G DATA

Security Software

G DATA ANTIVIRUS for Mac

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Legal Notice

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Using This Guide

1. Purpose and Intended Audience

This guide is intended to all Macintosh users who have chosen **G DATA ANTIVIRUS for Mac** as a security solution for their computers. The information presented in this book is suitable not only for computer literates, it is accessible to everyone who is able to work under Macintosh.

You will find out how to configure and use G DATA ANTIVIRUS for Mac to protect yourself against viruses and other malicious software. You will learn how to get best from G DATA ANTIVIRUS for Mac.

We wish you a pleasant and useful lecture.

2. How to Use This Guide

This guide is organized around several major topics:

3. Conventions Used in This Guide

3.1. Typographical Conventions

Several text styles are used in this guide for an improved readability. Their aspect and meaning are presented in the table below.

Appearance	Description
`sample syntax`	Syntax samples are printed with `monospaced` characters.
https://www.gdatasoftware.com/	The URL link is pointing to some external location, on http or ftp servers.
support@gdata.de	E-mail addresses are inserted in the text for contact information.
Using This Guide (p. v)	This is an internal link, towards some location inside the document.
`filename`	File and directories are printed using `monospaced` font.
option	All the product options are printed using **bold** characters.
keyword	Important keywords or phrases are highlighted using **bold** characters.

3.2. Admonitions

The admonitions are in-text notes, graphically marked, bringing to your attention additional information related to the current paragraph.

Note
The note is just a short observation. Although you can omit it, the notes can provide valuable information, such as specific feature or a link to some related topic.

Important
This requires your attention and is not recommended to skip over it. Usually, it provides non-critical but significant information.

Warning
This is critical information you should treat with increased caution. Nothing bad will happen if you follow the indications. You should read and understand it, because it describes something extremely risky.

4. Request for Comments

We invite you to help us improve the book. We have tested and verified all of the information to the best of our ability. Please write to tell us about any flaws you find in this book or how you think it could be improved, to help us provide you with the best documentation possible.

Let us know by sending an e-mail to support@gdata.de. Please write all of your documentation-related e-mails in English so that we can process them efficiently.

1. Installation and Removal

This chapter includes the following topics:

1.1. System Requirements

You may install G DATA ANTIVIRUS for Mac on computers with OS X Lion (10.7.5), OS X Mountain Lion (10.8.5), or OS X Mavericks (10.9 or later).

Your Mac must also meet all of these additional requirements:

- Minimum 1 GB of RAM Memory
- Minimum 400 MB available hard disk space

An Internet connection is required to register and update G DATA ANTIVIRUS for Mac.

How to find out your Mac OS X version and hardware information about your Mac

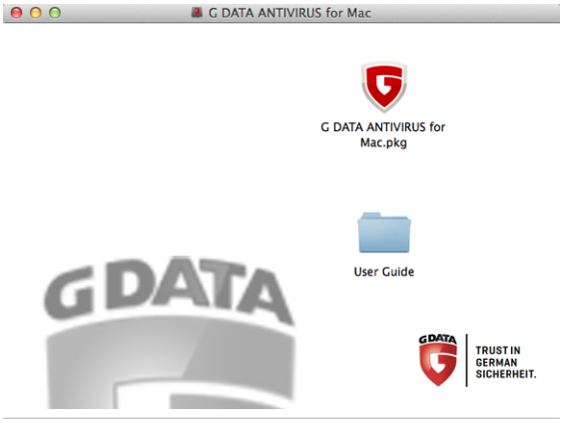
Click the Apple icon in the upper-left corner of the screen and choose **About This Mac**. In the window that appears you can see the version of your operating system and other useful information. Click **More Info** for detailed hardware information.

1.2. Installing G DATA ANTIVIRUS for Mac

To install G DATA ANTIVIRUS for Mac:

1. Log in as an administrator.
2. Do either of the following:

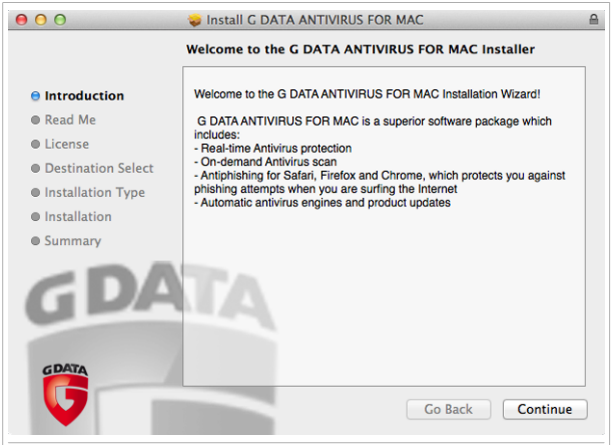
- Insert the installation CD/DVD into the drive. Normally, a window with the installer and uninstaller packages will appear in a few moments. If it does not appear, search for the disk image on your Desktop and open it.
- Download or copy the installation image (a `.dmg` or `.iso` file) to your Desktop, then open it. A window with the installer and uninstaller packages will appear immediately.



Installation Package

3. Click `G DATA ANTIVIRUS for Mac.pkg`. This will launch the installer, which will guide you through the installation process.
4. Follow the installation wizard.

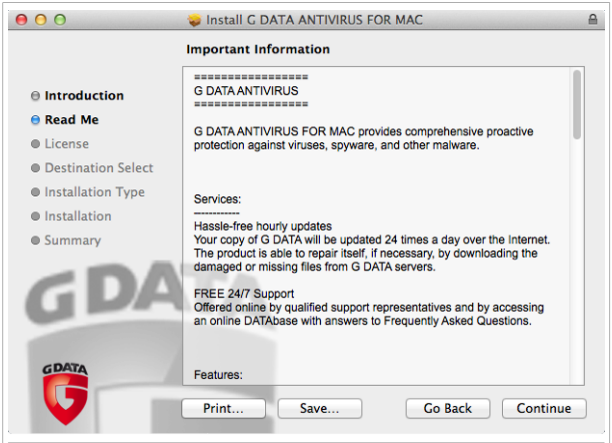
1.2.1. Step 1 - Welcome Window



Welcome Window

Click **Continue**.

1.2.2. Step 2 - View the Readme File

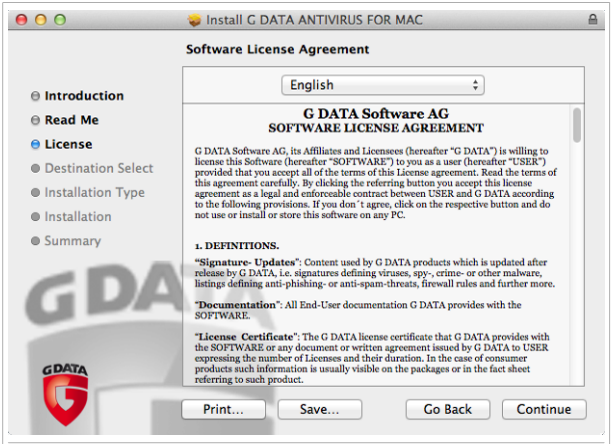


View the Readme File

The readme file provides useful information about G DATA ANTIVIRUS for Mac. You can print or save the readme file so that you can review it at a later time.

Click **Continue**.

1.2.3. Step 3 - Read the License Agreement



Read the License Agreement

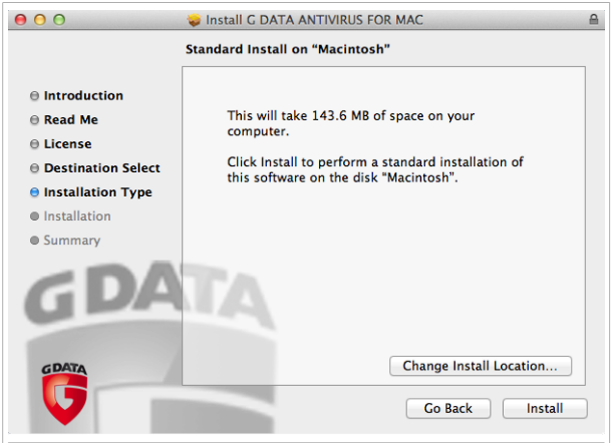
The License Agreement is a legal agreement between you and G DATA Software AG for the use of G DATA ANTIVIRUS for Mac. You can print or save the License Agreement so that you can review it at a later time.

Please read the License Agreement carefully. To continue installing the software you must agree to the terms of the software license agreement. Click **Continue** and then **Agree**.

Important

If you do not agree to these terms, click **Continue** and then **Disagree** to cancel the installation and quit the installer.

1.2.4. Step 4 - Start Installation

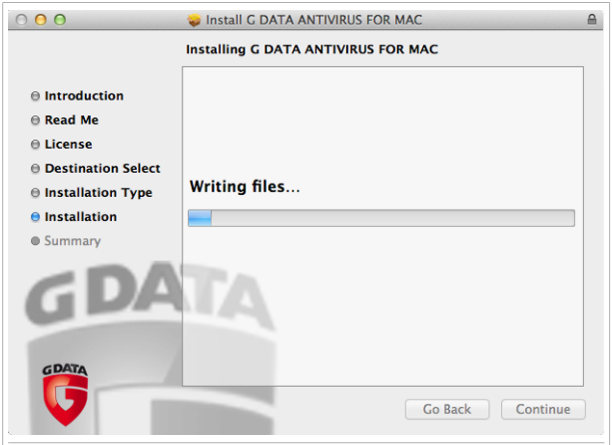


Start Installation

G DATA ANTIVIRUS for Mac will be installed in `Macintosh HD/Library/GDATA`. You cannot change the installation path.

Click **Install** to start the installation.

1.2.5. Step 5 - Installing G DATA ANTIVIRUS for Mac



Installing G DATA ANTIVIRUS for Mac

Wait until the installation is completed and then click **Continue**.

1.2.6. Step 6 - Finish

Finish

Click **Close** to close the installer window. In the welcome window that opens once the installation is completed, you can select one of the following options:

- **Start trial** – allows you to evaluate the product for a 30-day period.
- **Enter key** - allows you to register a valid license key that you already have.
- **Go to store** - takes you to the G DATA Software AG web page where you can check available offers or buy a license key.

For more details on each option, refer to *Registering G DATA ANTIVIRUS for Mac* (p. 31).

1.3. Removing G DATA ANTIVIRUS for Mac

Being a complex application, G DATA ANTIVIRUS for Mac cannot be removed in the normal way, by dragging the application icon from the `Applications` folder to the Trash.

To remove G DATA ANTIVIRUS for Mac, follow these steps:

1. Open a **Finder** window and go to the `Applications` folder.
2. Select the `Utilities` folder.
3. Double-click the application `G DATA ANTIVIRUS for Mac Uninstaller` to open it.
4. Follow the uninstalling steps to complete the process, then click **Close** to finish.

Important
If there is an error, you can contact G DATA ANTIVIRUS for Mac Customer Care as described in *Support and Contact Information* (p. 37).

2. Getting Started

This chapter includes the following topics:

2.1. About G DATA ANTIVIRUS for Mac

G DATA ANTIVIRUS for Mac is a powerful antivirus scanner, which can detect and remove all kinds of malicious software ("malware"), including:

- viruses
- spyware
- Trojan horses
- keyloggers
- worms
- adware

This app detects and removes not only Mac malware, but also Windows malware, thus preventing you from accidentally sending infected files to your family, friends and colleagues using PCs.

2.2. Opening G DATA ANTIVIRUS for Mac

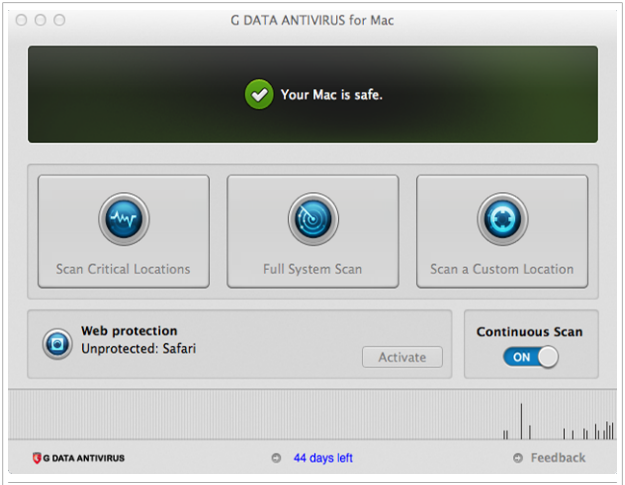
You have several ways to open G DATA ANTIVIRUS for Mac.

- Click the G DATA ANTIVIRUS for Mac icon in the Launchpad.
- Click the icon in the menu bar and choose **Open Main Window**.
- Open a Finder window, go to `Applications` and double-click the `G DATA ANTIVIRUS for Mac` icon.

Alternatively, you can use Spotlight to find and open the application.

2.3. Application Main Window

In the application's main window you can take important actions to improve your system protection. You can check your computer's security status, secure your web browsing experience or register the product.



Application Main Window

The status bar at the top of the window informs you about the system's security status using explicit messages and suggestive colors. If G DATA ANTIVIRUS for Mac has no warnings, the status bar has shades of green. When a security issue has been detected, the status bar green shades are replaced with yellow shades. It may also include an action button to help you quickly fix the issue. For detailed information on issues and how to fix them, refer to *Fixing Issues* (p. 17).

Under the status bar, four scan buttons are available to help you scan your Mac:

- **Scan Critical Locations** - checks for malware the most vulnerable locations on your system (for example, the folders that contain the documents, downloads, mail downloads and temporary files of each user).
- **Full System Scan** - performs a comprehensive check for malware of the entire system. All connected mounts will be scanned too.
- **Scan a Custom Location** - helps you check specific files, folders or volumes for malware.
- **Continuous Scan** - continuously monitors the applications running on the computer, looking for malware-like actions and prevents new malware threats from entering your system.

For more information, refer to *Scanning Your Mac* (p. 15).

Besides the scan buttons, additional options are available:

- **Web protection** - filters all web traffic and blocks any malicious content to secure your web browsing experience. For more information, refer to *Web protection* (p. 21).
- **License key type and number of days left** - displays the type of the license key you are using, paid or trial, and the time remaining before your current license expires. Click the link to open a screen where you can see more information about your license key or register your product with a new key.
- **Feedback** - opens a new window in your default e-mail client from where you can contact us.

2.4. Application Dock Icon

The G DATA ANTIVIRUS for Mac icon can be noticed in the Dock as soon as you open the application. The icon in the Dock provides you with an easy way to scan files and folders for malware. Just drag and drop the file or folder over the Dock icon and the scan will start immediately.

Dock Icon

3. Protecting against Malicious Software

This chapter includes the following topics:

3.1. Best Practices

To keep your system malware-free and to prevent accidental infection of other systems, follow these best practices:

- Keep **Continuous Scan** enabled, as to allow system files to be scanned by G DATA ANTIVIRUS for Mac.
- Maintain your G DATA ANTIVIRUS for Mac product up to date with the latest malware signatures and product updates, while having **Continuous Scan** activated.
- Check and fix the issues reported by G DATA ANTIVIRUS for Mac regularly. For detailed information, refer to *Fixing Issues* (p. 17).
- Check the detailed log of events concerning the G DATA ANTIVIRUS for Mac activity on your computer. Whenever something relevant to the security of your system or data happens, a new message is added to the G DATA ANTIVIRUS for Mac history.

To access the History logs, follow these steps:

1. Open G DATA ANTIVIRUS for Mac.
2. Do any of the following:
   - ▶ Click G DATA ANTIVIRUS for Mac in the menu bar and choose **Show History**.
   - ▶ Press Command-I.

   Details about the product activity are displayed.

● You should also adhere to these best practices:

- ▶ Make a habit of scanning files that you download from an external storage memory (such as an USB stick or a CD), especially when you do not know the source.
- ▶ If you have a DMG file, mount it and then scan its contents (the files within the mounted volume/image).

The easiest way to scan a file, a folder or a volume is to drag&drop it over the G DATA ANTIVIRUS for Mac window or Dock icon.

No other configuration or action is required. However, if you want to, you can adjust the application settings and preferences to better suit your needs. For more information, refer to *Configuring Preferences* (p. 25).

3.2. Scanning Your Mac

You can scan your Mac or specific files anytime you want.

The easiest way to scan a file, a folder or a volume is to drag&drop it over the G DATA ANTIVIRUS for Mac window or Dock icon. The scan wizard will appear and guide you through the scanning process.

You can also start a scan as follows:

1. Open G DATA ANTIVIRUS for Mac.
2. Click one of the four scan buttons to start the desired scan.

- **Scan Critical Locations** - checks for malware the most vulnerable locations on your system (for example, the folders that contain the documents, downloads, mail downloads and temporary files of each user).
- **Full System Scan** - performs a comprehensive check for malware of the entire system. All connected mounts will be scanned too.

Note

Depending on the size of your hard disk, scanning the entire system may take a while (up to an hour or even more). For improved performance, it is recommended not to run this task while performing other resource-intensive tasks (such as video editing).
If you prefer, you can choose not to scan specific mounted volumes by adding them to the Exclusions list from the Preferences window.

- **Scan a Custom Location** - helps you check specific files, folders or volumes for malware.
- **Continuous Scan** - continuously monitors the applications running on the computer, looking for malware-like actions and prevents new malware threats from entering your system.

3.3. Turning on or off Continuous Scan

To turn on or off Continuous Scan, do any of the following:

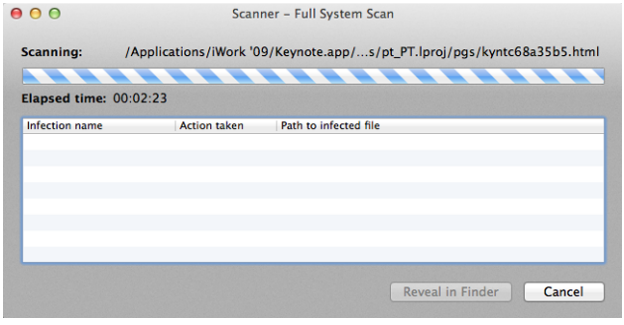
- Open G DATA ANTIVIRUS for Mac and click the switch to turn turn on or off Continuous Scan.
- Click the icon in the menu bar and choose **Turn OFF Continuous Scan**.

Warning

We recommend you to disable Continuous Scan for as little time as possible. If Continuous Scan is disabled, you will not be protected against malware threats.

3.4. Scan Wizard

Whenever you initiate a scan, the G DATA ANTIVIRUS for Mac scan wizard will appear.



Scanning in Progress

You can see real-time information about the scan. Detected threats and the action taken on them are displayed in the Scan results section.

Wait for G DATA ANTIVIRUS for Mac to finish scanning.

Note
The scanning process may take a while, depending on the complexity of the scan.

3.5. Fixing Issues

G DATA ANTIVIRUS for Mac automatically detects and informs you about a series of issues that can affect the security of your system and data. In this way, you can fix security risks easily and in a timely manner.

Fixing the issues indicated by G DATA ANTIVIRUS for Mac is a quick and easy way to ensure optimal protection of your system and data.

Detected issues include:

- The new malware signatures and product updates have not been downloaded from our servers, because **Continuous Scan** is disabled.
- Unresolved threats have been detected on your system.
- **Continuous Scan** is turned off.

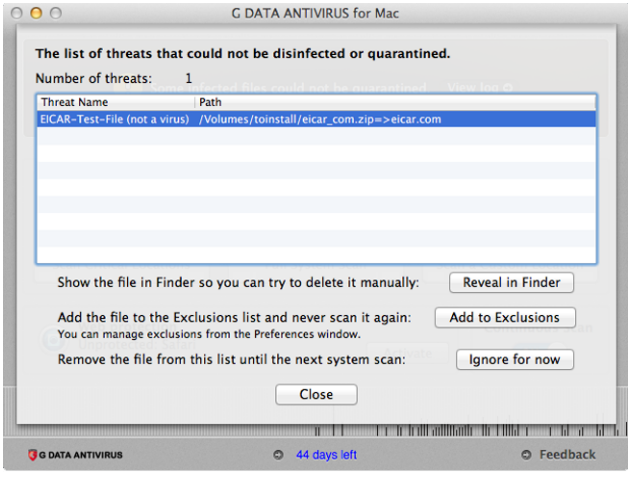
To check and fix detected issues:

1. Open G DATA ANTIVIRUS for Mac.
2. If G DATA ANTIVIRUS for Mac has no warnings, the status bar has shades of green. When a security issue has been detected, the status bar green shades are replaced with yellow shades.
3. Check the description for more information.
4. Depending on the detected issue, a button may be available on the status bar to help you quickly fix it. Click the button to remove the security risk.

Usually, this happens when there are unresolved threats. You can view them and decide what to do with them.

Note

G DATA ANTIVIRUS for Mac can take actions on current user's files only. Infected files owned by other users cannot be cleaned or quarantined by this app. Such files will be reported as unresolved issues.



Unresolved Threats Window

The list of unresolved threats is updated after each system scan.

You can choose to take the following actions on unresolved threats:

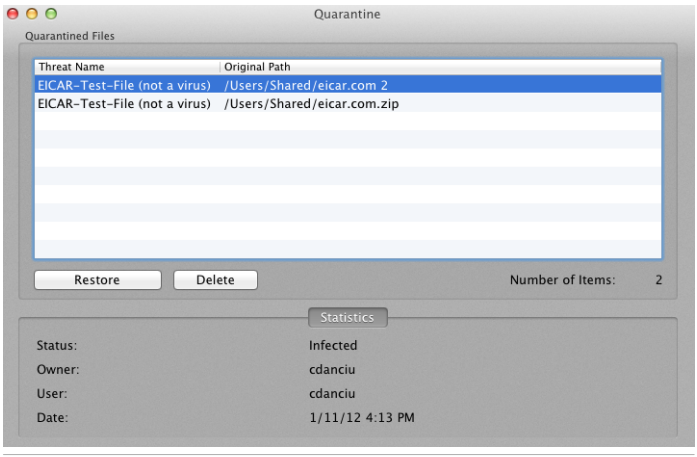
- Reveal in Finder. Take this action to remove the infections manually.
- Add to Exclusions. This action is not available for malware found inside archives.
- Ignore for now. The issue will be removed from the status bar until the next scan.

3.6. Quarantine

G DATA ANTIVIRUS for Mac allows isolating the infected or suspicious files in a secure area, named quarantine. When a virus is in quarantine it cannot do any harm because it cannot be executed or read.

To view and manage the quarantined files, open the Quarantine window:

1. Open G DATA ANTIVIRUS for Mac.
2. Click **Actions** in the menu bar.
3. Choose **View Quarantine**.



Quarantined Files

The Quarantine section displays all the files currently isolated in the Quarantine folder.

To delete a file from quarantine, select it and click **Delete**. If you want to restore a quarantined file to its original location, select it and click **Restore**.

3.7. Web protection

G DATA ANTIVIRUS for Mac uses the Linkchecker extensions to completely secure your web browsing experience. The Linkchecker extensions intercept, process and filter all web traffic, blocking any malicious content.

The extensions work and integrate with the following web browsers: Mozilla Firefox, Google Chrome and Safari.

An array of features is available to protect you from all kinds of threats you may encounter while web browsing:

- Advanced Phishing Filter - prevents you from accessing websites used for phishing attacks.
- Malware Filter - blocks any malware you come in contact with while browsing the Internet.
- Search Results Analyzer - provides advance warning of risky websites within your search results.
- Antifraud Filter - provides protection against fraudulent websites while browsing the Internet.
- Tracker Notification - detects trackers on the visited web pages protecting your online privacy.

Enabling Linkchecker extensions

To enable the Linkchecker extensions, follow these steps:

1. Open G DATA ANTIVIRUS for Mac.
2. Click **Activate** to activate the Web protection.

3. G DATA ANTIVIRUS for Mac will detect what web browser you have installed on your system. To install the Linkchecker extension on your browser, click **Get extension**.
4. You will be redirected to this online location:

   https://www.gdata-software.com/linkchecker.html
5. Select **Free Download**.
6. Follow the steps to install the Linkchecker extension corresponding to your web browser.

Page rating and alerts

Depending on how Linkchecker classifies the web page you are currently viewing, one of the following icons is displayed in its area:

This is a safe page to visit. You can continue your work.

This web page may contain dangerous content. Exercise caution if you decide to visit it.

You should leave the web page immediately. Alternatively, you can choose one of the available options:

- Navigate away from the website by clicking **Take me back to safety**.
- Proceed to the website, despite the warning, by clicking **I understand the risks, take me there anyway**.

3.8. Updates

New malware is found and identified every day. This is why it is very important to keep G DATA ANTIVIRUS for Mac up to date with the latest malware signatures.

Keep the **Continuous Scan** turned on to allow the malware signatures and product updates to be automatically downloaded on your system. If an update is detected, it is automatically downloaded and installed on your computer.

The malware signatures update is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update will not affect the product operation and, at the same time, any vulnerability will be excluded.

- If G DATA ANTIVIRUS for Mac is up-to-date, it can detect the latest threats discovered and clean the infected files.
- If G DATA ANTIVIRUS for Mac is not up-to-date, it will not be able to detect and remove the latest malware discovered by G DATA Software AG Labs.

3.8.1. Requesting an Update

You can request an update manually anytime you want. Update by user request is recommended before you start a comprehensive scan.

An active Internet connection is required in order to check for available updates and download them.

To request an update manually:

1. Open G DATA ANTIVIRUS for Mac.
2. Click the **Actions** in the menu bar.
3. Choose **Update Virus Database**.

You can see the update progress and downloaded files.

3.8.2. Getting Updates through a Proxy Server

G DATA ANTIVIRUS for Mac can update only through proxy servers that do not require authentication. You do not have to configure any program settings.

If you connect to the Internet through a proxy server that requires authentication, you must switch to a direct Internet connection regularly in order to obtain malware signature updates.

3.8.3. Upgrade to a new version

Occasionally, we launch product updates to fix product issues. These updates may require a system restart in order to initiate the installation of new files. By default, if an update requires a computer restart, G DATA ANTIVIRUS for Mac will keep working with the previous files until you reboot the system. In this case, the update process will not interfere with the user's work.

When a product update is completed, a pop-up window will inform you to restart the system. If you miss this notification, you can either click **Restart to upgrade** from the menu bar or manually restart the system.

4. Configuring Preferences

This chapter includes the following topics:

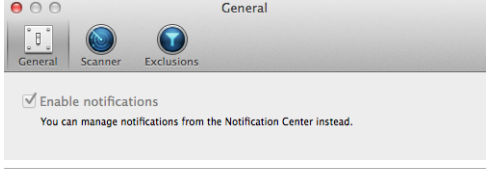
4.1. Accessing Preferences

To open the G DATA ANTIVIRUS for Mac Preferences window:

1. Open G DATA ANTIVIRUS for Mac.
2. Do any of the following:
   - Click G DATA ANTIVIRUS for Mac in the menu bar and choose **Preferences**.
   - Click the icon in the menu bar and choose **Preferences.**.
   - Press Command-Comma(,).

4.2. General Preferences

The general preferences allow you to configure the general behavior of the application.



General Preferences

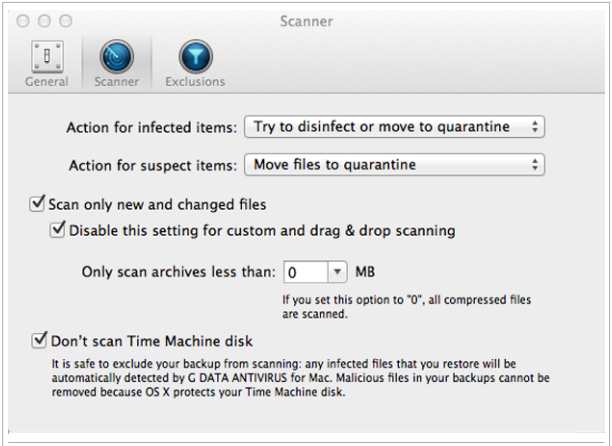
- **Enable notifications.** Allows you to receive notifications regarding G DATA ANTIVIRUS for Mac events and activities. On systems 10.8 and up, you will automatically be notified through Notification Center. On systems 10.7, you will be notified in Growl, if the application is installed. If you do not have Growl installed, you will still receive notifications through G DATA ANTIVIRUS for Mac notification mechanism. Integration with Growl is an extra feature and it does not affect in any way your G DATA ANTIVIRUS for Mac product.

Note

Growl is a third-party application developed by The Growl Project. It is not installed by default on Mac OS X. You can find out more information and download Growl from http://growl.info/.

4.3. Scanner Preferences

The scanner preferences allow you to configure the overall scanning approach. You can configure the actions taken on the infected and suspicious files detected and other general settings.

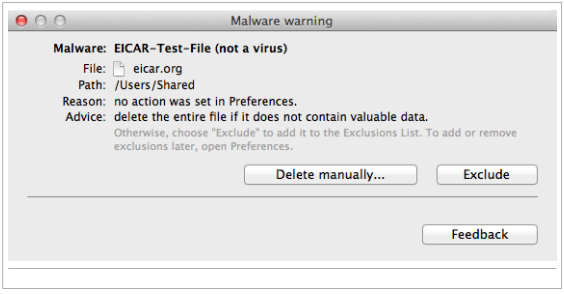


Scanner Preferences

- **Action for infected items.** When it detects a virus or other malware, G DATA ANTIVIRUS for Mac will automatically attempt to remove the malware code from the infected file and reconstruct the original file. This operation is referred to as disinfection. Files that cannot be disinfected are moved to quarantine in order to contain the infection.

  Though not recommended, you can set the application to take no action on infected files. Detected files are only logged.

  Continuous Scan ensures good protection against malware, with minor impact on system performance. If there are unresolved threats, you can view them and decide what to do with them.



- **Action for suspect items.** Files are detected as suspicious by the heuristic analysis. Suspicious files cannot be disinfected, because no disinfection routine is available.

  By default, suspicious files are moved to quarantine. When a virus is in quarantine it cannot do any harm because it cannot be executed or read.

  If you prefer, you can choose to ignore suspicious files. Detected files are only logged.

- **Scan only new and changed files.** Select this check box to set G DATA ANTIVIRUS for Mac to scan only files that have not been scanned before or that have been modified since their last scan.

  You can choose not to apply this setting for drag&drop scanning by selecting the corresponding check box.

- **Only scan archives less than {0} MB.** Use this option to optimize the scanning process by excluding larger archives from scanning.

  Note
  Scanning archived files increases the overall scanning time and requires more system resources.

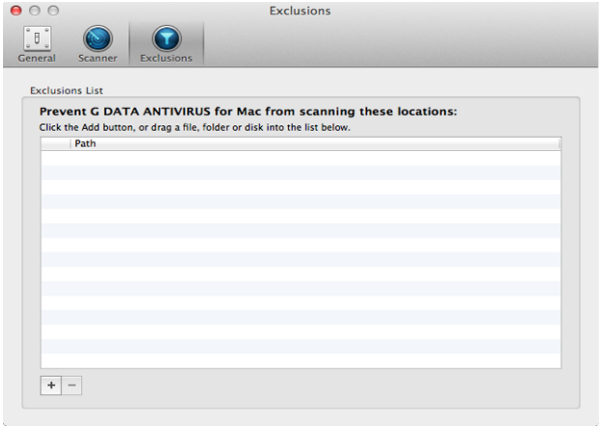
Specify the maximum size of the archives to be scanned (in megabytes) in the corresponding field. Archives exceeding the specified size limit will not be scanned. If you want to scan all archives, regardless of their size, type 0.

- **Don't scan Time Machine disk.** Select this check box to exclude backup files from scanning. If it happens to restore infected files at a later time, G DATA ANTIVIRUS for Mac will automatically detect them and take the proper action.

4.4. Scan Exclusions

If you want to, you can set G DATA ANTIVIRUS for Mac not to scan specific files, folders, or even an entire volume. For example, you might want to exclude from scanning:

- Files that are mistakenly identified as infected (known as false positives)
- Files that cause scanning errors
- Backup volumes



Scan Exclusions

The exclusions list contains the paths that have been excluded from scanning.

There are two ways to set a scan exclusion:

- Drag&drop a file, folder or volume over the exclusions list.
- Click the button labeled with the plus sign (+), located under the exclusions list. Then, choose the file, folder or volume to be excluded from scanning.

To remove a scan exclusion, select it from the list and click the button labeled with the minus sign (-), located under the exclusions list.

5. Registering G DATA ANTIVIRUS for Mac

This chapter includes the following topics:

5.1. About Registration

G DATA ANTIVIRUS for Mac comes with 30-day trial period. During the trial period, the product is fully functional and you can test it to see if it meets your expectations.

You must register the product with a license key before the trial period ends. The license key specifies how long you are entitled to use the product. As soon as the license key expires, G DATA ANTIVIRUS for Mac stops performing its functions and protecting your computer.

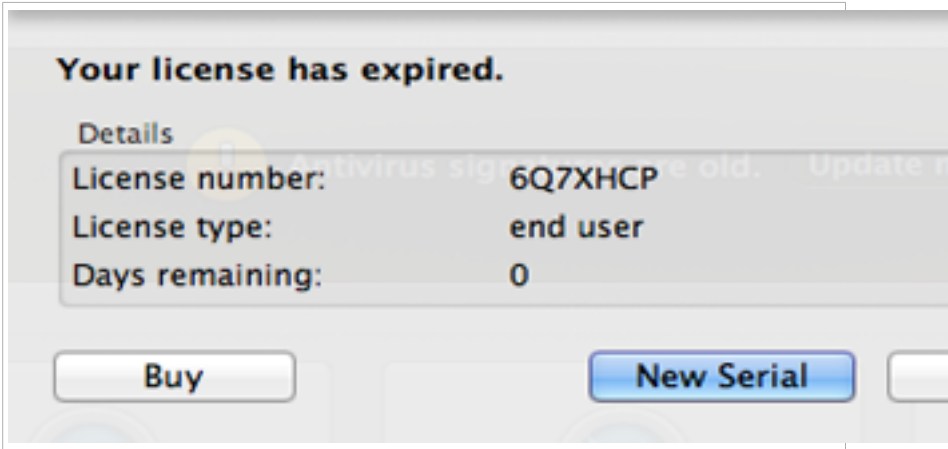
You should purchase a license key or renew your license a few days before the current license key expires. Click the link that indicates the number of days left at the bottom of the G DATA interface to see info about your subscription.

5.2. Registering G DATA ANTIVIRUS for Mac

An active Internet connection is required in order to register G DATA ANTIVIRUS for Mac.

To register G DATA ANTIVIRUS for Mac:

1. Open G DATA ANTIVIRUS for Mac.
2. A link that indicates the number of days left on your license appears at the bottom of the G DATA ANTIVIRUS for Mac window. Click this link to open the registration window.



Registration Window

3. Click **Enter key** and enter your license key.
4. Click **Activate** to register your new license.

After the registration is completed, you can see the new registration information in the registration window.

5.3. Purchasing a License Key

When your trial or licensing period comes close to end, purchase a license key to register G DATA ANTIVIRUS for Mac and extend protection.

To purchase a license key:

1. Open G DATA ANTIVIRUS for Mac.

2. A link that indicates the number of days left on your license appears at the bottom of the G DATA ANTIVIRUS for Mac window.

   Click this link to open the registration window.

3. Click the **Buy a license** button.
4. Follow the instructions provided in the web page to purchase a license key.

6. Frequently Asked Questions

The scan log indicates there are still unresolved items. How do I remove them?

The unresolved items in the scan log may be:

- restricted access archives (xar, rar, etc.)

  Solution: Use the **Reveal in Finder** option to find the file and delete it manually. Make sure to empty the Trash.

- restricted access mailboxes (Thunderbird, etc.)

  Solution: Use the application to remove the entry containing the infected file.

- files owned by another user

  Solution: Use the **Reveal in Finder** option to find the file and contact the owner to find out if it is safe to remove that file. If it is safe to remove the file, delete it manually. Make sure to empty the Trash.

> **Note**
> Restricted access files means files G DATA ANTIVIRUS for Mac can only open, but it cannot modify them.

Where can I see details about the product activity?

G DATA ANTIVIRUS for Mac keeps a log of all important actions, status changes and other critical messages related to its activity. To access this information, follow these steps:

1. Open G DATA ANTIVIRUS for Mac.
2. Do any of the following:
   - Click G DATA ANTIVIRUS for Mac in the menu bar and choose **Show History**.
   - Press Command-I.

Details about the product activity are displayed.

Can I update G DATA ANTIVIRUS for Mac through a Proxy Server?

G DATA ANTIVIRUS for Mac can update only through proxy servers that do not require authentication. You do not have to configure any program settings.

If you connect to the Internet through a proxy server that requires authentication, you must switch to a direct Internet connection regularly in order to obtain malware signature updates.

How do I remove the Linkchecker extensions from my web browser?

- To remove the Linkchecker extensions from Mozilla Firefox, follow these steps:
  1. Open your Mozilla Firefox browser.
  2. Go to **Tools** and select **Add-ons**.
  3. Select **Extensions** on the left column.
  4. Select the extension and click **Remove**.
  5. Restart the browser for the removal process to complete.
- To remove the Linkchecker extensions from Google Chrome, follow these steps:
  1. Open your Google Chrome browser.
  2. Click on the browser toolbar.
  3. Go to **Tools** and select **Extensions**.
  4. Select the extension and click **Remove**.
  5. Click **Uninstall** to confirm the removal process.
- To remove G DATA Linkchecker from Safari, follow these steps:
  1. Open your Safari browser.

2. Click ⚙ on the browser toolbar and click **Preferences**.
3. Select the **Extensions** tab and find the **G DATA Linkchecker on Safari** extension in the list.
4. Select the extension and click **Uninstall**.
5. Click **Uninstall** to confirm the removal process.

7. Support and Contact Information

If you need help or additional information use the contact information provided below.

G DATA Software AG
Koenigsallee 178 b
44799 Bochum

Phone: +49 234 / 97 62 - 0

Fax: +49 234 / 97 62 - 298

Web Page: https://www.gdatasoftware.com/

Buy: https://www.gdatasoftware.com/

FAQ: https://www.gdatasoftware.com/support.html

Technical support: https://www.gdatasoftware.com/support.html

Types of Malicious Software

Adware

Adware is often combined with a host application that is provided at no charge as long as the user agrees to accept the adware. Because adware applications are usually installed after the user has agreed to a licensing agreement that states the purpose of the application, no offense is committed.

However, pop-up advertisements can become an annoyance, and in some cases degrade system performance. Also, the information that some of these applications collect may cause privacy concerns for users who were not fully aware of the terms in the license agreement.

Keylogger

A keylogger is an application that logs anything you type.

Keyloggers are not malicious in nature. They can be used for legitimate purposes, such as monitoring employees or children activity. However, they are increasingly being used by cyber-criminals for malicious purposes (for example, to collect private data, such as login credentials and social security numbers).

Polymorphic virus

A virus that changes its form with each file it infects. Since they have no consistent binary pattern, such viruses are hard to identify.

Rootkit

A rootkit is a set of software tools which offer administrator-level access to a system. The term was first used for the UNIX operating systems and it referred to recompiled tools which provided intruders administrative rights, allowing them to conceal their presence so as not to be seen by the system administrators.

The main role of rootkits is to hide processes, files, logins and logs. They may also intercept data from terminals, network connections or peripherals, if they incorporate the appropriate software.

Rootkits are not malicious in nature. For example, systems and even some applications hide critical files using rootkits. However, they are mostly used to hide malware or to conceal the presence of an intruder into the system. When combined with malware, rootkits pose a great threat to the integrity and the security of a system. They can monitor traffic, create backdoors into the system, alter files and logs and avoid detection.

Spyware

Any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet; however, it should be noted that the majority of shareware and freeware applications do not come with spyware. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about e-mail addresses and even passwords and credit card numbers.

Spyware's similarity to a Trojan horse is the fact that users unwittingly install the product when they install something else. A common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today.

Aside from the questions of ethics and privacy, spyware steals from the user by using the computer's memory resources and also by eating bandwidth as it sends information back to the spyware's home base via the user's Internet connection. Because spyware is using memory and system resources, the applications running in the background can lead to system crashes or general system instability.

Trojan

A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as destructive. One of the most insidious types of Trojan horse is a program that claims to rid your computer of viruses but instead introduces viruses onto your computer.

The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly and open the city gates, allowing their compatriots to pour in and capture Troy.

Virus

A program or piece of code that is loaded onto your computer without your knowledge and runs against your will. Most viruses can also replicate themselves. All computer viruses are manmade. A simple virus that can copy itself over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.

Worm

A program that propagates itself over a network, reproducing itself as it goes. It cannot attach itself to other programs.