

## How to install, upgrade & setup Bullguard Internet Security v17

If you're running Bullguard Internet Security version 12 or newer, then click the Bullguard icon by the clock, click Settings (for versions 12 or 13, next click Account), enter licence key & click Submit/Activate Licence Key. If you're not running version 17, click (last) update: if Bullguard is up-to-date then you'll be prompted to upgrade, click yes, else it'll download & implement the updates & then after, click again to be prompted for the upgrade. After Bullguard downloads & implements the upgrade & Windows restarts, you'll be running a newer version! You may need to repeat this until you're running version 17. You only need to install Bullguard if you don't already have it installed or have version 10 or lower! Additionally, if you have Bullguard installed on more than one computer under the same account (see below for upgrading licence), you only enter the licence key onto one of them & the others will recognize the new licence when they connect to the internet.

If you don't have Bullguard, you must first uninstall any other antivirus & firewall (remember to check (via Control Panel) Windows Defender & firewall are disabled). If the previous security program wasn't good enough & Windows is already infected, it's quite possible you may not be able to install Bullguard & would first need to reinstall Windows! Some security programs can't just be uninstalled, they also need a removal tool else many conflicting files & settings are left behind:

**Norton:** [ftp://ftp.symantec.com/public/english\\_us\\_canada/removal\\_tools/Norton\\_Removal\\_Tool.exe](ftp://ftp.symantec.com/public/english_us_canada/removal_tools/Norton_Removal_Tool.exe)

**McAfee:** [http://download.mcafee.com/products/licensed/cust\\_support\\_patches/MCPR.exe](http://download.mcafee.com/products/licensed/cust_support_patches/MCPR.exe)

**AVG:** [www.avg.com/gb\\_en/utilities](http://www.avg.com/gb_en/utilities)

If you don't already have it, you'll need to install Microsoft's Visual C++ 2012 runtime. You can download this from their website ([www.microsoft.co.uk](http://www.microsoft.co.uk)) or Bullguard can do this for you during the installation. If you have a CornerStone "Companion" DVD (200+ programs for only £5!), it can be found in: Utilities\Productivity & Support\Microsoft\Visual C++ Runtimes\

After installing Bullguard, either create a new Bullguard account or, if you already have an account, enter the same email address & password you previously used to register Bullguard.

When installing Bullguard on additional computers, click yes, I already have a Bullguard account & enter the same email address & password you used to register the first computer. The licence number is already registered to that account, so isn't entered again. If you want to upgrade to more users then click Settings, General, Upgrade, enter username & select country, choose upgrade option & make payment. Follow the instructions above to install Bullguard on the other computer(s), or, if you previously had the same number of users licenced & had renewed with a lower user licence, then after upgrading, no further action is required.

You can change the registered email address or password by: click settings, General, Go to online account, login with existing details, Change details or password, enter new values, Save changes. After, on each computer Bullguard is installed with this account, click: settings, General, Change user & enter the newly changed details. If we, at CornerStone, installed Bullguard for you, the username will be a 'dummy' email (date-name@CornerStone.me.uk) & the password will be "password"! Remember to change the email address first if you don't have access to the current email account!

PLEASE NOTE: Microsoft's Internet Explorer is NOT safe & will bypass security - better to use Maxthon ([maxthon.com](http://maxthon.com)) or Opera ([opera.com](http://opera.com)). Additionally, on a daily basis, we see Google Chrome & Mozilla Firefox infected too - all are unsafe! Make sure ALL Windows security updates are downloaded & installed (check monthly) to limit security vulnerabilities (backdoors) which could bypass internet security! Microsoft Windows updates do NOT include 3rd party software & most programs do NOT alert or even check for new versions - use Glary Software Update ([www.glarysoft.com](http://www.glarysoft.com)) to check for updates to installed software. Java, Flash & PDF support are often built into web browsers - they are generally not required to be installed separately.

**Bullguard Recommended Setting:**

Click Settings: General, Main: tick Protect important settings with your account password, Minimize notifications. Updates: Check for updates: select Every hour. Antivirus, Tuning: tick Scan only files loaded for execution. Misc: tick Preserve last access timestamp on files.