# Spy Emergency 2007

User Manual

Document version 1. 2 EN ( 18. 10. 2007 )

# Content

# 1. Introduction

This user manual introduces overview of all features and technologies provided by **Spy Emergency 2007**.

## 1.1. Basic Protection Concepts

### 1.1.1. Prevention

Most threats today come from web sites, emails or as content with other installed software. Users should take care when visiting suspicious site, do not open e-mail attachments about its content are not sure and be careful when installing new software. **Spy Emergency** scans web site URLs that may contain possible threats, scans your e-mail attachments for malware (malicious software), scan and classify your e-mails for spam and scans programs before they are executed for possible threats.

### 1.1.2. Automatic Updates

Every day new spyware, malware and spam is created that may be possible threat for your computer. It is recommended to allow automatic updates to be turned on to receive regular updates on new threats for your better protection.

### 1.1.3. Demand Scanner

Demand scanner allows users to manually scan for malware that was installed prior **Spy Emergency** installation or is not activated on your computer.

### 1.1.4. Scheduling

Scan scheduling is convenient feature that simplifies scanning of your computer. Selected scans are performed based on your personal settings at specified regular time.

### 1.1.5. Malware Removal

It is important to note that some (but not all) malware or spyware can be removed from your computer.

### 1.1.6. The Cage

Part of the removal process is the backup of malware in the Cage. It is place where malware is safely stored and encrypted in inactive state so it cannot harm your computer.

### 1.2. Detection Technologies

**Spy Emergency 2007** uses the following technologies to detect malware and spam:

- **Signature scanning** - searching for specific signatures that are characteristic to individual malware located at different places including files and registry keys.
- **Heuristic analysis** – identifies malware based on its common behavior.
- **Bayesian analysis –** identifies spam messages based on probability

### 1.3. Supported Operating Systems

**Spy Emergency 2007** is compatible with Windows Vista (64-bit and 32-bit), Windows XP (32-bit) and Windows 2000 (32-bit) operating systems.

## 2. Installation

**Spy Emergency 2007** can be installed either from the installation file available on your installation CD, or can be downloaded from Spy Emergency website: www.spy-emergency.com in download section. Latest version is always available on the mentioned website.

### 2.1. Installation from website

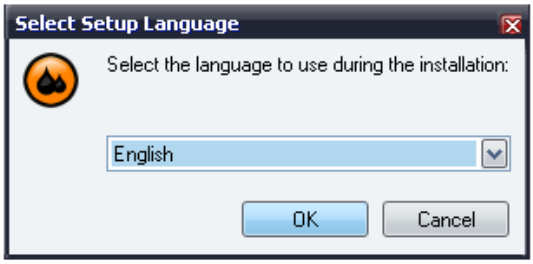
Visit **Spy Emergency** website at www.spy-emergency.com, go to the **Download** section of the website and select appropriate **Download Now** link based on your language preferences. Save the installation file to your disk. Start the installation by executing (double-clicking) the downloaded setup file.

### 2.2. Installation Process

***Please note:*** *It is recommended that you close all other running applications before starting the installation process; including other security applications that might block the installation. You have to start installation process under administrator account.*

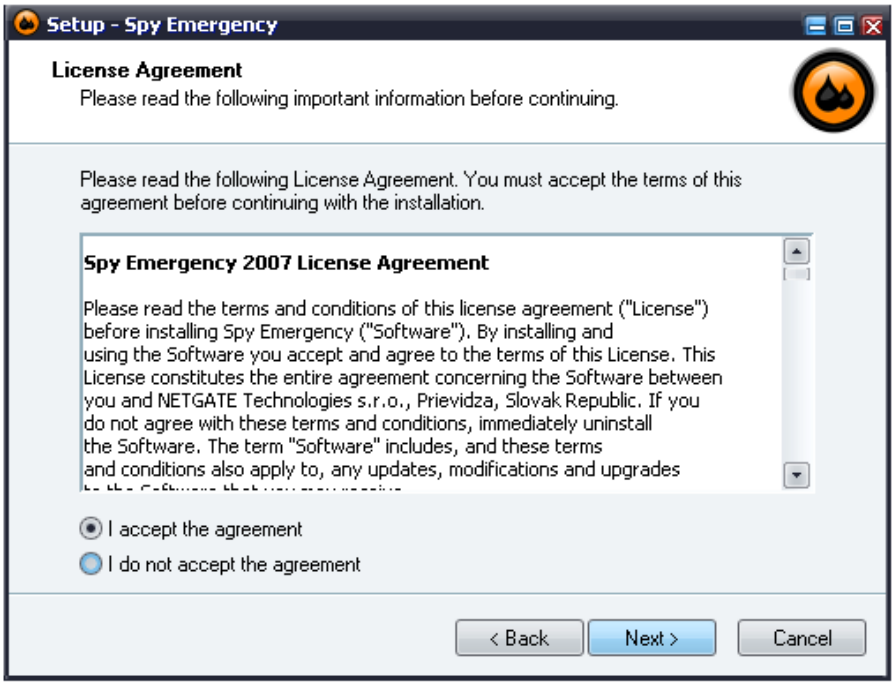
a) Double-click on the installation setup file to begin the installation process.

b) Select the preferred installation language and click on ***OK*** *button*.

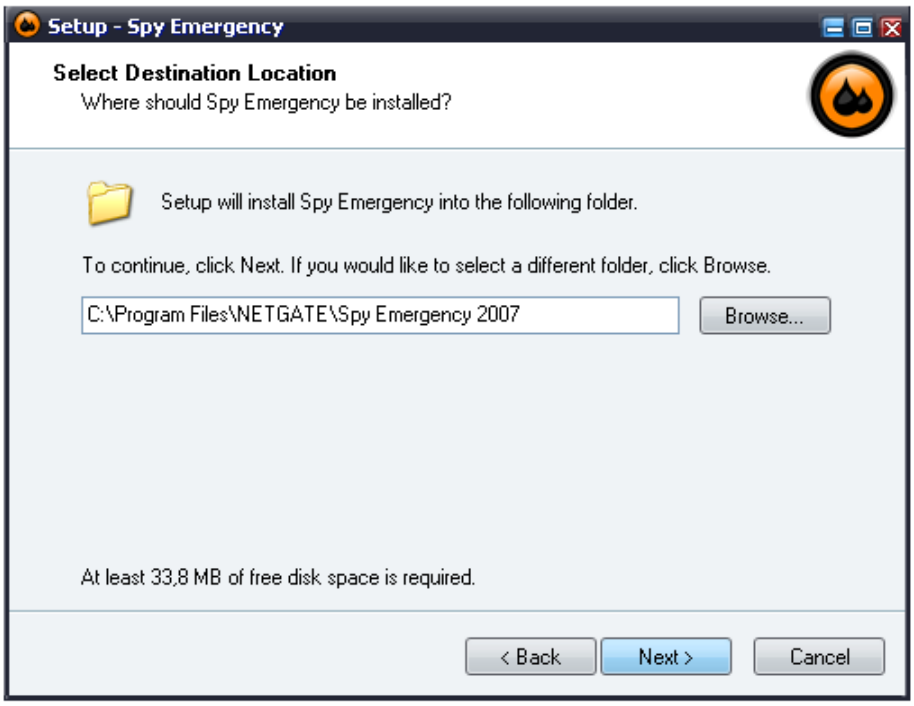



***Note:*** This is the language of the installation program. *You can change the language of the* ***Spy Emergency*** *later on the* ***Skin/Languages*** *setup wizard page. To change the language after installation, right-click the system tray icon and select the* ***Options*** *menu. Select from* ***Active Language*** *menu your preferred language and press the* ***Apply*** *button.*

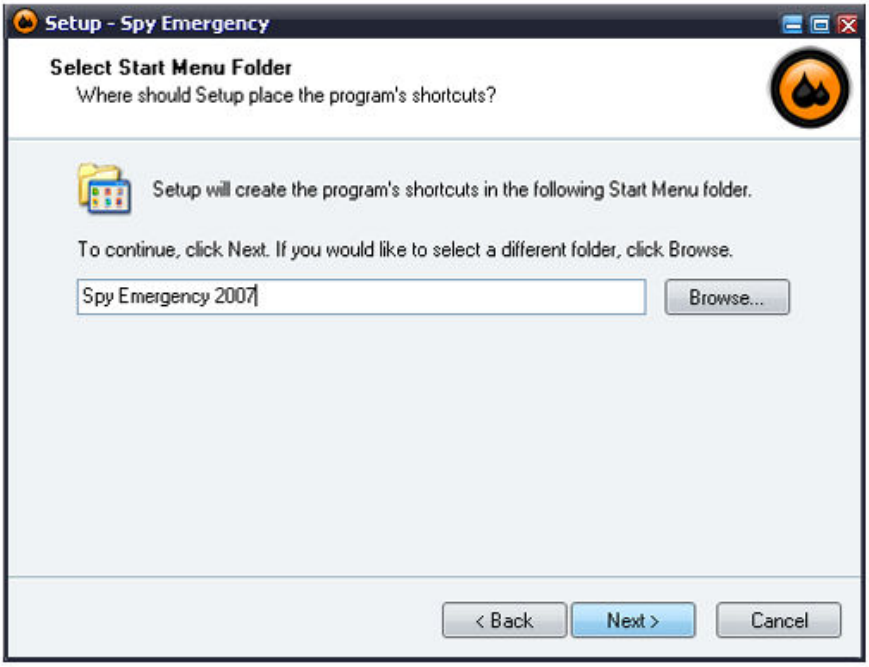
c) When setup begins click on ***Next*** to view the ***License Agreement*** dialog. Click on ***I accept the agreement*** to accept Spy Emergency License Agreements terms and conditions.



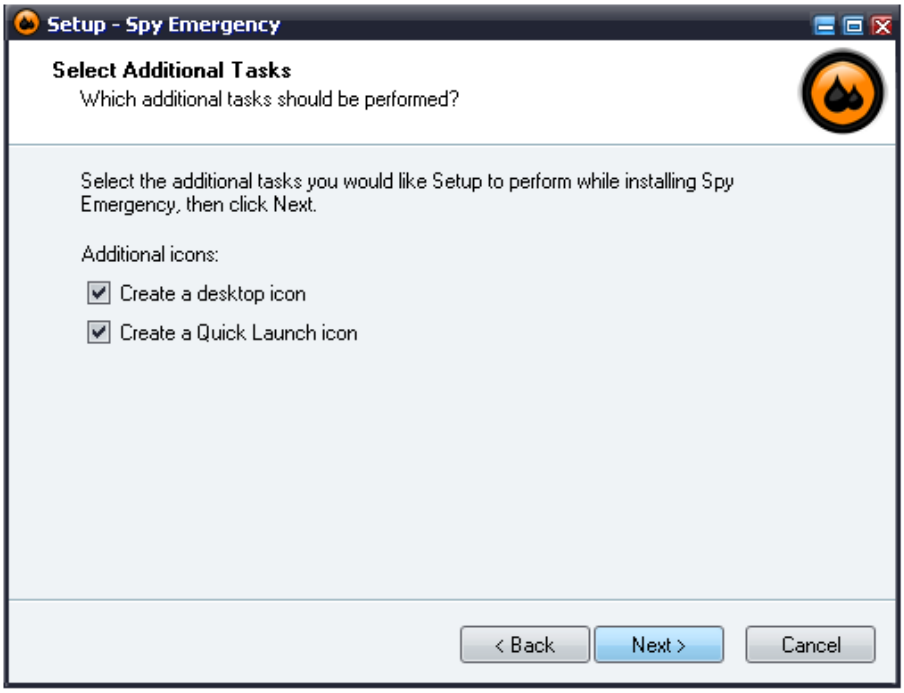
d) Choose the destination folder for the installation, and then click on ***Next*** *button*.




e) Select the ***Start Menu*** folder where the program's shortcuts will be located. Click on ***Next*** to continue.

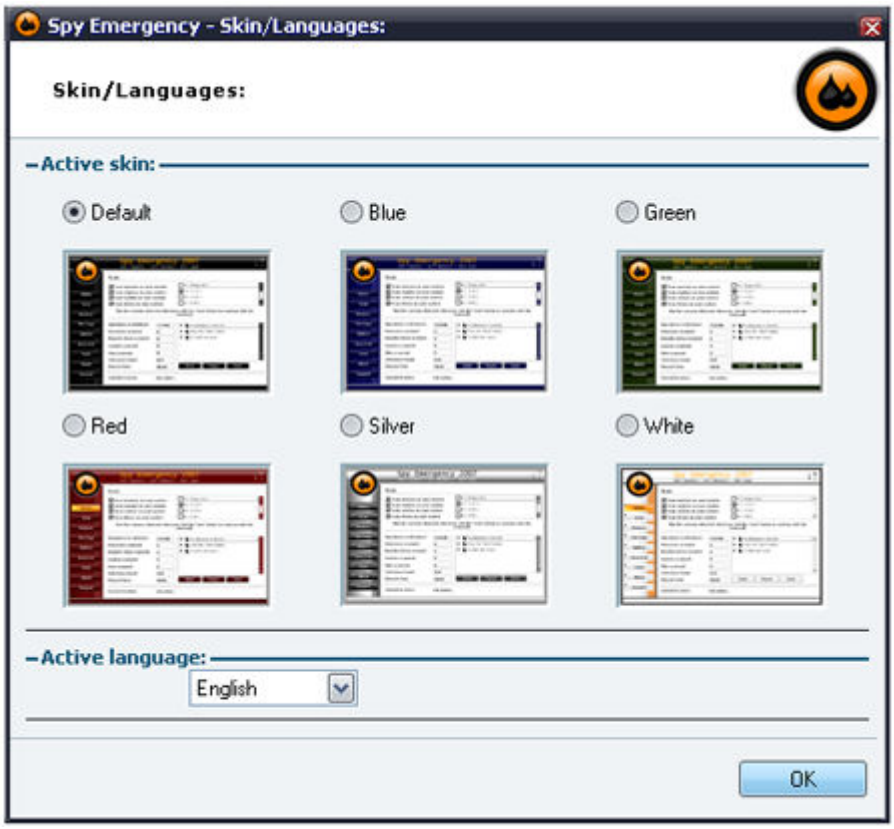


f) Check the additional tasks that should be performed. It is recommended to check all options. Click on ***Next*** to continue.




g, To complete the installation process click on ***Finish***. You can check individual options that will be performed during finalization process. It is recommended to check all options.

h, If you have selected skin selection in the previous step, Spy Emergency Language and Skin wizard will be shown. Select preferred skin and language that matches your individual taste.




After the installation process is finished, **Spy Emergency 2007** will launch automatically.

# 3. Program Activation

## 3.1. Trial Version

From the spy emergency website you can download the trial version of **Spy Emergency 2007**. After the installation, this trial version will run for 15 days. This version is fully functional but only one signature database updates is performed at program installation.

Within 15 days you have to register the program using registration information number to activate the full version of **Spy Emergency 2007**. The purchased registration information can be entered at any time of this trial period or after this period.

## 3.2. Purchase

In the ***Buy*** menu select the **Buy Now** button. Default Internet browser will be launched with the registration page.

## 3.3. Registration

In the ***Buy*** menu select the **Enter serial** button. Registration dialog will show up.
With purchase of **Spy Emergency 2007** you have received registration information; **registration name**, **registration e-mail** and **serial number**. This information has to be exactly entered into registration dialog. Please note that serial number only contains characters **A-F** and **numbers**.


# 4. Working with Spy Emergency 2007

After you have successfully installed **Spy Emergency 2007** on your computer, the **Spy Emergency 2007** icon will appear on your desktop. Double-clicking the icon will launch the **Spy Emergency 2007**. This interface allows you to configure individual aspects of the application.

## 4.1. System tray icon

Once the application is started, you can see a small orange/black icon in the system tray, indicating that the application is running. By right-clicking on the tray icon, a context menu will popup:


The following options are available:

***Spy Emergency*** - click this option to hide or show the main application screen.

***Start Scan*** - this option will automatically start scanning of your system.

***Options*** – this option will open application configuration dialog.

***News*** - this option will open news dialog.

***Enable Home Page Shields*** – by checking this option, Spy Emergency will protect your web browser homepage and notify you about its change.

***Enable Memory Shields*** – by checking this option, Spy Emergency check every program for malware before it is executed.

***Enable Tracking Cookies Shields*** – by checking this option, Spy Emergency will check created cookies for tracking cookies and remove it in real-time (Internet Explorer only).

***Load at Startup*** – by checking this option, Spy Emergency will be launched every time your Windows operating system is started.

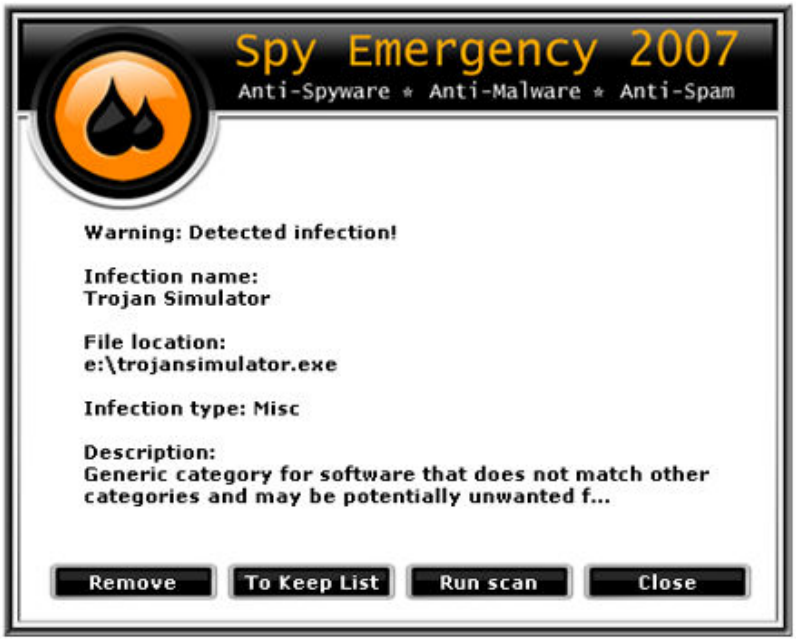
***About*** - this option will show application about dialog.

***Close*** - this option will quit the application.

## 4.2. Memory Shields

**Spy Emergency 2007** resident memory shields protect your computer against malware that tries to run on your computer. It checks every program that is starting up for malware. It is recommended to have **memory shields** turned on. The **status** of the memory shields can be easily seen by pointing on program icon in the system tray.

When a suspicious process is **detected**, the memory shields will notify you about the possible threat and offer you options on how to proceed with the detected file.




This dialog offers the following actions:

***Remove*** – removes detected file from the system.

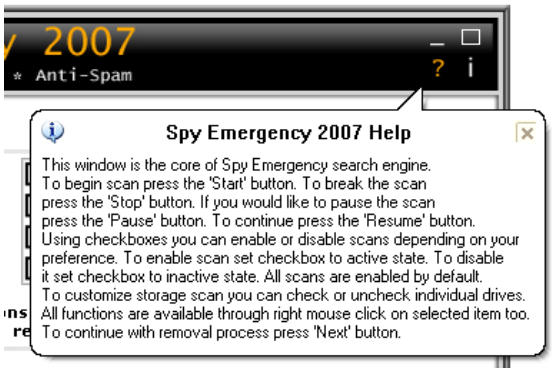
***To Keep List*** – adds this threat to the Keep List. Software on the Keep List will next time ignored and the user will be not notified about its presence.

***Run scan*** – system scan will be initiated to find all possible threat in the user system.

***Cloase*** – dialog will be closed without any action.

## 4.3. Window handling icons

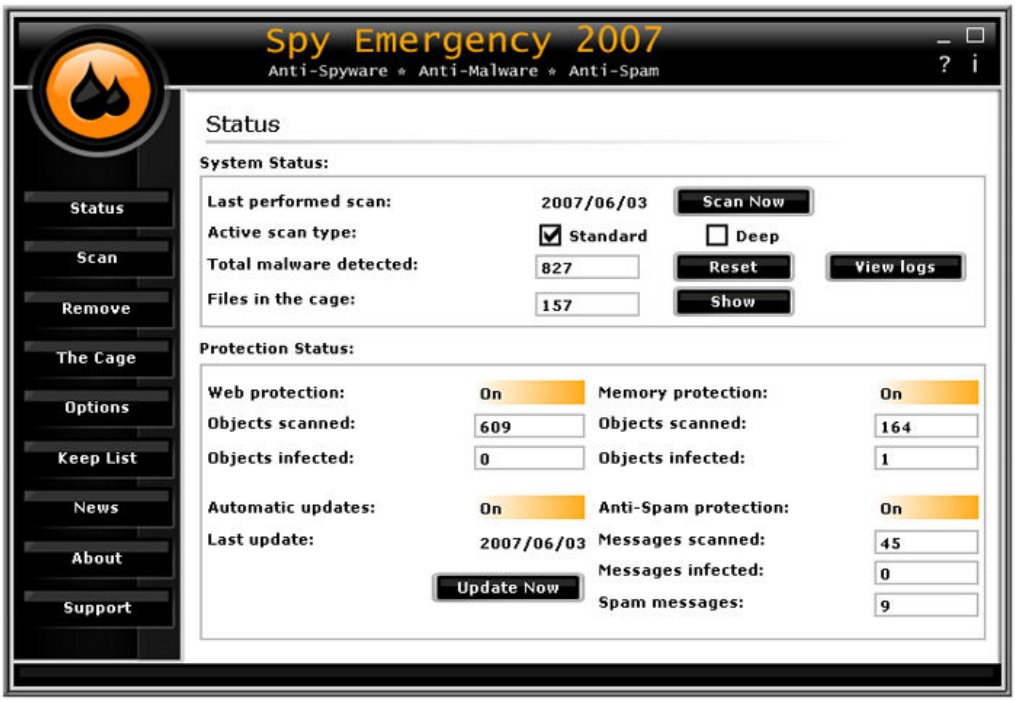
There are four icons at the right-top corner of the program interface. **Minimize** button (top-left) allows you to minimize application windows to the system tray. **Maximize/Restore** (top-right) button allow you to maximize application window to the maximum width and height of your desktop and restore it to the previous size. **Help** (bottom-left) button displays help information about currently open dialog. **Information** (bottom-right) button will show about dialog.




# 5. Application Interface

## 5.1. Status

The **status** dialog allows fast access to the common program function and shows statistics information about individual components.



***Last performed scan*** – shows the date when last system scan was performed.

***Active scan type*** – allows switching between **Standard** and **Deep** scan types. **Standard scan** is faster than Deep scan; it checks only common file extension for malware and use level 1 heuristics analysis. **Deep scan** is more precise scan; it checks files based on its content than on file extension and use level 2 heuristics analysis. Level 2 heuristics take longer by may bring in some cases better results. Standard scan is the default settings and is sufficient for malware detection in most cases.

***Total malware detected*** – shows total count of malware detected; this count can be reset by pressing the **Reset** button.

***Files in the cage*** – shows total count of malware in the cage; to show the content of the cage press the button **Show**.

***Scan Now*** – this button starts system scanning.

***View logs*** – shows log files generated by Spy Emergency.

***Object scanned*** – shows the count of checked items

***Object infected*** – shows the count of infected items

***Web protection*** – shows the status of the web shield and anti-phishing shield.

***Memory protection*** – shows the status of the memory shield.

***Anti-Spam protection*** – shows the status of the anti-spam protection.

***Messages scanned*** – shows the count of checked messages for malware and spam.

***Messages infected*** – shows the count of the messages that contains malware.

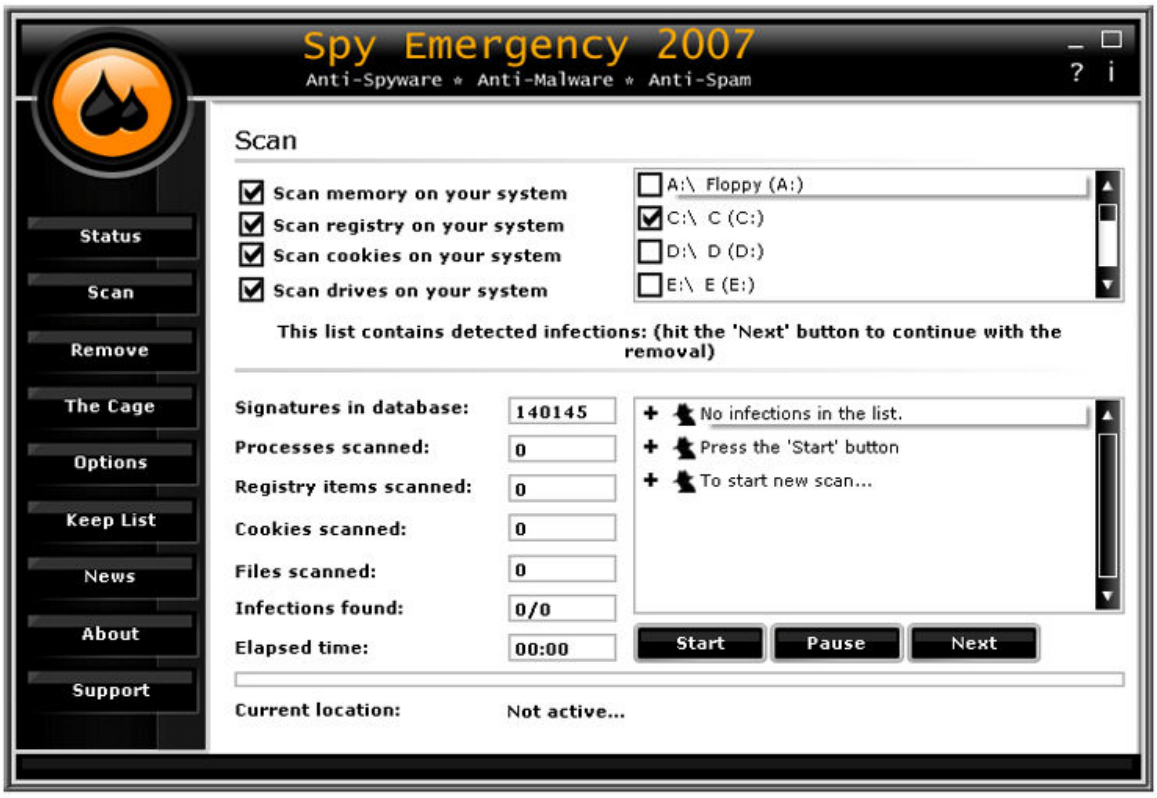
***Spam messages*** – shows the count of the messages that were classified as spam.

***Automatic updates*** – shows the status of the automatic updates. It is recommended to have this option turned on.

***Last update*** – shows the date when the check for update was lastly performed.

## 5.2. Scanner

The **scanner** dialog is the place where the **scanning engine** can be controlled in a convenient way. This dialog can be accessed by pressing **Scan** in the left menu.




***Scan memory on your system*** – if this item is checked; program will scan **memory** for malware.

***Scan registry on your system*** – if this item is checked; program will scan **registry** for malware.

***Scan cookies on your system*** – if this item is checked; program will scan **cookies** for tracking cookies.

***Scan drives on your system*** – if this item is checked; program will scan **files** for malware. To check only specific system drives; use checkboxes near drive names in the top-right side of this dialog. Custom location can be added by clicking on **Add custom path...** item.

***Signatures in database*** – shows the total count of detection signatures in the database.

***Processes scanned*** – shows the count of scanned process in memory.

***Registry items scanned*** – shows the count of scanned registry keys.

***Cookies scanned*** – shows the count of scanned cookies.

***Files scanned*** – shows the count of scanned files.

***Infections found*** – shows the total count of detected infections. The first number is the total count of different families detected during scan; the second number, separated by slash, is the total number of traces detected during scan.

***Elapsed time*** – shows the time since the start of the system scan.

***Start*** – pressing this button will start the system scan.

***Pause*** – pressing this button will cause the system scan to pause.

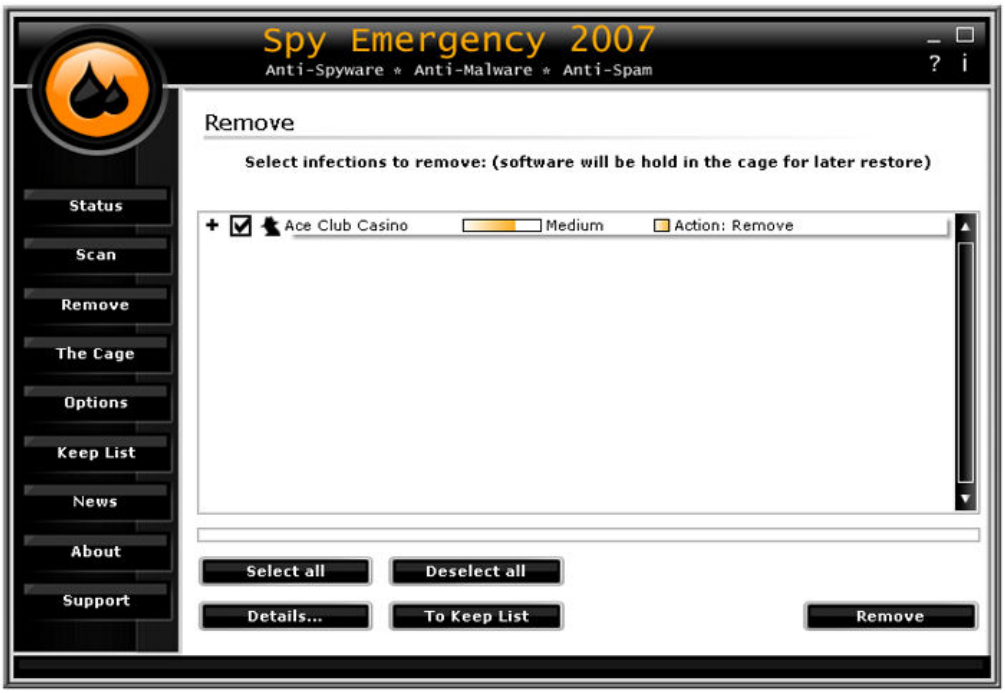
***Next*** – pressing this button will guide user to the removal wizard dialog. This button is enabled when there are detected infections only.

Malware detected during scan is listed above the Start/Pause/Next buttons in the detected infections list.

***Current location*** – this field shows actual file or registry being checked or action being performed.

## 5.3. Removal

The **removal** dialog allows removal of all detected infections. This dialog can be accessed by pressing **Remove** in the left menu. This dialog is available only after some infections have been detected.



***Select all*** – selects all items in the list.

***Deselect all*** – deselects all items in the list.

***Details*** – show information about detected item.

***To Keep List*** – selected items will be added to the keep list; this infection will be ignored in the next scan.

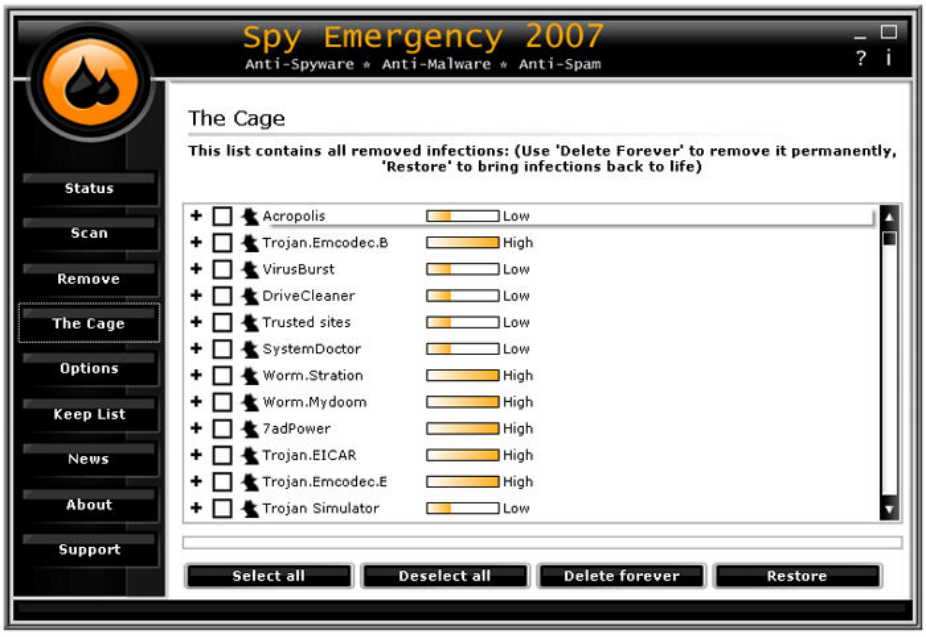
***Remove*** – removes selected infections.

***Action*** – default action recommended by the program. Only experienced user should modify these settings. **Ignore** – item will be ignored and not removed. **Remove** – item will be removed.

Note: Under Windows Vista confirmation dialog will popup. You have to allow this action to successfully remove selected items.

## 5.4. The Cage

The **Cage** is the place where all removed infections are kept.




***Select all*** – selects all items in the list.

***Deselect all*** – deselects all items in the list.

***Delete forever*** – infections will be totally removed from the system and cannot be restored again.

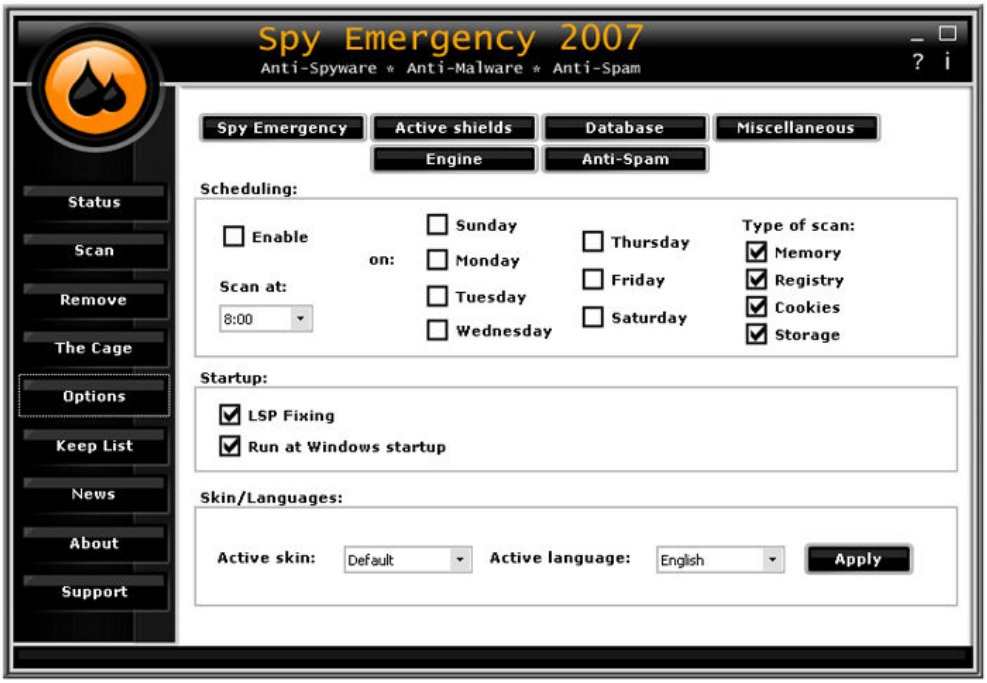
***Restore*** – restores items to the previous place.

Note: Under Windows Vista confirmation dialog will popup. You have to allow this action to successfully restore/delete forever selected items.

## 5.5. Options

The **Options** dialog allows configuration of individual functions of **Spy Emergency 2007**.

Spy Emergency Tab:




***Scheduling*** – scheduling allows users to run specified system scan periodically. To enable scheduling check the **Enable** button, select hour, check the day and type of the scan.

***LSP Fixing*** – repairs damaged LSP stack by malware at program startup. Note: you have to run Spy Emergency as administrator under Windows Vista to perform this action.

***Run at Windows startup*** – Spy Emergency will be launched at system startup.

***Active skin*** – skins change the look of buttons and menus of the program; active skin is the currently selected skin.

***Active language*** – is the currently selected language. To apply changed skin and language settings press the **Apply** button.

Active shields Tab:


***Memory shield*** – scans every starting process for possible threat. When threat is detected user notified and can select appropriate action. If **automatically remove with backup** option is selected; item is removed to the cage without user confirmation.

***Cookie shield*** – removes tracking cookies in real-time. Note: Internet Explorer cookies only.

***Alternate Data Stream shield*** – blocks processes starting from ADS streams. Note: Memory shield have to be enabled.

***IE Search Page shield*** – protects web browser search page settings. Note: Internet Explorer only.

***Active-X shield*** – blocks malware active-X elements. Note: Internet Explorer only.

***Web and Anti-Phishing shield*** – blocks access to malware Internet locations.

***Spyware Communication shield*** – blocks malware communication to the Internet.

***Browser Helper Object shield*** – blocks malware BHO elements. Note: Internet Explorer only.

***Startup Programs shield*** – blocks malware from setting up itself at system startup launch.

***Trusted sites shield*** – blocks malware from adding trusted sites items. Note: Internet Explorer only.

***Windows logon shield*** – blocks malware from setting up itself to be launched together with winlogon process at system startup launch.

***Home page shield*** – notifies user about home page modification and allows changing the homepage to the previous settings. Note: Internet Explorer, Mozilla Firefox, Opera only. To modify home page of the browser, users should modify input boxes near to the browser names and press the **Update** button.

Database Tab:


***Automatic updates*** – this function allows user to automatically update signature databases. When allowed by checking **Database**, **Anti-Spam** database and/or **News**; Spy Emergency will check for new signatures at program startup and at regular interval specified by the **update interval** value. To update manually press the **Update Now** button.

**Proxy -** if the user use a proxy server to connect to the Internet, then it will be necessary to specify the proxy server settings so that **Spy Emergency 2007** can access the Internet for updates.

***Note:*** *If you do not use a proxy server connection then do not modify these settings.*

***Host*** - enter the hostname for the connection.

***Port*** - enter the port number for the connection.

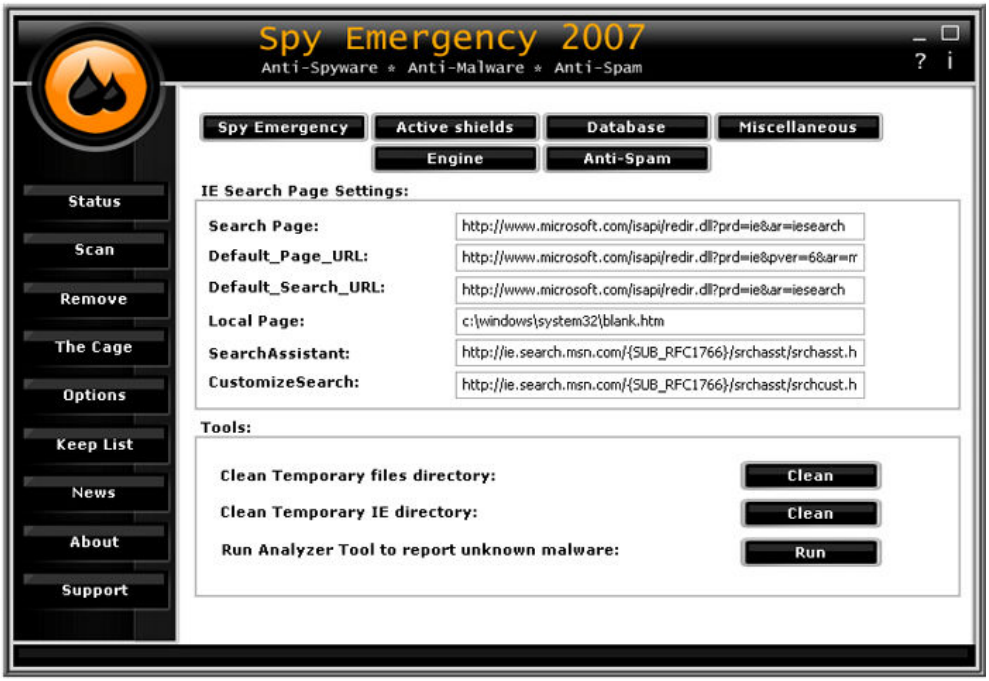
**Proxy *Type*** - select the type of connection ***HTTP***/***Socks5*** for the proxy server.

***Login*** - enter the login name for the proxy connection.

***Password*** - enter the password for the proxy connection.

To **apply** the proxy settings press the **Update** button.

Miscellaneous Tab:



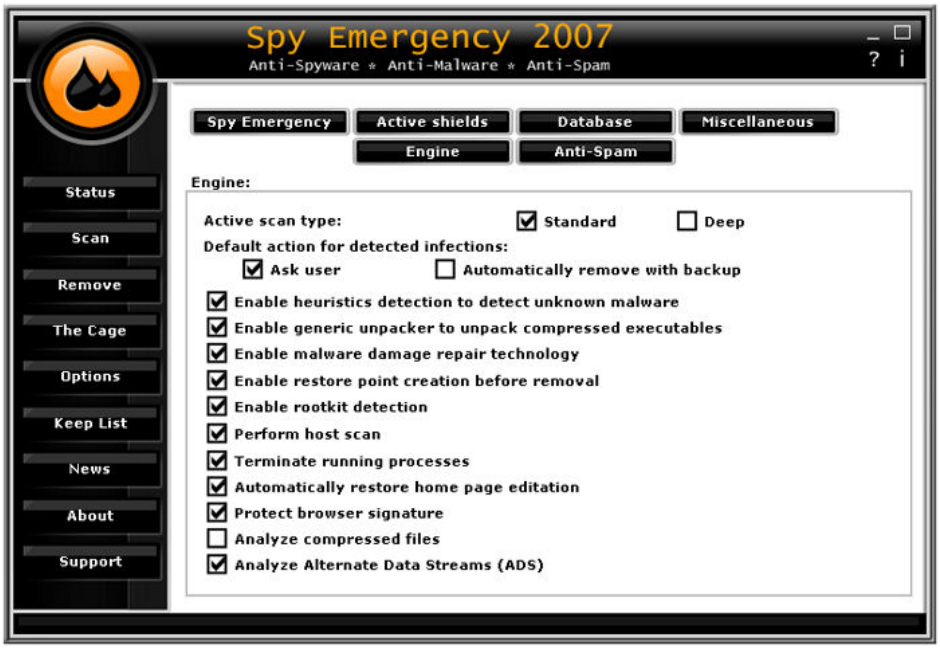

***IE Search page settings -*** these Internet Explorer values are protected when ***IE Search Page shield*** is active. Edit individual values to your preference. Only experienced users should modify these settings.

***Clear Temporary files directory –*** to remove all files from the local user temporary directory press the **Clean** button. This directory contains temporary files created by applications.

***Clear Temporary IE directory –*** to remove all files from the local user Internet Explorer browser cache press the **Clean** button. This directory contains web pages cache and files saved by the Internet Explorer.

***Run Analyzer Tool to report unknown malware –*** Analyzer Tool is a simple tool to report log files from your system. These files help to isolate undetected malware problems at Spy Emergency research center. To run this utility, press the **Run** button.

Engine Tab:




***Active scan type*** – allows switching between **Standard** and **Deep** scan types.

***Default action for detected infections*** – default action performed when infection is detected: **Ask user** – user is notified and have the option to choose appropriate action; **Automatically remove with backup** – infection is moved to the cage without user confirmation.

**Enable heuristics detection to detect unknown malware** – heuristics detection allows to detect unknown malware not in the program database but using common malware behavior inspection.

**Enable generic unpacker to unpack compressed executables** – many executables are compressed by authors to make it harder for antivirus software to detect them; generic unpacker tries to uncompress them.

**Enable malware damage repair technology** – some malware makes user system unusable when it is removed from a system. This feature tries to repair damages produced by such malware.

**Enable restore point creation before removal** – when enabled program will create restore point before removal; restore points can be used to revert system to the previous state.

**Enable rootkit detection** – rootkits are processes that try to hide itself from the user and detection techniques.

**Perform host scan** – scans and removes ip addresses added by malware from the system host file.

**Terminate running processes** – terminates malware processes before its removal; this ensures better removal function.

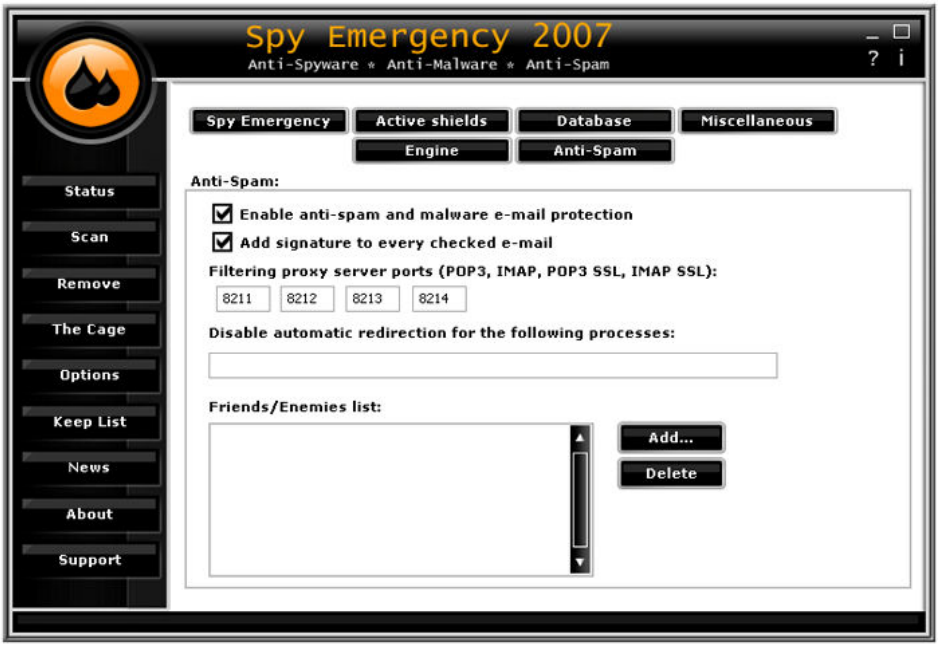
**Automatically restore home page editation** – some malware blocks home page editation; this function enables editation again. Note: Internet Explorer only.

**Protect browser signature** – modifies your browsers name signature so the remote server does not know your real browser name. This makes it harder to perform specifics attacks to your system. Note: some browsers and sites may not work properly with this options turned on.

**Analyze compressed files** – when enabled Spy Emergency will scan inside compressed archives like zip, rar …

**Analyze Alternate Data Streams (ADS)** – when enabled Spy Emergency will scan ADS streams on NTFS volumes.

Anti-Spam Tab:




**Enable anti-spam and malware e-mail protection** – this feature checks every incoming e-mail for malware and spam.

**Add signature to every checked e-mail** – when enabled Spy Emergency will add header to the end of each e-mail notifying user that the mail was checked.

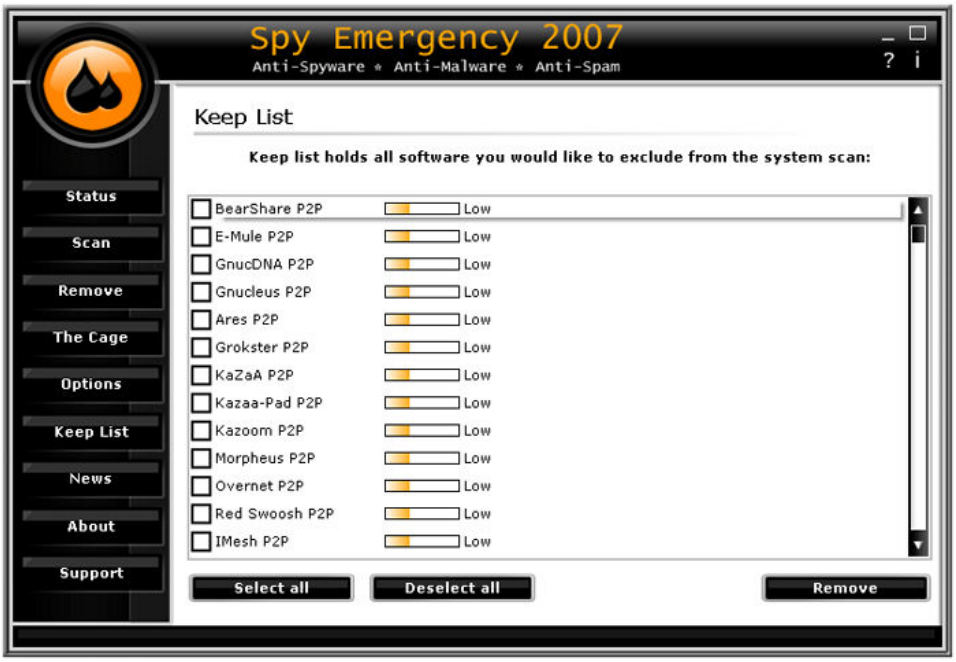
**Filtering proxy server ports (POP3, IMAP, POP3 SSL, IMAP SSL)** – filtering proxy server is a proxy server that listen at specific ports and inspects every e-mail for malware and spam. To change filtering proxy ports change individual input fields. Only experienced users should modify these settings. Note: system need to be restarted to apply these changes.

**Disable automatic redirection for the following processes** – by default all POP3 and IMAP traffic is redirected to filtering proxy. To exclude some processes from this redirection enter process name into input field. Only experienced users should modify these settings.

**Friends/Enemies list** – this list contains e-mail addresses that should be specially handled. E-Mails added as **Friend** are never marked as spam; e-mails added as **Enemy** are always marked as spam. To add new e-mail use **Add...** button, to delete e-mail from the list use the **Delete** button.

## 5.6. Keep List

The **Keep List** is the list of all software/infections that should be ignored by the system scan. Items on this list will be ignored by all type of scans and memory shields.




***Select all*** – selects all items in the list.

***Deselect all*** – deselects all items in the list.

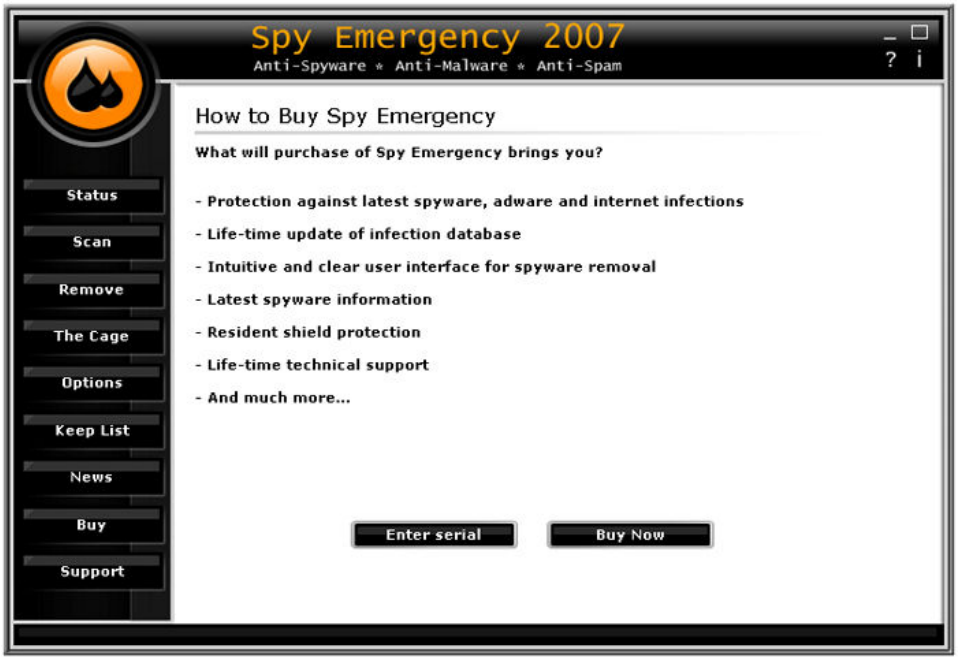
***Remove*** – removes item from the list.

## 5.7. News

The **News** dialog shows latest information about signature database additions/updates. News is downloaded together with signature database updates.


## 5.8. Buy/About

In the trial version this dialog shows Spy Emergency features; in the registered version this dialog shows information about registered user and database information. After registration the **Buy** button will change to **About** button after next program start.

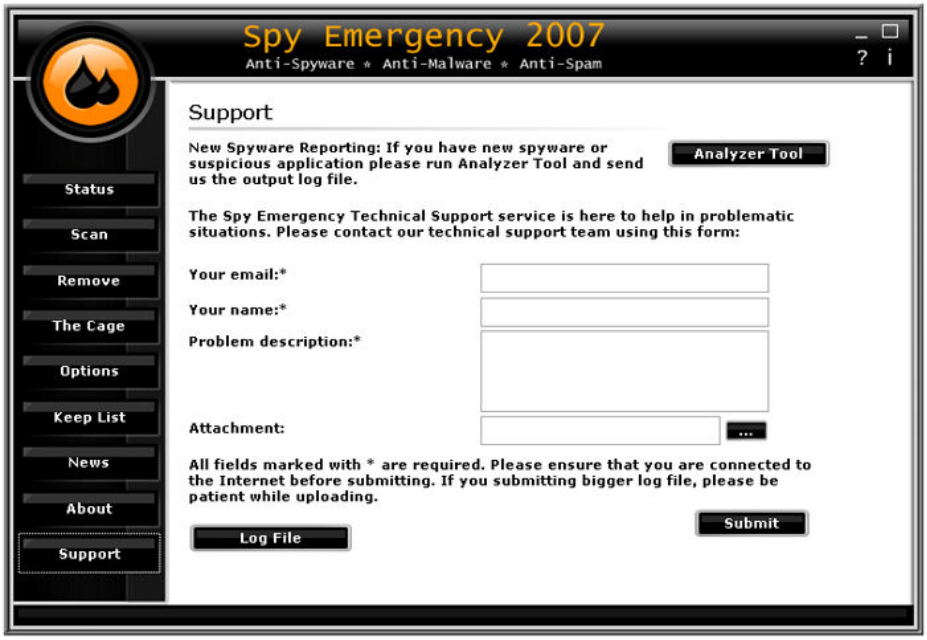


***Enter serial*** – by pressing this button user has the option to enter registration information; the registration dialog will popup.

***Buy Now*** – by pressing this button your default browser windows will be shown and the online shop web page will be displayed allowing purchasing the product.

## 5.9. Technical support

The **Technical support** dialog allows users to send e-mail message to the Spy Emergency technical support team. To send a message fill in email, name and description and press the **Submit** button to send the message. User can additionally add attachment by pressing the **...** button.




***Analyzer Tool*** – this button will run the Analyzer Tool utility.

***Log File*** – this button will show windows with all generated log files.

# 6. Anti-Spam and Anti-Malware Proxy

Anti-Spam feature of the **Spy Emergency 2007** allows users to identify unwanted spam messages. Note that not all spam e-mail messages can be detected and some e-mail messages could be incorrectly marked as spam.

Anti-Spam and anti-malware filtering engine is independent of any e-mail client and should work with any POP3 and IMAP servers with or without SSL support. Every message detected

as spam is marked in the subject of the checked e-mail with **[SPAM]** keyword.

There is extra support for Outlook Express and Windows Mail that allows automatic moving such marked messages to **Inbox-spam** folder. Users of other clients should create message rules for such functionality. **Note:** System need to be **restarted** after Spy Emergency installation to enable spam moving feature under Windows Vista.

Available **Anti-Spam** settings are described in the **Option** section of this manual.

**Spy Emergency 2007** use Bayesian method for detecting new spam and signature scanning methods.

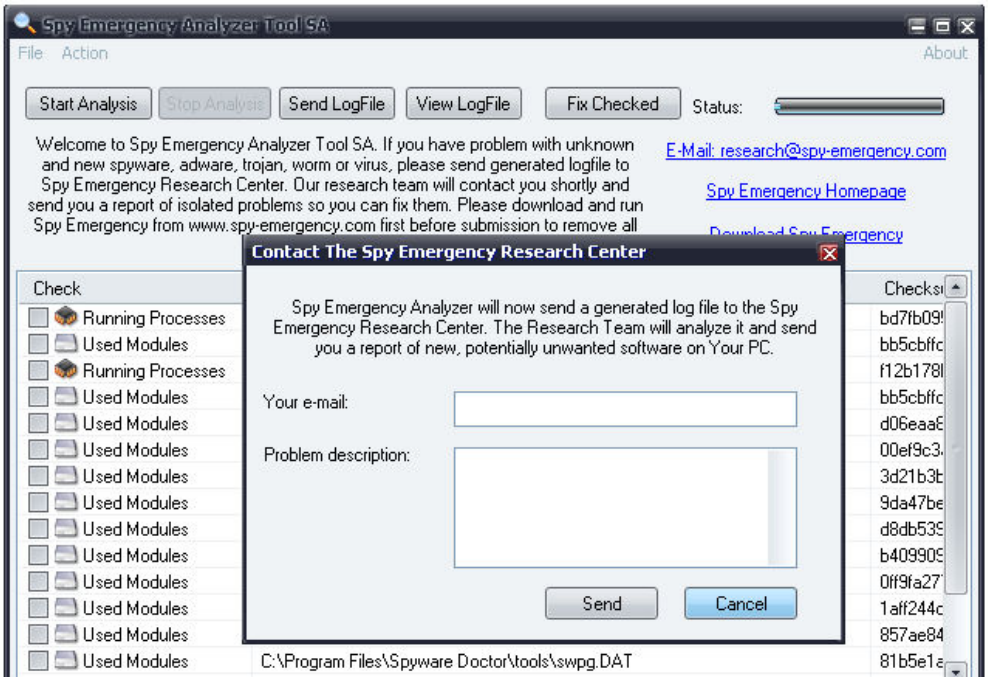
Together with anti-spam feature **anti-malware** filtering of incoming e-mails is enabled too. E-mails containing malware in an attachment or suspicious attachment are marked with **warning** and infected files are renamed.

By default programs connecting to common e-mails ports are redirected to the proxy.
The proxy can be accessed as any other server manually using the following configuration:

| | |
|---|---|
| POP3 | proxy server: 127.0.0.1 , port 8211 |
| | login: login[server:110]<br>password: password |
| IMAP | proxy server: 127.0.0.1 , port 8212 |
| | login: login[server: 143]<br>password: password |
| POP3 SSL | proxy server: 127.0.0.1 , port 8213 |
| | login: login[server: 995]<br>password: password |
| IMAP SSL | proxy server: 127.0.0.1 , port 8214 |
| | login: login[server: 993]<br>password: password |

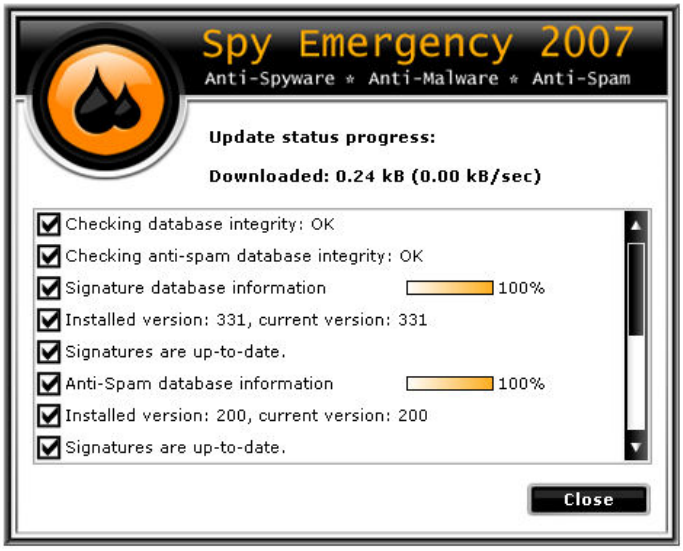
# 7. Analyzer Tool

**Analyzer Tool** is a simple tool to report log files from your system. These files help to isolate undetected malware problems at **Spy Emergency research center**. After execution this utility will start automatically the logging process. When the process is finished the **send dialog** will show up. To send the log file uses should fill in the e-mail address and problem description fields and press the **Send** button.




## 8. Signature Updates

New malware threats and spam is continually being created and spread very quickly. It is recommended that Spy Emergency 2007 is updated on a regular basis to protect you against all new threats.



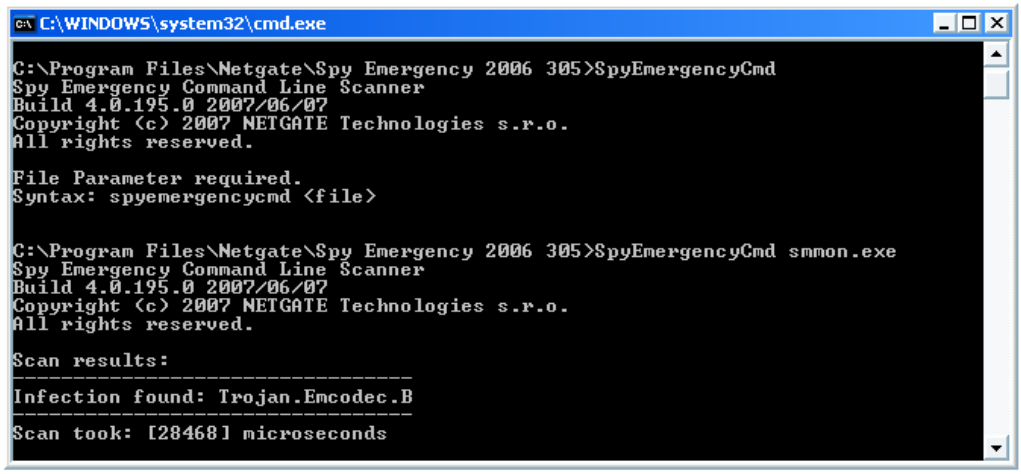
***Automatic updates*** allows user to automatically update signature databases. When enabled Spy Emergency will check for new signatures at program startup and at regular interval specified by the update interval value.

To update manually press the **Update Now** button in the **Status** dialog.

**Spy Emergency 2007** use incremental updates to minimize download times and speed up update process.

# 9. Command line interface

Command line interface allows user to scan files for threats from the command line. Command line utility is located in the Spy Emergency installation folder. Command line utility takes one file argument. Syntax is: SpyEmergencyCmd.exe <filename>.




# 10. Shell extension

Shell extension is a handy way to scan specific files or folders by right clicking on selected item in windows explorer window or in any file manager that support it. When popup is shown press the **Scan with Spy Emergency** option.

# 11. Technical support

Technical support team can be reached at support@spy-emergency.com or support@netgate.sk directly.

All other questions regarding sales or general information questions please direct to netgate@netgate.sk