AVG File Server 2011

User Manual

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Contents

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1. Introduction

This user manual provides comprehensive documentation for **AVG File Server 2011**.

Congratulations on your purchase of AVG File Server 2011!

AVG File Server 2011 is one of a range of award winning AVG products designed to provide you with peace of mind and total security for your PC. As with all AVG products **AVG File Server 2011** has been completely re-designed, from the ground up, to deliver AVG's renowned and accredited security protection in a new, more user friendly and efficient way. Your new **AVG File Server 2011** product has a streamlined interface combined with more aggressive and faster scanning. More security features have been automated for your convenience, and new 'intelligent' user options have been included so that you can fit our security features to your way of life. No more compromising usability over security!

AVG has been designed and developed to protect your computing and networking activity. Enjoy the experience of full protection from AVG.

All AVG products offer

- Protection that's relevant to the way you use your computer and the Internet: banking and shopping, surfing and searching, chatting and emailing, or downloading files and social networking – AVG has a protection product that's right for you
- Hassle-free protection that's trusted by over 110 million people around the world and fueled by a global network of highly-experienced researchers
- Protection that's backed by round-the-clock expert support

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2. AVG Installation Requirements

2.1. Operation Systems Supported

AVG File Server 2011 is intended to protect workstations/servers with the following operating systems:

- Windows 2003 Server and Windows 2003 Server x64 Edition
- Windows 2008 Server and Windows 2008 Server x64 Edition

(and possibly higher service packs for specific operating systems)

2.2. Minimum & Recommended HW Requirements

Minimum hardware requirements for **AVG File Server 2011**:

- Intel Pentium CPU 1,5 GHz
- 512 MB of RAM memory
- 470 MB of free hard drive space (for installation purposes)

Recommended hardware requirements for **AVG File Server 2011**:

- Intel Pentium CPU 1,8 GHz
- 512 MB of RAM memory
- 600 MB of free hard drive space (for installation purposes)

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3. AVG Installation Options

AVG can be installed either from the installation file available on your installation CD, or you can download the latest installation file from AVG website (http://www.avg.com).

Before you start installing AVG, we strongly recommend that you visit AVG website (http://www.avg.com) to check for a new installation file. This way you can be sure to install the latest available version of AVG File Server 2011.

During the installation process you will be asked for your license number. Please make sure you have it available before starting the installation. The sales number can be found on the CD packaging. If you purchased your copy of AVG on-line, your license number will have been delivered to you via e-mail.

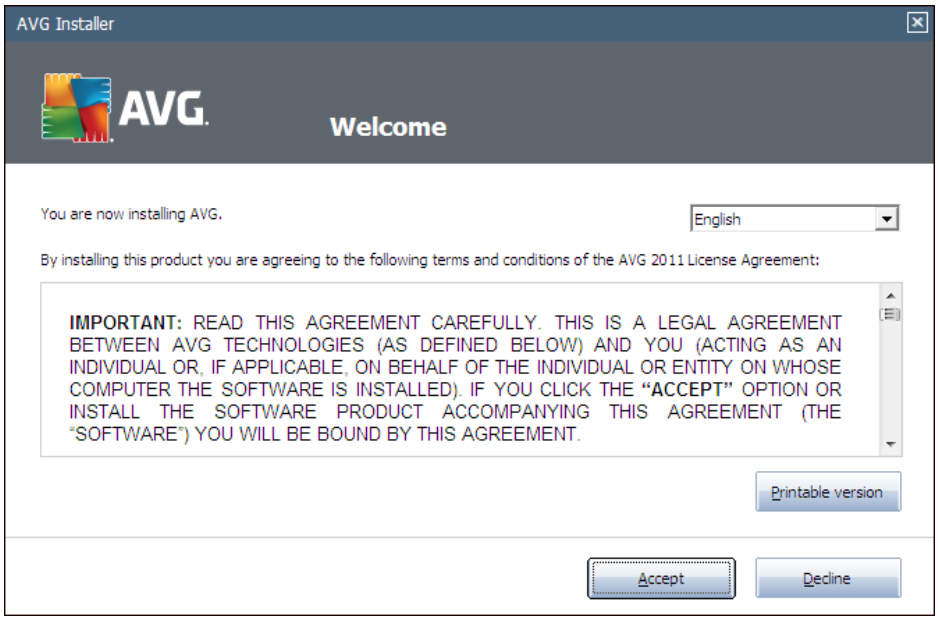
4. AVG Installation Process

To install **AVG File Server 2011** on your computer, you need to get the latest installation file. You can use the installation file from the CD that is a part of your box edition but this file might be out-of-date. Therefore we recommended getting the latest installation file online. You can download the file from AVG website (http://www.avg.com), the ***Support Center / Download*** section.

The installation is a sequence of dialog windows with a brief description of what do at each step. In the following, we offer an explanation for each dialog window:

4.1. Welcome

The installation process starts with the ***Welcome*** dialog window. Here you select the language used for the installation process, and the default language of AVG user interface. In the upper section of the dialog window find the drop-down menu with the list of languages you can chose from:



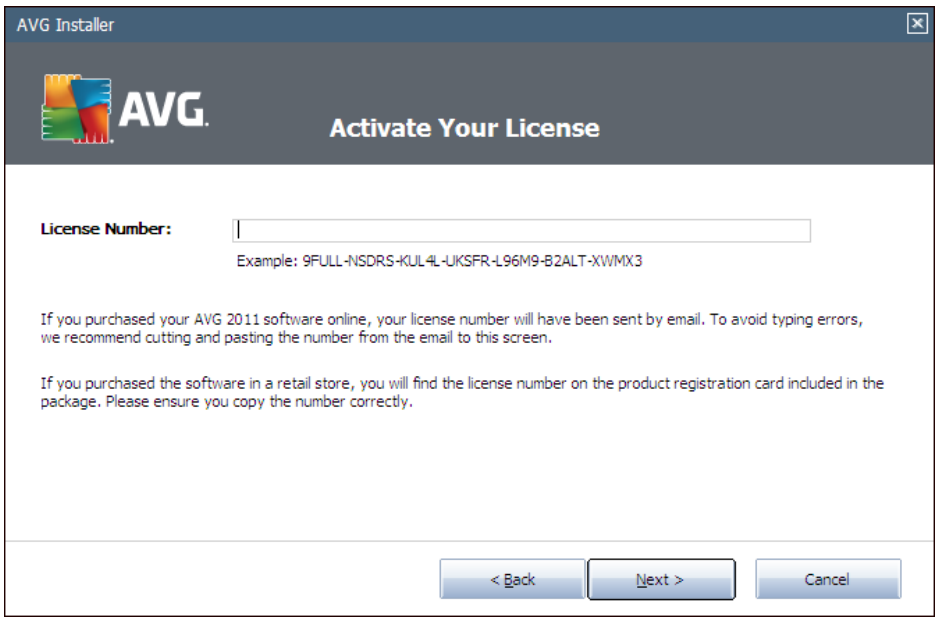
Attention: *Here, you are selecting the language for the installation process. The language you select will be installed as the default language for AVG user interface, together with English that is installed automatically. If you want to have installed other additional languages for the user interface, please define them within the setup dialog* ***Custom Options****.*

Further, the dialog provides the full wording of the AVG license agreement. Please read it carefully. To confirm that you have read, understood and accept the agreement press the ***Accept*** button. If you do not agree with the license agreement press the ***Decline*** button, and the installation process will be terminated immediately.

4.2. Activate your AVG license

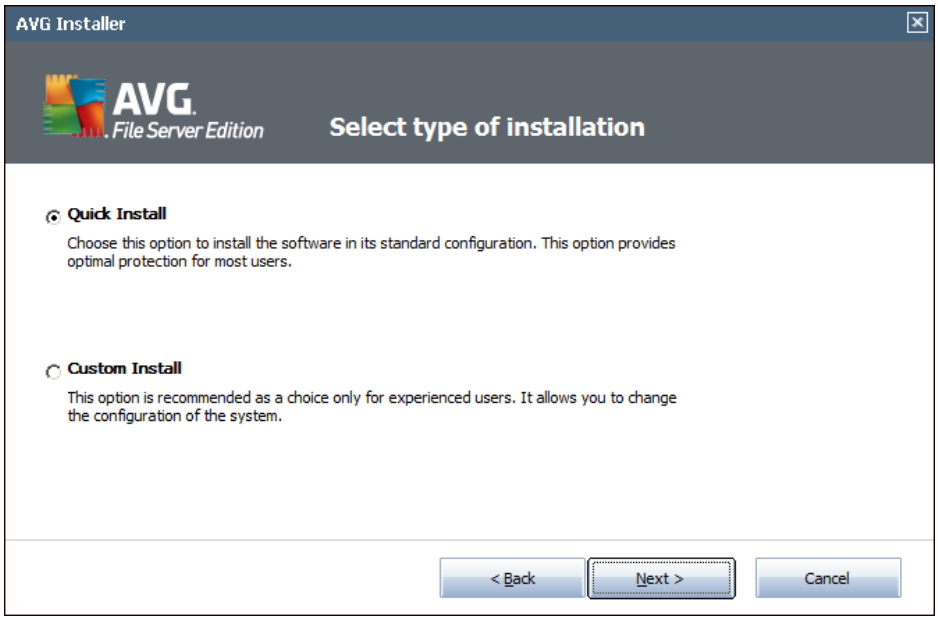
In the ***Activate Your License*** dialog you are invited to fill in your license number into the provided text field.

The sales number can be found on the CD packaging in your **AVG File Server 2011** box. The license number will be in the confirmation email that you received after purchasing your **AVG File Server 2011** on-line. You must type in the number exactly as shown. If the digital form of the license number is available (*in the email*), it is recommended to use the copy and paste method to insert it.



Press the ***Next*** button to continue the installation process.

4.3. Select type of installation



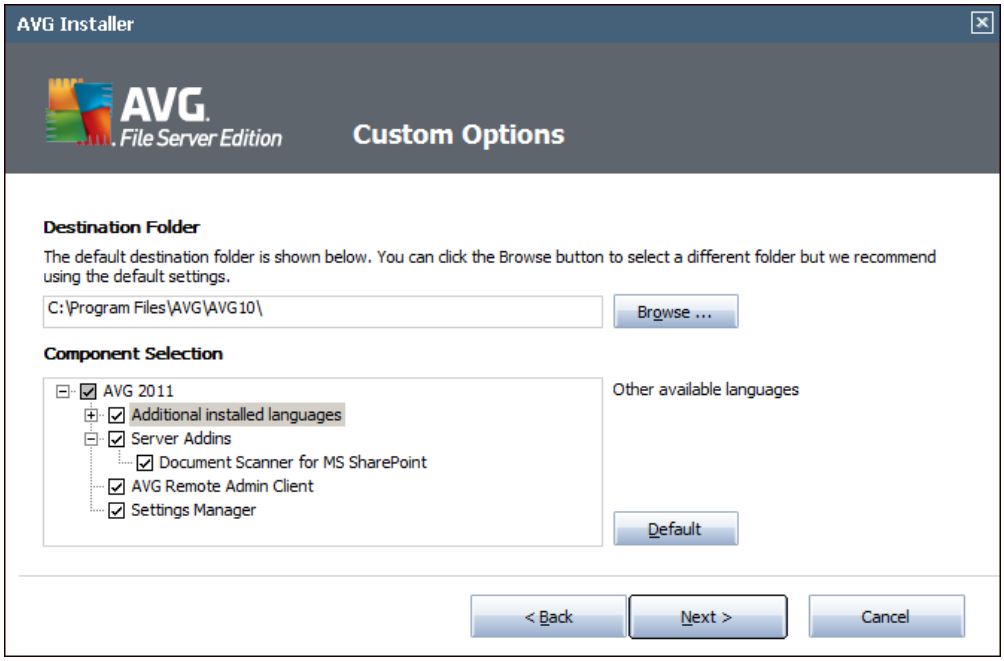
The ***Select type of installation*** dialog offers the choice of two installation options: ***Quick Install*** and ***Custom Install***.

For most users, it is highly recommended to keep to the standard ***Quick Install*** that installs AVG in fully automatic mode with settings predefined by the program vendor. This configuration provides maximum security combined with the optimal use of resources. In the future, if the need arises to change the configuration, you will always have the possibility to do so directly in the AVG application. If you have selected the ***Quick Install*** option, press the ***Next*** button to proceed to the following ***Install Progress*** dialog.

Custom Install should only be used by experienced users who have a valid reason to install AVG with non-standard settings; e.g. to fit specific system requirements. Having selected this option, press the ***Next*** button to proceed to the ***Custom Options*** dialog.

4.4. Custom options

The ***Custom Options*** dialog allows you to set up two parameters of the installation:



Destination Folder

Within the ***Destination Folder*** section of the dialog you are supposed to specify the location where **AVG File Server 2011** should be installed. By default, AVG will be installed to the program files folder located on drive C:. In case the folder does not exist yet, you will be asked in a new dialog to confirm you agree AVG creates this folder now. If you want to change this location, use the ***Browse*** button to display the drive structure, and select the respective folder.

Component Selection

The ***Component Selection*** section provides an overview of all **AVG File Server 2011** components that can be installed. If the default settings do not suit you, you can remove/add specific components.

However, you can only select from components that are included in your purchased AVG edition!

Highlight any item in the ***Component Selection*** list, and a brief description of the respective component will be displayed on the right side of this section.

- ***Language selection***

Within the list of components to be installed, you can define which language(s) AVG should be installed in. Check the ***Additional installed languages*** item and then select the desired languages from the respective menu.

- ***Server addins - Document Scanner for MS SharePoint***

This component scans document files stored in MS SharePoint and protects against possible threats. It is a crucial part of the whole **AVG File Server 2011**, so we strongly recommend to install it.

- ***AVG Remote Admin Client***

If you plan to connect your computer to the AVG Remote Administration, please mark the respective item to be installed as well.

- ***Settings Manager***

AVG Settings Manager is a small application which allows you to simply and quickly configure local AVG installations (even those not running under Remote Administration). It uses configuration files (in .pck format) that can easily created using AVG Settings Manager on every computer with AVG application installed. You can then copy these files to any removable device and use them on every computer. Of course, the same goes for the AVG Settings Manager itself. For more information on this application click **here**.

Press the ***Next*** button to continue.

4.5. Install progress

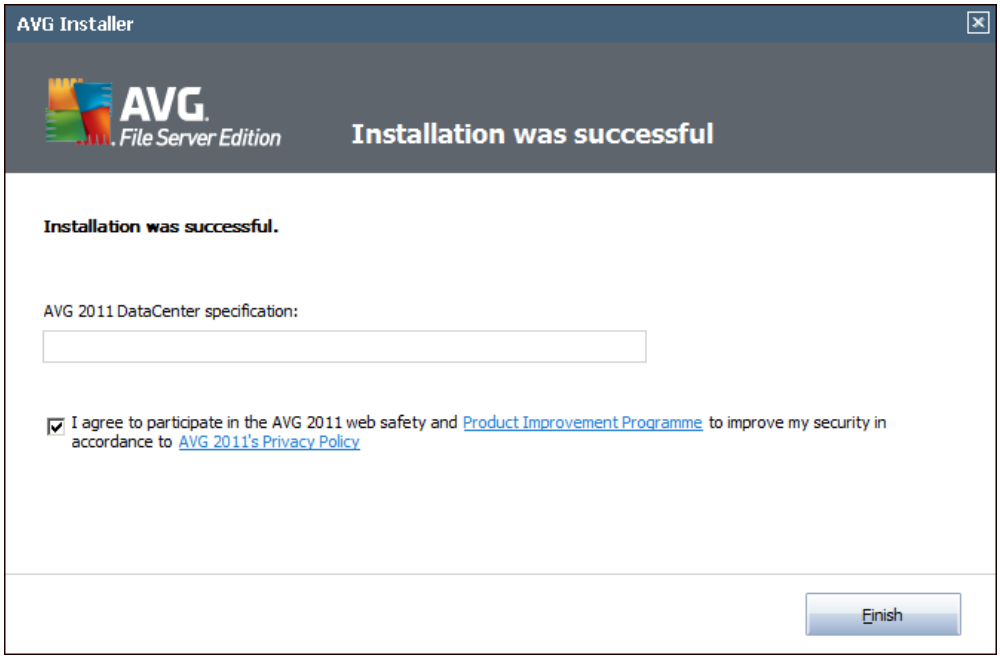
The ***Install Progress*** dialog shows the progress of the installation process, and does not require any intervention.

After the installation process is finished, the virus database and program will be updated automatically. Then, you will be redirected to the next dialog.

4.6. Installation was successful

The ***Installation was successful*** dialog confirms that your **AVG File Server 2011** has been fully installed and configured.

If you have previously selected the AVG Remote Admin Client item to be installed (see Custom Options), the dialog appears with the following interface:



You need to specify AVG DataCenter parameters - please provide the connection string to AVG DataCenter in the form of *server:port*. If this information is not available at the moment, leave the field blank and you can set the configuration later in within the Advanced Settings / Remote Administration dialog. For detailed information on AVG Remote administration please consult AVG Business Edition user manual; to be downloaded from AVG website (http://www.avg.com).

I agree to participate in the AVG 2011 web safety and Product Improvement Programme ... - mark this checkbox to agree you want to participate in the Product Improvement Programme (*for details see chapter AVG Advanced Settings / Product Improvement Programme*) that collects anonymous information on detected threats in order to increase the overall Internet security level.

5. After Installation

5.1. Product registration

Having finished the **AVG File Server 2011** installation, please register you product online on AVG website (http://www.avg.com), ***Registration*** page (*follow the instruction provided directly in the page*). After the registration you will be able to gain full access to your AVG User account, the AVG Update newsletter, and other services provided exclusively for registered users.

5.2. Access to user interface

The ***AVG User Interface*** is accessible in several ways:

- double-click the ***AVG system tray icon***
- double-click the AVG icon on the desktop
- from the menu ***Start/Programs/AVG 2011/AVG User Interface***

5.3. Scanning of the whole computer

There is a potential risk that a computer virus has been transmitted to your computer prior to **AVG File Server 2011** installation. For this reason you should run a ***Scan of the whole computer*** to make sure there are no infections on your PC.

For instructions on running a ***Scan of the whole computer*** please consult the chapter ***AVG Scanning***.

5.4. AVG default configuration

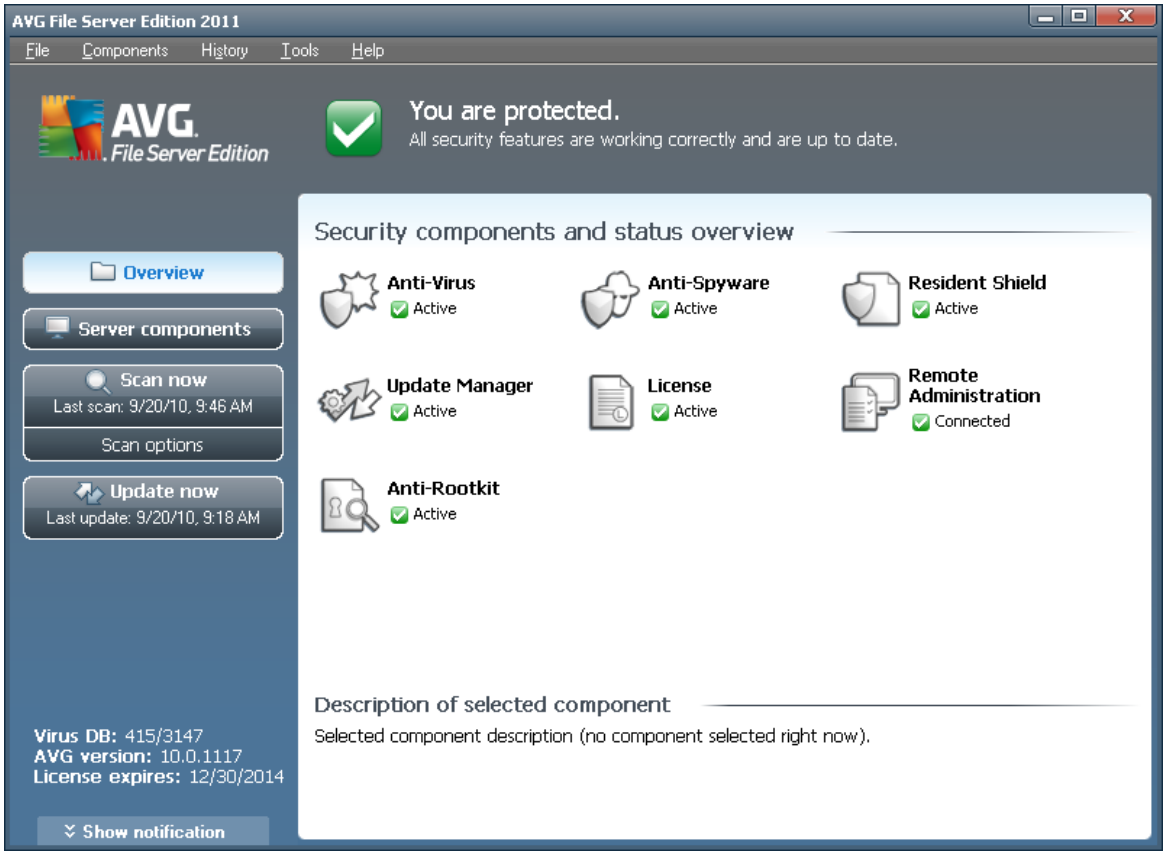
The default configuration (*i.e. how the application is set up right after installation*) of **AVG File Server 2011** is set up by the software vendor so that all components and functions are tuned up to achieve optimum performance.

Unless you have a real reason to do so, do not change the AVG configuration! Changes to settings should only be performed by an experienced user.

Some minor editing of ***AVG components*** settings is accessible directly from the specific component user interface. If you feel you need to change the AVG configuration to better suit your your needs, go to ***AVG Advanced Settings***: select the system menu item ***Tools/Advanced settings*** and edit the AVG configuration in the newly opened ***AVG Advanced Settings*** dialog.

6. AVG User Interface

AVG File Server 2011 open with the main window:



The main window is divided into several sections:

- ***System Menu*** *(top system line in the window)* is the standard navigation that allows you to access all AVG components, services, and features - details >>
- ***Security Status Info*** *(upper section of the window)* provides you with information on the current status of your AVG program - details >>
- ***Quick Links*** *(left section of the window)* allow you to quickly access the most important and most frequently used AVG tasks - details >>
- ***Components Overview*** *(central section of the window)* offer an overview of all installed AVG components - details >>
- ***Statistics*** *(left bottom section of the window)* provide you with all statistical data regarding the programs operation - details >>
- ***System Tray Icon*** *(bottom right corner of the monitor, on the system tray)* indicates the AVG current status - details >>

6.1. System Menu

The ***System menu*** is the standard navigation used in all Windows applications. It is located horizontally in the very top part of the **AVG File Server 2011** main window. Use the system menu to access specific AVG components, feature, and services.

The system menu is divided into five main sections:

6.1.1. File

- ***Exit*** - closes the **AVG File Server 2011**'s user interface. However, the AVG application will continue running in the background and your computer will still be protected!

6.1.2. Components

The ***Components*** item of the system menu includes links to all installed AVG components, opening their default dialog page in the user interface:

- ***System overview*** - switch to the default user interface dialog with the overview of all installed components and their status
- ***Server components*** - displays the available security components and their status overview - details >>
- ***Anti-Virus*** ensures that your computer is protected from viruses trying to enter your computer - details >>
- ***Anti-Spyware*** ensures that your computer is protected from spyware and adware - details >>
- ***Resident Shield*** runs in the background and scans files as they are copied, opened or saved - details >>
- ***Update Manager*** controls all AVG updates - details >>
- ***License*** displays the license number, type and expiration date - details >>
- ***Remote Administration*** is only displayed in case you have specified during the installation process that you want to have this component installed.
- ***Anti-Rootkit*** detects programs and technologies trying to camouflage malware - details >>

6.1.3. History

- ***Scan results*** - switches to the AVG testing interface, specifically to the ***Scan Results Overview*** dialog
- ***Resident Shield Detection*** - open a dialog with an overview of threats detected by ***Resident Shield***

- ***Virus Vault*** - opens the interface of the quarantine space (***Virus Vault***) to where AVG removes all detected infections that cannot be healed automatically for some reason. Inside this quarantine the infected files are isolated and your computer's security is guaranteed, and at the same time the infected files are stored for possible future repair.

- ***Event History Log*** - opens the history log interface with an overview of all logged **AVG File Server 2011** actions.

6.1.4. Tools

- ***Scan computer*** - switches to the AVG scanning interface and launches a scan of the whole computer

- ***Scan selected folder*** - switches to the AVG scanning interface and allows you to define within the tree structure of your computer which files and folders should be scanned

- ***Scan file*** - allows you to run an on-demand test over a single file selected from the tree structure of your disk

- ***Update*** - automatically launches the update process of **AVG File Server 2011**

- ***Update from directory*** - runs the update process from the update files located in a specified folder on your local disk. However, this option is only recommended as an emergency, e.g. in situations where there is no connection to the Internet (*for example, your computer is infected and disconnected from the Internet; your computer is connected to a network with no access to the Internet, etc.*). In the newly opened window select the folder where you have previously placed the update file, and launch the update process.

- ***Advanced settings*** - opens the ***AVG advanced settings*** dialog where you can edit the **AVG File Server 2011** configuration. Generally, it is recommended to keep the default settings of the application as defined by the software vendor.

6.1.5. Help

- ***Contents*** - opens the AVG help files

- ***Get Help Online*** - opens AVG website (http://www.avg.com) at the customer support center page

- ***Your AVG Web*** - opens AVG website (http://www.avg.com)

- ***About Viruses and Threats*** - opens the online ***Virus Encyclopedia*** where you can look up detailed information on the identified virus

- ***Download AVG Rescue CD*** - opens web browser pointing to the AVG Rescue CD download page.

- ***Reactivate*** - opens the ***Activate AVG*** dialog with the data you have entered

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in the ***Personalize AVG*** dialog of the installation process. Within this dialog you can enter your license number to either replace the sales number (*the number you have installed AVG with*), or to replace the old license number (*e.g. when upgrading to a new AVG product*).

- ***Register now*** - connects to the registration page of AVG website (http://www.avg.com). Please fill in your registration data; only customers who register their AVG product can receive free technical support.

Note**: If using the trial version of* **AVG File Server 2011**, *the latter two items appear as* ***Buy now *and* ***Activate***, *alowing you to buy the full version of the program right away. For* **AVG File Server 2011** *installed with a sales number, the items display as* ***Register*** *and* ***Activate***. *For more information please consult the License section of this documentation.*

- ***About AVG*** - opens the ***Information*** dialog with five tabs providing data on program name, program and virus database version, system info, license agreement, and contact information of ***AVG Technologies CZ***.

6.2. Security Status Info

The ***Security Status Info*** section is located in the upper part of the AVG main window. Within this section you will always find information on the current security status of your **AVG File Server 2011**. Please see an overview of icons possibly depicted in this section, and their meaning:

 - The green icon indicates that your AVG is fully functional. Your computer is completely protected, up to date and all installed components are working properly.

 - The orange icon warns that one or more components are incorrectly configured and you should pay attention to their properties/settings. There is no critical problem in AVG and you have probably decided to switch some component off for some reason. You are still protected by AVG. However, please pay attention to the problem component's settings! Its name will be provided in the ***Security Status Info*** section.

This icon also appears if for some reason you have decided to ignore a component's error status (*the "Ignore component state" option is available from the context menu opened by a right-click over the respective component's icon in the component overview of the AVG main window*). You may need to use this option in a specific situation but it is strictly recommended to switch off the "***Ignore component state***" option as soon as possible.

 - The red icon indicates that AVG is in critical status! One or more components does not work properly and AVG cannot protect your computer.

Please pay immediate attention to fixing the reported problem. If you are not able to fix the error yourself, contact the AVG technical support team.

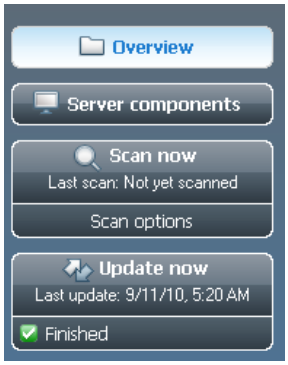
In case AVG is not set to the optimum performance, a new button named Fix (alternatively Fix all if the problem involves more than one component) appears next to the security status information. Press the button to launch an automatic process of program checkout and configuration. This is an easy way to set AVG to the optimum performance and reach the maximum security level!

It is strongly recommended that you pay attention to ***Security Status Info*** and in case the report indicates any problem, go ahead and try to solve it immediately. Otherwise your computer is at risk!

Note: *AVG status information can also be obtained at any moment from the system tray icon.*

6.3. Quick Links

Quick links *(in the left section of the AVG User Interface)* allow you to immediately access the most important and most frequently used AVG features:



- ***Overview*** - use this link to switch from any currently opened AVG interface to the default one with an overview of all installed components - see chapter ***Components Overview >>***
- ***Scan now*** - by default, the button provides information (*scan type, date of last launch*) of the last scan launched. You can either execute the ***Scan now*** command to launch the same scan again, or follow the ***Computer scanner*** link to open the AVG scanning interface where you can run scans, schedule scans, or edit their parameters - see chapter ***AVG Scanning >>***
- ***Update now*** - the link provides the date of the last launch of the update process. Press the button to open the updating interface, and run AVG update process immediately - see chapter ***AVG Updates >>***
- ***Server components*** - this link takes you to the ***Server components overview***.

These links are accessible from the user interface at all times. Once you use a quick

link to run a specific process, the GUI will switch to a new dialog but the quick links are still available. Moreover, the running process is further graphically depicted.

6.4. Components Overview

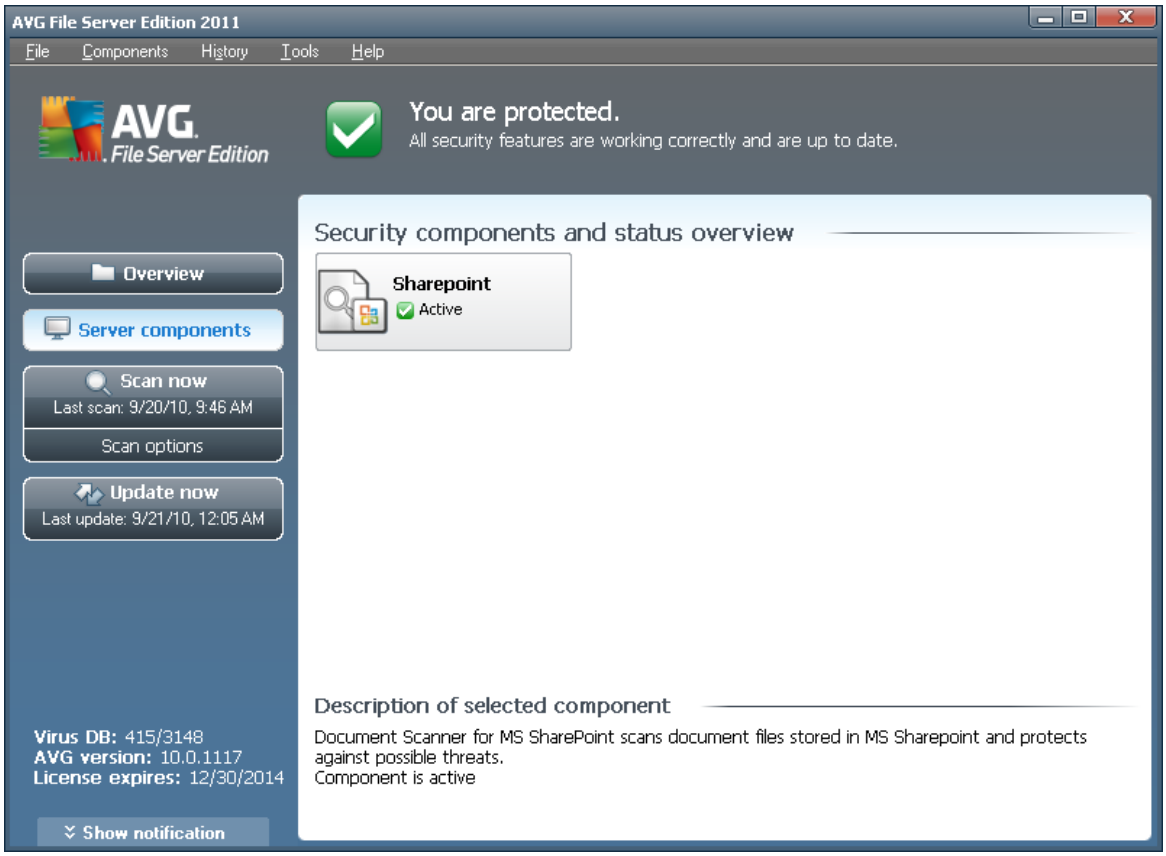
The ***Components Overview*** section is located in the central part of the AVG User Interface. The section is divided into two parts:

- Overview of all installed components consisting of a panel with the component's icon and the information of whether the respective component is active or inactive
- Description of a selected component

Within the **AVG File Server 2011** the ***Components Overview*** section contains information on the following components:

- ***Anti-Virus*** ensures that your computer is protected from viruses trying to enter your computer - details >>
- ***Anti-Spyware*** ensures that your computer is protected from spyware and adware - details >>

6.5. Server components



The ***Server components*** section is located in the central part of the AVG User Interface. The section is divided into two parts:

- Overview of all installed components consisting of a panel with the component's icon and the information of whether the respective component is active or inactive
- Description of a selected component

Within the **AVG File Server 2011** the ***Server components*** section contains information on the following components:

- ***SharePoint*** scans document files stored in MS SharePoint and protects against possible threats - details >>

Single-click any component's icon to highlight it within the components overview. At the same time, the component's basic functionality description appears in the bottom part of the user interface. Double-click the icon to open the components own interface with a list of basic statistical data.

Right-click your mouse over a component's icon to expand a context menu: besides opening the component's graphic interface you can also select to ***Ignore component***

state. Select this option to express you are aware of the component's error state but for some reason you wish to keep your AVG so and you do not want to be warned by the system tray icon change.

6.6. Statistics

The ***Statistics*** section is located in the left bottom part of the ***AVG User Interface***. It offers a list of information regarding the program's operation:

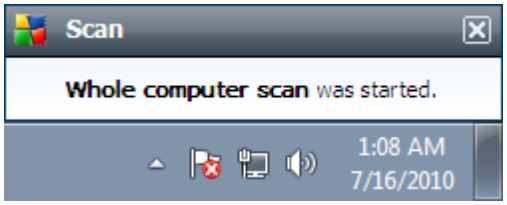
- ***Virus DB*** - informs you about the currently installed version of the virus database
- ***AVG version*** - informs you about the AVG version installed *(the number is in the form of 10.0.xxxx, where 10.0 is the product line version, and xxxx stands for the number of the build)*
- ***License expires*** - provides the date of your AVG license expiration

6.7. System Tray Icon

System Tray Icon (*on your Windows taskbar*) indicates the current status of your **AVG File Server 2011**. It is visible at all times on your system tray, no matter whether your AVG main window is opened or closed:

If in full color, the ***System Tray Icon*** indicates that all AVG components are active and fully functional. Also, AVG system tray icon can be displayed in full color if AVG is in error state but you are fully aware of this situation and you have deliberately decided to ***Ignore the component state***. An icon with an exclamation mark indicates a problem (*inactive component, error status, etc.*). Double-click the ***System Tray Icon*** to open the main window and edit a component.

The system tray icon further informs on current AVG activities and possible status changes in the program (*e.g. automatic launch of a scheduled scan or update,a component's status change, error status occurrence, ...*) via a pop-up window opened from the AVG system tray icon:



The ***System Tray Icon*** can also be used as a quick link to access the AVG main window at any time - double click on the icon. By right-click on the ***System Tray Icon*** you open a brief context menu with the following options:

- ***Open AVG User Interface*** - click to open the AVG User Interface
- ***Scans*** - click to open the context menu of predefined scans (*Whole Computer scan*, *Scan Specific Files or Folders*, *Anti-Rootkit scan*) and select the required scan, it will be launched immediately
- ***Running scans*** - this item is displays only in case a scan is currently running on your computer. For this scan you can then set its priority, alternatively stop or pause the running scan. Further, the following actions are accessible: *Set priority for all scans, Pause all scans* or *Stop all scans*.
- ***Update now*** - launches an immediate update
- ***Help*** - opens the help file on the start page

7. AVG Components

7.1. Anti-Virus

7.1.1. Anti-Virus Principles

The antivirus software's scanning engine scans all files and file activity (opening/ closing files, etc.) for known viruses. Any detected virus will be blocked from taking any action and will then be cleaned or quarantined. Most antivirus software also uses heuristic scanning, where files are scanned for typical virus characteristics, so called viral signatures. This means that the antivirus scanner can detect a new, unknown virus, if the new virus contains some typical characteristics of existing viruses.

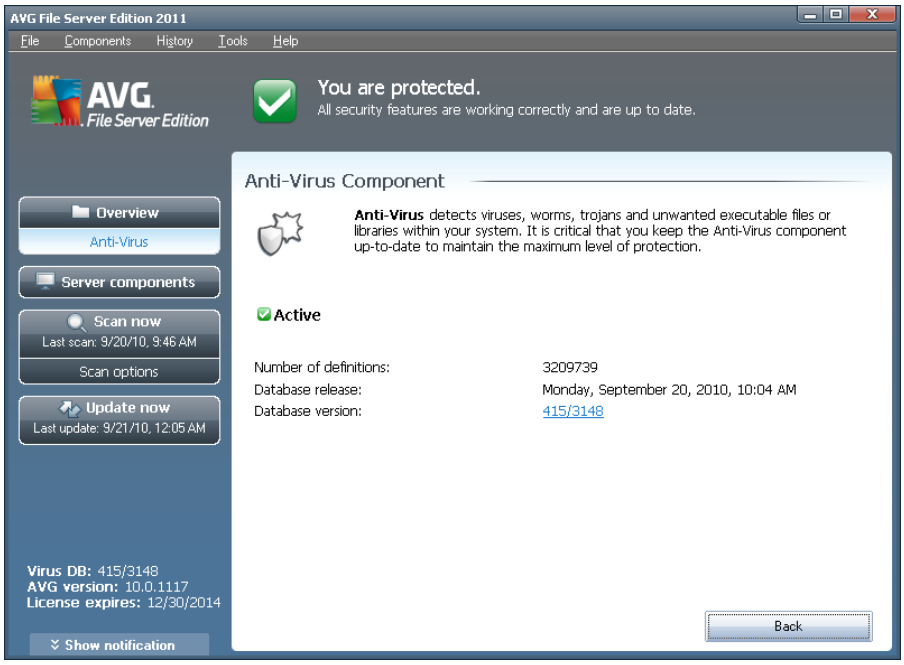
The important feature of antivirus protection is that no known virus can run on the computer!

Where just a single technology might fall short of detecting or identifying a virus, ***Anti-Virus*** combines several technologies to ensure that your computer is protected from viruses:

- Scanning - searching for character strings that are characteristic of a given virus
- Heuristic analysis - dynamic emulation of the scanned object's instructions in a virtual computer environment
- Generic detection - detection of instructions characteristic of the given virus/ group of viruses

AVG is also able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. We call such threats Potentially Unwanted Programs (various kinds of spyware, adware etc.). Furthermore, AVG scans your system registry for suspicious entries, temporary Internet files and tracking cookies, and allows you to treat all potentially harmful items in the same way as any other infection.

7.1.2. Anti-Virus Interface



The ***Anti-Virus*** component's interface provides some basic information on the component's functionality, information on the component's current status (*Anti-Virus component is active.*), and a brief overview of ***Anti-Virus*** statistics:

- ***Number of definitions*** - number provides the count of viruses defined in the up-to-date version of the virus database
- ***Database release*** - specifies when and at what time the virus database was last updated
- ***Database version*** - defines the number of the currently installed virus database version; and this number increases with every virus base update

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (*components overview*).

7.2. Anti-Spyware

7.2.1. Anti-Spyware Principles

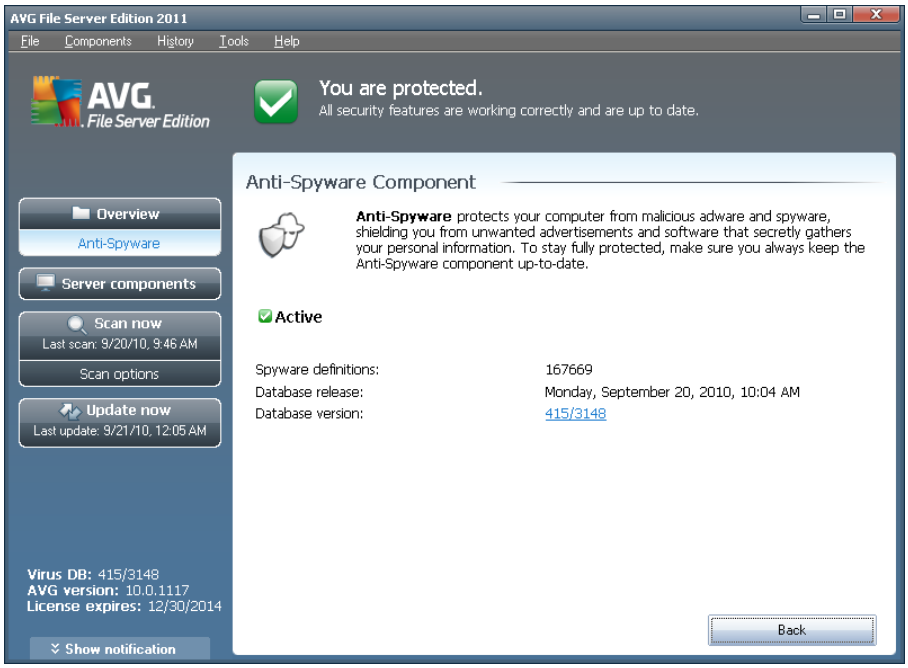
Spyware is usually defined as a type of malware, i.e. software, that gathers information from a user's computer without the user's knowledge or consent. Some spyware applications may also be installed on purpose and often contain advertisements, window pop-ups or different types of unpleasant software.

Currently, the most common source of infection is websites with potentially dangerous

content. Other methods of transmission, such as via e-mail or transmission by worms and viruses are also prevalent. The most important protection is to use an always-on background scanner, ***Anti-Spyware***, that works like a resident shield and scans your applications in the background as you run them.

There is also the potential risk that malware has been transmitted to your computer prior to AVG installation, or that you have neglected to keep your **AVG File Server 2011** up-to-date with the latest database and program updates. For this reason, AVG allows you to fully scan your computer for malware/spyware using the scanning feature. It also detects sleeping and non-active malware, i.e. malware that has been downloaded but not yet activated.

7.2.2. Anti-Spyware Interface



The ***Anti-Spyware*** component's interface provides a brief overview on the component's functionality, information on the component's current status, and some ***Anti-Spyware*** statistics:

- ***Spyware definitions*** - number provides the count of spyware samples defined in the latest spyware database version
- ***Database release*** - specifies when and at what time the spyware database was updated
- ***Database version*** - defines the number of the latest spyware database version; and this number increases with every virus base update

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (*components overview*).

7.3. Resident Shield

7.3.1. Resident Shield Principles

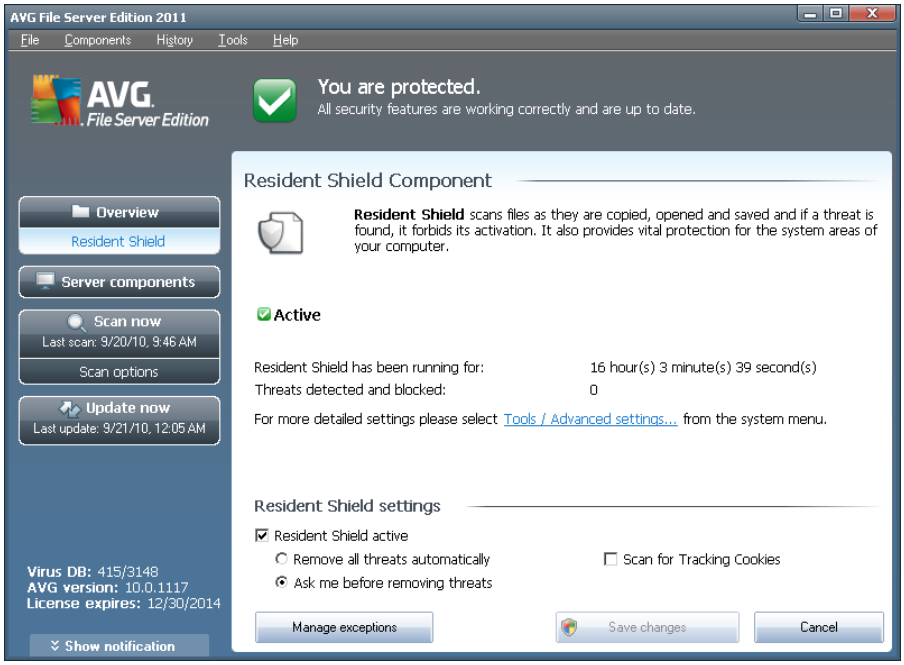
The ***Resident Shield*** component gives your computer continuous protection. It scans every single file that is being opened, saved, or copied, and guards the system areas of the computer. When ***Resident Shield*** discovers a virus in a file that is accessed, it stops the operation currently being performed and does not allow the virus to activate itself. Normally, you do not even notice the process, as it runs "in the background", and you only get notified when threats are found; at the same time, ***Resident Shield*** blocks activation of the threat and removes it. ***Resident Shield*** is being loaded in the memory of your computer during system startup.

What the ***Resident Shield*** can do:

- Scan for specific kinds of possible threats
- Scan removable media (*flash disk etc.*)
- Scan files with specific extensions or without extensions at all
- Allow exceptions from scanning – specific files or folders that should never be scanned

Warning: Resident Shield is loaded in the memory of your computer during startup, and it is vital that you keep it switched on at all times!

7.3.2. Resident Shield Interface



Besides an overview of the ***Resident Shield*** functionality, and the information on the component's status, the ***Resident Shield*** interface offers some statistic data as well:

- ***Resident Shield has been running for*** - provides the time since the latest component's launch
- ***Threats detected and blocked*** - number of detected infections that were prevented from being run/opened (*if needed, this value can be reset; e.g. for statistic purposes - Reset value*)

Resident Shield settings

In the bottom part of the dialog window you will find the section called ***Resident Shield settings*** where you can edit some basic settings of the component's functionality (*detailed configuration, as with all other components, is available via the Tools/Advanced settings item of the system menu*).

The ***Resident Shield is active*** option allows you to easily switch on/off resident protection. By default, the function is on. With resident protection on you can further decide how the possibly detected infections should be treated (removed):

- either automatically (***Remove all threats automatically***)
- or only after the user's approval (***Ask me before removing threats***)

This choice has no impact on the security level, and it only reflects your preferences.

In both cases, you can still select whether you want to ***Scan for tracking cookies***. In specific cases you can switch this option on to achieve maximum security levels, however it is switched off by default. (*cookies = parcels of text sent by a server to a web browser and then sent back unchanged by the browser each time it accesses that server. HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***Resident Shield*** interface are as follows:

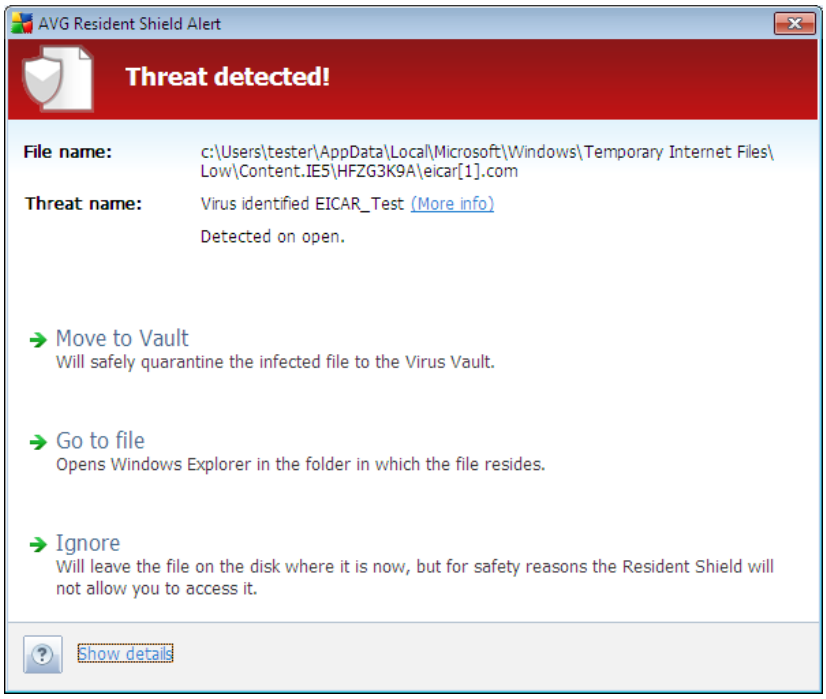
- ***Manage exceptions*** - opens the ***Resident Shield - Excluded Items*** dialog where you can define folders and files that should be left out from the ***Resident Shield*** scanning

- ***Save changes*** - press this button to save and apply any changes made in this dialog

- ***Cancel*** - press this button to return to the default ***AVG user interface*** (*components overview*)

7.3.3. Resident Shield Detection

Resident Shield scans files as they are copied, opened or saved. When a virus or any kind of threat is detected, you will be warned immediately via the following dialog:



Within this warning dialog you will find data on the file that was detected and assigned as infected (*File name*), the name of the recognized infection (*Threat name*), and a link to the ***Virus encyclopedia*** where you can find detailed information on the detected infection, if known (*More info*).

Further, you have to decide what action should be taken now - the following options are available:

Please note that, upon specific conditions (what kind of file is infected, and where it is located), not all of the options are always available!

- ***Remove threat as Power User*** - check the box if you suppose that you might not have sufficient rights to remove the threat as a common user. Power Users have extensive access rights, and if the threat is located in a certain system folder, you might need to use this checkbox to successfully remove it.

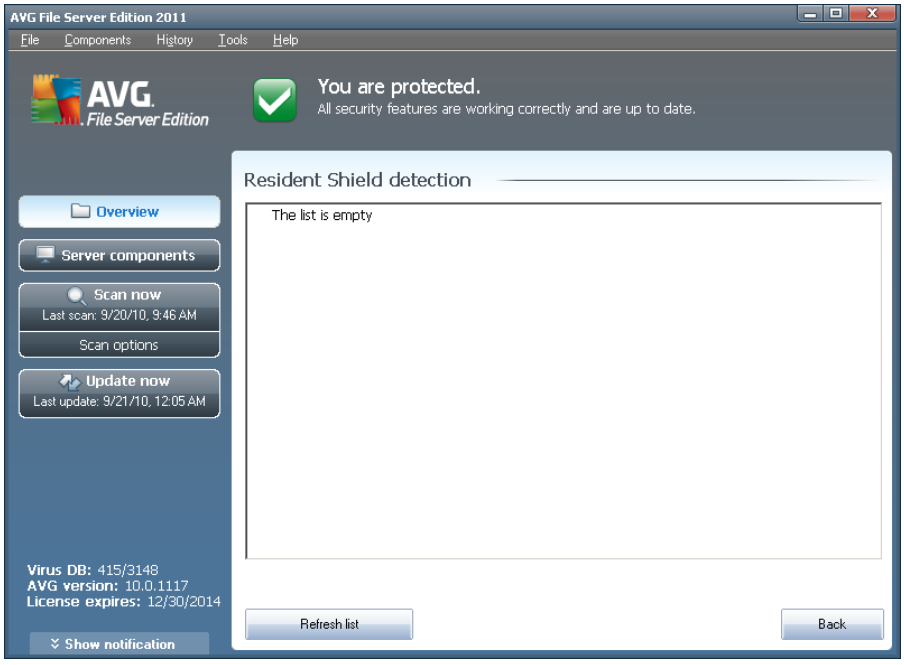
- ***Heal*** - this button only appears if the detected infection can be healed. Then, it removes it from the file, and restores the file to the original state. If the file

itself is a virus, use this function to delete it (*i.e. removed to the* ***Virus Vault***)

- ***Move to Vault*** - the virus will be moved to AVG ***Virus Vault***
- ***Go to file*** - this option redirects you to the exact location of the suspicious object (*opens new Windows Explorer window*)
- ***Ignore*** - we strictly recommend NOT TO use this option unless you have a very good reason to do so!

In the bottom section of the dialog you can find the link ***Show details*** - click it to open a pop-up window with detailed information on the process running while the infection was detected, and the process' identification.

The entire overview of all threats detected by ***Resident Shield*** can be found in the ***Resident Shield detection*** dialog accessible from system menu option ***History / Resident Shield detection***:



The ***Resident Shield detection*** offers an overview of objects that were detected by the ***Resident Shield***, evaluated as dangerous and either cured or moved to the ***Virus Vault***. For each detected object the following information is provided:

- ***Infection***- description (possibly even name) of the detected object
- ***Object*** - object location
- ***Result*** - action performed with the detected object
- ***Detection time*** - date and time the object was detected

- ***Object Type*** - type of the detected object
- ***Process*** - what action was performed to call out the potentially dangerous object so that it could be detected

In the bottom part of the dialog, under the list, you will find information on total number of detected objects listed above. Further you can export the entire list of detected objects in a file (***Export list to file***) and delete all entries on detected objects (***Empty list***). The ***Refresh list*** button will update the list of finding detected by ***Resident Shield***. The ***Back*** button switches you back to the default ***AVG user interface*** (*components overview*).

7.4. Update Manager

7.4.1. Update Manager Principles

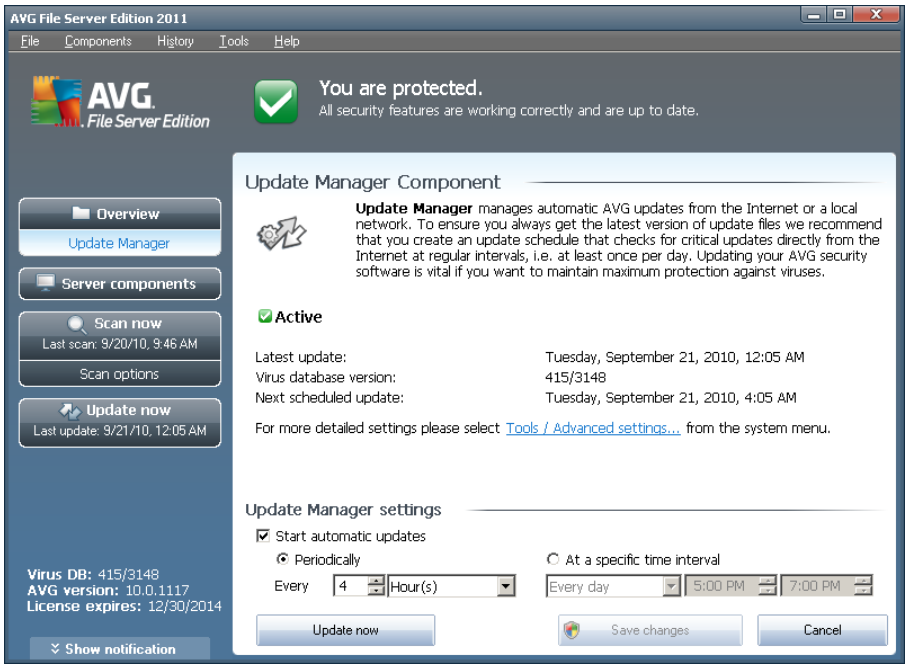
No security software can guarantee true protection from various types of threats unless it is regularly updated! Virus writers are always looking for new flaws that they can exploit in both software and operating systems. New viruses, new malware, new hacking attacks appear daily. For this reason, software vendors are continually issuing updates and security patches, to fix any security holes that are discovered.

It is crucial to update your AVG regularly!

The ***Update Manager*** helps you to control regular updating. Within this component you can schedule automatic downloads of update files either from the Internet, or the local network. Essential virus definition updates should be daily if possible. Less urgent program updates can be weekly.

Note: *Please pay attention to the AVG Updates chapter for more information on update types and levels!*

7.4.2. Update Manager Interface



The ***Update Manager***'s interface displays information about the component's functionality and its current status, and provides the relevant statistical data:

- ***Latest update*** - specifies when and at what time the database was updated
- ***Virus database version*** - defines the number of the currently installed virus database version; and this number increases with every virus base update
- ***Next scheduled update*** - specifies when and at what time the database is scheduled to be updated again

Update Manager settings

In the bottom part of the dialog you can find the ***Update Manager settings*** section where you can perform some changes to the rules of the update process launch. You can define whether you wish the update files to be downloaded automatically (***Start automatic updates***) or just on demand. By default, the ***Start automatic updates*** option is switched on and we recommend to keep it that way! Regular download of the latest update files is crucial for proper functionality of any security software!

Further you can define when the update should be launched:

- ***Periodically*** - define the time interval
- ***At a specific time interval*** - define the exact day time the update should be launched

By default, the update is set for every 4 hours. It is highly recommended to keep this setting unless you have a true reason to change it!

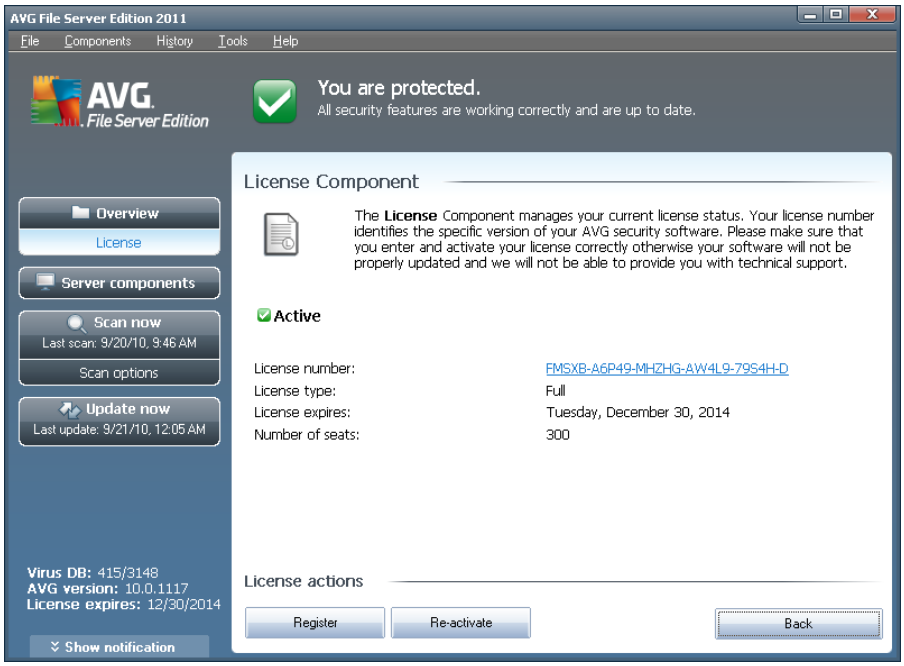
Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***Update Manager*** interface are as follows:

- ***Update now*** - launches an immediate update on demand
- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default ***AVG user interface*** (*components overview*)

7.5. License



In the ***Licence*** component interface you will find a brief text describing the component's functionality, information on its current status, and the following information:

- ***License number*** - provides the shortened form of your license number (*for security reasons the last four symbols are missing*). When entering your license number, you have to be absolutely precise and type it exactly as shown. Therefore we strongly recommend to always use "copy & paste" method for any manipulation with the license number.

- ***License type*** - specifies the product type installed.

- ***License expires*** - this date determines the period of validity of your license. If you want to go on using **AVG File Server 2011** after this date you have to renew your license. The license renewal can be performed online on AVG website.

- ***Number of seats*** - how many workstations on which you are entitled to install your **AVG File Server 2011**.

Control buttons

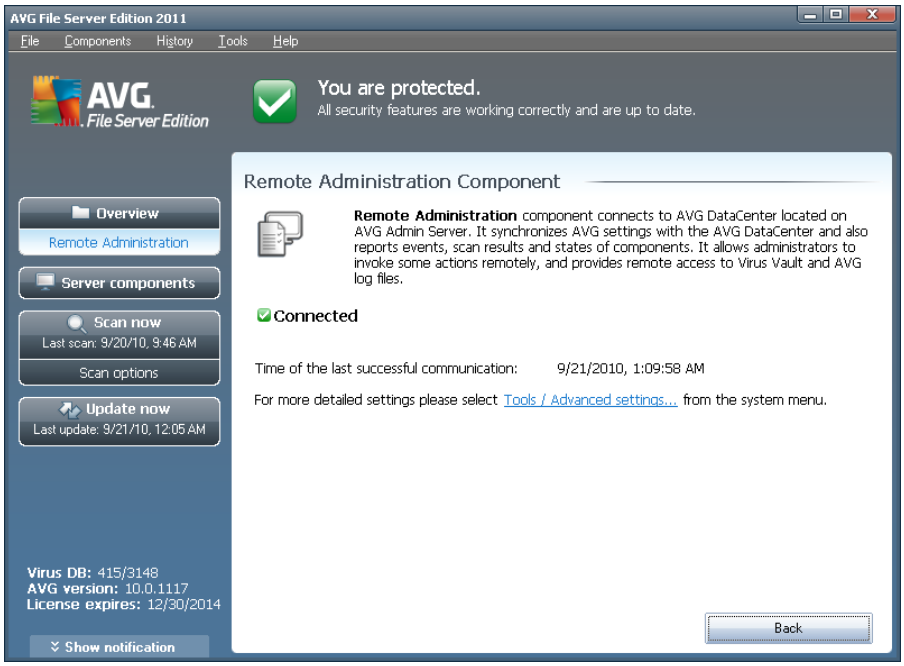
- ***Register*** - connects to the registration page of AVG website (http://www.avg.com). Please fill in your registration data; only customers who register their AVG product can receive free technical support.

- ***Re-activate*** - opens the ***Activate AVG*** dialog with the data you have entered in the ***Personalize AVG*** dialog of the installation process. Within this dialog you can enter your license number to either replace the sales number (*the number you have installed AVG with*), or to replace the old license number (*e.g. when upgrading to a new AVG product*).

Note: *If using the trial version of* **AVG File Server 2011**, *the buttons appear as* ***Buy now*** *and* ***Activate***, *alowing you to buy the full version of the program right away. For* **AVG File Server 2011** *installed with a sales number, the buttons display as* ***Register*** *and* ***Activate***.

- ***Back*** - press this button to return to the default ***AVG user interface*** (*components overview*).

7.6. Remote Administration



The ***Remote Administration*** component only displays in the user interface of **AVG File Server 2011** in case you have installed the network edition of your product (*see component* ***License***). In the ***Remote Administration*** dialog you can find the information on whether the component is active and connected to server. All settings of the ***Remote Administration*** component is to be done within the ***Advanced Settings / Remote Administration***.

For detailed description of the component's options and functionality within the AVG Remote Administration system please refer to the specific documentation dedicated to this topic exclusivety. This documentation is available for download at AVG website (www.avg.com), in the ***Support center / Download / Documentation*** section.

Control buttons

- ***Back*** - press this button to return to the default AVG user interface (*components overview*).

7.7. Anti-Rootkit

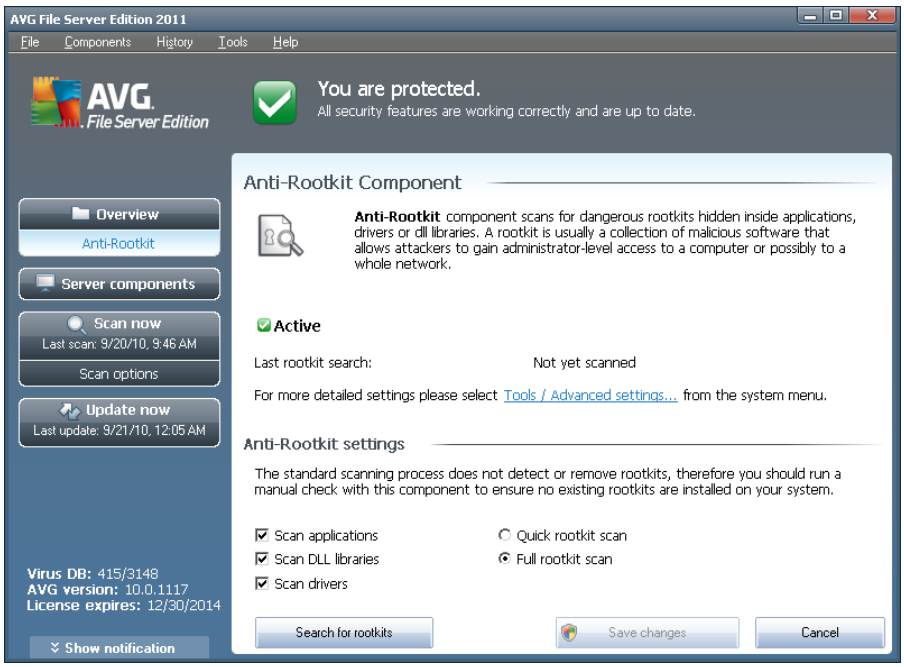
A rootkit is a program designed to take fundamental control of a computer system, without authorization by the system's owners and legitimate managers. Access to the hardware is rarely required as a rootkit is intended to seize control of the operating system running on the hardware. Typically, rootkits act to obscure their presence on the system through subversion or evasion of standard operating system security mechanisms. Often, they are also Trojans as well, thus fooling users into believing they are safe to run on their systems. Techniques used to accomplish this can include

concealing running processes from monitoring programs, or hiding files or system data from the operating system.

7.7.1. Anti-Rootkit Principles

AVG Anti-Rootkit is a specialized tool detecting and effectively removing dangerous rootkits, i.e. programs and technologies that can camouflage the presence of malicious software on your computer. ***AVG Anti-Rootkit*** is able to detect rootkits based on a predefined set of rules. Please note, that all rootkits are detected (*not just the infected*). In case ***AVG Anti-Rootkit*** finds a rootkit, it does not necessarily mean the rootkit is infected. Sometimes, rootkits are used as drivers or they are a part of correct applications.

7.7.2. Anti-Rootkit Interface



The ***Anti-Rootkit*** user interface provides a brief description of the component's functionality, informs on the component's current status, and also brings information on the last time the ***Anti-Rootkit*** test was launched (***Last rootkit search***). The ***Anti-Rootkit*** dialog further provides the ***Tools/Advanced Settings*** link. Use the link to get redirected to the environment for advanced configuration of ***Anti-Rootkit*** component.

Please note: *The software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user.*

Anti-Rootkit settings

In the bottom part of the dialog you can find the ***Anti-Rootkit settings*** section where

you can set up some elementary functions of the rootkit presence scanning. First, mark up the respective check-boxes to specify objects that should be scanned:

- ***Scan applications***
- ***Scan DLL libraries***
- ***Scan drivers***

Further you can pick the rootkit scanning mode:

- ***Quick rootkit scan*** - scans all running processes, loaded drivers and the system folder (*typically c:\Windows*)
- ***Full rootkit scan*** - scans all running processes, loaded drivers, the system folder (*typically c:\Windows*), plus all local disks (*including the flash disk, but excluding floppy disk/CD drives*)

Control buttons

- ***Search for rootkits*** - since the rootkit scan is not an implicit part of the ***Scan of the whole computer***, you can run the rootkit scan directly from the ***Anti-Rootkit*** interface using this button
- ***Save changes*** - press this button to save all changes made in this interface and to return to the default ***AVG user interface*** (*components overview*)
- ***Cancel*** - press this button to return to the default ***AVG user interface*** (*components overview*) without having saved any changes you made

8. AVG Settings Manager

The ***AVG Settings Manager*** is a tool suitable mainly for smaller networks that allows you to copy, edit and distribute AVG configuration. The configuration can be saved to a portable device (USB flash drive etc.) and then applied manually to chosen stations.

The tool is included in the installation of AVG and available via Windows Start menu:

All Programs/AVG 2011/AVG Settings Manager

- ***Edit AVG configuration of this computer***

  Use this button to open dialog with advanced settings of your local AVG. All changes made here will be reflected also to the local AVG installation.

- ***Load and edit AVG configuration file***

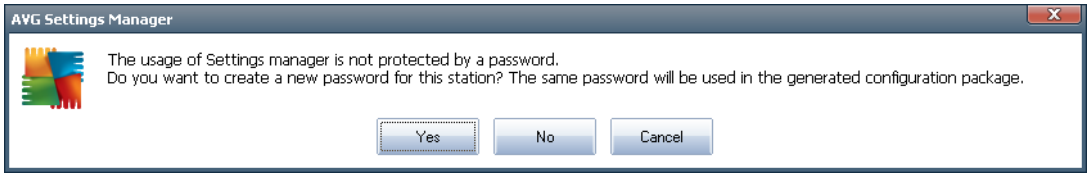
  If you already have an AVG configuration file (.pck), use this button to open it for editing. Once you confirm your changes by the ***OK*** or ***Apply*** button, the file will be replaced with the new settings!

- ***Apply configuration from file to AVG on this computer***

  Use this button to open an AVG configuration file (.pck) and apply it to the local installation of AVG.

- ***Store local AVG configuration to a file***

  Use this button to save the AVG configuration file (.pck) of the local AVG installation. If you did not set a password for the Allowed actions, you may experience the following dialog:



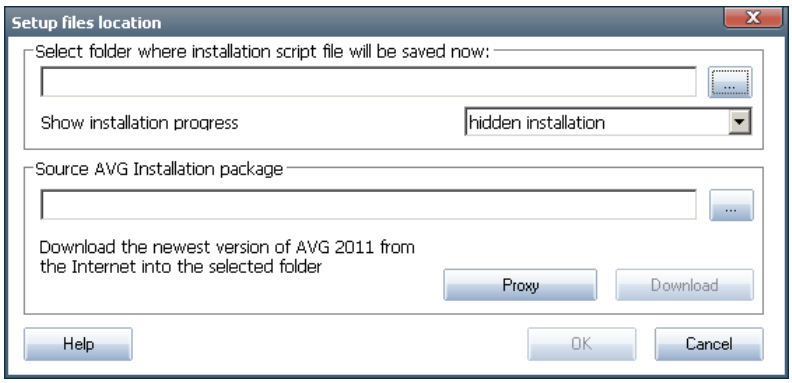
Answer ***Yes*** if you wish to set the password for access to Allowed items now and then fill-in the required information and confirm your choice. Answer ***No*** to skip the password creation and continue to save the local AVG configuration to a file.

- ***Clone AVG installation***

  This option allows you to make a copy of the local AVG installation by creating an installation package with custom options. The clone includes most of the AVG settings with the exception of the following:

  - Language settings
  - Sounds settings
  - Firewall configuration
  - Allowed list and potentially unwanted programs exceptions of the Identity protection component.

  To proceed first select folder where the installation script will be saved.



Then from the drop-down menu select one of the following:

- ***Hidden installation*** - no information will be displayed during the setup process.
- ***Show installation progress only*** - the installation will not require any user attention, but the progress will be fully visible.
- ***Show installation wizard*** - the installation will be visible and user will need to manually confirm all steps.

Use either the ***Download*** button to download the latest available AVG installation package directly from the AVG website to the selected folder or manually put the AVG installation package into that folder.

You can use the ***Proxy*** button to define a proxy server settings if your network requires this for a successful connection.

By clicking ***OK*** the cloning process begins and should shortly finish. You may also experience a dialog asking about setting password to Allowed items (see above). Once finished, there should be ***AvgSetup.bat*** available in the chosen folder along with other files. If you run the ***AvgSetup.bat*** file, it will install AVG according to the parameters chosen above.

9. AVG Server Components

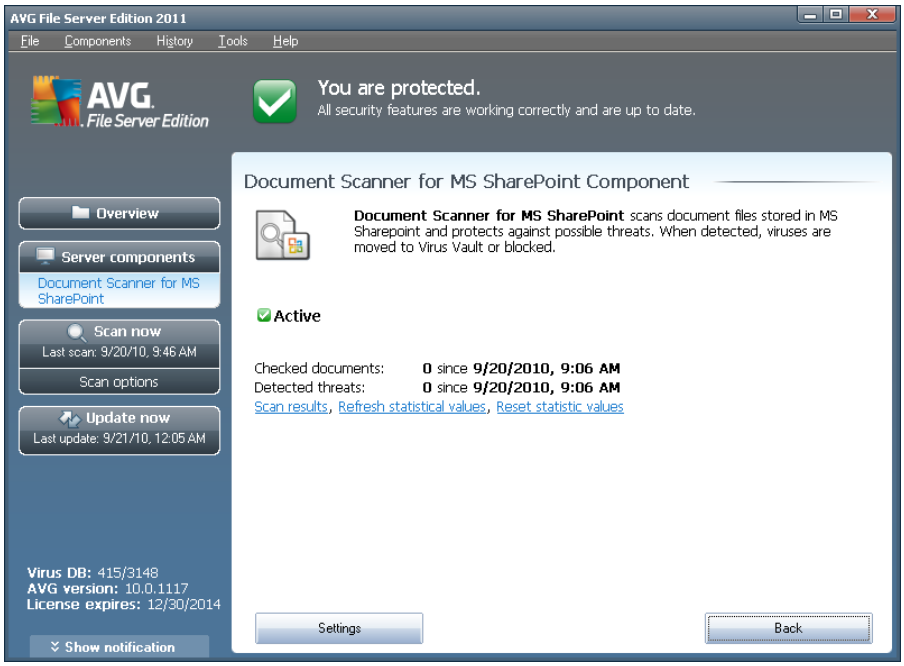
9.1. Documents Scanner for MS SharePoint

9.1.1. Document Scanner Principles

The purpose of the ***Document Scanner for MS SharePoint*** server component is to scan documents stored in MS SharePoint. If any viruses are detected, they are moved to the Virus Vault, or completely removed.

Microsoft SharePoint is a collection of products and software elements that includes, among a growing selection of components, Internet Explorer–based collaboration functions, process management modules, search modules and a document-management platform. SharePoint can be used to host web sites that access shared workspaces, information stores and documents.

9.1.2. Document Scanner Interface



Besides an overview of the most important statistical data and the information on the component's current status (*Component is active*), the ***Documents Scanner for MS SharePoint*** interface offers some a brief overview of component's statistics:

- ***Checked documents*** - number of documents checked since a certain date
- ***Detected threats*** - number of detected infections since a certain date

You can update these statistics at any time by clicking the ***Refresh statistical values*** link. New data will appear almost immediately. If you want to set all statistical

values to zero, click the ***Reset statistical values*** link. Finally, clicking the ***Scan results*** link will trigger a new dialog containing a list of scan results. Sort the data in the list using radio buttons and/or tabs.

Control buttons

The control buttons available within the ***Documents Scanner for MS SharePoint*** interface are as follows:

- ***Settings*** - opens new dialog where you can adjust several parameters related to the ***Document Scanner for MS SharePoint*** document virus scanning performance (for more info on this dialog read the ***Advanced Settings for the Document Scanner for MS SharePoint*** and/or ***Detection actions*** chapters).

- ***Back*** - press this button to return to the default ***Server components interface***.

10. AVG for SharePoint Portal Server

This chapter deals with AVG maintenance on ***MS SharePoint Portal Server*** that can be considered a special type of a file server.

10.1. Program Maintenance

AVG for SharePoint Portal Server uses the Microsoft SP VSAPI 1.4 virus-scanning interface for the protection of your server against possible virus infection. The objects on the server are tested for the presence of malware when they are downloaded and/ or uploaded from or on the server by your users. The configuration of the anti-virus protection can be set up using the ***Central Administration*** interface of your SharePoint Portal Server. Within the ***Central Administration*** you can also view and manage the **AVG for SharePoint Portal Server** log file.

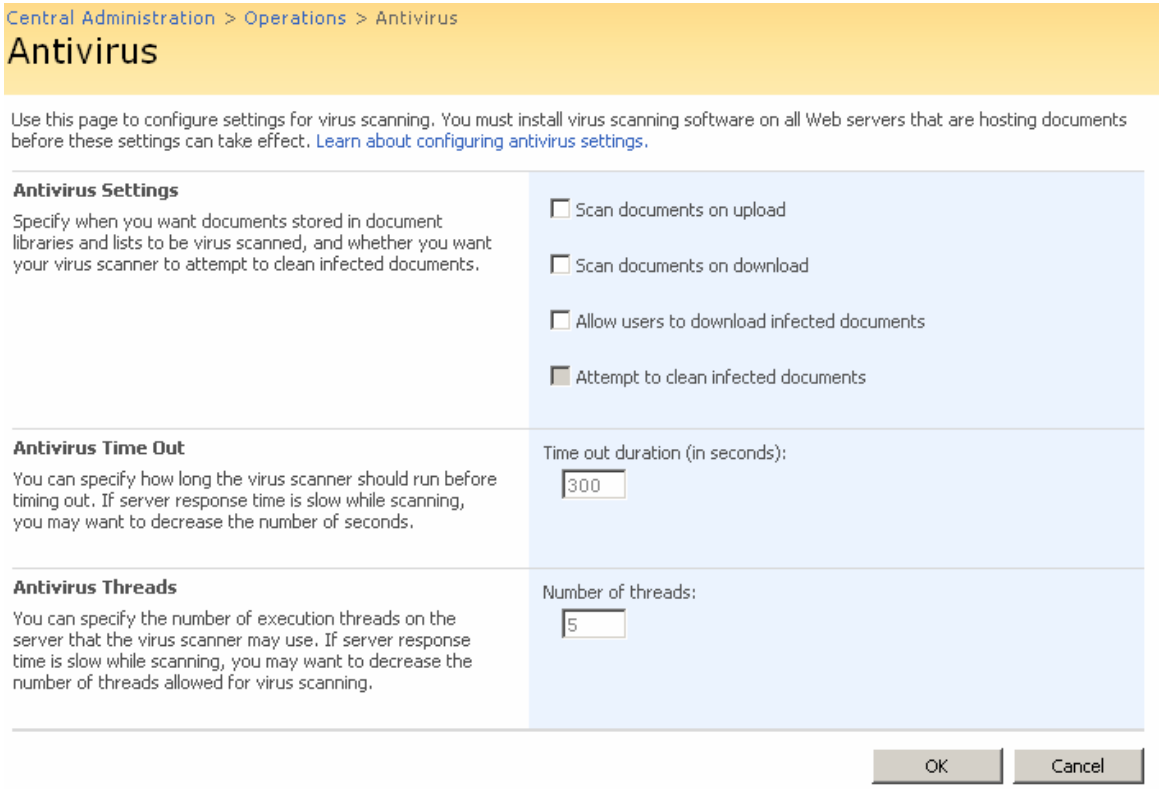
You can launch the ***SharePoint Portal Server Central Administration*** when you are logged in on the computer that your server is running on. The administration interface is web-based (*as well as the user interface of the SharePoint Portal Server*) and you can open it using the ***SharePoint Central Administration*** option in the ***Programs/ Microsoft Office Server*** folder (depending on your version also ***SharePoint Portal Server***) of the Windows ***Start*** menu, or by navigating to ***Administrative Tools*** and selecting ***Sharepoint Central Administration***.

You can also access the ***SharePoint Portal Server Central Administration*** web page remotely using the proper access rights and URL.

10.2. AVG for SPPS Configuration - SharePoint 2007

In the ***SharePoint 3.0 Central Administration*** interface you can easily configure the performance parameters and actions of the **AVG for SharePoint Portal Server** scanner. Choose the ***Operations*** option in the ***Central Administration*** section. A new dialog will appear. Select ***Antivirus*** item in the ***Security Configuration*** part.

The following window will then be displayed:

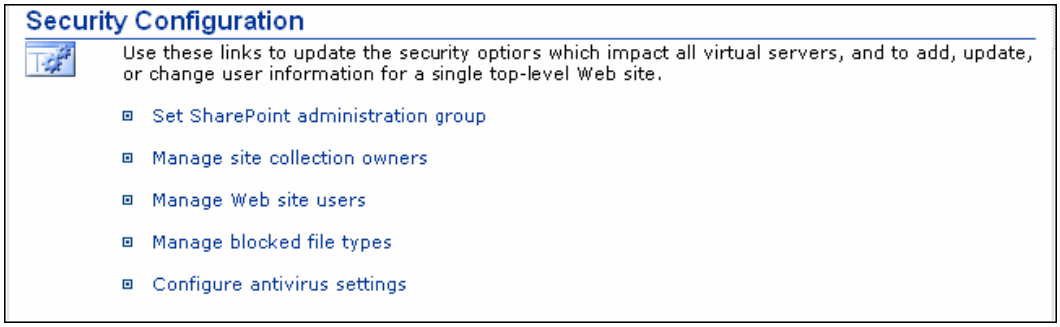


You can configure various **AVG for SharePoint Portal Server** anti-virus scanning actions and performance features here:

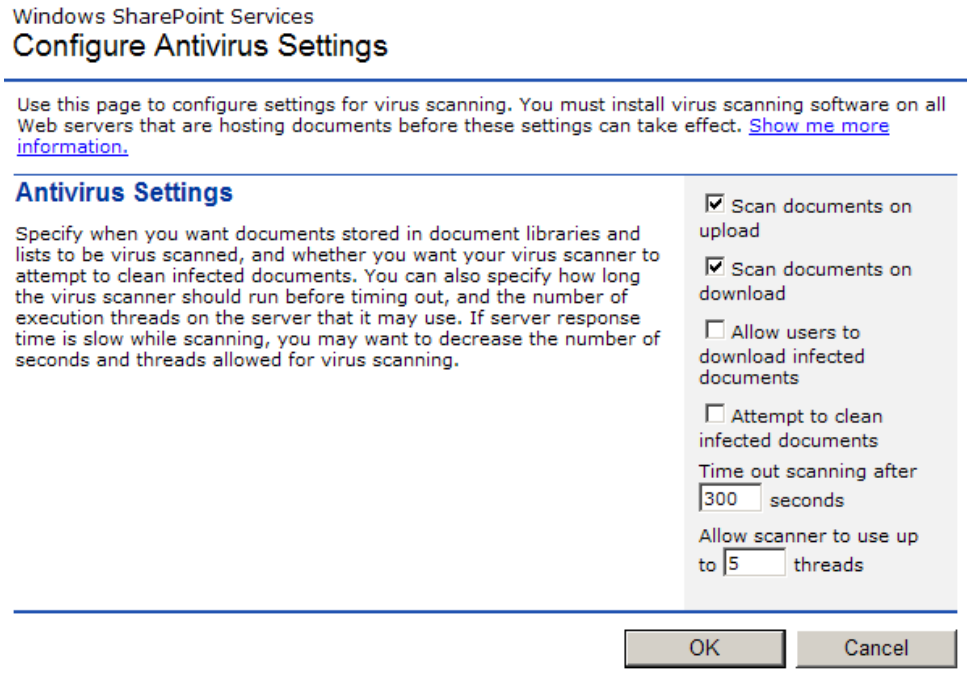
- ***Scan documents on upload*** – enable/disable the scanning of documents being uploaded
- ***Scan documents on download*** – enable/disable the scanning of documents being downloaded
- ***Allow users to download infected documents*** – allow/disallow users to download infected documents
- ***Attempt to clean infected documents*** – enable/disable automatic healing of infected documents (when possible)
- ***Time out duration*** (*in seconds*) – the maximum number of seconds the virus scanning process will run after single launch (decrease the value when the server's response seems to be slow when scanning the documents)
- ***Number of threads*** – you can specify the number of virus scanning threads that can run simultaneously; increasing the number may speed up the scanning due to the higher level of parallelism, but it can increase the server's response time on the other hand

10.3. AVG for SPPS Configuration - SharePoint 2003

In the ***SharePoint Portal Server Central Administration*** interface you can easily configure the performance parameters and actions of the **AVG for SharePoint Portal Server** scanner. Choose the ***Antivirus Actions Configuration*** option in the ***Security Configuration*** section:



The following window will then be displayed:



You can configure various **AVG for SharePoint Portal Server** anti-virus scanning actions and performance features here:

- ***Scan documents on upload*** – enable/disable the scanning of documents being uploaded
- ***Scan documents on download*** – enable/disable the scanning of documents being downloaded

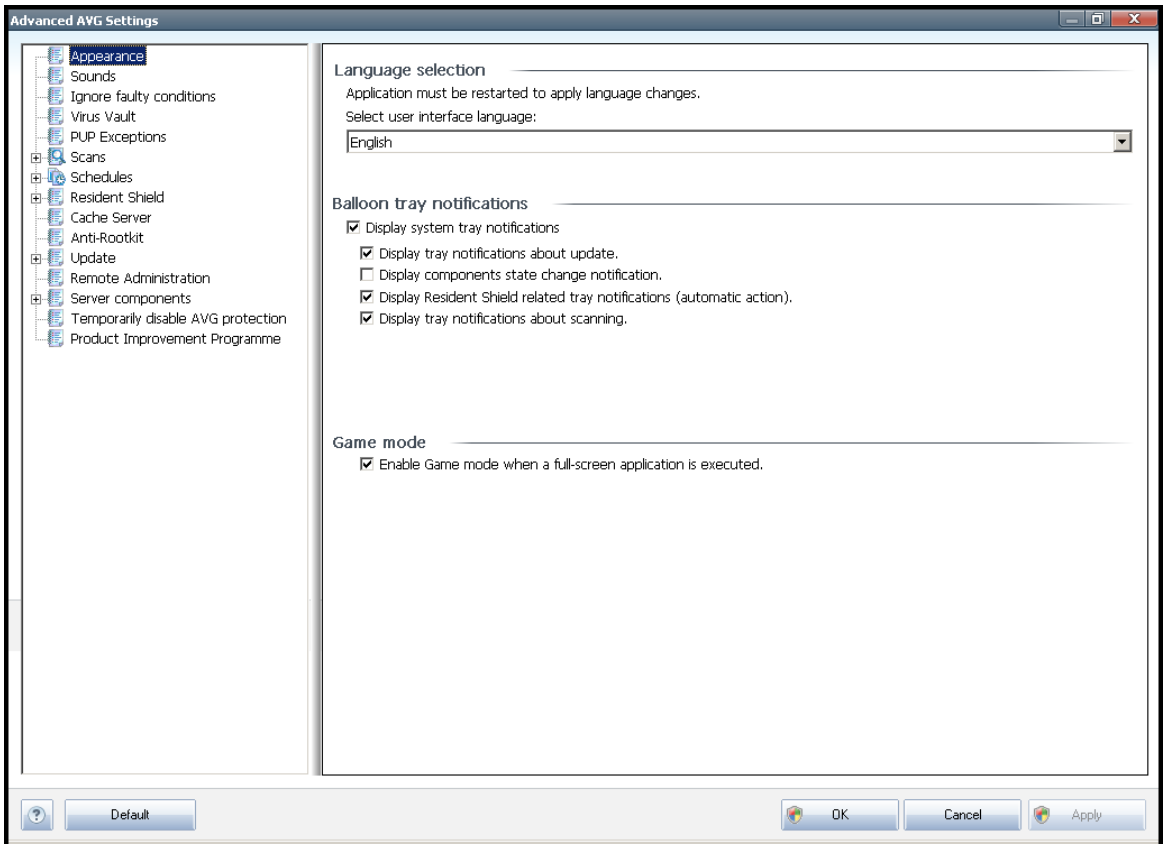
- ***Allow users to download infected documents*** – allow/disallow users to download infected documents
- ***Attempt to clean infected documents*** – enable/disable automatic healing of infected documents (when possible)
- ***Time limit of scanning*** – the maximum number of seconds the virus scanning process will run after single launch (*decrease the value when the server's response seems to be slow when scanning the documents*)
- ***Use max. X sub-processes when scanning documents*** – the X specifies the number of virus scanning threads that can run simultaneously; increasing the number may speed up the scanning due to the higher level of parallelism, but it can increase the server's response time on the other hand

11. AVG Advanced Settings

The advanced configuration dialog of **AVG File Server 2011** opens in a new window named ***Advanced AVG Settings***. The window is divided into two sections: the left part offers a tree-arranged navigation to the program configuration options. Select the component you want to change the configuration of (*or its specific part*) to open the editing dialog in the right-hand section of the window.

11.1. Appearance

The first item of the navigation tree, ***Appearance***, refers to the general settings of the AVG user interface and a few elementary options of the application's behavior:



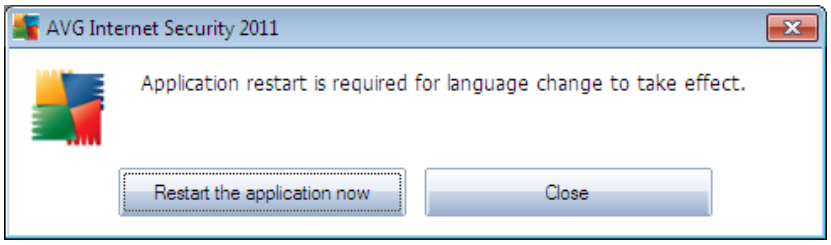
Language selection

In the ***Language selection*** section you can chose your desired language from the drop-down menu; the language will then be used for the entire AVG user interface. The drop-down menu only offers those languages you have previously selected to be installed during the installation process (*see chapter Custom Option*) plus English (*that is installed by default*). However, to finish switching the application to another language you have to restart the user interface; follow these steps:

- Select the desired language of the application and confirm your selection by

pressing the ***Apply*** button (right-hand bottom corner)

- Press the ***OK*** button confirm
- New dialog window pops-up informing you the language change of AVG user interface requires the application restart:



Balloon tray notifications

Within this section you can suppress display of system tray balloon notifications on the status of the application. By default, the balloon notifications are allowed to be displayed, and it is recommended to keep this configuration! The balloon notifications typically inform on some AVG component's status change, and you should pay attention to them!

However, if for some reason you decide you do not wish these notifications to be displayed, or you would like only certain notifications (related to a specific AVG component) to be displayed, you can define and specify your preferences by checking/unchecking the following options:

- ***Display system tray notifications*** - by default, this item is checked (*switched on*), and notifications are displayed. Uncheck this item to completely turn off the display of all balloon notifications. When turned on, you can further select what specific notifications should be displayed:
  - ***Display tray notifications about update*** - decide whether information regarding AVG update process launch, progress, and finalization should be displayed;
  - ***Display components state change notifications*** - decide whether information regarding component's activity/inactivity or its possible problem should be displayed. When reporting a component's fault status, this option equals to the informative function of the system tray icon (color changing) reporting a problem in any AVG component;
  - ***Display Resident Shield related tray notifications (automatic action)*** - decide whether information regarding file saving, copying, and opening processes should be displayed or suppressed (*this configuration only demonstrates if the Resident Shield Auto-heal option is on*);
  - ***Display tray notifications about scanning*** - decide whether

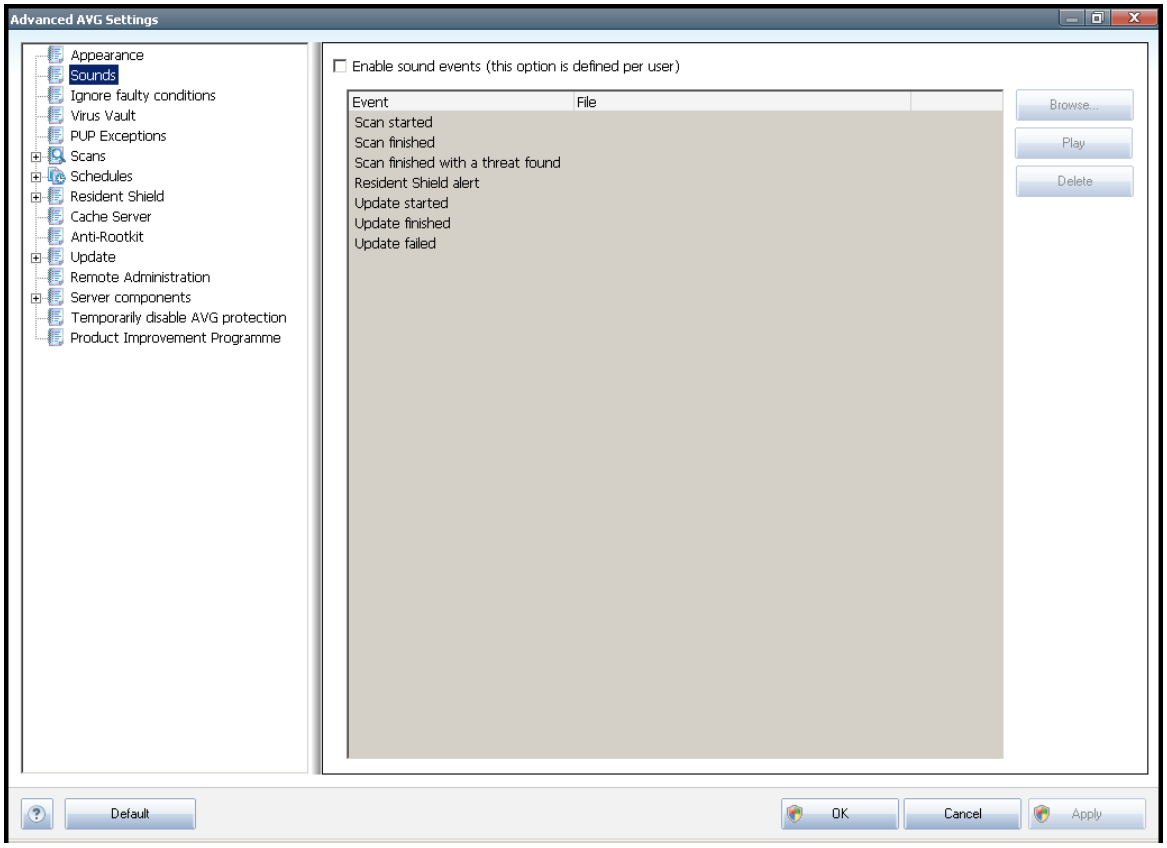
information upon automatic launch of the scheduled scan, its progress and results should be displayed;

Gaming mode

This AVG function is designed for full-screen applications where possible AVG information balloons (*displayed e.g. when a scheduled scan is started*) would be disturbing (*they could minimize the application or corrupt its graphics*). To avoid this situation, keep the check box for the ***Enable gaming mode when a full-screen application is executed*** option marked (*default setting*).

11.2. Sounds

Within the ***Sounds*** dialog you can specify whether you want to be informed about specific AVG actions by a sound notification. If so, check the ***Enable sound events*** option (*off by default*) to activate the list of AVG actions:

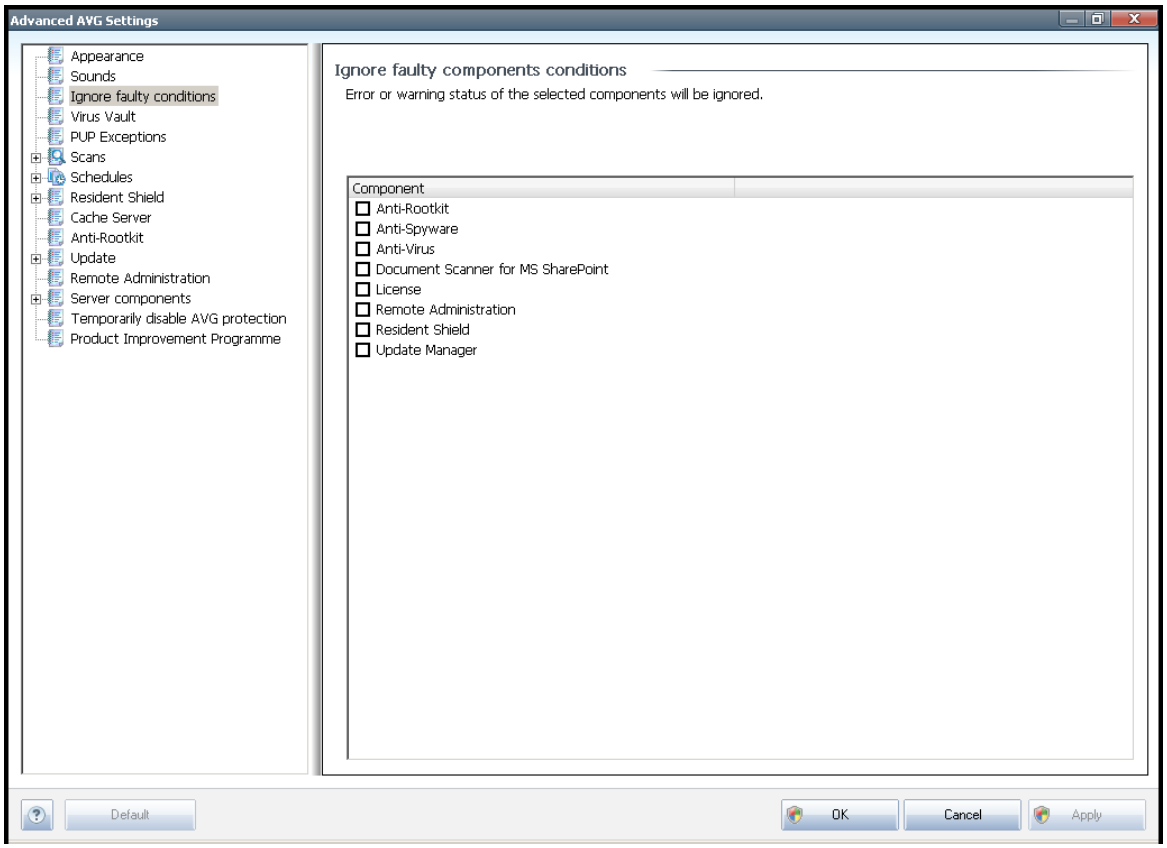


Then, select the respective event from the list and browse (***Browse***) your disk for an appropriate sound you want to assign to this event. To listen to the selected sound, highlight the event in the list and push the ***Play*** button. Use the ***Delete*** button to remove the sound assigned to a specific event.

Note: *Only *.wav sounds are supported!*

11.3. Ignore Faulty Conditions

In the ***Ignore faulty components conditions*** dialog you can tick those components that you do not want to get informed about:



By default, no component is selected in this list. It means that if any component get to an error status, you will be informed about it immediately via:

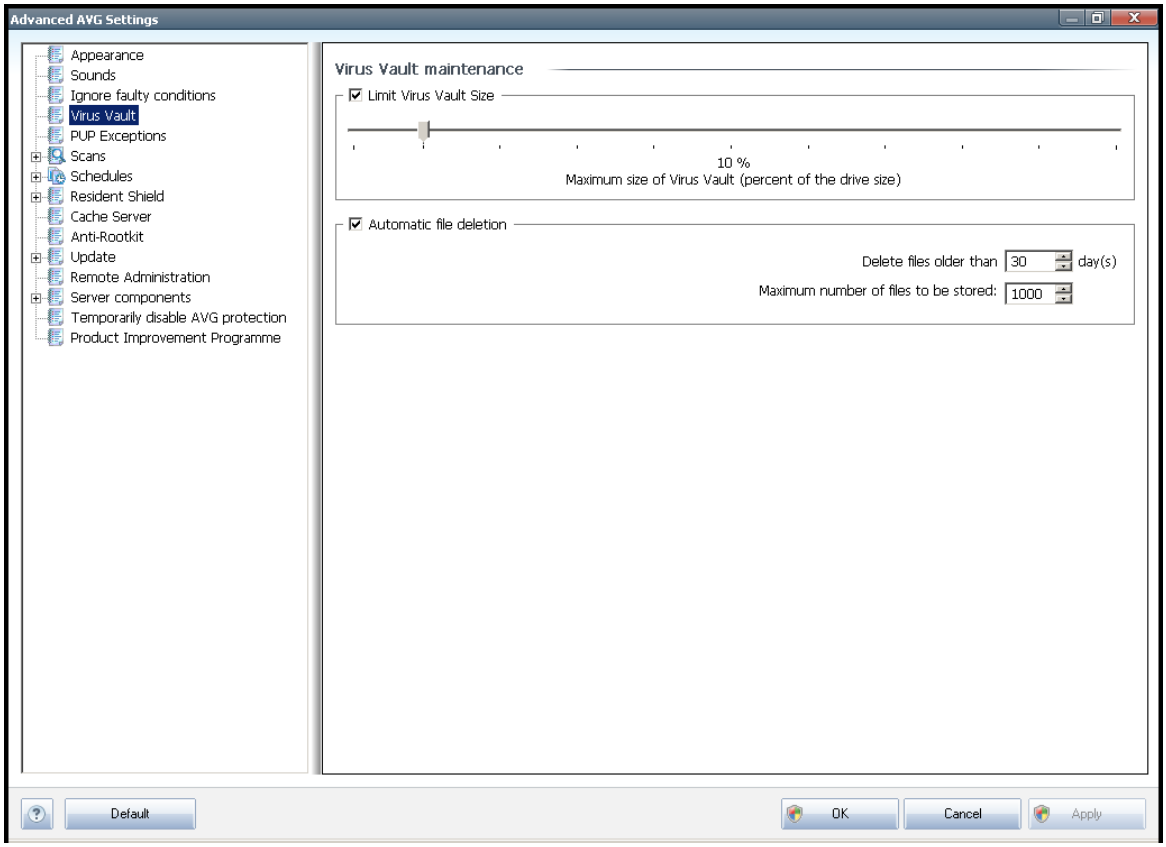
- ***system tray icon*** - while all parts of AVG are working properly, the icon is displayed in four colors; however, if an error occurs, the icon appears with a yellow exclamation mark,
- text description of the existing problem in the ***Security Status Info*** section of the AVG main window

There might be a situation that for some reason you need to switch a component off temporarily (*this is not recommended, you should try to keep all components permanently on and in default configuration, but it may be happen*). In that case the system tray icon automatically reports the component's error status. However, in this very case we cannot talk about an actual error since you have deliberately induced it yourself, and you are aware of the potential risk. At the same time, once being displayed in grey color, the icon cannot actually report any possible further error that

might appear.

For this situation, within the above dialog you can select components that may be in an error state (*or switched off*) and you do not wish to get informed about it. The same option of ***Ignoring component state*** is also available for specific components directly from the components overview in the AVG main window.

11.4. Virus Vault

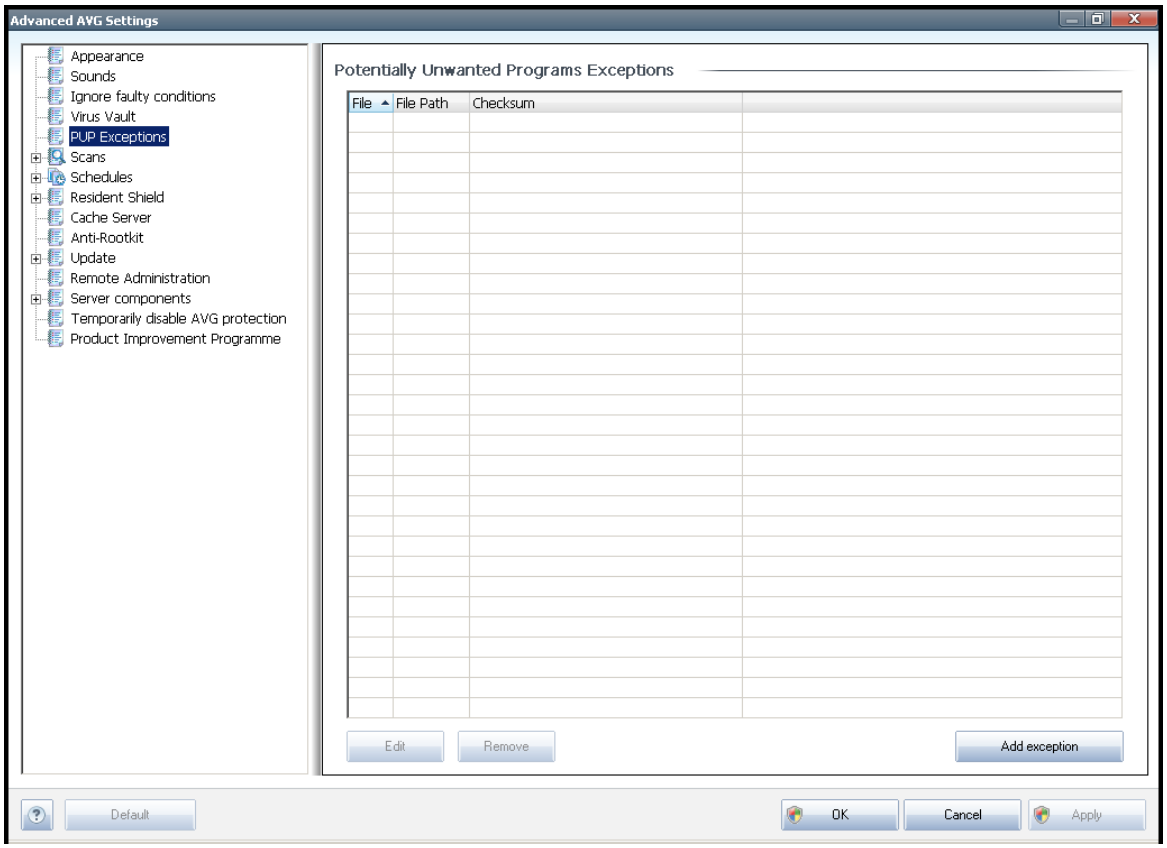


The ***Virus Vault maintenance*** dialog allows you to define several parameters regarding the administration of objects stored in the ***Virus Vault***:

- ***Limit Virus Vault size*** - use the slider to set up the maximum size of the ***Virus Vault***. The size is specified proportionally compared to the size of your local disk.
- ***Automatic file deletion*** - in this section define the maximum length of time that objects should be stored in the ***Virus Vault*** (***Delete files older than ... days***), and the maximum number of files to be stored in the ***Virus Vault*** (***Maximum number of files to be stored***)

11.5. PUP Exceptions

AVG File Server 2011 is able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. In some cases the user may wish to keep certain unwanted programs on the computer (*programs that were installed on purpose*). Some programs, especially free ones, include adware. Such adware might be detected and reported by AVG as a ***potentially unwanted program*** . If you wish to keep such a program on your computer, you can define it as a potentially unwanted program exception:

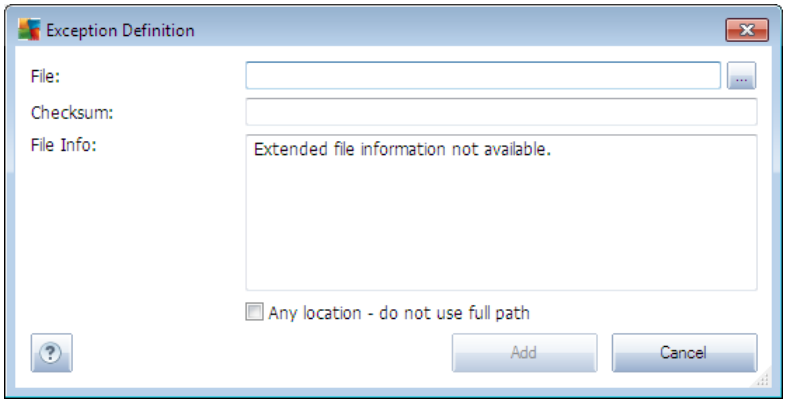


The ***Potentially Unwanted Programs Exceptions*** dialog displays a list of already defined and currently valid exceptions from potentially unwanted programs. You can edit the list, delete existing items, or add new exceptions. The following information can be found in the list for every single exception:

- ***File*** - provides the name of the respective application
- ***File Path*** - shows the way to the application's location
- ***Checksum*** - displays the unique 'signature' of the chosen file. This checksum is an automatically generated string of characters, which allows AVG to unequivocally distinguish the chosen file from other files. The checksum is generated and displayed after successful addition of the file.

Control buttons

- ***Edit*** - opens an editing dialog (*identical with the dialog for a new exception definition, see below*) of an already defined exception where you can change the exception's parameters
- ***Remove*** - deletes the selected item from the list of exceptions
- ***Add exception*** - open an editing dialog where you can define parameters of the new exception to be created:



  - ***File*** - type the full path to the file that you want to mark as an exception
  - ***Checksum*** - displays the unique 'signature' of the chosen file. This checksum is an automatically generated string of characters, which allows AVG to unequivocally distinguish the chosen file from other files. The checksum is generated and displayed after successful addition of the file.
  - ***File Info*** - displays any additional information available about the file (*license/version information etc.*)
  - ***Any location - do not use full path*** - if you want to define this file as an exception only for the specific location, then leave this checkbox unchecked. If the checkbox is marked, the specified file is defined as an exception no matter where it is located (*however, you have to fill in the full path to the specific file anyway; the file will then be used as a unique example for the possibility that two files of the same name appear in your system*).

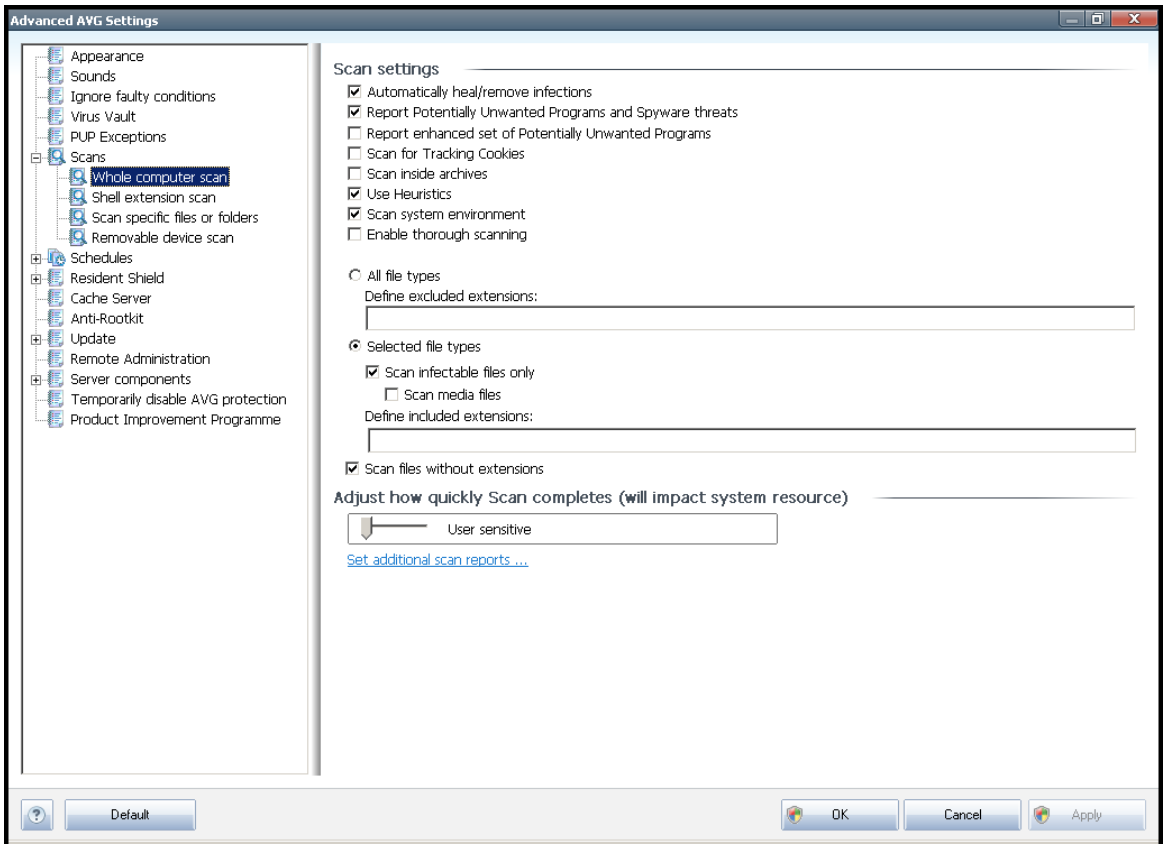
11.6. Scans

The advanced scan settings is divided into four categories referring to specific scan types as defined by the software vendor:

- ***Whole Computer scan*** - standard predefined scan of the entire computer
- ***Shell Extension Scan*** - specific scanning of a selected object directly from the Windows Explorer environment
- ***Scan Specific Files or Folders*** - standard predefined scan of selected areas of your computer
- ***Removable Device Scan*** - specific scanning of removable devices attached to your computer

11.6.1. Scan Whole Computer

The ***Whole Computer scan*** option allows you to edit parameters of one of the scans predefined by the software vendor, ***Scan of the whole computer***:



Scan settings

The ***Scan settings*** section offers a list of scanning parameters that can be optionally switched on/off:

- ***Automatically heal/remove infection*** (*on by default*) - if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the ***Virus Vault***.

- ***Report Potentially Unwanted Programs and Spyware threats*** (*on by default*) - check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.

- ***Report enhanced set of Potentially Unwanted Programs*** (*off by default*) - mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.

- ***Scan for Tracking Cookies*** (*off by default*) - this parameter of the Anti-Spyware component defines that cookies should be detected; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)

- ***Scan inside archives*** (*off by default*) - this parameters defines that scanning should check all files stored inside archives, e.g. ZIP, RAR, ...

- ***Use Heuristics*** (*on by default*) - heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;

- ***Scan system environment*** (*on by default*) - scanning will also check the system areas of your computer.

- ***Enable thorough scanning*** (*off by default*) - in specific situations (*suspicious of your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that can hardly get infected, just to be absolutely sure. Remember though that this method is rather time consuming.

Further you should decide whether you want to have scanned

- ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated (*having been saved, the commas change into semicolons*) file extensions that should not be scanned;

- ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.

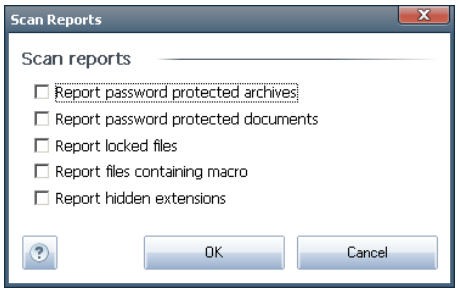
- Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

Adjust how quickly Scan completes

Within the ***Adjust how quickly scan completes*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the *User sensitive* level of automatic resource usage. If you want the scanning to run faster, it will take less time but system resources usage will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease system resources usage by extending the scanning duration.

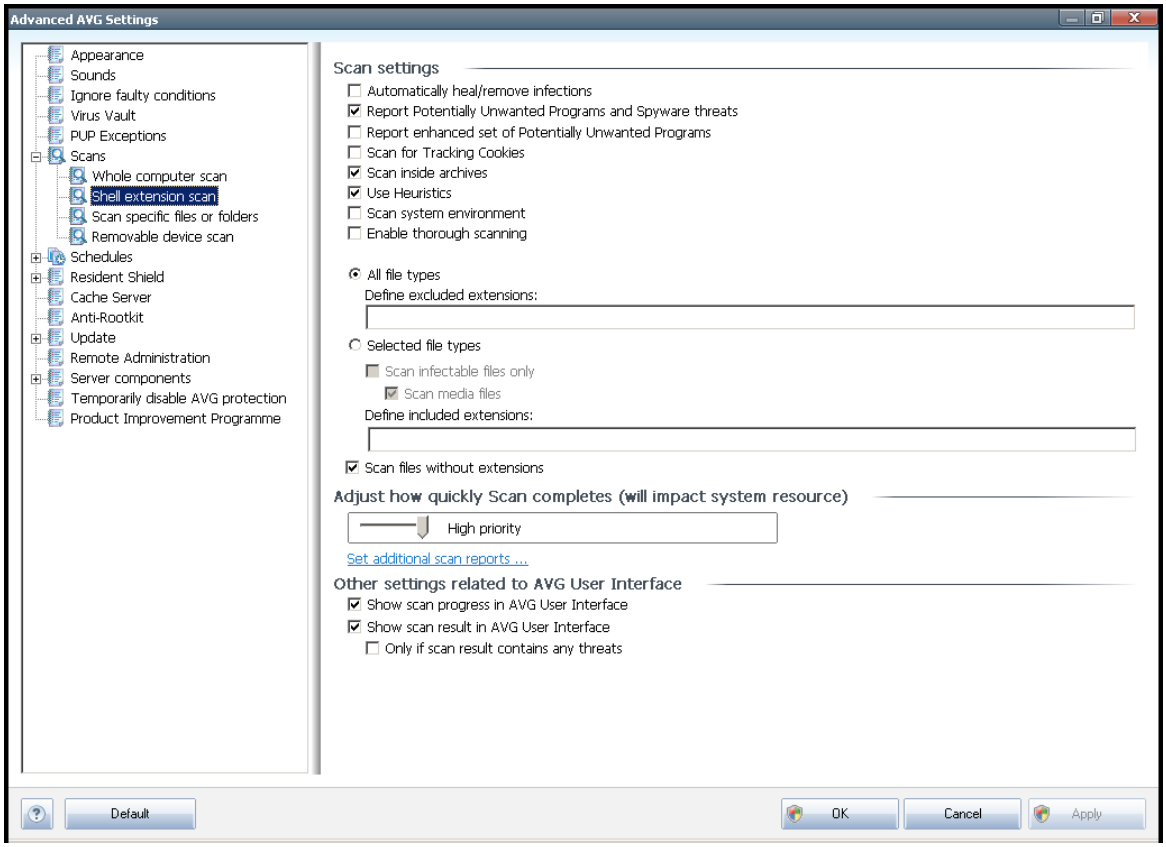
Set additional scan reports ...

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:



11.6.2. Shell Extension Scan

Similar to the previous ***Whole Computer scan*** item, this item named ***Shell extension scan*** also offers several options for editing the scan predefined by the software vendor. This time the configuration is related to scanning of specific objects launched directly from the Windows Explorer environment (*shell extension*), see chapter ***Scanning in Windows Explorer***:



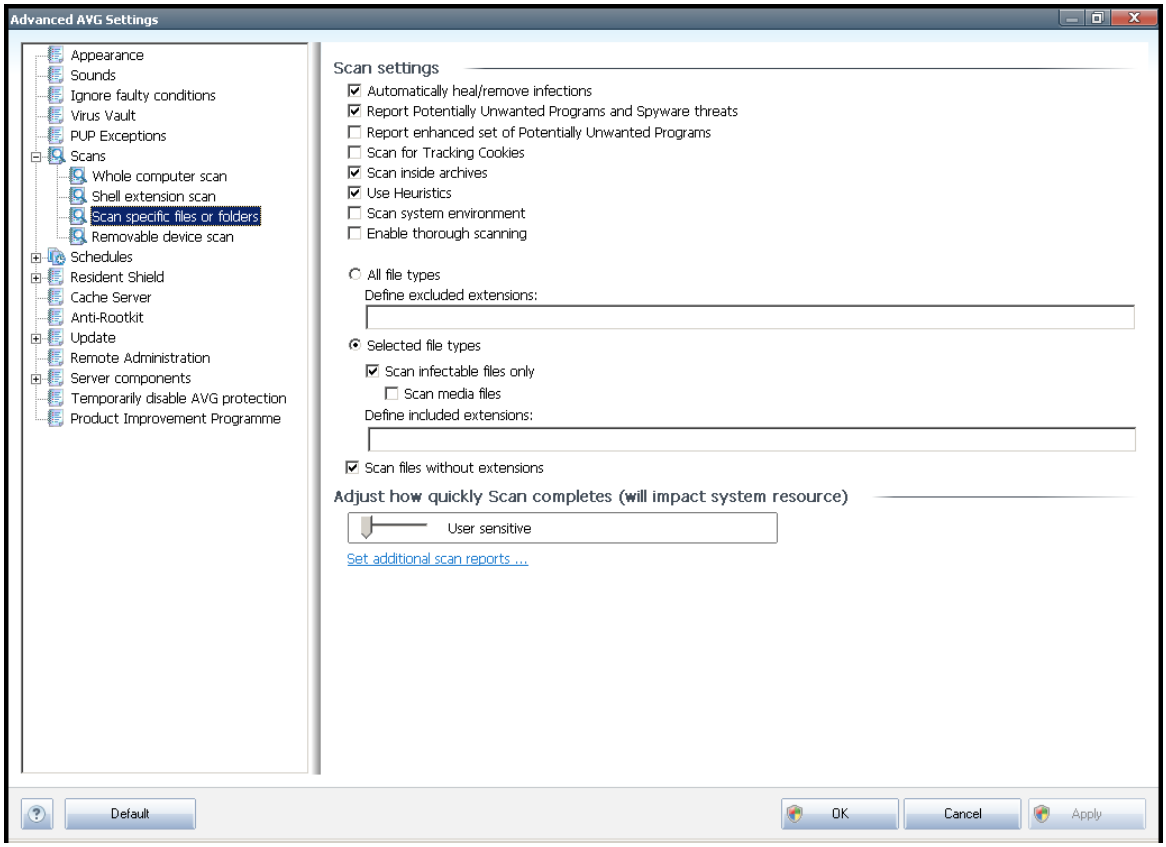
The list of parameters is identical to those available for the ***Scan of the whole computer***. However, the default settings differ (*for instance, Whole Computer scan by default does not check the archives but it does scan the system environment, while with the Shell Extension Scan it is the other way*).

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Whole Computer scan****.*

Compared to ***Whole Computer scan*** dialog, the ***Shell extension scan*** dialog also includes the section named ***Other settings related to AVG User Interface***, where you can specify whether you want the scan progress and scan results to be accessible from the AVG user interface. Also, you can define that the scan result should only be displayed in case an infection is detected during scanning.

11.6.3. Scan Specific Files or Folders

The editing interface for ***Scan specific files or folders*** is identical to the ***Whole Computer scan*** editing dialog. All configuration options are the same; however, the default settings are more strict for the ***Scan of the whole computer***:

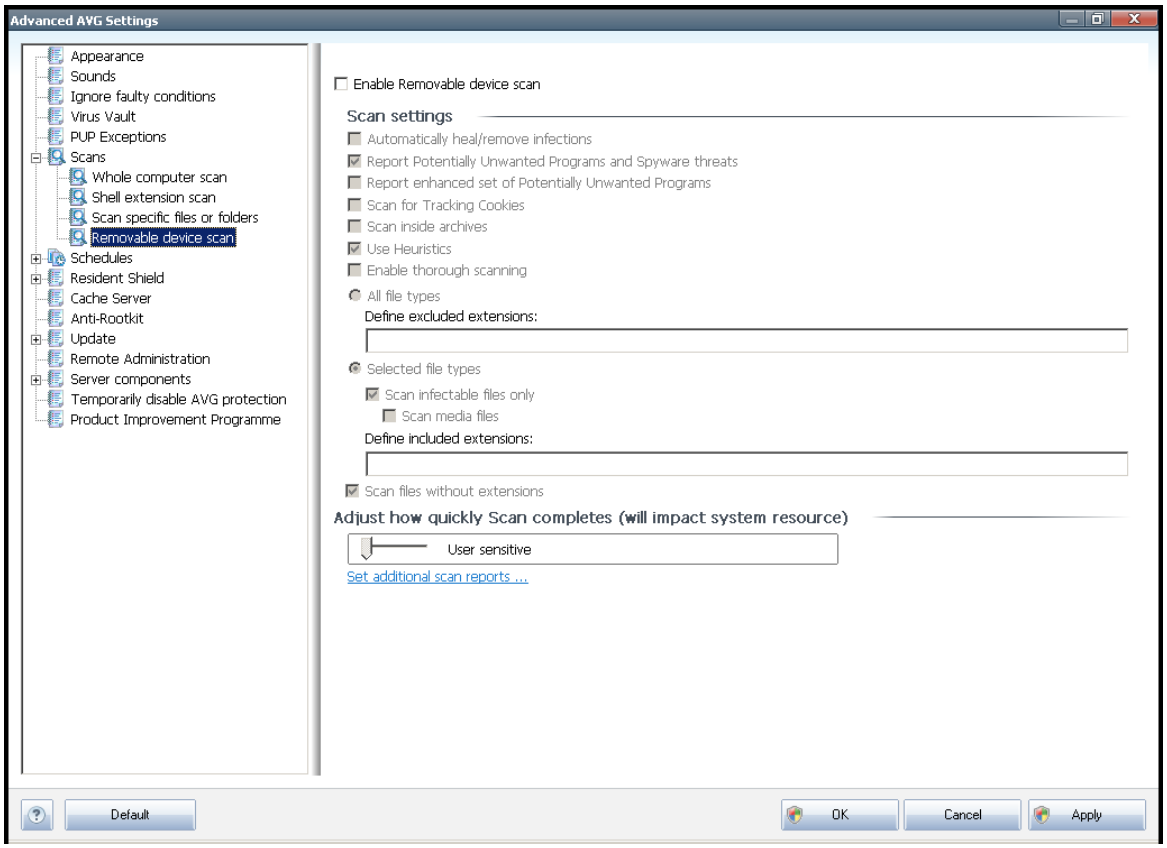


All parameters set up in this configuration dialog apply only to the areas selected for scanning with the ***Scan of specific files or folders***!

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Whole Computer scan****.*

11.6.4. Removable Device Scan

The editing interface for ***Removable device scan*** is also very similar to the ***Whole Computer scan*** editing dialog:



The ***Removable device scan*** is launched automatically once you attach any removable device to your computer. By default, this scanning is switched off. However, it is crucial to scan removable devices for potential threats since these are a major source of infection. To have this scanning ready and launched automatically when needed, mark the ***Enable Removable device scan*** option.

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Whole Computer scan****.*

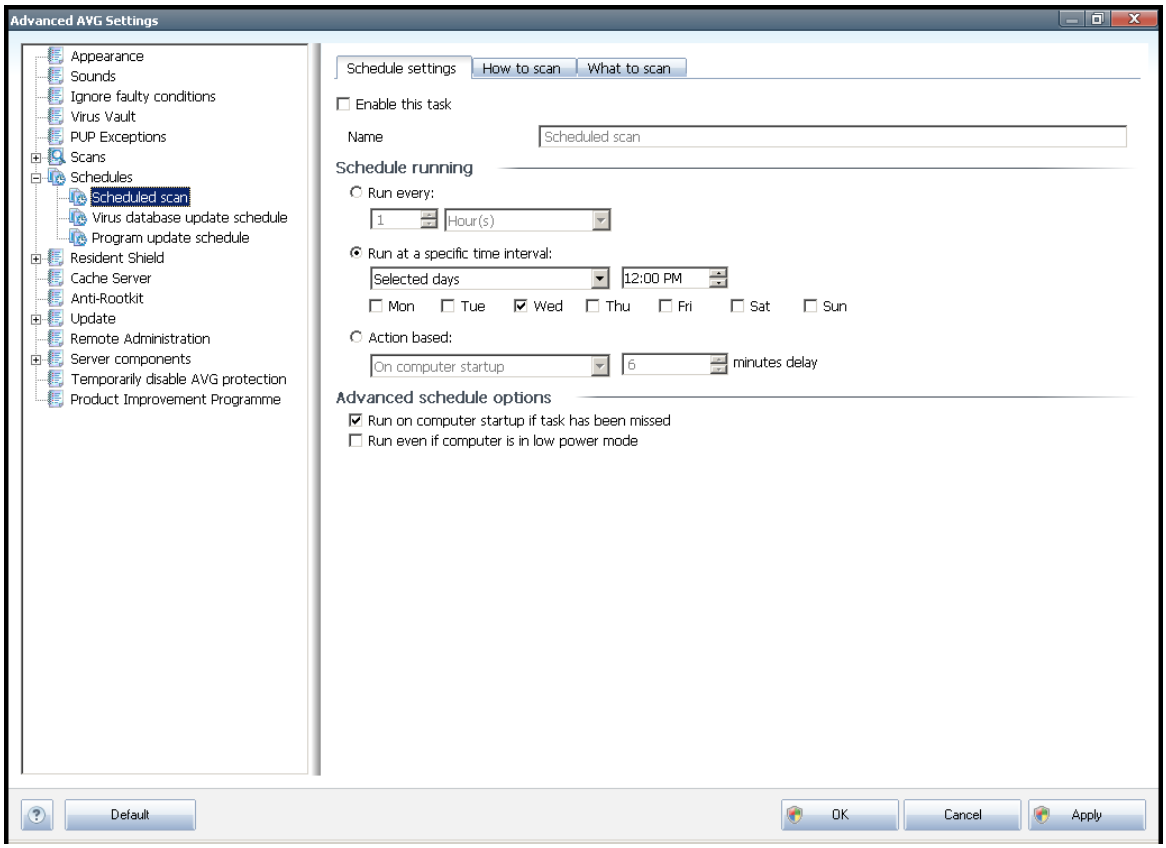
11.7. Schedules

In the ***Schedules*** section you can edit the default settings of:

- Scheduled scan
- Virus database update schedule
- Program update schedule

11.7.1. Scheduled Scan

Parameters of the scheduled scan can be edited (*or a new schedule set up*) on three tabs:



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises.

Next, in the text field called ***Name*** (*deactivated for all default schedules*) there is the name assigned to this very schedule by the program vendor. For newly added schedules (*you can add a new schedule by mouse right-click over the* ***Scheduled scan*** *item in the left navigation tree*) you can specify your own name, and in that case the text field will be open for editing. Try to always use brief, descriptive and apt names for scans to make it easier to later recognize the scan from others.

Example: *It is not appropriate to call the scan by the name of "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System areas scan" etc. Also it is not necessary to specify in the scan's name whether it is the scan of the whole of the computer or just a scan of selected files or folders - your own scans will always be a specific version of the scan of selected files or folders.*

In this dialog you can further define the following parameters of the scan:

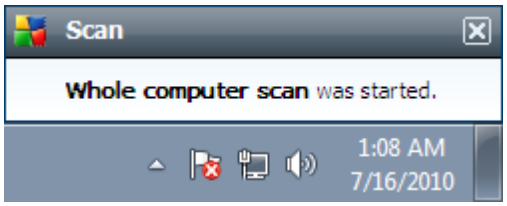
Schedule running

Here, you can specify time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time interval ...***), or possibly by defining an event that the scan launch should be associated with (***Action based on computer startup***).

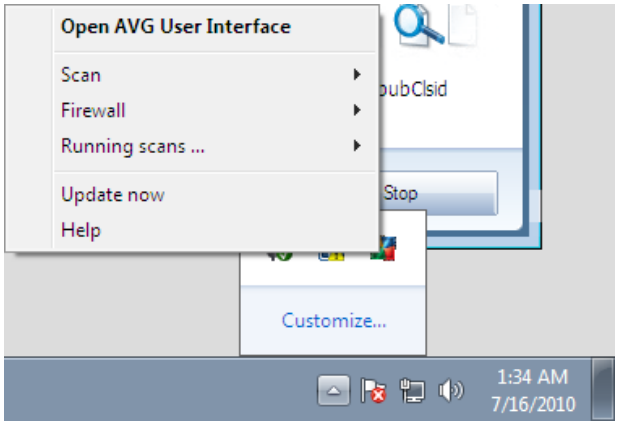
Advanced schedule options

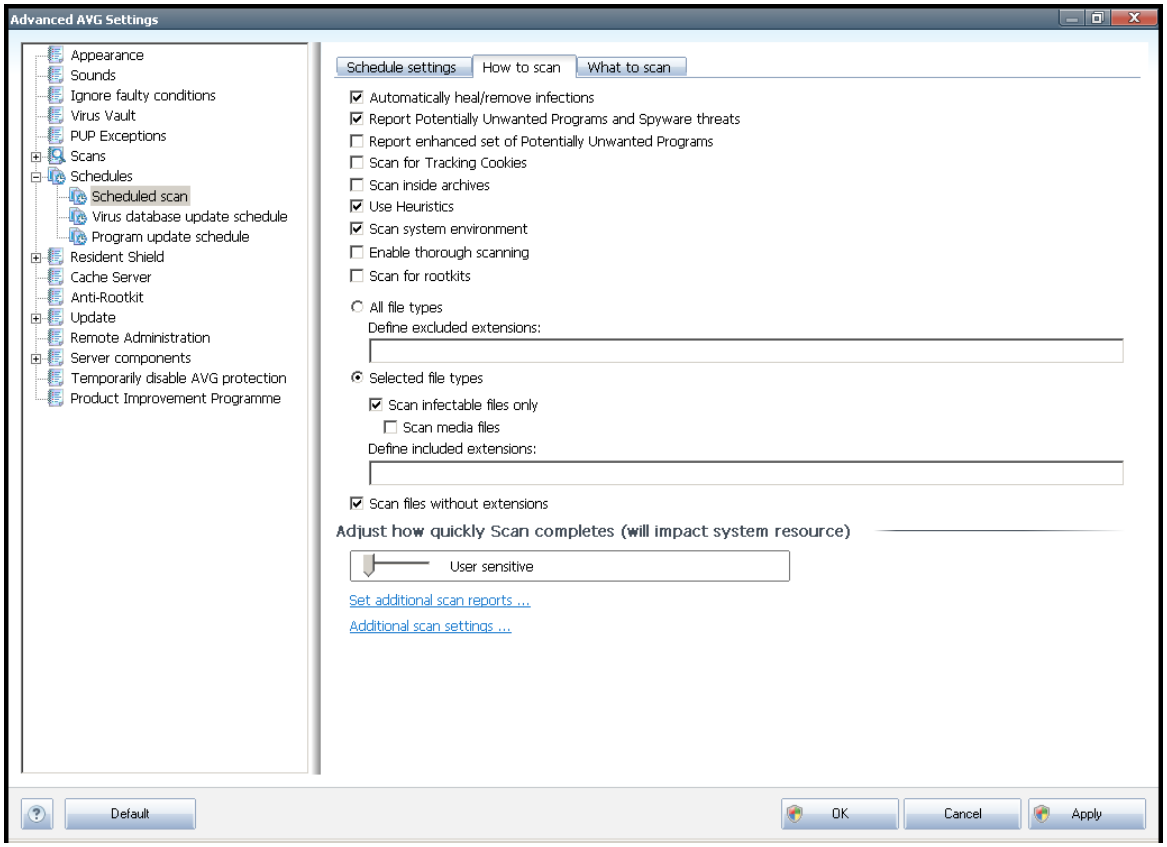
This section allows you to define under which conditions the scan should/should not be launched if the computer is in low power mode or switched off completely.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon:



A new AVG system tray icon then appears (*in full color with a flash light*) informing a scheduled scan is running. Right-click on the running scan AVG icon to open a context menu where you can decide to pause or even stop the running scan, and also change the priority of the currently running scan:





On the ***How to scan*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. Unless you have a valid reason to change these settings we recommend to keep the predefined configuration:

- ***Automatically heal/remove infection*** *(on by default):* if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the ***Virus Vault***.

- ***Report Potentially Unwanted Programs and Spyware threats*** *(on by default):* check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.

- ***Report enhanced set of Potentially Unwanted Programs*** (*off by default*): mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.

- ***Scan for Tracking Cookies*** (*off by default*): this parameter of the ***Anti-Spyware*** component defines that cookies should be detected during scanning; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)

- ***Scan inside archives*** (*off by default*): this parameter defines the scanning should check all files even if they are stored inside an archive, e.g. ZIP, RAR, ...

- ***Use Heuristics*** (*on by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;

- ***Scan system environment*** (*on by default*): scanning will also check the system areas of your computer;

- ***Enable thorough scanning*** (*off by default*) - in specific situations (*suspicious of your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that can hardly get infected, just to be absolutely sure. Remember though that this method is rather time consuming.

- ***Scan for rootkits*** (*off by default*): tick this item if you want to include the rootkit detection into scanning of the entire computer. The rootkit detection is also available on its own within the ***Anti-Rootkit*** component;

Further you should decide whether you want to have scanned

- ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated (*having been saved, the commas change into semicolons*) file extensions that should not be scanned;

- ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.

- Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

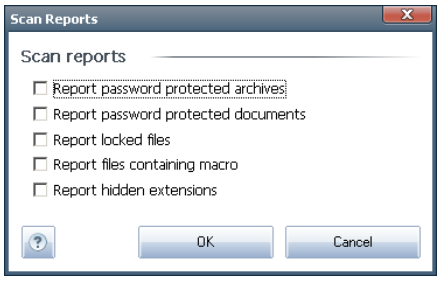
Adjust how quickly Scan completes

Within the ***Adjust how quickly Scan completes*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option

is set to the *User Sensitive* level of automatic resource usage. If you want the scanning to run faster, it will take less time but the system resources usage will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease the system resources usage by extending the scanning duration.

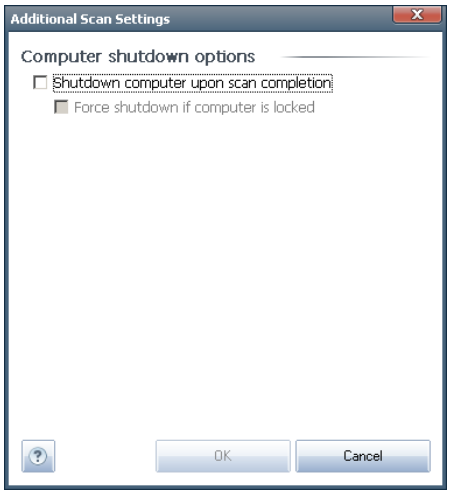
Set additional scan reports

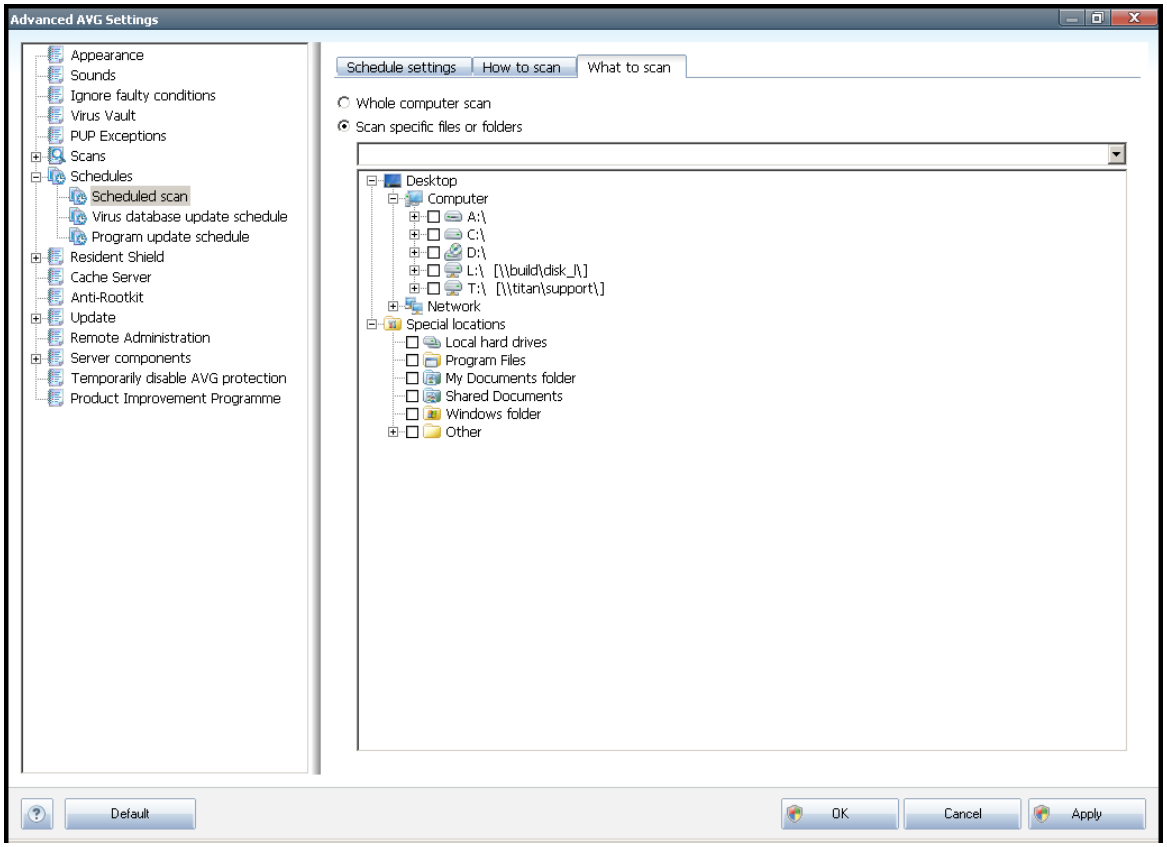
Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:



Additional scan settings

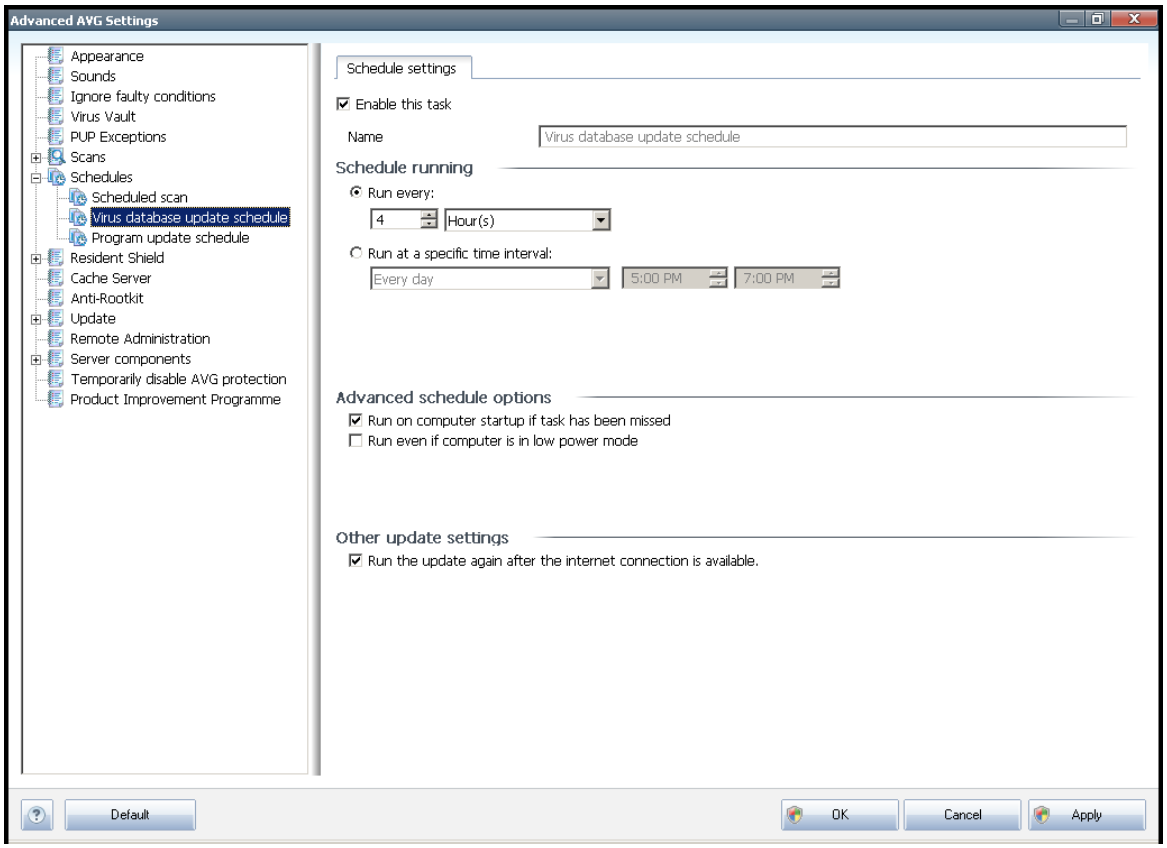
Click the ***Additional scan settings ...*** to open a new ***Computer shutdown options*** dialog where you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).





On the ***What to scan*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders. If you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify the folders to be scanned.

11.7.2. Virus Database Update Schedule



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled virus database update temporarily, and switch it on again as the need arises. The basic virus database update scheduling is covered within the ***Update Manager*** component. Within this dialog you can set up some detailed parameters of the virus database update schedule. In the text field called ***Name*** (*deactivated for all default schedules*) there is the name assigned to this very schedule by the program vendor.

Schedule running

In this section, specify the time intervals for the newly scheduled virus database update launch. The timing can either be defined by the repeated update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***).

Advanced schedule options

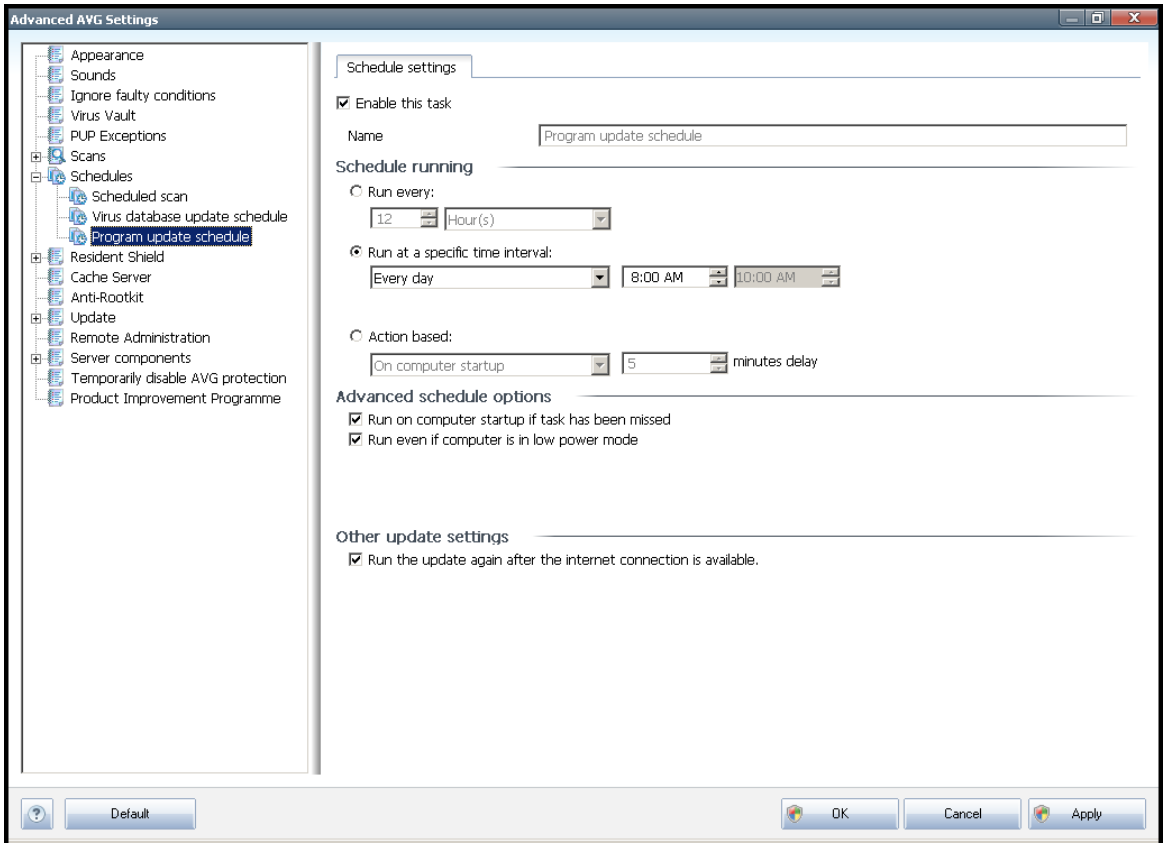
This section allows you to define under which conditions the virus database update should/should not be launched if the computer is in low power mode or switched off completely.

Other update settings

Finally, check the ***Run the update again as soon as the Internet connection is available*** option to make sure than if the internet connection gets corrupted and the update process fails, it will be launched again immediately after the internet connection is restored.

Once the scheduled update is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the* ***Advanced Settings/ Appearance*** *dialog*).

11.7.3. Program Update Schedule



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled program update temporarily, and switch it on again as the need arises. In the text field called ***Name*** (*deactivated for all default schedules*) there is the name assigned to this very schedule by the program vendor.

Schedule running

Here, specify the time intervals for the newly scheduled program update launch. The

timing can either be defined by the repeated update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the update launch should be associated with (***Action based on computer startup***).

Advanced schedule options

This section allows you to define under which conditions the program update should/ should not be launched if the computer is in low power mode or switched off completely.

Other update settings

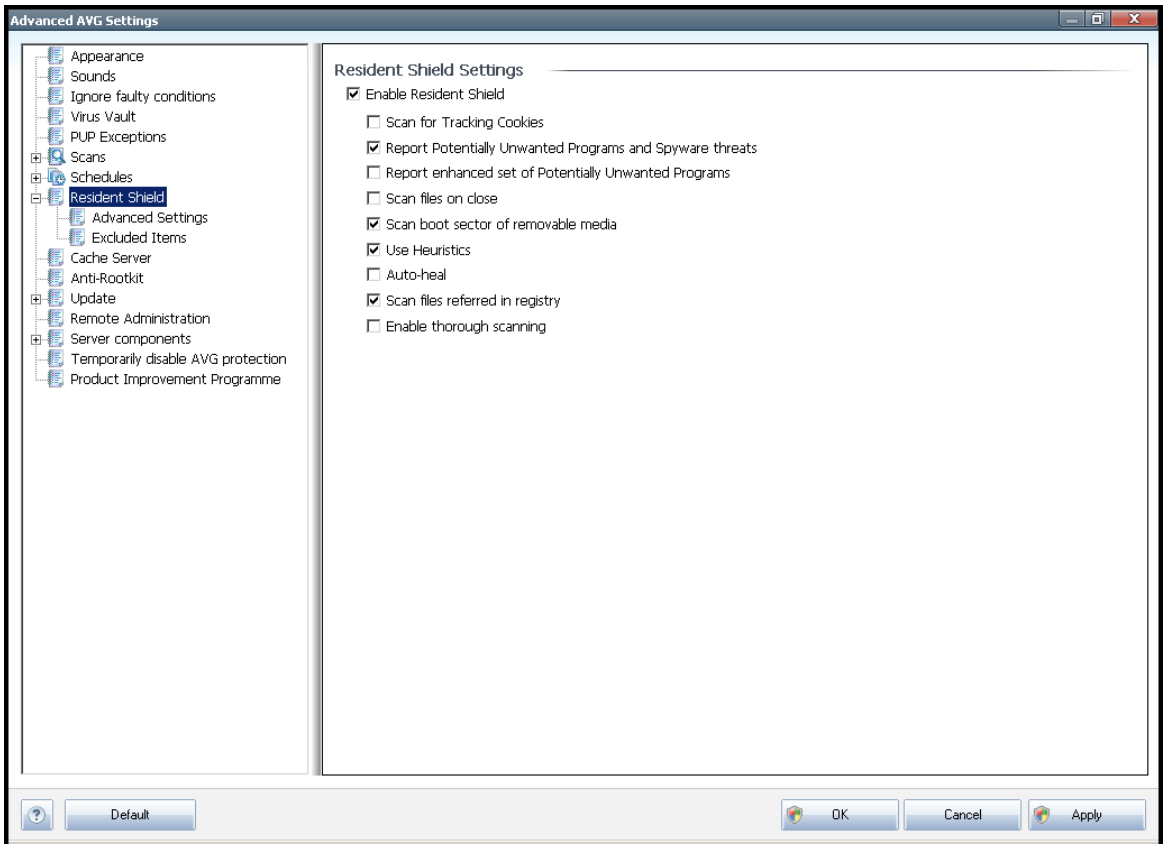
Check the ***Run the update again as soon as the Internet connection is available*** option to make sure than if the internet connection gets corrupted and the update process fails, it will be launched again immediately after the internet connection is restored.

Once the scheduled update is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the* ***Advanced Settings/ Appearance*** *dialog*).

Note: *If a time coincidence of a scheduled program update and scheduled scan occurs, the update process is of higher priority and the scan will get interrupted.*

11.8. Resident Shield

The ***Resident Shield*** component performs live protection of files and folders against viruses, spyware and other malware.



In the ***Resident Shield Settings*** dialog you can activate or deactivate the ***Resident Shield*** protection completely by checking/unchecking the ***Enable Resident Shield*** item (*this option is switched on by default*). In addition you can select which ***Resident Shield*** features should be activated:

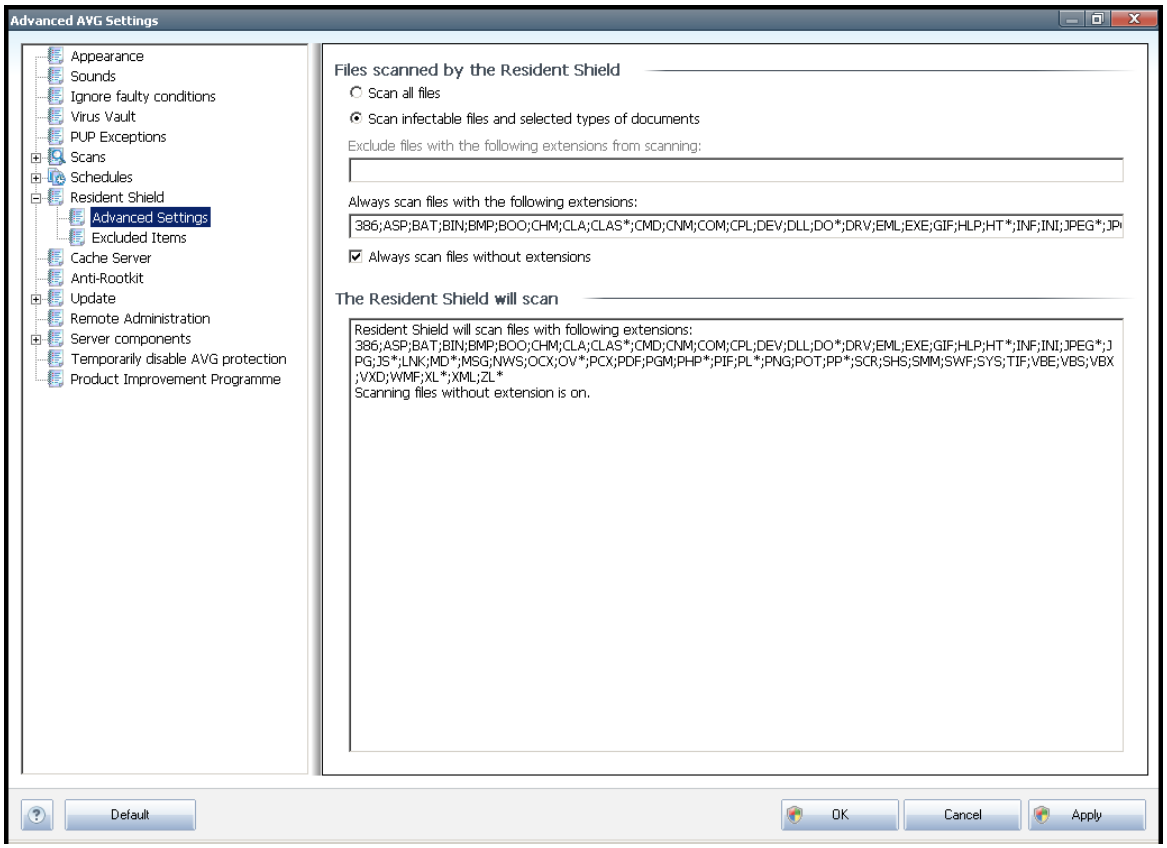
- ***Scan for Tracking cookies*** (*off by default*) - this parameter defines that cookies should be detected during scanning. (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)
- ***Report Potentially Unwanted Programs and Spyware threats*** - (*on by default*): check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.
- ***Report enhanced set of Potentially Unwanted Programs*** (*off by default*) - mark to detect extended package of spyware: programs that are perfectly ok

and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.

- ***Scan files on close*** (*off by default*) - on-close scanning ensures that AVG scans active objects (e.g. applications, documents …) when they are being opened, and also when they are being closed; this feature helps you protect your computer against some types of sophisticated virus
- ***Scan boot sector of removable media*** (*on by default*)
- ***Use Heuristics*** - (*on by default*) heuristic analysis will be used for detection (*dynamic emulation of the scanned object's instructions in a virtual computer environment*)
- ***Auto-heal*** (*off by default*) - any detected infection will be healed automatically if there is a cure available, and all infection that cannot be cured will be removed.
- ***Scan files referred in registry*** (*on by default*) - this parameter defines that AVG will scan all executable files added to startup registry to avoid a known infection being executed upon next computer startup.
- ***Enable thorough scanning*** (*off by default*) - in specific situations (*in a state of extreme emergency*) you may check this option to activate the most thorough algorithms that will check all possibly threatening objects into the deep. Remember though that this method is rather time consuming.

11.8.1. Advanced Settings

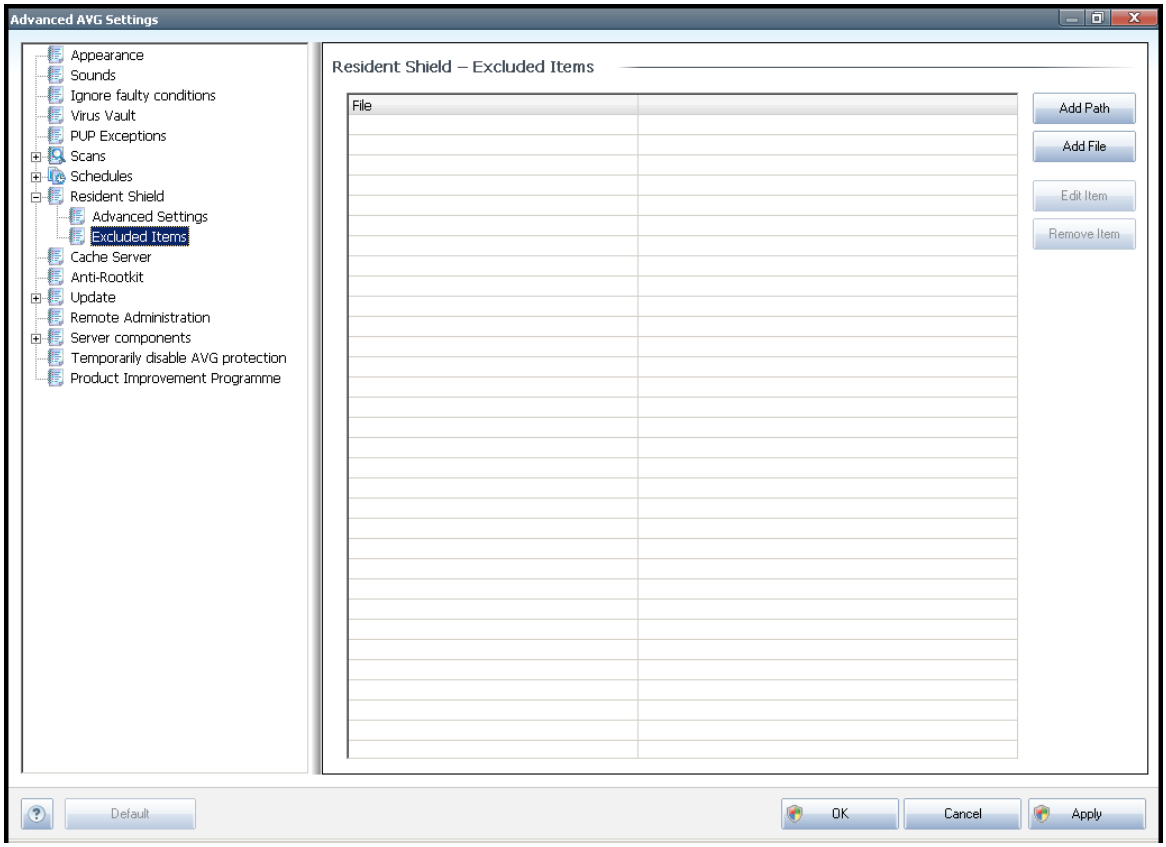
In the ***Files scanned by the Resident Shield*** dialog it is possible to configure which files will be scanned (*by specific extensions*):



Decide whether you want all files to be scanned or just infectable files - if so, you can further specify a list of extensions defining files that should be excluded from scanning, and also a list of file extensions defining files that must be scanned under all circumstances.

The below section called ***The Resident Shield will scan*** further summarizes the current settings, displaying a detailed overview of what the ***Resident Shield*** will actually scan.

11.8.2. Excluded items



The ***Resident Shield - Excluded Items*** dialog offers the possibility of defining files and/or folders that should be excluded from the ***Resident Shield*** scanning.

If this is not essential, we strongly recommend not excluding any items!

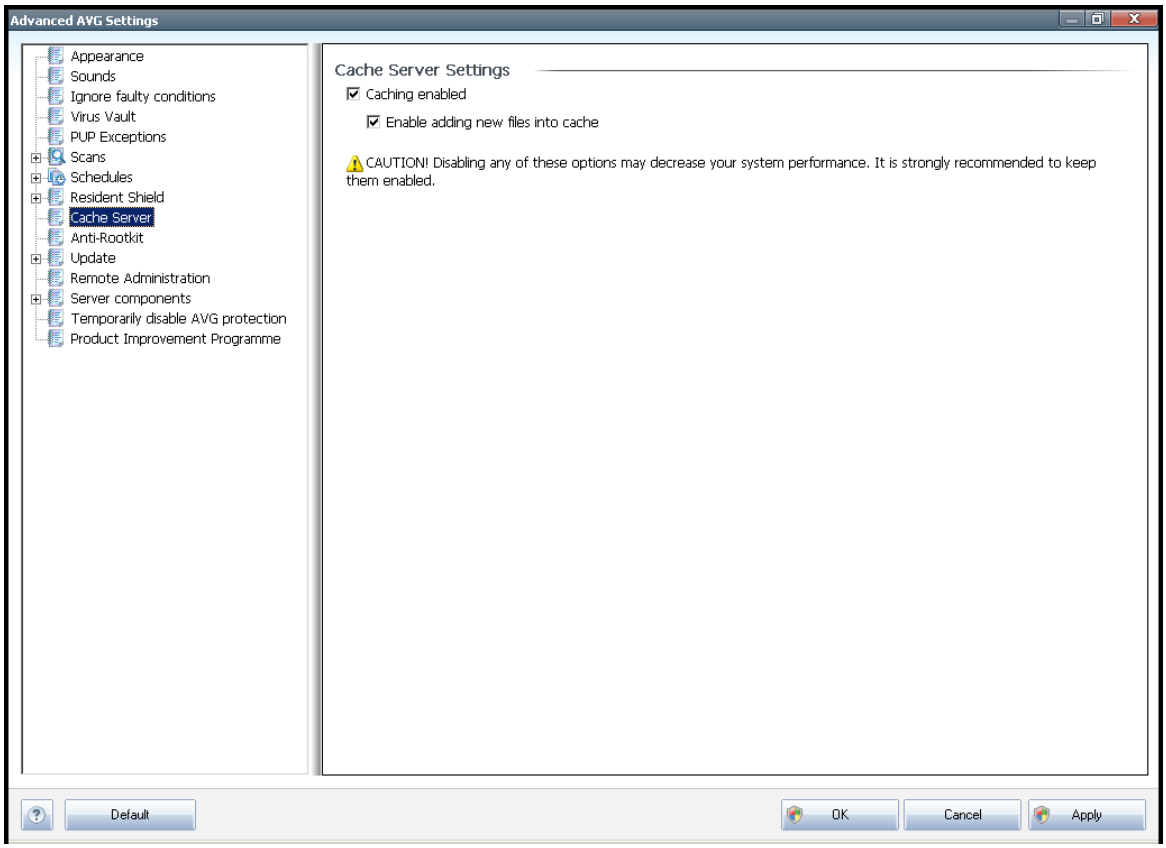
The dialog provides the following control buttons:

- ***Add Path*** – specify a directory (directories) to be excluded from the scanning by selecting them one by one from the local disk navigation tree
- ***Add File*** – specify files to be excluded from the scanning by selecting them one by one from the local disk navigation tree
- ***Edit Item*** – allows you to edit the specified path to a selected file or folder
- ***Remove Item*** – allows you to delete the path to a selected item from the list

11.9. Cache Server

The ***Cache Server*** is a process designed to speed up any scan (*on-demand scan, scheduled whole computer scan, Resident Shield scan*). It gathers and keeps information of trustworthy files (*system files with digital signature etc.*): These files

are then considered safe, and during scanning are skipped.



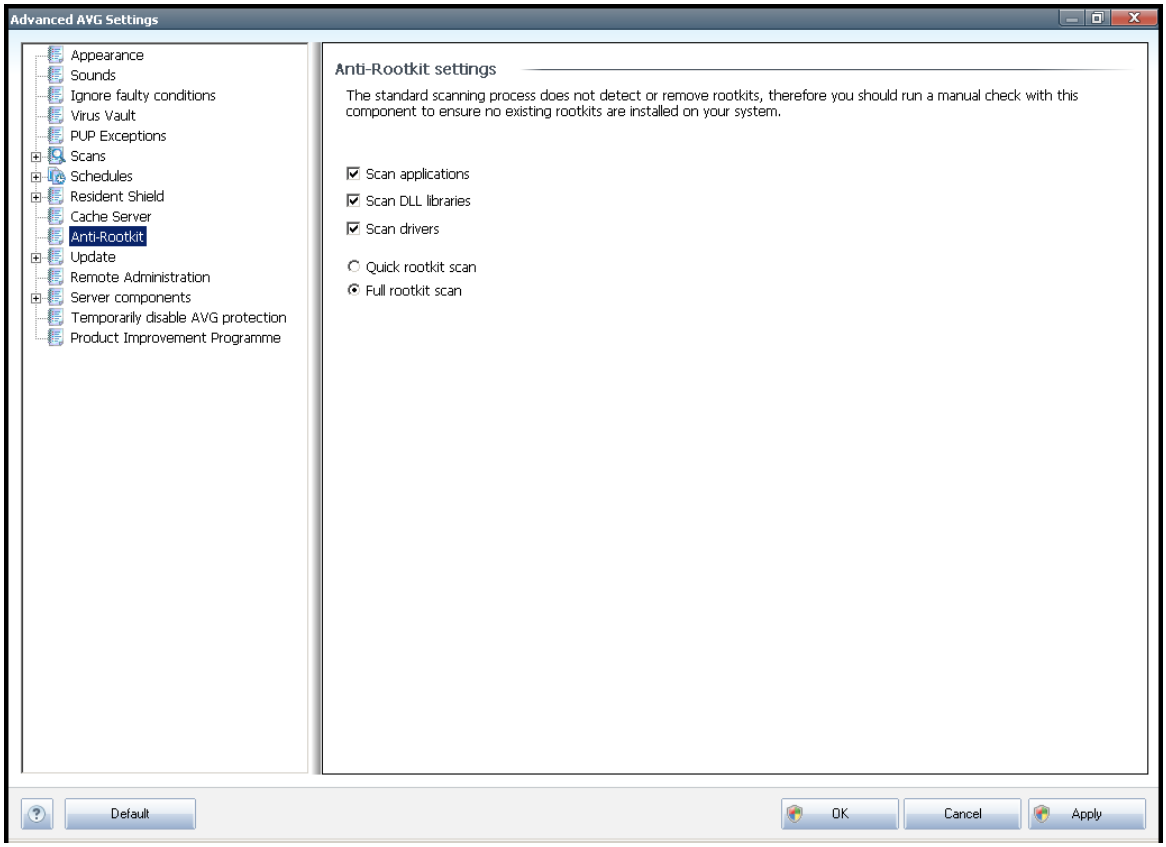
The settings dialog offers two options:

- ***Caching enabled*** (*on by default*) - uncheck the box to switch off the ***Cache Server***, and empty the cache memory. Please note that scanning might slow down, and overall performance of your computer decrease, as every single file in use will be scanned for viruses and spyware first.

- ***Enable adding new files into cache*** (*on by default*) - uncheck the box to stop adding more files into the cache memory. Any already cached files will be kept and used until caching is turned off completely, or until the next update of the virus database.

11.10. Anti-Rootkit

In this dialog you can edit the ***Anti-Rootkit*** component's configuration:



Editing of all functions of the ***Anti-Rootkit*** component as provided within this dialog is also accessible directly from the ***Anti-Rootkit component's interface***.

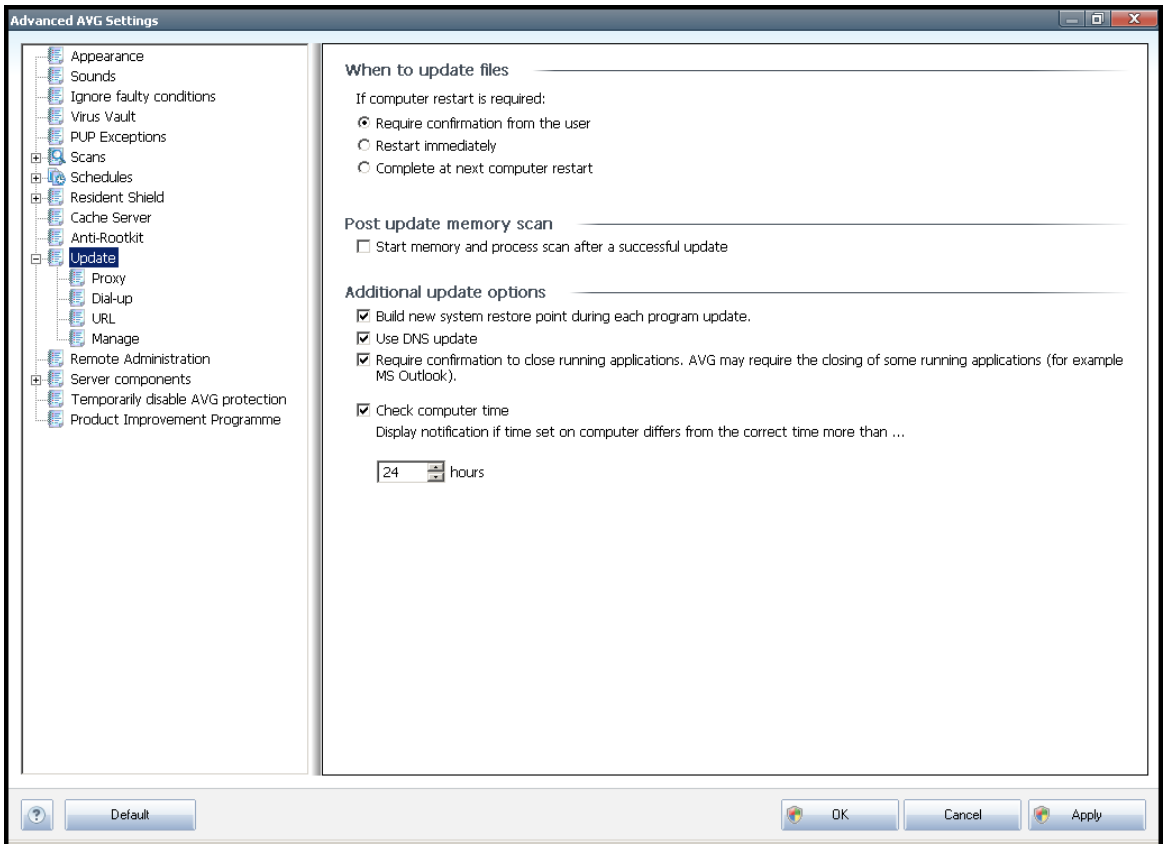
Mark up the respective check-boxes to specify objects that should be scanned:

- ***Scan applications***
- ***Scan DLL libraries***
- ***Scan drivers***

Further you can pick the rootkit scanning mode:

- ***Quick rootkit scan*** - scans all running processes, loaded drivers and the system folder (*typically c:\Windows*)
- ***Full rootkit scan*** - scans all running processes, loaded drivers, the system folder (*typically c:\Windows*), plus all local disks (*including the flash disk, but excluding floppy disk/CD drives*)

11.11. Update



The ***Update*** navigation item opens a new dialog where you can specify general parameters regarding the AVG update:

When to update files

In this section you can select between two alternative options: update can be scheduled for the next PC restart or you can launch the update immediately. By default, the immediate update option is selected since this way AVG can secure the maximum safety level. Scheduling an update for the next PC restart can only be recommended if you are sure the computer gets restarted regularly, at least daily.

If you decide to keep the default configuration and launch the update process immediately, you can specify the circumstances under which a possible required restart should be performed:

- ***Require confirmation from the user*** - you will be asked to approve a PC restart needed to finalize the update process
- ***Restart immediately*** - the computer will be restarted automatically immediately after the update process has finished, and your approval will not

be required

- ***Complete at next computer restart*** - the update process finalization will be postponed until the next computer restart - again, please keep in mind that this option is only recommended if you can be sure the computer gets restarted regularly, at least daily

Post update memory scan

Mark this check box to define you want to launch a new memory scan after each successfully completed update. The latest downloaded update might have contained new virus definitions, and these could be applied in the scanning immediately.

Additional update options

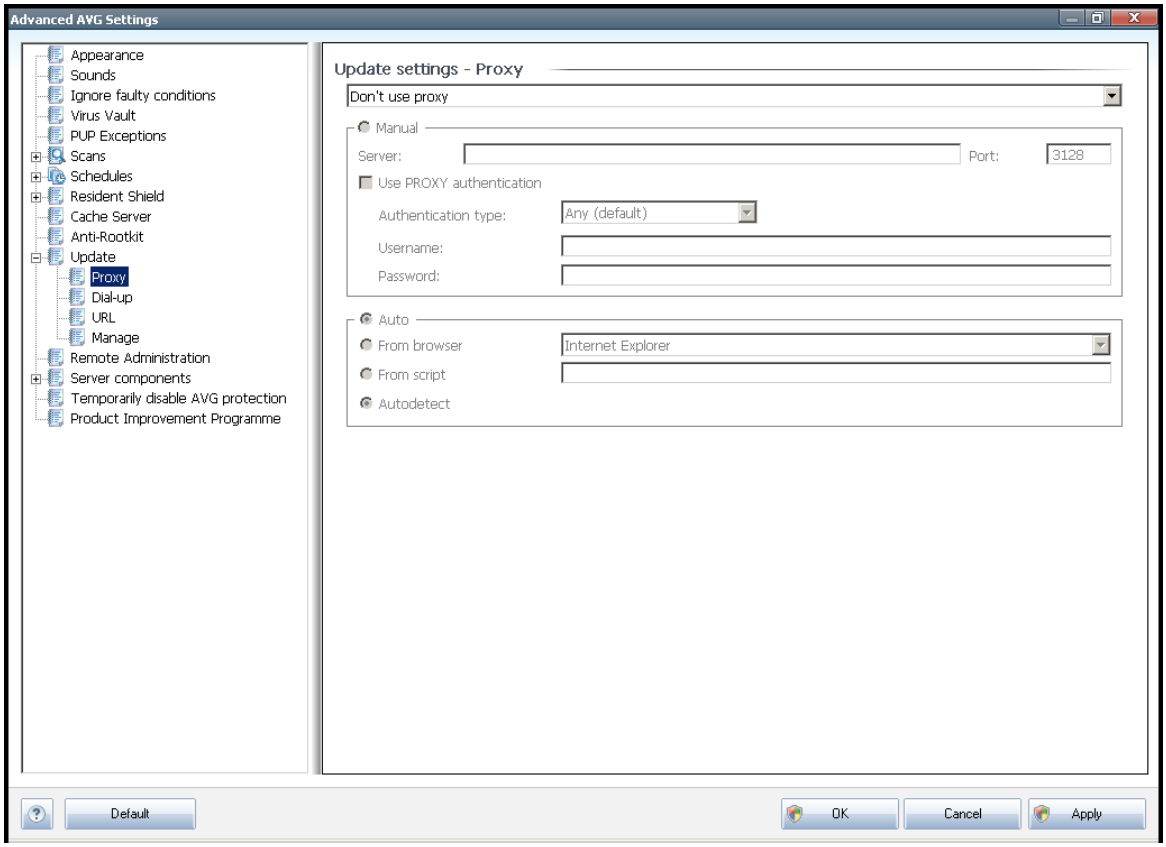
- ***Build new system restore point during each program update*** - before each AVG program update launch, a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS in its original configuration from this point. This option is accessible via Start / All Programs / Accessories / System tools / System Restore, but any changes can be recommended to experienced users only! Keep this check-box ticked if you want to make use of this functionality.

- ***Use DNS update*** - mark this check box to confirm you want to use the update files detection method that eliminates data amount transferred between the update server and AVG client;

- ***Require confirmation to close running applications*** (*switched on by default*) will help you make sure no currently running applications will be closed without your permission - if required for the update process to be finalized;

- ***Check computer time*** - mark this option to declare you wish to have notification displayed in case the computer time differs from the correct time more than specified number of hours.

11.11.1. Proxy



The proxy server is a stand-alone server or a service running on a PC that guarantees safer connection to the Internet. According to the specified network rules you can then access the Internet either directly or via the proxy server; both possibilities can also be allowed at the same time. Then, in the first item of the ***Update settings - Proxy*** dialog you have to select from the combo box menu whether you want to:

- ***Use proxy***
- ***Do not use proxy server*** - default settings
- ***Try connection using proxy and if it fails, connect directly***

If you select any option using proxy server, you will have to specify some further data. The server settings can be configured either manually or automatically.

Manual configuration

If you select manual configuration (check *the* ***Manual*** *option to activate the respective dialog section*) you have to specify the following items:

- ***Server*** – specify the server's IP address or the name of the server

- ***Port*** – specify the number of the port that enables Internet access (*by default, this number is set to 3128 but can be set differently – if you are not sure, contact your network administrator*)

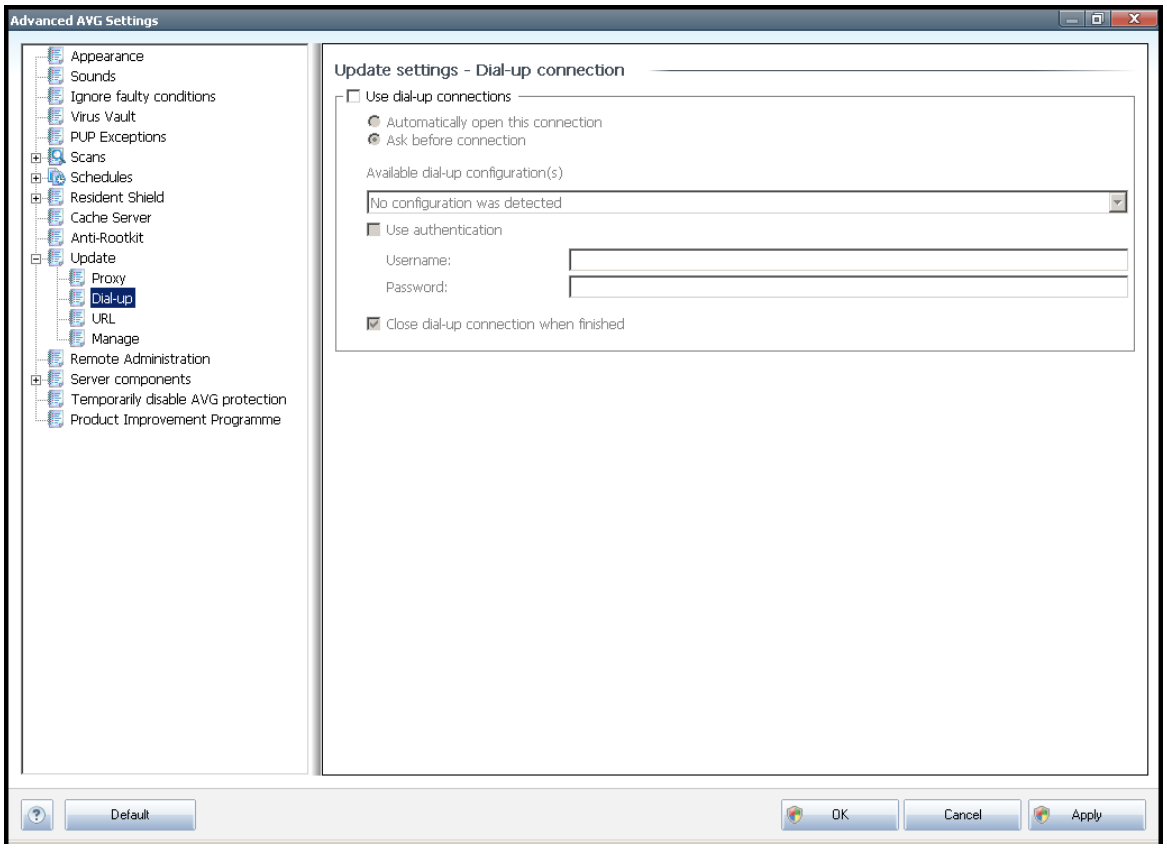
The proxy server can also have configured specific rules for each user. If your proxy server is set up this way, check the ***Use PROXY authentication*** option to verify that your user name and password are valid for connecting to the Internet via the proxy server.

Automatic configuration

If you select automatic configuration (*mark the **Auto** option to activate the respective dialog section*) then please select where the proxy configuration should be taken from:

- ***From browser*** - the configuration will be read from your default internet browser
- ***From script*** - the configuration will be read from a downloaded script with the function returning the proxy address
- ***Autodetect*** - the configuration will be detected automatically directly from the proxy server

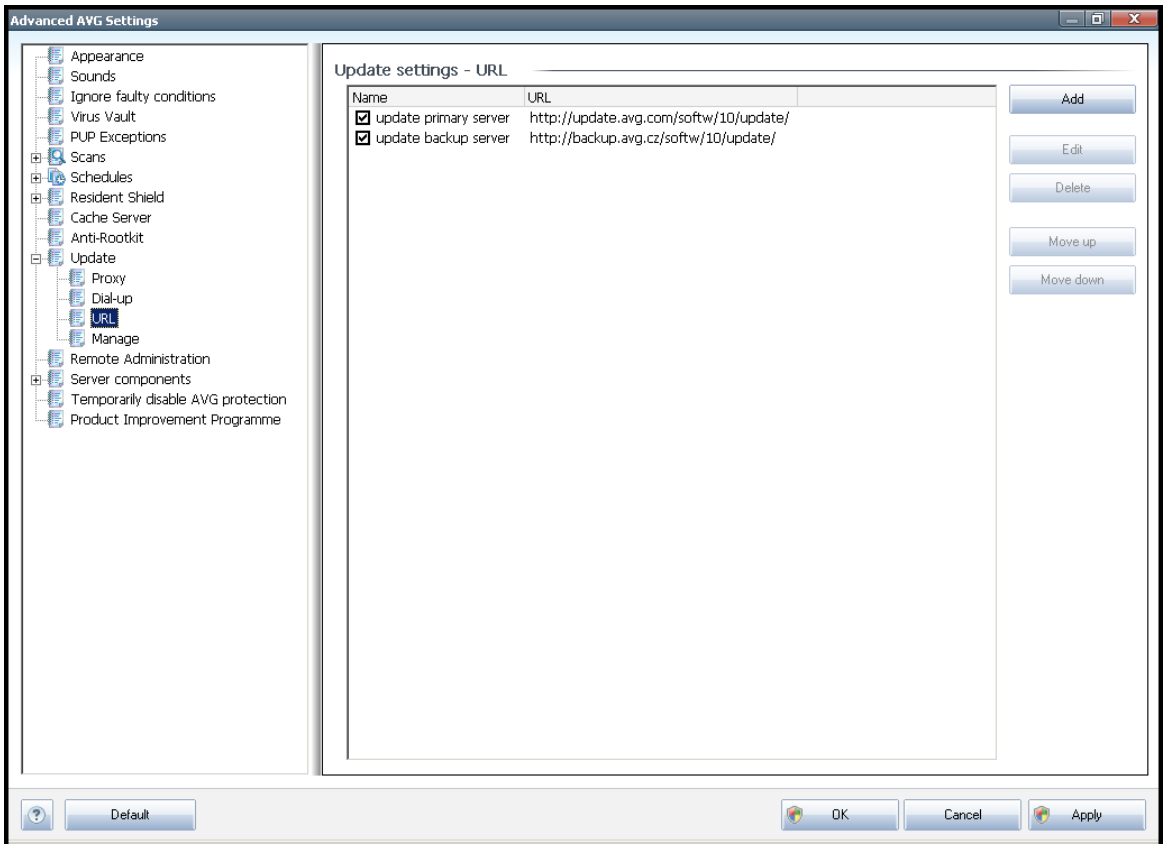
11.11.2. Dial-up



All parameters optionally defined in the ***Update settings - Dial-Up connection*** dialog refer to the dial-up connection to the Internet. The dialog's fields are inactive until you check the ***Use dial-up connections*** option that activates the fields.

Specify whether you want to connect to the Internet automatically (***Automatically open this connection***) or you wish to confirm the connection manually every time (***Ask before connection***). For automatic connection you should further select whether the connection should be closed after the update is finished (***Close dial-up connection when finished***).

11.11.3. URL

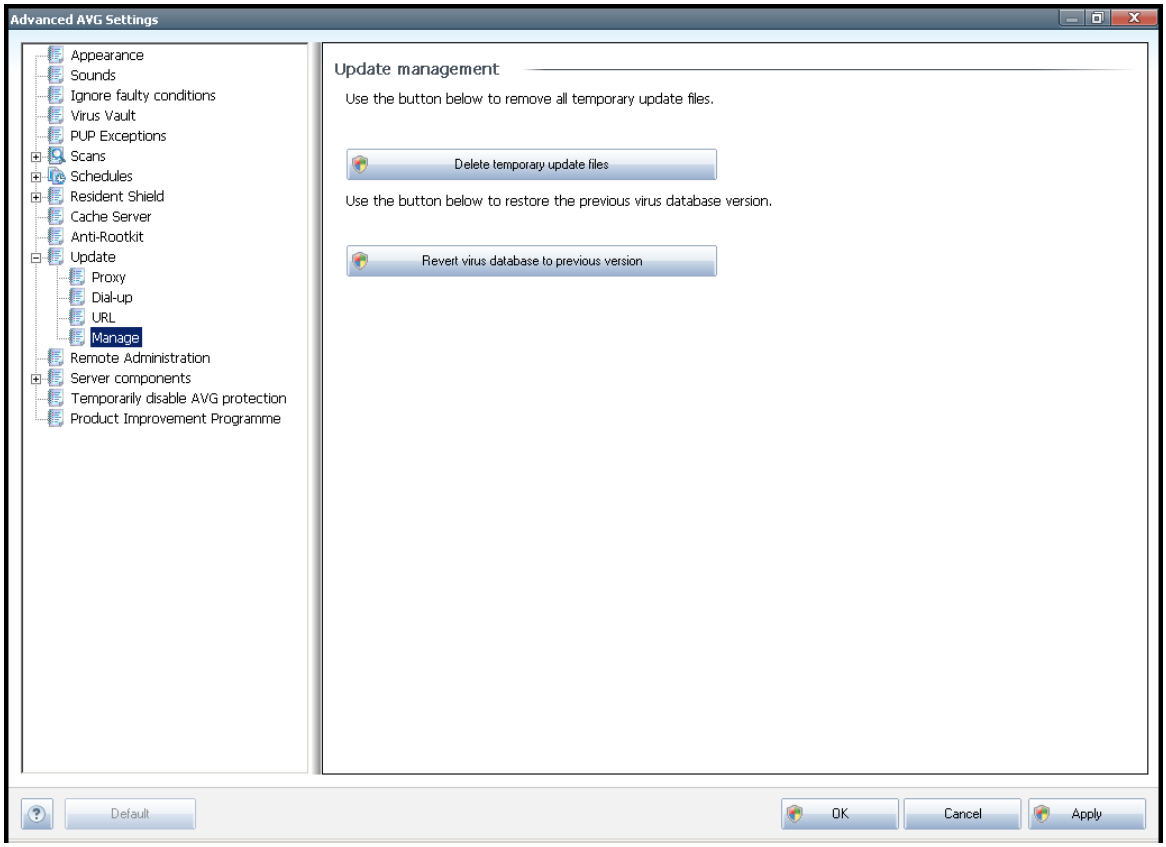


The ***URL*** dialog offers a list of Internet addresses from which the update files can be downloaded. The list and its items can be modified using the following control buttons:

- ***Add*** – opens a dialog where you can specify a new URL to be added to the list
- ***Edit*** - opens a dialog where you can edit the selected URL parameters
- ***Delete*** – deletes the selected URL from the list
- ***Move Up*** – moves the selected URL one position up in the list
- ***Move Down*** - moves the selected URL one position down in the list

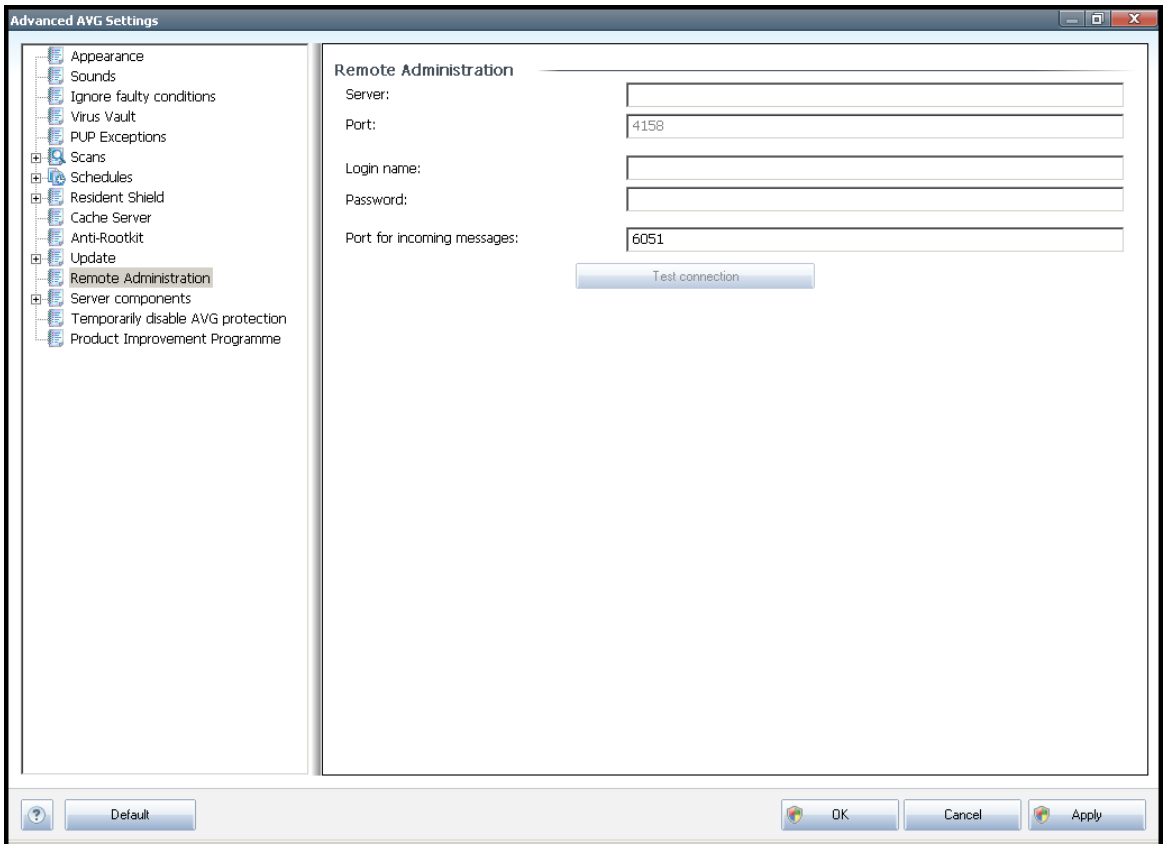
11.11.4. Manage

The ***Manage*** dialog offers two options accessible via two buttons:



- ***Delete temporary update files*** - press this button to delete all redundant update files from your hard disk (*by default, these files are being saved for 30 days*)
- ***Revert virus database to previous version*** – press this button to delete the latest virus base version from your hard disk, and to return to the previously saved version (*new virus base version will be a part of the following update*)

11.12. Remote Administration



The ***Remote Administration*** settings refer to connecting the AVG client station to the remote administration system. If you plan to connect the respective station to remote administration please specify the following parameters:

- ***Server*** - server name (or server IP address) where the AVG Admin Server is installed
- ***Port*** - provide the number of the port on which the AVG client communicates with the AVG Admin Server (*port number 4158 is considered as default - if you use this port number you do not have to specify it explicitly*)
- ***Login*** - if communication between the AVG client and the AVG Admin Server is defined as secured, provide your username ...
- ***Password*** - ... and your password
- ***Port for incoming messages*** - number of the port on which the AVG client accepts incoming messages from the AVG Admin Server

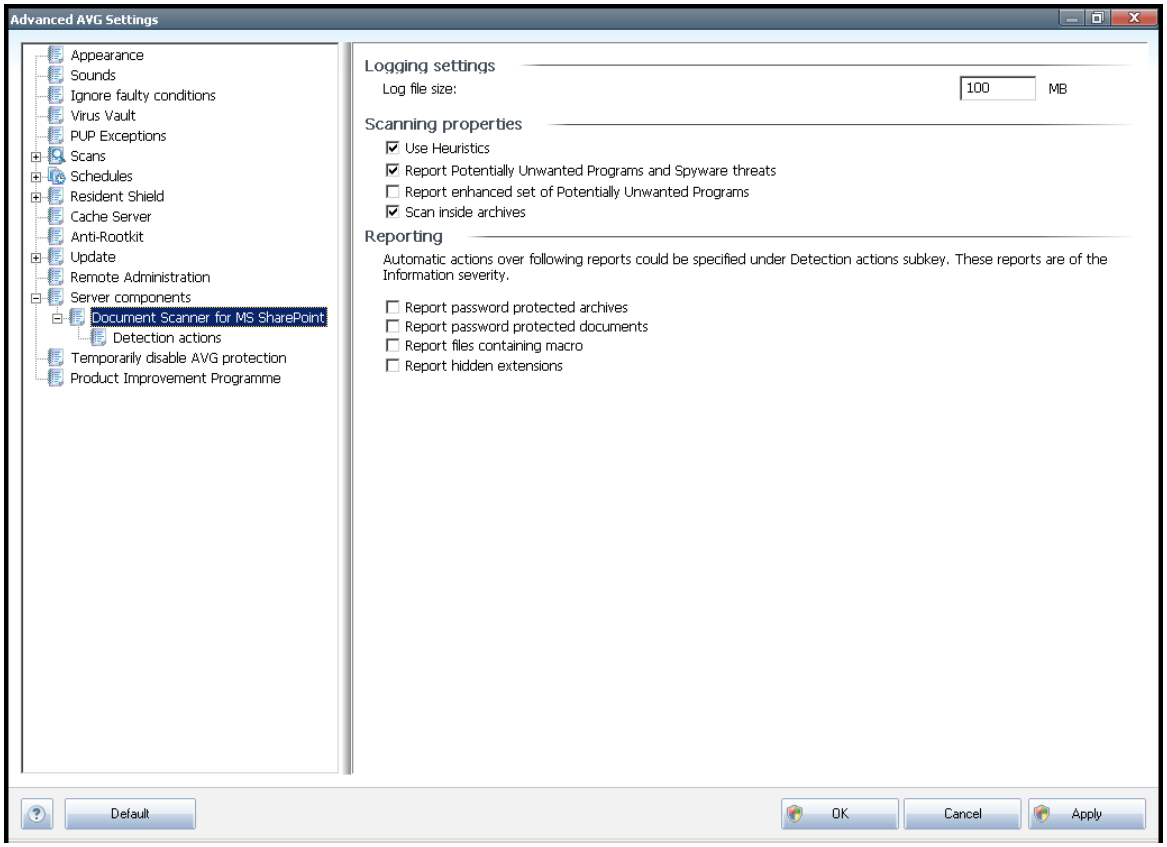
The ***Test connection*** button helps you to verify that all above stated data are valid and can be used to successfully connect to DataCenter.

Note: *For a detailed description on remote administration please consult the AVG Business edition documentation.*

11.13. Server components

11.13.1. Document Scanner for MS SharePoint

In this dialog you will find several preset options related to the ***Document Scanner for MS SharePoint*** document virus scanning performance. This dialog is divided into several sections:



Logging settings

Log file size field – the log file contains record of various ***Document Scanner for MS SharePoint*** related events, such as program libraries loading notes, virus-found events, troubleshooting warnings, etc. Use the text filed to set the maximum size of this file.

Scanning properties

- ***Use Heuristics*** – check to use Heuristics detection method when scanning documents. When this option is on, you can filter documents not only by extension but also the actual contents of the document will be considered.

- ***Report Potentially Unwanted Programs and Spyware threats*** – check to use the Anti-Spyware engine, i.e. detect and report suspicious and potentially unwanted programs when scanning documents.

- ***Report enhanced set of Potentially Unwanted Programs*** - check to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later, or programs that always harmless but might be unwanted (various toolbars etc.). This is an additional measure that increases your computer security and comfort even more, however it can possibly block legal programs, and is therefore switched off by default. Note: This detection feature is additional to the previous option, so if you want protection from the basic types of spyware, always keep the previous box checked.

- ***Scan inside archives*** – check to scan contents of archives.

Reporting

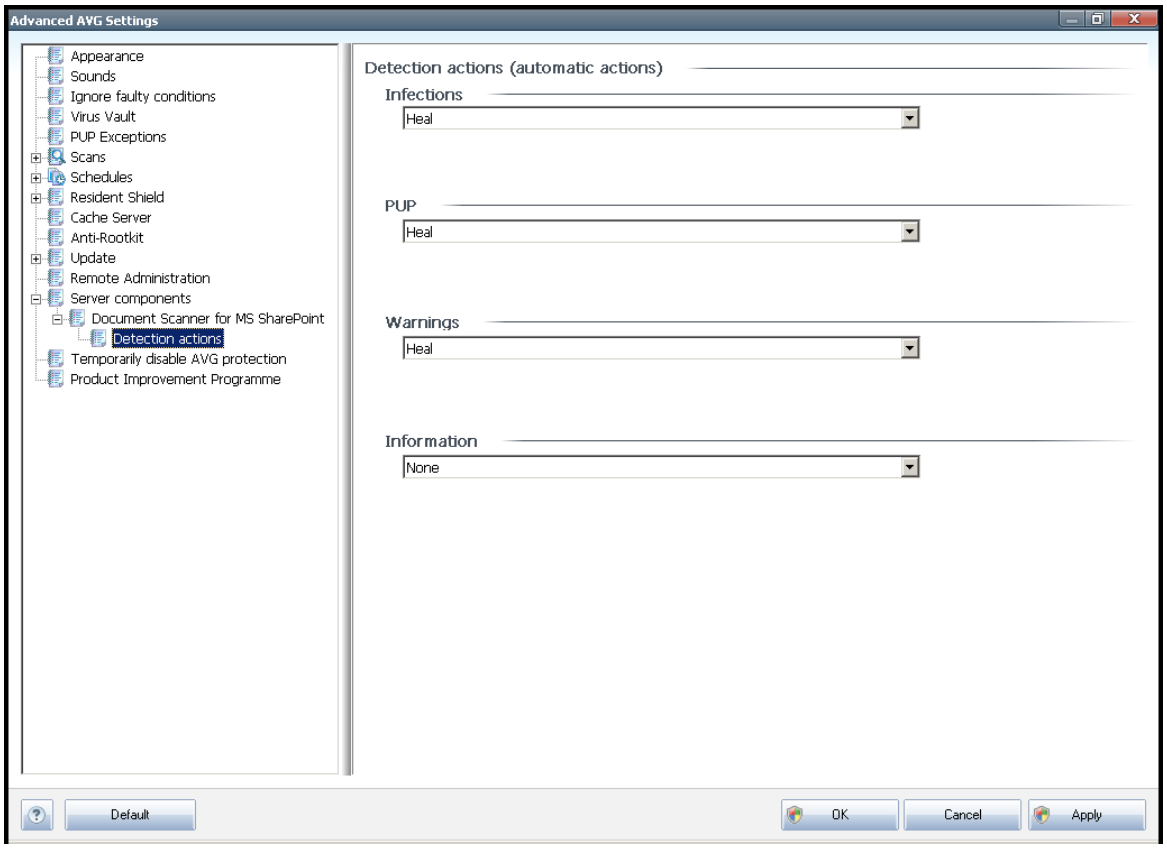
- ***Report password protected archives*** – archives (ZIP, RAR etc.) that are protected by password are not possible to scan for viruses; check the box to report these as potentially dangerous.

- ***Report password protected documents*** – documents protected by password are not possible to scan for viruses; check the box to report these as potentially dangerous.

- ***Report files containing macros*** – a macro is a predefined sequence of steps aimed to make certain tasks easier for a user (MS Word macros are widely known). As such, a macro can contain potentially dangerous instructions, and you might like to check the box to ensure that files with macros will be reported as suspicious.

- ***Report hidden extensions*** – hidden extension can make e.g. a suspicious executable file "something.txt.exe" appear as harmless plain text file "something.txt"; check the box to report these as potentially dangerous.

11.13.2. Detection Actions



In this dialog you can configure how the ***Document Scanner for MS SharePoint*** component should behave, when it detects a threat. The threats are divided into several categories:

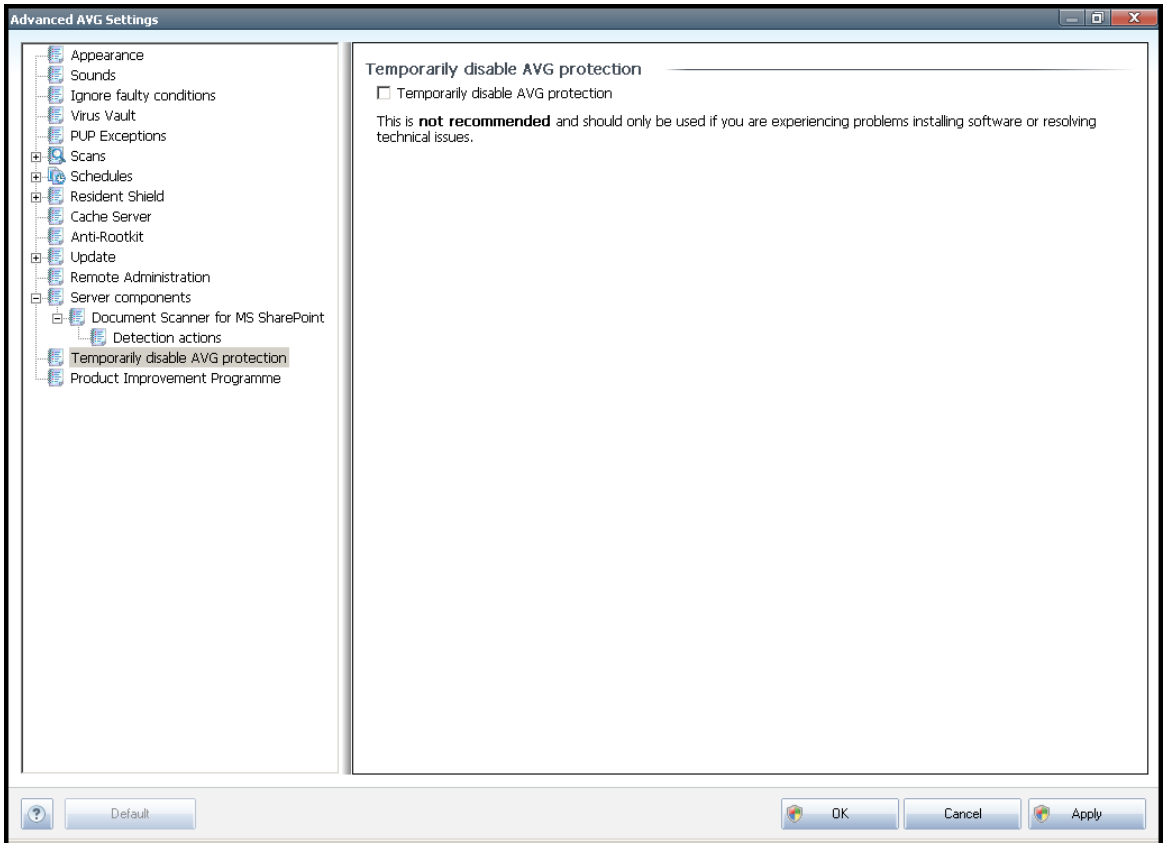
- ***Infections*** – malicious codes that copy and spread themselves, often unnoticed until the damage is done.
- ***PUP (Potentially Unwanted Programs)*** – such programs, in general, vary from positively serious to only potential threats to your privacy.
- ***Warnings*** – detected objects unable to be scanned.
- ***Information*** – includes all detected potential threats that cannot be classified as any of the above categories.

Use the roll-down menus to select an automatic action for each of them:

- ***None*** – a document containing such threat will be left alone.
- ***Heal*** - tries to heal the infected file/document.

- ***Move to Vault*** – every infected document will be moved into Virus Vault quarantine environment.
- ***Remove*** – a document where a virus is detected will be deleted.

11.14. Temporarily disable AVG protection



In the ***Temporarily disable AVG protection*** dialog you have the option of switching off the entire protection secured by your **AVG File Server 2011** at once.

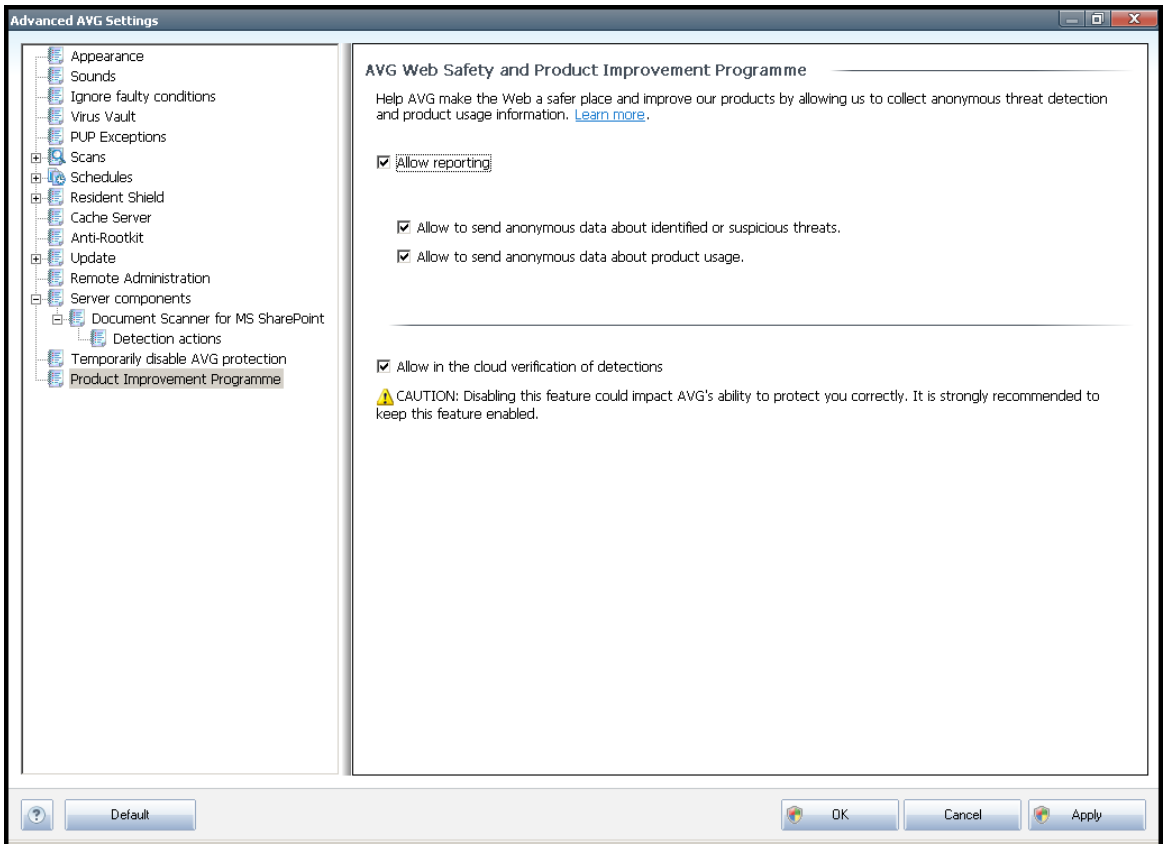
Please remember that you should not use this option unless it is absolutely necessary!

In most cases, it is ***not necessary*** to disable AVG before installing new software or drivers, not even if the installer or software wizard suggests that running programs and applications be shut down first to make sure there are no unwanted interruptions during the installation process. Should you really experience problem during installation, try to deactivate the ***Resident Shield*** component first. If you do have to temporarily disable AVG, you should re-enable it as soon as you're done. If you are connected to the Internet or a network during the time your antivirus software is disabled, your computer is vulnerable to attacks.

11.15. Product Improvement Programme

The ***AVG Web Safety and Product Improvement Programme*** dialog invites you to participate in AVG product improvement, and to help us increase the overall Internet security level. Mark the ***Allow reporting*** option to enable reporting of detected threats to AVG. This helps us to collect up-to-date information on the latest threats from all participants worldwide, and in return we can improve protection for everyone.

The reporting is taken care of automatically, therefore does not cause you any inconvenience, and no personal data is included in the reports. Reporting of detected threats is optional, however, we do ask you to switch this feature on, too, as it helps us improve protection for both you and other AVG users.



Nowadays, there are far more threats out there than plain viruses. Authors of malicious codes and dangerous websites are very innovative, and new kinds of threats emerge quite often, the vast majority of which are on the Internet. Here are some of the most common:

- ***A virus*** is a malicious code that copies and spreads itself, often unnoticed until the damage is done. Some viruses are a serious threat, deleting or deliberately changing files on their way, while some viruses can do something seemingly harmless, like playing a piece of music. However, all viruses are dangerous due to the basic ability of multiplying – even a simple virus can take up all the computer memory in an instant, and cause a breakdown.

- ***A worm*** is a subcategory of virus which, unlike a normal virus, does not need a "carrier" object to attach to; it sends itself to other computers self-contained, usually via e-mail, and as a result often overloads e-mail servers and network systems.

- ***Spyware*** is usually defined as a malware category (*malware = any malicious software, including viruses*) encompassing programs – typically Trojan horses – aimed at stealing personal information, passwords, credit card numbers, or infiltrating a computer and allowing the attacker to control it remotely; of course, all without the computer owner's knowledge or consent.

- ***Potentially unwanted programs*** are a type of spyware that can be may but not necessarily have to be dangerous to your computer. A specific example of a PUP is adware, software designed to distribute advertisements, usually by displaying ad pop-ups; annoying, but not really harmful.

- ***Tracking cookies*** can also be considered a kind of spyware, as these small files, stored in the web browser and sent automatically to the "parent" website when you visit it again, can contain data such as your browsing history and other similar information.

- ***Exploit*** is a malicious code that takes advantage of a flaw or vulnerability in an operating system, Internet browser, or other essential program.

- ***Phishing*** is an attempt to acquire sensitive personal data by shamming a trustworthy and well-known organization. Usually, the potential victims are contacted by a bulk e-mail asking them to e.g. update their bank account details. In order to do that, they are invited to follow the link provided which then leads to a fake website of the bank.

- ***Hoax*** is a bulk e-mail containing dangerous, alarming or just bothering and useless information. Many of the above threats use hoax e-mail messages to spread.

- ***Malicious websites*** are ones that deliberately install malicious software on your computer, and hacked sites do just the same, only these are legitimate websites that have been compromised into infecting visitors.

To protect you from all of these different kinds of threats, AVG includes these specialized components:

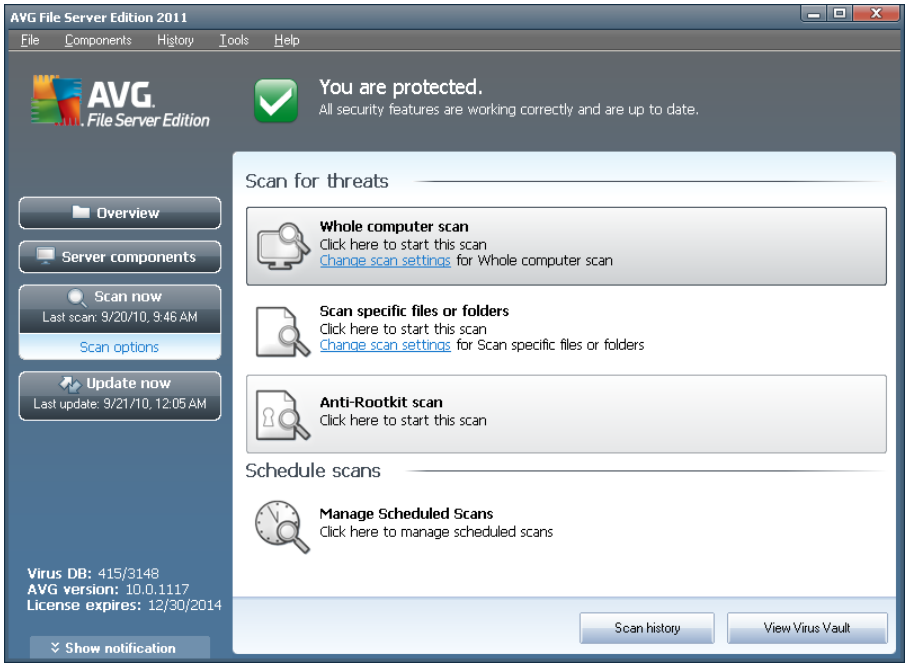
- ***Anti-Virus*** to protect your computer from viruses,

- ***Anti-Spyware*** to protect your computer from spyware.

12. AVG Scanning

Scanning is a crucial part of **AVG File Server 2011** functionality. You can run on-demand tests or schedule them to run periodically at convenient times.

12.1. Scanning Interface



The AVG scanning interface is accessible via the ***Computer scanner*** quick link. Click this link to switch to the ***Scan for threats*** dialog. In this dialog you will find the following:

- overview of predefined scans - three types of scans defined by the software vendor are ready to be used immediately on demand or scheduled:
  - ***Whole computer scan***
  - ***Scan specific files or folders***
  - ***Anti-Rootkit scan***
- scan scheduling section - where you can define new tests and create new schedules as needed.

Control buttons

Control buttons available within the testing interface are the following:

- ***Scan history*** - displays the ***Scan results overview*** dialog with the entire

history of scanning

- ***View Virus Vault*** - opens a new window with the ***Virus Vault*** - a space where detected infections are quarantined

12.2. Predefined Scans

One of the main features of **AVG File Server 2011** is on-demand scanning. On-demand tests are designed to scan various parts of your computer whenever suspicion of possible virus infection arises. Anyway, it is strongly recommended to carry out such tests regularly even if you think that no virus can be found on your computer.

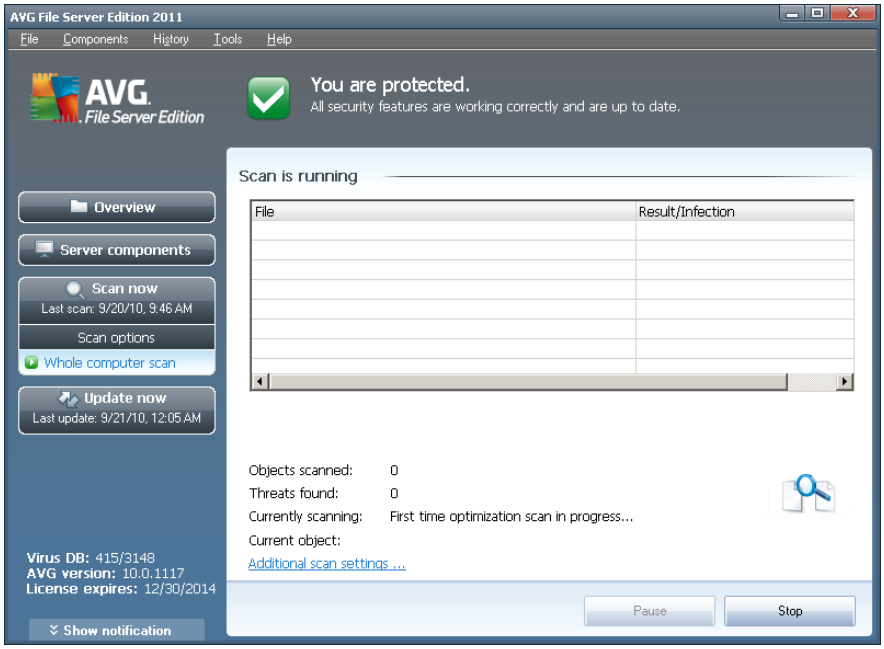
In the **AVG File Server 2011** you will find the following types of scanning predefined by the software vendor:

12.2.1. Whole Computer Scan

Whole Computer scan - scans your entire computer for possible infections and/or potentially unwanted programs. This test will scan all hard drives of your computer, will detect and heal any virus found, or remove the detected infection to the ***Virus Vault***. Scanning of the whole of your computer should be scheduled on a workstation at least once a week.

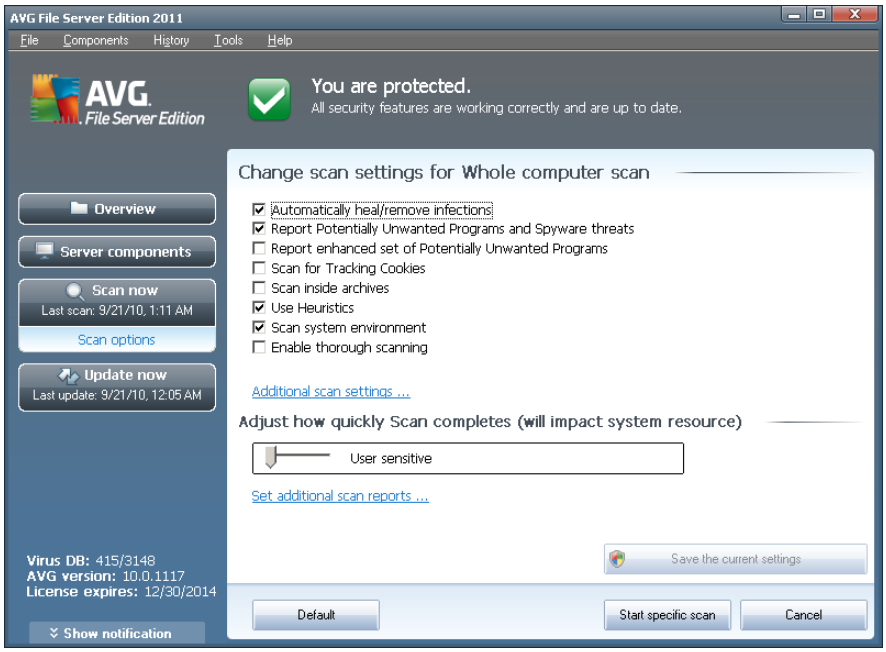
Scan launch

The ***Whole Computer scan*** can be launched directly from the scanning interface by clicking on the scan's icon. No further specific settings have to be configured for this type of scan, the scanning will start immediately within the ***Scan is running*** dialog (*see screenshot*). The scanning can be temporarily interrupted (***Pause***) or canceled (***Stop***) if needed.

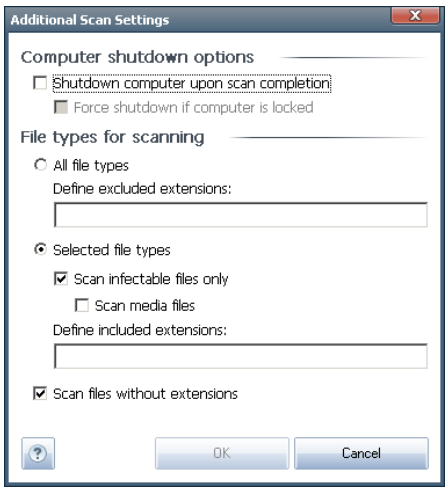


Scan configuration editing

You have the option of editing the predefined default settings of the ***Whole computer scan***. Press the ***Change scan settings*** link to get to the ***Change scan settings for Whole Computer scan*** dialog *(accessible from the scanning interface via the Change scan settings link for the Whole computer scan)*. ***It is recommended to keep to the default settings unless you have a valid reason to change them!***



- ***Scanning parameters*** - in the list of scanning parameters you can switch on/ off specific parameters as needed:
    - ***Automatically heal/remove infection*** (*on by default*) - if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the ***Virus Vault***.
    - ***Report Potentially Unwanted Programs and Spyware threats*** (*on by default*) - check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.
    - ***Report enhanced set of Potentially Unwanted Programs*** (*off by default*) - mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.
    - ***Scan for Tracking Cookies*** (*off by default*) - this parameter of the ***Anti-Spyware*** component defines that cookies should be detected; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).
    - ***Scan inside archives*** (*off by default*) - this parameters defines that scanning should check all files stored inside archives, e.g. ZIP, RAR, ...
    - ***Use Heuristics*** (*on by default*) - heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning.
    - ***Scan system environment*** (*on by default*) - scanning will also check the system areas of your computer.
    - ***Enable thorough scanning*** (*off by default*) - in specific situations (*suspicious of your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that can hardly get infected, just to be absolutely sure. Remember though that this method is rather time consuming.
- ***Additional scan settings*** - the link opens a new ***Additional scan settings*** dialog where you can specify the following parameters:



- ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).

- ***Define file types for scanning*** - further you should decide whether you want to have scanned:

  - ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned;

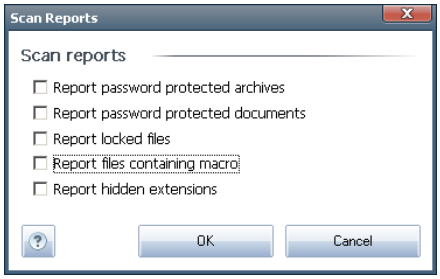
  - ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.

  - Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

- ***Adjust how quickly Scan completes*** - you can use the slider to change the scanning process priority. By default, the priority is set to *User Sensitive* priority that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer*

is temporarily unattended).

- ***Set additional scan reports*** - the link opens a new ***Scan reports*** dialog where you can select what types of possible findings should be reported:



Warning: *These scan settings are identical to the parameters of a newly defined scan - as described in the chapter* ***AVG Scanning / Scan scheduling/ How to Scan****. Should you decide to change the default configuration of the* ***Scan the whole computer*** *you can then save your new setting as the default configuration to be used for all further scans of the whole computer.*

12.2.2. Scan Specific Files or Folders

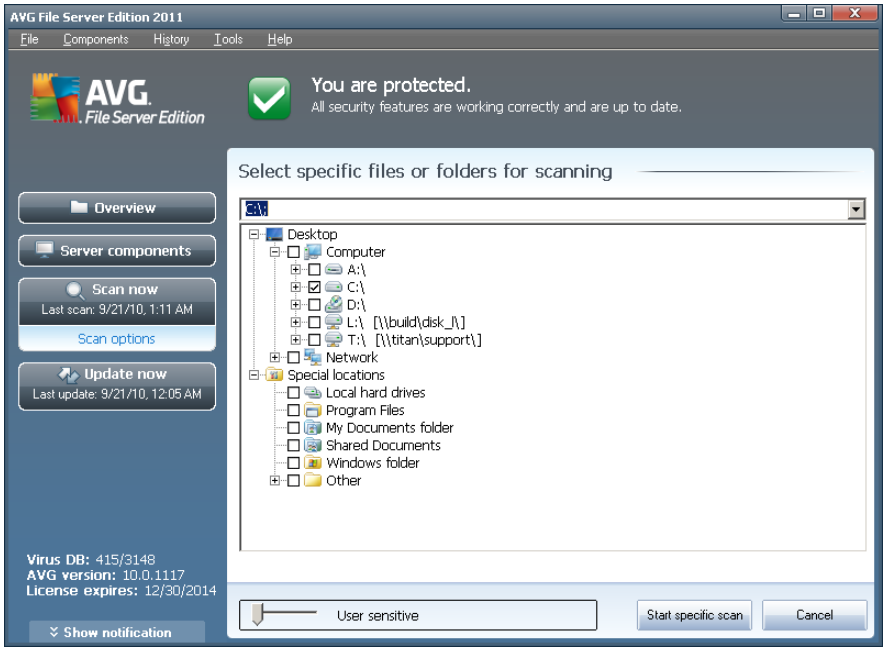
Scan specific files or folders - scans only those areas of your computer that you have selected to be scanned (*selected folders, hard disks, floppy discs, CDs, etc.*). The scanning progress in case of virus detection and its treatment is the same as with the scan of the whole computer: any virus found is healed or removed to the ***Virus Vault***. Specific files or folders scanning can be used to set up your own tests and their scheduling based on your needs.

Scan launch

The ***Scan of specific files or folders*** can be launched directly from the scanning interface by clicking on the scan's icon. A new dialog called ***Select specific files or folders for scanning*** opens. In the tree structure of your computer select those folders you want to have scanned. The path to each selected folder will generate automatically and appear in the text box in the upper part of this dialog.

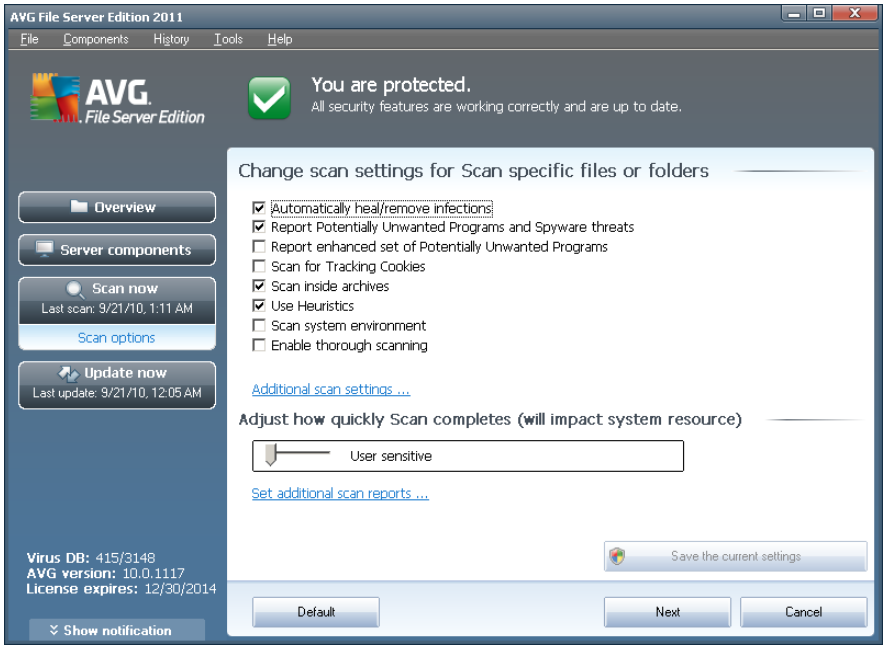
There is also a possibility of having a specific folder scanned while all its subfolders are excluded from this scanning; to do that write a minus sign "**-**" in front of the automatically generated path (*see screenshot*). To exclude the entire folder from scanning use the "!" parameter.

Finally, to launch the scanning, press the ***Start scan*** button; the scanning process itself is basically identical to the Whole computer scan.



Scan configuration editing

You have the option of editing the predefined default settings of the ***Scan of specific files or folders***. Press the ***Change scan settings*** link to get to the ***Change scan settings for Scan of specific files or folders*** dialog. ***It is recommended to keep to the default settings unless you have a valid reason to change them!***

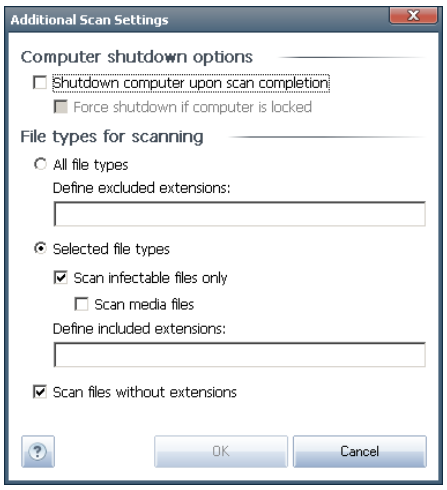


- ***Scanning parameters*** - in the list of scanning parameters you can switch on/

off specific parameters as needed:

- ***Automatically heal/remove infection*** (*on by default*) - if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the ***Virus Vault***.
- ***Report Potentially Unwanted Programs and Spyware threats*** (*on by default*) - check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.
- ***Report enhanced set of Potentially Unwanted Programs*** (*off by default*) - mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.
- ***Scan for Tracking Cookies*** (*off by default*) - this parameter of the ***Anti-Spyware*** component defines that cookies should be detected; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).
- ***Scan inside archives*** (*on by default*) - this parameters defines that scanning should check all files stored inside archives, e.g. ZIP, RAR, ...
- ***Use Heuristics*** (*off by default*) - heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning.
- ***Scan system environment*** (*off by default*) - scanning will also check the system areas of your computer.
- ***Enable thorough scanning*** (*off by default*) - in specific situations (*suspicious of your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that can hardly get infected, just to be absolutely sure. Remember though that this method is rather time consuming.

- ***Additional scan settings*** - the link opens a new ***Additional scan settings*** dialog where you can specify the following parameters:



- ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).

- ***Define file types for scanning*** - further you should decide whether you want to have scanned:

  - ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned;

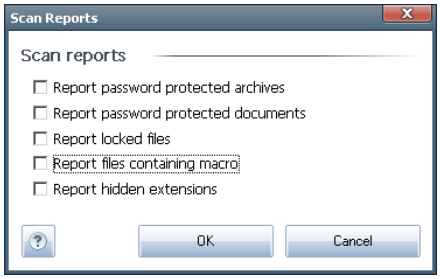
  - ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.

  - Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

- ***Scan process priority*** - you can use the slider to change the scanning process priority. By default, the priority is set to *User Sensitive* level that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer*

is temporarily unattended).

- ***Set additional scan reports*** - the link opens a new ***Scan Reports*** dialog where you can select what types of possible findings should be reported:



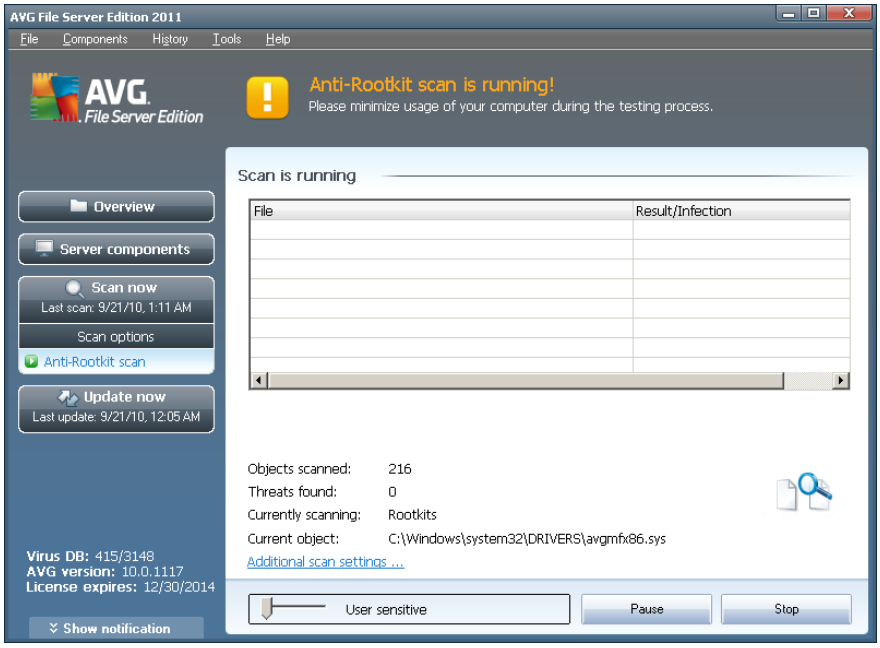
Warning: *These scan settings are identical to the parameters of a newly defined scan - as described in the chapter* ***AVG Scanning / Scan scheduling/ How to Scan****. Should you decide to change the default configuration of the* ***Scan specific files or folders*** *you can then save your new setting as the default configuration to be used for all further scans of specific files or folders. Also, this configuration will be used as a template for all of your newly scheduled scans (all customized scans are based on the current configuration of the Scan of selected files or folders).*

12.2.3. Anti-Rootkit Scan

Anti-Rootkit scan searches your computer for possible rootkit (*programs and technologies that can cover malware activity in your computer*). If a rootkit is detected, this does not necessarily mean your computer is infected. In some cases, specific drivers or sections of regular applications may be misleadingly detected as rootkits.

Scan launch

Anti-Rootkit scan can be launched directly from the scanning interface by clicking on the scan's icon. No further specific settings have to be configured for this type of scan, the scanning will start immediately within the ***Scan is running*** dialog (*see screenshot*). The scanning can be temporarily interrupted (***Pause***) or canceled (***Stop***) if needed.

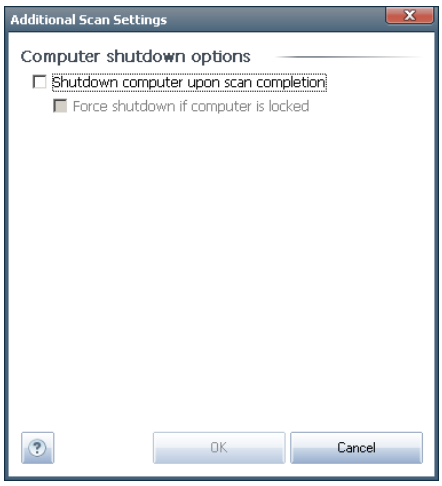


Scan configuration editing

Anti-Rootkit scan is always launched in the default settings, and editing of the scan parameters is only accessible within the ***AVG Advanced Settings / Anti-Rootkit*** dialog. In the scanning interface, the following configuration is available but only while the scan is running:

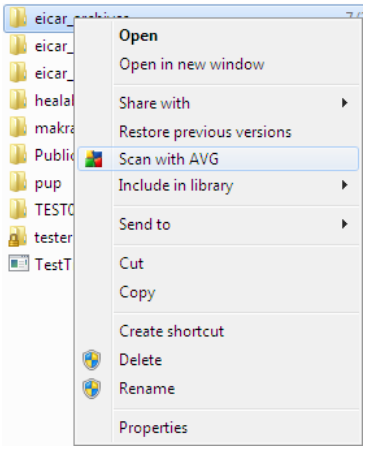
- ***Automatic scan*** - you can use the slider to change the scanning process priority. By default, the priority is set to medium level (*Automatic scan*) that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- ***Additional scan settings*** - this link opens a new ***Additional scan settings*** dialog where you can define possible computer shutdown conditions related to the ***Anti-Rootkit scan*** (***Shutdown computer upon scan completion***, *possibly* ***Force shutdown if computer is locked***):



12.3. Scanning in Windows Explorer

Besides the pre-defined scans launched for the entire computer or its selected areas, **AVG File Server 2011** also offers the option of quick scanning of a specific object directly in the Windows Explorer environment. If you want to open an unknown file and you cannot be sure of its content, you may want to have it checked on demand. Follow these steps:



- Within Windows Explorer highlight the file (or folder) you want to check
- Right-click your mouse over the object to open the context menu
- Select the ***Scan with AVG*** option to have the file scanned with AVG

12.4. Command Line Scanning

Within **AVG File Server 2011** there is the option of running the scan from the command line. You can use this option for instance on servers, or when creating a batch script to be launched automatically after the computer boot. From the command line, you can launch the scanning with most parameters as offered in AVG graphical

user interface.

To launch AVG scan from the command line, run the following command within the folder where AVG is installed:

- ***avgscanx*** for 32 bits OS
- ***avgscana*** for 64 bits OS

Syntax of the command

The syntax of the command follows:

- ***avgscanx /parameter*** ... e.g. ***avgscanx /comp*** for scanning the whole computer
- ***avgscanx /parameter /parameter*** .. with multiple parameters these should be lined in a row and separated by a space and a slash character
- if a parameters requires specific value to be provided (e.g. the ***/scan*** parameter that requires information on what are the selected areas of your computer that are to be scanned, and you have to provide an exact path to the selected section), the values are divided by semicolons, for instance: ***avgscanx /scan=C:\;D:***

Scanning parameters

To display a complete overview of available parameters, type the respective command together with the parameter /? or /HELP (e.g. ***avgscanx /?***). The only obligatory parameter is /SCAN to specify what areas of the computer should be scanned. For a more detailed explanation of the options, see the command line parameters overview.

To run the scan press ***Enter***. During scanning you can stop the process by ***Ctrl+C*** or ***Ctrl+Pause***.

CMD scanning launched from graphic interface

When you run your computer in Windows Safe Mode, there is also a possibility to launch the command line scan from the graphic user interface. The scan itself will be launched from the command line, the ***Command Line Composer*** dialog only allows you to specify most scanning parameters in the comfortable graphic interface.

Since this dialog is only accessible within the Windows Safe Mode, for detailed description of this dialog please consult the help file opened directly from the dialog.

12.4.1. CMD Scan Parameters

Following please find a list of all parameters available for the command line scanning:

- ***/SCAN*** Scan specific files or folders /SCAN=path;path (e.g. /SCAN=C:\;D:\)
- ***/COMP*** Whole Computer scan
- ***/HEUR*** Use heuristic analyse
- ***/EXCLUDE*** Exclude path or files from scan
- ***/@*** Command file /file name/
- ***/EXT*** Scan these extensions /for example EXT=EXE,DLL/
- ***/NOEXT*** Do not scan these extensions /for example NOEXT=JPG/
- ***/ARC*** Scan archives
- ***/CLEAN*** Clean automatically
- ***/TRASH*** Move infected files to the Virus Vault
- ***/QT*** Quick test
- ***/MACROW*** Report macros
- ***/PWDW*** Report password-protected files
- ***/IGNLOCKED*** Ignore locked files
- ***/REPORT*** Report to file /file name/
- ***/REPAPPEND*** Append to the report file
- ***/REPOK*** Report uninfected files as OK
- ***/NOBREAK*** Do not allow CTRL-BREAK to abort
- ***/BOOT*** Enable MBR/BOOT check
- ***/PROC*** Scan active processes
- ***/PUP*** Report "Potentially unwanted programs"
- ***/REG*** Scan registry
- ***/COO*** Scan cookies
- ***/?*** Display help on this topic

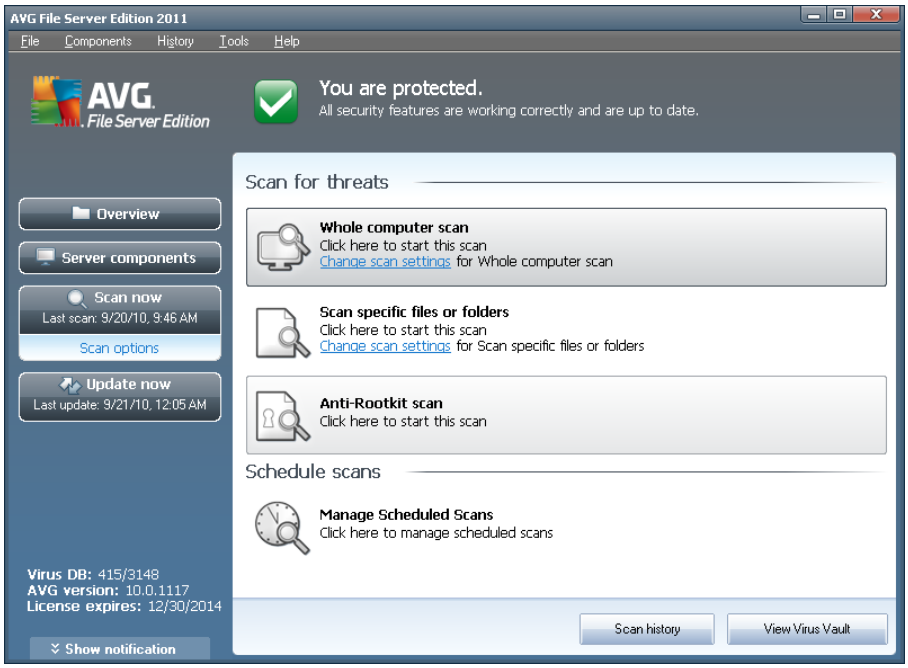
- ***/HELP*** Display help on this topic
- ***/PRIORITY*** Set scan priority /Low, Auto, High/ (see Advanced settings / Scans)
- ***/SHUTDOWN*** Shutdown computer upon scan completion
- ***/FORCESHUTDOWN*** Force computer shutdown upon scan completion
- ***/ADS*** Scan Alternate Data Streams (NTFS only)
- ***/ARCBOMBSW*** Report re-compressed archive files

12.5. Scan Scheduling

With **AVG File Server 2011** you can run scanning on demand (for instance when you suspect an infection has been dragged to your computer) or based on a scheduled plan. It is highly recommended to run the scans based on a schedule: this way you can make sure your computer is protected from any possibility of getting infected, and you will not have to worry about if and when to launch the scan.

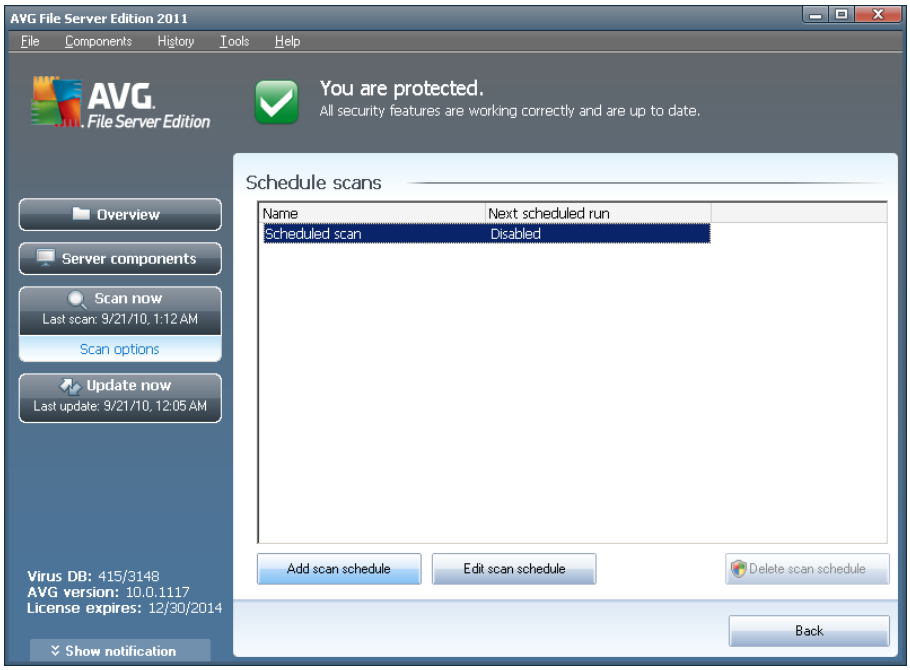
You should launch the ***Whole Computer scan*** regularly, at least once a week. However, if possible, launch the scan of your entire computer daily - as set up in the scan schedule default configuration. If the computer is "always on" then you can schedule scans out of working hours. If the computer is sometimes switched off, then schedule scans to occur on a computer start-up when the task has been missed.

To create new scan schedules, see the AVG scanning interface and find the bottom section called ***Schedule scans***:



Schedule scans

Click the graphical icon within the ***Schedule scans*** section to open a new ***Schedule scans*** dialog where you find a list of all currently scheduled scans:



You can edit / add scans using the following control buttons:

- ***Add scan schedule*** - the button opens the ***Settings for scheduled scan*** dialog, ***Schedule settings*** tab. In this dialog you can specify the parameters of the newly defined test.

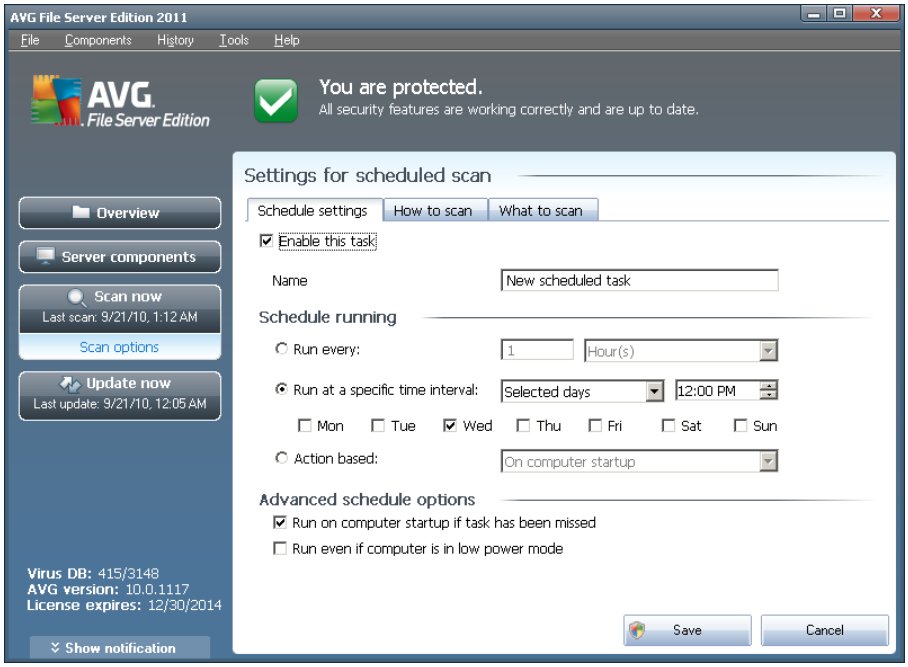
- ***Edit scan schedule*** - this button can only be used if you have already previously selected an existing test from the list of scheduled tests. In that case the button appears as active and you can click it to switch to the ***Settings for scheduled scan*** dialog, ***Schedule settings*** tab. Parameters of the selected test are already specified in here and can be edited.

- ***Delete scan schedule*** - this button is also active if you have already previously selected an existing test from the list of scheduled tests. This test can then be deleted from the list by pressing the control button. However, you can only remove your own tests; the ***Whole computer scan schedule*** pre-defined within the default settings can never be deleted.

- ***Back*** - return to AVG scanning interface

12.5.1. Schedule Settings

If you wish to schedule a new test and its regular launch, enter the ***Settings for scheduled test*** dialog (*click the* ***Add scan schedule*** *button within the* ***Schedule scans*** *dialog*). The dialog is divided into three tabs: ***Schedule settings*** - *see picture below* (*the default tab that you will be automatically redirected to*), ***How to scan*** and ***What to scan***.



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises.

Next, give a name to the scan you are about to create and schedule. Type the name into the text field by the ***Name*** item. Try to use brief, descriptive and apt names for scans to make it easier to later recognize the scan from others.

Example: *It is not appropriate to call the scan by the name of "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System areas scan" etc. Also it is not necessary to specify in the scan's name whether it is the scan of the whole of the computer or just a scan of selected files or folders - your own scans will always be a specific version of the scan of selected files or folders.*

In this dialog you can further define the following parameters of the scan:

- ***Schedule running*** - specify the time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the scan launch should be associated with (***Action based on computer startup***).

- ***Advanced schedule options*** - this section allows you to define under which conditions the scan should/should not be launched if the computer is in low power mode or switched off completely.

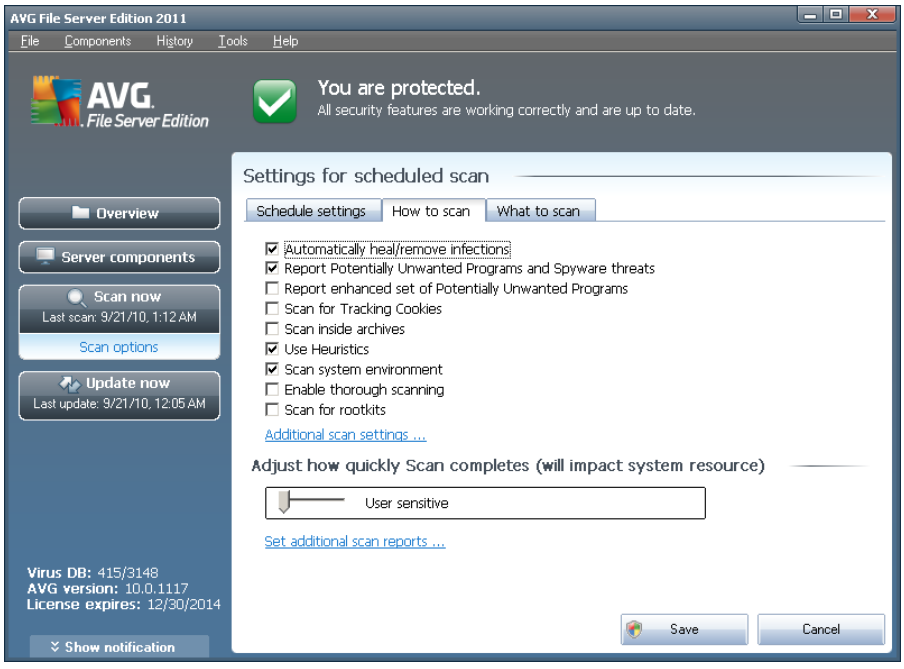
Control buttons of the Settings for scheduled scan dialog

There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

12.5.2. How to Scan



On the ***How to scan*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. Unless you have a valid reason to change these settings we recommend to keep to the pre-defined configuration:

- ***Automatically heal/remove infection*** (*on by default*): if a virus is identified during scanning it can be healed automatically if a cure is available. In case the infected file cannot be healed automatically, or if you decide to switch off

this option, you will be notified upon a virus detection and will have to decide what to do with the detected infection. The recommended action is to remove the infected file to the ***Virus Vault***.

- ***Report Potentially Unwanted Programs and Spyware threats*** (*on by default*): check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.

- ***Report enhanced set of Potentially Unwanted Programs*** (*off by default*): mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.

- ***Scan for Tracking Cookies*** (*off by default*): this parameter of the ***Anti-Spyware*** component defines that cookies should be detected during scanning (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).

- ***Scan inside archives*** (*off by default*): this parameters defines that the scanning should check all files even if these are packed inside some type of archive, e.g. ZIP, RAR, ...

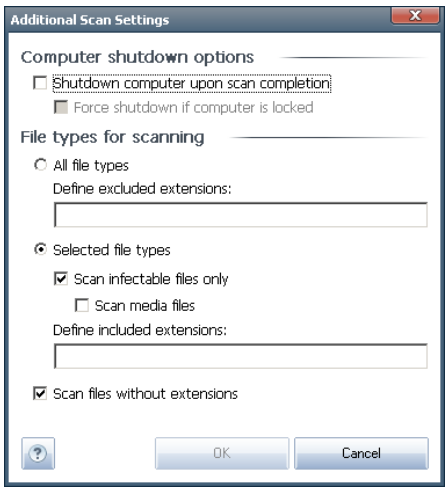
- ***Use Heuristics*** (*on by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning.

- ***Scan system environment*** (*on by default*): scanning will also check the system areas of your computer.

- ***Enable thorough scanning*** (*off by default*) - in specific situations (*suspicious of your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that can hardly get infected, just to be absolutely sure. Remember though that this method is rather time consuming.

Then, you can change the scan configuration as follows:

- ***Additional scan settings*** - the link opens a new ***Additional scan settings*** dialog where you can specify the following parameters:



- ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).

- ***Define file types for scanning*** - further you should decide whether you want to have scanned:

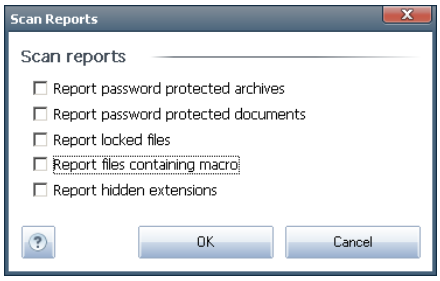
  - ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned;

  - ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.

  - Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

- ***Adjust how quickly Scan completes*** - you can use the slider to change the scanning process priority. The medium level optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- ***Set additional scan reports*** - the link opens a new ***Scan reports*** dialog where you can select what types of possible findings should be reported:



Note: *By default, the scanning configuration is set up for optimum performance. Unless you have a valid reason to change the scanning settings it is highly recommended to stick to the predefined configuration. Any configuration changes should be performed by experienced users only. For further scanning configuration options see the* ***Advanced settings*** *dialog accessible via the* ***File / Advanced setting*** *system menu item.*

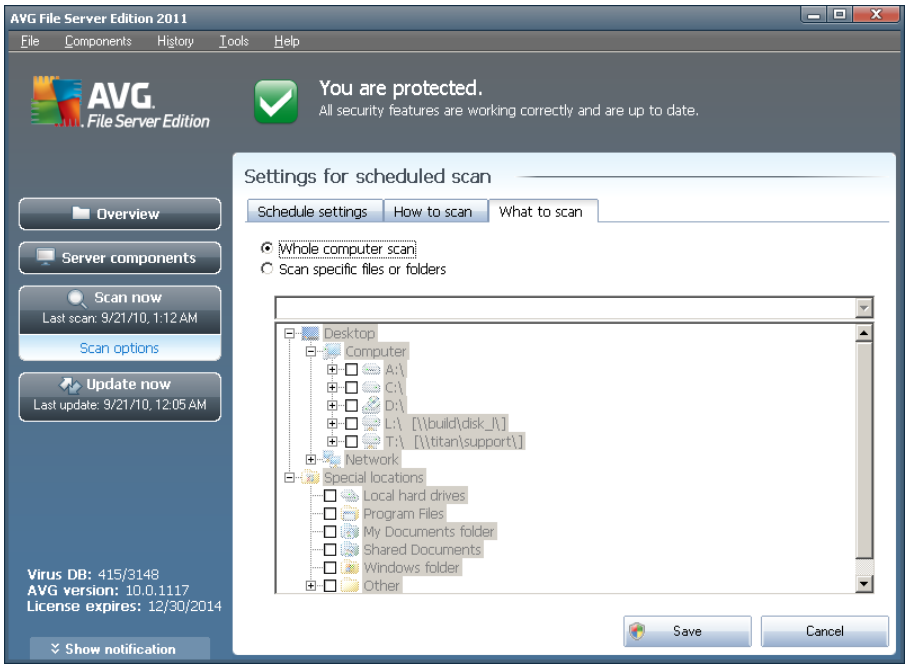
Control buttons

There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

12.5.3. What to Scan



On the ***What to scan*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders.

In case you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify folders to be scanned (*expand items by clicking the plus node until you find the folder you wish to scan*). You can select multiple folders by checking the respective boxes. The selected folders will appear in the text field on the top of the dialog, and the drop-down menu will keep your selected scans history for later use. Alternatively, you can enter full path to the desired folder manually (*if you enter multiple paths, it is necessary to separate with semi-colons without extra space*).

Within the tree structure you can also see a branch called ***Special locations***. Following find a list of locations that will be scanned once the respective check box is marked:

- ***Local hard drives*** - all hard drives of your computer
- ***Program files***
    - C:\Program Files\
    - *in 64-bit version* C:\Program Files (x86)
- ***My Documents folder***
    - *for Win XP:* C:\Documents and Settings\Default User\My Documents\

- *for Windows Vista/7*: C:\Users\user\Documents\

- ***Shared Documents***
  - *for Win XP*: C:\Documents and Settings\All Users\Documents\
  - *for Windows Vista/7*: C:\Users\Public\Documents\

- ***Windows folder*** - C:\Windows\

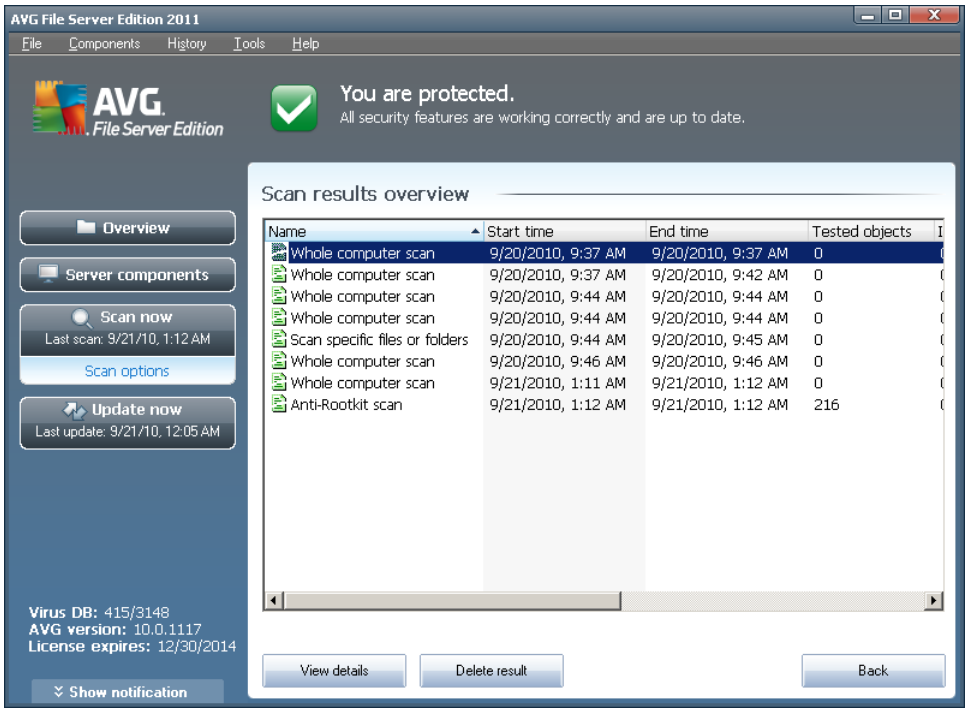
- ***Other***
  - *System drive* - the hard drive on which the operating system is installed (usually C:)
  - *System folder* - C:\Windows\System32\
  - *Temporary Files folder* - C:\Documents and Settings\User\Local\ (*Windows XP*); or C:\Users\user\AppData\Local\Temp\ (*Windows Vista/7*)
  - *Temporary Internet Files* - C:\Documents and Settings\User\Local Settings\Temporary Internet Files\ (*Windows XP*); or C:\Users\user\AppData\Local\Microsoft\Windows\Temporary Internet Files (*Windows Vista/7*)

Control buttons of the Settings for scheduled scan dialog

There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.
- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

12.6. Scan Results Overview



The ***Scan results overview*** dialog is accessible from the AVG scanning interface via the ***Scan history*** button. The dialog provides a list of of all previously launched scans and information of their results:

- ***Name*** - scan designation; it can either be the name of one of the predefined scans, or a name you have given to your own scheduled scan. Every name includes an icon indicating the scan result:

  - green icon informs there was no infection detected during the scan

  - blue icon announces there was an infection detected during the scan but the infected object was removed automatically

  - red icon warns there was an infection detected during the scan and it could not be removed!

  Each icon can either be solid or cut in half - the solid icons stands for a scan that was completed and finished properly; the cut-in-half icon means the scan was canceled or interrupted.

  Note: *For detailed information on each scan please see the* ***Scan Results*** *dialog accessible via the* ***View details*** *button (in the bottom part of this dialog).*

- ***Start time*** - date and time when the scan was launched

- ***End time*** - date and time when the scan ended
- ***Tested objects*** - number of objects that were checked during scanning
- ***Infections*** - number of virus infections detected / removed
- ***Spyware*** - number of spyware detected / removed
- ***Warnings*** - number of detected suspicious objects
- ***Rootkits*** - number of detected rootkits
- ***Scan log information*** - information relating to the scanning course and result (typically on its finalization or interruption)

Control buttons

The control buttons for the ***Scan results overview*** dialog are:

- ***View details*** - press it to switch to the ***Scan results*** dialog to view detailed data on the selected scan
- ***Delete result*** - press it to remove the selected item from the scan results overview
- ***Back*** - switches back to the default dialog of the AVG scanning interface

12.7. Scan Results Details

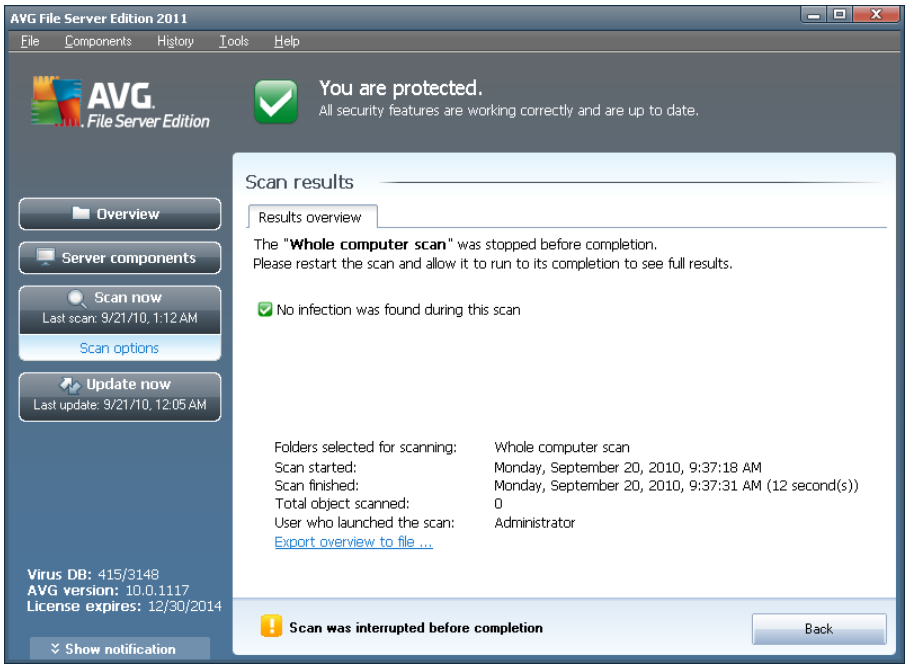
If in the ***Scan Results Overview*** dialog a specific scan is selected, you can then click the ***View details*** button to switch to the ***Scan Results*** dialog providing detailed data on the course and result of the selected scan.

The dialog is further divided into several tabs:

- ***Results Overview*** - this tab is displayed at all times and provides statistical data describing the scan progress
- ***Infections*** - this tab is displayed only if a virus infection was detected during scanning
- ***Spyware*** - this tab is displayed only if spyware was detected during scanning
- ***Warnings*** - this tab is displayed for instance if cookies were detected during scanning
- ***Rootkits*** - this tab is displayed only if rootkits were detected during scanning
- ***Information*** **-** this tab is displayed only if some potential threats were detected but these cannot be classified as any of the above categories; then

the tab provides a warning message on the finding. Also, you will find here information on objects that could not be scanned (e.g. password protected archives).

12.7.1. Results Overview Tab



On the ***Scan results*** tab you can find detailed statistics with information on:

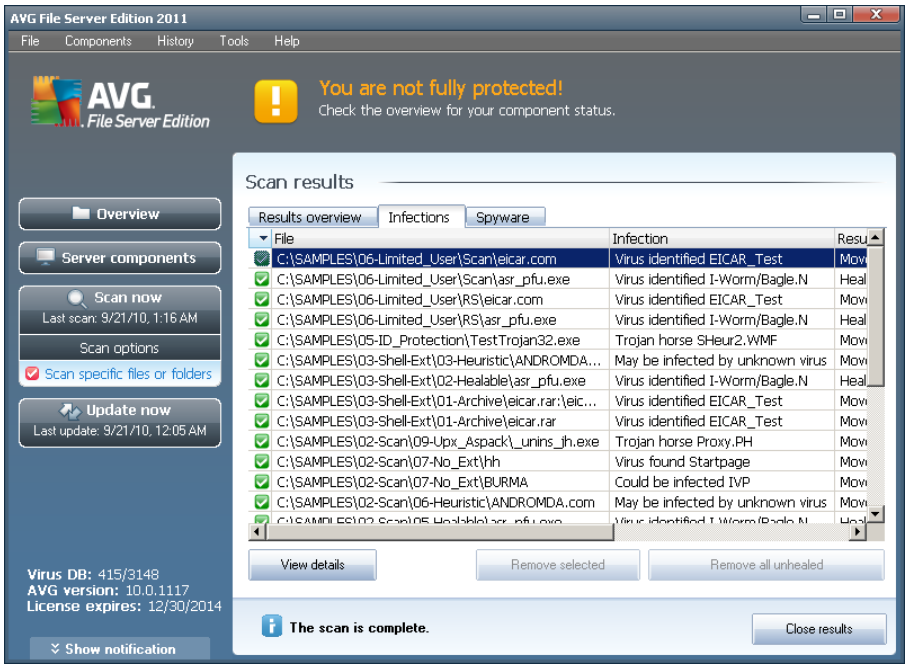
- detected virus infections / spyware
- removed virus infections / spyware
- the number of virus infections / spyware that cannot be removed or healed

In addition you will find information on the date and exact time of the scan launch, on the total number of scanned objects, on the scanning duration and the number of errors that have occurred during scanning.

Control buttons

There is only one control button available in this dialog. The ***Close results*** button returns to the ***Scan results overview*** dialog.

12.7.2. Infections Tab



The ***Infections*** tab is only displayed in the ***Scan results*** dialog if a virus infection was detected during scanning. The tab is divided into three sections providing the following information:

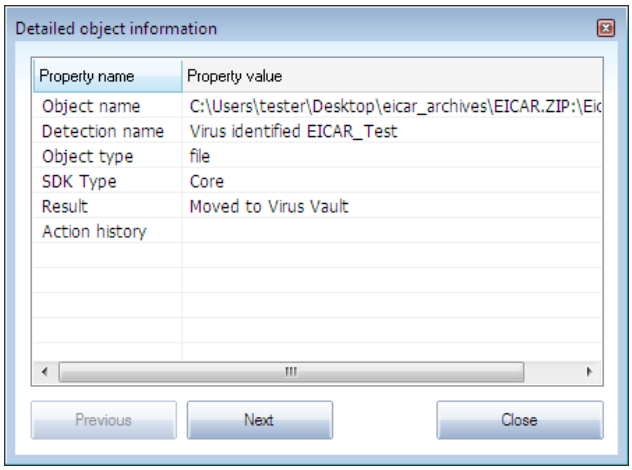
- ***File*** - full path to the original location of the infected object
- ***Infections*** - name of the detected virus (*for details on specific viruses please consult the Virus Encyclopedia online*)
- ***Result*** - defines the current status of the infected object that was detected during scanning:
    - ***Infected*** - the infected object was detected and left in its original location (*for instance if you have switched off the automatic healing option in a specific scan settings*)
    - ***Healed*** - the infected object was healed automatically and left in its original location
    - ***Moved to Virus Vault*** - the infected object was moved to the ***Virus Vault*** quarantine
    - ***Deleted*** - the infected object was deleted
    - ***Added to PUP exceptions*** - the finding was evaluated as an exception and added to the list of PUP exceptions (*configured in the **PUP Exceptions** dialog of the advanced settings*)

- **Locked file - not tested** - the respective object is locked and AVG is therefore unable to scan it
- **Potentially dangerous object** - the object was detected as potentially dangerous but not infected (*it can contain macros, for instance*); the information should be taken as a warning only
- **Reboot is required to finish the action** - the infected object cannot be removed, to remove it completely you have to restart your computer

Control buttons

There are three control buttons available in this dialog:

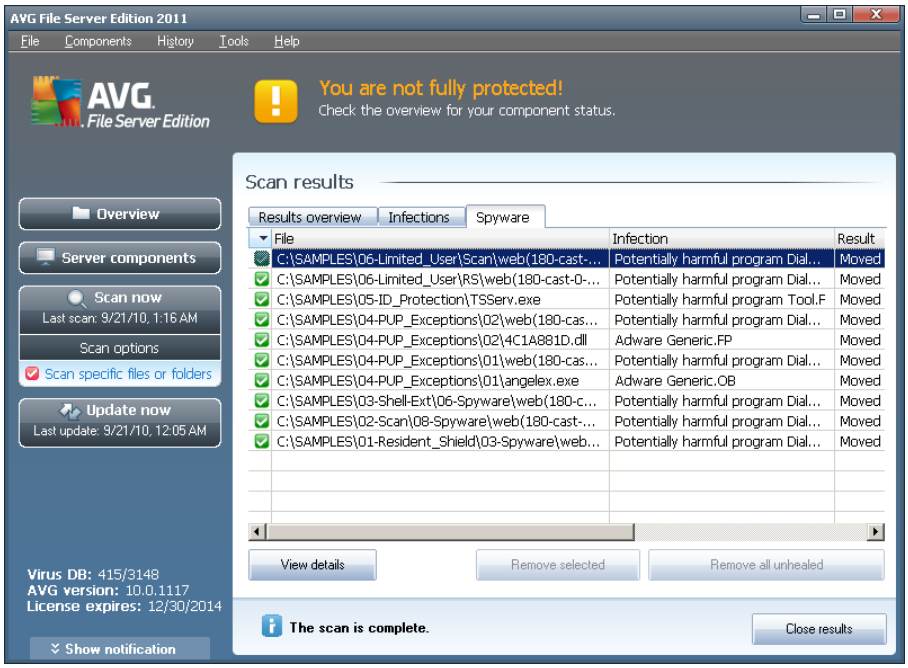
- ***View details*** - the button opens a new dialog window named ***Detailed object information***:



  In this dialog you can find detailed information on the detected infectious object (*e.g. infected object name and location, object type, SDK type, detection result and history of actions related to the detected object*). Using the ***Previous*** / ***Next*** buttons you can view information on specific findings. Use the ***Close*** button to close this dialog.

- ***Remove selected*** - use the button to move the selected finding to the ***Virus Vault***
- ***Remove all unhealed*** - this button deletes all findings that cannot be healed or moved to the ***Virus Vault***
- ***Close results*** - terminates the detailed information overview and returns to the ***Scan results overview*** dialog

12.7.3. Spyware Tab



The ***Spyware*** tab is only displayed in the ***Scan results*** dialog in if spyware was detected during scanning. The tab is divided into three sections providing the following information:

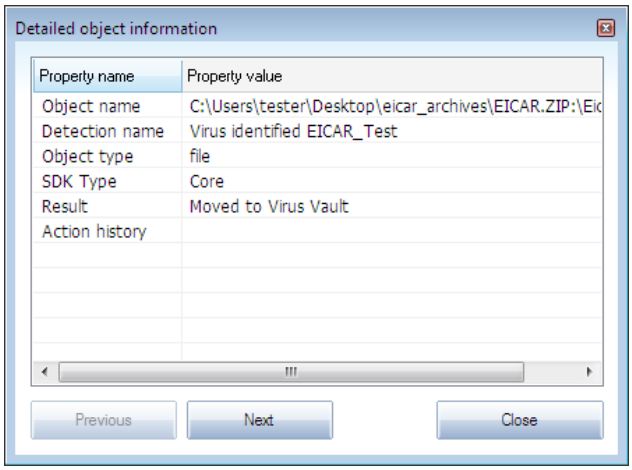
- ***File*** - full path to the original location of the infected object
- ***Infections*** - name of the detected spyware (*for details on specific viruses please consult the **Virus Encyclopedia** online*)
- ***Result*** - defines the current status of the object that was detected during scanning:
    - ***Infected*** - the infected object was detected and left in its original location (for instance if you have switched off the automatic healing option in a specific scan settings)
    - ***Healed*** - the infected object was healed automatically and left in its original location
    - ***Moved to Virus Vault*** - the infected object was moved to the ***Virus Vault*** quarantine
    - ***Deleted*** - the infected object was deleted
    - ***Added to PUP exceptions*** - the finding was evaluated as an exception and added to the list of PUP exceptions (*configured in the **PUP Exceptions** dialog of the advanced settings*)

- ***Locked file - not tested*** - the respective object is locked and AVG is therefore unable to scan it
- ***Potentially dangerous object*** - the object was detected as potentially dangerous but not infected (it can contain macros, for instance); the information is a warning only
- ***Reboot is required to finish the action*** - the infected object cannot be removed, to remove it completely you have to restart your computer

Control buttons

There are three control buttons available in this dialog:

- ***View details*** - the button opens a new dialog window named ***Detailed object information***:



  In this dialog you can find detailed information on the detected infectious object (*e.g. infected object name and location, object type, SDK type, detection result and history of actions related to the detected object*). Using the ***Previous*** / ***Next*** buttons you can view information on specific findings. Use the ***Close*** button to leave this dialog.

- ***Remove selected*** - use the button to move the selected finding to the ***Virus Vault***
- ***Remove all unhealed*** - this button deletes all findings that cannot be healed or moved to the ***Virus Vault***
- ***Close results*** - terminates the detailed information overview and returns to the ***Scan results overview*** dialog

12.7.4. Warnings Tab

The ***Warnings*** tab displays information on "suspected" objects (*typically files*) detected during scanning. When detected by the ***Resident Shield***, these files are blocked from being accessed. Typical examples of this kind of findings are: hidden files, cookies, suspicious registry keys, password protected documents or archives, etc. Such files do not present any direct threat to your computer or security. Information about these files is generally useful in case there is an adware or spyware detected on your computer. If there are only Warnings detected by an AVG test, no action is necessary.

This is a brief description of the most common examples of such objects:

- ***Hidden files*** - The hidden files are by default not visible in Windows, and some viruses or other threats may try to avoid their detection by storing their files with this attribute. If your AVG reports a hidden file which you suspect to be malicious, you can move it to your ***AVG Virus Vault***.
- ***Cookies*** - Cookies are plain-text files which are used by websites to store user-specific information, which is later used for loading custom website layout, pre-filling user name, etc.
- ***Suspicious registry keys*** - Some malware stores its information into Windows registry, to ensure it is loaded on startup or to extend its effect on the operating system.

12.7.5. Rootkits Tab

The ***Rootkits*** tab displays information on rootkits detected during scanning if you have launched the ***Anti-Rootkit scan***.

A ***rootkit*** is a program designed to take fundamental control of a computer system, without authorization by the system's owners and legitimate managers. Access to the hardware is rarely required as a rootkit is intended to seize control of the operating system running on the hardware. Typically, rootkits act to obscure their presence on the system through subversion or evasion of standard operating system security mechanisms. Often, they are also Trojans as well, thus fooling users into believing they are safe to run on their systems. Techniques used to accomplish this can include concealing running processes from monitoring programs, or hiding files or system data from the operating system.

The structure of this tab is basically the same as the ***Infections tab*** or the ***Spyware tab***.

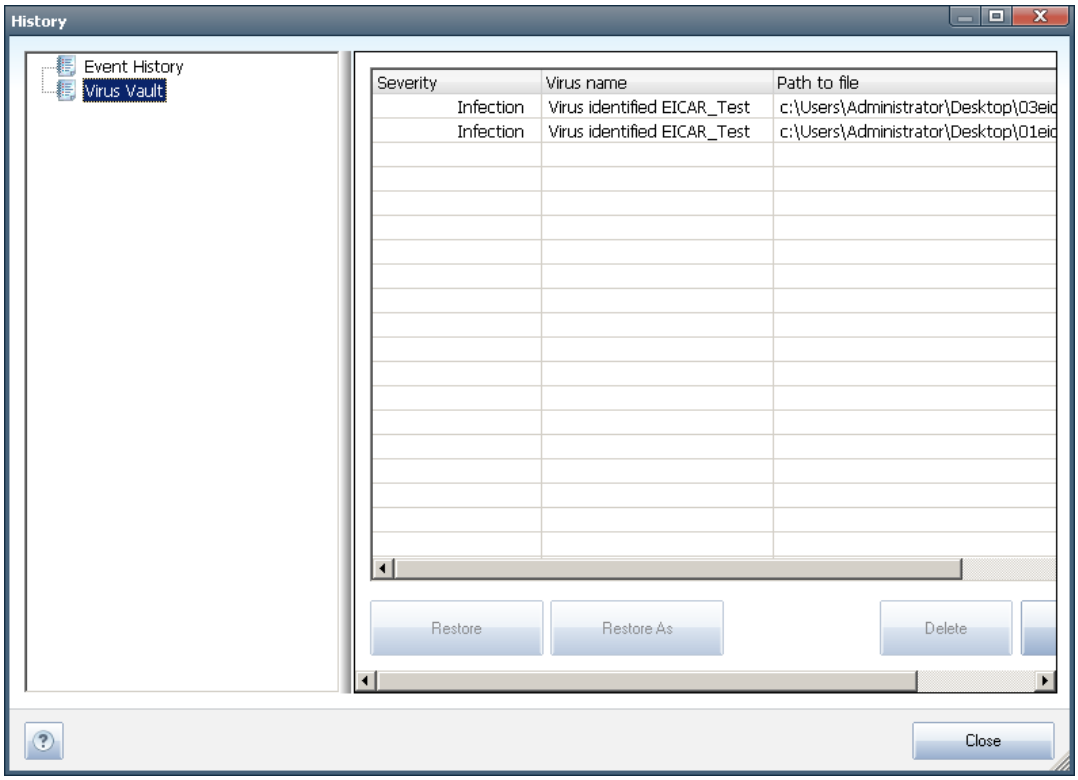
12.7.6. Information Tab

The ***Information*** tab contains data on such "findings" that cannot be categorized as infections, spyware, etc. They can neither be positively labeled as dangerous but they are still worth your attention. AVG scan is able to detect files which may not be infected, but are suspicious. These files are reported either as ***Warning***, or as ***Information***.

The severity ***Information*** can be reported for one of the following reasons:

- ***Run-time packed*** - The file was packed with one of less common run-time packers, which may indicate an attempt to prevent scanning of such file. However, not every report of such file indicates a virus.
- ***Run-time packed recursive*** - Similar to above, however less frequent amongst common software. Such files are suspicious and their removal or submission for analysis should be considered.
- ***Password protected archive or document*** - Password protected files can not be scanned by AVG (*or generally any other anti-malware program*).
- ***Document with macros*** - The reported document contains macros, which may be malicious.
- ***Hidden extension*** - Files with hidden extension may appear to be e.g. pictures, but in fact they are executable files (*e.g. picture.jpg.exe*). The second extension is not visible in Windows by default, and AVG reports such files to prevent their accidental opening.
- ***Improper file path*** - If some important system file is running from other than default path (*e.g. winlogon.exe running from other than Windows folder*), AVG reports this discrepancy. In some cases, viruses use names of standard system processes to make their presence less apparent in the system.
- ***Locked file*** - The reported file is locked, thus cannot be scanned by AVG. This usually means that some file is constantly being used by the system (*e.g. swap file*).

12.8. Virus Vault



Virus Vault is a safe environment for the management of suspect/infected objects detected during AVG tests. Once an infected object is detected during scanning, and AVG is not able to heal it automatically, you are asked to decide what is to be done with the suspect object. The recommended solution is to move the object to the ***Virus Vault*** for further treatment. The main purpose of the ***Virus Vault*** is to keep any deleted file for a certain period of time, so that you can make sure you do not need the file any more in its original location. Should you find out the file absence causes problems, you can send the file in question to analysis, or restore it to the original location.

The ***Virus vault*** interface opens in a separate window and offers an overview of information on quarantined infected objects:

- ***Severity*** - specifies the infection type (*based on their infective level - all listed objects can be positively or potentially infected*)
- ***Virus Name*** - specifies the name of the detected infection according to the ***Virus Encyclopedia*** (online)
- ***Path to file*** - full path to the original location of the detected infectious file
- ***Original object name*** - all detected objects listed in the chart have been labeled with the standard name given by AVG during the scanning process. In case the object had a specific original name that is known (*e.g. a name of an*

e-mail attachment that does not respond to the actual content of the attachment), it will be provided in this column.

- ***Date of storage*** - date and time the suspected file was detected and removed to the ***Virus Vault***

Control buttons

The following control buttons are accessible from the ***Virus Vault*** interface:

- ***Restore*** - removes the infected file back to its original location on your disk
- ***Restore As*** - in case you decide to move the detected infectious object from the ***Virus Vault*** to a selected folder, use this button The suspicious and detected object will be saved with its original name. If the original name is not known, the standard name will be used.
- ***Delete*** - removes the infected file from the ***Virus Vault*** completely and irreversibly
- ***Empty Vault*** - removes all ***Virus Vault*** content completely. By removing the files from the ***Virus Vault***, these files are irreversibly removed from the disk (*not moved to the recycle bin*).

13. AVG Updates

Keeping your AVG up-to-date is crucial to ensure that all newly discovered viruses will be detected as soon as possible.

Since AVG updates are not released according to any fixed schedule but rather in reaction to amount and severity of new threats, it is recommended to check for new updates at least once a day or even more often. Only this way you can be sure your **AVG File Server 2011** is kept up-to-date also during the day.

13.1. Update Levels

AVG offers two update levels to select from:

- ***Definitions update*** contains changes necessary for reliable anti-virus protection. Typically, it does not include any changes to the code and updates only the definition database. This update should be applied as soon as it is available.
- ***Program update*** contains various program changes, fixes and improvements.

When scheduling an update, it is possible to select which priority level should be downloaded and applied.

Note: *If a time coincidence of a scheduled program update and scheduled scan occurs, the update process is of higher priority and the scan will get interrupted.*

13.2. Update Types

You can distinguish between two types of update:

- ***On demand update*** is an immediate AVG update that can be performed any time the need arises.
- ***Scheduled update*** - within AVG it is also possible to pre-set an update plan. The planned update is then performed periodically according to the setup configuration. Whenever new update files are present on the specified location, they are downloaded either directly from the Internet, or from the network directory. When no newer updates are available, nothing happens.

13.3. Update Process

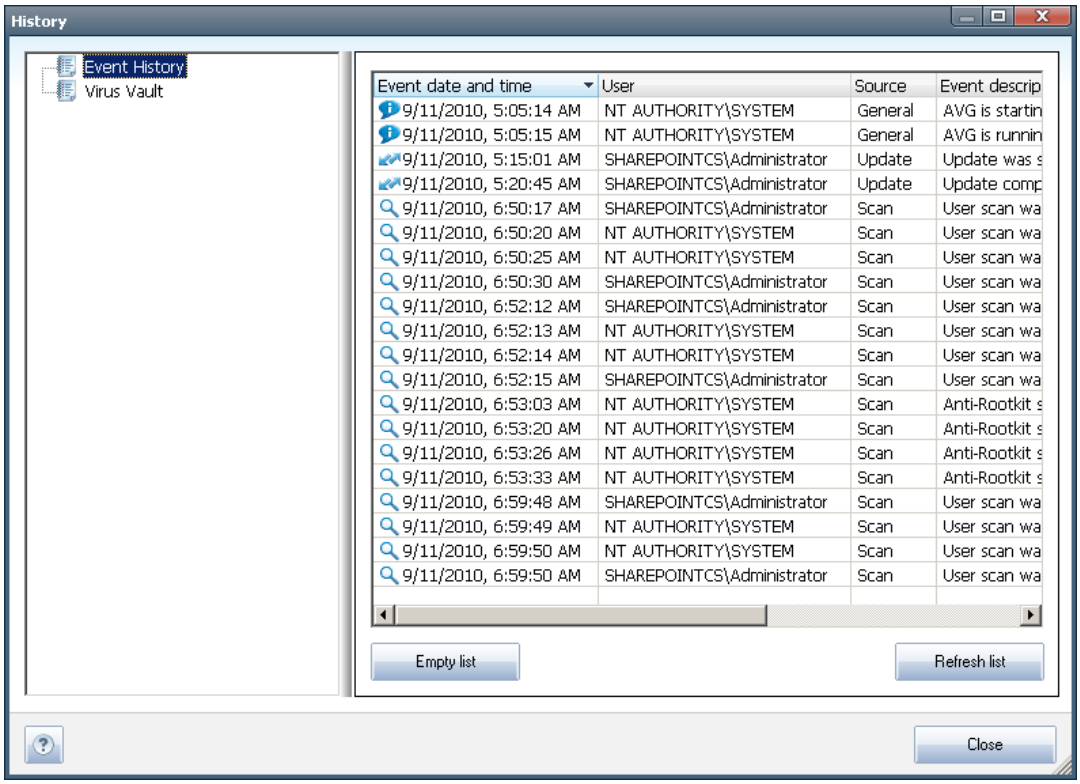
The update process can be launched immediately as the need arises by the ***Update now*** quick link. This link is available at all times from any AVG user interface dialog. However, it is still highly recommended to perform updates regularly as stated in the update schedule editable within the Update manager component.

Once you start the update, AVG will first verify whether there are new update files available. If so, AVG starts their downloading and launches the update process itself. During the update process you will get redirected to the ***Update*** interface where you can view the process progressing in its graphical representation as well as in an

overview of relevant statistic parameters (*update file size, received data, download speed, elapsed time, ...*).

***Note**: Before the AVG program update launch a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS in its original configuration from this point. This option is accessible via Start / All Programs / Accessories / System tools / System Restore. Recommended to experienced users only!*

14. Event History



The ***History*** dialog is accessible from the system menu via the ***History/Event History Log*** item. Within this dialog you can find a summary of important events that occurred during **AVG File Server 2011** operation. ***History*** records the following types of events:

- Information about updates of the AVG application
- Scanning start, end or stop (*including automatically performed tests*)
- Events connected with virus detection (*by the Resident Shield or scanning*) including occurrence location
- Other important events

For each event, the following information are listed:

- ***Event date and time*** gives exact date and time the event occured
- ***User*** states who initiated the event
- ***Source*** gives the source component or other part of the AVG system that triggered the event

- ***Event description*** gives brief summary of what actually happened

Control buttons

- ***Empty list*** - deletes all entries in the list of events
- ***Refresh list*** - updates all entries in the list of events

15. FAQ and Technical Support

Should you have any problems with your AVG, either business or technical, please refer to the ***FAQ*** section of AVG website (http://www.avg.com).

If you do not succeed in finding help this way, contact the technical support department by email. Please use the contact form accessible from the system menu via ***Help / Get help online***.