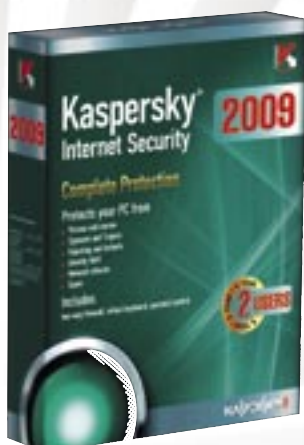
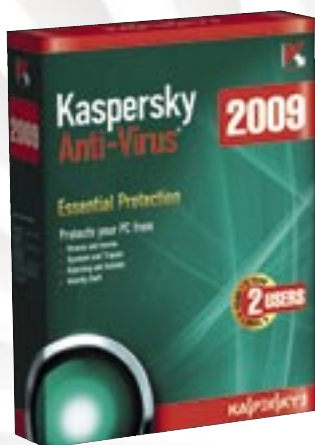


QUICK START GUIDE



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First steps



Before you install the program

- Check that your computer meets the software and hardware requirements specified in the **User's Guide**¹.

Warning! Microsoft Windows 95/98/2000 is not supported.

- Close all active applications and uninstall any firewall² and other antivirus products installed on your computer.

(Start → Control Panel → Add or Remove Programs).



Installing the program

Insert the disk with the program into a CD/DVD drive and follow the instructions of the **Setup Wizard**³, which will offer you the following options:

- **Express installation:** installation of the program with default parameters – recommended for all users.
- **Custom installation:** installation of the program with user-defined parameters (selection of the installation folder and the components to be installed) – recommended for experienced users.

¹ On the distribution disk or on www.kaspersky.com in the **Downloads** → **Documentation** section.

² Third party firewalls only need to be uninstalled if you are planning to use the firewall included in Kaspersky Internet Security.

³ If the Setup Wizard does not start automatically, open **My Computer**, the relevant CD/DVD drive and launch the installation file manually.

Activating the program

Next, the **Configuration Wizard** will ask you to activate the program using one of the following options:

- **Activate online.** Ensure the system date on your computer is correct before activating. This can be done by double-clicking on the clock in the lower right-hand corner of the screen. You need to enter the activation code, which is located on the inside of the box (DVD), on the envelope containing the disk (box), or which you received by email. The activation code is a sequence of alphanumeric characters and hyphens in the following format: XXXXX-XXXXX-XXXXX-XXXXX. Activation requires an Internet connection.
- **Activate trial version.** This activation option is provided for users of the trial version of the product with a limited trial period.
- **Activate using the key file.** If you do not have an Internet connection, register your activation code on the Kaspersky Lab website at <https://activation.kaspersky.com/en> using a computer connected to the Internet. Save the key file received in the process of registration on your computer. Extract the key file from the archive. Then choose this option during product activation and add the key file after clicking the **Browse** button.
- **Activate later.** This option can be selected if you temporarily do not have an Internet connection, which is required for product activation.

To complete installation, you need to restart your computer. The **Configuration Wizard** will remind you of this.

Activation is required for access to free technical support and all program features.

To view information about your license (license number and period), open the **License** tab in the program's user interface.

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After installation

We recommend performing the following operations after the program has been installed and launched:

- **Update antivirus databases and application modules.** For reliable protection of the computer, antivirus databases and application modules should be regularly updated. By default, the product is updated automatically when an Internet connection is available.

To launch an update manually, use the **Update** → **Start update** link.

- **Scan your computer for viruses.** We recommend performing a complete scan of your computer immediately after installing the product and updating antivirus databases. To perform a complete scan, select the **Scan** section → **Full Scan** in the program's main window and then click **Start scan**.



- **Check that your computer is protected.** The computer's protection status is indicated by the color of the horizontal band at the top of the program's main window: green – the computer is protected, yellow and red – the computer is under threat. To eliminate any threats, click on the **Fix it now** link and follow the instructions provided by the program.

If you have questions concerning installation, activation or configuration of the program, you can consult one of the following resources:

- 1) **User's Guide** on the program's distribution disk or on www.kaspersky.com in the **Downloads** → **Documentation** section;
- 2) The **Personal Desktop Protection** section of the Kaspersky Lab technical support website at support.kaspersky.com.

Technical support

Technical support requests

To create a technical support request, use the **Personal Cabinet**: open the **Support** section in the program's user interface or open the following address in your web browser: <https://support.kaspersky.com/en/PersonalCabinet>. For authorization in the **Personal Cabinet**, you will need the **CustomerID** and **password** sent to the email address specified during the product's first activation. You can use the **Personal Cabinet** to:

- Create technical support requests and track their status.
- Provide comments and suggestions on ways to further improve the quality of Kaspersky Lab technical support.
- Enter and modify your personal data.

Knowledge base

The knowledge base available at support.kaspersky.com includes answers to virtually any questions about installing, configuring and using Kaspersky Lab products.

Interactive online training

Kaspersky Lab offers a free interactive online training course to help users to quickly install and configure the program. The course is available at support.kaspersky.com/learning/courses/kl_101.

Forum

On the Kaspersky Lab forum at forum.kaspersky.com, you can ask the company's technical experts a question, communicate to other users and offer your suggestions on improving the company's products.

Technical support in your region

A list of regional Kaspersky Lab partners that offer technical support to users is available at support.kaspersky.com/support/support_local.

Also recommended

Virus Encyclopedia – All About Internet Security

At www.viruslist.com, you will find an extensive virus encyclopedia, news, reports and articles about threats and information security, as well as weblog entries from Kaspersky Lab's leading virus analysts.

Fan club

Kaspersky Lab fan club at www.kasperskyclub.com is a source of information about the company and its founders. You can also chat to people who share your views and interests, create forum messages and weblog entries and access unique materials, including photos, articles, interviews, Kaspersky Anti-Virus and Kaspersky Internet Security skins etc.

News subscription

Subscribing to news on the Kaspersky Lab website will help you keep track of the latest events in the world of cyberthreats (www.kaspersky.com/subscribe). News can be received not only by email, but also via an RSS channel.

Troubleshooting

Below, you will find answers to questions frequently asked by users in the process of activating and using the program. References to article numbers in the right-hand column mean that more detailed information on the relevant issues can be found in the Kaspersky Lab **knowledge base** at support.kaspersky.com.



What is an activation code and where can it be found?

The activation code provided on the inside of the box (DVD) or on the envelope with the distribution disk (boxed version) is a unique set of alphanumeric characters in the following format:
XXXXX-XXXXX-XXXXX-XXXXX.

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What should I do if an error occurred during the activation process?

- 1) Check that your computer has an Internet connection (try to open any web page).
- 2) Check that the system date is specified in the correct format and that it matches the current calendar date.
- 3) Follow the instructions provided in the answer to the next question.

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My computer does not have Internet access. How can I activate the program?

Register your activation code on the Kaspersky Lab website (<https://activation.kaspersky.com/>) using any computer with Internet access. Save the key file received on your computer and activate the product with the **Activate using the key file** option.

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What is the starting date of the license period?

The starting date of the license period is the date on which the program was activated by entering an activation code in the program's user interface or on the web page <https://activation.kaspersky.com/>.



Where can I find the key file after activating the product?

When activating a program using an activation code, a key file is not saved on the computer. The license information is stored on the computer in encrypted form.

How can I reinstall / upgrade the operating system without losing the antivirus product's license?

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Why can't I open some web pages after installing Kaspersky Internet Security ("The requested URL could not be retrieved..." error is returned)?

This is due to the settings configured in **Parental Control**. To restore access to a website, you need to add its URL to the white list or disable **Parental Control**.

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What should I do if my computer has lost Internet access after installation of the antivirus product?

Check your Internet/local area network connection settings. Contact your Internet service provider for information on Internet connection settings. If Internet/LAN access is restored after uninstalling the antivirus product, please consult Kaspersky Lab technical support.

Can I install the program under different operating systems on the same computer?

Yes, you can install the program on two or more operating systems on the same computer by launching installation under each operating system.

What should I do if a virus detected during real-time scanning of the computer cannot be removed?

- 1) Restart the operating system in the **Safe Mode** and launch a scan of the computer.
- 2) Scan the computer using a **Rescue Disk**.

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The program displays the error message “Some components cannot be enabled”.



If the actions recommended in the error message fail to rectify the problem, manually update the antivirus databases. If the error message persists, select the **Restore** icon in the dialog window displayed after clicking **Start** → **All Programs** → **Kaspersky Internet Security 2009** (or **Kaspersky Anti-Virus 2009**) → **Repair, Modify or Remove**. Go through all the steps suggested by the **Installation Wizard** and restart the computer.

The error message “A network failure occurred during downloading updates” is displayed during an attempt to perform an update.

Check update settings and availability of the update source and Internet connection settings (information about Internet connection settings can be obtained from your Internet service provider). If you need to change proxy server settings, use the menu **Settings** → **Update** → **Settings** → **Proxy server**.

After installing the program, other applications do not work.

Add the application to the **Trusted Zone** using the menu **Settings** → **Threats and exclusions** → **Trusted Zone**.

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What is the difference between Kaspersky Anti-Virus and Kaspersky Internet Security?

Differences between the two products are described at www.kaspersky.ru/compare_2009.html.



After installation of the product, the computer is behaving in a non-standard manner (displays the “blue screen of death”, keeps restarting, etc.).



It is extremely rare for the program to conflict with software installed on your computer. To restore your computer’s normal operation:

- 1) press the **F8**¹ key during the computer’s startup to display operating system startup options menu.
- 2) Select **Safe Mode** and start the operating system.
- 3) Launch Kaspersky Internet Security or Kaspersky Anti-Virus.
- 4) Open the application’s window and go to **Settings** → **Protection**.
- 5) Deselect **Launch Kaspersky Internet Security / Kaspersky Anti-Virus at Computer Startup** and press **OK**.
- 6) Restart the computer in normal mode.
- 7) Send a request to the Technical Support Service with a detailed description of the problem.

After installation, problems with other applications appear (e.g., the Internet connection is lost).

Reset the program’s settings using the menu **Settings** → **Protection** → **Application settings management** section → **Restore**.

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If you did not find the answer to your question here, please consult the frequently updated **knowledge base** (support.kaspersky.com) or use the other user support resources described on page 4.

¹ This key can be different for a laptop. Please check your laptop’s user manual for the key to be used.

Kaspersky Lab is a leading developer of secure content management solutions that protect from viruses, spam and hacker attacks, providing reliable protection for PCs, networks of any level of complexity and mobile devices.

PROTECTION FOR HOME PCs

Kaspersky Internet Security 2009 –

the all-in-one security solution that offers a worry-free computing environment for you and your family.

Kaspersky Anti-Virus 2009 –

the backbone of your PC's security system, offering protection from a range of IT threats.

PROTECTION FOR SMARTPHONES

Kaspersky Mobile Security

is a user-friendly and reliable solution that protects mobile devices from network attacks, malicious software targeting mobile platforms and SMS spam.

For more information about Kaspersky Lab products, please visit
www.kaspersky.com

Kaspersky Lab, Moscow, Russia

www.kaspersky.com

+7 (495) 797-8700 / +7 (495) 645-7939 / +7 (495) 956-7000

Technical support: support.kaspersky.com

User forum: forum.kaspersky.com

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