



Looking for an anti-virus?
Sign up with your service provider!

How long can man survive...

without food? 8 weeks

without water? 2 days

without air? 1 minute

How long does a computer survive on the Internet
without anti-virus protection?

1 minute.

You need oxygen.

Your computer needs an anti-virus.

Anti-virus is a service

Doctor Web was the first anti-virus vendor on the Russian market to offer an anti-virus as a service.

Sign up now – it's quick!	Install Dr.Web software – it's easy!	Enjoy surfing the Web – it's safe now!
Sign up for the service in your personal area on your provider's web site. All you need to do is choose a subscription package, and specify your operating system and the number of computers you want to protect.	Once subscribed, use the download link received from the provider to obtain the installer. Launch it and all the installation steps will be performed automatically.	With Dr.Web on guard, you can spend more time on the Internet—working, playing, and chatting with your friends—without risking an infection.

What are the advantages of the Dr.Web anti-virus service?

The quality of anti-virus protection delivered with boxed products and with the service software is the same. The advantages of the service lie in its ease-of-use which allows customers to save substantially on anti-virus security.

Saved time



- In less than a minute, you can activate your subscription through your personal area on your provider's web site.
- All operations required to perform an installation and to connect to the provider's server for the retrieval of updates are automatic.
- No registration required.
- Automatic monthly subscription renewal.
- Doctor Web's technical support service can be contacted using the program interface.



Controlled security expenses

- Subscription package choices that fit all anti-virus security needs and budgets.
- Subscription package upgrades and downgrades with a single click.
- Subscription suspension for 1, 2, or 3 months.



Affordable licensed anti-virus software

- Subscription fee is much lower than the average price of an anti-virus.
- Customers pay for the anti-virus as they pay for their Internet service.
- Free retrieval of installation packages and updates via the provider's network traffic.
- Free technical support.

Subscription packages

Subscription packages are designed to provide subscribers with several options so they can choose the protection they can afford.



Dr.Web Classic Basic anti-virus protection

Protection components	Supported OS
Anti-virus Anti-rootkit Anti-spy Firewall	Microsoft Windows 7/ Vista/XP/2000



Dr.Web Standard Basic protection enhanced with anti-spam

Protection components	Supported OS
Anti-virus Anti-rootkit Anti-spy Anti-spam Firewall	Microsoft Windows 7/ Vista/XP/2000



Dr.Web Premium Comprehensive protection from Internet threats

Protection components	Supported OS
Anti-virus Anti-rootkit Anti-spy Anti-spam HTTP-monitor Parental control Firewall	Microsoft Windows 7/ Vista/XP/2000



Dr.Web Premium Server Total protection of Windows server platforms

Protection components	Supported OS
Anti-virus Anti-rootkit Anti-spy Anti-spam HTTP-monitor Parental control	Windows Server 2003, 2008

How do subscription packages differ?

The packages differ in:

- Supported operating systems;
- Available protection components.

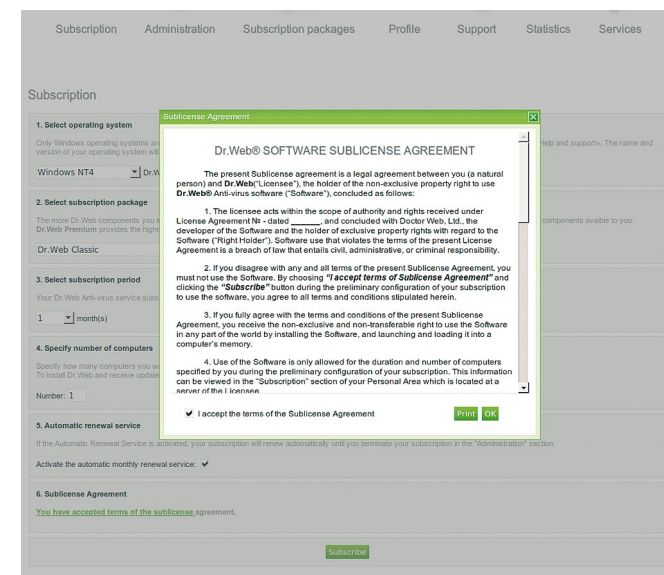
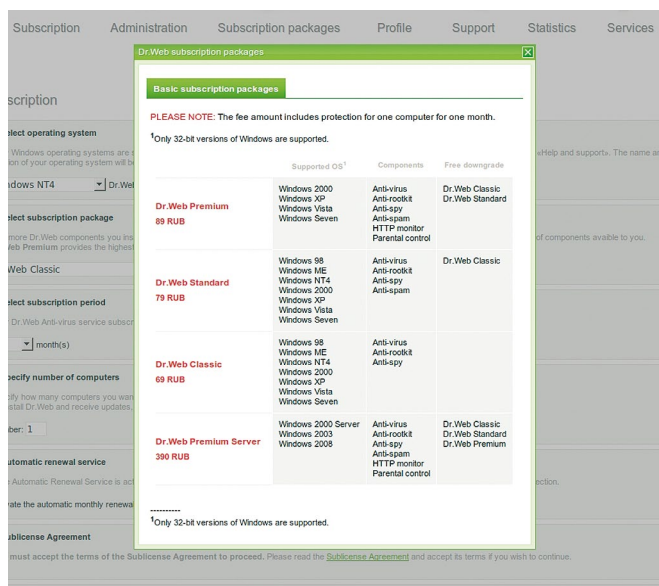
	Dr.Web Classic	Dr.Web Standard	Dr.Web Premium	Dr.Web Premium Server
Protection for workstations				
Supported versions of Windows	7/Vista/XP/2000			Server 2003/2008
Anti-virus	•	•	•	•
Anti-rootkit	•	•	•	•
Anti-spy	•	•	•	•
Anti-spam		•	•	
HTTP monitor			•	
Parental control			•	
Firewall	•	•	•	

Sign up!

It's easier than getting infected!

Subscribing and installing the software

IMPORTANT! Before you proceed with installation, please make sure that no other anti-virus is installed on your computer (including other Dr.Web products), because its resident modules may interfere with the installation process and the operation of the service software.



1. Select the OS you are using.
2. Select a subscription package.
3. Enter the number of computers.
4. Specify the subscription period (one month or longer).
5. Do not clear the "Enable auto renewal" checkbox – with this option enabled, your subscription will be renewed automatically every month.

6. Read the sublicense agreement and accept its terms.
7. Press the "Subscribe" button.
8. Click on the link in the subsequent window to download the Dr.Web installer. Launch the installer.
9. Dr.Web software will be installed on your computer.
10. An icon displaying a spider over a shield will appear in the system tray. You will see a yellow triangle with an exclamatory mark flashing over the icon. Reboot the system and wait while the anti-virus connects to your service provider's anti-virus server. You have installed the service software successfully.

Renewal

A service subscription renews automatically if the “Enable auto renewal” checkbox is left checked.

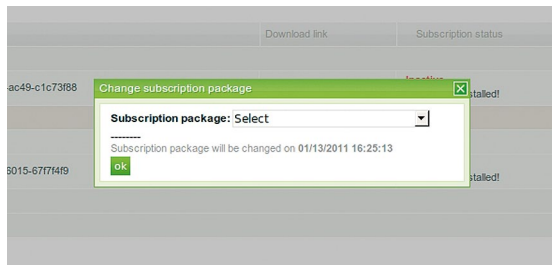
If you have unchecked the checkbox, go to the Administration tab and select “Enable auto renewal”.

Downgrading

Downgrades are free.

A downgrade comes into effect

- On the date of the downgrade if daily charging is in effect.
- On the first day of a subsequent calendar month if monthly charging is in effect. Advance payments are not refunded.



In order to change the subscription package, go to the Administration tab and select “Downgrade”.

Upgrading

Upgrades are available on a paying basis. To upgrade, a subscriber has to re-subscribe to the service.

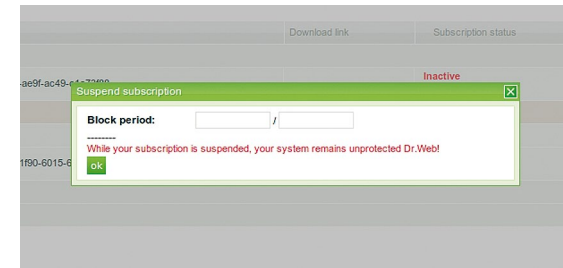
Suspending a subscription

A suspension becomes effective as follows

- On the date you choose to suspend your subscription, if daily charging is in effect.
- On the first day of the subsequent calendar month if monthly charging is in effect.

Resuming a subscription

Occurs when the suspension period defined by the subscriber expires. Automatic monthly renewal is also reactivated if it was not disabled prior to the suspension.



In order to suspend your subscription, go to the Administration tab and select “Suspend subscription”.

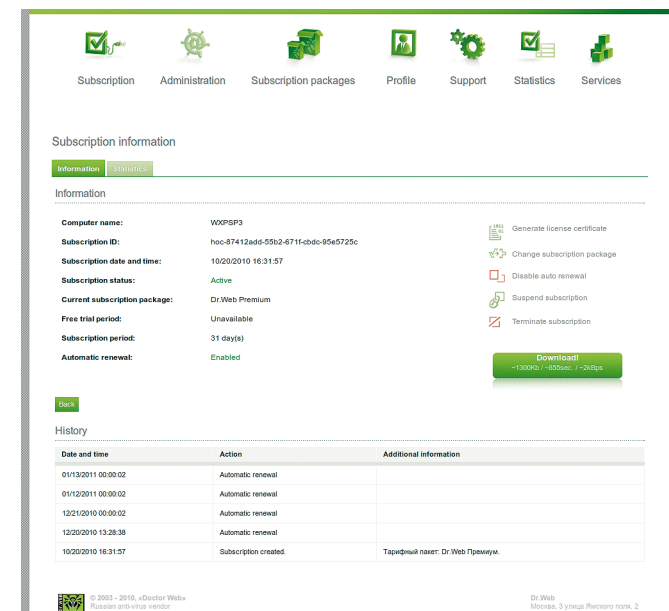
Resume suspended subscription automatically

A suspended subscription resumes automatically if automatic renewal was activated prior to the suspension. The subscription resumes on the same terms as before.

Subscription termination

You can terminate your subscription at any moment, but:

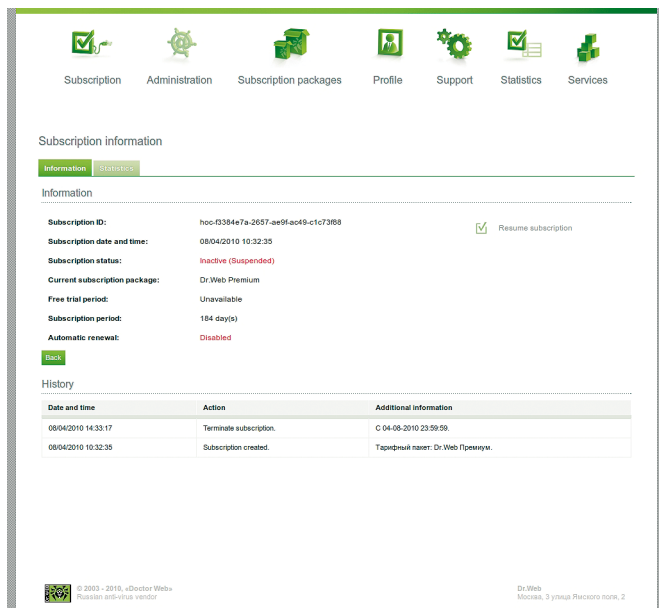
- If daily charging is in effect, the subscription will be terminated immediately.
- If you pay for the service on a monthly basis, your subscription will remain active until the end of the current calendar month. Advance payments are not refunded.



Select “Terminate subscription” in the Administration tab.

Resuming a subscription after termination

Once you select the “Activate” action, your subscription resumes and the download link is available again. In effect, a subscription that is resumed following its termination is considered to be a new subscription. Automatic monthly renewal is also reactivated if was not disabled prior to the suspension.



Select “Resume subscription” in the Administration tab.

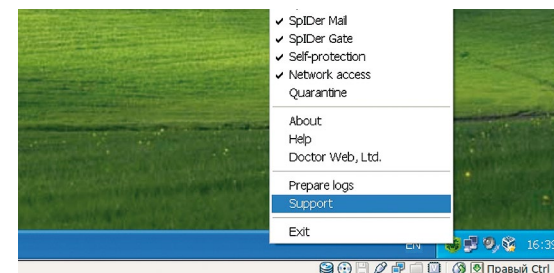
Technical support

The subscription fee includes the following:

- Updating of Dr.Web virus databases;
- Updating of Dr.Web program modules;
- Technical support.

How do I contact the technical support service?

The Support option is available in the service software menu after its installation. The “Prepare logs” option enables you to collect information about the system, compress the report file, and send it to Doctor Web, if necessary.



Service FAQ

Do I have to pay to download and update the anti-virus?

No, the service software uses your local network's traffic.

If I disconnect from the network will my computer still be protected?

Yes, it will. The software won't receive updates, but all components protecting hard-drives, removable media, and e-mail will remain operational.

IMPORTANT! The Internet is not the only way for malware to get into a system. Regular updating of anti-virus software is one of the most important aspects of anti-virus security.

What is a subscription period?

The minimum subscription period is one month. There is no maximum subscription period—a subscription can continue indefinitely.

Can I switch to another subscription package while my subscription is valid?

Yes, but you can only opt for a cheaper subscription package.

When does the subscription period start?

It starts as soon as you subscribe to the service. This is when a unique installation package is generated for you, the subscriber. You'll be sent an installer download link. Make sure you can install Dr.Web for Windows the same day you subscribe to the service.

When does Dr.Web start protecting my computer?

The anti-virus starts working as soon as you subscribe and install the Dr.Web software on your computer. In Step No. 2 of the installation process, you will be prompted to download the installer that will install the anti-virus software. The download link will be available in the “Administration” section of your personal area as long as your subscription is valid.

Can a subscription be renewed automatically every month?

You don't need to renew your subscription manually; the automatic monthly renewal is activated as soon as you subscribe.

How do I contact Doctor Web's technical support service?

Right-click on the green spider icon in the system tray and choose “Support”. The feature is available only if the Dr.Web anti-virus is installed in the system and a connection to the Internet is established.



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