

Dr.Web® AV-Desk™ v. 6

Internet service



Cures networks of viruses



Dr.Web — the Doctor of the Web.

The translation of the brand of Doctor Web

Dr.Web anti-virus came into being in 1992 when the World Wide Web was not quite as wide as it is now and the W3C was yet to be founded in 1995.

A brand name sends a message to customers and ensures success of a product on the market.

So the name determined success of Dr.Web and the direction of its development. Understanding of the Internet as a global communication network allowed the creator of Dr.Web to give it a name that would reflect the intended purpose of the product: clear networks of viruses.

A spider as a graphical component of the brand has also been chosen for a reason. A spider is a part of the wild wild life. A silken thread of a spider used to weave a web is a technological miracle. Nature gave a spider its unique ability to produce silk for construction of webs with the tensile strength exceeding that of the steel of equal mass.

So the Dr.Web spider creates a protection web weaving in personal computers. Dr.Web anti-viruses efficiently blend with a complex informational environment of a PC becoming its indispensable part and a guarantee of its cyber health.



History of Dr.Web AV-Desk

Dr.Web AV-Desk is an innovative Internet service created by Doctor Web. Its first test launch was conducted in November 2007 at servers of one of the largest providers in Moscow – Corbina Telecom. Dr.Web AV-Desk is the third implementation of the software product that Dr.Web programmers headed by Igor Danilov started to develop in 2002 for the Russian government.

Programmers had been given a very difficult and important task – developing anti-virus software for workstations and servers that would feature centralized management and function in State Election system. One of the system components (control centre) was to be deployed in Central Election Commission of Russia and another one (to protect workstations) – in regional offices of the GAS “Vybory” (Elections) network which are numbered in hundreds of thousands. The project (the first public beta) was delivered to a state panel of experts at the beginning of 2003. The first installation was performed in the testing environment of “Voskhod” research institute which was the main developer of State Election system. The testing was successful and the solution was deployed in the GAS “Vybory” system in the autumn of the same year. It has been successfully performing required tasks in the system ever since..

August 19, 2004 saw another birth of the product. This time it came as a product for the anti-virus consumer market branded as Dr.Web Enterprise Suite. Soon it has become the “blue chip” among other products by Doctor Web.

Time is passing by and the unlimited potential of the product allowed us to see it today as Dr.Web AV-Desk!

Providers talk...

“When we started delivering the Dr.Web anti-virus service to our subscribers, the number of requests related to restoring the system after a virus attack has reduced to a zero. Most customers that earlier used anti-virus products from other vendors, chose in favour of the new service”

The general director of “Yugo-Zapad Telecom”
Vladimir Loginov



Dr.Web AV-Desk Business-model

Dr.Web AV-Desk – the business model that will help an IT service provider attract new customers and increase profits

To make a computer a target of hacker and virus attacks one just needs to buy it and establish an Internet connection. In a few hours after the connection has been established a user is guaranteed to realize that the viral threat is real and starts searching for an anti-virus to protect.

The number of Internet users in July 2008 reached 1,463,632,361 Internet Worlds Stats.

Dr.Web AV-Desk is an Internet service by Doctor Web that allows service providers to delivery PC security services powered by Dr.Web to their customers.

Dr.Web AV-Desk is a flexible and scalable solution which makes it a perfect choice for such companies as

- ISPs;
- Security service providers;
- Application providers;
- Managed service providers;
- Service integrators;
- Software resellers;
- Online banking providers
- PC repair and maintenance companies.

The innovative delivery model turning an anti-virus into an IT service supplied by a service provider lowers the price for an end-user. Accessing the service is easy while subscription can be set to renew automatically making the Dr.Web anti-virus service beneficial both for a provider and for a user.

Providers talk...

"We got interested in Dr.Web AV-Desk as a way to get another competitive advantage and increase customer loyalty. Besides, it is a perfect opportunity to protect our networks and computers of subscribers who just need to subscribe and obtain reliable anti-virus protection guaranteed by Doctor Web."

Eltel Business development deputy manager,
Andrei Kulikov

Dr.Web AV-Desk is the Internet service that allows a provider to deliver Dr.Web anti-virus to its subscribers and solve the following tasks:

Increased customer loyalty

Anti-virus and anti-spam protection extends the package of services adding to the value of the package for a customer.

Providers talk...

“The launch of the Dr.Web anti-virus service by our company aims not only to maintain the high quality of our services but also to gain another competitive advantage and increase the ARPU. Provision of software as a service is one of the main directions we are going to develop. With Doctor Web as our partner we are confident to satisfy all our customers willing to protect their systems from viruses”.

The president of PROV.RU group of companies, Alexander Romanenkov

Expansion of the client base

A new highly demanded service in the package will help retain existing customers as well as attract new ones.

Providers talk...

“We always considered information security of our network in general and the security of every single user in particular an important issue. The deployment of Dr.Web AV-Desks opens new opportunities to solve the problem. We hope that a malware-free network will contribute to our image of a responsible ISP and attract new customers who are interested in high-quality communication services”.

The head of Atri-Com, Aleksey Burkov

Increased profit

Profit increases along with the increase of the monthly number of users – the higher the number the higher the profit.

Providers talk...

“After we introduced Dr.Web AV-Desk in the subscriber network number of network failures and requests received by our helpdesk has decreased dramatically. Earlier such failures caused by malware were considered by our customers as the fault of a provider which had a negative impact on the image of our company.

Deployment of the service enhanced our image and gave our customers efficient anti-virus protection at a minimum price.

Business development deputy head of Eltel, Andrei Kulikov



Dr.Web AV-Desk is a multi-variant business model. Any company wishing to deliver IT security services to its customers — be it ISP or a software reseller — can become a supplier of Dr.Web as a service.



Service reseller	Service provider	Service aggregator
Sells subscriptions to Dr.Web anti-virus service to end customers using the Subscription Control Center (without deployment of Dr.Web AV-Desk).	Deploys Dr.Web AV-Desk and delivers Dr.Web anti-virus service to end customers.	Owens the servers (hardware) where Dr.Web AV-Desk is deployed; builds its network of resellers and sublicenses them the Subscription Control Center.

How does it work?

	Service reseller	Service provider	Service aggregator
Deploys Dr.Web AV-Desk on its server(s) and delivers Dr.Web as a service, including virus database updated and program modules` upgrades to its customers		+	+
Monitors the anti-virus network via the administrator console		+	+
Provides access for customers to Dr.Web anti-virus service via the Subscription Control Center	+	+	
Sublicenses the Subscription Control Center to its service resellers			+
Sublicenses the web administration interface to its service resellers			+
Sells subscriptions to the Dr.Web anti-virus service via the Subscription Control Center	+	+	
Collects payment fee from the service resellers			+
Collects payment fee from the customers of the service	+	+	
Gives technical support services to its service resellers			+
Gives technical support services to its customers*	+/-	+/-	
Submits fee payment reports	to its service aggregator	to Doctor Web	to Doctor Web**

* Via the Doctor Web technical support ticket system

** Reports arre submitted for each service reseller

Providers talk...

“The deployment of Dr.Web AV-Desk is a step forward in development of the new generation of top-class services. We’ve always paid special attention to security of our customers in the Internet and this Internet-service is another step towards high-quality and easy-to-use services. We hope that Dr.Web AV-Desk will gain popularity among our subscribers and surfing the web will become completely safe”

“Helios-TV” IT department manager,
Eugene Letenkov

Benefits of deployment

Being a virtually unique system of delivering anti-virus as a service to an unlimited number of customers, Dr.Web AV-Desk gives plenty of opportunities to service providers to expand their business.

Dr.Web AV-Desk protects profits of service providers

One Dr.Web program package can be used by one customer only. This reduces considerably software piracy and protects sales of a service provider.

Legal software confirmation – in the Subscription Control Center a customer himself can generate a license certificate and thus prove he is using a legal software.

A customer is tightly connected to a service provider as he is interested to renew with the service provider and to receive renewal discounts – this also protects sales of the service providers.

Widest partnership options

Any company can sell Dr.Web as a service.

Dr.Web AV-Desk is delivered with in-built billing system – any company can profit from selling Dr.Web as a service.

Profits growth

Dr.Web AV-Desk enables service providers to deliver different IT-security connected services to Dr.Web customers and profit from it.

Dr.Web various subscription packages address needs of various customers of service providers.

Protection of computers operated under 95OSR2/98/Me/NT 4.0/2000/XP/Vista/Win 7 – there is an offering for every customer.

Unlimited promotion options

Dr.Web AV-Desk enables to create optional subscription packages for different events and to encourage hesitating customers to subscribe at a reduced cost. All promotional tools for launch of the optional packages are supplied (ready HTML-pages, banners, flyers, news).

Co-branding options

Subscription Control Center, e-mail messages and invoices to customers generated in the SCC, marketing P.O.S. materials can be co-branded.

Provider can publish its own pre-paid cards to collect payments for the service.

Flexible management options of the security policy of the anti-virus network

The anti-virus server is deployed at the servers of a provider, provider himself manages the protection of its anti-virus network.

Dr.Web AV-Desk anti-virus server software is operated by the open source OS.

The service is administrated via the web administration interface which does not require installation.

The anti-virus network is safely administrated from any computer from the Internet, not only from the provider`s internal network.

Dr.Web AV-Desk server software logs events on anti-virus agents.

A service provider knows what is happening in its anti-virus system. Dr.Web AV-Desk anti-virus server stores the following: user keys, settings of protected computers, scanning statistics of every protected computer of the anti-virus network, etc.

Provider himself administrates the security policy inside its anti-virus network: he can prohibit customers change settings of the agents, for example, to disable updating; can set himself scan schedules, disconnect infected workstations from the anti-virus network, preset components of the agents – before they are installed by customers and even after the installation, to remotely instruct workstations to perform tasks, etc.

A service provider can group clients and set for these groups different security policies, with just one instruction set tasks for a group or groups and cancel them.

The updating of anti-virus agents are performed via the anti-virus server which saves considerably Internet traffic.

Several servers can be connected with each other. This will enable a service provider to distribute the load on the parts of the network and at the same time to collect the statistics from all its segments.

The client's software of Dr.Web can be switched to the "mobile" mode. When traveling, a customer can be disconnected from the anti-virus server installed at a service provider but still receive updates of the virus database.

Easy monitoring and full control over the virus activity in the anti-virus network

Provider knows what viruses have been detected by the Dr.Web software at each protected workstation, he can constantly control the situation.

Provider knows if and when every protected workstation was updated. He can force workstations to update and thus to control the level of updating in its anti-virus network. He can block the infected agents and stop spreading of infections to other workstations.

Dr.Web AV-Desk has plenty of alert tools to inform administrators on virus epidemics.

Alert messages on epidemics can also be sent to groups of clients or to separate clients. If a customer is not connected to the Internet, a message will be delivered to his computer as soon as he connects. Alert messages can be co-branded.

A service provider receives full statistics on the virus situation in its network.

Technical support of customers

A service provider can deliver technical support services using the Doctor Web's ticket system.

The Dr.Web anti-virus service



Target group: customers of service providers.

The gist of the service: protection of personal computers against viruses and spam by means of Dr.Web provided at a fee.

Subscription period: from 1 month until terminated.

The subscription fee includes:

- updating of the Dr.Web virus database;
- updating of Dr.Web software modules;
- technical support.

Flexible licensing of the Dr.Web anti-virus service is a key to money-saving and planning of anti-virus expenses

"Pay only when you need it" – the basic principle of licensing of Dr.Web AV-Desk. An upswing in the demand for its products or services forces a company to increase staff numbers to quickly adapt to changing market conditions. New workspaces require new computers and, consequently, new anti-virus licenses. The Dr.Web Anti-virus service's flexible licensing can adapt to a company's needs so that it only pays for what it needs. This allows a company to make detailed plans for both short- and long-term IT security expenses according to actual business needs, rules out unexpected cost increases, and makes potential future costs of anti-virus and anti-spam protection completely transparent.

Licensing of Dr.Web AV-Desk

- Paying only for services that are actually used.
- Record low TCO.
- Flexible tariffs – from 1 month.
- Manageable licensing allows increasing and lowering the number of protected objects.
- A license can be expanded and narrowed automatically.
- Transparent anti-virus expenses.
- No unexpected increase of anti-virus expenses.

Compare licensing of a conventional anti-virus and licensing of the Dr.Web anti-virus service

Conventional anti-virus	Dr.Web anti-virus service
<p>Pay for a license in advance. The payment includes the entire period of use – at least one year.</p> <p>When extending a license the price included the entire period of licensing.</p> <p>If for some reason a company no longer needs a certain number of office machines, money spent on licenses for these computers will be wasted.</p> <p>It takes time to install and configure additional copies of an anti-virus.</p>	<p>A service fee is collected on a monthly basis and even daily.</p> <p>One pays only for actual number of subscriptions. Moreover, the number can be easily readjusted (increased or lowered) depending on the current requirements of a customer.</p> <p>If the number of the personnel is decreased, unused workstations will be instantly disconnected from an anti-virus server and consequently won't be paid for.</p> <p>It takes less than a minute only to connect or disconnect workstations from the service.</p>
<p>The flexible service licensing scheme allows a company to reduce information security expenses when business permits, and increase them just as much as business demands.</p>	

Providers talk...

With Dr.Web AV-desk our customers receive comprehensive anti-virus protection software that is very easy to install and to use. A reasonable monthly subscription fee makes the service available to everyone. At the same time our administrators can monitor viral activities in the network and respond to virus threats in a timely manner”.

**The head of VladLink,
Sergei Krivets**

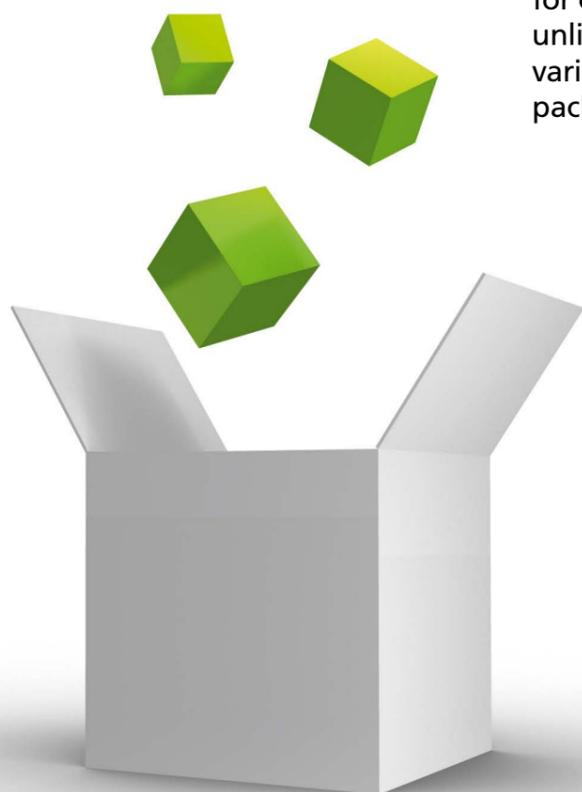
Benefits of the Dr.Web anti-virus service

The Dr.Web anti-virus service in some ways is quite different from conventional anti-virus software. The result is better accessibility and ease of use.

Conventional anti-virus	Dr.Web anti-virus service
<p>Save your time</p>	
<ul style="list-style-type: none"> One has to go to a store or search for a company to buy an anti-virus. One needs to register a license. When a license expires, one needs to purchase and register another one. If a renewal license is not available for some reason, one has to buy a standard license at a standard price. 	<ul style="list-style-type: none"> Subscription procedure takes less than one minute. The software automatically connects to a server run by a provider to update the virus database. No need to register. A subscription can be renewed with one click or automatically every month. A subscriber can use the software to contact the technical support service of Doctor Web, get notifications about virus epidemics from the system administrator, generate a report and send it for analysis with one click.
<p>Control your security expenses</p>	
<ul style="list-style-type: none"> The license period is set by a vendor – usually 12 months or longer. One can't suspend validity of a license and resume using it later. 	<ul style="list-style-type: none"> A user is free to choose a desired subscription period – from 1 month intill he himself terminates the subscription. One can suspend and reactive his subscription.
<p>Reliable Protection for Reasonable Price</p>	
<ul style="list-style-type: none"> Some people willing to use legal software still can't afford a one year license. An evaluation period is no longer than thirty days. One has to pay for the Internet traffic to download a distribution file and updates. 	<ul style="list-style-type: none"> Subscription fee is much lower than the price of a conventional license. Free testing may continue for as long as for two months. Local traffic is used to download a distribution file and updates of the virus database making updating truly free.

Dr.Web subscription packages

Dr.Web AV-Desk provides infinite opportunities for construction of an unlimited number of various subscription packages.



Basic subscription packages for home customers



Four basic subscription packages are created according to latest trends of the anti-virus market and allow a subscriber to choose an affordable subscription package matching his requirements to anti-virus security.

Subscription package	Level of protection	Supported OS
Dr.Web Classic Minimum anti-virus protection	<ul style="list-style-type: none"> ■ Anti-virus ■ Anti-rootkit ■ Anti-spy 	Windows 2000/XP/2003/Vista
Dr.Web Standard Basic anti-virus protection enhanced with anti-spam	<ul style="list-style-type: none"> ■ Anti-virus ■ Anti-rootkit ■ Anti-spy ■ Anti-spam 	Windows 2000/XP/2003/Vista
Dr.Web Premium Comprehensive protection from Internet threats	<ul style="list-style-type: none"> ■ Anti-virus ■ HTTP monitor ■ Anti-rootkit ■ Anti-spy ■ Anti-spam ■ Parental control 	Windows 2000 (SP4)/XP/2003/Vista
Dr.Web Premium Server Ultimate Windows server protection	<ul style="list-style-type: none"> ■ Anti-virus ■ HTTP monitor ■ Anti-rootkit ■ Anti-spy ■ Anti-spam ■ Parental control 	Microsoft Windows Server 2003/2008

Basic subscription packages for business customers

In contrast to subscription packages for home customers, each package for business customers comprises protection components both for workstations and file servers. A company can choose subscription packages and available protection components according to its current business needs, information security requirements, and financial situation.

Subscription package		Level of protection	Supported OS
Dr.Web Classic Minimum anti-virus protection	Protection of workstations	<ul style="list-style-type: none"> ■ Anti-virus ■ Anti-rootkit ■ Anti-spy 	Windows 2000/XP/2003/Vista
	Protection of file servers	<ul style="list-style-type: none"> ■ Anti-virus ■ Anti-rootkit ■ Anti-spy 	Server 2003/2008
Dr.Web Standard Basic anti-virus protection enhanced with anti-spam	Protection of workstations	<ul style="list-style-type: none"> ■ Anti-virus ■ Anti-rootkit ■ Anti-spy ■ Anti-spam 	Windows 2000/XP/2003/Vista
	Protection of file servers	<ul style="list-style-type: none"> ■ Anti-virus ■ Anti-rootkit ■ Anti-spy 	Server 2003/2008
Dr.Web Premium Comprehensive protection from Internet threats	Protection of workstations	<ul style="list-style-type: none"> ■ Anti-virus ■ HTTP monitor ■ Anti-rootkit ■ Anti-spy ■ Anti-spam ■ Parental control 	Windows 2000 (SP4)/XP/2003/Vista
	Protection of file servers	<ul style="list-style-type: none"> ■ Anti-virus ■ Anti-rootkit ■ Anti-spy 	Server 2003/2008

Optional subscription packages

The option to create an infinite number of subscription packages makes the Internet-service Dr.Web AV-Desk truly unique. Optional subscription packages allow a service provider to accomplish the following tasks:

- draw in new subscribers;
- push customers towards choosing more expensive subscription packages;
- remind customers of your company regularly.



Package/Target audience	Offering
Dr.Web non-Standard Home and business customers	During the effective period of the promotional event Dr.Web Premium is offered to customers at the price of Dr.Web Classic. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Premium at a regular fee automatically upon completion of the promotional period.
Dr.Web Celebration Home and business customers	During the effective period of the promotional event Dr.Web Premium is offered to customers at the price of Dr.Web Classic. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Premium at a regular fee automatically upon completion of the promotional period.
Dr.Web Surprise Home and business customers	During the effective period of the promotional event Dr.Web Standard is offered to customers at 30% discount. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Standard at a regular fee automatically upon completion of the promotional period.
Dr.Web Bull's Eye Home and business customers	During the effective period of the promotional event Dr.Web Premium is offered to customers at a 10% discount. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Premium at a regular fee automatically upon completion of the promotional period.
Dr.Web Safe Quarter Home and business customers	During the effective period of the promotional event users can sign up for Dr.Web Premium for three months and get one month of use free of charge. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Premium at a regular fee automatically upon completion of the promotional period.

Package/ Target audience	Offering
 <p>Dr.Web Duo Home customers</p>	<p>During the effective period of the promotional event Dr.Web Premium is offered to customers at a 25% discount for two machines per subscription. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Premium at a regular fee automatically upon completion of the promotional period.</p>
 <p>Dr.Web Team Home customers</p>	<p>During the effective period of the promotional event Dr.Web Premium is available for three computers for two months and customers need to pay only for two machines. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Premium at a regular fee automatically upon completion of the promotional period.</p>
 <p>Dr.Web Anniversary Home and business customers</p>	<p>During the effective period of the promotional event Dr.Web Premium is offered to customers at a 50% discount for three months. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Premium at a regular fee automatically upon completion of the promotional period.</p>
 <p>Dr.Web Christmas Home and business customers</p>	<p>During the promo period a subscription for Dr.Web premium for six months is available at a 24% discount. If a subscriber has activated the automatic renewal service, upon completion of the promo subscription period his subscription will be automatically changed for Dr.Web Premium at a standard fee.</p>
 <p>Dr.Web Safe School Home customers</p>	<p>During the effective period of the promotional event Dr.Web Premium is offered to customers at a 39% and subscribers can use the software on two computers per subscription. If the customer has activated the automatic renewal service, he will be switched to Dr.Web Premium at a regular fee automatically upon completion of the promotional period.</p>

Subscription and its management

A customer signs up for the service on a subscription page on a server of a provider (page mock-up is available).

The co-branding is possible for the subscription page to fit in the design concept of a service provider.

Providers talk...

“We used to conclude dealer agreements with various anti-virus vendors to provide our subscribers with anti-virus licenses. However, this method had several drawbacks: a user had to take a lot of steps in order to register or renew a license. Dr.Web AV-Desk successfully solved a problem of acquiring licenses – a user no longer needs to apply to a helpdesk! The anti-virus service was quickly integrated with our billing system and became available for every user in his personal area. The client anti-virus software can be installed on a machine running Windows starting with 98 and up to Windows 7 which are normally used on machines of our subscribers. Now our administrators can monitor viral activities and overall health of the network”.

The head of the customer department of Kolbi-E, Vasiliskin Anatoly

Customers subscribe for the service through the Subscription Control Centre. This ready-to-use module can be integrated into the provider's web-site and connected to its billing system (API included). Customers use the subscription module to sign up for the service and to control parameters of their subscriptions.

Key features

Public side	Administrator side
<ul style="list-style-type: none"> ■ User profile ■ Service subscription ■ Control over subscription parameters ■ Statistics regarding operation of the service on the workstation: <ul style="list-style-type: none"> ■ overall service software usage statistics, ■ individual subscription statistics ■ Subscriber actions log ■ Information on promotional packages ■ Information about effective discounts (service for businesses) ■ Transactions history ■ E-mail notifications ■ Description of subscription packages ■ Installation guide ■ Free Dr.Web services ■ Broadcasting of virus news from Doctor Web 	<ul style="list-style-type: none"> ■ User and registration management ■ Subscription module settings ■ Changing parameters of basic subscription packages ■ Creating new promotional subscription packages ■ Changing provider contact information ■ External interfaces to interact with a billing system and third party software ■ Built-in billing system ■ Service users statistics ■ Generation of payment cards ■ Subscription module updates ■ Module operation logging

Dr.Web anti-virus service subscription page

Dr.Web subscription packages

The level of protection depends on a subscription package you choose. Choosing Dr.Web Premium will provide you the highest level of protection. Before you decide to change a subscription package make sure that software provided by another package is compatible with your version of Windows.

	Supported OS (Windows or 32-bit systems only)	Protection level	Free downgrade
Dr.Web Premium Comprehensive protection from Internet threats	2000 (SP4)/ XP/Vista	Anti-virus Anti-rootkit Anti-spy HTTP-monitor Parental control	Dr.Web Standard or Dr.Web Classic
Dr.Web Standard Basic protection enhanced with anti-spam	95OSR2/98/Me/NT 4.0/ 2000/XP/Vista	Anti-virus Anti-rootkit Anti-spy Anti-spam	Dr.Web Classic
Dr.Web Classic Minimum anti-virus protection	95OSR2/98/Me/NT 4.0/ 2000/XP/Vista	Anti-virus Anti-rootkit Anti-spy	Not available

If you decide to change for a more expensive subscription package you will need a new subscription. Money spent as a fee for your current subscription will be lost even if the subscription period has not expired. However, such an upgrade always improves security of your system.

A free change of subscription packages is available only if you switch to a cheaper package. The price difference is not compensated for. A downgrade always lowers the level of security of your system!

Subscription Change subscription package

My OS is not supported. [What can I do?](#)

© Doctor Web, 2003-2009
Doctor Web is a Russian company developing and distributing Dr.Web® Anti-virus solutions.
Dr.Web anti-virus products have been developed since 1992.

Subscription management options for customers

Option	Description
Activate subscription	To activate a subscription a customer has to indicate his/her OS and choose a subscription package. A subscription period is 1 month. Automatic monthly renewal is activated at the moment of subscription.
Automatic subscription renewal	Subscription is renewed automatically every month – as long as a subscription lasts.
Free downgrade of subscription packages	Subscribers that choose Dr.Web Standard and Dr.Web Premium subscription packages can downgrade to cheaper subscription packages during a subscription period.
Suspend service	A subscription can be suspended. After a suspension period ends, a subscription and automatic monthly renewal are re-activated.
Terminate subscription	If a user terminates his subscription, he will be able to use the anti-virus protection until a paid period is expired. If so, the subscription won't be renewed in a subsequent month. After that the Dr.Web software installed by a subscriber stops working after a first reboot. A download link becomes hidden. However, all data required for another generation of an identical installer is stored without any time limit. If a user decides to resume his subscription, the download link will be available again.

Dr.Web anti-virus service subscription period

A subscription period starts as soon as one activates his subscription. A subscription fee is collected on a monthly or a daily basis. Collection of the fee and renewal of a subscription are performed automatically unless one has suspended a subscription or terminated it.

If a user suspends or terminates his subscription, the service will be disabled upon a scheduled collection of the fee.

Billing

The billing system is an integral part of the Subscription Control Centre comprised of two subsystems:

1. the subsystem for interaction with an external billing system of a provider over a special protocol and the built-in billing subsystem;
2. the integrated billing system developed by Doctor Web to provide a subscription mechanism even if a provider doesn't have an established billing system of its own.

The type of the subsystem the provider is going to use is set during installation of the subscription module. It can be changed later in the Control Panel of the Subscription Control Centre.

The billing system features two types of charging:

- Per month charging;
- Per day charging.

Payment options

The built-in Dr.Web AV-Desk billing system provides customers with the following payment options:

- Wire transfer
- Pre-payment cards
- E-money

Pre-payment cards

Tools for creation of cards are located in the Subscription Control Centre. They can be used if a service provider uses the built-in billing system. A provider can generate any number of activation codes for cards and place its logo and contact information on the layout of cards of different values (3, 5, 10 and 25 Euro).

Cards can be sold in the provider's offices or through retail stores. They can also be provided as virtual cards available at a web-site. They can be sold over payment terminals or delivered to participants in the provider's affiliate programmes to be sold on their web-sites.



Sign up for the Dr.Web anti-virus

A subscriber has to do the following to enable the service.

1. Connect to the Internet.
2. Activate subscription to the service.
3. Use a download link given by a provider to obtain the installer.
4. Launch the installer that will install Dr.Web for Windows.
5. Reboot a computer and wait for an agent to establish connection to an anti-virus server of a provider to finish the procedure.

Providers talk...

"Spam and viral attacks are daily concerns of every provider company. One day we felt like we were fed up with viruses and started searching the Internet for a solution. We chose Dr.Web AV-Desk because of its simple installation procedure for a subscriber and quite reasonable price. Minimal deployment and maintenance costs also played their part. We were able to launch the service without any significant problems in one week. When the number of connected users reached 500, the amount of spam and viral incidents significantly declined."

Technical director of MegaLine,
Aleksey Pisarev

Technical support of subscribers

The "Support" option is available in the menu of Dr.Web.

A user asks for support using a special web-form at <http://support.drweb.com/>.

Automatic collection of report data and its compression make communication with the support service much easier.

Service providers can also deliver technical support services to its customers using Doctor Web's ticket system where all requests from customers are registered and processed.



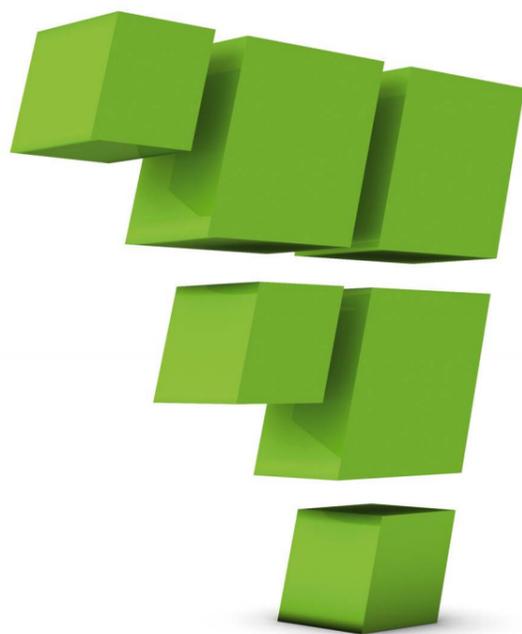
Providers talk...

"Cooperation with Doctor Web took away our headache over unprotected subscribers. The number of users connected to the anti-virus network is still growing while the number of calls for support is dwindling. And this is very good because security of customers is essential for creation of productive environment and success of a provider company".

General director of Ufanet,
Iskander Bakhtijarov

"We are pleased to provide high-level information security to our customers. Unlike other similar solutions Dr.Web AV-Desk allows delivering anti-virus software as a service. Recent years saw the number of support calls concerning information security go up but there was little we could do to help our subscribers. Now the reliable anti-virus and professional technical support are available to virtually any customer. Even though delivering an anti-virus service may appear complex, on the side of the customer it is pretty simple. The subscriber pays for the anti-virus the same way he pays for the Internet service. Hopefully all our subscribers will sign up for the service in the nearest future".

The head of the IP-home IT-department,
Ilya Masandilov



Dr.Web AV-Desk Internet service

Dr.Web AV-Desk is an Internet service allowing a provider to supply the Dr.Web anti-virus service to an unlimited number of subscribers and to centrally manage the delivery process.

Dr.Web AV-Desk is a client-server software. An anti-virus server is deployed by a provider. It can be easily integrated with a billing system (XML API is provided for integration).

Dr.Web AV-Desk allows a provider to perform the following tasks:

- configure anti-virus software installed on computers of customers, manage user access to configuration tools, even disable change of settings by a user;
- add protected machines to groups and apply specific security policies to each group;
- automatically update all components of Dr.Web AV-Desk;
- centrally monitor protection of an anti-virus network;
- collect and analyze information about viral events from every protected computer;
- manage and monitor an anti-virus network from any machine connected to the Internet;
- promptly detect and block infected machines;
- start and cancel jobs on user machines, if necessary.

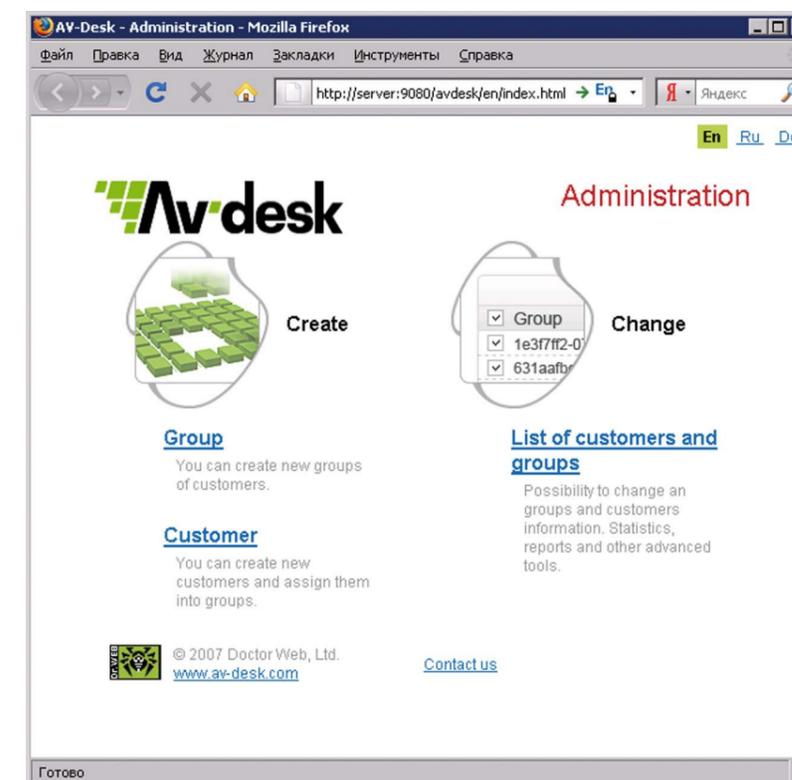


Connecting agents

The installer is downloaded by a user. The file size is about 1100 KB.

The executable contains a UID generated by a server and stored in its database. When the installer is launched, it connects to a server via TCP/IP and a new workstation is identified. If successful, the main anti-virus package is downloaded from the server. Updating and configuration of the anti-virus package are performed according to instructions received from the server. There is no need to confirm connection of a new agent manually.

A unique installation package is generated for every customer during the subscription. The generation of packages can be performed manually by a system administrator or automatically. Automated registration and a subsequent transfer of the Dr.Web installation file allows a user to establish anti-virus protection with one click.



Dr.Web AV-Desk web-console

The web console can be accessed from any computer connected to the Internet. It is used to automate the subscription process.

In the manual mode the web-console allows to do the following:

- create and modify user accounts;
- create groups;
- generate a unique distribution file for each user with a specified subscription term and add the user to a selected group;
- change the term of subscription, suspend or terminate it;
- delete groups/agents;
- generate and send reports regarding users with valid subscription.

All these routines, except for the last one, can be automated using the API for integration with a billing system of a provider.

Providers talk...

“The program is amazingly intelligent. You just need to install the anti-virus on your computer. After that you only read update notifications, nothing else. All routines of the program are automated, so it fully complies with the pay&forget principle. Today it is the key to a success on the market. I would also like to mention the interest of users in the scheme of the service provision, the innovative approach to anti-virus protection interested the major part of the target group”.

“Digital content distribution” project manager of Ertelecom, Egor Guriev

Web administration interface

This Dr.Web AV-Desk component does not require installation of any additional software and allows an administrator to control operation of all services from any computer and promptly respond to emerging threats no matter where he is located

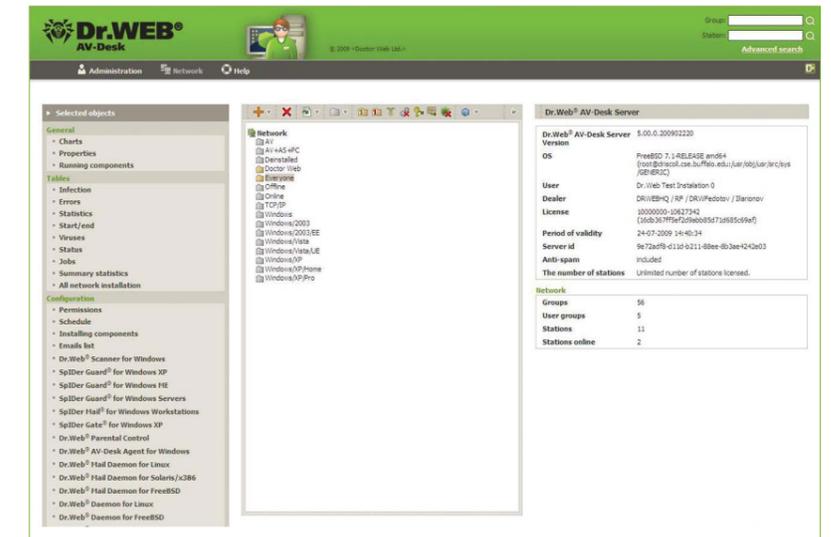
Notifications interfaces allows a system administrator or technical support engineers of a Service Provider to send notifications to individual subscribers or groups of subscribers.

If a subscriber PC is online, a notification will be immediately delivered to his\her PC. If a subscriber is off-line when the notification is generated, he will receive it as soon as he\she connects to the Internet.

This option can be used to send:

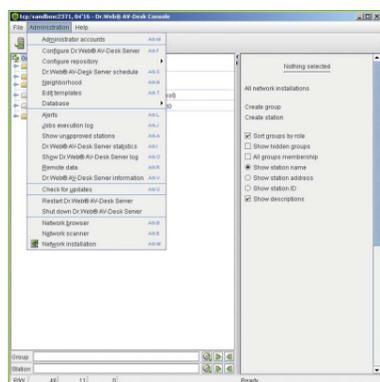
- notifications on new options or modifications in the work of the Dr.Web anti-virus services;
- virus epidemics` alerts and instructions what to do if a PC got infected;
- maintenance messages or notifications about technical problems in a Service Provider`s network;
- congratulations on festive days.

Service Providers can add their logo to such notifications to show users who sent the notification



Web administration interface

Dr.Web AV-Desk console



The Dr.Web AV-Desk administrator console

Installation of anti-virus agents, deployment of the network and monitoring and updating of all software components installed on protected machines are performed using the Dr.Web AV-Desk console.

Dr.Web AV-Desk console is a GUI-based tool for remote administration of thousands of anti-virus hosts using the single interface anytime and from any place. The user-friendly yet versatile interface provides at-a-glance view of the entire network making extremely easy monitoring the anti-virus network of any scale.

Major benefits

- Available anywhere anytime;
- Compatible with the widest range of operating systems and network protocols and can be installed almost on any computer;
- Secure encrypted connection to an anti-virus server from any computer accessing the Internet.

Key features of the Dr.Web AV-Desk console

- easy administration of the complex dynamic anti-virus network environment;
- increased labour productivity of an administrator;
- reduced maintenance costs;
- maximum automation of daily routines;
- daily routines are performed in a few minutes – changing key settings of anti-virus servers and agents, starting jobs;
- tools to schedule regular scanning and updating of the virus database and components of the program;
- a console running under Windows or MacOS can connect to an anti-virus server running under Linux to make required changes in the configuration.

Abundant tools for collection and analysis of statistics of the administrator console allow:

- assessing overall state of protected objects in the network;
- making required changes literally in a few seconds;
- responding promptly to emerging threats;
- analyzing sources of infection;
- prompt blocking of infected stations;
- quick adjustment of a security policy to changing environment;
- configuring any component of an anti-virus network;
- setting schedules for the anti-virus server or for a group of anti-virus agents;
- viewing various statistic information for a certain period of time and importing the data to a file.

Groups and group management

In order to make protection of workstations easier the grouping feature is implemented. It makes Dr.Web AV-Desk exceptionally scalable. One command can be used to apply settings to all members of a group, as well as start a job on all workstations as well. Each group may have its own updating schedule allowing an administrator to optimize operation of a server and the load of a network.

Users can be divided into groups with individual security policies. For instance, the A group users (experienced users) can be given a right to change settings of the anti-virus components while the B group users (inexperienced users) have their settings changed centrally by a provider.

Different payment options can also be specified for different groups. The group A may use the personal anti-spam for an extra fee while the users of the B group can't do that, however their monthly payment is smaller.

Setting jobs for anti-virus workstations

Configuration of anti-virus software components installed on a computer can be performed by a user or by an administrator of an anti-virus network using a console.

An administrator can do the following:

- allow a user to change settings and administer anti-virus software installed on his computer;
- disable changing of some options by a user;
- completely disable administration of anti-virus software by a user.
- add or remove components of Dr.Web software installed on computers of subscribers;
- monitor the status of virus databases and block agents, if necessary, to keep anti-virus software up to date and prevent spread of infections over the network.

Dr.Web AV-Desk anti-virus server

Ant-virus server is a computer running the server-side software of Dr.Web AV-Desk.

Multi-platform architecture of the Dr.Web AV-Desk server software allows it to run on a Windows machine as well as under Unix – no other alternative solution can offer such a compatibility.

An anti-virus server provides centralized management of an anti-virus network:

- deployment,
- updating of the virus database and software modules;
- network monitoring;
- notifications on viral events;
- collection of statistics.

An anti-virus server stores the following data:

- distribution files of an anti-virus package for various operating systems;
- updates of the virus database and software modules;
- user key files;
- configurations of anti-virus agents in the network;
- scanning stats from every computer in the network;
- other useful information.

Several anti-virus servers can be connected to an SQL-server used for data storage making the service exceptionally scalable.

Distribution of updates of the Dr.Web virus database and software modules to user workstations

Updating of anti-virus agents including the virus database lies with an anti-virus server which saves Internet traffic of a customer and makes the procedure completely automatic.

Updating of virus signatures and the anti-virus engine is automatic. An anti-virus server automatically receives updates and distributes them between computers of subscribers connected to the server without any additional configuration or updating schedules. An administrator can block disabling of updating by a user and readjust the frequency of updating.

Dr.Web AV-Desk receives updates from the Dr.Web Global Updating System. The virus monitoring service of Doctor Web collects virus samples all over the world. Updates are received from several servers located in different parts of the globe. Hot updates are received as soon as a new threat has been analyzed. An update is tested using a huge number of clean files before a release.

Scheduling

A schedule with a list of default jobs is created after installation of the Dr.Web AV-Desk server-side software. The schedule can be edited to meet requirements of a subscriber or a group of subscribers.

An administrator can specify:

- scanning schedules;
- scanning depth;
- scanning exceptions lists;
- actions upon detection of viruses.

Virus alerts

A notification system informs an administrator about various events in an anti-virus network. It can be virus attack alert or a system notification sent to a user on results of scanning.

The notification interface allows an administrator and technical support engineers to send messages to subscribers or to subscriber groups to notify users about changes in the operation of the service, new features, virus epidemics, give instructions on what to do if the system has been infected or convey other useful information.

Statistics and reports

An anti-virus server logs information related to operation of agents installed on protected computers. An administrator can set logs verbosity and store the information in the common event log implemented as a database.

All file operations performed by the anti-virus software are registered in statistics.

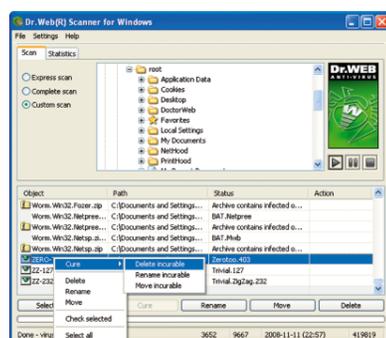
The following information is placed in the common event log:

- versions of anti-virus agents installed on protected computers;
- components of the software run on a protected machine;
- date and time of installation and updating of anti-virus software on a workstation and the version of the software;
- login date and time when disconnected from an anti-virus server;
- date and time of updating of the virus database and the version of the database;
- version of an OS of a protected machine, CPU type, location of system directories, etc;
- configuration and operation mode of anti-virus software (heuristic analyzer on/off, types of files set to be scanned, actions upon detection of viruses, etc.);
- information about virus events including names of detected viruses (can be arranged by type of malware), date, actions, results, scan errors, etc.

Dr.Web AV-Desk anti-virus agents

An anti-virus agent is a component of Dr.Web AV-Desk installed on all computers of a protected network including a computer running an anti-virus server.

If an employee travels for business his notebook can be switched to the 'mobile" mode. In this mode the travelling Dr.Web agent continues to receive the updates of the virus database and gets protection.



Software components of an anti-virus agent

Dr.Web scanner for Windows

- Scans system memory, running processes and files run during startup of a system.
- Checks archives of any nesting level including multi-volume and self-extracting archives.
- A multi-thread anti-virus engine ensures high speed on-demand scan.
- Dr.Web® Shield™ is an anti-rootkit component included in the Dr.Web scanner.



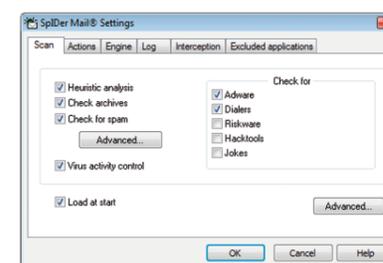
SpIDer Guard® anti-virus monitor

- A powerful tool for constant monitoring of viral activities.
- Intercepts all calls to files located on hard drives, floppy disks, CDs, Flash-drives and smart cards preventing malicious programs from accessing a protected PC.
- SpIDer Guard is extremely resistant to attempts of malicious programs to stop its operation.
- Implemented as a Windows service, SpIDer Guard allows a system administrator to restrict user rights to change its configuration.



Parental control

Blocking of web-sites based on key words and specified URLs. Disabling usage of removable data storage devices (USBs), network resources and separate files and folders to keep important data safe from occasional deletion and prevent unauthorized access.



SpIDerMail® monitor

- Real-time filtering of POP3/SMTp/IMAP4/NNTP traffic.
- Messages are scanned for viruses before they are received by a mail client.
- The virus activity control feature of SpIDer Mail allows blocking suspicious actions typical of mass-mailing worms.
- Unlike anti-spam solutions based on the Bayesian filter, the Dr.Web anti-spam doesn't require training.
- The linguistic-independent analysis ensures successful detection of spam regardless of its language.
- Various filtering technologies are applied to unsolicited messages of different types increasing a probability of successful detection.
- The unique anti-spam technology makes one update in 24 hours sufficient to keep the anti-spam up to date.
- Messages detected as unsolicited are not removed but placed in a special folder.



SpIDer Gate™

Filtering of HTTP-traffic for viruses.

About Doctor Web

Doctor Web is a Russian IT-security solutions developer. The company offers efficient anti-virus and anti-spam solutions for enterprises, state institutions and for personal use. Doctor Web has been the first vendor to offer an anti-virus as a service in Russia. The company also offers proven anti-virus and anti-spam solutions for businesses, government entities, and personal use.

Dr.Web anti-virus solutions have been developed since 1992. They have always shown perfect results of detection of malicious programs and comply with international security standards. Doctor Web has received numerous certificates and awards; our satisfied customers spanning the globe are clear evidence of the complete trust customers have in our products.

Dr.Web anti-virus products are based on a unique technology of detection and curing developed by the company which few anti-virus vendors can boast. Doctor Web has a solid record of detecting malicious programs, and adheres to all international security standards. Doctor Web has its own virus monitoring service and analytical laboratory which ensure rapid response to new virus threats.

Big project experience

Dr.Web solutions for business customers have been developed and improved since 1992. State Duma of Russian Federation, its Foreign ministry, FSB (Federal Security Service) and many other enterprises, educational and research institutions trust Dr.Web products.

Contacts

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You can join today!**





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