

**Hi Team,**

Here is the list of question that the customer (GD5) would like to clarify before they issue to RFP (bidding document), they will put the requirement in the RFP so we expect to receive your answer in detail (what we can do) otherwise we can't deliver the product, meet their requirement:

**A) Technical questions:**

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**1. 1. a.**

**About the Resist to disk format question**

a. Please confirm in writing that the resist to disk format of RCS agent is applicable for all Acer laptop and desktop models and which other brand (like HP..) that HT will support in the future (the other brand like Lenovo, HP...that is under testing) the customer would like to be very clear about this feature because the technical will test it (prepare the Test Case for system's approval)

Currently format resistance is designed to work with all Acer laptops, specifically those using a 64-bit UEFI firmware, but not desktops. However, depending on the specific model of laptop and firmware version, support may vary. HT commits to do its best to improve the overall level of support as part of the product maintenance.

Regarding future support, we are currently testing other laptop brands, and specifically Lenovo, Asus and Dell. However we cannot foresee yet their level of support since we are still in the initial research and testing phase.

b. The resist to disk format feature is applical to all the Acer laptop and desktop models or it depends on the BIOS version, please clarify in details.

The feature is designed to work with all the 64-bit UEFI firmware currently adopted by Acer on his line of laptops. However, since it is impossible to test all of the models and firmware combinations, there may be cases where support can be partial or still not available. In those cases, by knowing the model and firmware HT will do its best to amend, if technically possible, the

missing support.

In all cases, testing in advance is required to know exactly the level of support for a specific model and firmware.

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b.

**c. 2. The customer would like to bypass the following A V :**

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The customer would like to interest into some specific A V software that is not in your list, this is very important since they will prepare the test case and test with some or full list of the A V vendor during the system test case phase.

For the very nature of antivirus software, our system can bypass detections with different level of support and data collection capabilities. HT tests daily a set of more than 200 combinations of antivirus and operating system versions, and acts according to the results to implement the best level of support possible.

**Here is the list of AV vendor that the customer want to bypass**

Noram. a1n Antivirus

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**Here is the list of AV vendor that HT sent**

Norman Antivirus

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PCaT.oo2ls Internet Security

PCTools Internet Security

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Sopah. o8s .

Maac.afe9e .

Aviar.a 1 2

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Panad. a 3Internet Security .

Ahna.lab4 Internet Security

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Kapae. rs5ky: all versions .

Syma.an6tec: Norton all versions

PCTools was retired on May 18, 2013, as stated on  
PCTools website <http://www.pctools.com/internet-security/trial/>

Panda Internet Security

Ahnlab Internet Security Kaspersky Antivirus Norton  
Internet Security F-Secure Internet Security [Sophos](#)

McAfee Antivirus BitDefender Total Security

[Microsoft Security Essential and Windows Firewall](#)

Avira Internet Security

Avast Internet Security

AVG Internet Security

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Trend Micro 7

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ESET 8

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360.cn (Free Anti virus provided by China company)

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<http://www.bkav.com.vn/> (local AV company)

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## **B) Commercial questions:**

Trend Micro Titanium

ProE

SET Smart Security [360.cn](#)

[Bkav](#)

## **Hi Team,**

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## **A) Technical questions:**

### **1. About the Resist to disk format question**

- a. Please confirm in writing that the resist to disk format of RCS agent is applicable for all Acer laptop and desktop models and which other brand (like HP...) that HT will support in the future (the other brand like Lenovo, HP...that is under testing) the customer would like to be very clear about this feature because the technical will test it (prepare the Test Case for system's approval)
- b. The resist to disk format feature is applical to all the Acer laptop and desktop models or it depends on the BIOS version, please clarify in details.

**2. The customer would like to bypass the following AV:**

The customer would like to interest into some specific AV software that is not in your list, this is very important since they will prepare the test case and test with some or full list of the AV vendor during the system test case phase.

	<b><u>Here is the list of AV vendor that the customer want to bypass</u></b>	<b><u>Here is the list of AV vendor that HT sent</u></b>
1.	Norman Antivirus	Norman Antivirus
2.	PCTools Internet Security	PCTools Internet Security
3.	Panda Internet Security	Panda Internet Security
4.	Ahnlab Internet Security	Ahnlab Internet Security
5.	Kaspersky: all versions	Kaspersky Antivirus
6.	Symantec: Norton all versions	Norton Internet Security
7.	F-Secure	F-Secure Internet Security
8.	Sophos	??? Please confirm that HT can support to by pass
9.	Macafee	McAfee Antivirus
10	Bitdefender	BitDefender Total Security

11	Microsoft Security Essential and Windows Firewall	??? Please confirm that HT can support to by pass
12	Avira	Avira Internet Security
13	Avast	Avast Internet Security
14	AVG	AVG Internet Security
15	Zone Alarm Extreme Security	ZoneAlarm Antivirus
16	Comodo: Internet Security Pro	Comodo Internet Security
17	Trend Micro	Trend Micro Titanium
18	ESET	Pro ESET Smart Security
19	360.cn ( Free Anti virus provided by China company)	??? Please confirm that HT can support to by pass
20	<a href="http://www.bkav.com.vn/">http://www.bkav.com.vn/</a> (local AV company)	??? Please confirm that HT can support to by pass