

## User Experience Review

### Review Format

For each of the tested products, we have looked at the following points (where applicable).

#### Which versions of Windows does it work with?

We list the versions of Windows – e.g. Windows Vista, Windows 7, Windows 8, Windows 10 – that the manufacturer supports, i.e. guarantees that the product will work with.

#### What features does the program have?

Some of the programs we review have additional features, such as parental controls or a replacement firewall, which we list here. Please note that none of these are relevant to our malware-protection or performance tests, and we have not included any details of them in this review.

#### Where can I find more information about the product?

We provide a link to the product page on the manufacturer's website, so you can find out more about it.

#### What we liked about the program

Here we list the design and functionality elements that we thought were particularly good in the product.

#### Tips for users

Having tried the product out, we list any useful hints that we think might help readers to use the program.

#### Installing the product

Here we list any decisions that you have to make when installing the program, e.g. whether you want it to detect potentially unwanted programs.

#### Finding essential features

In this section we tell you how to find the most important functions of the program. These are:

- Security status: whether the program is up-to-date and all protection features are enabled
- Scans: how to run a full scan, scan an individual drive, folder or file, and how to set up a scheduled scan
- Update: how to run a manual update of the malware definitions
- Subscription information: where you can see the expiry date of your licence (does not apply to free programs)
- Help: where to go to get assistance on using the program

## How does the program warn you about problems and threats?

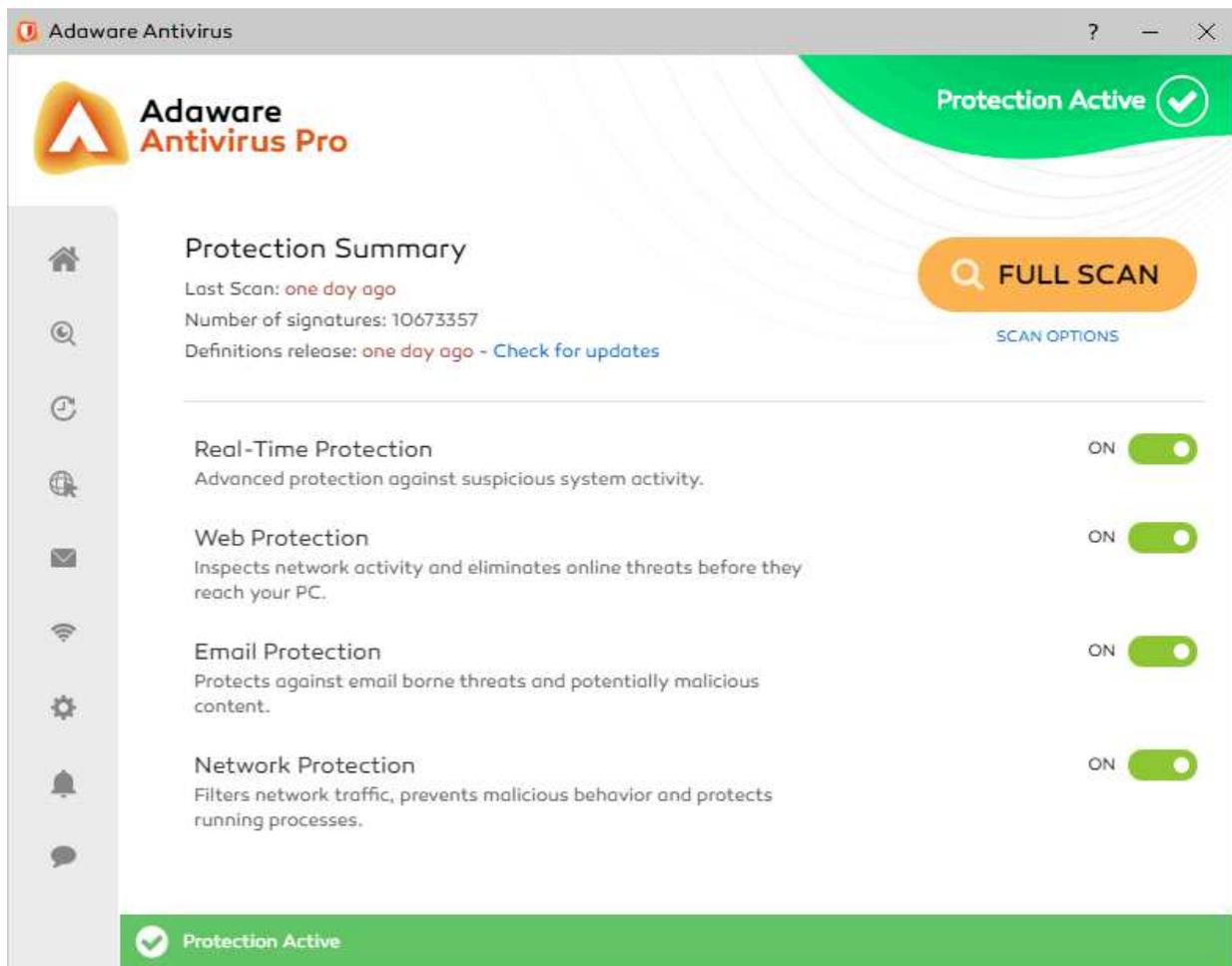
In this section we note how the program warns you if real-time protection is disabled, and how to reactivate it.

We show an example malware alert. Please note that many antivirus programs display a variety of malware alerts, depending on the type of threat and the way it is encountered (download, USB stick etc.). The alert shown in the review is thus just one example, and other alerts might be displayed in different circumstances.

We also tell you how the program will alert you if it detects a potentially unwanted program.

To provoke the malware detection alert, we used a common malware sample (malicious program) that we know the antivirus program will recognise. To provoke warnings for potentially unwanted programs, we used a Potentially Unwanted Application Test File.

## Adaware AntiVirus Pro



### Which versions of Windows does it work with?

Windows 7, 8, 8.1, 10

### What features does the program have?

Adaware AntiVirus Pro is a fully-featured antivirus program with email and web protection, plus a spam filter and firewall.

### Where can I find more information about the product?

<https://www.adaware.com/antivirus-pro>

## What we liked about the program

We found the design of the program to be very clear, enabling easy access to all important features and information from the single menu column. Moving the mouse pointer over a symbol in the menu bar displays the name of the item, thus providing a neat and clean interface but making it easy to find what the symbols mean:



Both the *Scan Computer* and *Help Center* pages make a variety of functions available with single click.

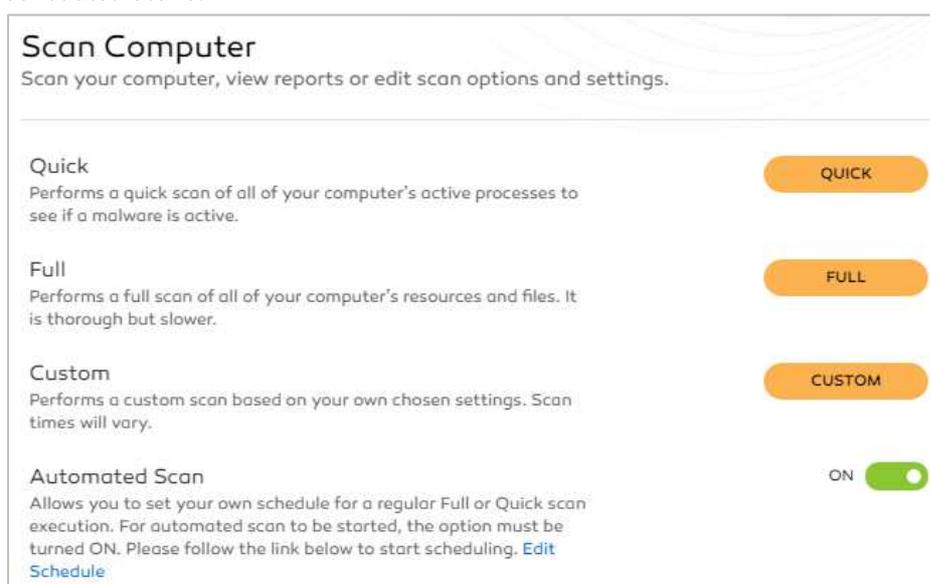
## Installing the product

The program can be installed very simply, by running the setup program and clicking *Start Install*. Advanced users can change the location of the installation folder; there is also an option to install the free version of the program as a secondary line of defence, without real-time protection. The computer has to be restarted after installation. The program will show a protection alert until malware definitions have been updated and a scan has been run.

## Finding essential features

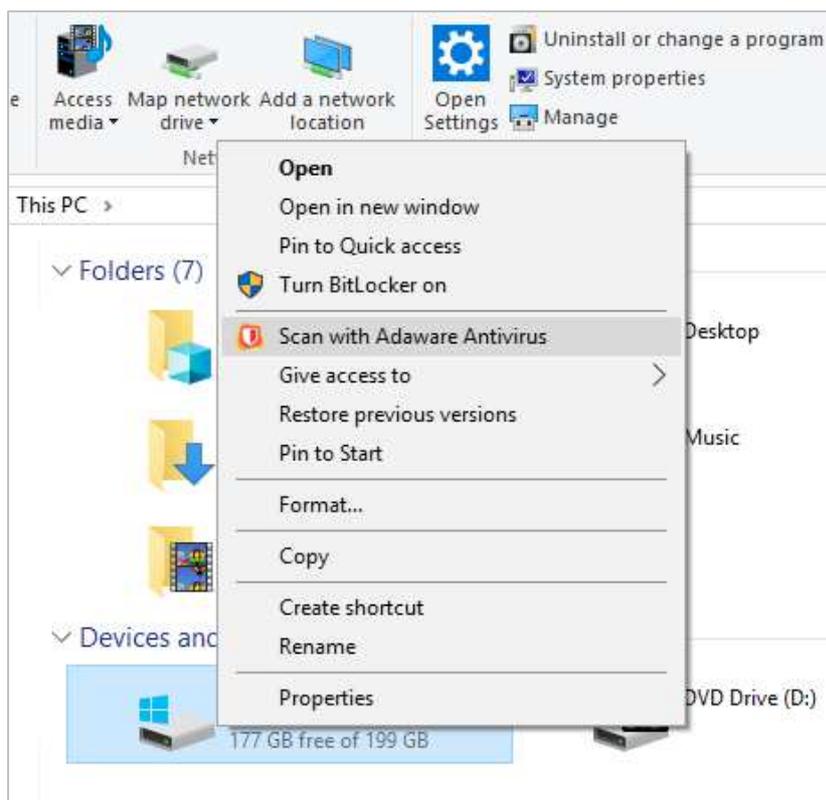
Security status: This is shown in the top right-hand corner of the program window, and uses text, a graphic, and a coloured background.

Scans<sup>3</sup>: A full scan can be run from the prominent *Full Scan* button in the top right quadrant of the window. Clicking the *Scan Options* link just below lets the user choose from full, quick, custom and scheduled scans:



<sup>3</sup> Please note that Adaware AntiVirus Pro includes some protection components supplied by Bitdefender.

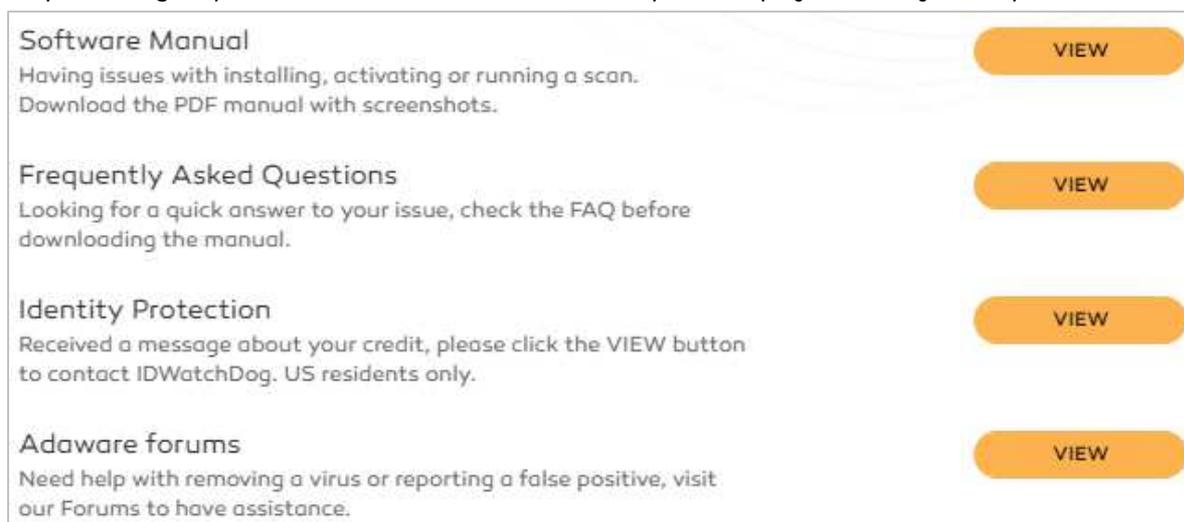
A specific drive, folder or file can be scanned by right-clicking it in Windows Explorer and clicking *Scan with Adaware Antivirus*:



Update: Malware definitions update automatically, but a manual update can be run by clicking the *Check for Updates* link in the *Protection Summary* section of the main window.

Subscription information: This can be shown by clicking *App Management* in the menu panel.

Help: Clicking *Help Center* at the bottom of the menu panel displays a variety of help resources:



The same page also allows the user to submit a support request directly.

How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show a warning:



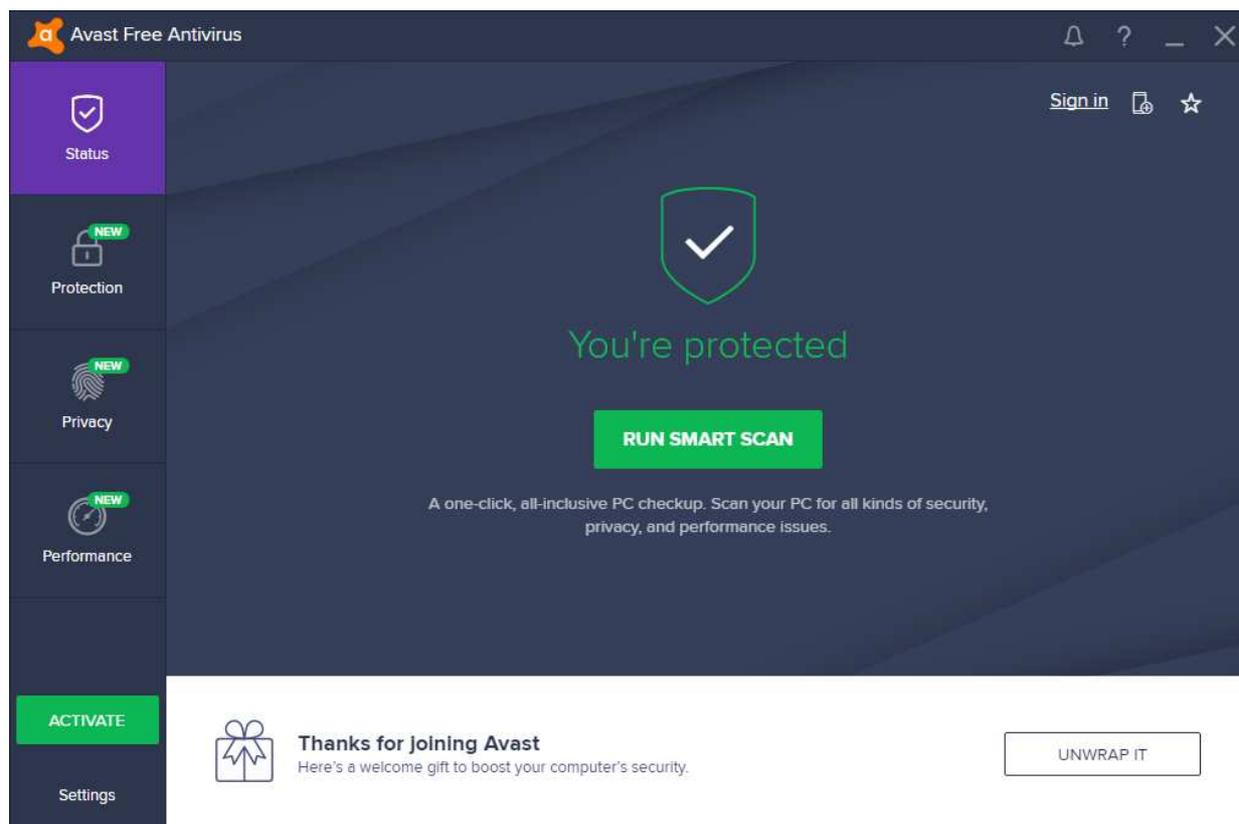
The protection can be reactivated by moving the slider switch for *Real-Time Protection* (below the status display) to *On*.

If you inadvertently download a malicious program, the download is blocked, and a warning shown in the browser window:



You do not have to take any action. A similar alert is shown if you should accidentally download a potentially unwanted program or access a phishing page.

## Avast Free Antivirus



### Note regarding Avast and AVG

Avast and AVG security products are made by the same company, and the AVG and Avast products covered in this review both use the same protection technologies. However, each has its own graphical user interface, allowing users to choose whichever one they prefer. For the purposes of this review, which only covers the GUI, we have treated them as separate products. Users may like to compare the respective GUIs of the two products to decide whether one suits them better than the other

### Which versions of Windows does it work with?

Windows XP SP3, Vista, 7, 8, 8.1, 10.

### What features does the program have?

Avast Free Antivirus is a fully featured antivirus program with email and web protection, plus protection against phishing sites.

### Where can I find more information about the product?

<https://www.avast.com>

### What we liked about the program

Avast Free Antivirus is very easy to install and has a very clean, modern interface. The persistent malware alerts ensure you have time to read the message.

## Tips for users

We would strongly advise users not to click the *Ignore* button displayed when a protection component is disabled. In our test, we permanently deactivated the *File Shield*, *Behavior Shield* and *Mail Shield*, and then clicked *Ignore* in the status display for each alert. After this, the program continued to display *You're Protected* in green text, giving the impression that all was well despite most of the protection features being disabled. Appropriate warnings can be reactivated by clicking *Settings*, *Troubleshooting*, *Reset now* in the *Restore factory defaults* section.

## Installing the product

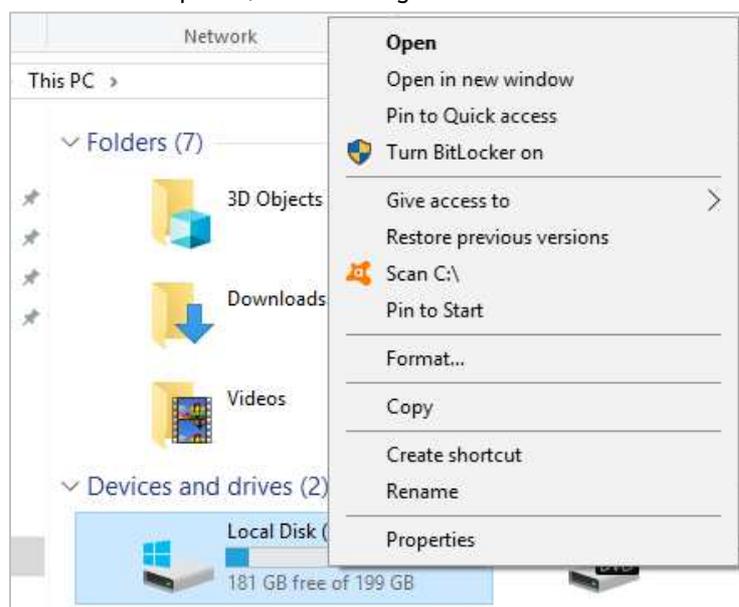
Avast Free Antivirus can be installed by running the setup program and clicking *Install*. Advanced users can select the *Customize* option, which provides a choice of components to be installed, and the location of the installation folder. Once installation has started, progress is shown in the bottom right-hand corner of the screen:



## Finding essential features

Security status: This is shown as text, graphic and colour in the centre of the program window.

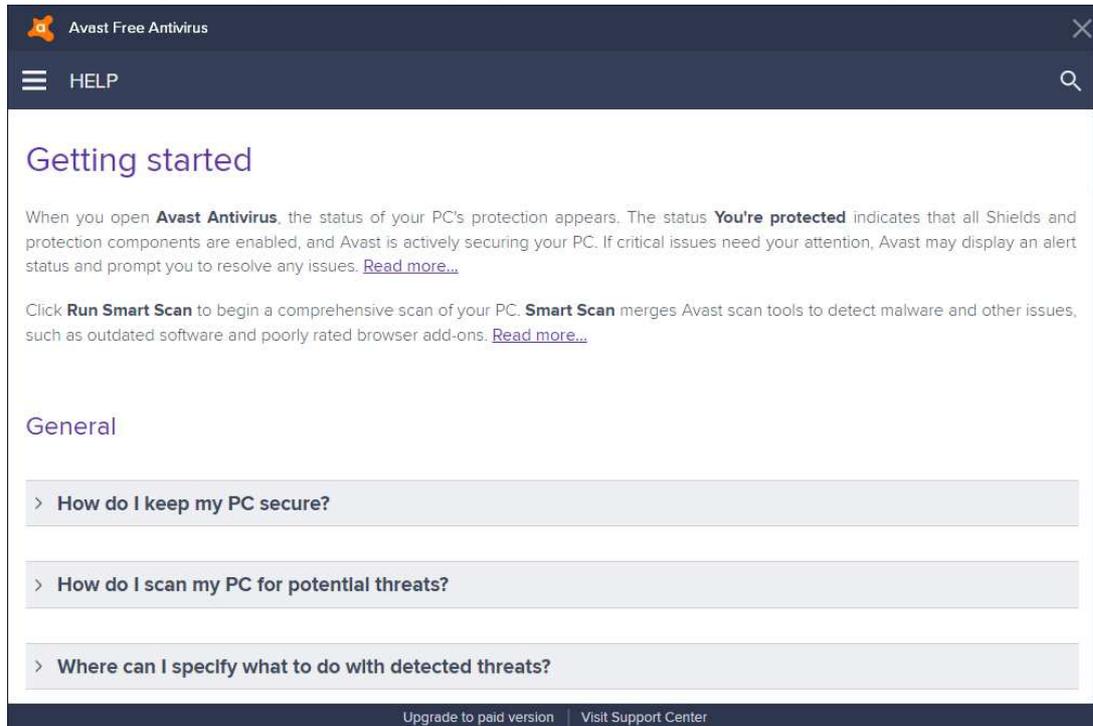
Scans: A default *Smart Scan* can be run from the big button in the middle of the window. Full or custom scans can be found by clicking *Protection*, *Antivirus*. Clicking *Other scans*, *Custom scans* here allows a scheduled scan to be set. You can scan an individual file, folder or drive by right-clicking it in Windows Explorer, and clicking *Scan...*



Update: Malware definitions are updated automatically, but a manual update can be run by clicking *Settings* in the bottom left-hand corner of the main window, then *Update*.

Subscription information: this is not strictly applicable as the program is free. However, the *Subscription* page under *Settings* displays activation status and allows you to upgrade to a paid Avast product by entering a subscription key.

Help: clicking the ? symbol in the top right-hand corner of the window opens the local help feature:



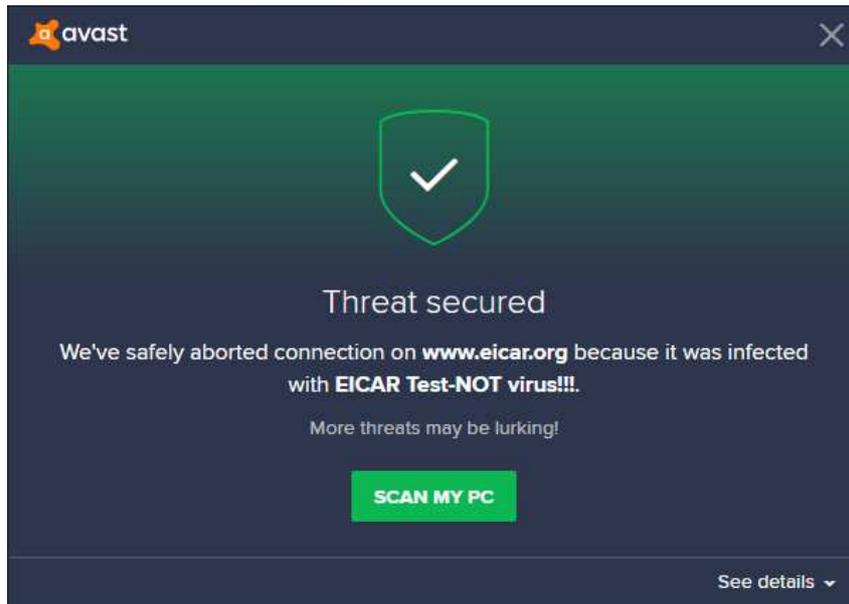
How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show an alert:



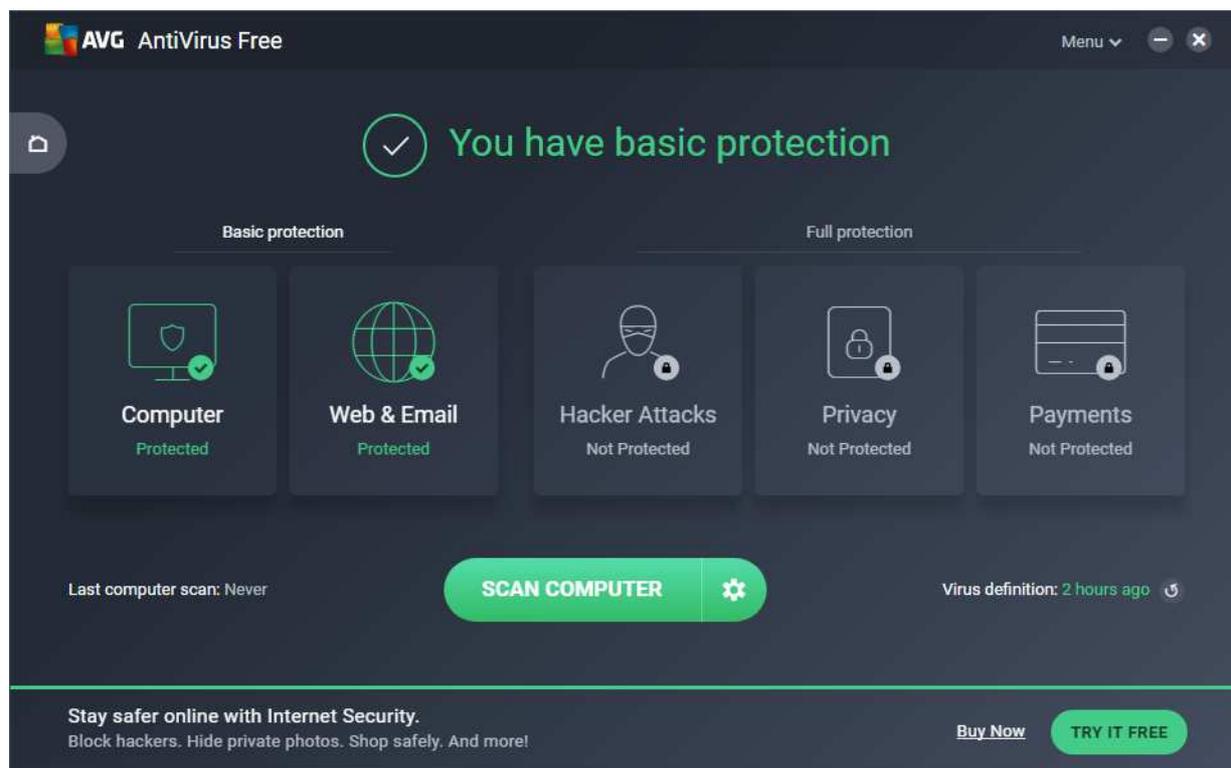
The protection can be reactivated by clicking *Turn On*. We note that if the user clicks *Ignore*, the status display will then state *You're Protected* in green text, even if real-time protection has been permanently disabled in the settings.

If you inadvertently download a malicious program, Avast Free Antivirus will block the download and display the following warning:



You do not have to take any action. The alert persists until you close it. If you accidentally access a phishing page, Avast will block the page and display a pop-up warning similar to the malware alert shown above.

## AVG AntiVirus Free



### Note regarding AVG and Avast

AVG and Avast security products are made by the same company, and the AVG and Avast products covered in this review both use the same protection technologies. However, each has its own graphical user interface, allowing users to choose whichever one they prefer. For the purposes of this review, which only covers the GUI, we have treated them as separate products. Users may like to compare the respective GUIs of the two products to decide whether one suits them better than the other

### Which versions of Windows does it work with?

Windows XP SP3, Vista, 7, 8, 8.1, 10

### What features does the program have?

AVG AntiVirus Free is a fully featured antivirus program with web and email protection, plus protection against phishing sites.

### Where can I find more information about the product?

<https://www.avg.com/en-gb/free-antivirus-download>

### What we liked about the program

AVG AntiVirus Free is simple to install, and makes important features easy to find.

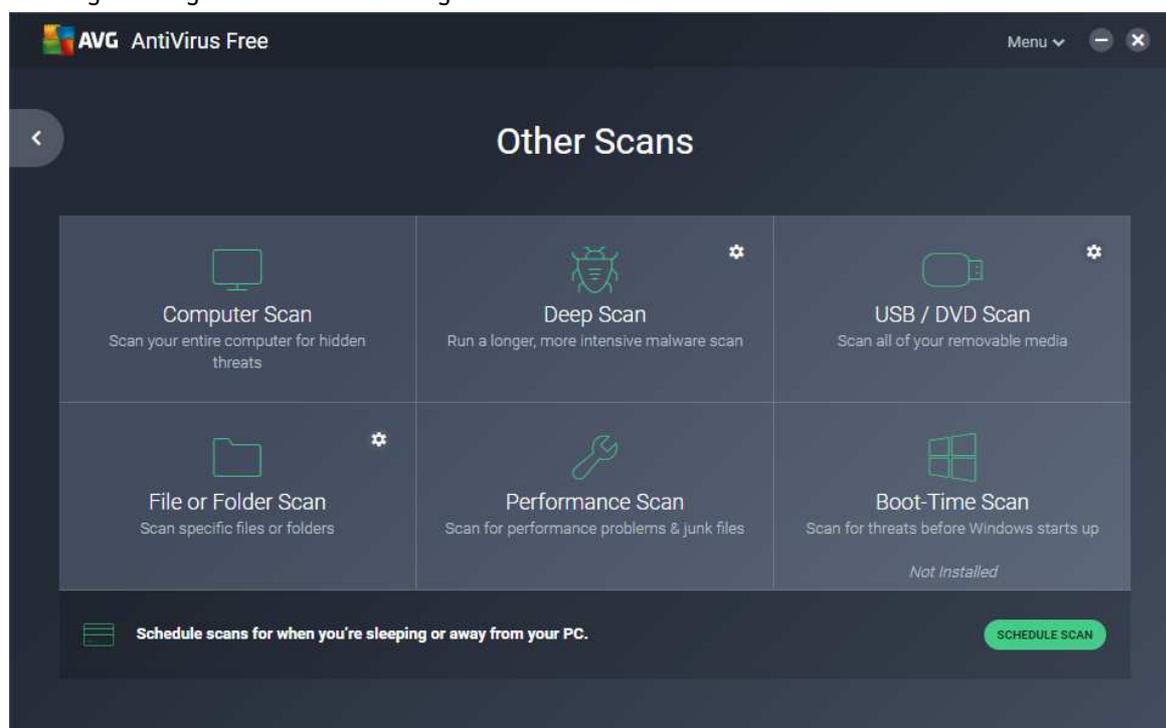
## Installing the product

AVG Free Antivirus can be installed by running the setup program and clicking *Continue*. There is a custom installation available, which lets you choose which components to install, and select a different folder for installation. Both setup variants offer a 30-day trial version of the paid AVG Internet Security as an alternative to the free program.

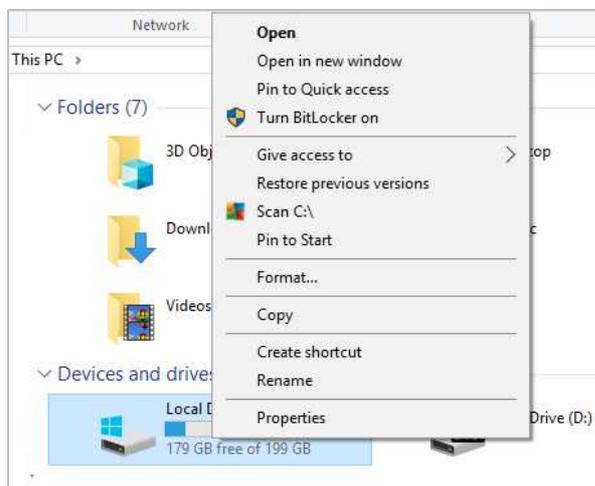
## Finding essential features

Security status: This is shown using text, graphic and colour, at the top of the main program window.

Scans: A default scan can be run from the big *Scan Computer* button in the middle of the program window. A range of other options, including custom, full and scheduled scans, can be displayed by clicking the cogwheel icon to the right of the scan button:



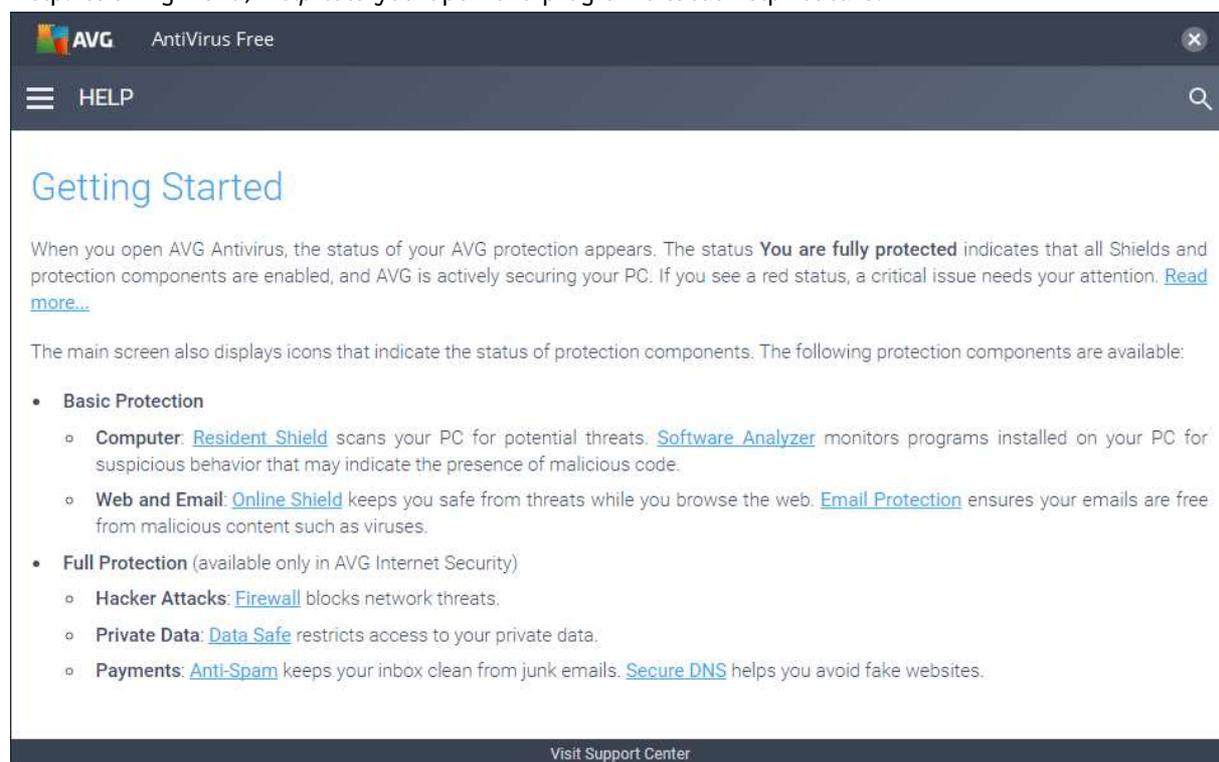
It is also possible to scan a file, folder or drive by right-clicking it in Windows Explorer and clicking *Scan...*



Update: Malware definitions are updated automatically, but you can run a manual update by clicking the circular arrow symbol on the *Virus definition* line on the home page of the program.

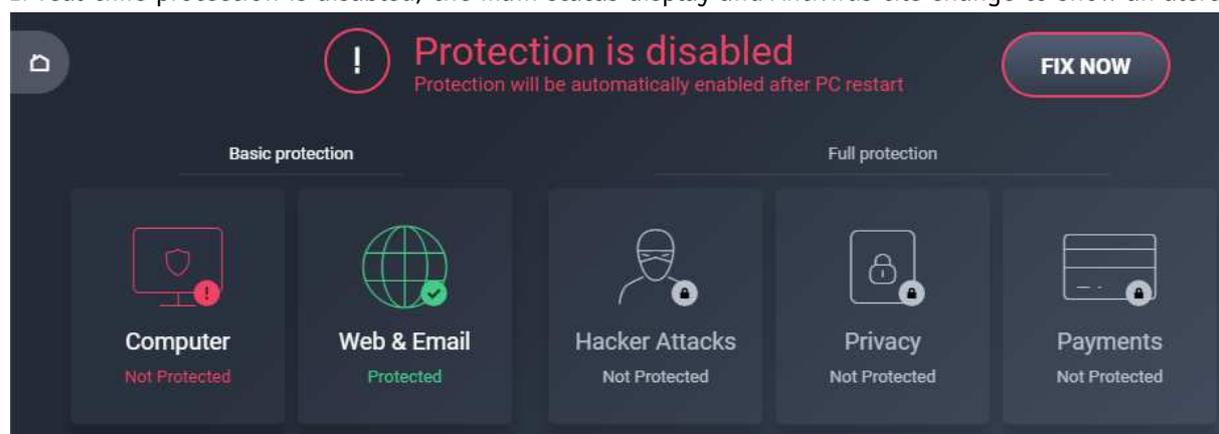
Subscription information: This is not applicable, as the program is free. Clicking *About*, *Subscription* in the *Menu* (top right-hand corner of the window) allows the product to be upgraded by entering a licence key.

Help: Clicking *Menu*, *Help* lets you open the program's local help feature:



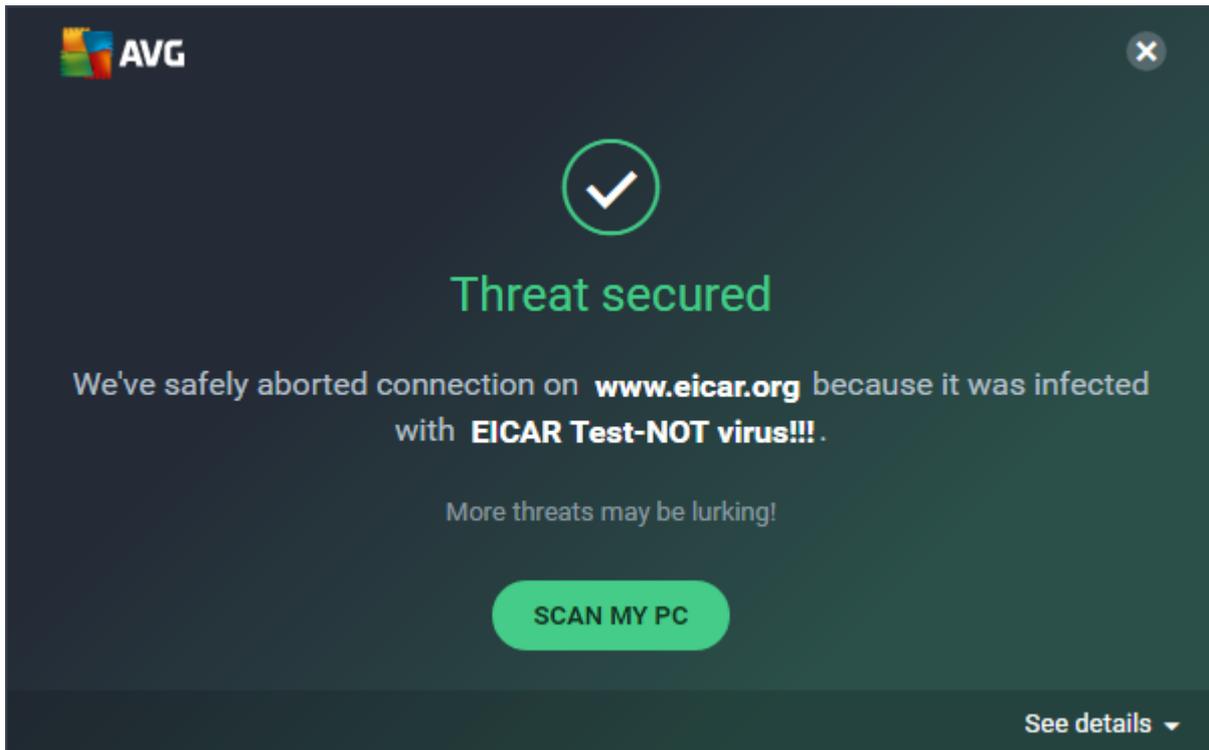
How does the program warn you about problems and threats?

If real-time protection is disabled, the main status display and *Antivirus* tile change to show an alert:



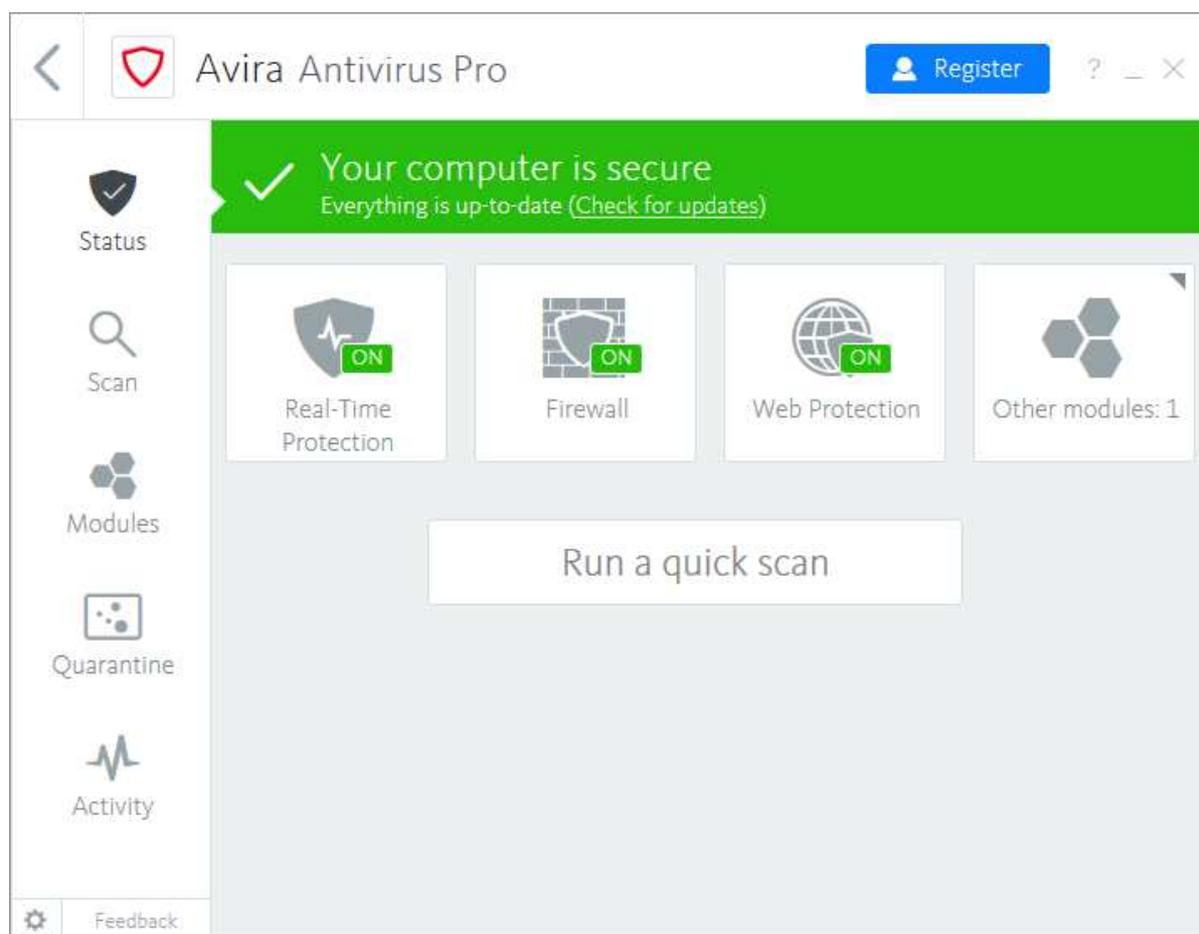
The protection can be reactivated by clicking *Fix Now*.

If you inadvertently download a malicious program, AVG Free Antivirus will block the download and show the alert below:



You do not have to take any action. The alert persists until you close it. If you accidentally access a phishing page, the page will be blocked, and a pop-up alert shown (similar to the malware alert shown above).

## Avira Antivirus Pro



### Which versions of Windows does it work with?

Windows 7 SP1 or later (8, 8.1, 10)

### What features does the program have?

Avira Antivirus Pro is a fully featured antivirus program with web and email protection, plus phishing protection. Additional programs which can be installed separately include a software updater, password manager, VPN, system optimisation, safe search and safe shopping.

### Where can I find more information about the product?

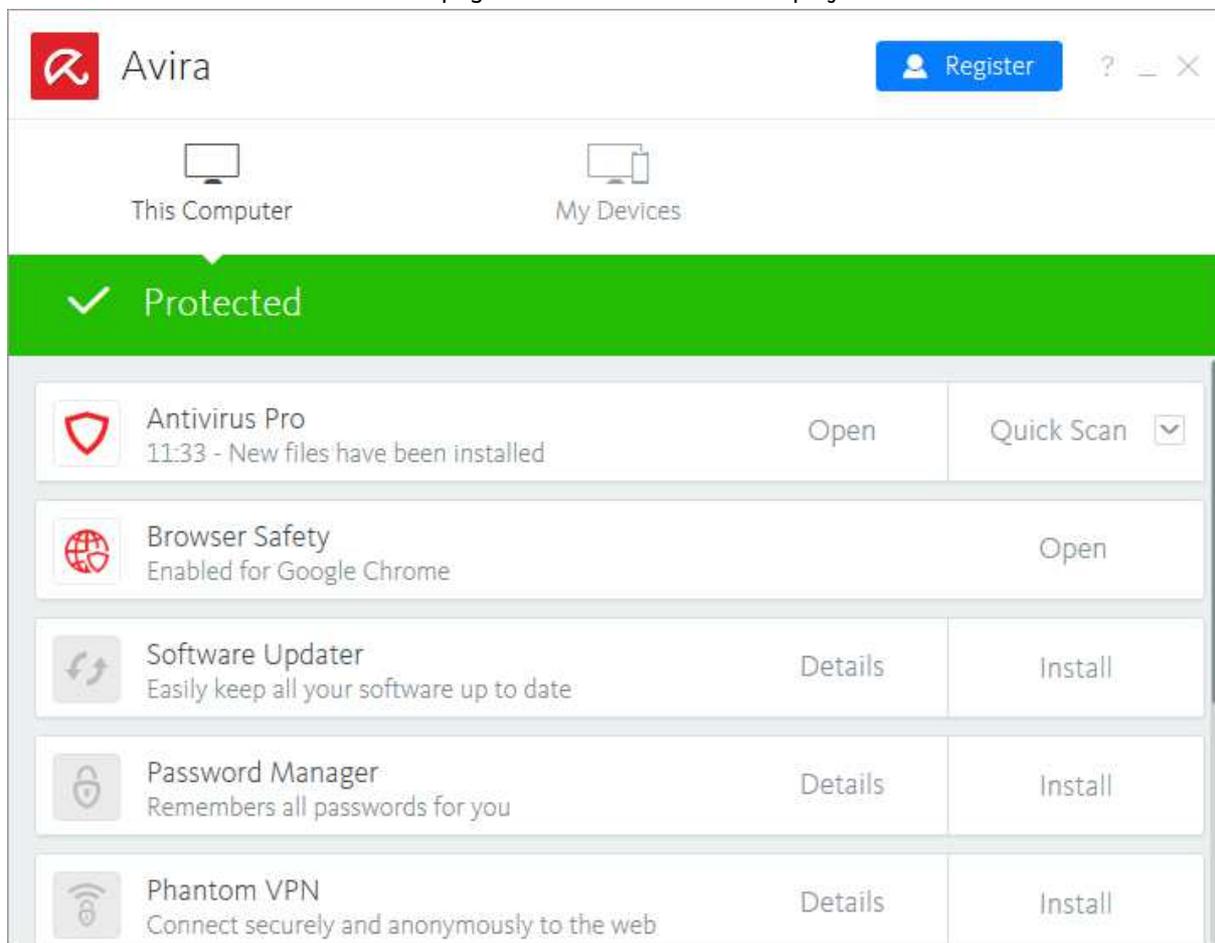
<https://www.avira.com/en/avira-antivirus-pro>

### What we liked about the program

Avira's new program interface is obviously designed for use with a touchscreen, and the main controls are as well-suited to use with a finger as with a mouse. The clear layout makes important features and information very easy to find. For example, a full range of scan options can be displayed by clicking or tapping the *Scan* button. The "parent" window makes it easy to access any other Avira products you may have.

## Installing the product

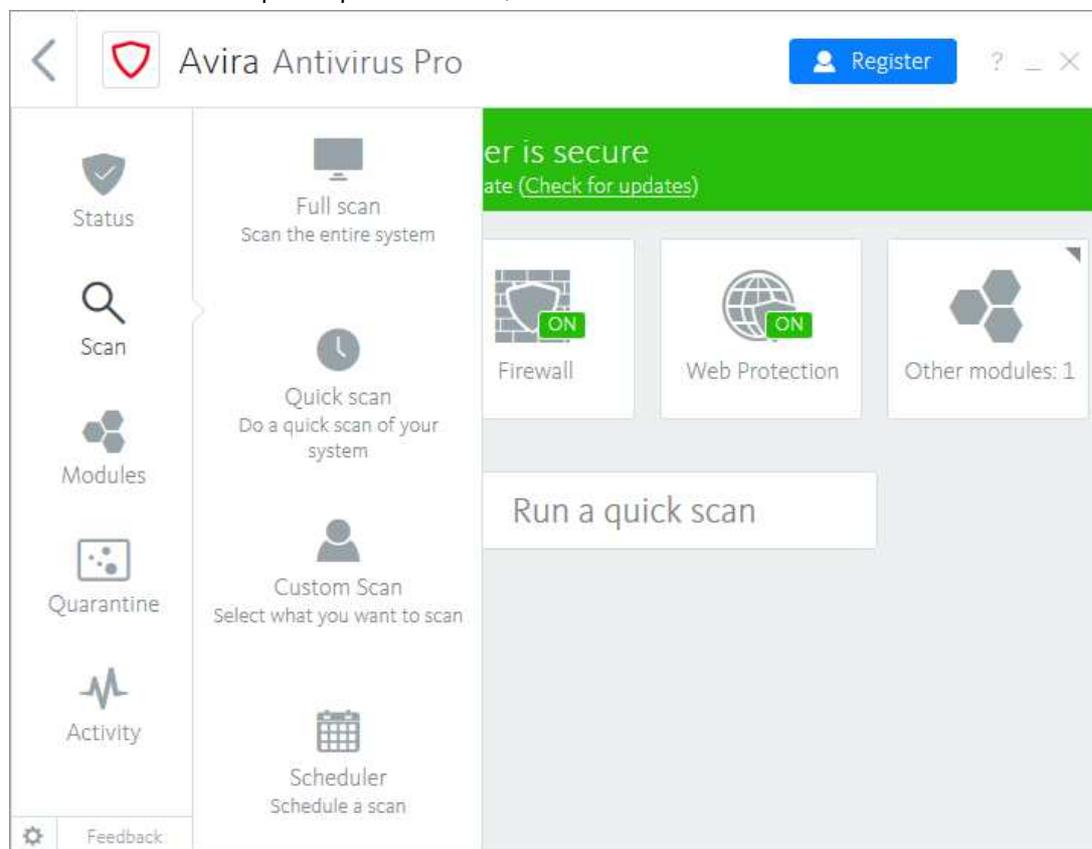
To install Avira Antivirus Pro, you just run the installer and click *Accept and Install*. The installer offers other programs, such as *Avira System Speedup*, for installation, although these can be ignored. When first started, the program displays the “parent” window, which shows other Avira products that can be installed and managed from the same window. To access the antivirus features, you just need to click *Antivirus Pro* and the antivirus page shown above will be displayed.



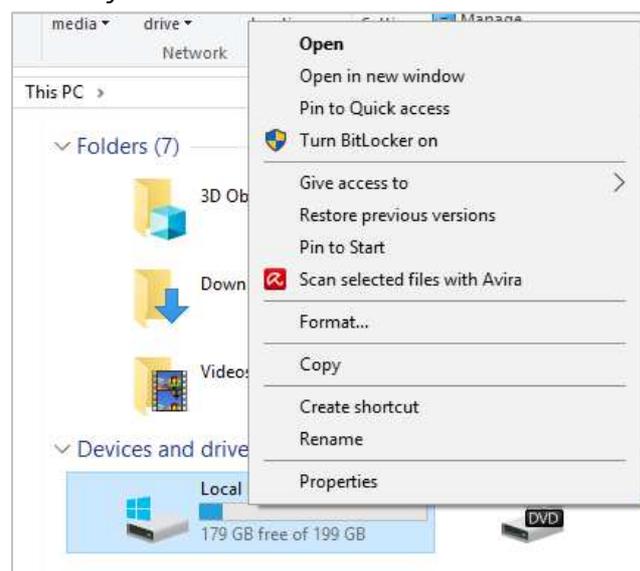
## Finding essential features

Security status: This is shown using text, graphic and colour in the panel at the top of the window.

Scans: A quick scan can be run from the button in the middle of the window. Clicking *Scan* in the left-hand menu column opens options for full, custom and scheduled scans as well:



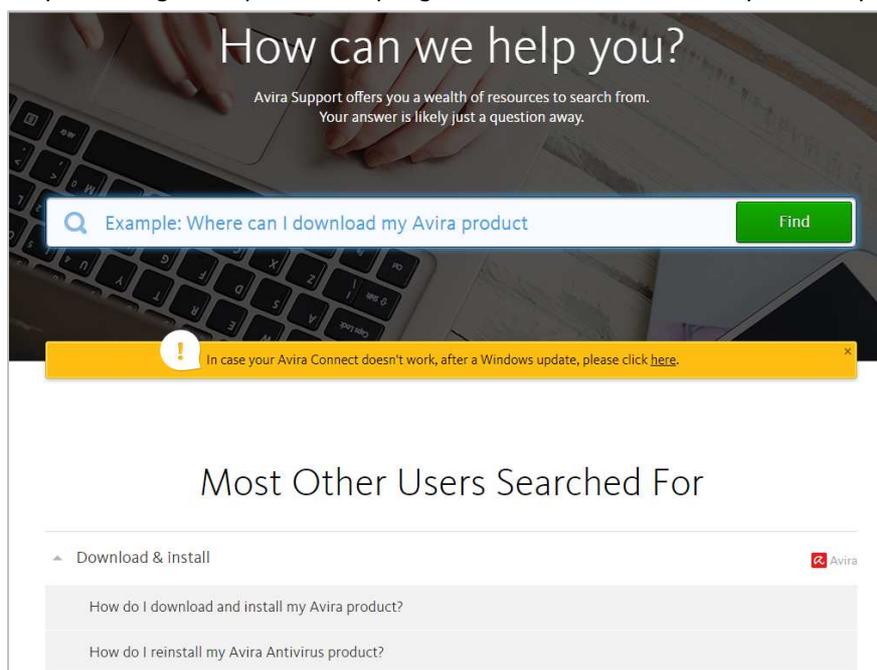
You can also scan a drive, folder or file by right-clicking it in Windows Explorer and clicking *Scan selected files with Avira*:



Update: Malware definitions are updated automatically, but you can run a manual update at any time by clicking *Check for updates* in the status panel at the top of the window.

Subscription information: This can be found by clicking the help menu (? Symbol), then *About*.

Help: Clicking ?, *Help* in the top-right corner of the window opens the program's online help service:



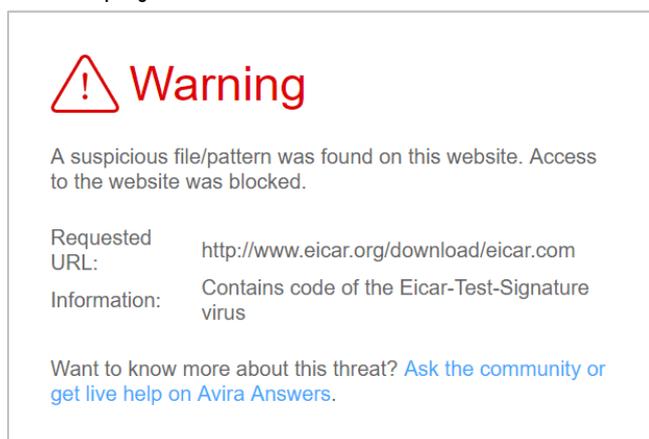
How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show an alert:



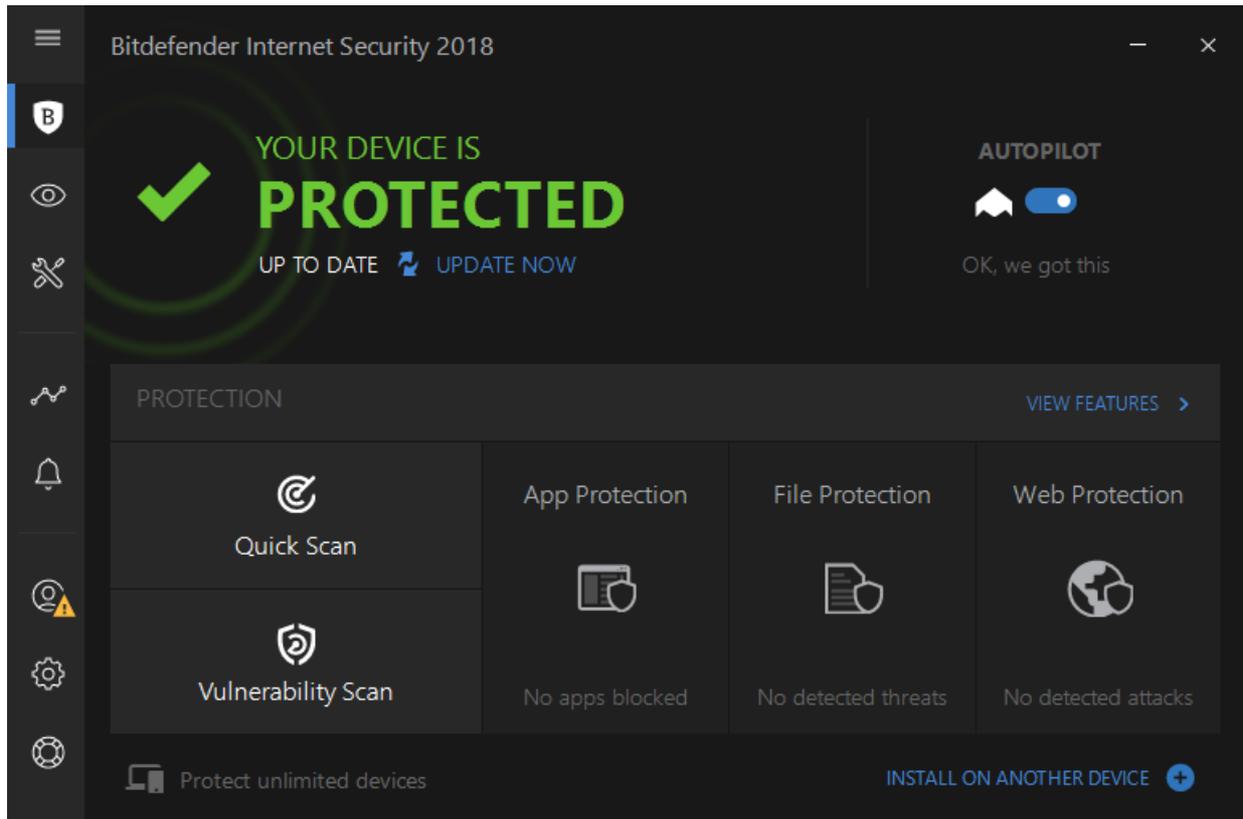
The protection can be reactivated by clicking *Fix now*.

If you inadvertently download a malicious program, the download will be blocked, and the following alert displayed in the browser window:



You do not need to take any action. Similar alerts are shown for potentially unwanted programs and phishing sites.

## Bitdefender Internet Security



### Which versions of Windows does it work with?

Windows 7, 8, 8.1, 10

### What features does the program have?

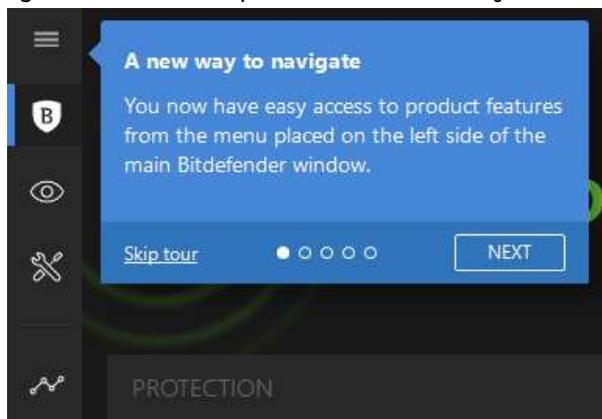
As well as malware protection features, Bitdefender Internet Security includes a firewall, antispam component, webcam protection and multi-layer ransomware protection (which aims to detect and prevent encryption of personal documents and other data by ransomware programs).

### Where can I find more information about the product?

<https://www.bitdefender.co.uk/solutions/internet-security.html>

## What we liked about the program

Bitdefender Internet Security is very straightforward to install and use. Two thoughtful additions help you to find your way around the program. Firstly, when the program is first run, there is a short “guided tour” to explain the features to you:



The menu column on the left can be expanded by clicking the “hamburger” icon at the top, thus displaying the names of the items:

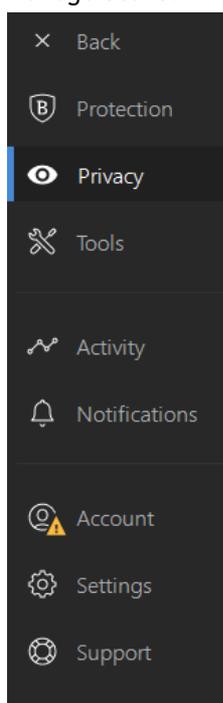
## Installing the product

To install Bitdefender Internet Security, you just download and run the installer. There is the option to change the language of the user interface.

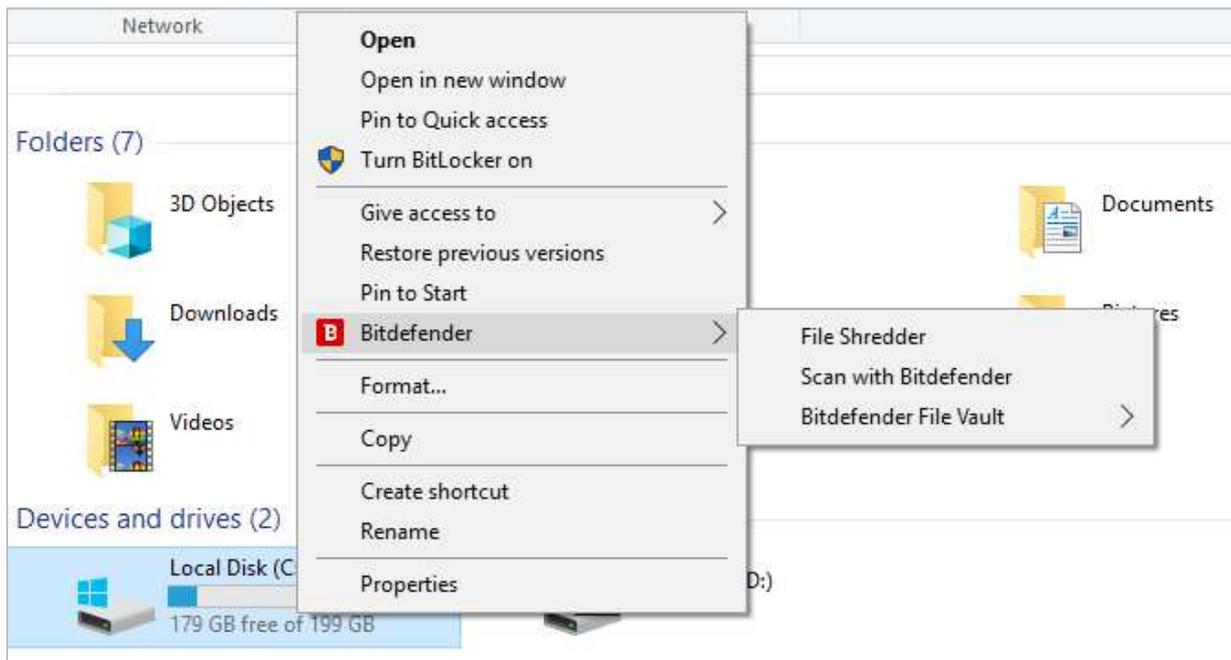
## Finding essential features

Security status: This is shown at the top of the program window, using text, colour and graphic.

Scans: A quick scan can be run from the button of the same name on the home page. If you click *View Features*, you will see a full range of scan options; custom and scheduled scans can be run by clicking *Manage Scans*.



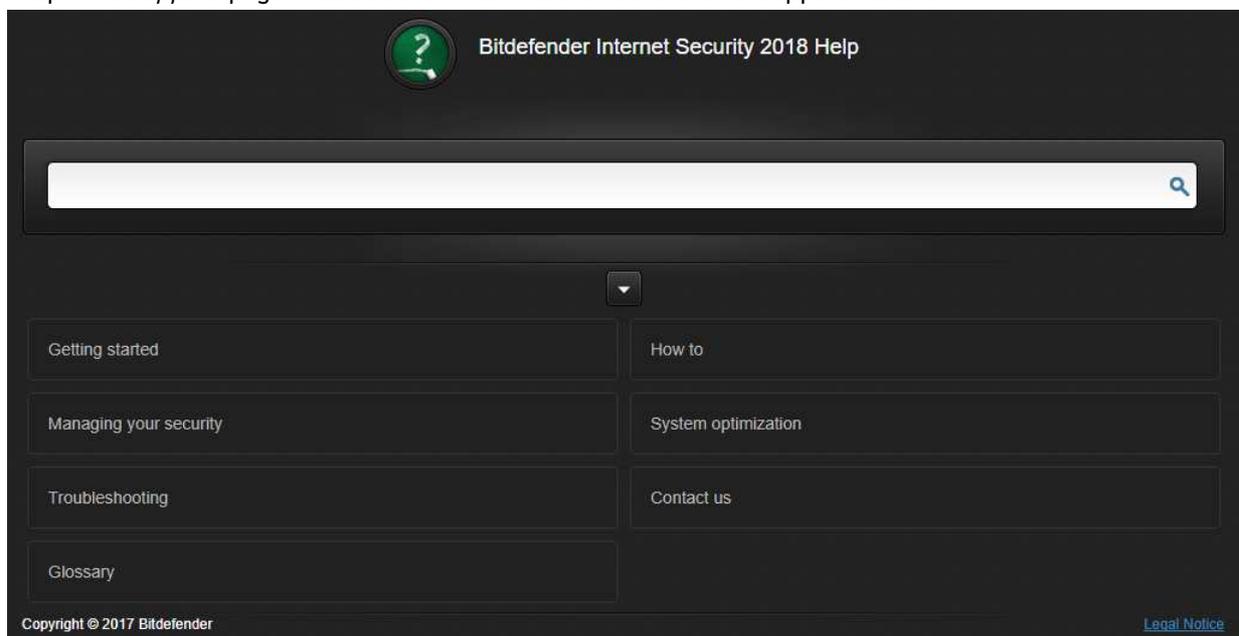
You can scan a file, folder or drive by right-clicking it in Windows Explorer and selecting *Scan with Bitdefender* from the Bitdefender submenu:



Update: Malware definitions are updated automatically, but you can run a manual update by clicking *Update Now* in the status section of the home page.

Subscription information: This is shown on the *Account* page.

Help: The *Support* page includes a link to Bitdefender's online support feature:



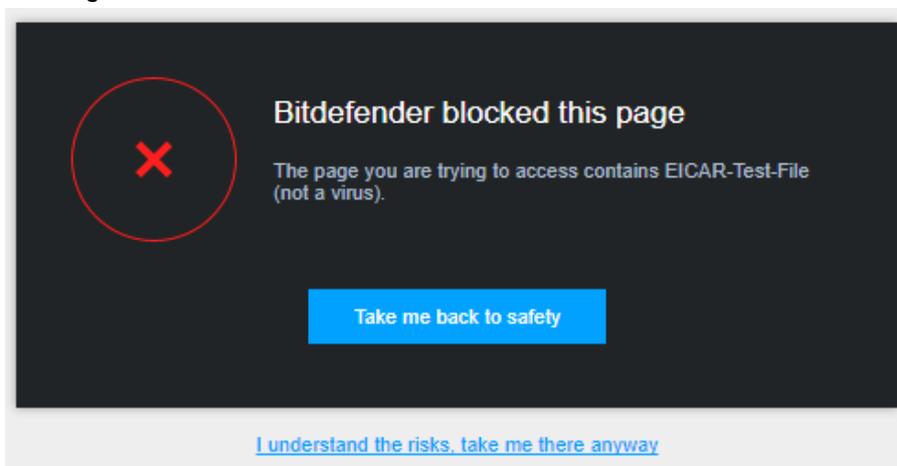
How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show an alert:



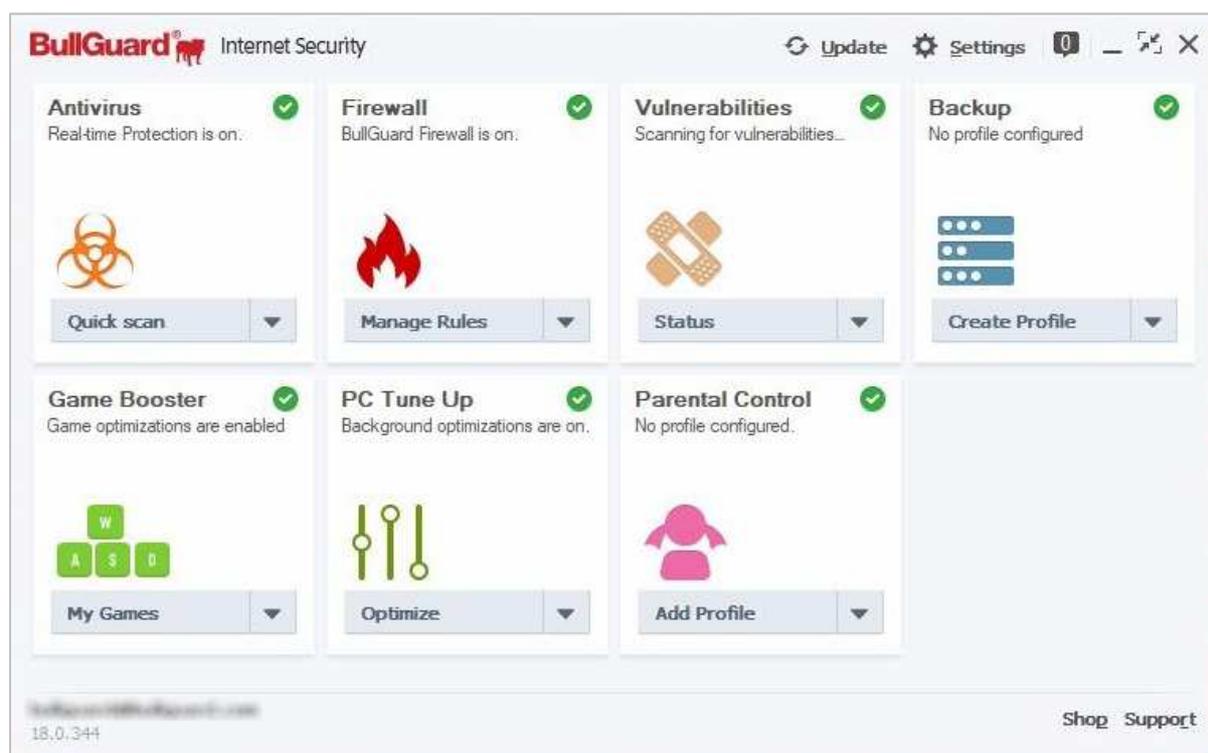
The protection can be reactivated by clicking anywhere on the alert, then *Fix* in the dialog box that opens; alternatively, you can set *Autopilot* to *On*.

If you inadvertently download a malicious program, Bitdefender blocks the download and displays the warning below in the browser window:



You do not need to take any action. Similar warnings are shown for potentially unwanted programs and phishing sites.

## BullGuard Internet Security



### Which versions of Windows does it work with?

Windows Vista, 7, 8, 8.1, 10

### What features does the program have?

In addition to malware protection, BullGuard Internet Security includes a firewall, vulnerability scanner, parental controls, encrypted backup, PC tune-up utilities and a game booster module.

### Where can I find more information about the product?

<https://www.bullguard.com/products/bullguard-internet-security>

### What we liked about the program

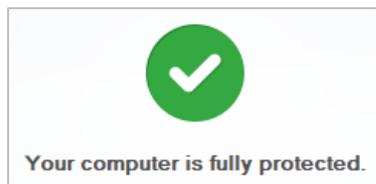
The tiled interface of the program provides a good overview of the available components and features. Malware alerts are informative and persistent.

### Installing the product

To set up BullGuard Internet Security, you just need to download and run the installer, and click *Install*.

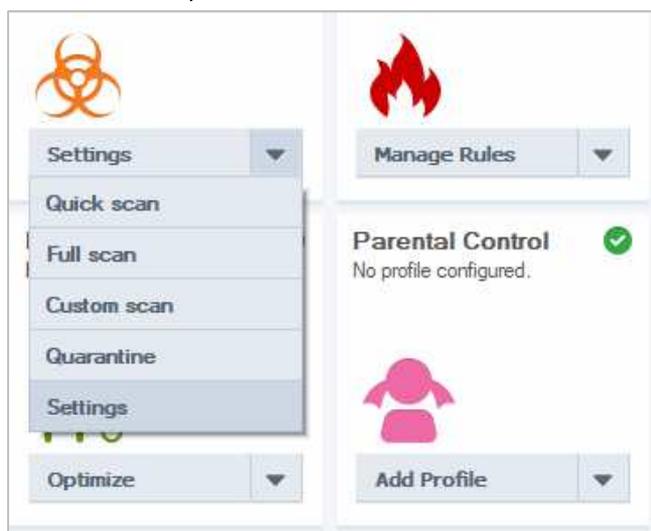
## Finding essential features

Security status: When the program is first started, the overall status is displayed for a few seconds, before the tiled interface above is shown:

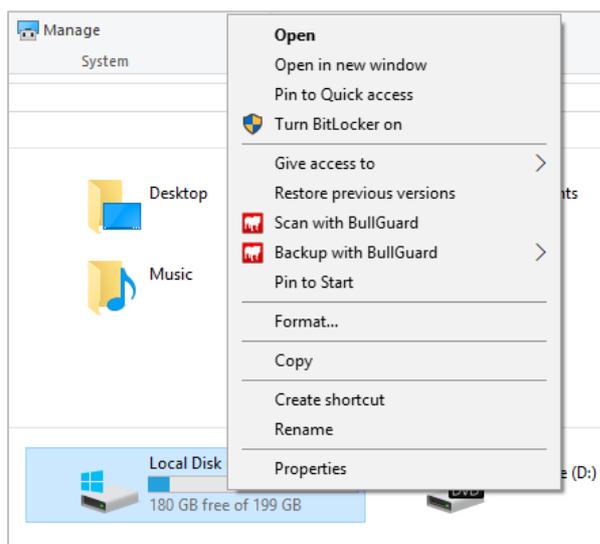


The status of individual components is shown as a coloured graphic in the corner of their respective tiles.

Scans<sup>4</sup>: The drop-down menu in the antivirus tile lets you run quick, full and custom scans:

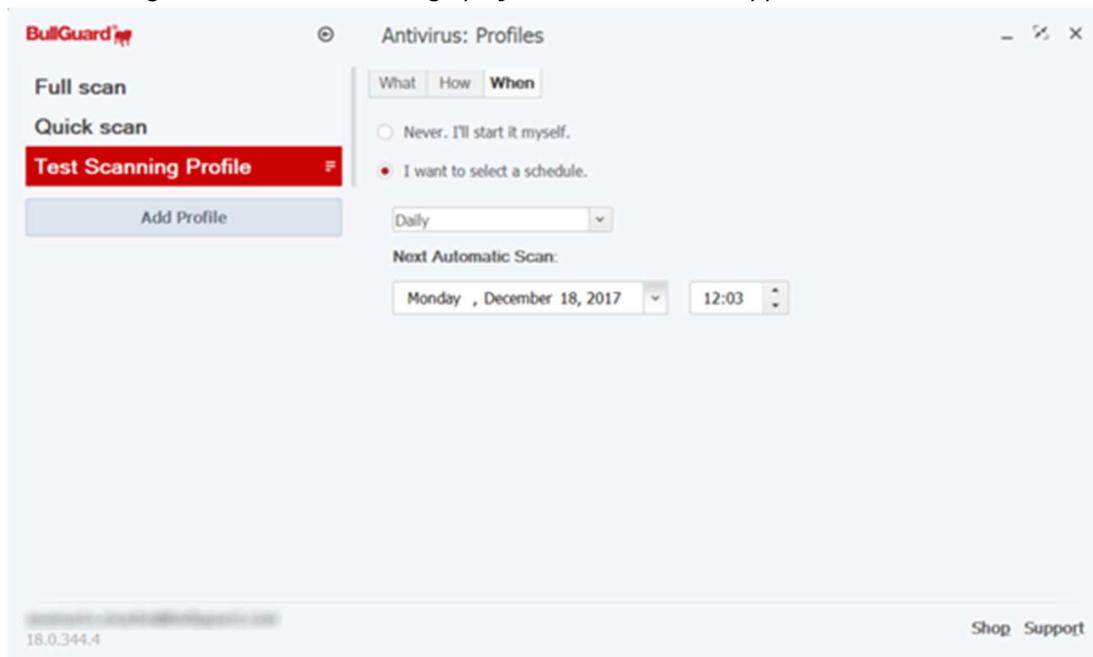


You can scan a file, folder or drive by right-clicking it in Windows Explorer, and clicking *Scan with BullGuard*:



<sup>4</sup> Please note that BullGuard Internet Security includes some protection components supplied by Bitdefender.

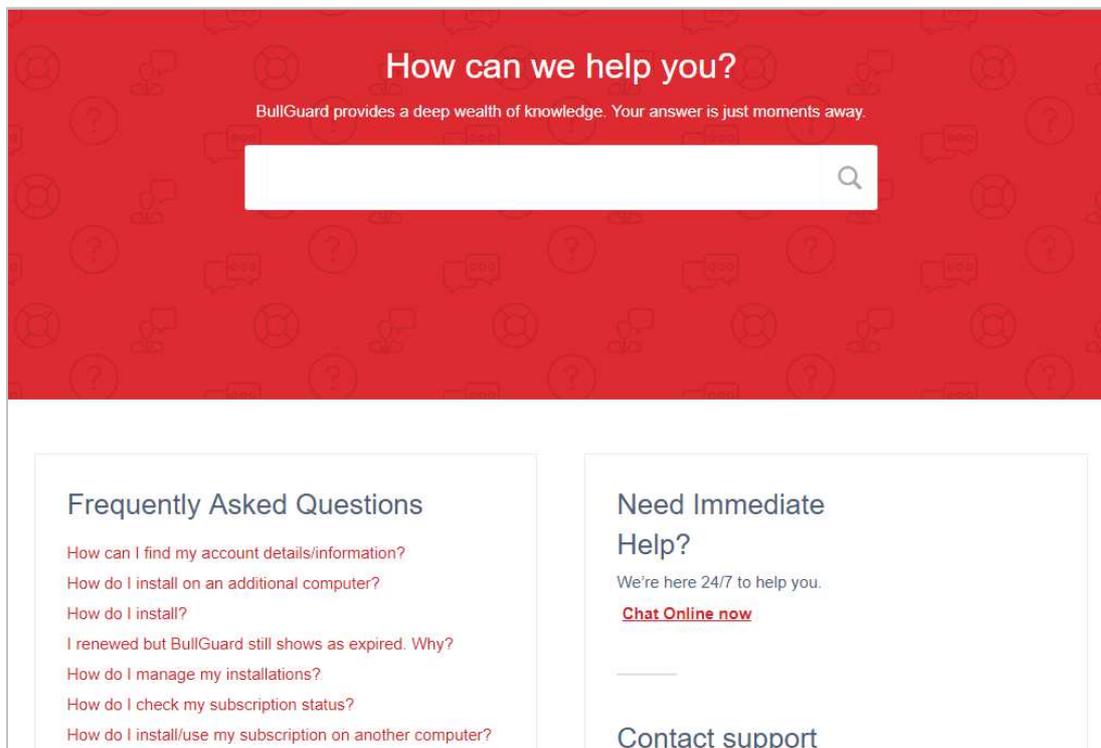
You can also schedule a scan by modifying an existing antivirus profile or by creating a custom one in the *Settings* → *Antivirus* → *Manage profiles* section of the application:



Update: Malware definitions are updated automatically, but you can run a manual update from the *Update* button at the top of the window.

Subscription information: This is shown on the *General* tab of the settings dialog.

Help: The *Support* button in the bottom right-hand corner of the window opens the program's online support pages:

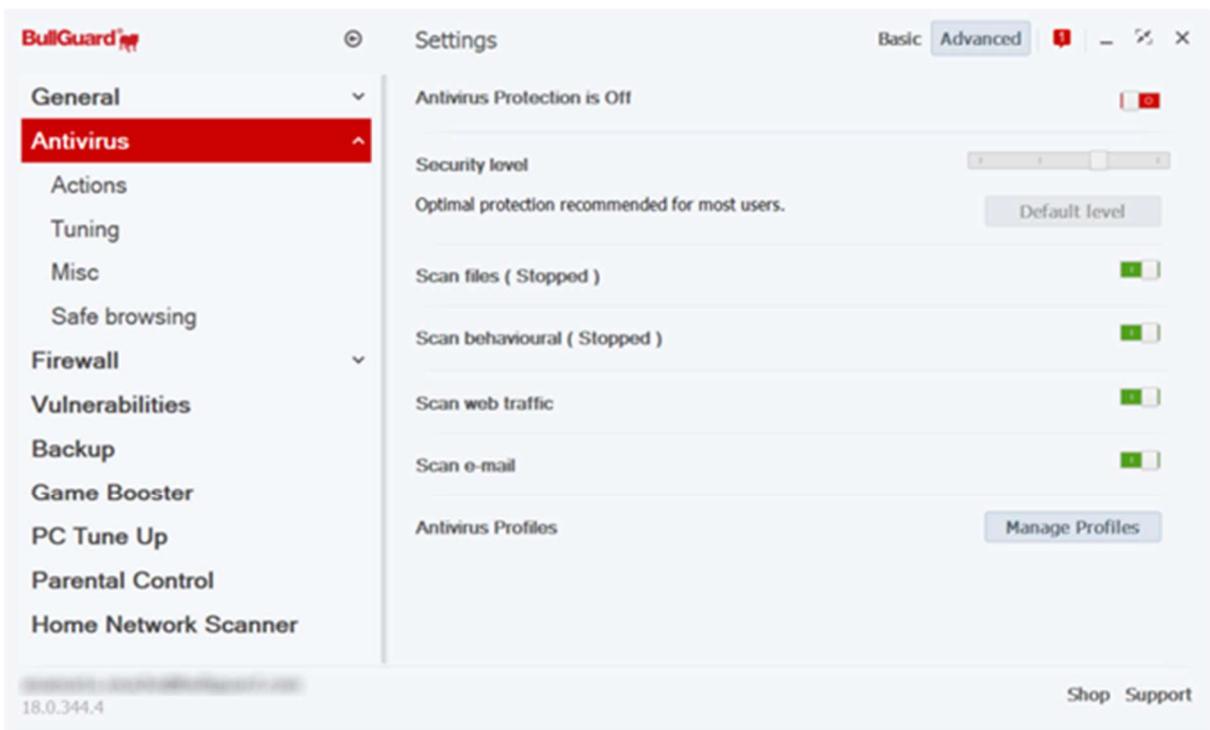


How does the program warn you about problems and threats?

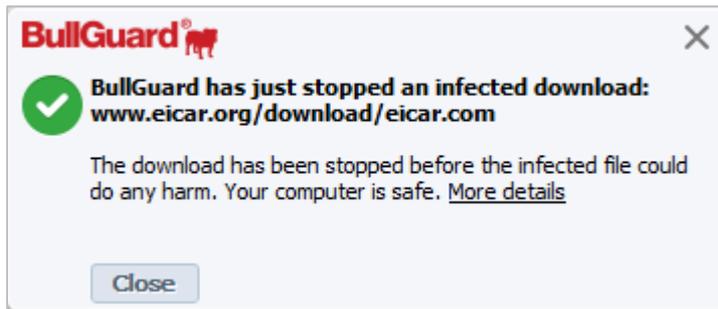
If real-time protection is disabled, the overall status display changes to display a warning:



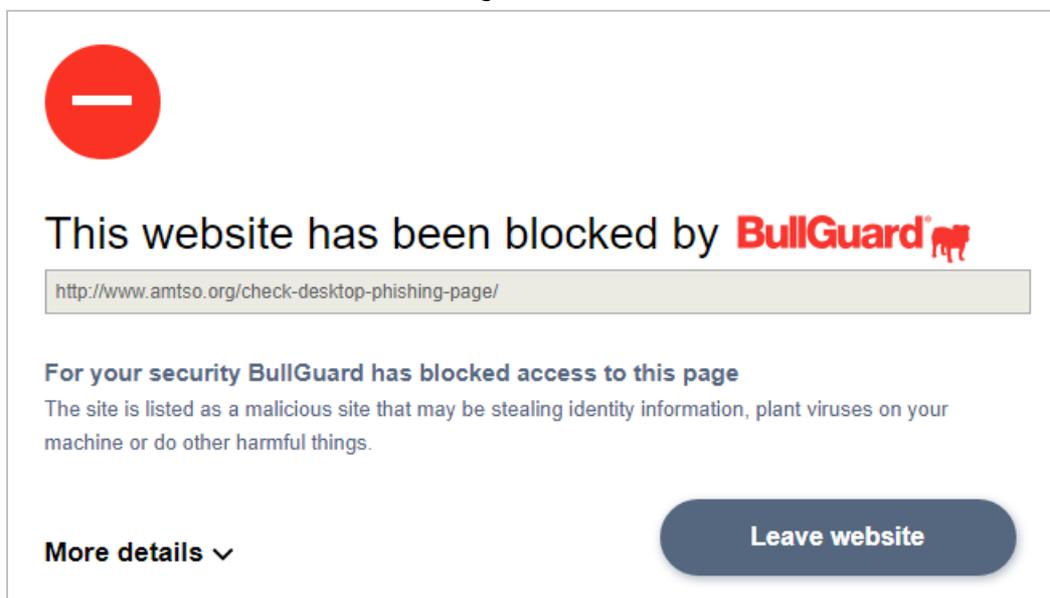
The protection can be reactivated by clicking *View Report*, and clicking *Enable* in the Messaging Centre or by navigating to Settings → Antivirus and clicking on the ON/OFF switch:



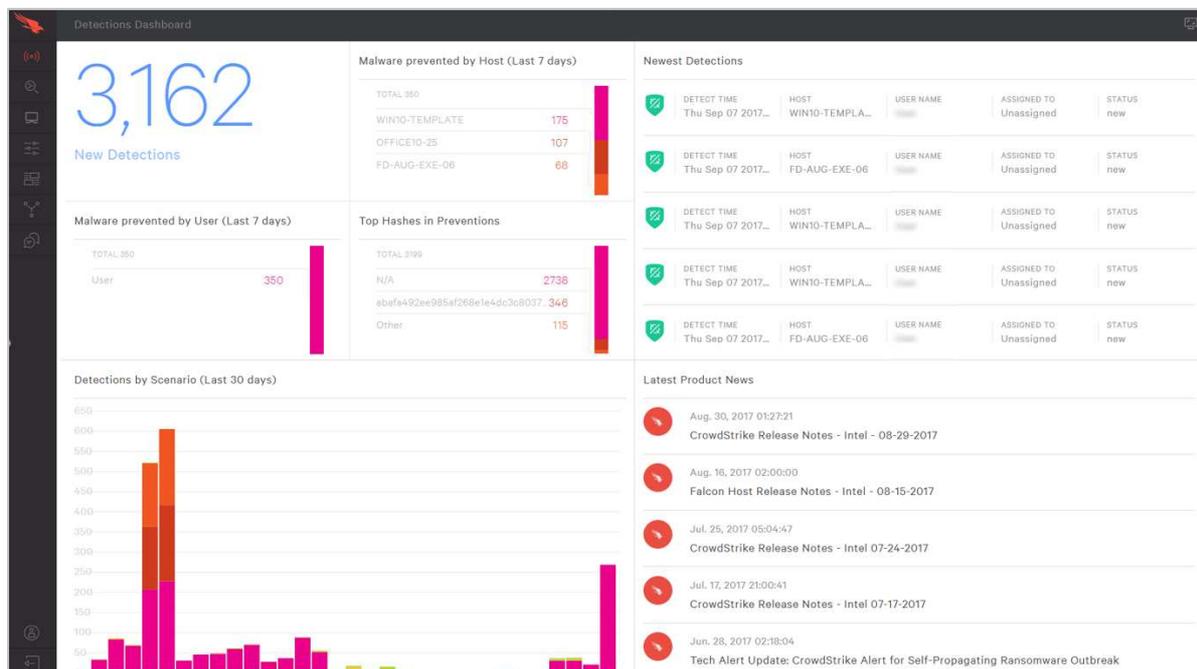
If you inadvertently download a malicious program, BullGuard blocks the download and displays the following alert:



You do not need to take any action. The alert persists until you close it. A similar alert is shown if a potentially unwanted program is downloaded. If you accidentally access a phishing page, the page will be blocked, and a BullGuard warning shown in the browser window:



## CrowdStrike Falcon Endpoint Protection



### About the program

CrowdStrike Falcon Endpoint Protection is a security product for business. It uses a cloud-based console to manage protection on client PCs in the network. There is no visible interface to the client software (aside from the option to enable malware alerts), so all monitoring and management tasks are carried out from the central console. This means that there is no sense in trying to use the review criteria we have applied to all the other programs in our 2017 Main Test Series. As the product took part in our 2017 Business Review and Test, we have included the report on CrowdStrike Falcon Endpoint Protection used in that report. CrowdStrike Falcon uses a cloud-based console to manage protection for all clients. Please note that the prevention features need to be turned on for the product to automatically block threats.

### Which versions of Windows does it work with?

Clients: Windows 7, 8/8.1, 10, all 32 and 64-bit)

Servers: Windows Server 2008 R2, 2012/R2, 2016

CrowdStrike Falcon also supports Mac and Linux operating systems.

### Where can I find more information about the product?

<https://www.CrowdStrike.com/products/>

### What we liked about the program

The management console is well designed and easy to navigate, allowing administrators to explore the functionality with ease. A wealth of detailed information on threats etc. is provided.

### Installing the management console

The console is cloud-based and so no installation is necessary.

## Finding essential features

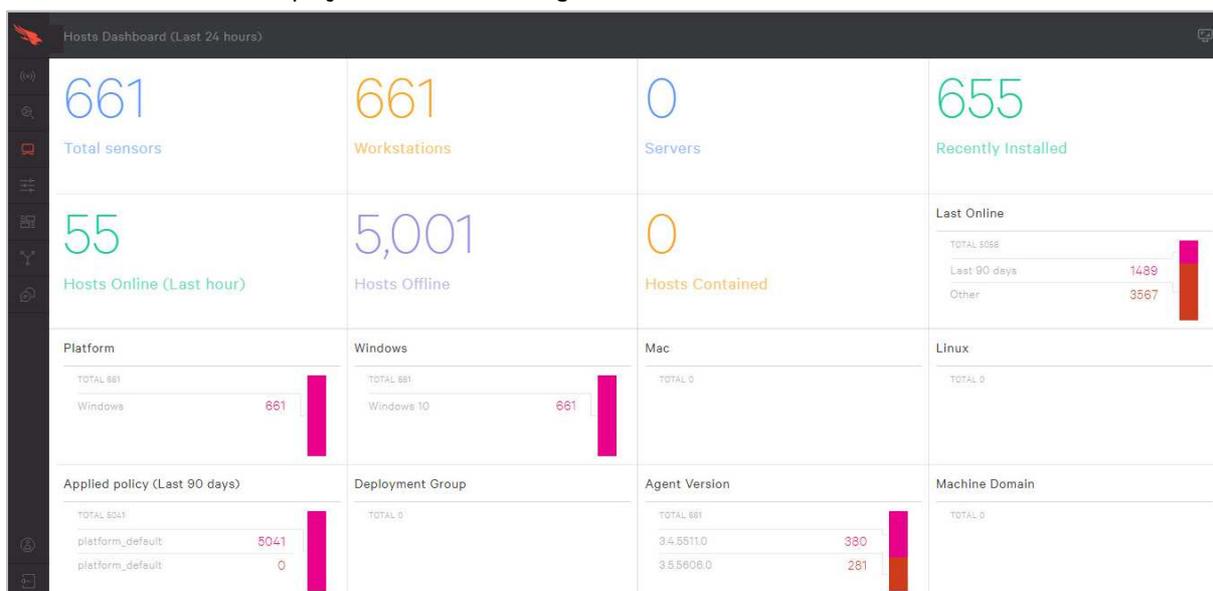
The console is navigated by means of a left-hand menu bar, with the main items *Activity*, *Investigate*, *Hosts*, *Configuration*, *Dashboards*, *Intelligence* and *Support*. This can be expanded by clicking the red Falcon graphic in the top left-hand corner, thus displaying the names and sub-pages for each of the items:



The *Activity Dashboard* (home) page of the console shows a variety of detection statistics, including *New Detections*, *Malware prevented by Host*, *Newest Detections* and *Detections by Scenario*.

The *Investigations* page allows the admin to search for any item collected by the Falcon agent, including hosts, hashes, users and source IP.

The *Hosts Dashboard* displays statistics relating to clients:



**Hosts Management** lists clients on the network:

Type to filter <span style="float: right;">5061 Hosts found</span>													
Deployment Group	Platform	OS Version		OU	Site Name	Type	Status						
Default	5,061	Windows	5,061	Windows 10	5,061	N/A	5,061	N/A	5,061	Workstation	5,061	Normal	5,061
+Q	+Q	+Q	+Q	+Q	+Q	+Q	+Q	+Q	+Q	+Q	+Q	+Q	+Q

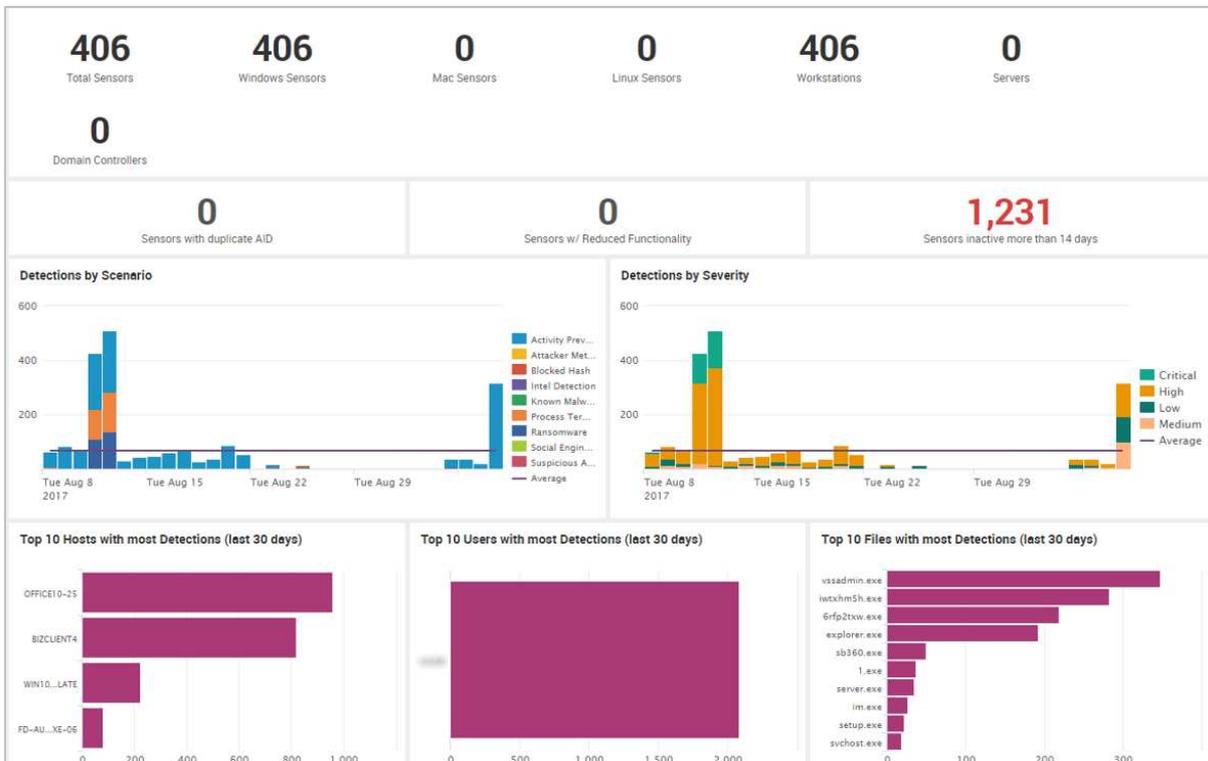
  

Hostname	Last Seen	First Seen	Deployment Group	OS Version	OU	Applied Policy	Status	Agent Version
BIZCLIENT4	Aug. 2, 2017 20:4...	Aug. 2, 2017 20:3...	Default	Windows 10		platform_default Aug. 2, 2017 20:3...	Normal	3.4.5506.0

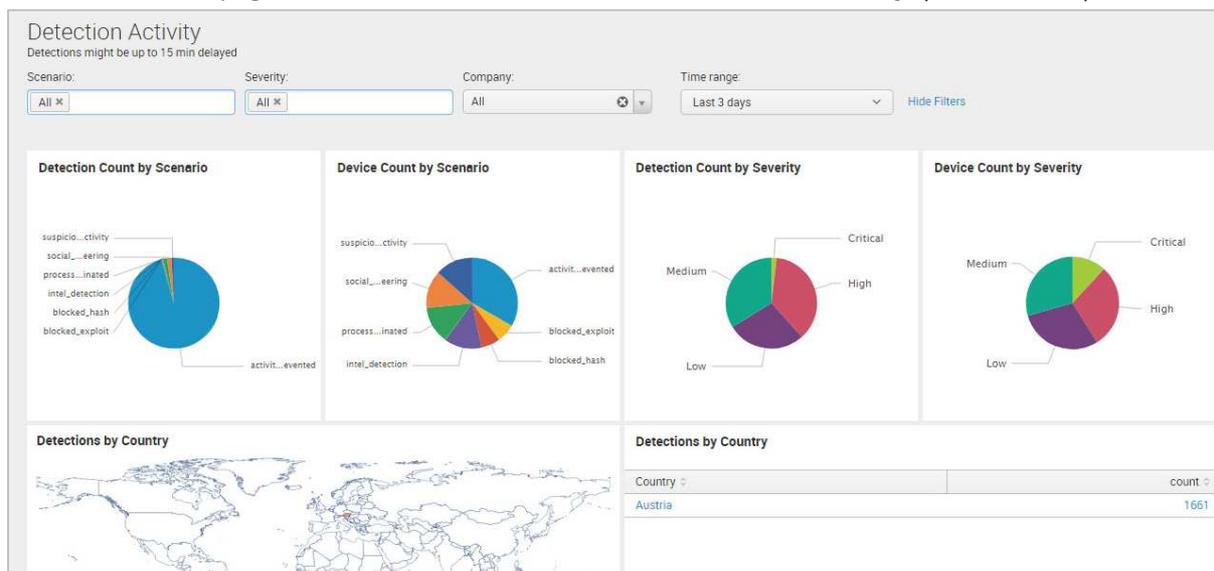
**Configuration, Prevention Policies** lists configuration policies to be applied to clients:

WINDOWS POLICIES						MAC POLICIES		
Default Policy								
Precedence	Policy Name	Created	Last Modified	Assigned Hosts	Pending Hosts			
Default	platform_default	Dec. 7, 2016 02:43:45	Aug. 2, 2017 10:15:45	5046	15			
0 Custom Policies						Add New Policy   Edit Policy Precedence		
Precedence	Status	Policy Name	Created	Last Modified	Assignment Meth...	Assigned Hosts	Pending Hosts	Actions

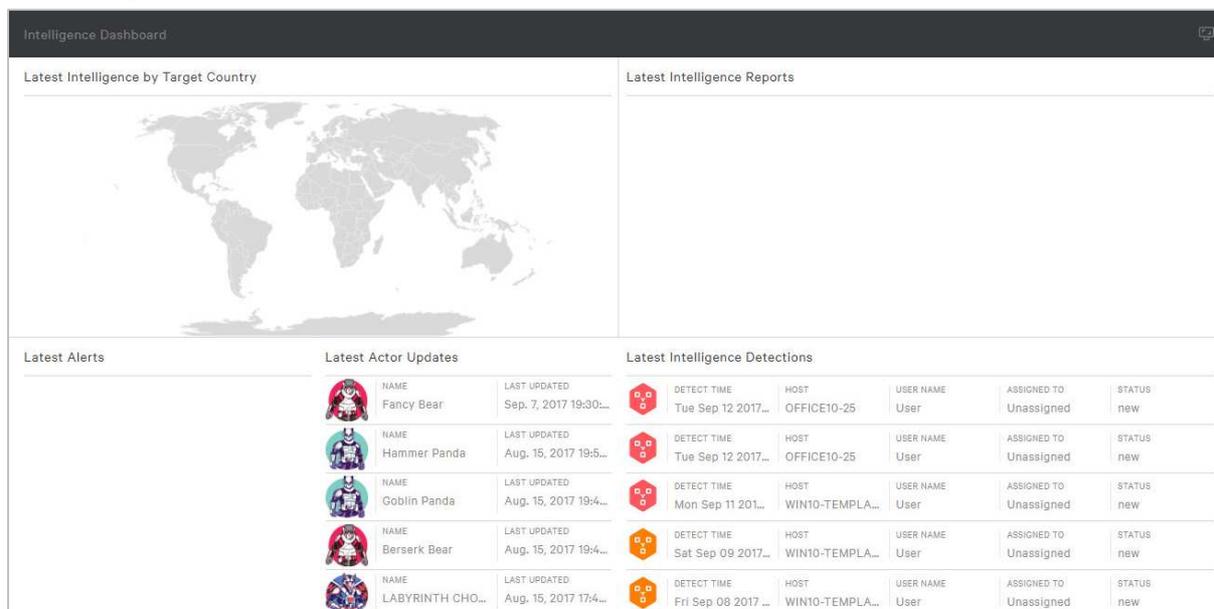
Under **Dashboards, Executive Summary** the admin can display a detailed breakdown of detections by scenario, severity, host or user:



Other *Dashboards* pages include *Detection Resolutions* and *Detection Activity* (shown below):



The *Intelligence Dashboard* provides information on the latest threats:

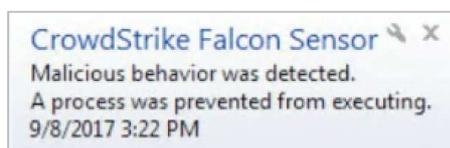


### Deployment methods for endpoint protection software

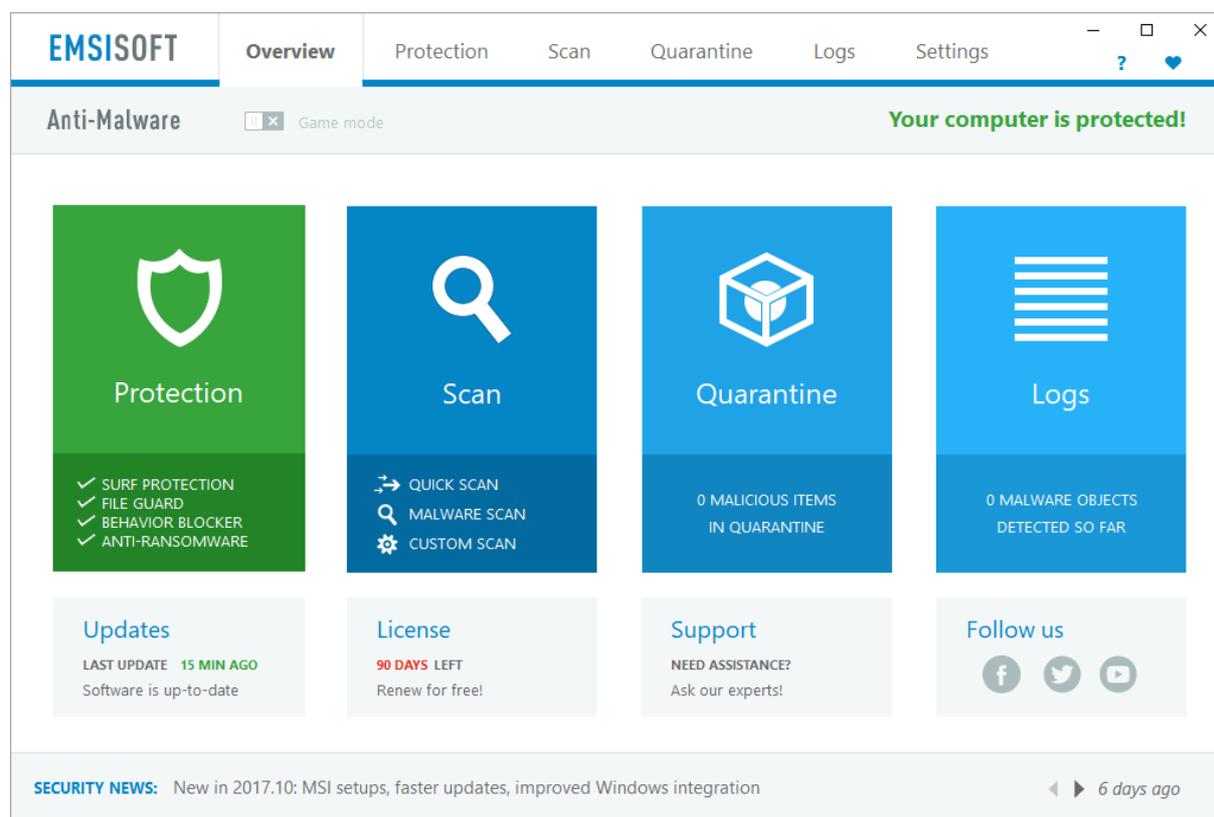
- Download the installer from console
- Use deployment and management tools like Microsoft SCCM to deploy the sensor
- Various command line parameter options allow for customized installation
- Once deployed, the product updates directly from the cloud and can be controlled via sensor groups

## Windows client endpoint protection software

The client protection software registers in Windows Security Center as antivirus and antispyware. The sensor can be configured from the Falcon Management Console to enable end user notifications, such as the malware alert shown below:



## Emsisoft Anti-Malware



### Which versions of Windows does it work with?

Windows 7, 8.1, 10, Server 2008 R2, 2012, 2012 R2

### What features does the program have?

Emsisoft Anti-Malware is a fully featured antivirus program with anti-ransomware features.

### Where can I find more information about the product?

<https://www.emsisoft.com/en/software/antimalware/>

### What we liked about the program

Emsisoft's neat tiled interface is very well designed, and makes a great deal of functionality accessible directly from the home page. We liked the illustration of PUAs in the setup process, and the text in the smaller panels that changes on mouseover; the *Support* tile changes its text to *'We're glad to help'* when you move the mouse pointer over it, a nice touch.

## Installing the product

Emsisoft's installation wizard lets you choose whether to join the Emsisoft Anti-Malware Network (data-sharing scheme), and whether to detect potentially unwanted programs. Details of both are provided, to help you make the right decision for yourself:



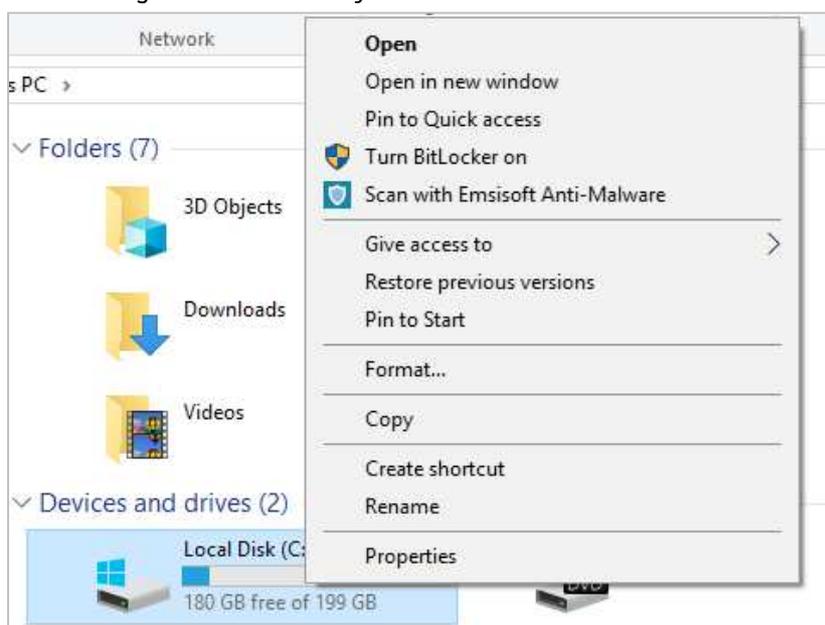
Toolbars, adware, search providers, ...

PUPs are applications that are usually bundled with and installed alongside other useful programs, which causes many users to install them accidentally. Although they are not a security risk, they can affect your computer's performance and speed, and in some cases cause a change in behavior.

## Finding essential features

Security status: The overall security status is shown as coloured text in the top right-hand corner of the window, while the status of individual components is displayed in the *Protection* tile.

Scans<sup>5</sup>: The *Scan* tile lets you run quick, full and custom scans directly from the program's home page. By clicking the *Scan* tab at the top of the window, and then *Scheduled Scans*, you can schedule a scan to run in the future. You can also scan a file, folder or drive by right-clicking it in Windows Explorer and clicking *Scan with Emsisoft Anti-Malware*:

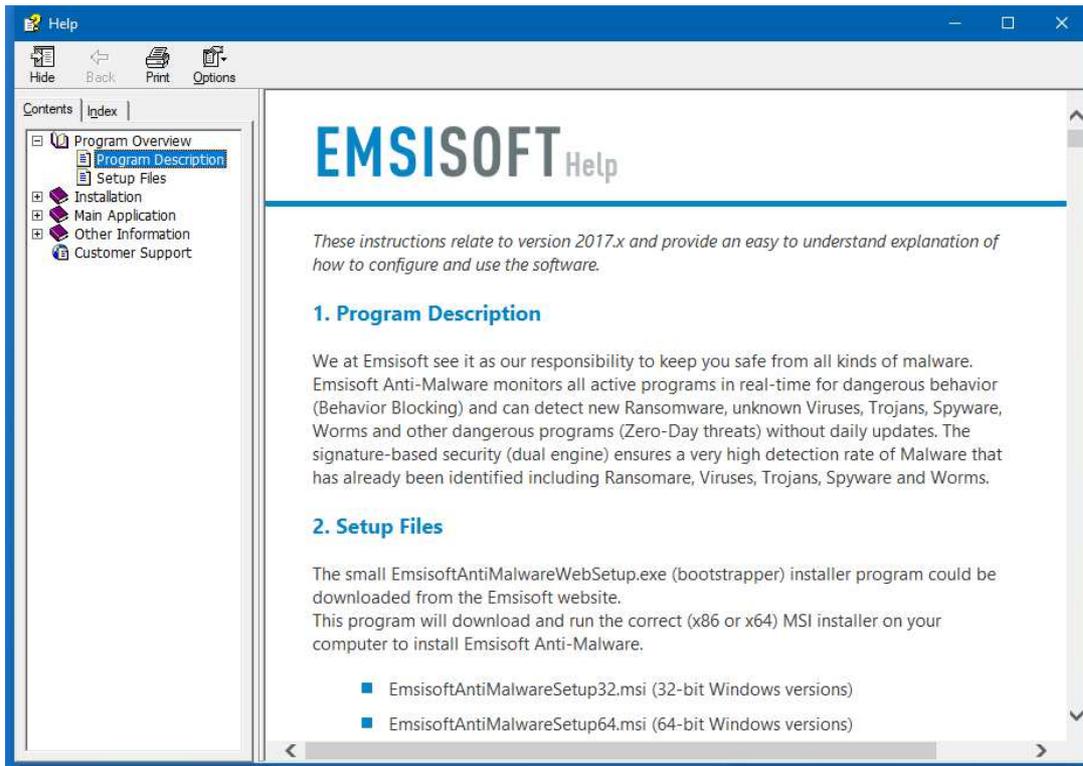


Update: Malware definitions are updated automatically. However, if you move your mouse pointer over the *Updates* panel in the bottom left-hand corner of the window, the text changes to '*Update now*', and clicking it runs a manual update. The text changes again during the update, to show you the progress of the operation.

Subscription information: This is shown in the *License* panel on the home page.

<sup>5</sup> Please note that Emsisoft Anti-Malware includes some protection components supplied by Bitdefender.

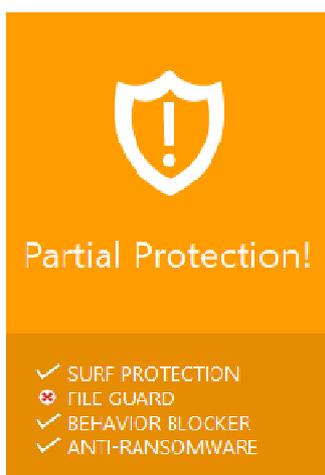
Help: You can run the local help service by clicking the ? symbol in the top right-hand corner of the window:



How does the program warn you about problems and threats?

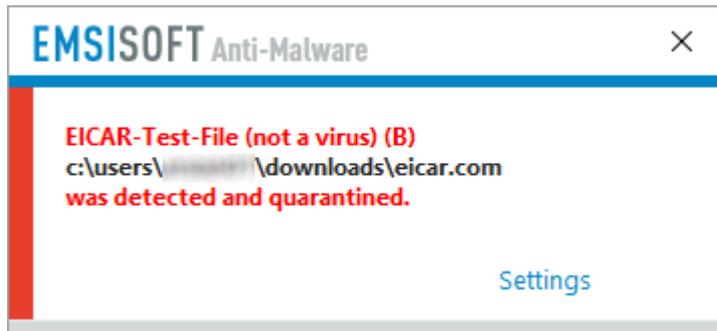
If real-time protection is disabled, the overall status text and the relevant tile change to display a warning:

**Your computer is partially protected!**



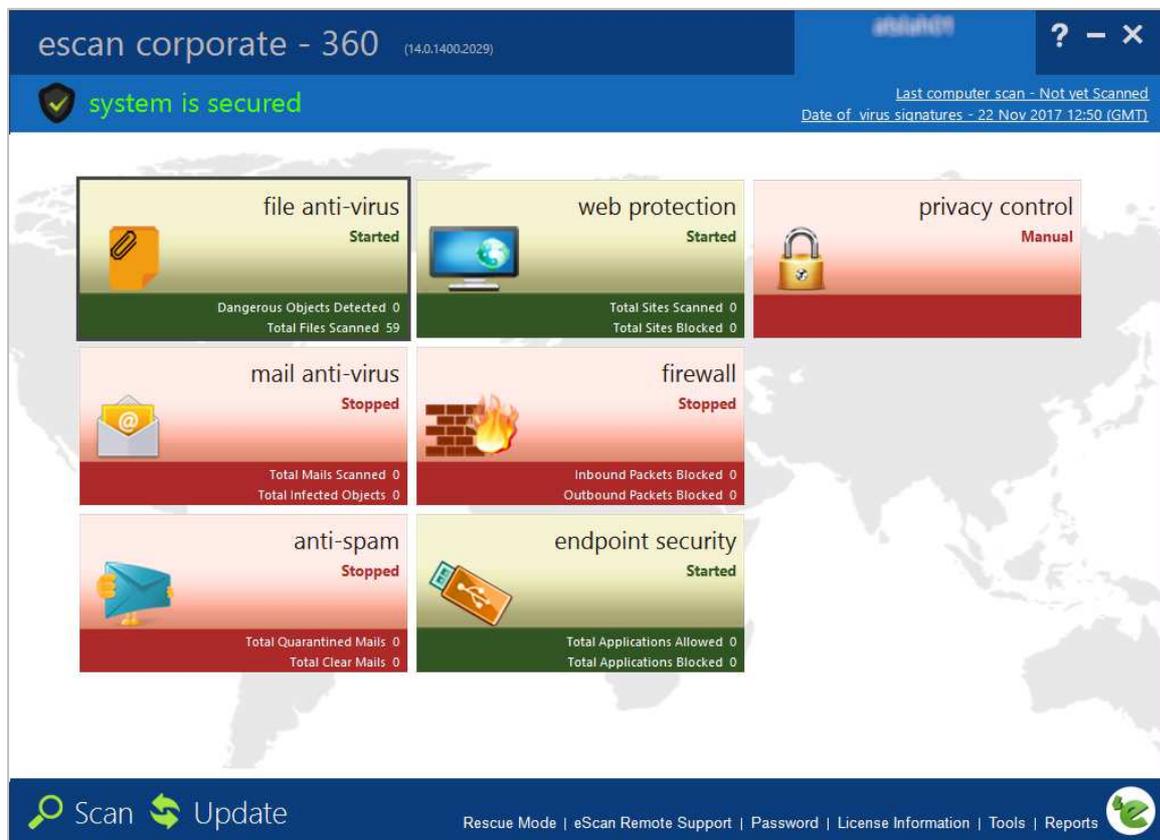
The protection can be reactivated by clicking the *File Guard* link, and then *Activate File Guard* in the settings.

If you inadvertently download a malicious program, Emsisoft will block the download and display the following alert:



You do not need to take any action. The alert closes after a few seconds. If you have enabled detection of potentially unwanted applications, a similar alert will be shown if you inadvertently download a PUA.

## eScan Corporate 360



### About the program

As the name suggests, eScan Corporate 360 is designed for use in business networks. Readers should note that the product may thus differ from typical consumer-oriented security programs. The product installer installs not only the antivirus software, but also a management console which can be used to manage the software on all the computers in a company network.

### Which versions of Windows does it work with?

Windows 2000, XP, Vista, 7, 8, 8.1, 10.

### What features does the program have?

In addition to antimalware features, eScan Corporate 360 includes a replacement firewall.

### Where can I find more information about the product?

<https://www.esnav.com/en/windows-antivirus/corporate-edition-with-hybrid.asp>

## What we liked about the program

eScan's tiled interface makes it easy to find status and settings of individual components.

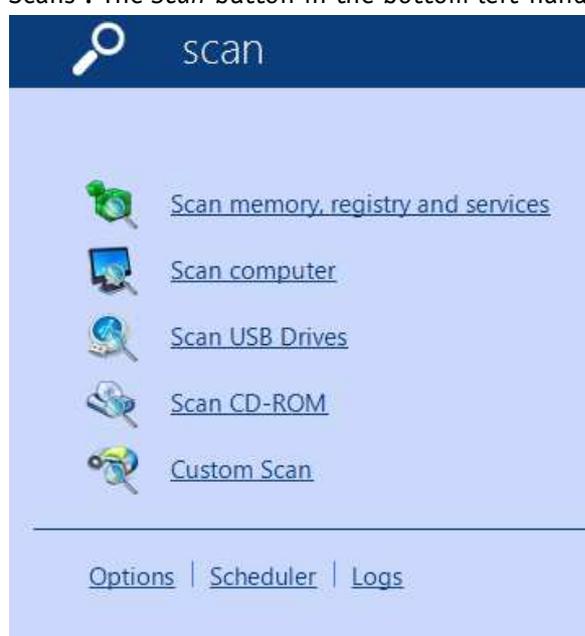
## Installing the product

To install eScan Corporate 360, download and run the installer and choose a language. At the end of the setup process, you will be asked to create an administration account for the management console. A computer restart is needed at the end of the setup wizard.

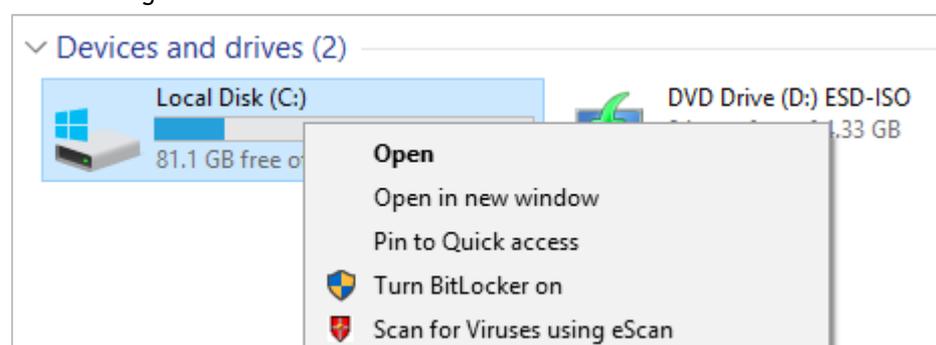
## Finding essential features

Security status: Overall status is shown in the blue strip along the top of the window; the status of individual components is shown by their respective tiles.

Scans<sup>6</sup>: The *Scan* button in the bottom left-hand corner of the window opens a range of scan options:



You can scan a drive, folder or file by right-clicking it in Windows Explorer, and clicking *Scan for viruses using eScan*:

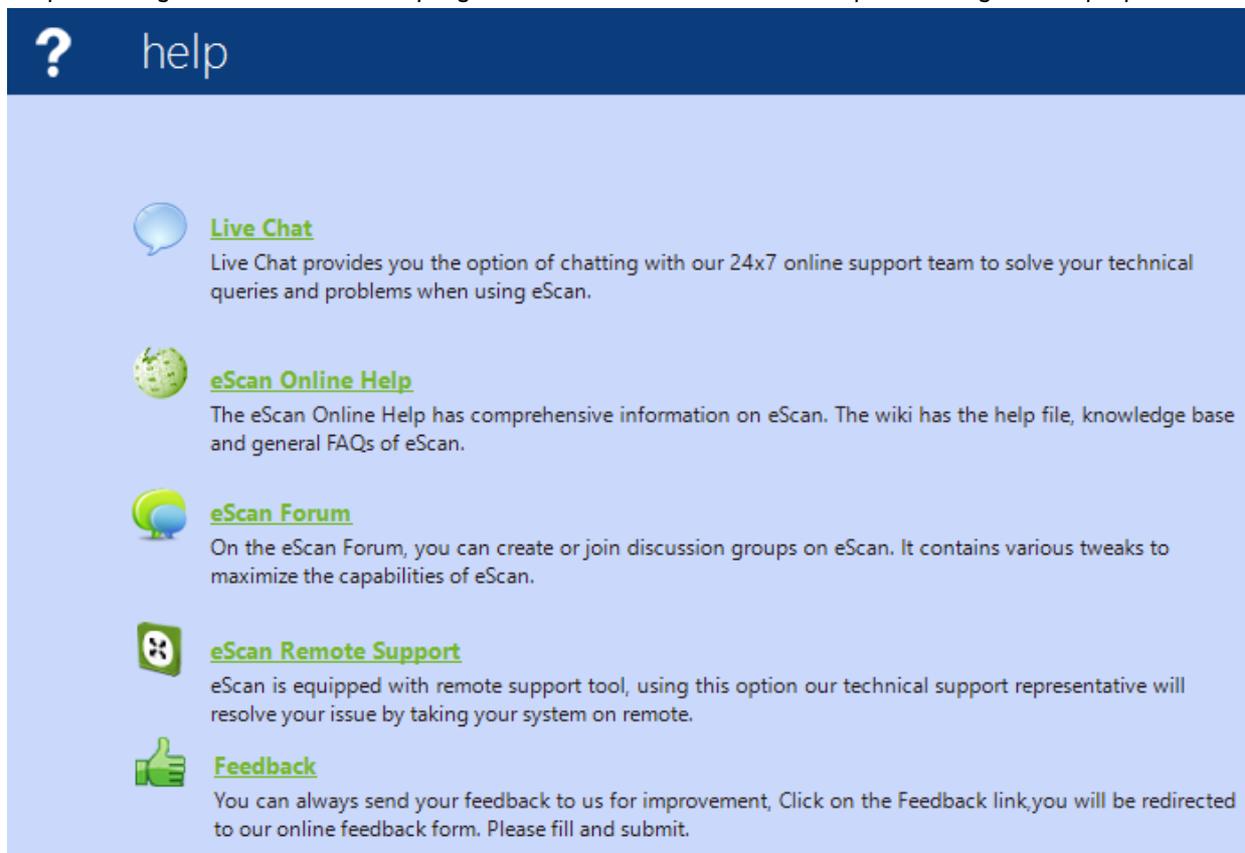


Update: Malware signatures are updated automatically, but you can run a manual update by clicking the *Update* button at the bottom of the window.

<sup>6</sup> Please note that eScan Corporate 360 includes some protection components supplied by Bitdefender.

Subscription information: this can be seen by clicking *License Information* at the bottom of the window.

Help: clicking the ? icon in the top right-hand corner of the window opens a range of help options:



The screenshot shows a help menu with a dark blue header containing a question mark icon and the word "help". Below the header, there are five help options, each with an icon and a description:

- Live Chat**: Live Chat provides you the option of chatting with our 24x7 online support team to solve your technical queries and problems when using eScan.
- eScan Online Help**: The eScan Online Help has comprehensive information on eScan. The wiki has the help file, knowledge base and general FAQs of eScan.
- eScan Forum**: On the eScan Forum, you can create or join discussion groups on eScan. It contains various tweaks to maximize the capabilities of eScan.
- eScan Remote Support**: eScan is equipped with remote support tool, using this option our technical support representative will resolve your issue by taking your system on remote.
- Feedback**: You can always send your feedback to us for improvement, Click on the Feedback link, you will be redirected to our online feedback form. Please fill and submit.

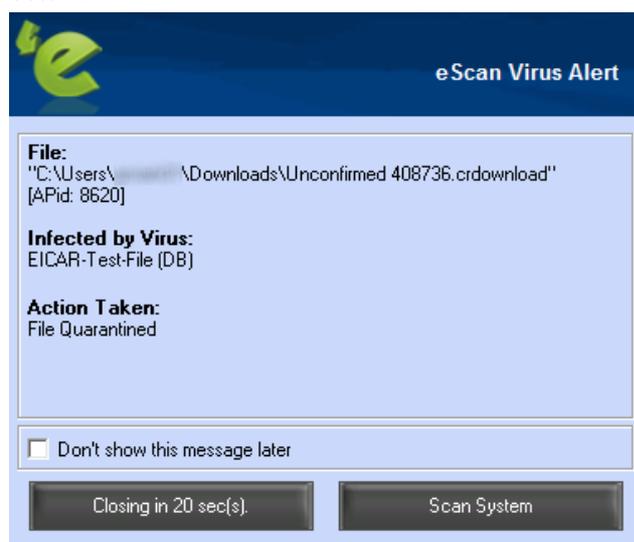
How does the program warn you about problems and threats?

If real-time protection is disabled, the overall status display and *file anti-virus* tile both change to show an alert:



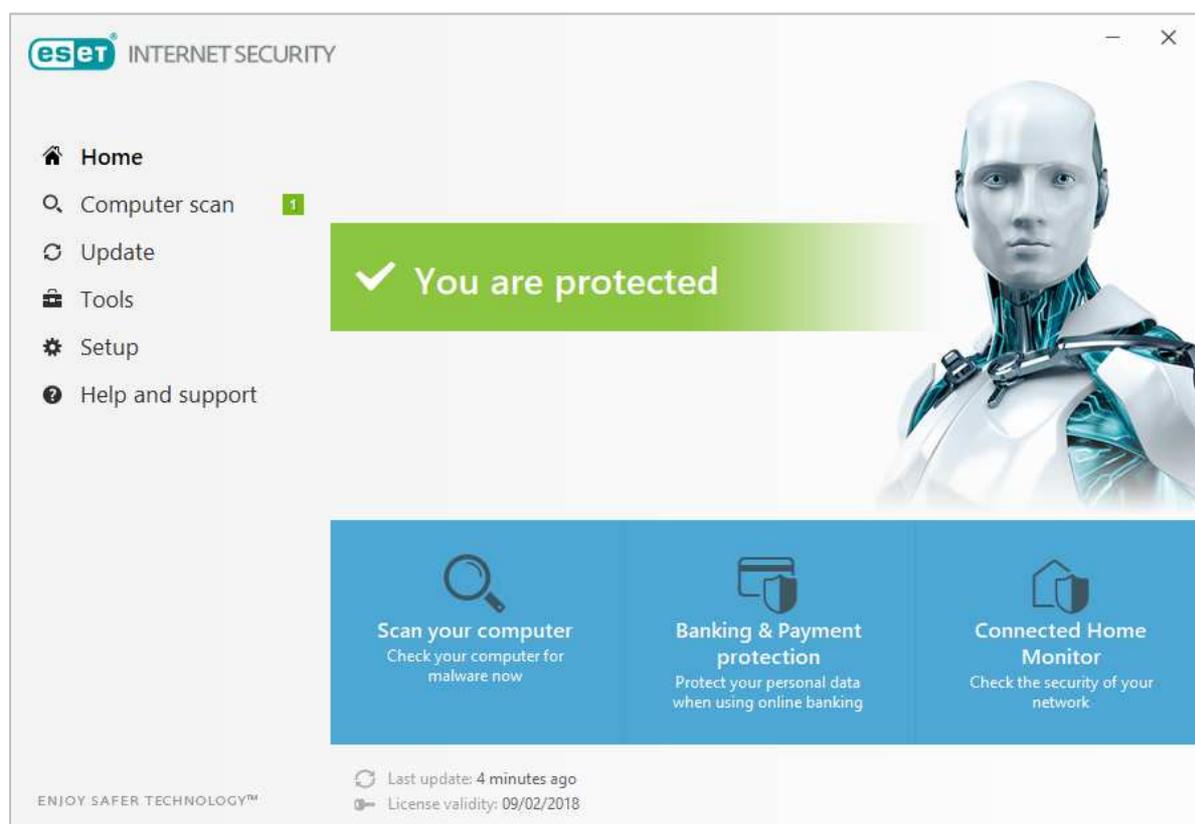
The protection can be reactivated by clicking the *file anti-virus* tile and then *Start*.

If you inadvertently download a malicious program, eScan will quarantine the file and show the alert below:



The alert closes after 20 seconds. You do not need to take any action. A similar alert is shown if you should download a potentially unwanted program.

## ESET Internet Security



### Which versions of Windows does it work with?

Windows Vista, 7, 8, 8.1, 10, Home Server 2011 64-bit

### What features does the program have?

In addition to malware protection, ESET Internet Security includes a replacement firewall, parental control and theft-protection features. There is also a UEFI scanner, to protect against attacks before Windows boots up, and a Connected Home Monitor, which tests all connected devices for vulnerabilities.

### Where can I find more information about the product?

<https://www.eset.com/int/home/internet-security/>

### What we liked about the program

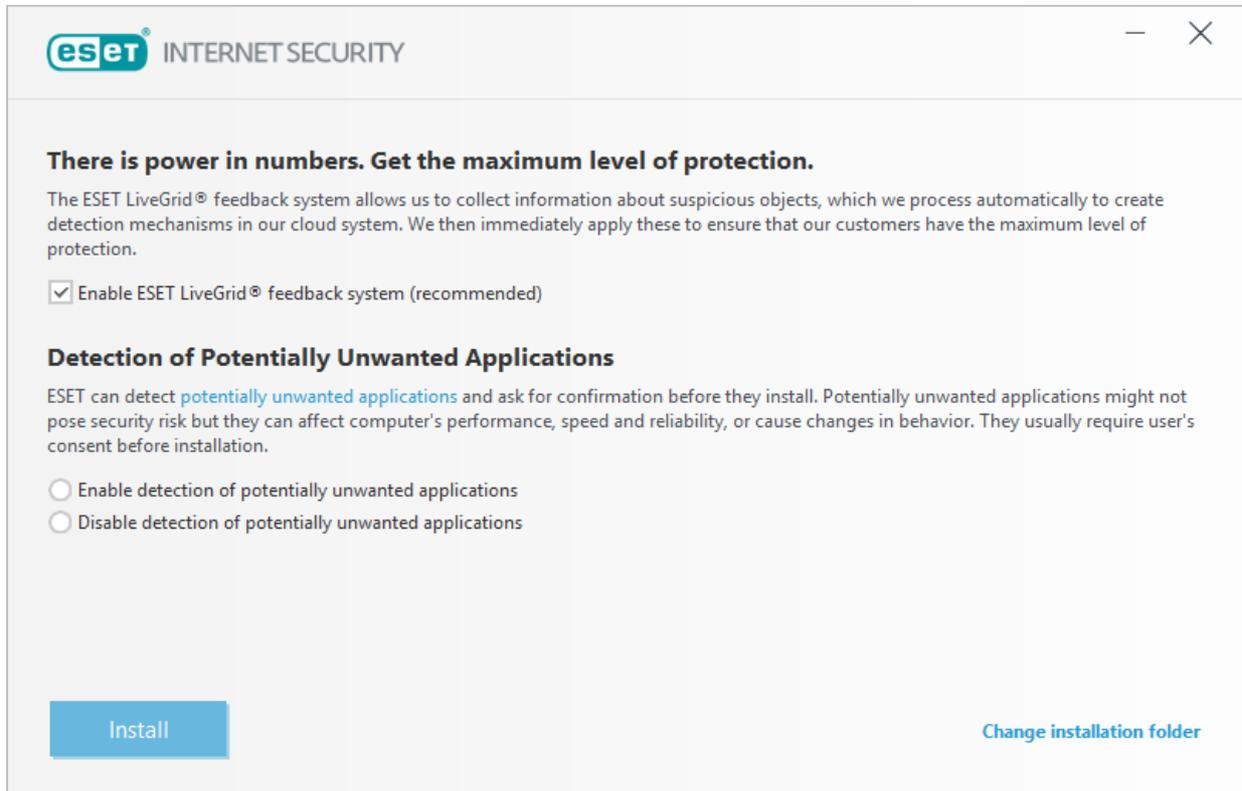
ESET's program interface makes it easy to access important information and functions from the home page. The firewall configures itself automatically, and the user is provided with useful options for the detection of potentially unwanted programs.

### Tips for users

Immediately after installation, ESET Internet Security runs an initial system scan. It is advisable to let this complete, as it provides a one-time opportunity to optimize future scans.

## Installing the product

ESET's setup wizard can be completed with a few clicks. There is one question to be answered: whether to enable detection of potentially unwanted programs (PUAs). The wizard provides information to help you decide, and also the opportunity to opt out of ESET's data-sharing scheme:

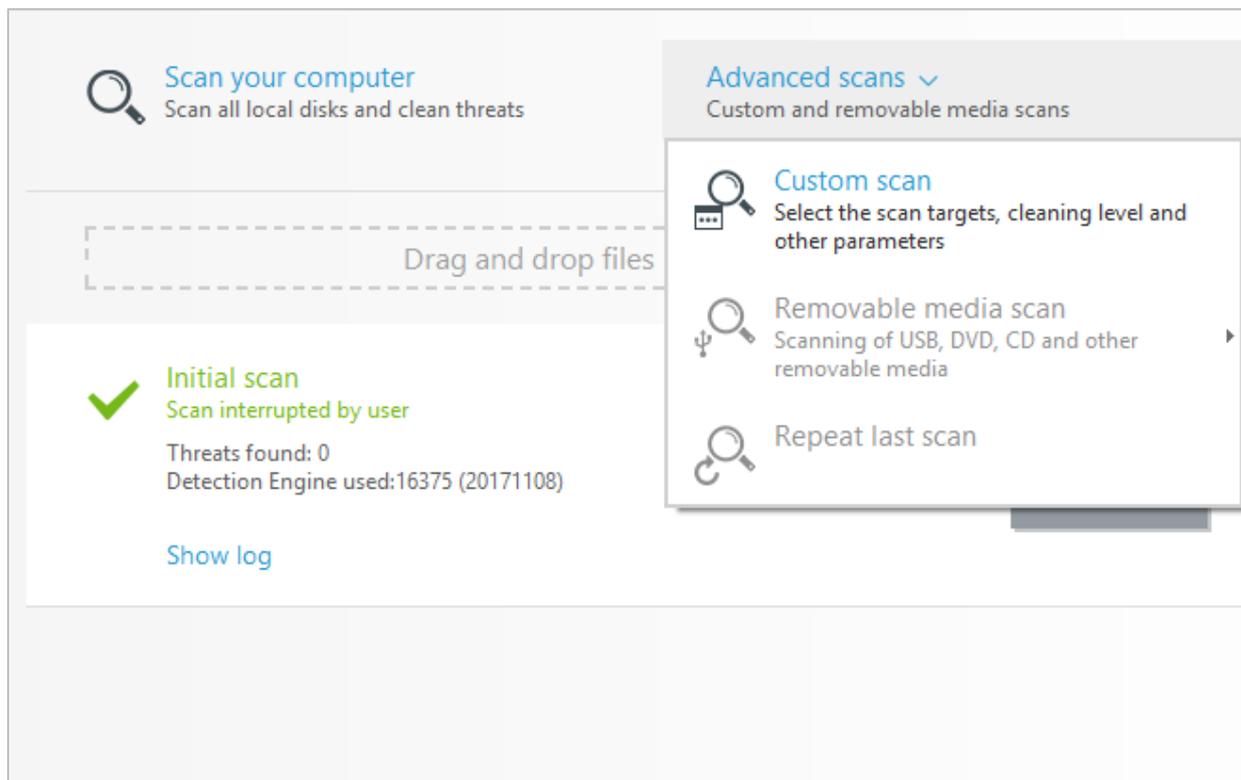


Immediately after installation, ESET Internet Security runs an initial system scan which allows subsequent scans to run more efficiently.

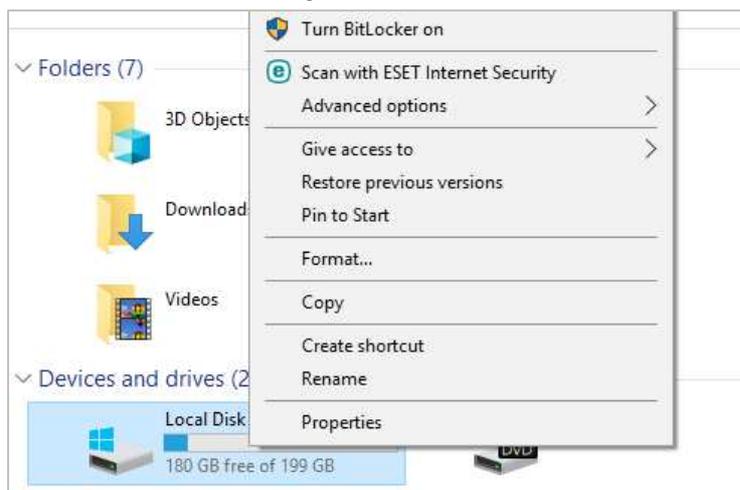
## Finding essential features

Security status: This is shown using text, colour and graphic in the main panel of the program window.

Scans: You can run a default scan from the *Scan your computer* button on the home page. Clicking *Computer Scan* in the left-hand menu panel provides options for custom and removable media scans:



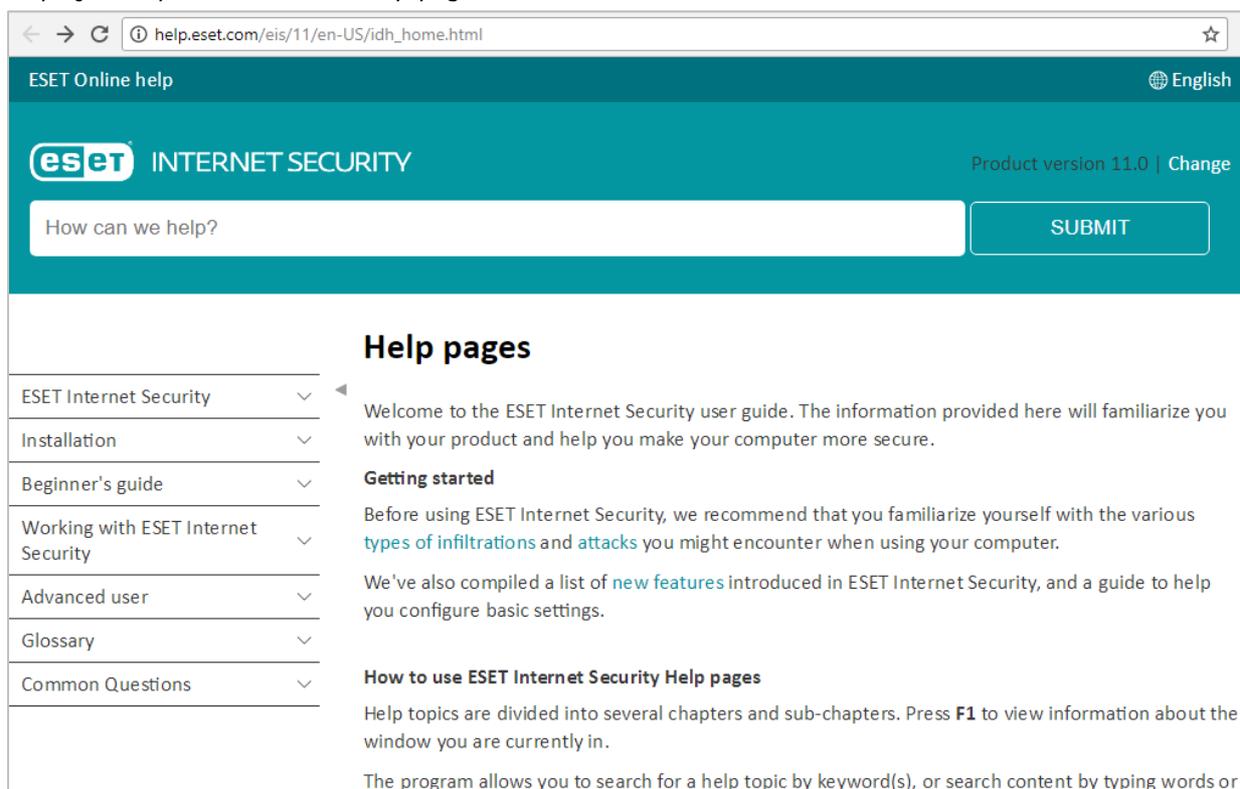
You can also schedule a scan by clicking *Tools* in the left-hand menu panel, then *More tools, Scheduler*. A drive, folder or file can be scanned from Windows Explorer by right-clicking it, then clicking *Scan with ESET Internet Security*:



Update: Malware definitions are updated automatically, but you can run a manual update by clicking *Update, Check for updates*.

Subscription information: This is shown at the bottom of the program window.

Help: The *Help and support* page provides a number of support and help options; clicking *Open help* displays the product’s online help pages:

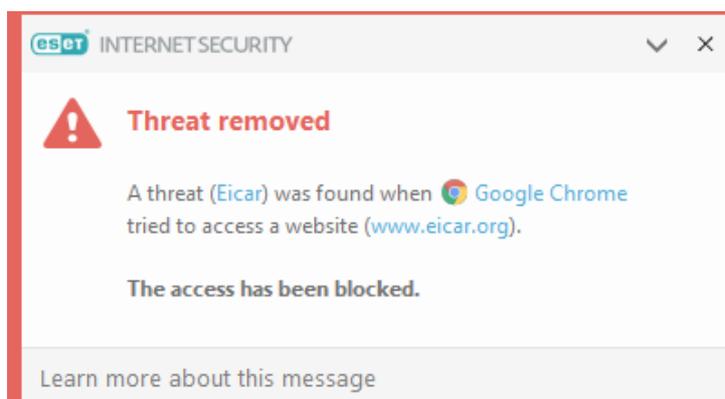


How does the program warn you about problems and threats?

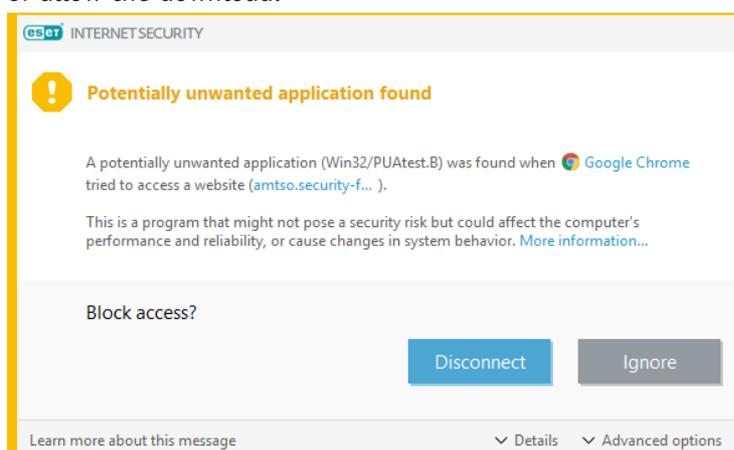
If real-time protection is disabled, the status section of the program window changes to show an alert:



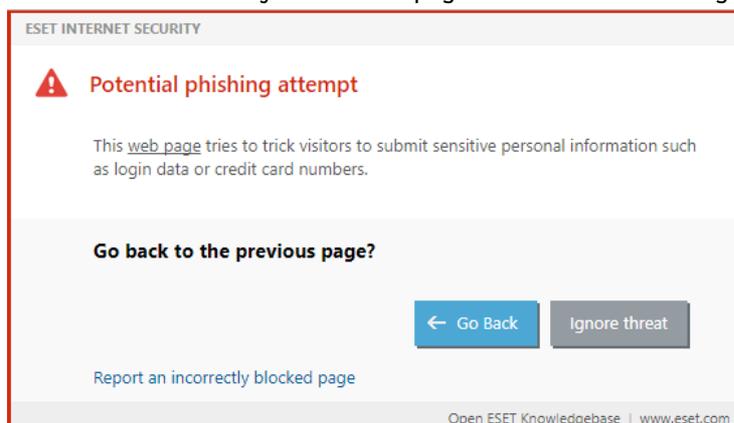
The protection can be reactivated by clicking *Enable real-time file system protection*. If you accidentally download a malicious program, ESET will block the download and display an alert:



The alert closes after about 10 seconds. You do not need to take any action. If you have enabled PUA detection and accidentally download a potentially unwanted program, ESET will prompt you to block or allow the download:

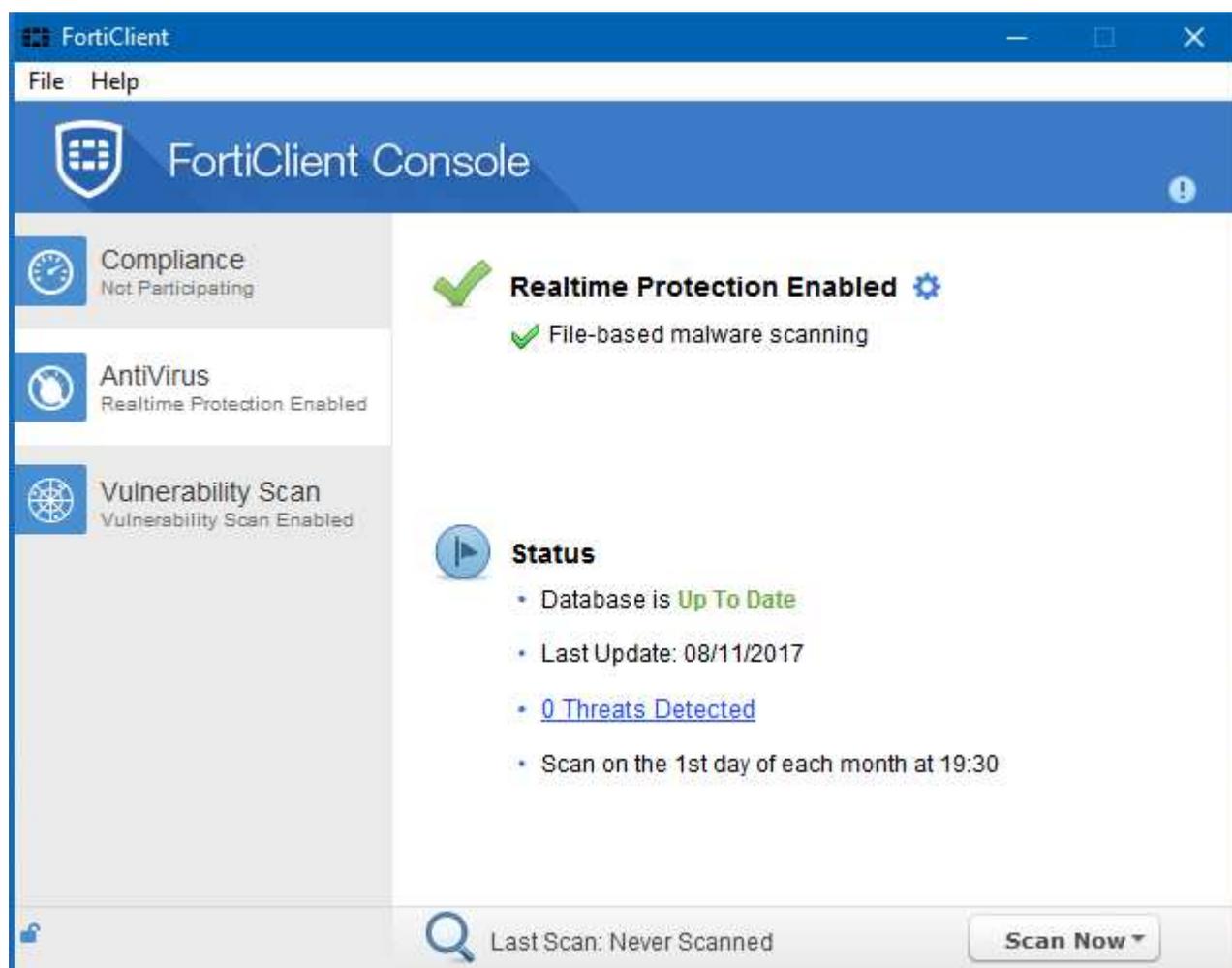


The alert is displayed until you click one of the options. If you accidentally access a phishing page, ESET Internet Security blocks the page and shows a warning in the browser window:



A pop-up warning, similar to the one for malware detection, is also displayed.

## Fortinet FortiClient



### About the program

Fortinet FortiClient is designed for use in business networks, in conjunction with a Fortinet FortiGate security appliance. The setup program allows business-specific features such as a VPN to be installed. However, the program can be used as a simple, free antivirus program by home users. Please note that when we test FortiClient in our Main Series Tests, it is connected to a FortiGate security appliance, which increases the overall protection capability of the product.

### Which versions of Windows does it work with?

Windows 7, 8, 8.1 and 10

Windows Server 2008 R2, 2012/R2, 2016

### What features does the program have?

In itself, FortiClient is a fully-featured antivirus program. However, web-filtering and firewall components can be installed from the same package.

### Where can I find more information about the product?

<http://forticlient.com/>

## What we liked about the program

Fortinet FortiClient is a simple, straightforward antivirus program that is free to home users.

## Tips for users

Remember to select *Additional Security Features, AntiVirus* in the setup wizard.

## Installing the product

When you have downloaded and run the installer file, a malware scan is run automatically before the installation process begins. The second page of the wizard lets you choose the components to be installed:

**Choose Setup Type**  
Choose the setup type that best suits your needs

- Security Fabric Agent**  
Endpoint telemetry, host vulnerability scanning and remediation
- Secure Remote Access**  
SSL and IPsec VPN
- Advanced Persistent Threat (APT) Components**  
FortiSandbox detection and quarantine features
- Additional Security Features**

To use the antimalware features of FortiClient, you need to select *Additional Security Features*; this displays a choice of components that can be installed. You need to select *AntiVirus* (and optionally *Web Filtering*) from the list of components:

**Additional Security Features**

- AntiVirus
- Web Filtering
- Single Sign On
- Application Firewall

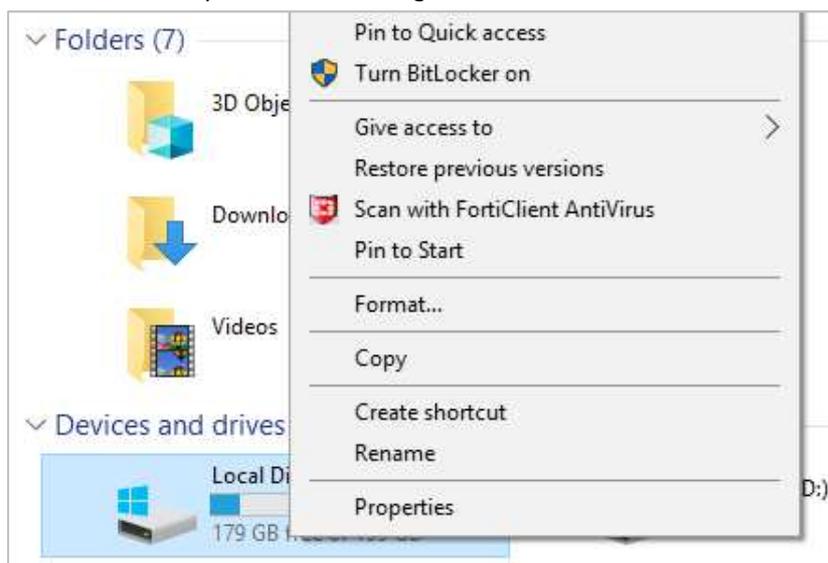
## Finding essential features

Security status: this is shown in the centre of the program window.

Scans: The *Scan Now* menu in the bottom right-hand corner of the window lets you run quick, full, custom and removable media scans:

Custom Scan  
Full Scan  
Quick Scan  
Removable media Scan  
Scan Now ▾

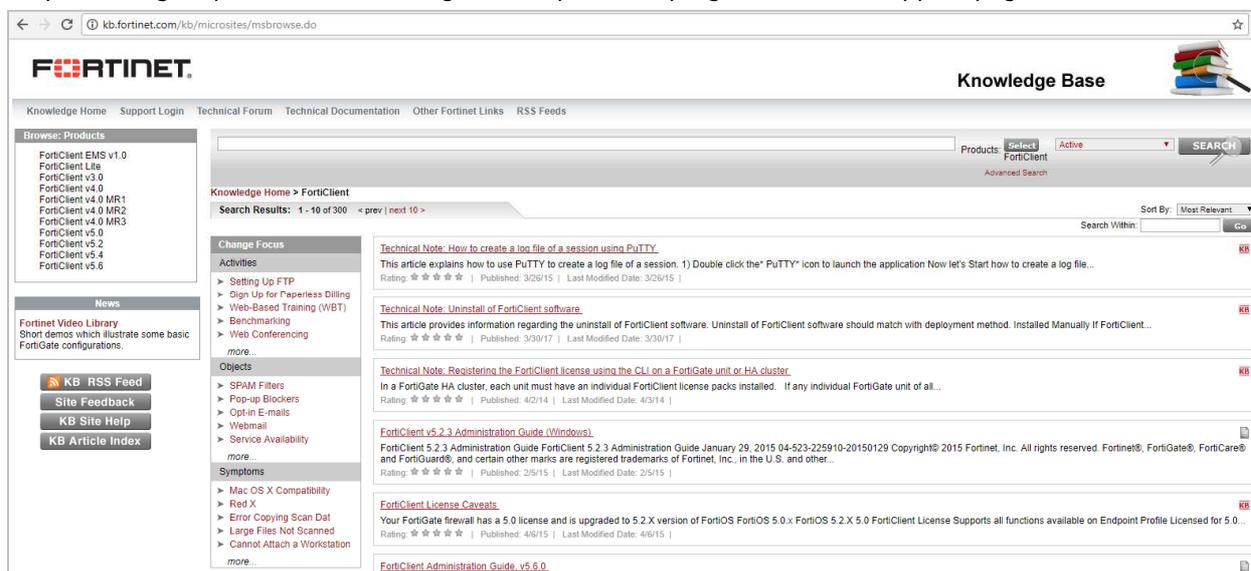
We could not find a means of scheduling a scan. You can scan a drive, folder or file by right-clicking it in Windows Explorer and clicking *Scan with FortiClient AntiVirus*:



Update: Malware definitions are updated automatically; we could not find a means of running a manual update.

Subscription information: This is not applicable to home users, who can use the product for free.

Help: Clicking *Help*, Fortinet Knowledge Base opens the program’s online support pages:



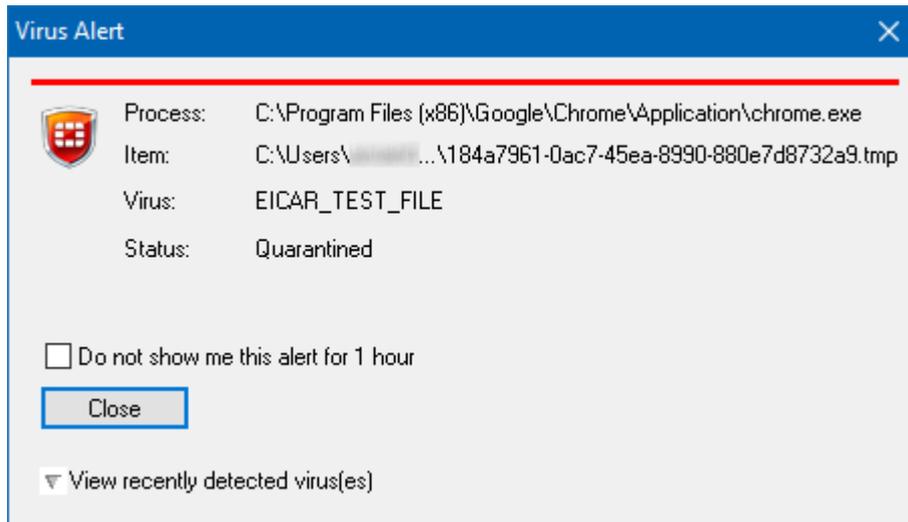
How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show an alert:



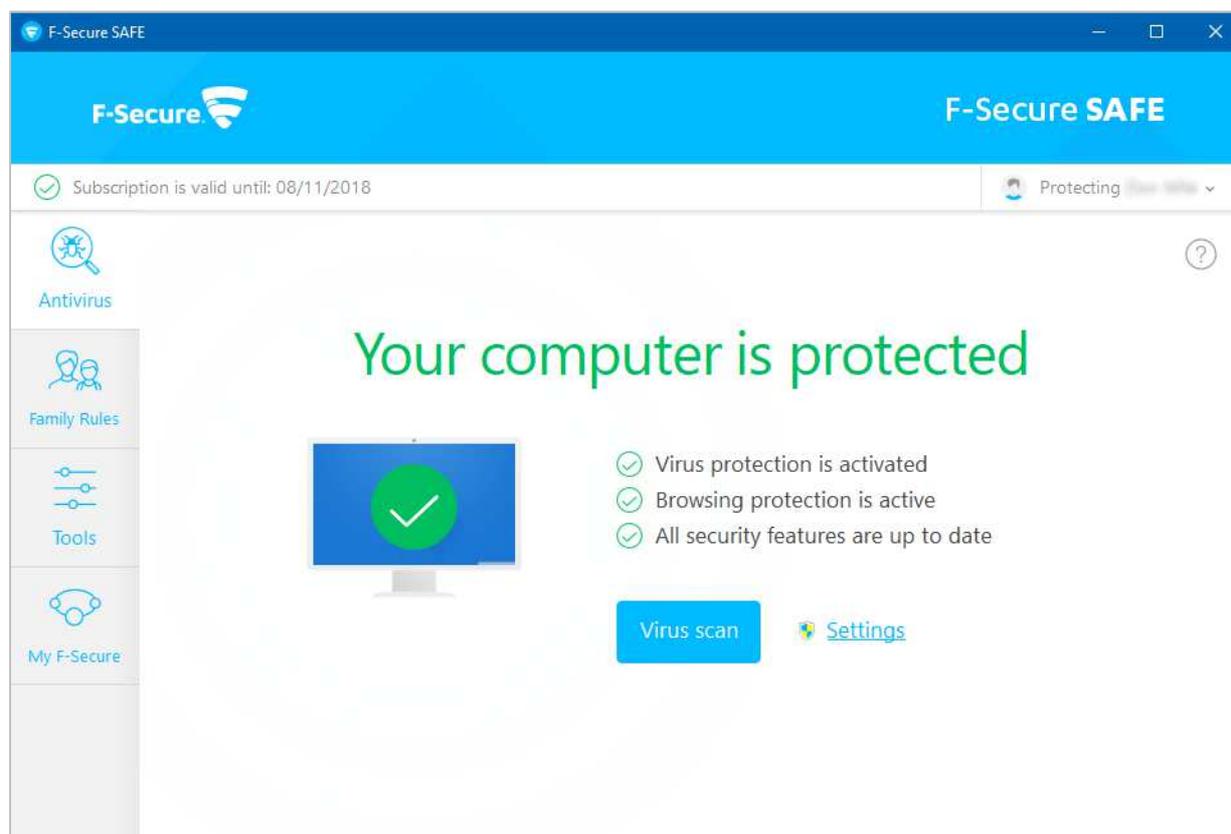
The protection can be reactivated by clicking the cogwheel icon, then *Scan files as they are downloaded or copied to my system*.

If you accidentally download a malicious program, FortiClient will block the download and display an alert:



In our test, we were able to download and run the a PUA test file without FortiClient taking any action. However, when we ran an on-demand scan of the Downloads folder, the PUA test file was detected and quarantined.

## F-Secure SAFE



### Which versions of Windows does it work with?

Windows 7, 8.1, 10

### What features does the program have?

F-Secure Safe is a fully featured antivirus program, with parental controls in addition.

### Where can I find more information about the product?

[https://www.f-secure.com/en/web/home\\_global/safe](https://www.f-secure.com/en/web/home_global/safe)

### What we liked about the program

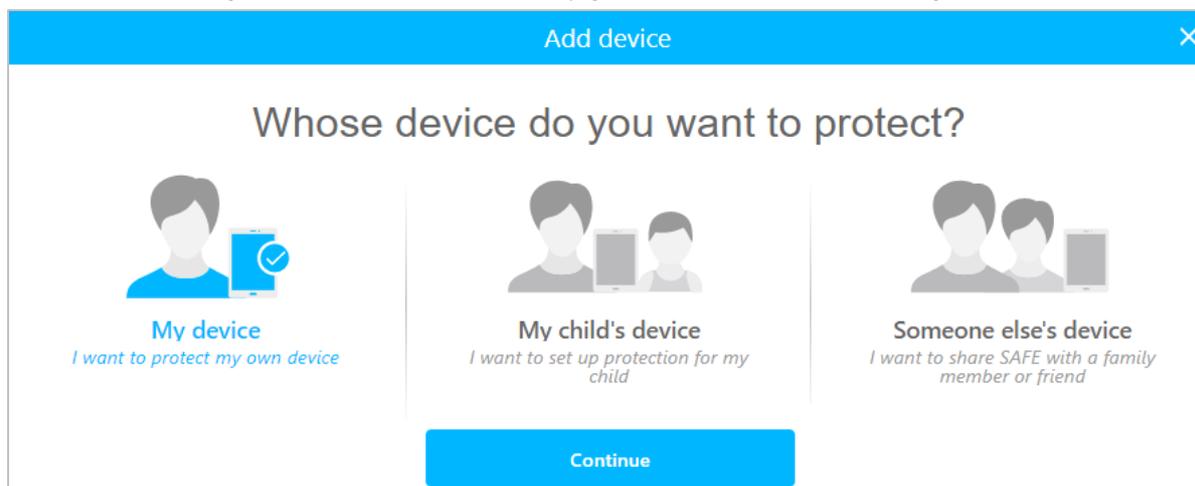
F-Secure make sure that its parental controls feature is correctly applied, by ensuring that parents set it up on the right device and using the right user account. The program interface is clean, modern and uncluttered, and the browser-based malware alerts are clear and simple.

### Tips for users

F-Secure Safe may take some time to perform an initial update; however, users should not worry about this, as subsequent updates are performed very quickly.

## Installing the product

To install F-Secure Safe, you need to create an F-Secure account and log in; clicking *Add Device* in the web interface lets you choose whether to set up your own device or somebody else's:

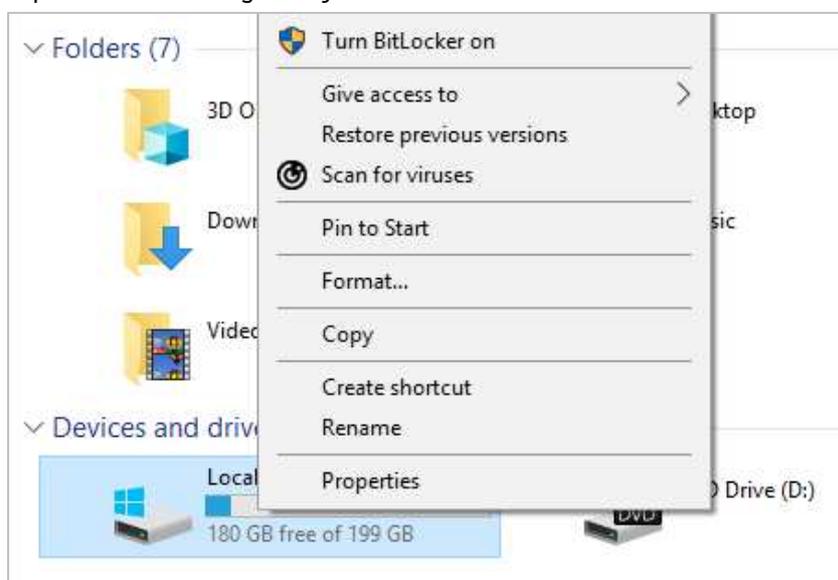


Selecting *My device* and clicking *Continue* lets you download the installer.

## Finding essential features

Security status: This is shown using text, colour and graphic in the centre of the program window.

Scans<sup>7</sup>: A default scan can be run from the *Virus Scan* button. Clicking the *Settings* link next to it allows you to schedule a scan. You can also scan a file, folder or drive by right-clicking it in Windows Explorer and clicking *Scan for viruses*:

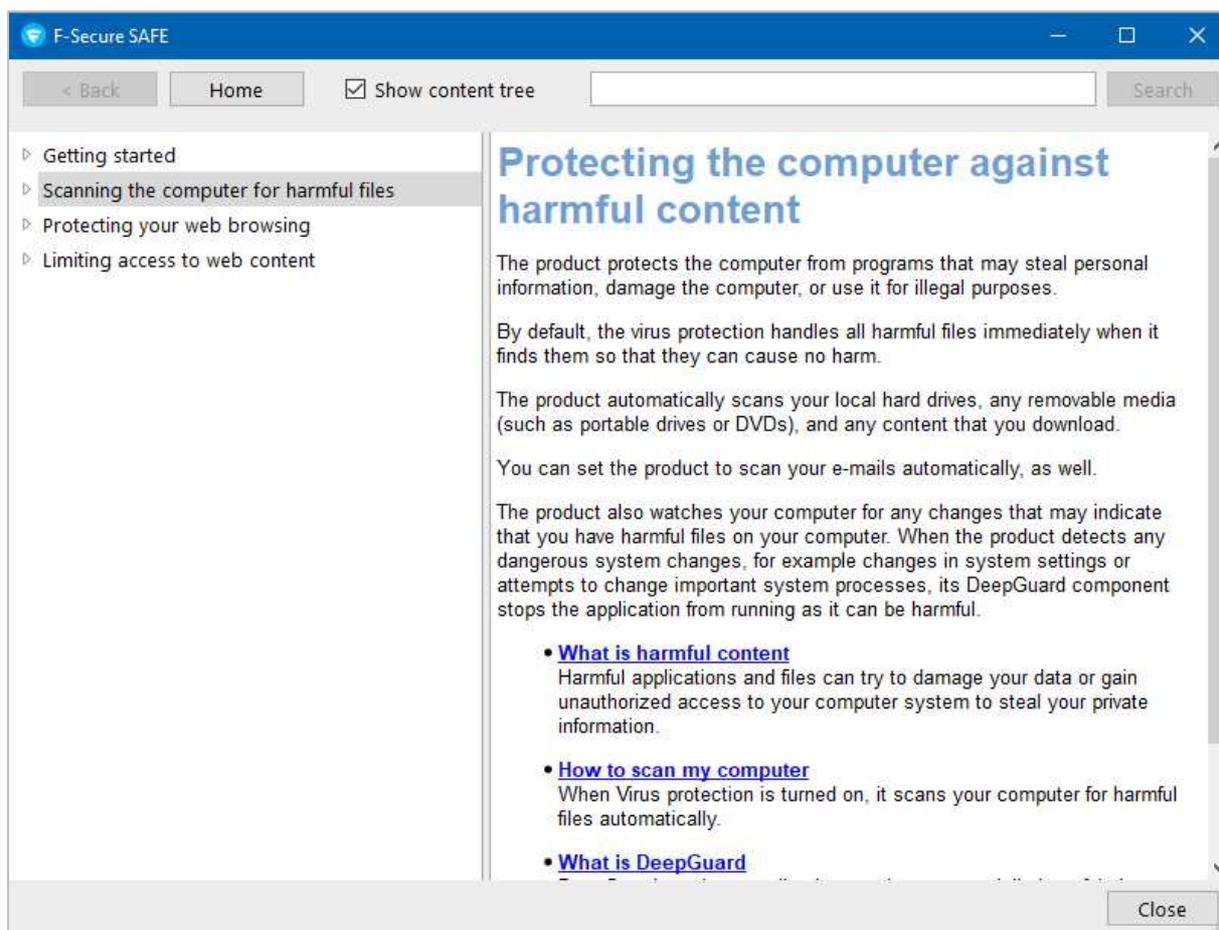


Update: Malware definitions are updated automatically, but you can run a manual update at any time by clicking *Tools* in the left-hand menu column, then *Check for updates*.

Subscription information: this is shown in a strip along the top of the program window.

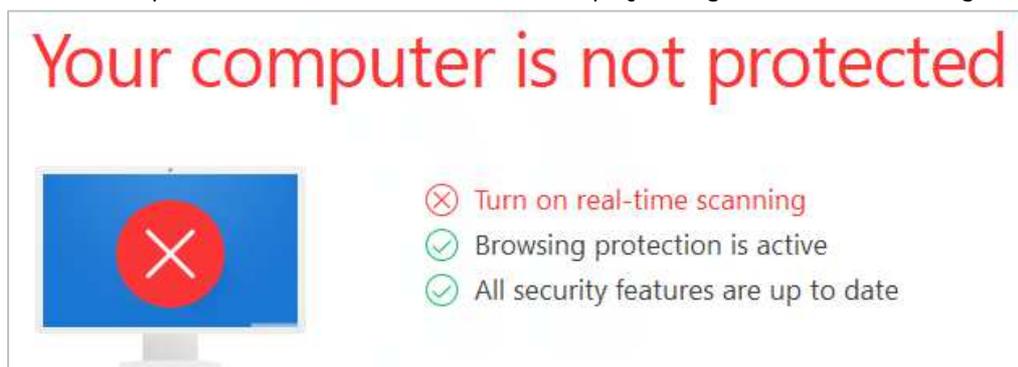
<sup>7</sup> Please note that F-Secure SAFE includes some protection components supplied by Bitdefender.

Help: Clicking the ? symbol in the top right-hand corner of the window opens the program's local help feature:



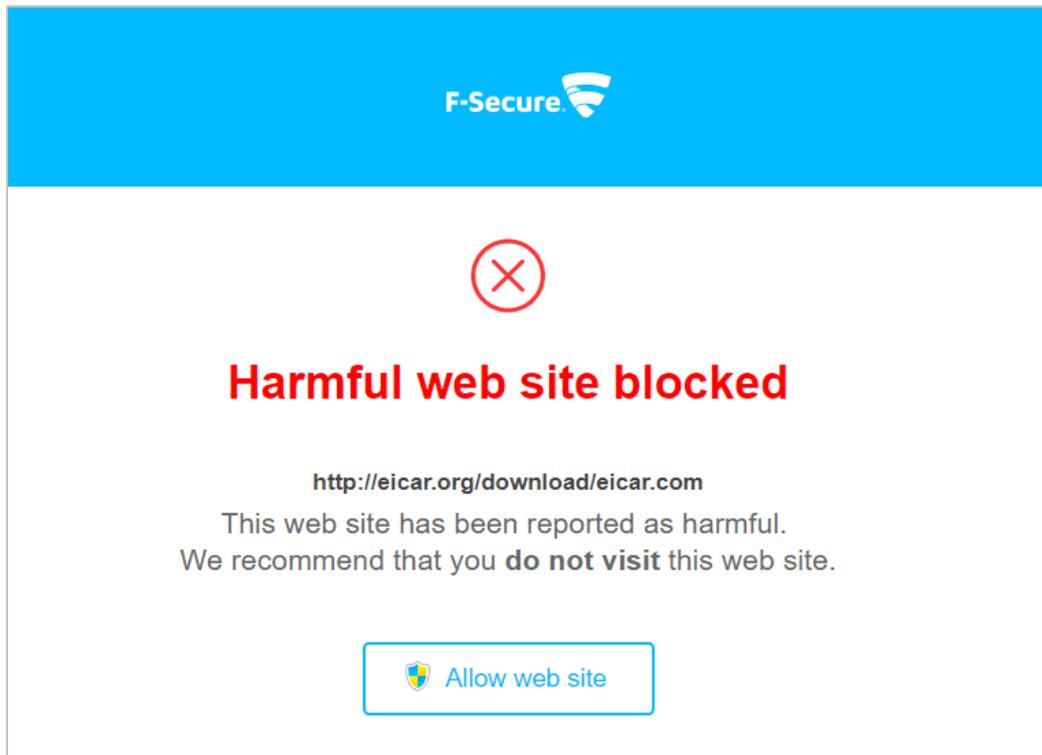
How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show a warning:



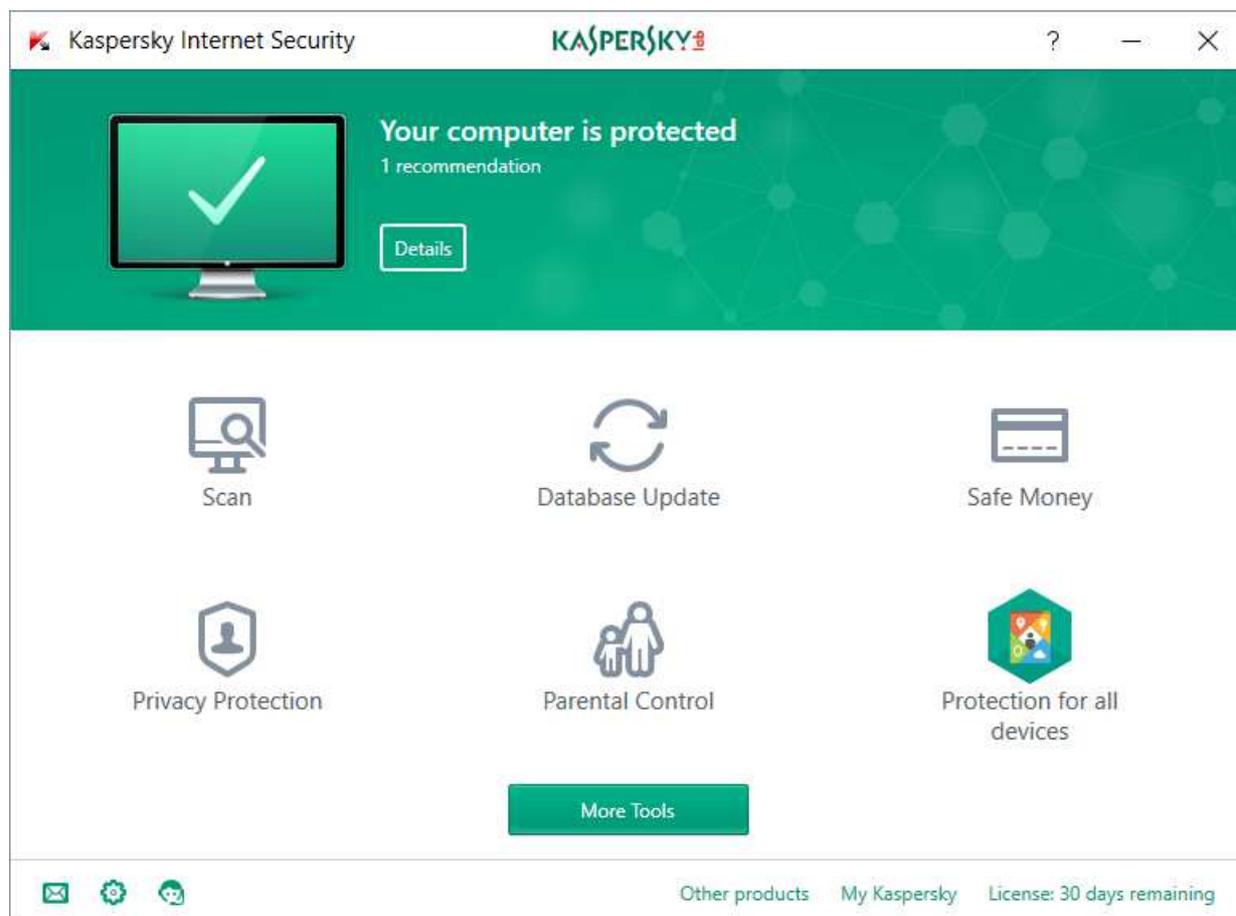
To reactivate the protection, you need to click on *Settings* and move the *Virus Protection* slider to *On*.

If you inadvertently download a malicious program, F-Secure will block the download and display the alert below in the browser window:



Similar alerts are shown for phishing pages and potentially unwanted programs.

## Kaspersky Internet Security



### Which versions of Windows does it work with?

Windows 7, 8, 8.1, 10

### What features does the program have?

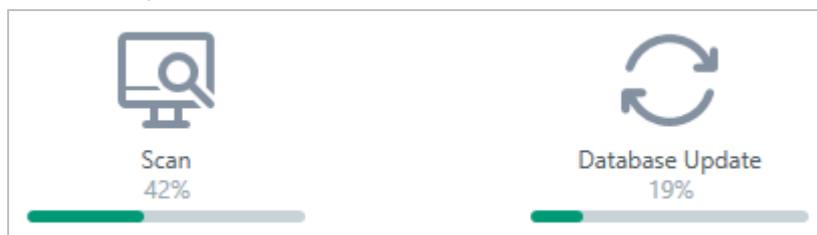
As well as malware protection, Kaspersky Internet Security includes a firewall and parental controls.

### Where can I find more information about the product?

<https://www.kaspersky.com/internet-security>

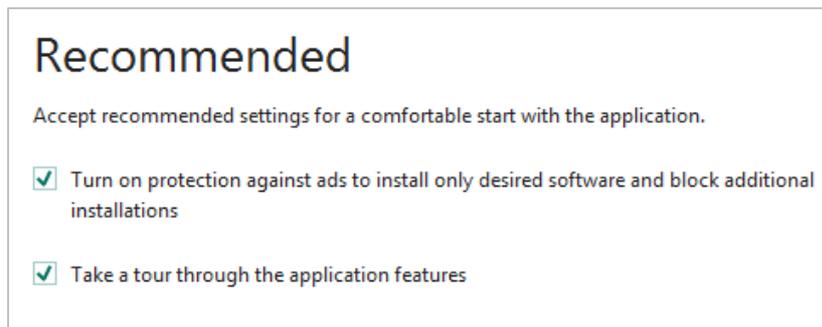
### What we liked about the program

Kaspersky Internet Security's neat, modern interface makes all important functions and information easily available from the home page. We particularly liked the "live" tiles that show the progress of scans and updates:



## Installing the product

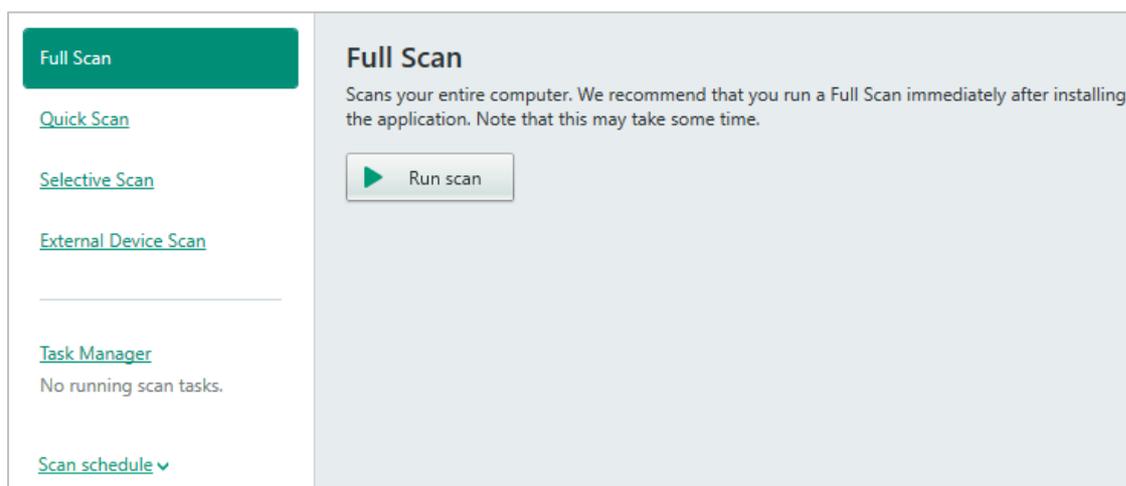
Once you have downloaded and run the installer file, setup can be completed in a couple of clicks. Two options are provided at the end:



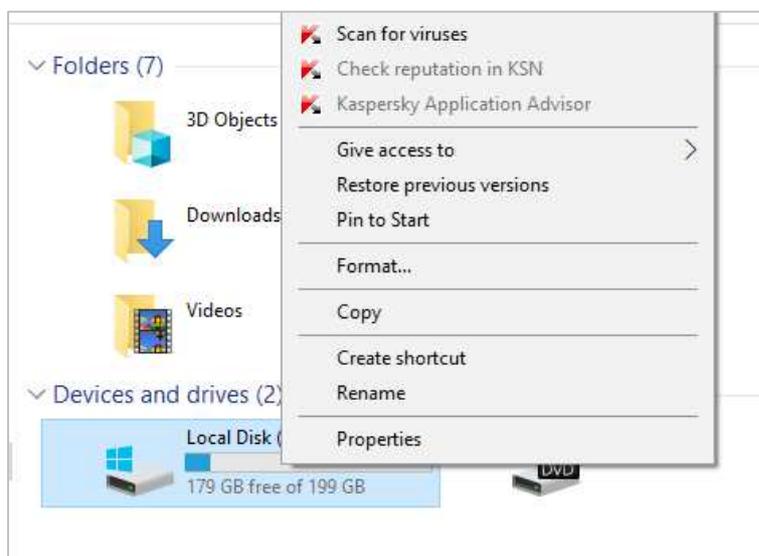
## Finding essential features

Security status: This is shown in the horizontal panel at the top of the window.

Scans: Clicking *Scan* on the home page opens a page with scan options, including full, quick, scheduled and external device scans:



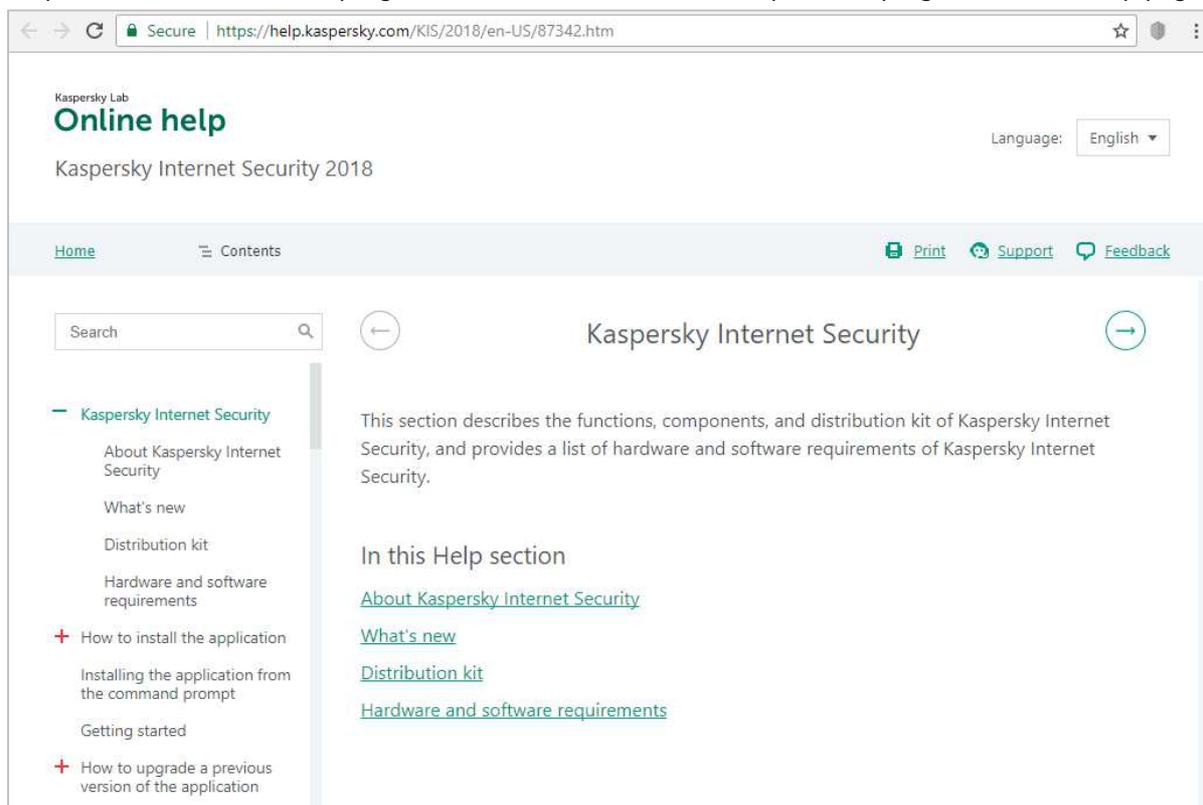
You can also scan a drive, folder or file by right-clicking it in Windows Explorer, and clicking *Scan for viruses*:



Update: Malware definitions are updated automatically, but you can run a manual update at any time by clicking *Database Update* on the home page.

Subscription information: This is shown in the bottom right-hand corner of the program window.

Help: The ? button in the top right-hand corner of the window opens the program's online help pages:



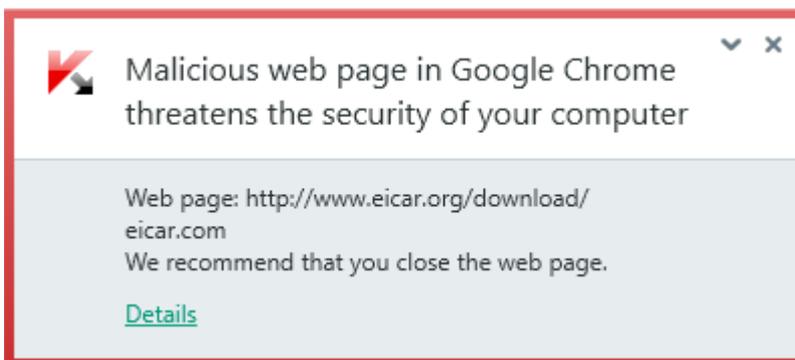
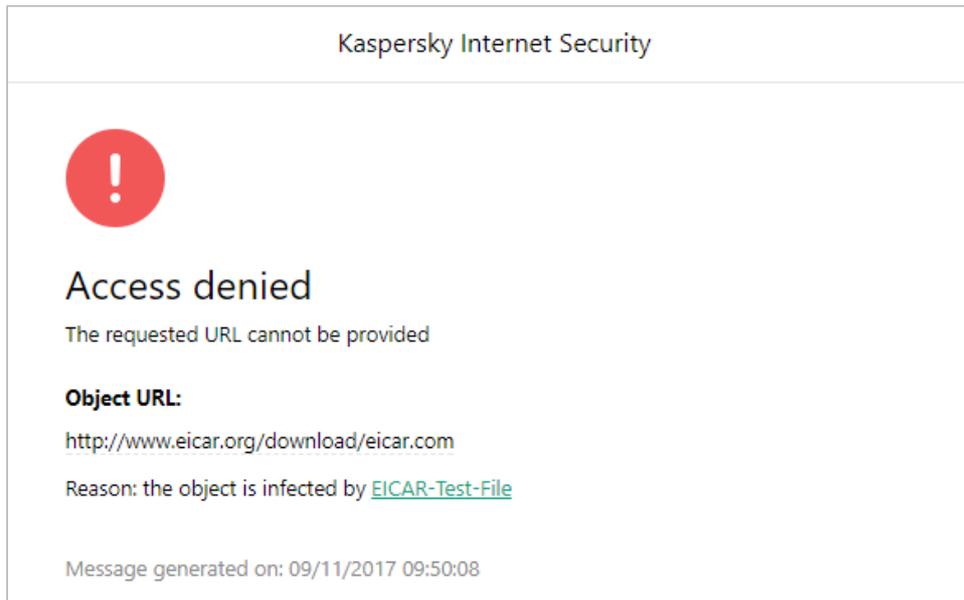
How does the program warn you about problems and threats?

If real-time protection is disabled, the status display at the top of the window shows an alert:



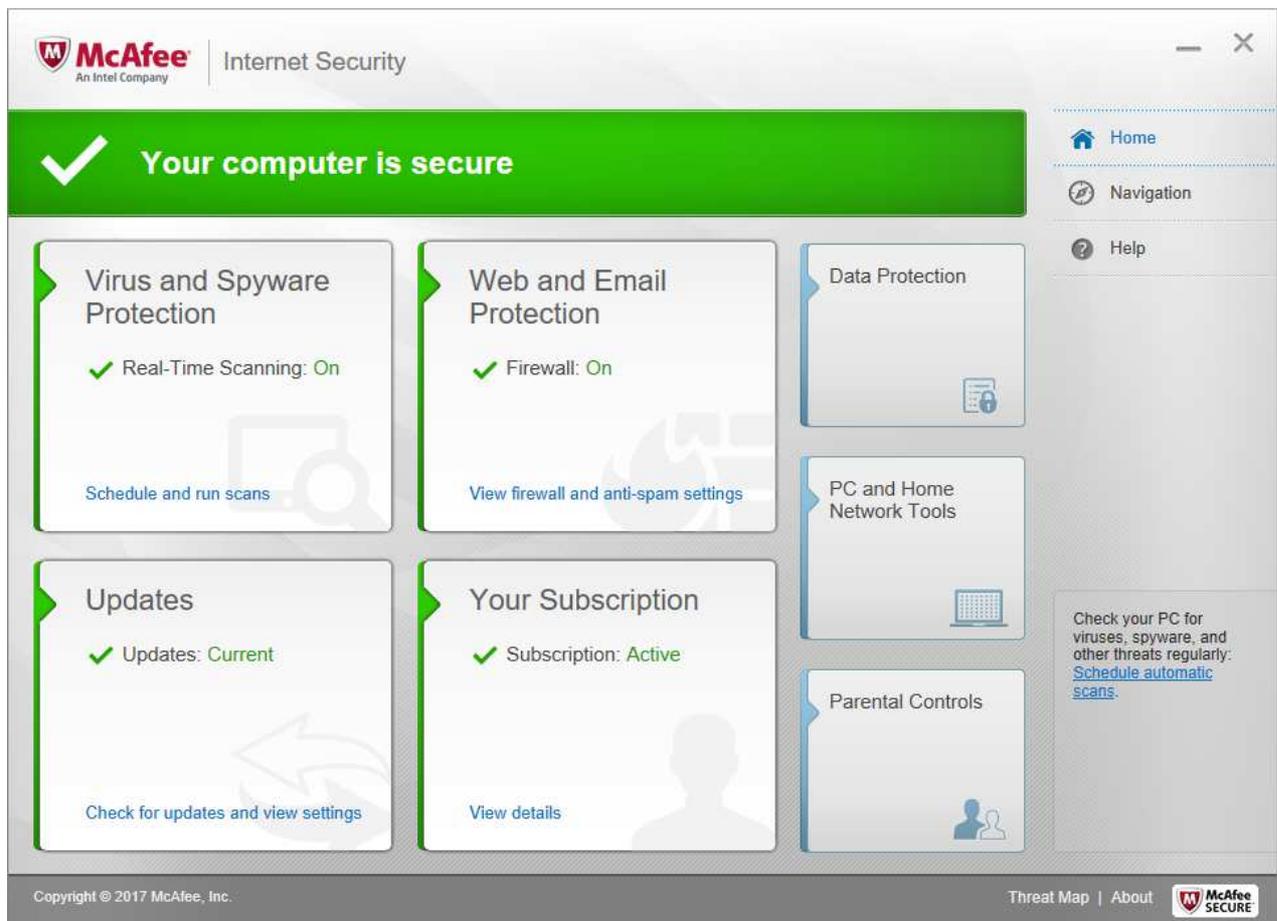
The protection can be reactivated by clicking anywhere on the alert to open the settings, then clicking *Enable*.

If you inadvertently download a malicious program, Kaspersky Internet Security will block the download and display a warning in the browser window (screenshot below); a pop-up alert is also shown for a few seconds.



You do not need to take any action. If you enable detection of potentially unwanted programs, a similar alert will be shown if you should download a PUA.

## McAfee Internet Security



### Which versions of Windows does it work with?

7, 8, 8.1, 10

### What features does the program have?

As well as malware protection, McAfee Internet Security includes a replacement firewall, parental controls, a spam filter and vulnerability scanner.

### Where can I find more information about the product?

[https://www.mcafee.com/consumer/en-us/store/m0/catalog/mis\\_516/mcafee-internet-security.html?pkgid=516](https://www.mcafee.com/consumer/en-us/store/m0/catalog/mis_516/mcafee-internet-security.html?pkgid=516)

### What we liked about the program

The setup program gives you complete control over the components to be installed. The tiled interface of the program window makes it easy to access important information and functions.

## Tips for users

Users should be aware that McAfee Internet Security does not perform on-access scanning of files. That is to say, you can copy malicious files to your computer from a network share or USB device without McAfee detecting them in the process. Whilst the malware would be detected if executed, users of McAfee Internet Security might like to run an on-demand scan of any files acquired from a network file share or USB stick, to avoid passing malware on to anyone else. It is possible that the lack of on-access scanning may reduce the product's impact on performance, i.e. it may allow the system to run faster.

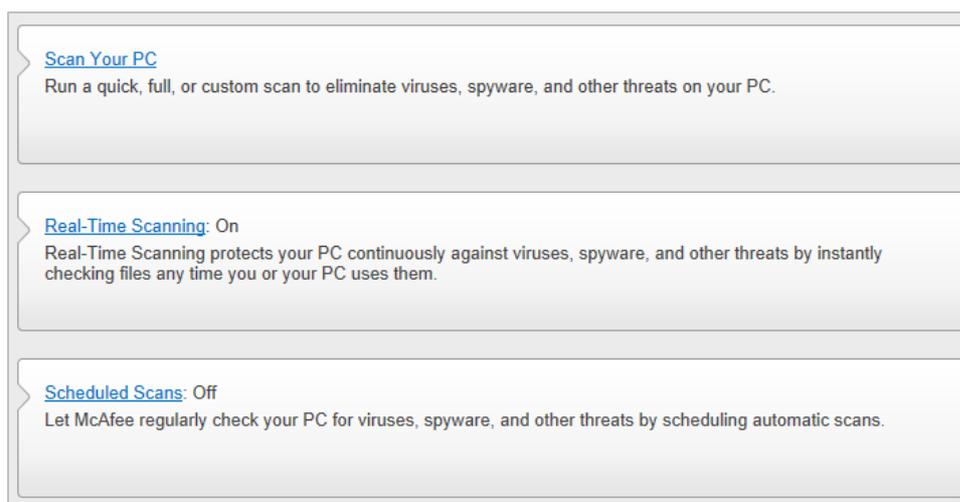
## Installing the product

To install McAfee Internet Security, you just need to run the setup file and click *Install*. There is also a custom installation option, which lets you choose which components to install.

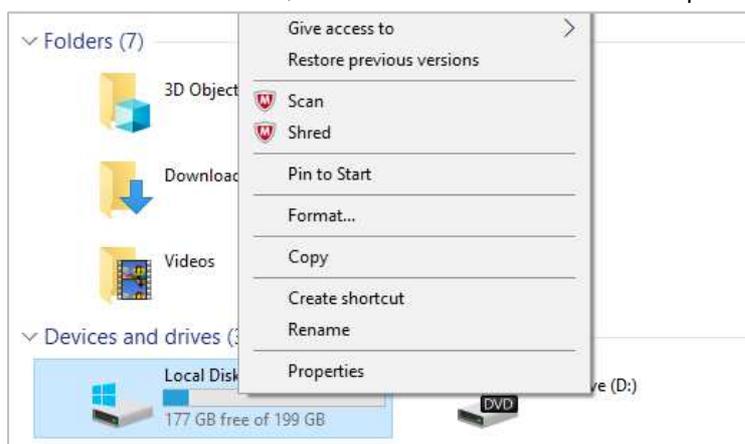
## Finding essential features

Security status: this is shown using text, graphic and colour in the strip along the top of the window.

Scans: Clicking *Virus and Spyware Protection* tab lets you run quick, full or custom scans, or schedule a scan:



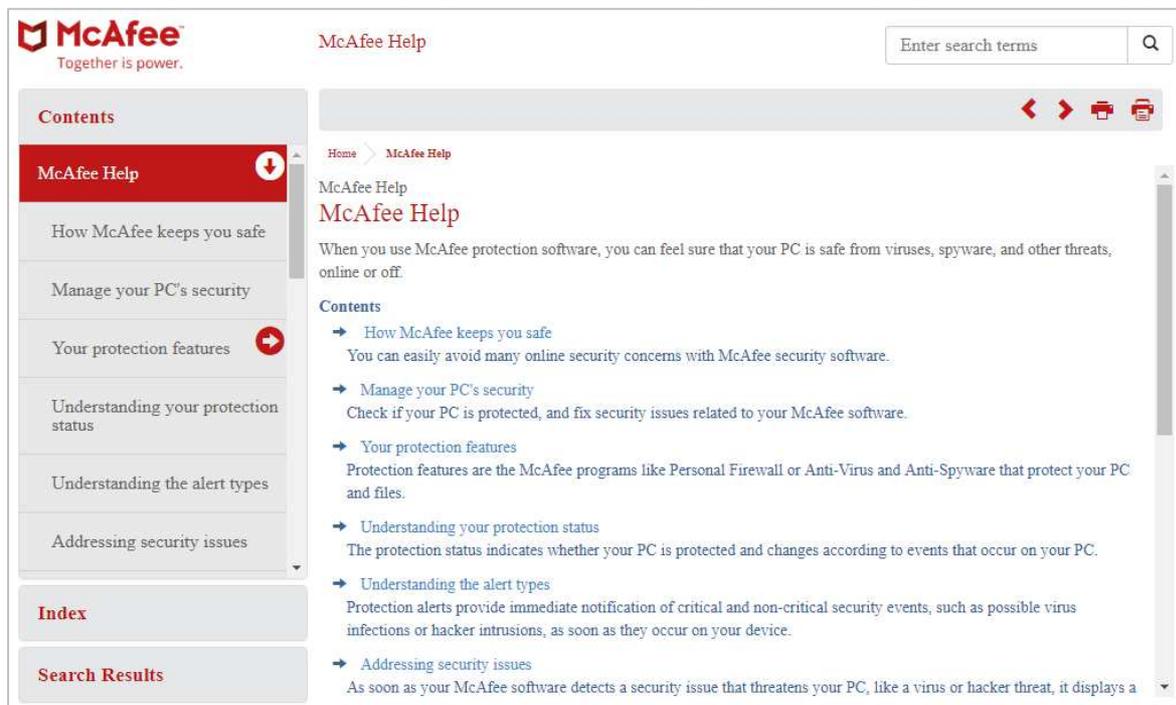
You can also scan a file, folder or drive from Windows Explorer, by right-clicking it and clicking *Scan*:



Update: Malware definitions are updated automatically, but you can run a manual update from the *Updates* tile on the home page.

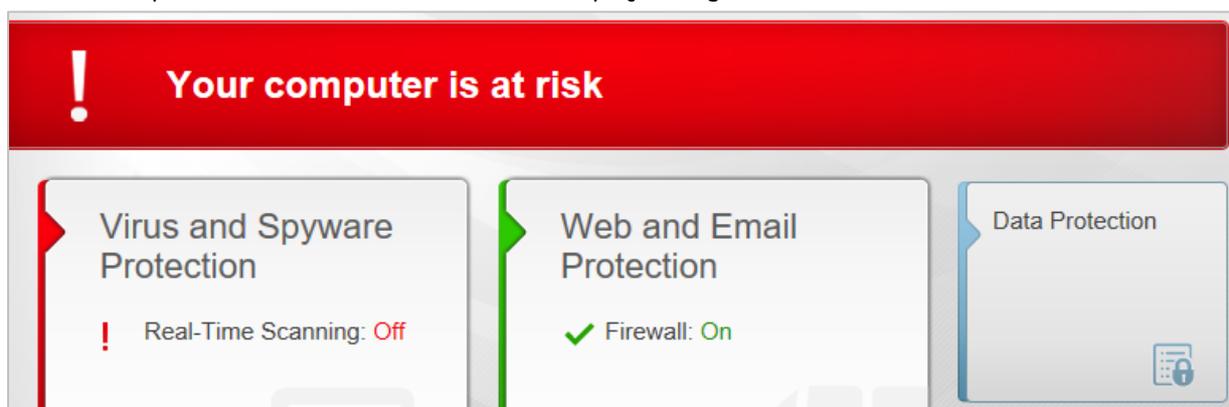
Subscription information: This can be seen by clicking *Navigation* in the top right-hand corner, then *Subscription*.

Help: The Help button in the top right-hand corner lets you open the program's online help pages:



How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show an alert:



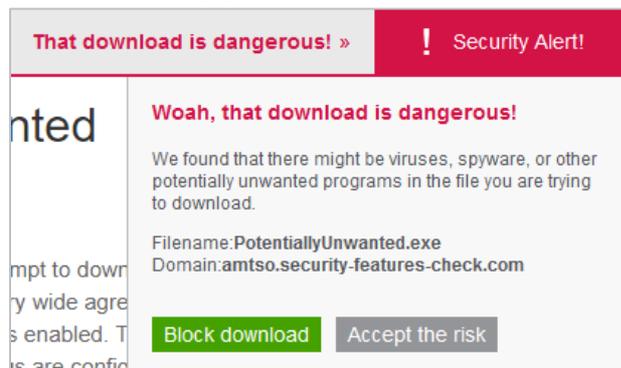
If (and only if) the real-time protection is permanently disabled in the settings, and the computer is restarted, an overlay is shown, which lets you reactivate the protection at the click of a button:



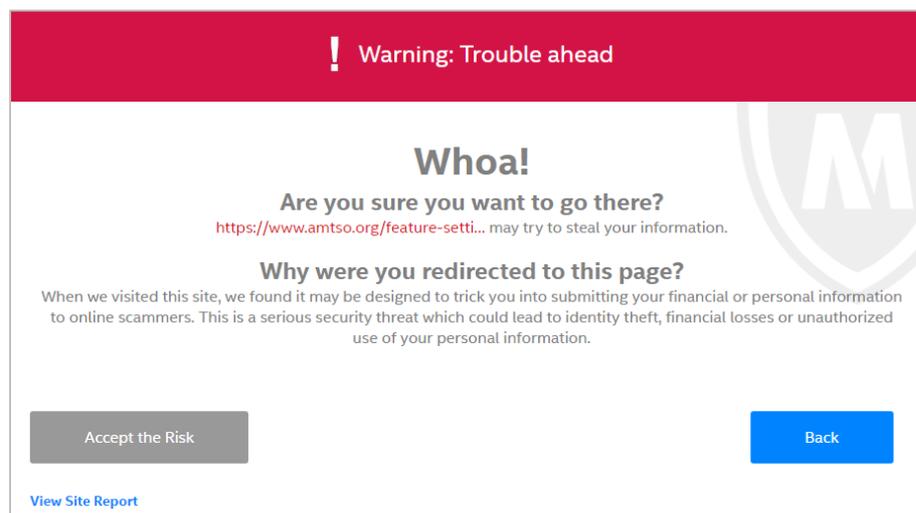
Under any other circumstances, you have to click *Virus and Spyware Protection, Real-Time Scanning, Turn On*.

In our test, the EICAR test file was not detected on download (only in an on-demand scan).

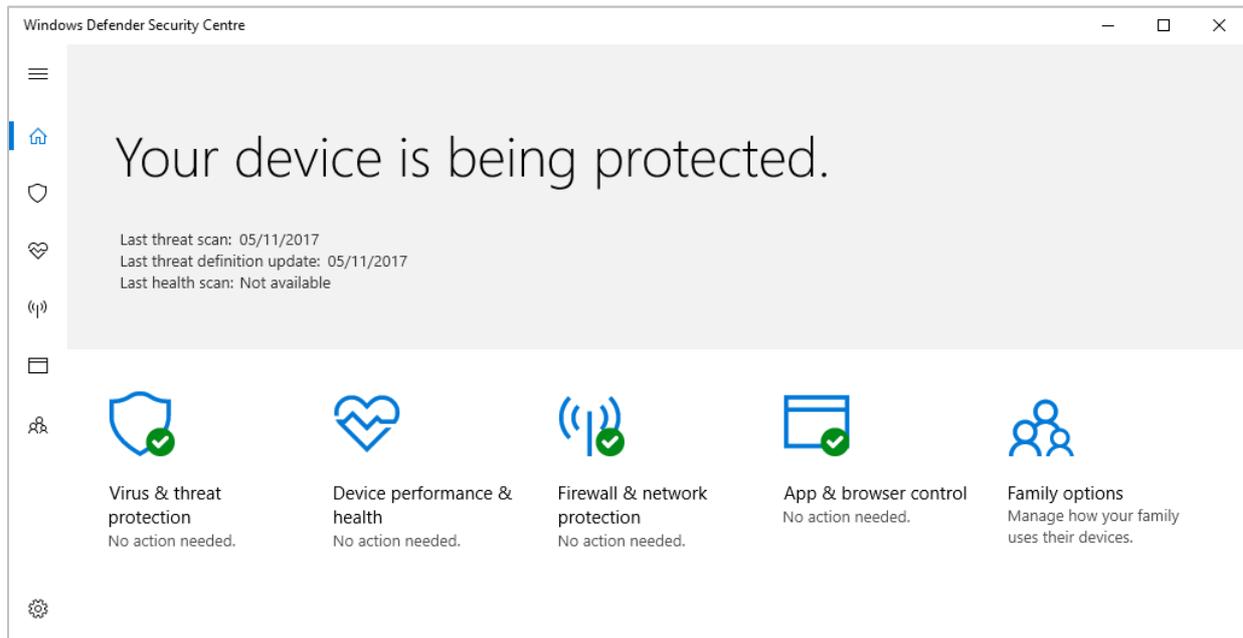
If you should download a potentially unwanted program, McAfee will display an alert in the browser window, allowing you to choose whether to keep the program or not:



If you accidentally access a phishing page, McAfee will block the page and show a warning in the browser window:



## Microsoft Windows Defender



### Which versions of Windows does it work with?

The full antivirus version of Windows Defender is built into Windows 8, 8.1 and 10.

### What features does the program have?

Windows Defender provides antimalware protection together with other Microsoft security features built into Windows, like Microsoft SmartScreen (file reputation) and Windows Firewall.

### Where can I find more information about the product?

<https://www.microsoft.com/en-us/windows/windows-defender>

### What we liked about the program

Windows Defender is a simple, easy-to-use antivirus program that includes all essential features.

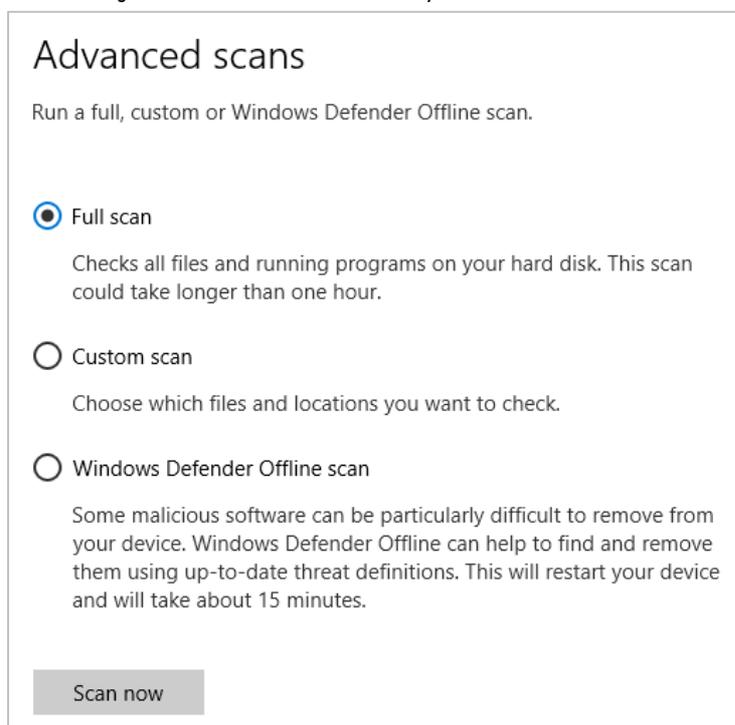
### Installing the product

This is not applicable, as the program is built into Windows 10.

## Finding essential features

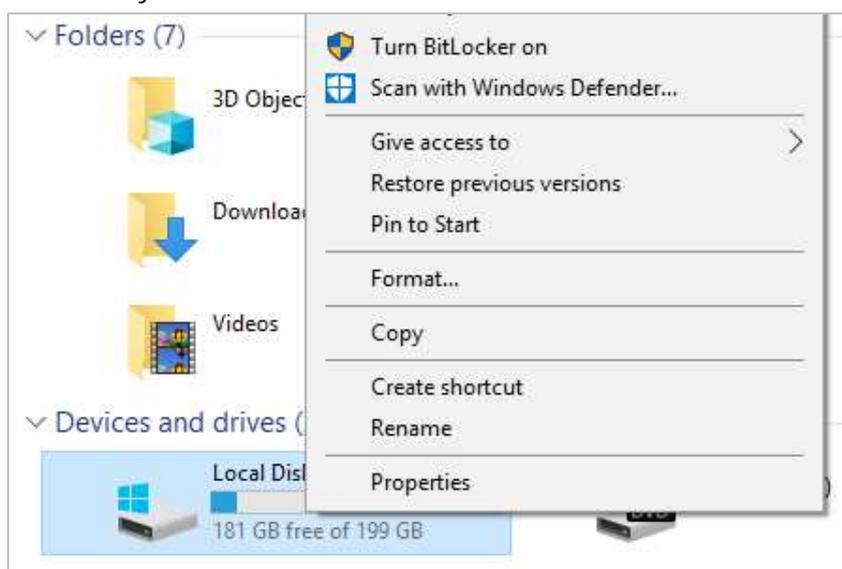
Security status: This is shown using text, graphic and colour on the program homepage.

Scans: If you click *Virus and threat protection*, *Advanced scan*, you will find a range of scan options:



A scan can be scheduled using the Windows Task Scheduler; please see screenshot of the Help article further below.

You can scan a file, folder or drive by right-clicking it in Windows Explorer, and clicking *Scan with Windows Defender*:



Update: Malware definitions are updated automatically. However, you can run a manual update at any time by clicking *Virus and threat protection*, *Protection updates*, *Check for updates*.

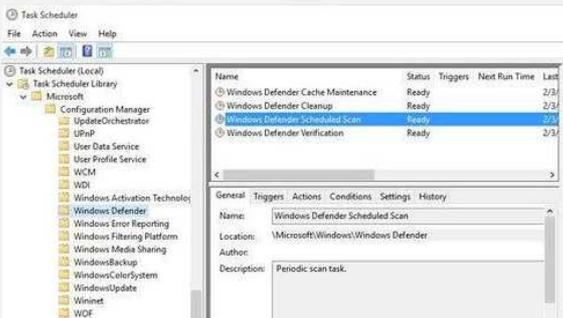
Subscription information: This is not applicable, as the program is free.

Help: There is no means of accessing help built into the program window. However, searching the Windows 10 help feature for “Windows Defender schedule scan” found the following article:

Schedule a scan in Windows Defender Antivirus

Windows Defender Antivirus regularly scans your device to help keep it safe. We try to do this while you're not using your device so it doesn't interfere with your work. You can also schedule Windows Defender Antivirus to scan at a time and frequency that you choose.

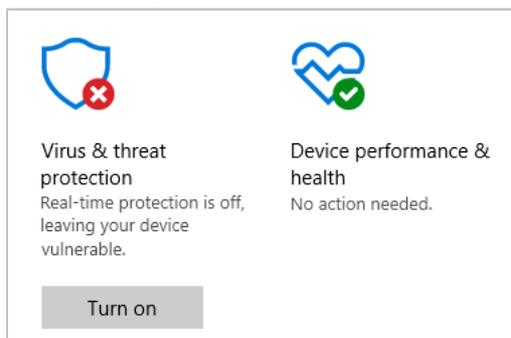
1. Search for and open **Schedule tasks**.
2. In the left pane, expand **Task Scheduler Library > Microsoft > Windows**, and then scroll down and double-click (or press) the **Windows Defender** folder.
3. In the top center pane, double-click (or press twice) **Windows Defender Scheduled Scan**.



4. In the **Windows Defender Scheduled Scan Properties (Local Computer)** window, select the **Triggers** tab, go to the bottom of the window, and then tap or click **New**.
5. Specify how often you want scans to run and when you'd like them to start.

How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show a warning:



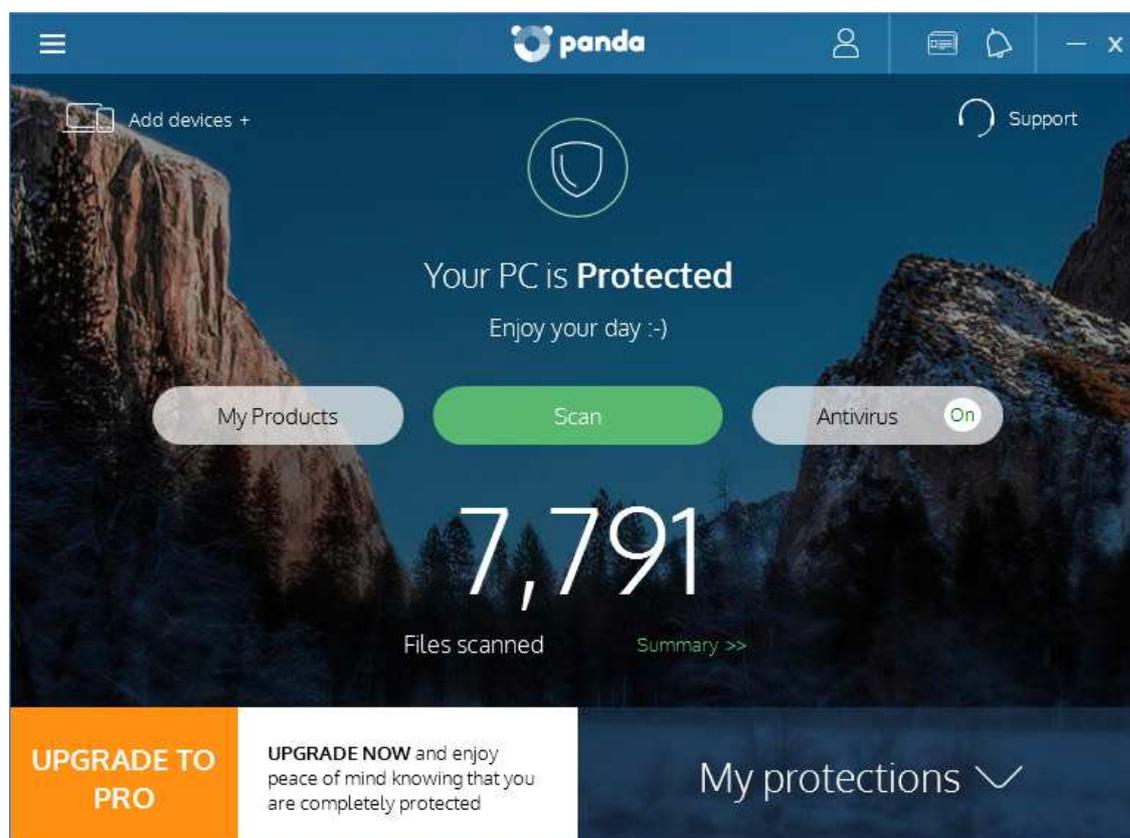
The protection can be reactivated by clicking *Turn on*.

If you inadvertently download a malicious program, Windows Defender will block the download, and display a pop-up alert:



The alert closes after a few seconds. You do not need to take any action.

## Panda Free Antivirus



### Which versions of Windows does it work with?

Windows XP (32-bit only); Windows Vista, 7, 8, 8.1, 10 (all 32 and 64-bit).

### What features does the program have?

Panda Free Antivirus is a straightforward antimalware program with phishing protection.

### Where can I find more information about the product?

<https://www.pandasecurity.com/uk/homeusers/solutions/free-antivirus/>

### What we liked about the program

Panda Free Antivirus is very simple to install and use.

### Tips for users

Clicking the *Antivirus* button on the program's home page provides access to scan logs, quarantine and scheduled scans, which we did not feel was a very obvious way to access these features. Panda tell us that they are considering adding a direct link to scheduled scans.

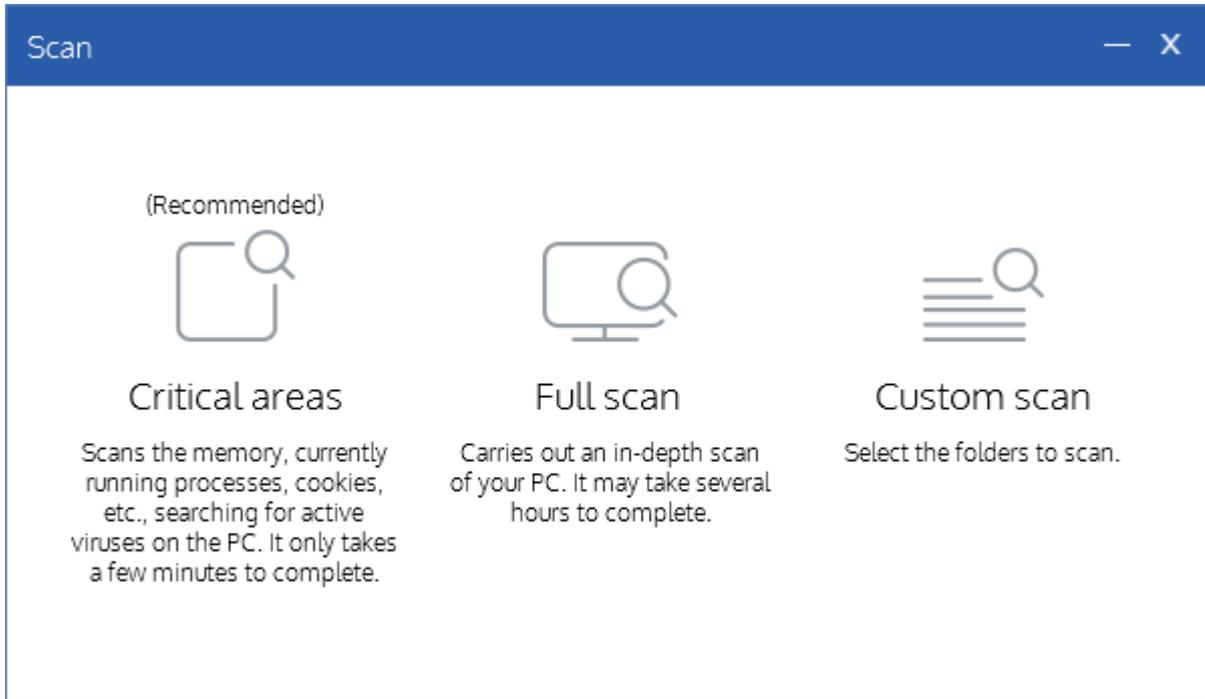
### Installing the product

When you have downloaded and run the setup file, the installation wizard can be completed with a couple of clicks. There are no decisions to make, but you can change the interface language and installation folder if you want.

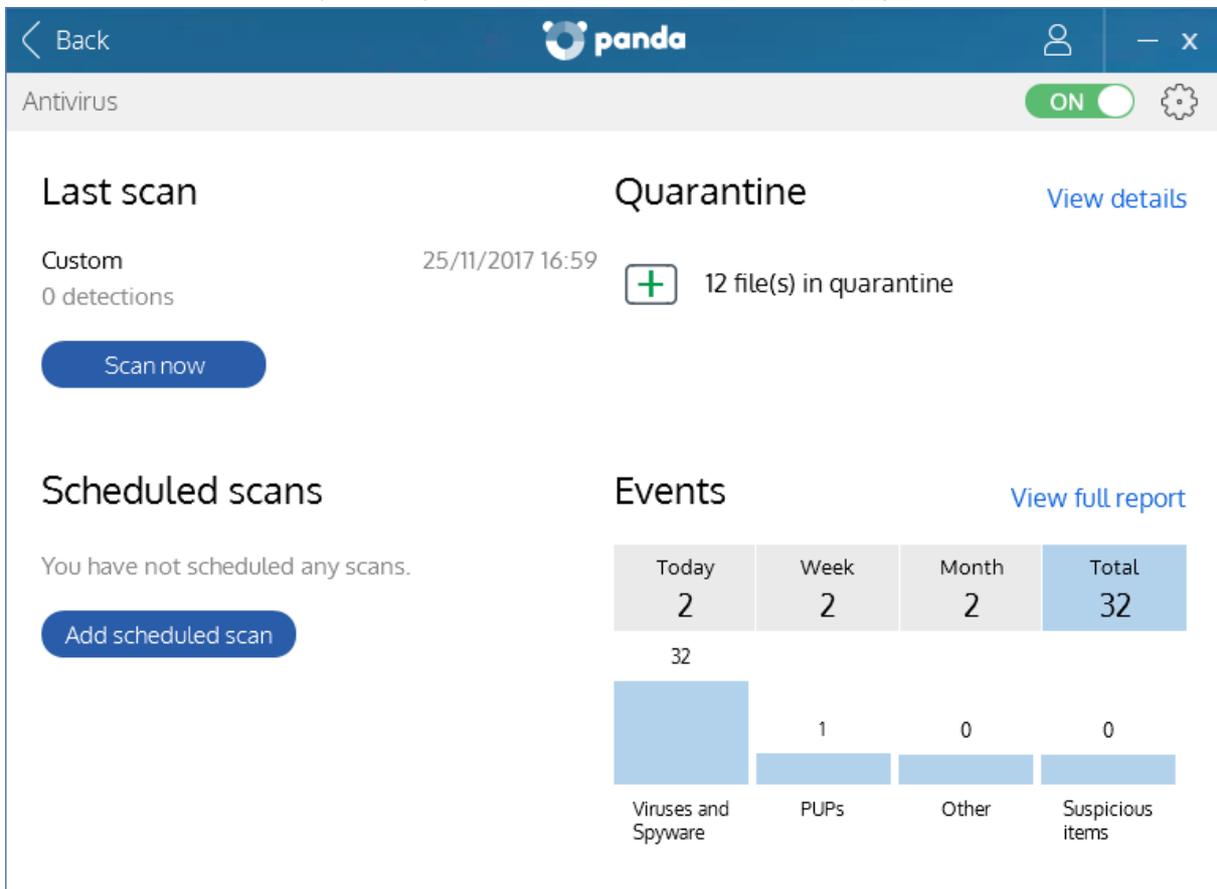
## Finding essential features

Security status: This is shown on the home page, as text and graphic.

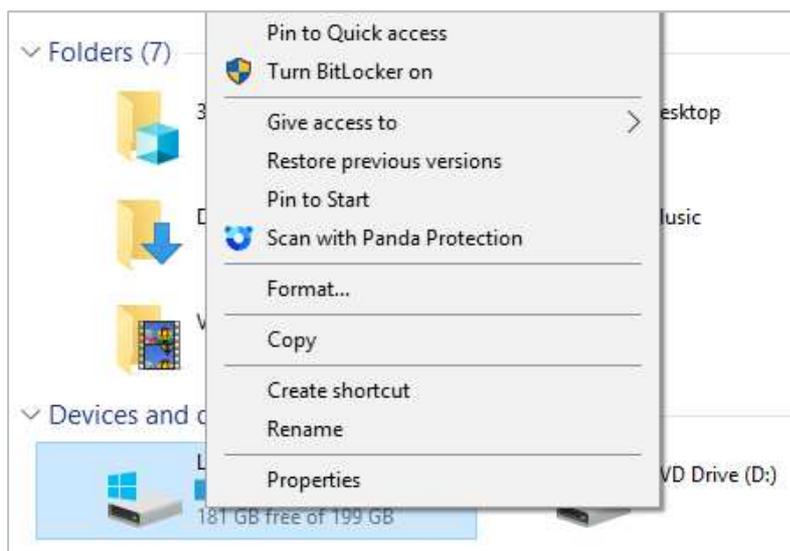
Scans: clicking the *Scan* button in the middle of the window opens the scan options dialog:



You can schedule a scan by clicking the *Antivirus* button on the home page, then *Add scheduled scan*:

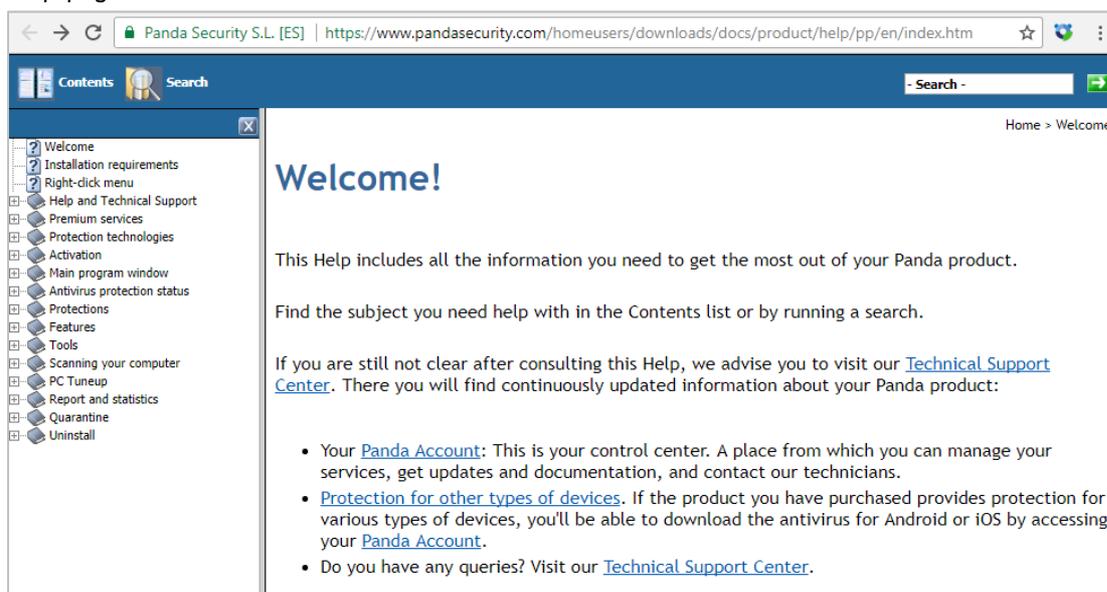


You can also scan a file, folder or drive by right-clicking it in Windows Explorer and clicking *Scan with Panda Protection*:



Subscription information: Not applicable, as the product is free.

Help: Clicking the “hamburger” menu in the top-left corner, then *Help*, opens the program’s online help pages:



How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show an alert:



The protection can be reactivated by clicking the *Antivirus* button and setting the slider to *On*.

If you accidentally download a malicious program, Panda will display the alert below:



A similar alert is shown for potentially unwanted programs. If you accidentally access a phishing page, Panda will block the download and show an alert in the browser window:



## Seqrite Endpoint Security



### About the program

Seqrite Endpoint Security is designed for use in business networks, in which it can be remotely controlled from a central console. Consequently, it may not be identical to typical consumer security programs in terms of visible features and user interface.

### Which versions of Windows does it work with?

Windows 2000, XP, Vista, 7, 8, 8.1, 10

Windows Server 2000, 2003/R2, 2008/R2, 2012/R2

Windows Small Business Server 2011

### What features does the program have?

In addition to antimalware features, Seqrite Endpoint Security includes a replacement firewall, Data Leak Prevention, Device Control, Patch Management, Backup feature against Ransomware, Browser Sandbox, Safe Banking, File Activity Monitor, and Asset Management. Some of these features can only be configured from Seqrite Endpoint Security web console.

### Where can I find more information about the product?

<https://www.seqrite.com/seqrite-endpoint-security/>

## What we liked about the program

Seqrite Endpoint Security has a very clean, modern interface that is well suited to touchscreen use, and makes essential features easy to access. We particularly liked the *Tools* page, which displays links to a variety of diagnostic and maintenance items:

### Cleaning & Restore Tools

Tools to clean & restore your system to its original configuration

<a href="#">Hijack Restore</a>	Restores important Internet Explorer settings modified by malwares
<a href="#">Track Cleaner</a>	Cleans application and Internet activity traces
<a href="#">Create Emergency Disk</a>	Create emergency disk which helps to clean badly infected PC
<a href="#">Launch AntiMalware</a>	Cleans rogware and malicious programs from PC
<a href="#">View Quarantine Files</a>	Helps to safely isolate the infected and suspicious files

### Preventive Tools

Tools used to secure your system

<a href="#">USB Drive Protection</a>	Prevents USB drives against autorun malware infection
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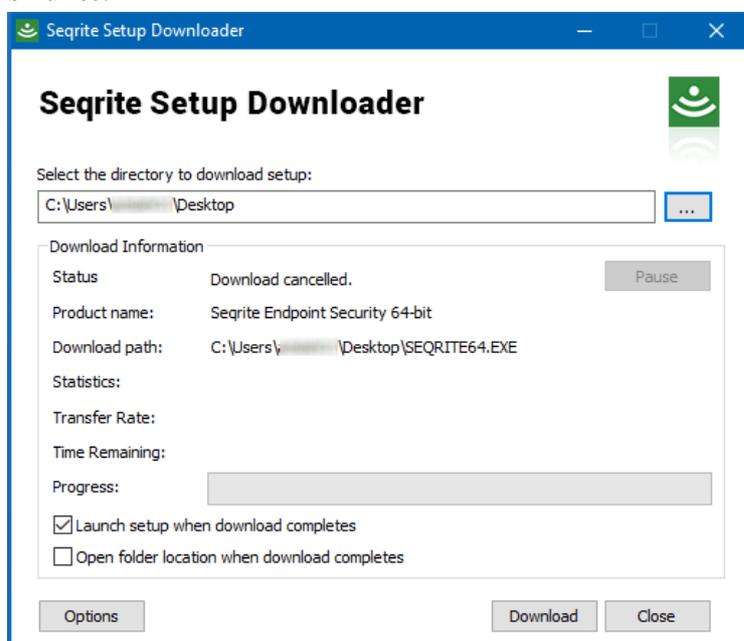
### Diagnostic Tools

Seqrite support needs these support tools to diagnose your system

<a href="#">System Explorer</a>	Diagnose system for running processes
<a href="#">Windows Spy</a>	Finds detailed information about an application or process
<a href="#">Exclude File Extensions</a>	Exclude file extensions from Virus Protection

## Installing the product

Installing Seqrite Endpoint Security involves running the installer file, which initially downloads the binaries:

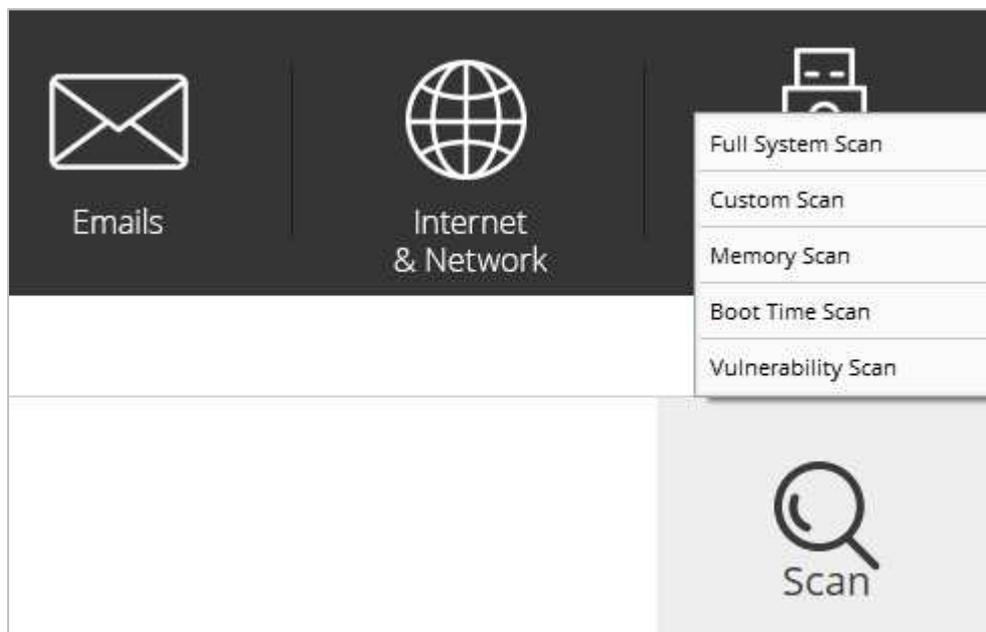


When the download is complete, the installer proper starts. There are no decisions to be made, and the setup process can be completed in a couple of clicks.

## Finding essential features

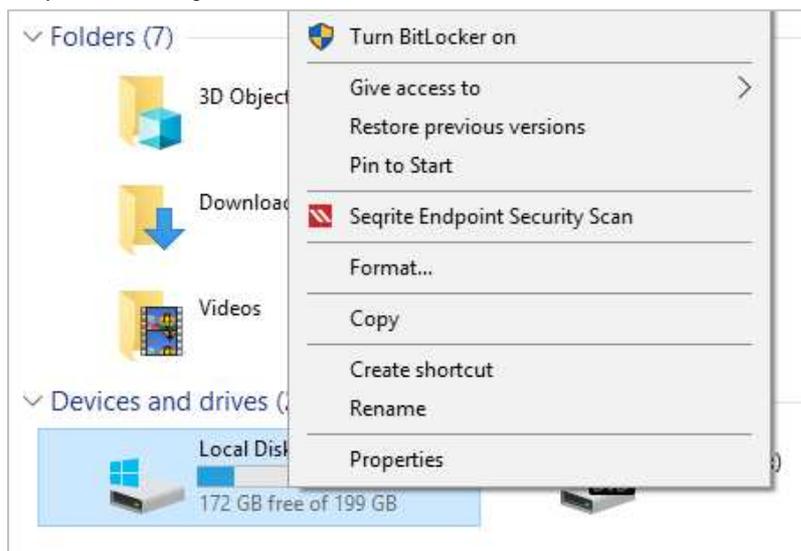
Security status: This is shown using text, graphic and colour in the main program window.

Scans<sup>8</sup>: Clicking the *Scan* button on the program's home page displays a menu of on-demand scan options, including full, custom and memory scans:



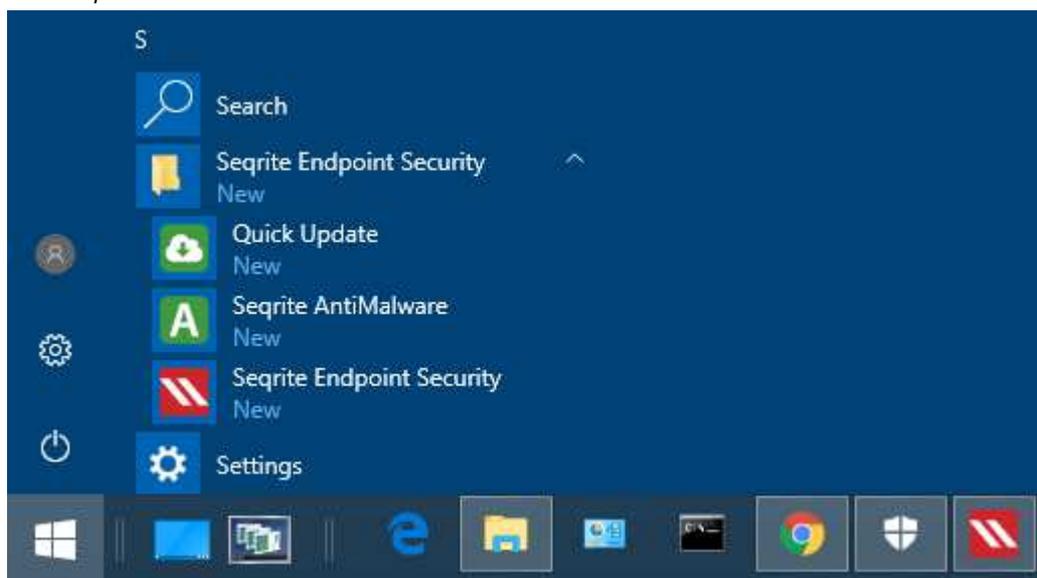
A scheduled scan can be set by clicking *Files and Folders, Scan Schedule*.

You can also scan any file, folder or drive by right-clicking it in Windows Explorer and clicking *Seqrite Endpoint Security Scan*:



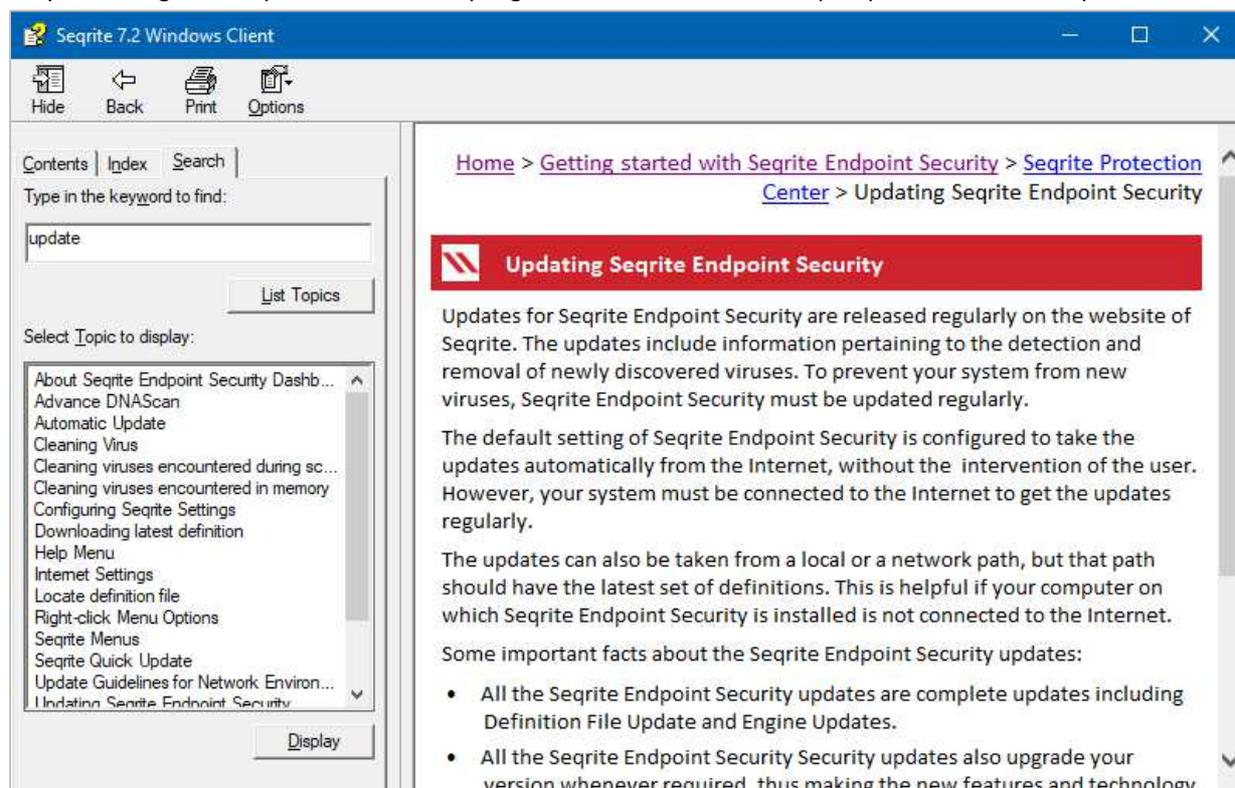
<sup>8</sup> Please note that Seqrite Endpoint Security includes the Bitdefender scanning engine along with its own engine.

Update: Malware definitions are updated automatically, but you can run a manual update using the *Quick Update* link in the Windows Start Menu:

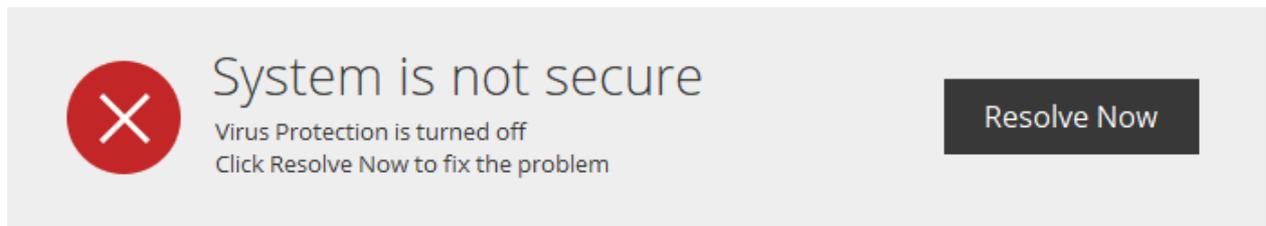


Subscription information: This is not shown in the client software (as it would be managed centrally by the network administrator in a business environment).

Help: Clicking the *Help* menu in the top right-hand corner, then *Help*, opens the local help feature:



How does the program warn you about problems and threats?  
If real-time protection is disabled, the status area displays an alert:

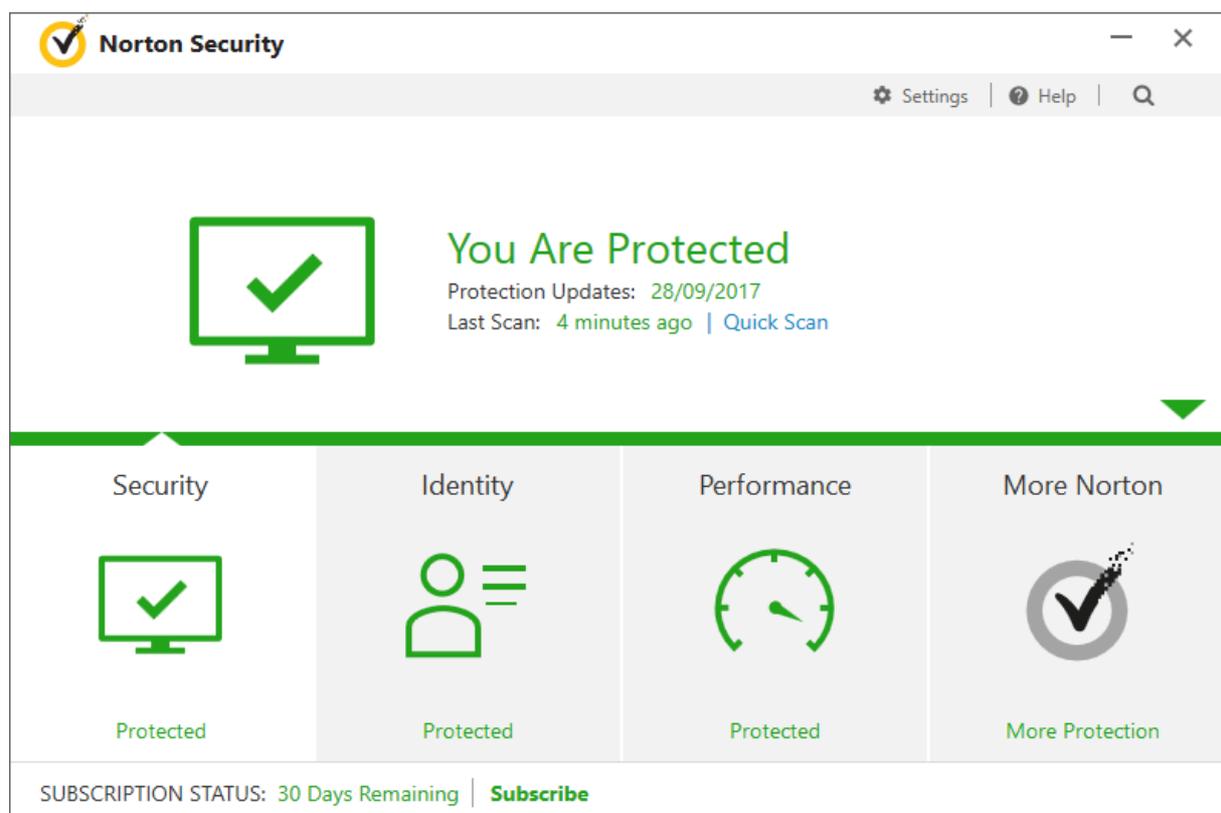


The protection can be reactivated by clicking *Resolve Now*. If you inadvertently download a malicious program, Seqrite will quarantine the threat and display a pop-up alert:



The alert closes after a few seconds. You do not need to take any action. A similar alert is shown if you should download a potentially unwanted program.

## Symantec Norton Security



### Which versions of Windows does it work with?

Windows XP (32-bit only); Windows Vista, 7, 8, 8.1, 10

### What features does the program have?

In addition to malware protection features, Norton Security also includes a replacement firewall.

### Where can I find more information about the product?

[https://uk.norton.com/norton-security-for-one-device?inid=nortoncom\\_nav\\_norton-security-for-one-device\\_products-services:home](https://uk.norton.com/norton-security-for-one-device?inid=nortoncom_nav_norton-security-for-one-device_products-services:home)

### What we liked about the program

Norton Security is very easy to install and use. The user interface has a very clean, modern design, which makes important information and features very easy to find. We particularly liked the pop-up alerts shown if protection is disabled.

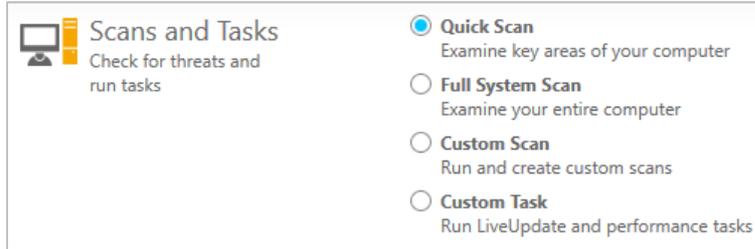
### Installing the product

To install Norton Security, you just need to download and run the installer and click *Agree & Install*. You have to sign in with a Norton Account to activate the program.

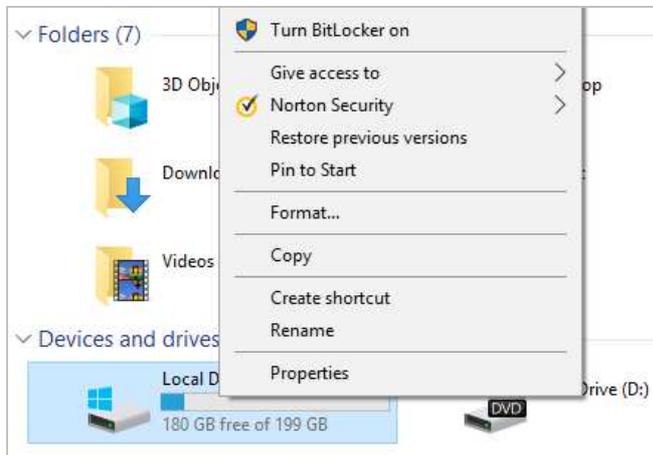
## Finding essential features

Security status: This is shown using text, colour and graphic in the top half of the program window.

Scans: You can open the scan options page, shown below, by clicking *Security, Scans* on the home page.



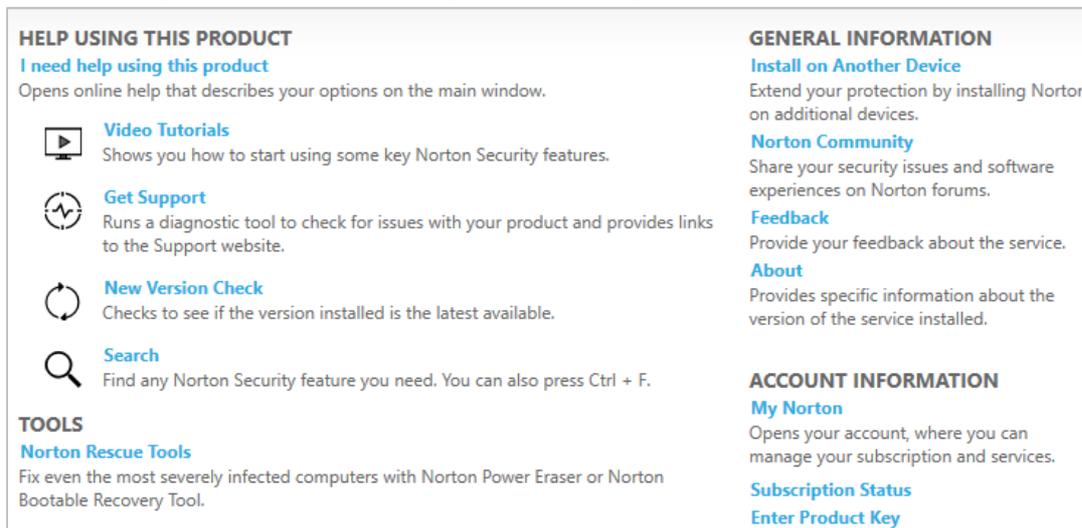
You can create a scheduled scan by creating a *Custom Scan* and configuring scheduling options. It is also possible to scan a drive, folder or file by right-clicking it in Windows Explorer and clicking *Norton Security*:



Update: Malware definitions are updated automatically, but you can run a manual update by clicking *Security, LiveUpdate* on the home page.

Subscription information: This is shown in the bottom left-hand corner of the program window.

Help: Clicking the *Help* button top-right opens a range of help and support options:



How does the program warn you about problems and threats?

If real-time protection is disabled, the status display in the main window changes to show an alert:



The protection can be reactivated by clicking *Fix Now*. A pop-up alert is also shown, which also includes a *Fix Now* button:

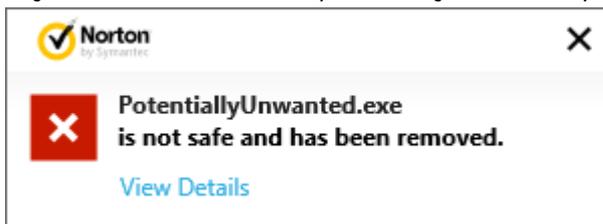


If you inadvertently download a malicious program, Norton will block the download and display the alert shown below:



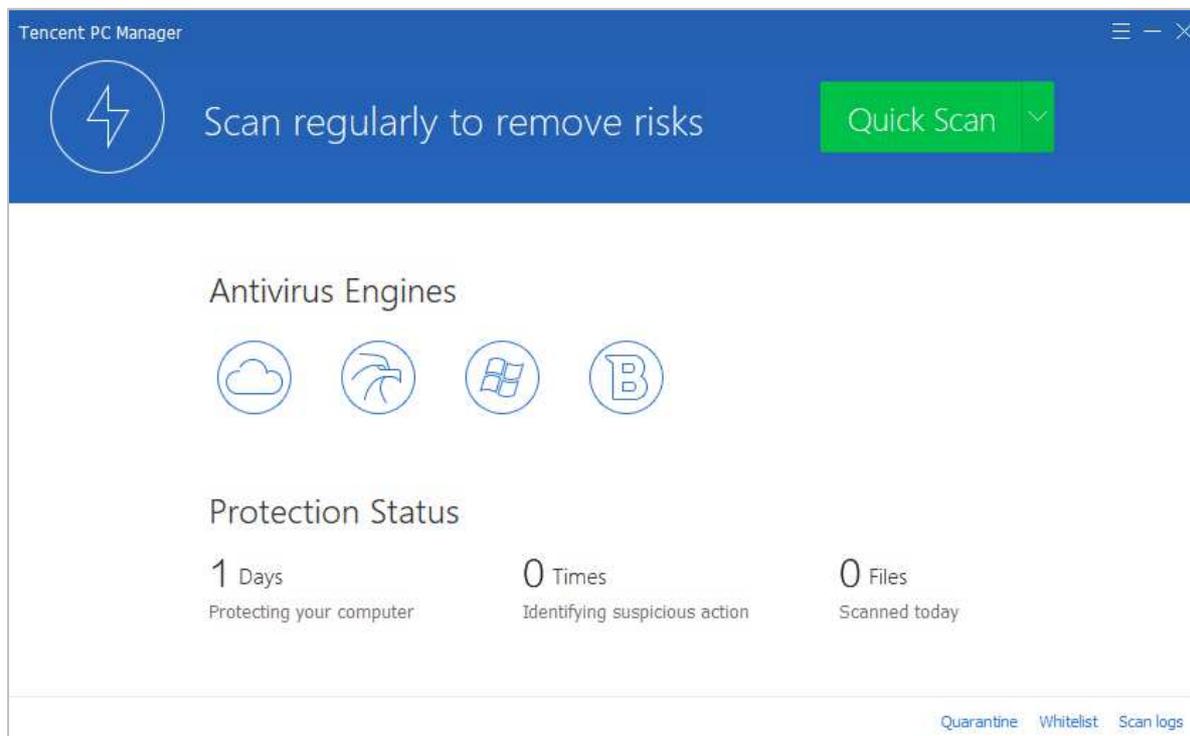
The alert closes after a few seconds. You do not need to take any action.

If you should download a potentially unwanted program, Norton will check and delete it:



No action is needed, and the alert closes itself after a few seconds.

## Tencent PC Manager [Global English Version]



### Which versions of Windows does it work with?

This is not stated on the vendor's website, but Tencent tell us that PC Manager works with all personal computer versions from Windows XP to Windows 10.

### What features does the program have?

Tencent PC Manager is a straightforward antivirus program.

### Where can I find more information about the product?

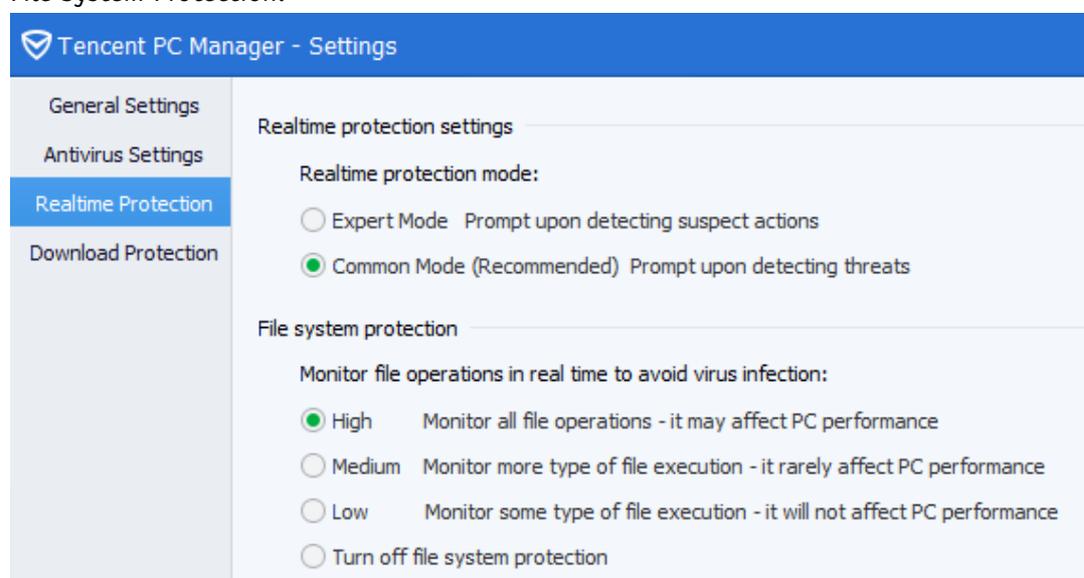
<http://www.pcmgr-global.com/>

### What we liked about the program

Tencent PC Manager has a very clean, modern interface, plus clear and persistent malware alerts.

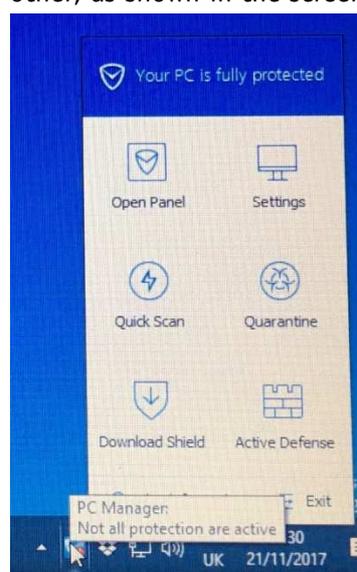
## Tips for users

Users should be aware that by default, Tencent PC Manager does not perform on-access scanning of files. That is to say, you can copy malicious files to your computer from a network share or USB device without Tencent detecting them in the process (although the malware would be detected if executed). Users can enable on-access scanning by opening Realtime protection settings and selecting High under File System Protection:



As noted in the settings dialog, enabling on-access protection may have an impact on performance (speed of the PC).

We would recommend users to check the *Active Defense* window regularly, to check that protection is enabled. Note that the tool tip that appears when you mouse over the System Tray icon is accurate, whereas the message that appears at the top of the menu may not be; the two may contradict each other, as shown in the screenshot below:



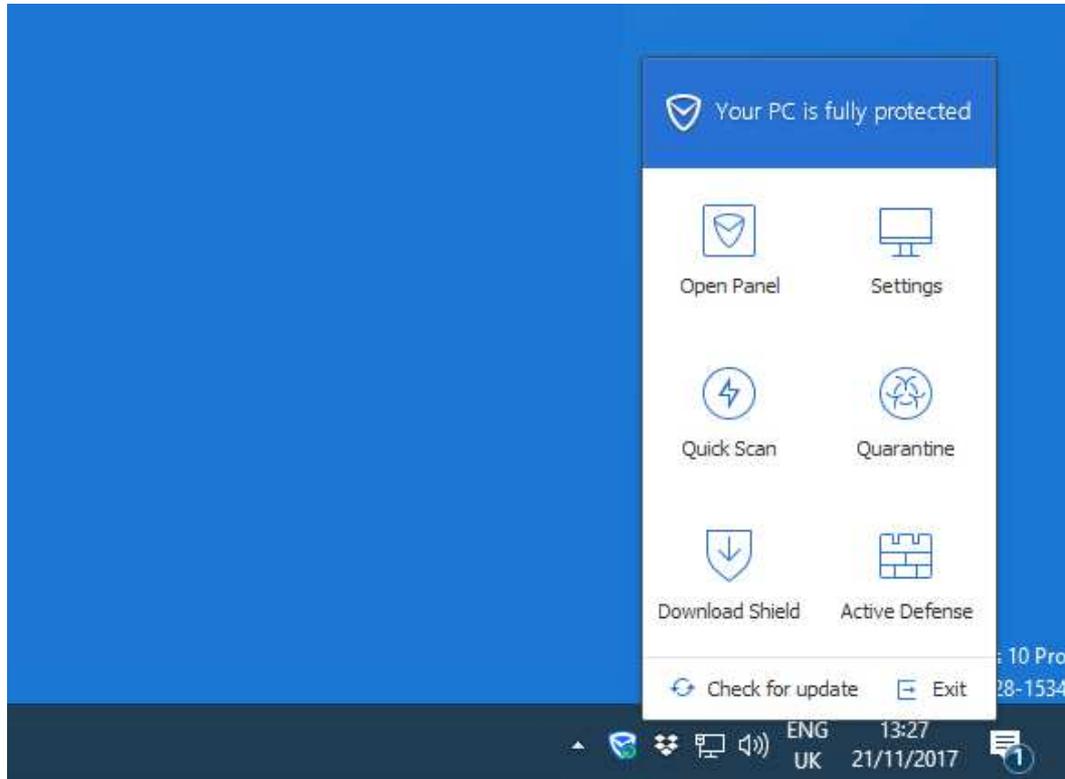
Finally, users should be aware that there is some non-standard English in the program interface, such as clicking "I know" to close a malware warning; we feel this is an area that Tencent could easily improve.

## Installing the product

To install Tencent PC Manager, you just need to download and run the installer, then click *Install Now*.

## Finding essential features

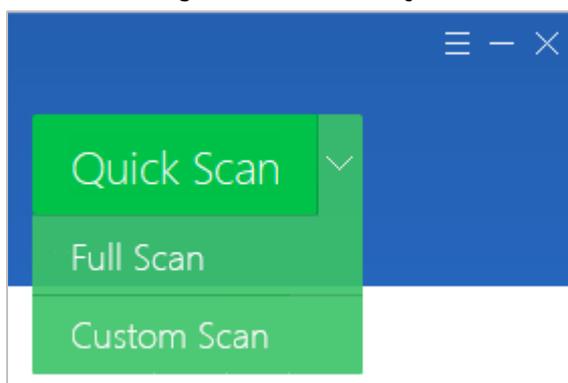
Security status: Although there is an area of the program window entitled *Protection Status*, this refers to what has happened in the past rather than what's happening in the present. To check that protection components are active, right-click the Tencent System Tray icon and click *Active Defense*:



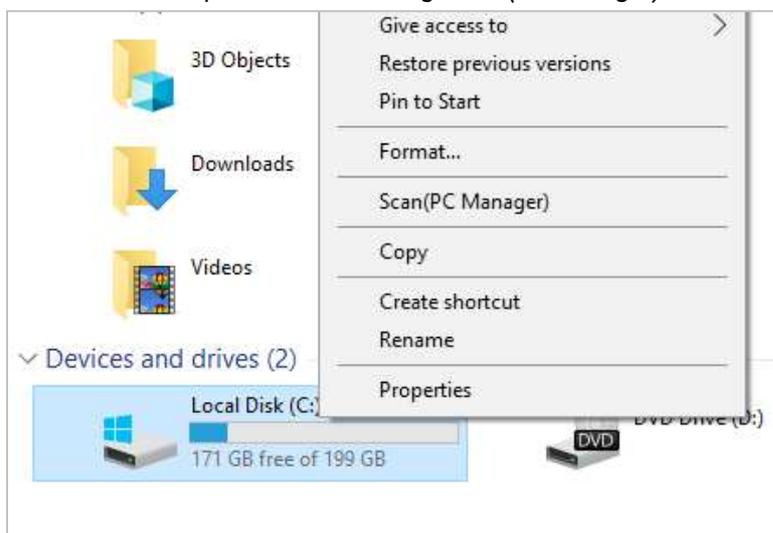
We note that the message at the top of the menu, *Your PC is fully protected*, is always shown, even if every single protection feature is disabled. Clicking *Active Defense* opens the Realtime Shield status window, which shows the status of all the protection components:



Scans<sup>9</sup>: The *Quick Scan* button on the main program window does precisely that; if you click on the arrow to the right of the button, you can also run a full or custom scan:



We could not find a means of scheduling a scan. You can scan any drive, folder or file by right-clicking it in Windows Explorer, and clicking *Scan (PC Manager)*:



Update: Malware definitions are updated automatically, but you can run a manual update by clicking the “hamburger” menu in the top right-hand corner of the program window, then clicking *Check for update*.

Subscription information: This is not applicable, as the program is free.

Help: We could not find a help feature in the program.

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<sup>9</sup> Tencent PC Manager includes some protection components supplied by Bitdefender.

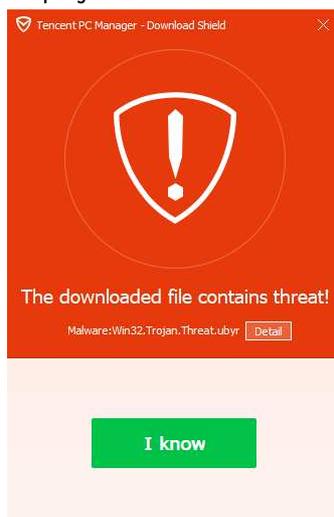
How does the program warn you about problems and threats?

As noted above, current protection status can only be seen by opening the *Realtime Shield* window from the System Tray menu. If real-time protection is disabled, this window will change to show an alert:



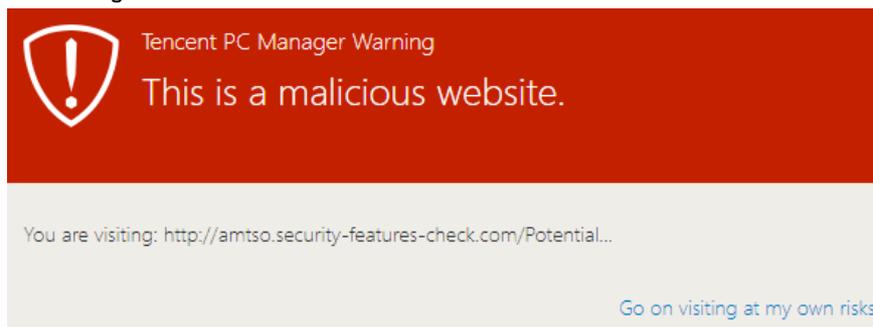
The protection can be reactivated by clicking *Activate all*.

If you inadvertently download a malicious program, Tencent PC Manager will block the download and display the alert below:

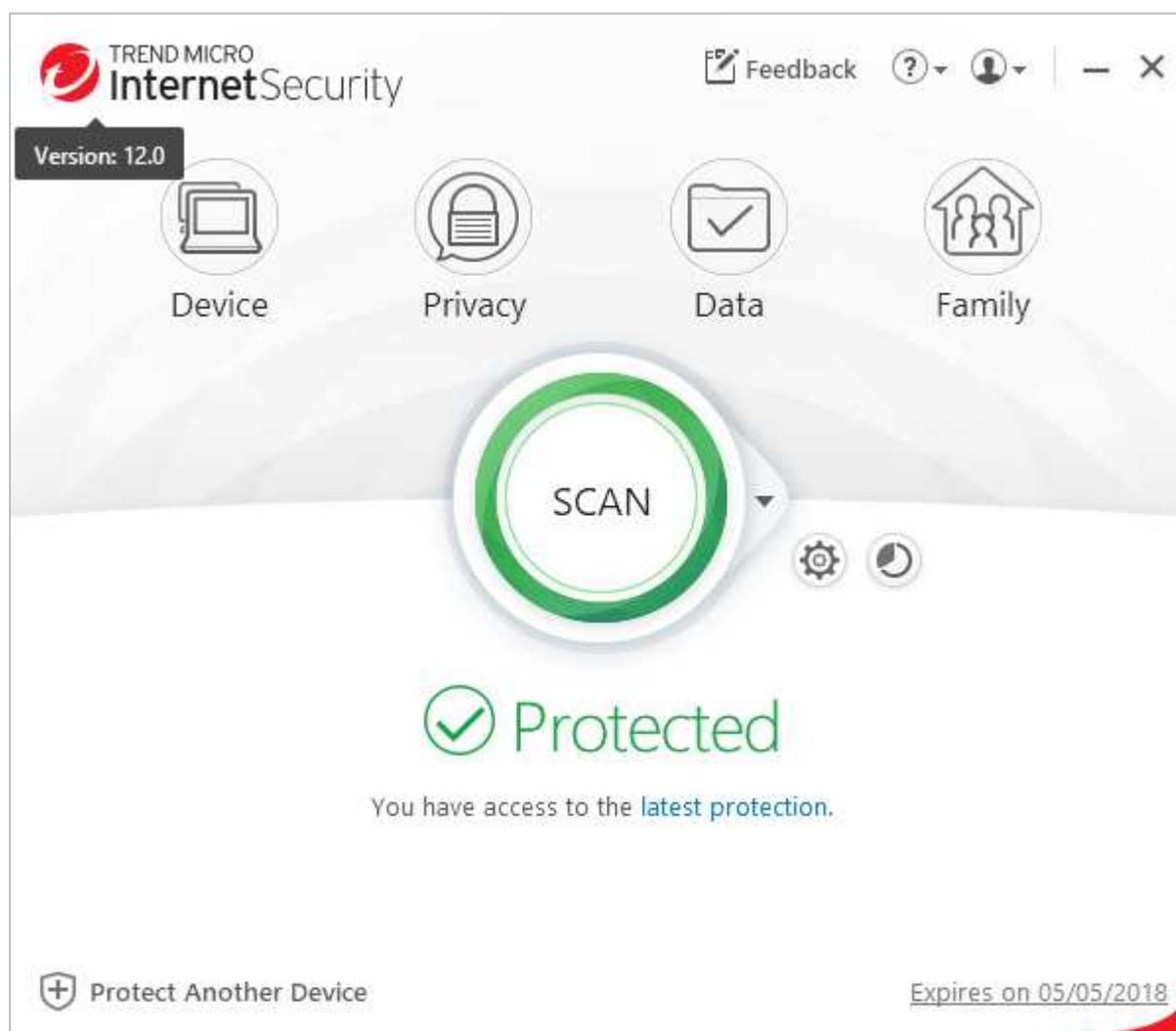


You do not need to take any action. The alert persists until you close it.

If you should download a potentially unwanted program, Tencent will block the download and display a warning in the browser window:



## Trend Micro Internet Security



### Which versions of Windows does it work with?

Windows 7, 8, 10

### What features does the program have?

In addition to malware protection, the program includes a parental control feature and ransomware protection (which aims to detect and prevent encryption of personal documents and other data by ransomware programs).

### Where can I find more information about the product?

[https://www.trendmicro.com/en\\_gb/forHome/products/internet-security.html](https://www.trendmicro.com/en_gb/forHome/products/internet-security.html)

### What we liked about the program

Trend Micro Internet Security has a very neat, modern interface that makes essential features and information easy to find. We liked the malware alerts, which make very clear that no action is required of the user, and persist until you close them.

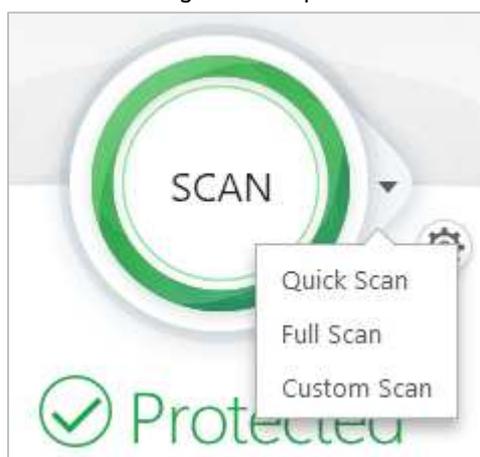
## Installing the product

To install Trend Micro Internet Security, you just need to download and run the installer file, and click *Accept and install*.

## Finding essential features

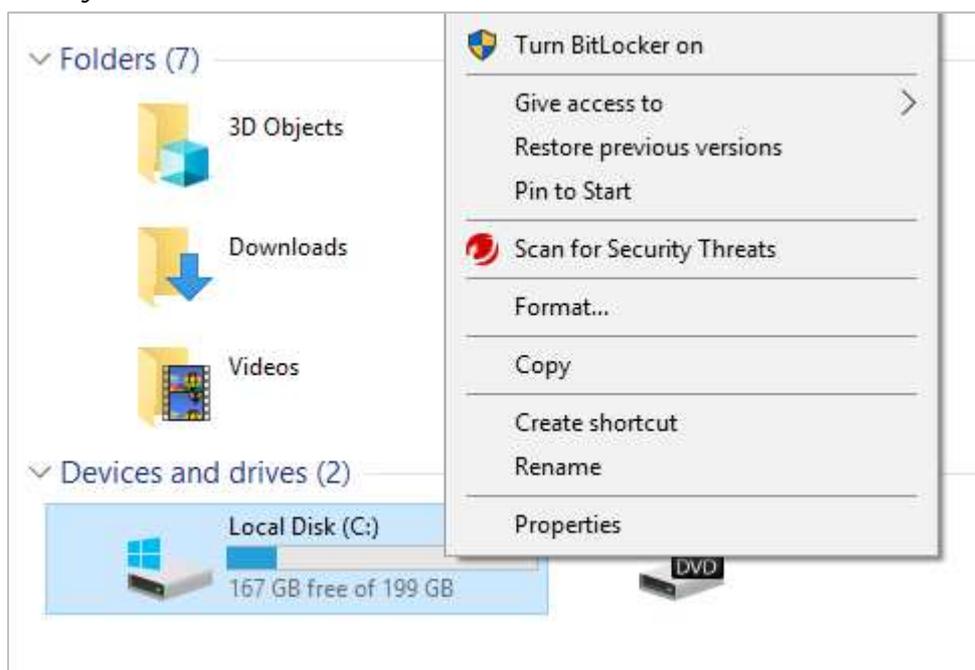
Security status: This is shown using text, graphic and colour in the centre of the program window.

Scans: The big *Scan* button in the middle of the program window runs a quick scan, while clicking the arrow to the right of it opens a menu of scan options:



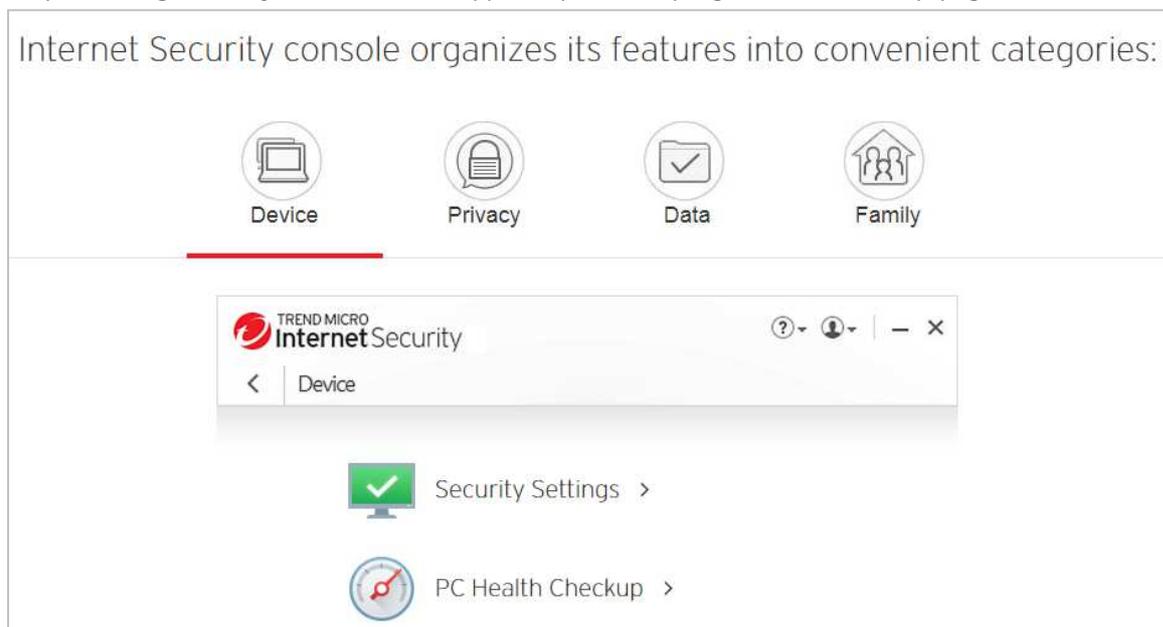
A scheduled scan can be configured by clicking the cogwheel icon next to the *Scan* button, then clicking *Scheduled Scans*.

You can scan a folder, file or drive by right-clicking it in Windows Explorer and clicking *Scan for Security Threats*:



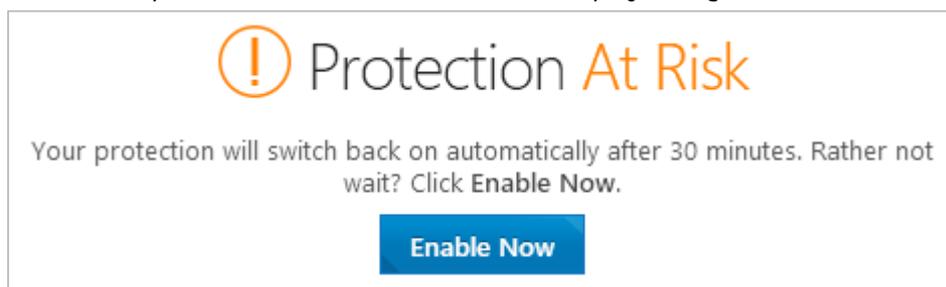
Subscription information: This is shown in the bottom right-hand corner of the window.

Help: Clicking the ? symbol, *Product Support* opens the program's online help pages:

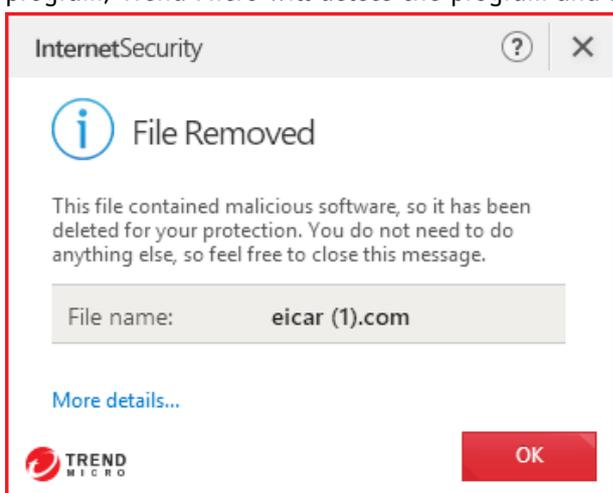


How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes to show an alert:

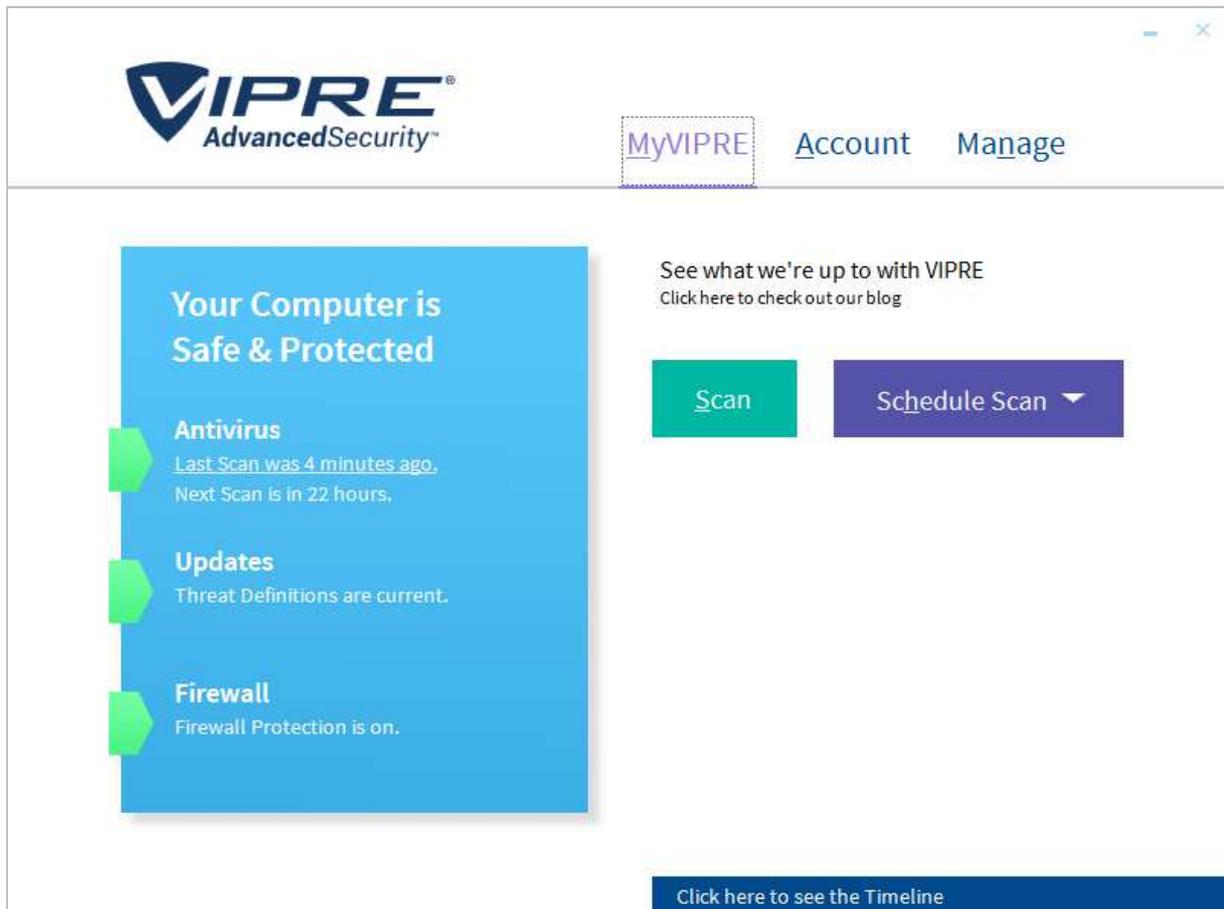


The protection can be reactivated by clicking *Enable Now*. If you inadvertently download a malicious program, Trend Micro will delete the program and show an alert:



The alert itself makes clear that you do not need to take any action. The message box is displayed until you close it. A similar alert is shown for potentially unwanted programs.

## VIPRE Advanced Security



### Which versions of Windows does it work with?

Windows Vista, 7, 8.1, 10

### What features does the program have?

As well as malware protection, VIPRE Advanced Security includes a replacement firewall.

### Where can I find more information about the product?

<https://www.vipre.com/products/home-protection/>

### What we liked about the program

VIPRE Advance Security has a very uncluttered modern interface. There is easy access to scanning options, and the Windows context-menu lets you either scan a file or folder, or exclude it from scans. There is a search box for the online support service built into the program interface.

### Tips for users

We found the "protection disabled" warning rather subtle, and suggest users make themselves familiar with it, so as to recognise it when it appears.

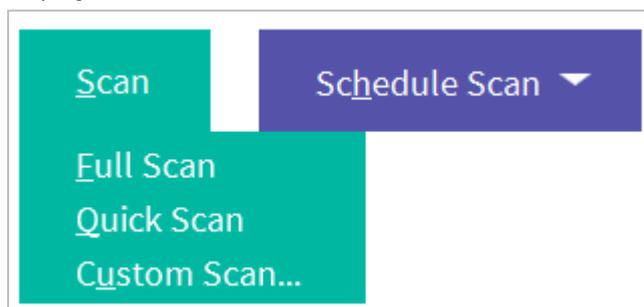
## Installing the product

To install VIPRE Advanced Security, you just need to download and run the installer file, then click *Agree and Continue*.

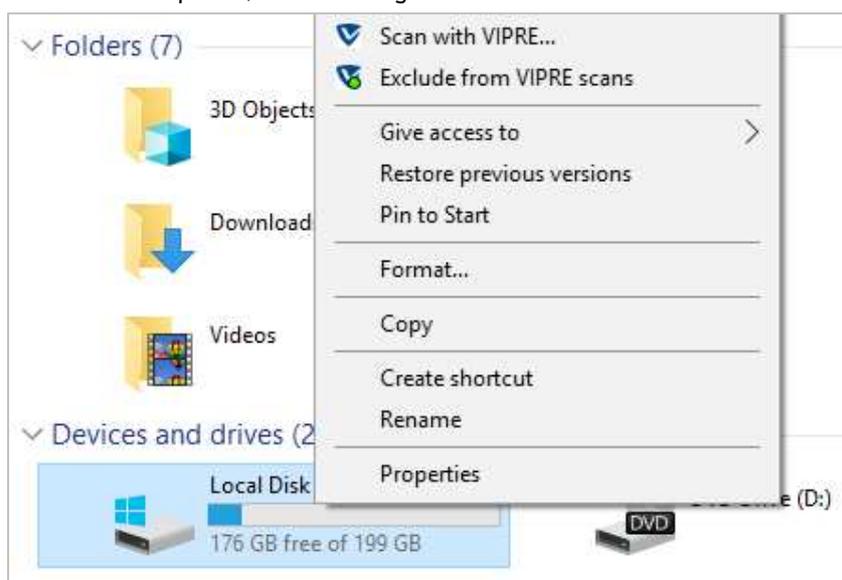
## Finding essential features

Security status: This is shown at the top of the main blue panel in the program window.

Scans<sup>10</sup>: If you mouse over the *Scan* button in the program window, a menu of scan options is displayed:



The adjacent button lets you schedule scans. A drive, folder or file can be scanned by right-clicking it in Windows Explorer, and clicking *Scan with VIPRE*:



We note that the context menu also allows you to exclude a folder from scans, a very convenient option if needed.

Update: Malware definitions are updated automatically, but you can run a manual update by clicking *Updates* in the main window, then *Check Now*.

Subscription information: This can be seen by clicking the *Account* tab at the top of the window.

<sup>10</sup> Please note that VIPRE Advanced Security includes some protection components supplied by Bitdefender.

Help: The *Account* page lets you open the local help feature by clicking *VIPRE Help*:



A link to the online support pages, and a search box, are also provided.

How does the program warn you about problems and threats?

If real-time protection is disabled, the status display changes (subtly) to show an alert, please see screenshot below. The main status text shown when all is well, *Your computer is safe & protected*, is hidden, but not replaced by any additional text.



The protection can be reactivated by clicking *Turn On*.

In our test, the EICAR test file and a Potentially Unwanted test file were both blocked silently, i.e. without showing an alert.

Feature/Item	COMMERCIAL	FREE	FREE	COMMERCIAL	COMMERCIAL	COMMERCIAL	COMMERCIAL	COMMERCIAL	COMMERCIAL	COMMERCIAL	COMMERCIAL	COMMERCIAL	COMMERCIAL	COMMERCIAL	FREE	FREE	COMMERCIAL	COMMERCIAL	FREE	COMMERCIAL	COMMERCIAL
Product name	Adaware AntiVirus Pro	Avast Free Antivirus	AVG AntiVirus Free	Avira Antivirus Pro	Bitdefender Internet Security	BullGuard Internet Security	CrowdStrike Falcon Prevent	Emsisoft Anti-Malware	eScan Corporate 360	ESET Internet Security	F-Secure SAFE	Fortinet FortiClient (with FortiGate)	Kaspersky Internet Security	McAfee Internet Security	Microsoft Windows Defender	Panda Free Antivirus	Seqrite Endpoint Security	Symantec Norton Security Deluxe	Tencent PC Manager	Trend Micro Internet Security	VIPRE Advanced Security
Target market	Home Users	Home Users	Home Users	Home Users	Home Users	Home Users	Business Users	Home Users	Business Users	Home Users	Home Users	Business Users	Home Users	Home Users	Home Users	Home Users	Business Users	Home Users	Home Users	Home Users	Home Users
Supported Program languages	English, Dutch, French, Georgian, German, Hungarian, Italian, Polish, Portuguese, Russian, Chinese, Spanish, Turkish, Ukrainian, Croatian, Serbian, Japanese, Indonesian, Armenian, Belarusian, Thai	All	English, Czech, Danish, German, Spanish, French, Hungarian, Indonesian, Italian, Japanese, Korean, Malaysian, Dutch, Norwegian, Polish, Portuguese, Russian, Slovak, Serbian, Turkish, Chinese	English, German, Italian, French, Spanish, Portuguese, Russian, Dutch, Turkish, Japanese, Indonesian	English, French, German, Dutch, Spanish, Italian, Romanian, Portuguese, Polish, Greek, Vietnamese, Turkish, Korean, Czech, Japanese, Hungarian, Thai	English, French, Danish, Swedish, Dutch, Portuguese, German, Spanish, Norwegian, Italian, Chinese, Arabic, Vietnamese	English	English, German, French, Russian, Italian, Spanish, Arabic, Catalan, Persian, Finnish, Greek, Hungarian, Japanese, Korean, Dutch, Polish, Portuguese, Slovenian, Swedish, Thai, Turkish, Vietnamese, Chinese	English, German, French, Dutch, Italian, Portuguese, Spanish, Turkish, Chinese, Greek, Korean, Polish, Czech, Slovak	English, German, French, Estonian, Finnish, French, Hebrew, Croatian, Hungarian, Chinese, Italian, Japanese, Kazakh, Korean, Lithuanian, Dutch, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, Swedish, Turkish, Vietnamese, Chinese	English, Arabic, Bulgarian, Czech, Danish, German, Greek, Spanish, Estonian, Finnish, French, Hebrew, Croatian, Hungarian, Chinese, Italian, Japanese, Kazakh, Korean, Lithuanian, Dutch, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, Swedish, Turkish, Vietnamese, Chinese	English, Bulgarian, Czech, Danish, Dutch, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, Swedish, Turkish, Vietnamese, Chinese	English, Chinese, German, Japanese, Korean, Portuguese, Spanish	English, Arabic, French, Bulgarian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Latvian, Lituianian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Chinese, Spanish, Swedish, Thai, Turkish, Ukrainian, Vietnamese	English, Chinese, Danish, Dutch, Finnish, French, German, Greek, Italian, Japanese, Korean, Polish, Russian, Finnish, Swedish, Turkish, Korean, Arabic, Hebrew	English, Bulgarian, Danish, Dutch, Finnish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Portuguese, Russian, Chinese, Slovak, Slovenian, Spanish, Swedish, Turkish	English, Italian, Polish, Japanese	English, French, German, Japanese, Spanish, Italian, Dutch, Swedish, Finnish, Norwegian, Czech, Polish, Portuguese, Czech, Polish, Hungarian, Romanian, Slovak, Russian, Greek, Turkish, Chinese, Korean, Arabic, Hebrew	English	English, German, French, Italian, Spanish, Portuguese, Japanese, Chinese, Russian, Polish, Dutch, Danish, Norwegian, Swedish, Indonesian, Korean, Thai, Turkish, Vietnamese	English
Third-party scan engine included	Bitdefender	proprietary	Avast	proprietary	proprietary	Bitdefender	proprietary	Bitdefender	Bitdefender	proprietary	Bitdefender	proprietary	proprietary	proprietary	proprietary	proprietary	Bitdefender	proprietary	Bitdefender	proprietary	Bitdefender
<b>Protection</b>																					
Scans file on execution	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Scans files on demand	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
On-access file scan after internet download (by DEFAULT)	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
On-access file scan while copying/moving files (by DEFAULT)	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Prevents access to phishing and other malicious websites	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Has capabilities to clean-up an infected system	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Detects also threats for e.g. Android, Mac, Linux	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Detection of potentially unwanted applications (PUA) turned ON by DEFAULT	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Is the online malware detection the same as offline	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
<b>Additional features</b>																					
Rescue disk	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Firewall	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Parental Control	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Anti-Spam	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Vulnerability scan/protection	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Software Updater	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Multi-device protection / Multi-platform licensing	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Secure Browser / banking protection	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Browser cleanup / Privacy cleaner / File Eraser	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
WiFi protection / Home Network Protection	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Removable media blocking	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Scans HTTPS traffic	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Other features		Password manager			File Encryption, Password manager	PC Tune Up, Backup	EDR	Enterprise Console, Commandline Scanner, privacy conscious operation, Malware Removal support guarantee (money-back)	Backup, Remote Monitoring and Management, Terminal Service Protection Module, Mobile Device Containerization, Geofencing	Webcam protection, Script-Based Attack Protection, Ransomware Shield, UEFI Scanner		central management with FortiGate/EMS, network access control with FortiGate, VPN	Default Deny, Webcam protection, Private Browsing, Anti-banner, Software Cleaner, Browser Configuration, Secure Keyboard, App Lock, Privacy Protection	Biometric Password (Truekey), Backup, Malware Removal support guarantee (money-back)	Several of the above features are part of the Microsoft operating system (e.g. Firewall, Software Updater, SmartScreen, etc.)			Identity Safe password/data protection; Management portal			Social Watch, Malware Removal support guarantee (money-back)
<b>Support</b>																					
Online Help	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Support forum	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Phone Support	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Email support	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
User manual	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Online Chat	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Supported languages (of support)	English, German, French	English, German, Chinese, Spanish, French, Italian, Korean, Portuguese, Polish, Czech, Turkish	English, German, Spanish, French, Italian, Portuguese, Dutch, Russian, Chinese, Turkish, Japanese, Korean, Polish, Thai, Slovenian, Czech	English, German, French, Italian, Portuguese, Spanish	English, French, Portuguese, Spanish, Italian, Dutch, German, Romanian, Japanese	English, Danish, German, Dutch, French, Swedish, Romanian	English	English, German, French, Russian, Italian, Spanish	English, German, French, Dutch, Italian, Portuguese, Spanish, Turkish, Chinese, Greek, Korean, Norwegian, Russian, Polish, Czech, Slovak	All	English, Danish, Dutch, Finnish, French, German, Italian, Japanese, Norwegian, Polish, Swedish	English, French, German, Japanese	English, Russian, Spanish, Portuguese, German, Dutch, French, Italian, Greek, Polish, Turkish, Chinese, Hindi, Japanese, Korean	English, Chinese, Danish, Dutch, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese, Russian, Spanish, Swedish, Turkish	English, Arabic, Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, Estonian, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Latvian, Lituianian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish, Ukrainian	English, Spanish	English, Hindi, Japanese, Indian regional languages	English, Chinese, German, French, Portuguese, Spanish, Dutch, Finnish, Greek, Italian, Norwegian, Romanian, Russian, Swedish, Slovenian, Hungarian	English, Chinese	English, Japanese, Chinese	English
<b>Approximate Prices (may vary)</b>																					
Price 1 PC / 1 year (USD/EUR)	35 USD / 35 EUR	FREE	FREE	45 USD / 35 EUR	60 USD / 50 EUR	60 USD / 60 EUR	over 100 USD/EUR	40 USD / 40 EUR	over 100 USD/EUR	35 USD / 35 EUR	60 USD / 60 EUR	over 100 USD/EUR	40 USD / 40 EUR	60 USD / 60 EUR	FREE	FREE	125 USD / 125 EUR	90 USD / 80 EUR	FREE	40 USD / 40 EUR	60 USD / 60 EUR
Price 3 PCs / 2 years (USD/EUR)	75 USD / 75 EUR	FREE	FREE	90 USD / 70 EUR	160 USD / 130 EUR	95 USD / 95 EUR	over 300 USD/EUR	105 USD / 105 EUR	over 300 USD/EUR	75 USD / 75 EUR	100 USD / 100 EUR	over 300 USD/EUR	80 USD / 105 EUR	180 USD / 160 EUR	FREE	FREE	250 USD / 250 EUR	180 USD / 160 EUR	FREE	80 USD / 80 EUR	110 USD / 110 EUR