail addresses or whole domains to your blocked senders list. For example, if you add *\*@example.com* to your blocked senders list, all e-mail messages from the *example.com* domain are blocked.

To block messages from specific e-mail addresses:

1. On the *Spam Control* page, click **Advanced**.
2. Click *Spam Control > Filtered Senders* on the navigation pane on the left.
3. Click **Add**. The *Add Sender/Domain* dialog box opens.
4. In the **Address** field, enter the e-mail address or domain name from which you want to block e-mail messages. You can add a short description for the new address in the **Description** field.
5. Click **OK**.

The new e-mail address is added to your blocked senders list.

## How do I change the allowed and blocked senders?

To open the product, double-click the product icon at the bottom right corner of your screen. To change the allowed and blocked senders:

1. On the *Spam Control* page, click **Advanced**.
2. Click *Spam Control > Allowed Senders* or *Filtered Senders* on the navigation pane on the left.
3. In the list, select the e-mail address you want to edit, and click **Edit**. The *Edit Sender/Domain* dialog box opens.
4. Edit the selected e-mail address, and click **OK**.

To remove an e-mail address from the list, select the address and click **Remove**.

## Can I import addresses from the second Outlook account to the Spam Control list?

No, you cannot. If you have more than one e-mail account in Outlook Express, you can import the addresses only from the first account. If you try to import the addresses from the second account, only the first address is imported.

## Parental Control

### How do Parental Control profiles work?

With Parental Control profiles, you can define browsing times and web sites that are suitable for your teenagers and small children.

You can give your teenagers more freedom to browse the Internet while having tighter restrictions on your small children's online activities. You can create and set up the Parent, Teenager, and Small Child profiles either with Start-up Wizard during the installation, or later on the *Parental Control* page.

#### Small Child Profile

The Small Child profile is active after you have installed the product, or restarted the computer. When the Small Child profile is active:

- anyone using the computer can access only those web sites that you have specifically allowed.
- access to the Internet is allowed only during the scheduled time.

All the web sites that you have allowed are listed on *Parental Control Start Page* that opens in the browser when the Small Child profile is active.

#### Teenager Profile

When the Teenager profile is active:

- anyone using the computer can access all web sites, except those that contain restricted or unwanted content, for example on drugs or adult material.
- access to the Internet is allowed only during the scheduled time.

If you have created both Small Child and Teenager profiles on your computer, tell your teenagers the password you created for the Teenager profile. When they enter the password, they can browse web pages that:

- do not contain restricted material, and
- you have specifically allowed.

**Note:** If you disable Web Page Filter, your teenagers can visit web pages and sites despite their content.

#### Parent Profile

When the Parent profile is active, anyone using the computer can access the Internet without any time or content restrictions. You are asked to create the Parent password

when you are creating the profiles. You need the Parent password to:

- open the product user interface,
- view or change the product settings,
- connect to the Internet with a new application, or
- uninstall the product.

## Why do I need the Parental Control password?

If Parental Control is turned on, you need the Parental Control password to change the Sonera Tietoturva settings. The password prevents other computer users from making changes to the settings. Even the user interface cannot be opened without the password.

## How do I allow web pages for small children?

To allow web pages for your small children, follow the instructions below. To open the product, double-click the product icon at the bottom right corner of your screen.

**Tip:** If you use Internet Explorer, you can allow (or block) new sites by using the Sonera Tietoturva Webfilter button in the browser's toolbar.

1. On the *Parental Control* page, click **Advanced**.
2. Click *Parental Control > Small Child* on the navigation pane on the left.
3. Select **Allow only selected sites**.
4. Click **Configure**.
5. Select the *Allowed* tab.
6. Click **Add**.
7. In the *Allow Web Site* dialog box, type the address of the web page to which you want to allow access.
  - To allow access to the entire `www.example.com` web site, type `www.example.com`
  - To allow access to a part of the `www.example.com` web site, type `www.example.com/subsite`
8. Click **OK**.

You can block or allow web pages for your teenagers in a similar way.

## How can I turn off Parental Control temporarily?

**Note:** You need the Parental Control password for changing all Parental Control settings.

To turn off Parental Control temporarily:

1. To open the product, double-click the product icon at the bottom right corner of your screen.
2. Click the *Parental Control* tab.
3. Next to *Parental Control*, click **Disable**.

## I have forgotten my Parental Control password. How can I access the Sonera Tietoturva settings?

If you have forgotten your password, you can access the Sonera Tietoturva settings by using your product subscription key.

To reset the password:

1. Open the product interface. A dialog box opens asking you to enter the Parent password.  
**Note:** To see a hint for your password, move the cursor to the **Show password hint** . This hint will hopefully remind you what your password is.
2. Click **Forgot your password?**.
3. Enter the first four digits of your subscription key, and click **Next >**. You received the subscription key when you purchased the product.
4. Do the following:
  - a. Enter a new password.  
**Note:** When creating passwords, keep in mind the following:
    - Select a password that is easy to remember but hard to guess.
    - A password can contain any characters.
    - A password can have up to 80 characters.
    - Depending on how your product is set up, your password may need to be longer than a certain number of characters.
  - b. Re-enter the new password to confirm it.
  - c. Click **Next >**.
  - d. Enter your password hint. Your password hint, should remind you what your password is. It should be something that tells you what your password is but does not let anyone else guess the password. Keep in mind that you children can also see this hint.
  - e. Click **OK**A message is shown telling you that you have successfully reset the password.
5. Click **OK**.

## The Parental Control Time Lock is blocking the connection to the Internet. What can I do?

When Time Lock blocks the connection to the Internet, the web browser shows a notification which says that Time Lock is active and the Internet cannot be accessed. To extend the browsing time, follow the instructions below.

**Tip:** Internet Explorer, you can also extend browsing time by using the Parental Control menu button.

To open the product, double-click the product icon at the bottom right corner of your screen.

1. You can extend browsing time either when it is about to expire or has already expired:
  - When your Internet browsing time is about to expire a pop-up appears that shows how much longer you can browse the Internet for. If you clicked on this pop-up:

On the *Parental Control* dialog, that opens from the "Time remaining" pop-up, click **Extend Internet browsing time**.

- If the allowed browsing time has already expired:

On *Time Lock Block Page* that opens in your browser, click **Extend Internet browsing time**.

2. In the dialog box, enter your Parent password, and click **OK**.
3. In the *Time Lock* dialog box, schedule a time, and click **OK**.

## I created a Small Child profile and now Parental Control prevents me from accessing the Internet. What can I do?

When the Small Child profile is used, Parental Control blocks all web sites that you have not specifically allowed. When you try to open the Internet, the *Parental Control Start Page* opens. To access the Internet, switch to the Parent profile by clicking **Parent**. You can also allow web sites for the Small Child profile by clicking **Allow new web sites for small children**.

## Automatic updates

### Is the Sonera Tietoturva product really updated automatically?

Yes. The product is updated automatically. The Automatic Update Agent is activated transparently in the background every time you connect to the Internet. The Automatic Update

Agent makes sure that you receive the latest updates to your computer. If your computer is offline when an automatic update is due, the updates are downloaded automatically the next time you connect to the Internet.

## Why do Sonera Tietoturva updates take so long to download?

If you have a slow connection, such as a dial-up connection, or if you are browsing other web sites during the update, it may slow down the download speed.

## How do I know that I have the latest updates?

When automatic updates are turned on, Automatic Updates keep the product up-to-date any time you are connected to the Internet. You can also check that you have the latest updates. To open the product, double-click the product icon at the bottom right corner of your screen. To check for the latest updates:

1. Click the *Automatic Updates* tab.
2. **Last update check** displays the time of the latest update.
3. Click **Check now**. Automatic Update Agent connects to the Internet and checks for the latest updates. If the protection is not up-to-date, it retrieves the latest updates.

**Note:** If you are using a modem, or have an ISDN connection to the Internet, the connection must be active to check for updates.

## How can I check that my computer is protected and that automatic updates are working?

To open the main user interface, double-click the product icon at the bottom right corner of your screen.

The upper part of the *Home* tab shows the security status of your computer. For example, when the status is shown as *Protected*, your computer's protection is up to date.

The security levels of the different security components, for example Normal or High, are shown next to the name of the component.

The lower part of the *Home* tab shows the date and time of last update check.

By clicking on the tabs on the left you can see the details of all the security components.

The icons show you the status of the program and its security components. If you change program settings, also the icons change.

The icons and their meanings:



A critical security component, for example Virus & Spy Protection, is working properly.



One of the security components is not in use, but your computer is still protected.



A security component or one of its features is disabled, and your computer is not protected. The icon will change back to green when you enable the component again.



Your service subscription has expired.



An error state in the software.