

AVG 8.0 Free Edition

User Manual

Document revision 80.8 (18.6.2008)

Copyright AVG Technologies CZ, s.r.o. All rights reserved. All other trademarks are the property of their respective owners.

This product uses RSA Data Security, Inc. MD5 Message-Digest Algorithm, Copyright (C) 1991-2, RSA Data Security, Inc. Created 1991. This product uses code from C-SaCzech library, Copyright (c) 1996-2001 Jaromir Dolecek (dolecek@ics.muni.cz).

This product uses compression library zlib, Copyright (c) 1995-2002 Jean-loup Gailly and Mark Adler.



Contents

1. Introduction	. 6
2. AVG Free Installation Requirements	. 7
2.1 Operation Systems Supported ·····	7
2.2 Minimum Hardware Requirements ·····	7
3. AVG Free Installation Process	
3.1 AVG Installation Options ······	
3.2 Installation Launch ······	
3.3 Acceptance Notice ······	
3.4 Checking System Status ······	
3.5 Select Installation Type ·····	
3.6 Activate Your AVG Free License ·····	
3.7 Custom Installation - Destination Folder	
3.8 Custom Installation - Component Selection	13
3.9 Custom Installation - E-mail Scanning	
3.10 AVG Security Toolbar ·····	
3.11 Setup Summary ·····	
3.12 Installing AVG ·····	
3.13 Installation Complete ······	16
4. AVG First Run Wizard	17
4.1 Congratulations! ·····	17
4.2 AVG Task Schedule ······	
4.3 Help us to identify new online threats	19
4.4 Yahoo! Search engine ·····	20
4.5 Update AVG protection ·····	
4.6 Register AVG Anti-Virus Free	
4.7 AVG Configuration Finished	22
5. After Installation	23
5.1 Access to User Interface ·····	
5.2 Scanning of the whole computer	23
5.3 Eicar Test ·····	
5.4 AVG Default Configuration ······	24



		Tough on t
6. AVG Free User Inter	face	
6.1 System Menu ······		
6.1.4 Tools		
6.1.5 Help		
6.2 Security Status In	0	
6.3 Quick Links ·······		
6.4 Components Over	iew ·····	
6.5 Statistics		
6.6 System Tray Icon		
7. AVG Components …		
7.1 Anti-Virus ······		
	inciples	
	terface ·····	
	e Principles ·····	
	· e Interface ·····	
7.4 Link Scanner		
7.4.1 AVG Search	Shield	
7.5 Resident Shield …		
7.5.1 Resident Sh	eld Principles ·····	
	eld Interface ·····	
7.5.3 Resident Sh	eld Detection	
7.6 Update Manager ··		
7.6.1 Update Man	ger Principles ·····	••••••
	ger Interface ·····	
7.7 AVG Security Tool	ar	
8. AVG Advanced Setti	1gs	
8.1 Appearance		
	itions	



	A 🕌
	Tough on threats.
8.5 Link Scanner ·····	
8.6 Scans	55
8.6.1 Scan Whole Computer	
8.6.2 Shell Extension Scan ·····	
8.6.3 Scan Specific Files or Folders	
8.7 Schedules	59
8.7.1 Scheduled Scan ·····	
8.7.2 Virus Database Update Schedule	
8.7.3 Program Update Schedule ·····	
8.8 E-mail Scanner	
8.8.1 Certification	
8.8.2 Mail Filtering ·····	
8.8.3 Logs and Results	
8.8.4 Servers	
8.9 Resident Shield ······	
8.9.1 Advanced Settings	
8.9.2 Exceptions ·····	
8.10 Update	
8.10.1 Proxy	
8.10.2 Dial-up	
8.10.3 URL	
9. AVG Scanning	85
9.1 Scanning Interface	
9.2 Predefined Scans ······	
9.2.1 Scan Whole Computer	
9.2.2 Scan Specific Files or Folders ·····	
9.3 Scanning in Windows Explorer	
9.4 Command Line Scanning ·····	
9.4.1 CMD Scan Parameters ·····	
9.5 Scan Scheduling ······	
9.5.1 Schedule Settings ·····	
9.5.2 How to Scan	
9.5.3 What to Scan	
9.6 Scan Results Overview ······	
9.7 Scan Results Details	
9.7.1 Results Overview Tab	
9.7.2 Infections Tab	



	Tough on threats
9.7.3 Spyware Tab ·····	
9.7.4 Warnings Tab	
9.7.5 Information Tab	
9.8 Virus Vault	
10. AVG Updates	113
10.1 Update Levels ······	
10.2 Update Types ······	
10.3 Update Process ······	
11. Event History	114
12. FAQ and Technical Support	115



1. Introduction

This user manual offers a general overview of the tasks and detection technologies provided by **AVG 8.0 Free**. We will briefly talk about the program installation, initial startup, configuration and use.

AVG 8.0 Free is provided free-of-charge, and its functionality is limited. While using **AVG 8.0 Free** you might discover you would like to have access to further and extended functionality of AVG as provided within the AVG 8.0 products. Then, please visit the <u>AVG website</u> (www.avg.com) for information on AVG 8.0 purchase options.



2. AVG Free Installation Requirements

2.1. Operation Systems Supported

AVG 8.0 Free is intended to protect computers with the following operating systems:

- Windows 2000 Professional SP4 + Update Rollup 1
- Windows XP Home Edition SP2
- Windows XP Professional SP2
- Windows XP Professional x64 Edition SP1
- Windows Vista (x86 and x64, all editions)

(and possibly higher service packs for specific operating systems).

2.2. Minimum Hardware Requirements

Minimum hardware requirements for **AVG 8.0 Free** are as follows:

- Intel Pentium CPU 1,2 GHz
- 70 MB of free hard drive space (for installation purposes)
- 256 MB of RAM memory



3. AVG Free Installation Process

3.1. AVG Installation Options

To download the installation file of **AVG 8.0 Free** visit the <u>AVG Free website</u> at <u>http://free.avg.com/</u> and follow the **AVG 8.0 Free** download link.

Once you have downloaded and saved the installation file on your hard disk, you can launch the installation process. 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:

3.2. Installation Launch

🕌 AVG Free 8.0 build 126 (6/17/2008)		
AVG	Welcome to the AVG Free Setup Program	
	The following screens will guide you through the process of installing AVG Free protection on your computer. Click Next to begin the process or click Exit to quit.	
	Before you begin the process, you may find it useful to review the advice and recommendations we've prepared to help you set up the software to best meet your needs.	
	WARNING: This program is protected by copyright laws and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent allowed by law.	
	Choose your setup language English	
	Next > Exit	

The installation process starts with the **Welcome to the AVG Setup Program** window.

3.3. Acceptance Notice

The next dialog provides information on **<%main_product_name_in_text%** terms of use. Please read it carefully and confirm that you have read, understood and accept the agreement by pressing the **Accept** button. If you do not agree with the terms of use stated press the **Don't accept** button, and the installation process will be



terminated immediately.

🛃 AVG Free 8.0 build 126 (6/17/2008)		
	Acceptance Notice	
AVG	This copy of AVG FREE Edition is intended for personal, home use only. Installation in any other environment (commercial, education, non-profit, government and so on) is a violation of the License Agreement. No technical support is provided to users of this free software. By clicking on "Accept", you are indicating that you adhere to the terms of the License Agreement. Please visit <u>free avg.com</u> for further details.	
	< Back Accept Don't accept	



3.4. Checking System Status

🕌 AVG Free 8.0 build 126 (6/17/2008) 🛛 🛛 🔀		
	Checking System Status	
📕 AVG	file unknown.gif: checking state	

Further you will be redirected to the *Checking System Status* dialog. This dialog does not require any intervention; your system is being checked before the **AVG 8.0 Free** installation can start. Please wait until the process has finished, then continue automatically to the following dialog.



3.5. Select Installation Type

😹 AVG Free 8.0 build 126 (6/17/2008)		
Select Installation Type		
AVG	Standard Installation Choose this option to install the software in its standard configuration, which provides optimum protection for most users.	
	Custom Installation Choose this option if you want to change some of the standard configuration attributes. This option is recommended for IT well-experienced users.	
	< Back Next > Exit	

The **Select Installation Type** dialog offers the choice of two installation options: **standard** and **custom** installation.

For most users, it is highly recommended to keep to the **standard installation** that installs **AVG 8.0 Free** 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.

Custom installation 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.

3.6. Activate Your AVG Free License

In the **Activate your AVG Free License** dialog you have to fill in your registration data. Type in your name (**User Name** field). For the **AVG 8.0 Free**, the license number is already provided in the **License number** text field, you do not need to change it.



불 AVG Free 8.0 build 126	(6/17/2008)	
	Activate y	our AVG Free License
📕 AVG	User name:	Name Surname
	License number:	8FREE-V62WR-MDFF2-2XS7T-WZ487-2W
	use AVG in a busir	or more features, functionality or would like to ness or commercial environment with support for e administration, please, visit <u>www.avq.com</u>
	[< Back Next > Exit

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

If in the previous step you have selected the standard installation, you will be redirected directly to the <u>AVG Security Toolbar</u> dialog. If custom installation was selected you will continue with the <u>Destination Folder</u> dialog.

3.7. Custom Installation - Destination Folder

🕌 AVG Free 8.0 build 126 (6/17/2008)		
	Destination Folder	
AVG	The default destination folder is shown below. You can click Browse button to select a different folder, but we recommend using the default settings.	
	Destination folder: Browse C:\Program Files\AVG\AVG8	
	<back next=""> Exit</back>	



The **Destination folder** dialog allows you to specify the location where AVG should be installed. By default, AVG will be installed to the program files folder located on drive C:. If you want to change this location, use the **Browse** button to display the drive structure, and select the respective folder. Press the **Next** button to confirm.

3.8. Custom Installation - Component Selection

🕌 AVG Free 8.0 build 126 (6/17/2008) 🛛 🔀		
	Component Selection	
AVG 🚔	Check the components you wish to install and uncheck those you don't wish to install. If any unchecked components have been previously installed in an earlier version of the software on your computer, these components will be uninstalled.	
	 ✓ AVG Free for Windows ✓ LinkScanner ✓ Additional installed languages ✓ E-mail Scanner ✓ Plugin for Microsoft Office 2000/XP/2003/2007 	
	< Back Next > Exit	

The **Component Selection** dialog displays an overview of all **AVG 8.0 Free** components that can be installed. If the default settings do not suit you, you can remove specific components. Should you find out you need some more protection, you might be interested in the full version of AVG - for more information please visit the <u>AVG website (www.avg.com</u>).

Continue the installation process by pressing the **Next** button.

3.9. Custom Installation - E-mail Scanning

With AVG **standard installation**, setup will detect your default e-mail client and automatically install the respective e-mail scanning plug-in. Specific plug-ins support the most frequently used e-mail programs: MS Outlook, MS Exchange, The BAT!, Qualcomm Eudora etc.

With AVG *custom installation*, you can install the *Personal E-mail Scanner*, a comprehensive tool for e-mail communication scanning that guarantees your emails will be virus-free with any e-mail client you use:



NG Free 8.0 build 126	6/17/2008)
AVG	Installer detected that your default mailer is either not set or not supported by AVG. Select Personal E-mail Scanner if you wish to install the Personal E-mail Scanner or Advanced Configuration to setup e-mail scanning manually.
	 Personal E-mail Scanner (recommended) Installs the Personal E-mail Scanner for e-mail checking. Advanced Configuration Manually configure e-mail scanning.
	< Back Next > Exit

In the *E-mail Scanning* dialog you can choose to install the *Personal E-mail Scanner* to secure your e-mail communication automatically, or you can choose to set up an advanced configuration of e-mail scanning. It is recommended to install the *Personal E-mail Scanner* in fully automatic mode.

However, if you have a valid reason to do so, you can set up the e-mail scanner manually. In the *E-mail Scanning* dialog select the *Advanced Configuration* option and go on to the *E-mail Scanning - Plug-in selection* dialog. In this dialog you can then select the specific plug-ins that are to be installed:



🛃 AVG Free 8.0 build 126 (6/17/2008)
	E-mail Scanner
📕 AVG	Select the e-mail plugins that you would like to install.
	Plugin for The Bat! Plugin for Microsoft Outlook Personal E-mail Scanner (for all other e-mail applications)
	<back next=""> Exit</back>

Press the *Next* button to confirm your choice.

3.10.AVG Security Toolbar

😹 AVG Free 8.0 build 126 (6/17/2008)							
AVG Security Toolbar							
AVG 📲	You already know that you get great anti-virus and anti-spyware protection with AVG. But what about other web threats, such as drive-by downloads, poisoned websites, and phishing or fraud scams? That's where the AVG Security Toolbar comes in. With the Toolbar installed, you can search and surf* with confidence, knowing that AVG's LinkScanner® technology is available to protect you every time you click on a link.						
	"In AVG Free, search protection is automatic and surf protection is manual. Both search and surf protection are automatic in commercial versions of AVG software.						
	Yes, I would like to install the AVG Security Toolbar						
	< Back Next > Exit						

In the **AVG Security Toolbar** dialog decide whether you want to install the <u>AVG</u> <u>Security Toolbar</u> feature of your **AVG 8.0 Free**. The <u>AVG Security Toolbar</u> works within your Internet browser in conjunction with AVG 8.0 and AVG XPL technologies



to provide you with comprehensive online protection while surfing the Internet.

3.11.Setup Summary

🕌 AVG Free 8.0 build 126 (6/17/2008)						
	Setup Summary					
AVG	Please review the information below to confirm that it is correct, then click Finish to initiate the installation. If you wish to make changes, click Back to modify your choices.					
	Destination folder for AVG Free files: C:\Program Files\AVG\AVG8 License: Licensed user: Klara Konicarova License type: free					
	<u>▼</u>					
	< Back Finish Exit					

The **Setup Summary** dialog provides an overview of all parameters of the installation process. Please make sure all the information is correct. If so, press the **Finish** button to continue. Otherwise, you can use the **Back** button to return to the respective dialog and correct the information.

3.12.Installing AVG

The **Installing AVG** dialog shows the progress of the installation process, and does not require any intervention. Please wait until the installation is complete, then you will be redirected to the **Installation Complete** dialog.

3.13.Installation Complete

The **Installation is complete!** dialog is the last step of the AVG installation process. AVG is now installed on your computer and fully functional. The program is running in the background in fully automatic mode.



4. AVG First Run Wizard

After installation, the <u>AVG First Run Wizard</u> will be launched automatically and in a few steps will lead you through **<main_product_name_in_text%>** elementary configuration. Although AVG configuration is accessible at any time after installation, we recommend that you take this opportunity to set up the basic configuration using the wizard's help.

4.1. Congratulations!

🕌 Configuring your AVG protection 🛛 🔀					
Step 1 of 7: Introd	ucing the AVG First Run Wizard				
	Congratulations! AVG has been successfully installed on your computer.				
Inn	A few simple steps remain to ensure optimum protection and ease of use. AVG First Run Wizard will guide you through the following:				
	Schedule regular scans and updates				
	 How you can help with our threat research Configuring the AVG Security Toolbar 				
	Completing your first update				
	Click Next to schedule your scans and updates.				
Help	Next >				

The **AVG First Run Wizard** welcome window briefly summarizes the status of AVG on your computer, and suggests the steps to be taken to complete protection. Click on the **Next** button to continue.



4.2. AVG Task Schedule

🕌 Configuring your AVG protection	
Step 2 of 7: Schedule regular scans and updates	
Updates:	
How often would you like your AVG protection to be updated?	
O Every 4 hours (recommended)	
Once a day	
Scans: What time would you like your daily scan to take place? 12:00 😴 V Enable daily scanning (recommended) Click Next to see how you can help with AVG threat research	
Help	< Back Next >

In the **AVG Task Schedule** dialog define time when the <u>scheduled scan</u> should be launched. It is recommended to keep the default values.

As for the updates, with **AVG 8.0 Free** you cannot specify how often you want to check for new updates. **AVG 8.0 Free** updates once a day, by default.

Press the **Next** button to continue.



4.3. Help us to identify new online threats

🛃 AVG First Run Wizard 🛛 🛛 🔀
Step 3 of 7: Help us to identify new online threats
Your web surfing can help us to identify potential online threats.
By checking this box, you are giving us permission to collect a small amount of information about potentially malicious sites that you may encounter while you're online.
No personally-identifiable information is collected, only information related to potentially dangerous sites.
Read AVG Privacy Policy
Yes, I agree to provide information about potentially dangerous websites to AVG Click Next to configure AVG Security Toolbar
Help (Next >

In the *Help us to identify new online threats* dialog decide whether you want to activate the option of reporting of exploits and bad sites found by users either via *AVG Surf-Shield / AVG Search-Shield* features of the *LinkScanner* component to feed the database collecting information on malicious activity on the web. It is recommended to keep the default value and have the reporting activated.

Press the **Next** button to continue.



4.4. Yahoo! Search engine

불 Configuring your AVG protection 🛛 🔀					
Step 4 of 7: Configure the AVG Security Toolbar					
Yahoo! Search The AVG Security Toolbar includes Yahoo! search. If you installed the Too Yahoo! as your default (preferred) search engine, check the box below.	lbar and would like to set				
Yes, change my default search engine to Yahoo!					
Click Next to update your AVG					
Help	< Back Next >				

In the **Yahoo! Search** dialog you can tick the check box if you want Yahoo! to become your default search engine.

4.5. Update AVG protection



The Update AVG protection dialog will automatically check and download the latest



AVG updates. Click on the **Next** button to download the latest update files and perform the update:

불 Configuring your AVG protection 🛛 🛛 🔀						
Step 6 of 7: AVG U	odate					
Downloading update fi	iles					
File size:	0 bytes	Remaining:	0 bytes			
Received:	0 bytes	Download speed:	0 bytes/sec			
Estimated time:	00:00:00					
avginfowin.ctf 0/2						
•						
Help			Cancel			

Once the update is finished, continue to the next dialog.

4.6. Register AVG Anti-Virus Free

In the **Register AVG Anti-Virus Free** dialog you are invited to get online to perform your registration in order to be able to get access to all **AVG 8.0 Free** forums and discussions that are the only source of technical support for the free version of AVG.





Click the **Register AVG Anti-Virus Free** button to open your web browser and fill in the registration form online. Then continue by pressing the **Next** button.

4.7. AVG Configuration Finished

🕌 Configuring your AVG protection 🛛 🛛 🔀					
Step 7 of 7: AVG protection configuration is complete					
	Congratulations!				
You have completed the initial configuration of your AVG software and y computer is now protected.					
502	You can change your configurations at any time using the program interface (accessible by clicking on the AVG icon in your System Tray) or through the AVG Security Toolbar, if you chose to install it.				
	Click Finish to close the AVG First Run Wizard.				
Help	Finish				

Now your **AVG 8.0 Free** has been configured; press the *Finish* button to start working with AVG.



5. After Installation

5.1. Access to User Interface

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

- double-click the AVG Free icon on the system tray
- double-click the AVG Free icon on the desktop
- from the menu *Start/All Programs/AVG Free 8.0/AVG Free User Interface*

5.2. Scanning of the whole computer

There is a potential risk that a computer virus has been transmitted to your computer prior to **AVG 8.0 Free** installation. For this reason you should run a <u>Scan of the</u> <u>whole computer</u> to make sure there are no infections on your PC.

For instructions on running a <u>Scan of the whole computer</u> please consult the chapter <u>AVG Scanning</u>.

5.3. Eicar Test

To confirm that **AVG 8.0 Free** has been installed correctly you can perform the EICAR test.

The EICAR test is a standard and absolutely safe method used to test antivirus system functioning. It is safe to pass around, because it is not an actual virus, and does not include any fragments of viral code. Most products react to it as if it were a virus (*though they typically report it with an obvious name, such as "EICAR-AV-Test"*). You can download the EICAR virus from the EICAR website at www.eicar.com, and you will also find all necessary EICAR test information there.

Try to download the *eicar.com* file, and save it on your local disk. Immediately after you confirm downloading of the test file, the <u>*Resident Shield*</u> will react to it with a warning. This <u>*Resident Shield*</u> notice demonstrates that AVG is correctly installed on your computer.





If AVG fails to identify the EICAR test file as a virus, you should check the program configuration again!

5.4. AVG Default Configuration

The default configuration (*i.e. how the application is set up right after installation*) of **AVG 8.0 Free** 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 <u>AVG components</u> 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 <u>AVG Advanced Settings</u>: select the system menu item **Tools/Advanced settings** and edit the AVG configuration in the newly opened <u>AVG Advanced Settings</u> dialog.



6. AVG Free User Interface

AVG 8.0 Free 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 <u>details >></u>
- **Security Status Info** (upper section of the window) provides you with information on the current status of your AVG program <u>details >></u>
- Quick Links (left section of the window) allow you to quickly access the most important and most frequently used AVG tasks - <u>details >></u>
- Components Overview (central section of the window) offer an overview of all installed AVG components - <u>details >></u>
- 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 - <u>details >></u>

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 8.0 Free** 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 8.0 Free**'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 <u>*Components*</u> 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
- Anti-Virus opens the default page of the Anti-Virus component
- Anti-Spyware opens the default page of the Anti-Spyware component
- E-mail Scanner opens the default page of the E-mail Scanner component
- License opens the default page of the License component
- LinkScanner opens the default page of the LinkScanner component
- Resident Shield opens the default page of the Resident Shield component
- Update Manager opens the default page of the <u>Update Manager</u> component



6.1.3. History

- <u>Scan results</u> switches to the AVG testing interface, specifically to the <u>Scan</u> <u>Results Overview</u> dialog
- <u>Resident Shield detection</u> open a dialog with an overview of threats detected by <u>Resident Shield</u>
- *E-mail Scanner detection* open a dialog with an overview of mail messages attachments detected as dangerous by the *E-mail Scanner* component
- <u>Virus Vault</u> opens the interface of the quarantine space (<u>Virus Vault</u>) 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.
- <u>Event history log</u> opens the history log interface with an overview of all logged AVG 8.0 Free actions.

6.1.4. Tools

- <u>Scan computer</u> switches to the <u>AVG scanning interface</u> and launches a scan of the whole computer
- <u>Scan selected folder</u> switches to the <u>AVG scanning interface</u> and allows you to define within the tree structure of your computer which files and folders should be scanned
- <u>Scan file</u> 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 8.0 Free
- **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.
- <u>Advanced settings</u> opens the <u>AVG advanced settings</u> dialog where you can edit the **AVG 8.0 Free** 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 the <u>AVG</u> website at the customer support center page
- Your AVG Web opens the AVG homepage (at www.avg.com)
- About Viruses and Threats opens the online <u>Virus Encyclopedia</u> where you can look up detailed information on the identified virus
- Buy now opens the <u>AVG</u> website at the online Store where you can purchase a copy of AVG
- **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 8.0 Free**. 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.



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 <u>AVG technical support</u> team.

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 <u>system</u> <u>tray icon</u>.

6.3. Quick Links

Quick links (in the left section of the <u>AVG User Interface</u>) 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 <u>Components Overview >></u>
- Computer scanner use this link to open the AVG scanning interface where you can run tests directly, schedule scans, or edit their parameters - see chapter <u>AVG Tests >></u>
- Update now this link open the updating interface, and launches the AVG update process immediately - see chapter <u>AVG Updates</u> >>

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 - see picture 2.

6.4. Components Overview

The **Components Overview** section is located in the central part of the <u>AVG User</u> <u>Interface</u>. 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 8.0 Free** 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 - <u>details >></u>

- Anti-Spyware scans your applications in the background as you run them details >>
- *E-mail Scanner* checks all incoming and outgoing mail for viruses details >>
- License provides full wording of the AVG License Agreement details >>
- LinkScanner checks the search results displayed in your internet browser details >>
- Resident Shield runs in the background and scans files as they are copied, opened or saved - <u>details >></u>
- Update Manager controls all AVG updates <u>details >></u>

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.

6.5. Statistics

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

- Last scan provides the date when the last scan was performed
- Last update provides the date when the last update was launched
- **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 8.0.xx, where 8.0 is the product line version, and xx stands for the number of the build)
- License expires: Free no expiration date is provided within AVG 8.0 Free



6.6. System Tray Icon

System Tray Icon (on your Windows taskbar) indicates the current status of your **AVG 8.0 Free**. 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 **M**, 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**. A gray icon coloring with an exclamation mark **M** 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:

2	Scan		×		
	Scheduled scan was started.				
	÷ CS		10:38		

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
- **Update** launches an immediate <u>update</u>
- **Exit** click to close AVG (You only close the user interface, AVG continues to run in the background and your computer is still fully protected!)



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

🖥 AVG Anti-Virus Free 📃 🗖 🔀						
File Components History Tools He	əlp					
AVG Anti-Virus Free Edition	You are protected. All security features are	working correctly and are up to date.				
	Anti-Virus Component					
Overview Anti-Virus Computer scanner	Anti-Virus detects viruses, worms and trojans as well as executable files or DLL libraries that could be potentially unwanted within your system. Anti-Virus also holds the internal virus database, and therefore it is crucial that you keep the Anti-Virus component with the untertain the undertained is set when it is crucial that you keep the Anti-Virus component.					
Update now						
	Infection definitions: Latest database update: Database version:	1370163 16. června 2008, 9:20 270.3.0/1505				
Statistics Last scan: 17.6.08, 13.06 Last update: 17.6.08, 12.28 Virus DB: 270.3.0/1505 AVG version: 8.0.126 License type: Free X Show notification		Back				

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:

- **Infection definitions** number provides the count of viruses defined in the up-to-date version of the virus database
- Latest database update specifies when and at what time the virus database was last updated
- **Database version** defines the number of the latest 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 <u>AVG user interface</u> (components overview).

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 <u>AVG</u> <u>Advanced Settings</u> dialog.



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 8.0 Free** up-to-date with the latest database and <u>program updates</u>. 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 (*Anti-Spyware component is active.*), and some **Anti-Spyware** statistics:

- **Spyware definitions** number provides the count of spyware samples defined in the latest spyware database version
- Latest database update 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 <u>AVG user interface</u> (components overview).

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 <u>AVG</u> <u>Advanced Settings</u> dialog.

7.3. License

🔰 A	🛃 AVG Anti-Virus Free 📃						_ 🗆 🖂		
File	Components	History	Tools	Help					
AVG Anti-Virus Free Edition			You are protected. All security features are working correctly and are up to date.						
	🗊 Overvie 💽 Licens 🔍 Comput		ner	License	determine: activate y	i se Component mai s the specific versio	n of AVG , otherw	our current license status. Your license 5 you have. Please make sure that you vise your software will not get updated chnical support.	enter and
	🖉 Update now			🛛 License	License component is active. The installed product is AVG Anti-Virus Free.				
				License num License type Number of s			8FREE- ¹ Free 1	V62WR-MDFF2-2XS7T-WZ487-2WJBP	
La La Vii A\	ast update: 17	70.3.0/15) 0.126		License act	ions nse number	Buy now			Back
	∛ Show no	otificatio	n						


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

- License number provides the exact form of your free license number. For AVG 8.0 Free the license number is preset automatically and you do not have to enter it.
- *License type* specifies you are running the free version of AVG.
- **Number of seats** how many workstations on which you are entitled to install your AVG.

Control buttons

- Copy license number press the button to insert the currently used license number into clipboard (just like with CTRL+C), and you can paste it wherever needed
- **Buy now** opens the <u>AVG</u> website at the online Store where you can purchase the full version of a selected AVG product
- **Back** press this button to return to the default <u>AVG user interface</u> (components overview)



7.4. Link Scanner

The *LinkScanner* component within **AVG 8.0 Free** consists of two parts that you can switch on/off in the *LinkScanner* component interface:



- **Enable** <u>AVG Search-Shield</u> (on by default): advisory notifying icons on searches performed in Google, Yahoo or MSN having checked ahead the content of sites returned by the search engine. The browsers supported are Internet Explorer and Firefox.
- Enable AVG Active Surf-Shield unfortunately, this option is deactivated with **AVG 8.0 Free**; if you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (<u>www.avg.com</u>) for information on AVG 8.0 purchase options.
- **Enable reporting of exploited websites to AVG** mark this item to allow back reporting of exploits and bad sites found by users either via **Safe Surf** or **Safe Search** to feed the database collecting information on malicious activity on the web.



7.4.1. AVG Search-Shield

When searching Internet with the **AVG Search-Shield** on, all search results returned from the most popular search engines like Yahoo!, Google, MSN, etc. are evaluated for dangerous or suspicious links. By checking these links and marking the bad links, the <u>AVG Security Toolbar</u> warns you before you click on dangerous or suspicious links, so you can ensure you only go to safe websites.

While a link is being evaluated on the search results page, you will see a graphic sign next to the link informing that the link verification is in progress. When the evaluation is complete, the respective informative icon will be displayed:

The linked page is safe (with Yahoo! search engine within <u>AVG Security</u> <u>Toolbar</u> this icon will not be displayed!).

The linked page does not contain threats but is somewhat suspicious (questionable in origin or motive, therefore not recommended for e-shopping etc.).

The linked page can be either safe itself, but containing further links to positively dangerous pages; or suspicious in code, though not directly employing any threats at the moment.

The linked page contains active threats! For your own safety, you will not be allowed to visit this page.

The linked page is not accessible, and so could not be scanned.

Hovering over an individual rating icon will display details about the particular link in question. Information include additional details of the threat (if any), the IP address of the link and when the page was scanned by AVG:





7.5. Resident Shield

7.5.1. Resident Shield Principles

The **Resident Shield** scans files as they are copied, opened or saved. When the **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. The **Resident Shield**, loaded in the memory of your computer during system startup, also provides vital protection for the system areas of your computer.

7.5.2. Resident Shield Interface



Besides an overview of the most important statistical data and the information on the component's current status (*Resident Shield is active and fully functional*), the **Resident Shield** interface offers some elementary component settings options, too. The statistics is as follows:

- 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



Basic component configuration

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):

- o either automatically (*Remove all threats automatically*)
- o 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 **Remove cookies automatically.** 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 <u>AVG</u> <u>Advanced Settings</u> dialog.

Control buttons

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

- Manage exceptions opens the <u>Resident Shield Directory Excludes</u> dialog where you can define folders that should be left out from the <u>Resident</u> <u>Shield</u> 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 <u>AVG user interface</u> (components overview)

7.5.3. Resident Shield Detection

🛃 AVG Anti-Virus Free 📃 💷			
File Components History Tools	Help		
AVG Anti-Virus Free Edition	You are protected. All security features are working correctly and are up to date.		
	Resident Shield detection		
📜 Overview	Infection Object Result Detection time Object Type	Process	
Computer scanner	Wirus identified EICAR C:\Docum Deleted 18.6.2008, 8:02:14 file	C:\Program I	
Update now	Wirus identified EICAR C:\Docum Moved to 18.6.2008, 8:02:39 file	C:\PROGRA/	
Statistics Last scan: 17.6.08, 13.06			
Last update: 17.6.08, 12:28 Virus DB: 270.3.0/1505		>	
AVG version: 8.0.126 License type: Free	There are 2 records in the list Additional actions: Export list to file, Empty list Refresh list B	Back	
Show notification			

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 exact time when the threat 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



7.6. Update Manager

7.6.1. 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 <u>AVG Updates</u> chapter for more information on update types and levels!



7.6.2. Update Manager Interface

The Update Manager's interface displays information about the component's



functionality and its current status (*Update manager is active.*), 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 latest virus database version; and this number increases with every virus base update
- Next scheduled update specifies when and at what time the next update is scheduled to

Basic component configuration

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* with AVG 8.0 Free you are limited to one update per day so this option is disabled! If you feel you would like to have access to to further and extended functionality within AVG 8.0 full products, please visit the <u>AVG</u> <u>website</u> (www.avg.com) for information on AVG 8.0 purchase options.
- At a specific time define the exact day and time

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 <u>AVG</u> <u>Advanced Settings</u> dialog.

Control buttons

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



- **Update now** launches an <u>immediate update</u> 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 <u>AVG user interface</u> (components overview)

7.7. AVG Security Toolbar

The **AVG Security Toolbar** is designed to work with **MS Internet Explorer** (version 6.0 or greater) and **Mozilla Firefox** (version 1.5 or greater).

Once installed the **AVG Security Toolbar** will by default be located just under your browsers address bar:

🗄 📕 AVG 🔻 powered by 🏹 HOO! SEARCH 💌 Search 🔶 🎒 Active Surf-Shield 🛛 🚳 Search-Shield 🖉 🖓 AVG Info 🔻 🛛 Get More

The **AVG Security Toolbar** consists of the following:

- **AVG logo button** provides access to general toolbar items. Click the logo button to get redirected to the AVG website (<u>www.avg.com</u>). Clicking the pointer next to the AVG icon will open the following:
 - *Toolbar Info* link to the *AVG Security Toolbar* home page with detailed information on the toolbar's protection
 - o Launch AVG 8.0 opens the AVG 8 user interface
 - Options opens a configuration dialog where you can adjust your AVG Security Toolbar settings to suit your needs; the dialog is divided into two tabs:
 - General on this tab you can find two sections named Buttons and Ratings.

The **Buttons** section allows you to configure which buttons are visible or hidden on the **AVG Security Toolbar**. By default all buttons are visible.

The **Ratings** section allows you to determine what type of ratings do you want to be displayed for your search results. By default all ratings are visible but you may hide some of them (*when searching from the Yahoo! search box, only safe results are displayed*).



Options		
General	Advanced	
Button	\$	
Custon	nize which buttons are sho	wn on AVG Toolbar:
🗹 Sur	f Safe	
🗹 Sea	arch Shield	
🗹 AV	G Info	
Gel	t More!	
Rating	s	
	nize which type of ratings { results pages:	Search Shield will show on the
🗹 Saf	e (Green)	
🗹 Questionable (Yellow)		
🗹 Risky (Orange)		
Unknown (Gray)		
OK Cancel		

Advanced - on this tab you can edit the AVG Security Toolbar protection features. By default, both the <u>AVG Search-Shield</u> and AVG Active Surf-Shield features are enabled.

Options			X
General	Advanced		
Advan	ced options -		
	the protectior e listed below	ns you would like to use within the Toolbar :	
	AVG Search-	Shield	
	AVG Active 9	iurf-Shield	
Learn r	nore	OK Cancel	

- *Update* checks for new updates for your *AVG Security Toolbar*
- *Help* provides options to open the help file, contact <u>AVG technical</u> <u>support</u>, or view the details of the current version of the toolbar
- Yahoo! powered search box easy and safe way to search the web using



Yahoo! search. Enter a word or phrase into the search box press **Search** to start the search on the Yahoo! server directly, no matter what page is currently displayed. The search box also lists your search history. Searches done through the search box are analyzed using the <u>AVG Search-Shield</u> protection.

- AVG Active Surf-Shield button unfortunately, this option is deactivated with **AVG 8.0 Free**; if you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (<u>www.avg.com</u>) for information on AVG 8.0 purchase options.
- AVG Search-Shield button on/off button controls the status of the <u>AVG</u> <u>Search-Shield</u> protection
- AVG Info button provides links to important security information located on the AVG website (<u>www.avg.com</u>)



8. AVG Advanced Settings

The advanced configuration dialog of **AVG 8.0 Free** 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.

8.1. Appearance

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

불 Advanced AVG Settings		_ 🗆 🗙
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Constructions E-mail Scanner Resident Shield Update	Language selection Application must be restarted to apply language changes. Select user interface language: English English Balloon tray notifications Ø Display system tray notifications Ø Display tray notifications about update. Ø Display tray notifications about scanning. Ø Display Resident Shield related tray notifications (automatic action). Display components state change notification. Ø Display Firewall related tray notifications. Ø Display E-mail Scanner related tray notifications.	
Default	OK Cancel	Apply

Language selection

AVG 8.0 Free is available in English only. If you feel you would like to have AVG localized to your mother language, please visit the <u>AVG website</u> (<u>www.avg.com</u>) for information on AVG 8.0 purchase options.



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 <u>update</u> decide whether information regarding AVG update process launch, progress, and finalization should be displayed;
 - Display tray notifications about <u>scanning</u> decide whether information upon automatic launch of the scheduled scan, its progress and results should be displayed;
 - Display <u>Resident Shield</u> related tray notifications decide whether information regarding file saving, copying, and opening processes should be displayed or suppressed;
 - 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 E-mail Scanner related tray notifications decide whether information upon scanning of all incoming and outgoing e-mail messages should be displayed.



8.2. Ignore Faulty Conditions

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

🕌 Advanced AVG Settings	
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Email Scanner Resident Shield Update	Ignore faulty components conditions Error or warning status of the selected components will be ignored. Component Anti-Spyware Anti-Virus E-mail Scanner License LinkScanner Qupdate Manager
Default	OK Cancel Apply

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:

- <u>system tray icon</u> while all parts of AVG are working properly, the icon is displayed in four colors; however, if an error occurs, the icons switches to grey color with a red exclamation mark,
- text description of the existing problem in the <u>Security Status Info</u> 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 <u>components overview in the AVG main window</u>.

8.3. Maintenance

The *Maintenance* item opens the editing interface where you can set up <u>*Virus Vault*</u> maintenance parameters:

8.3.1. Virus Vault

불 Advanced AVG Settings	
Appearance Ignore faulty conditions Maintenance Virus Vault PUP Exceptions LinkScanner Scans Cons E-mail Scanner Resident Shield Update	Virus Vault maintenance ✓ Limit Virus Vault Size ↓ ↓
Default	OK Cancel Apply

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

• Limit Virus vault size - use the slider to set up the maximum size of the <u>Virus Vault</u>. 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 <u>Virus Vault</u> (Delete files older than ... days), and the maximum number of files to be stored in the <u>Virus Vault</u> (Maximum number of files to be stored)

8.4. PUP Exceptions

AVG 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:

🕌 Advanced AVG Settings	
	Potentially Unwanted Programs Exceptions
Maintenance PUP Exceptions LinkScanner Scans Schedules E-mail Scanner Resident Shield Update	File File Path Checksum Image: Im
Default	OK Cancel Apply

The **Potentially Unwanted Programs Exceptions** dialog displays a list of already defined and currently valid exceptions from potentially unwanted programs. You edit, delete, or add new exception.



Control buttons

- **Edit** opens an editing dialog (*identical with the dialog for 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:

불 Exception D	Definition 🛛 🔀
File:	
Checksum:	
File Info:	Extended file information not available.
	Any location - do not use full path
0	Add Cancel

- \circ *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



8.5. Link Scanner

🛃 Advanced AVG Settings 📃 🗖		
 Appearance Ignore faulty conditions Maintenance PUP Exceptions InkScanner Scans Conductor Schedules E-mail Scanner Resident Shield Update 	LinkScanner settings	
Default	OK Cancel	Apply .::

The *LinkScanner settings* dialog allows you to switch on/off the two elementary features of the *LinkScanner*:

- **Enable AVG Search Shield** (on by default): advisory notifying icons on searches performed in Google, Yahoo or MSN having checked ahead the content of sites returned by the search engine. The browsers supported are Internet Explorer and Firefox.
- Enable AVG Active Surf-Shield unfortunately, this option is deactivated with **AVG 8.0 Free**; if you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (<u>www.avg.com</u>) for information on AVG 8.0 purchase options.
- **Enable reporting of exploited websites to AVG** mark this item to allow back reporting of exploits and bad sites found by users either via **Safe Surf** or **Safe Search** to feed the database collecting information on malicious activity on the web.



8.6. Scans

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

- Scan Whole Computer standard predefined scan of the entire computer
- <u>Scan Specific Files or Folders</u> standard predefined scan of selected areas of your computer
- <u>Scanning in Windows Explorer</u> specific scanning of a selected object directly from the Windows Explorer environment

8.6.1. Scan Whole Computer

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

🕌 Advanced AVG Settings		
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Scan whole computer Scan whole computer Scan specific files or folders Schedules E-mail Scanner Resident Shield Update	Scan settings Automatically heal/remove infections Scan Potentially Unwanted Programs and Spyware threats Scan for Tracking Cookies Scan inside archives Use Heuristics Scan system environment Scan for rootkits Scan nifectable files only Scan media files Scan process priority Automatic scan Set additional scan reports	
Default	OK Cancel	Apply

Scan settings



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

- **Automatically heal/remove infection** 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, 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 method is to remove the infected file to the <u>Virus Vault</u>;
- Scan Potentially Unwanted Programs and Spyware Threats this parameter controls the <u>Anti-Virus</u> functionality that allows <u>detection of</u> <u>potentially unwanted programs</u> (*executable files that can run as spyware or adware*) and these can then be blocked, or removed;
- **Scan for Tracking Cookies** this parameter of the <u>Anti-Spyware</u> 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** this parameters defines that scanning should check all files even those stored inside archives, e.g. ZIP, RAR, ...;
- **Use Heuristics** 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 scanning will also check the system areas of your computer;
- Scan for rootkits - unfortunately, this option is deactivated with AVG 8.0
 Free; if you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (www.avg.com) for information on AVG 8.0 purchase options;
- **Scan infectable files only** with this option switched on, files that cannot get infected will not be scanned. These can be for instance some plain text files, or some other non-executable files.

Scan process priority

Within the **Scan process priority** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is



set to the medium 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:

🕌 Scan reports 🛛 🔀			
Scan reports			
Report password protected archives			
Report password protected documents			
Report locked files			
Report files containing macro			
Report hidden extensions			
0	OK Cancel		

8.6.2. Shell Extension Scan

Similar to the previous **Scan whole computer** 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 <u>scanning of specific objects</u> <u>launched directly from the Windows Explorer</u> environment (*shell extension*), see chapter **Scanning in Windows Explorer**:



Advanced AVG Settings	
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Scan whole computer Scan whole computer Scan specific files or folders Schedules E-mail Scanner Resident Shield Update	Scan settings Automatically heal/remove infections Scan Potentially Unwanted Programs and Spyware threats Scan for Tracking Cookies Scan inside archives Use Heuristics Scan system environment Scan for rootkits Scan infectable files only Scan media files Scan process priority Automatic scan Set additional scan reports
Default	OK Cancel Apply

The list of parameters is identical to those available for the <u>Scan of the whole</u> <u>computer</u>. However, the default settings differ: with the **Scan of the Whole Computer** most parameters are selected while for the **Shell extension scan** (<u>Scanning in Windows Explorer</u>) only the relevant parameters are switched on.

8.6.3. Scan Specific Files or Folders

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



Advanced AVG Settings		
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Scan whole computer Scan specific files or folders E-mail Scanner Resident Shield Update	Scan settings Automatically heal/remove infections Scan Potentially Unwanted Programs and Spyware threats Scan for Tracking Cookies Scan inside archives Scan inside archives Use Heuristics Scan system environment Scan for rootkits Scan for rootkits Scan media files Scan process priority Automatic scan Set additional scan reports	
Default	OK Cancel Apply	

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

Note: For a description of specific parameters please consult the chapter <u>AVG</u> <u>Advanced Settings / Scans / Scan Whole Computer</u>.

8.7. Schedules

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

- <u>Whole computer scan schedule</u>
- Virus database update schedule
- Program update schedule

8.7.1. Scheduled Scan

Parameters of the scheduled (default) scan can be edited on the three following tabs. Note that with **AVG 8.0 Free** no additional schedules can be created. Therefore if you are interested in further and extended functionality within AVG 8.0 full products,



please visit the <u>AVG website</u> (<u>www.avg.com</u>) for information on AVG 8.0 purchase options.

불 Advanced AVG Settings	
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Schedules Construction Virus database update schedule Forgram update schedule E-mail Scanner Resident Shield Update	Schedule settings How to scan Name Scheduled scan Schedule running
Default	OK Cancel Apply

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

- Name unfortunately, this option is deactivated with **AVG 8.0 Free**; the Scan of a whole computer is the only scanning you can schedule. If you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (www.avg.com) for information on AVG 8.0 purchase options.
- **Schedule running** specify the intervals for the scheduled scan launch.
 - *Run every* run the scan every 'n' number of hours. E.g. every 4 hours.
 - Run at specific time interval select Every day, or select a specific day of the week (however, it is recommended to run the scan daily!), and specify what time of day the scan should start.
 - > **Action based** run the scan on computer startup.



Note: More comprehensive options are available in full versions of AVG.

Advanced schedule options

- Run on computer startup if task has been missed if the scan cannot run at the scheduled time/interval, then it will run the next time the computer restarts.
- Run even if computer is in low power mode this option applies to battery powered computers such as notebooks. The default action is for AVG to postpone scanning when the computer's power resources are low.
- Task settings in the section you can uncheck the Enable this task item to simply deactivate the scheduled test. Not recommended.

Advanced AVG Settings	Schedule settings How to scan What to scan Automatically heal/remove infections Scan Potentially Unwanted Programs and Spyware threats Scan Potentially Unwanted Programs and Spyware threats Scan for Tracking Cookies Scan for Tracking Cookies Scan inside archives Use Heuristics Scan system environment Scan for rootkits Scan infectable files only Scan process priority Automatic scan Set additional scan reports Additional scan settings
Default	OK Cancel Apply

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 (switched 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, or if you decide to switch off this option, you will be notified upon 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;
 - Scan Potentially Unwanted Programs and Spyware Threats (switched on, by default): this parameter controls the <u>Anti-Virus</u> functionality that allows <u>detection of potentially unwanted programs</u> (executable files that can run as spyware or adware) and these can then be blocked, or removed;
 - Scan for Tracking Cookies (switched on, by default): this parameter of the <u>Anti-Spyware</u> 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** (*switched on, 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** (switched 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** (*switched on, by default*): scanning will also check the system areas of your computer;
 - Scan for rootkits - unfortunately, this option is deactivated with **AVG 8.0 Free**; if you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (www.avg.com) for information on AVG 8.0 purchase options;
 - Scan infectable files only (switched off, by default): with this option switched on, scanning will not be applied to files that cannot get infected. These can be for instance some plain text files, or some other non-executable files.

Within the *Scan process priority* section you can further specify the desired scanning speed dependent on system resource usage. By default, this option is set to the medium 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.

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:

🛃 Scan reports 🛛 🔀			
Scan rep	orts		
🗌 Report pa	ssword protected archives		
Report password protected documents			
Report locked files			
Report files containing macro			
Report hidden extensions			
0	OK Cancel		

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 is computer is locked*).

Additional scan settings	<
Computer shutdown options	
Shutdown computer upon scan completion	
Force shutdown if computer is locked	
OK Cancel	





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



불 Advanced AVG Settings					_ 🗆 🗙
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Schedules Cheduled scan Wirus database update schedule Reference Program update schedule	Schedule settings Name Schedule running O Run every: Run at a specific time interval:	Virus database update 4 Image Hour(s) Every day	schedule	 ✓ ✓ 12:26 	
	Advanced schedule options Advanced schedule options Run on computer startup if tasi Run even if computer is in low p Task settings Fnable this task				
Default	Other update settings	as the internet connection	n is available. Cancel		pply,

8.7.2. Virus Database Update Schedule

The basic virus database update scheduling is covered within the <u>Update Manager</u> component. Within this dialog you can set up some detailed parameters of the virus database update schedule:

- **Schedule running** 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** ...), 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 virus database update should/should not be launched if the computer is in low power mode or switched off completely.
- **Task settings** in this section you can uncheck the **Enable this task** item to simply deactivate the scheduled virus database update temporarily, and switch it on again as the need arises.



• **Other update settings** - check this 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.

불 Advanced AVG Settings				
Appearance Ignore faulty conditions PUP Exceptions LinkScanner Scans Construction	Schedule settings Name Schedule running Run every: Run at a specific time interval: Action based: Advanced schedule options Run on computer startup if tasl Run even if computer is in low p Task settings Enable this task Other update settings Run the update again as soon a	oower mode	8:00	I 10:00
Default		ОК	Cancel	Apply

8.7.3. Program Update Schedule

- **Schedule running** 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.
- **Task settings** in this section you can uncheck the **Enable this task** item to simply deactivate the scheduled program update temporarily, and switch it on again as the need arises.



Other update settings - check this 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.

8.8. E-mail Scanner

🛃 Advanced AVG Settings 📃 🗖				
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Cons E-mail Scanner Resident Shield Update	E-mail scanning Check incoming e-mail Certify e-mail With attachments only Modify subject of virus infected messages ***VIRUS*** Scanning properties Use Heuristics Scan Potentially Unwanted Programs and Spyware threats Scan inside archives E-mail attachments reporting Report password protected achives Report password protected documents Report files containing macro Report hidden extensions Move reported attachments to Virus Vault (incoming e-mails only)			
Default	OK Cancel Apply			

The *E-mail Scanner* dialog is divided into three sections:

- *E-mail scanning* in this section select whether you want to scan the incoming/outgoing e-mail messages and whether all e-mails should be certified or only e-mails with attachments (e-*mail virus-free certification is not supported in HTML/RTF format*). Additionally you can choose if you want AVG to modify the subject for messages that contain potential viruses. Tick the *Modify subject of virus infected messages* checkbox and change the text respectively (*default value is ***VIRUS****).
- Scanning properties specify whether the <u>heuristic analysis</u> method should be used during scanning (Use heuristic), whether you want to check for the presence of <u>potentially unwanted programs</u> (Scan Potentially Unwanted Programs), and whether archives should be scanned too (Scan inside archives).



 E-mail attachments reporting - specify whether you wish to be notified via e-mail about password protected archives, password protected documents, macro containing files and/or files with hidden extension detected as an attachment of the scanned e-mail message. If such a message is identified during scanning, define whether the detected infectious object should be moved to the <u>Virus Vault</u>.

8.8.1. Certification

불 Advanced AVG Settings		_ 🗆 🗙
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Certification Mail Filtering Logs and Results Servers Resident Shield Update	Incoming e-mail Incoming e-mail certification text: No virus found in this incoming message. Language used for the incoming e-mail certification text: Default install language Outgoing e-mail Outgoing e-mail certification text: No virus found in this outgoing message. Language used for the outgoing e-mail certification text: No virus found in this outgoing message. Language used for the outgoing e-mail certification text: Default install language	
Default	OK Cancel A	Apply

In the *Certification* dialog you can specify exactly what text the certification note should contain, and in what language. This should be specified separately for *Incoming mail* and *Outgoing mail*.



🖥 Advanced AVG Settings 📃 🗖 🔀				
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Certification Mail Filtering Logs and Results Ensident Shield Escient Shield Update	Attachment filter Remove attachments Remove all documents Remove files with these comma separated extensions:			
Default	OK Cancel	Apply		

8.8.2. Mail Filtering

The **Attachment filter** dialog allows you to set up parameters for e-mail messages attachment scanning. By default, the **Remove attachments** option is switched off. If you decide to activate it, all e-mail message attachments detected as infectious or potentially dangerous will be removed automatically. If you want to define specific types of attachments that should be removed, select the respective option:

- Remove all executable files all *.exe files will be deleted
- Remove all documents all *.doc files will be deleted
- Remove files with these extensions will remove all files with the defined extensions



Advanced AVG Settings Appearance Ignore faulty conditions Amintenance PUP Exceptions LinkScanner Scans Certification Mail Filtering Certification Mail Filtering Cost Servers Resident Shield Update	Logs Maintenance Daily logs Weekly logs Monthly logs Automatic logs Maximum log file size: U Log level threshold: Medium Folder used to store log files	MB
E Servers Resident Shield		

8.8.3. Logs and Results

The dialog opened via the *Logs and Results* navigation item allows you to specify parameters for e-mail scanning results maintenance. The dialog is divided into several sections:

- **Logs Maintenance** define whether you want to log e-mail scanning information daily, weekly, monthly, ... ; and also specify the maximum size of the log file (*in MB*)
- **Log level threshold** the medium level is set up by default you can select a lower level (*logging elementary connection information*) or higher level (*logging of all traffic*)
- Folder used to store log files define where the log file should be located



8.8.4. Servers

In the *Servers* section you can edit parameters of the *E-mail Scanner* component servers, or set up a new server for incoming or outgoing email.

🛃 Advanced AVG Settings 📃 🗖 🔀				
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Certification Mail Filtering Logs and Results Servers Se	E-mail Scanner Settings These settings allow creation of a new E-mail Scanner server, or modification of an existing one. Correctly setting the server is critical for E-mail Scanner proper functionality and virus checking. Please read the respective chapter of the documentation carefully. Add new server			
Default	OK Cancel Apply			

To add a new server, use the **Add new server** button in the left hand bottom corner of this dialog. Alternatively you can just right click your mouse over the POP3 (*incoming mail*) or SMTP item (*outgoing mail*) to open the context menu and select **New server**, and define its name and type in the newly opened dialog window:

😹 Add new server			X
Name			
Туре	POP3	~	•
0		OK Cancel	



Advanced AVG Settings Appearance Ignore faulty conditions Anintenance PUP Exceptions LinkScanner Scans Certification Mail Filtering Cortification Mail Filtering Cogs and Results POP3 AutoPOP3:10110 SMTP Resident Shield Update	POP3 Server Name AutoPOP3 Type of login ● Automatic USER/COMPUTER Fixed host Additional settings Local port (used in e-mail client): Use APOP when available Connection: Regular E-mail client POP3 server settings Original E-mail client POP3 server activation Activate this server and use it for receiving e-mail
Default	OK Cancel Apply

In this dialog (opened via **Servers / POP3**) you can set up a new **E-mail Scanner** server using the POP3 protocol for incoming mail:

- POP3 Server Name unfortunately, this option is deactivated with **AVG 8.0 Free**; if you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (<u>www.avg.com</u>) for information on AVG 8.0 purchase options.
- **Type of login** defines the method for determining the mail server used for incoming mail:
 - Automatic login will be carried out automatically, according to your e-mail client settings;
 - USER/COMPUTER the simplest and the most frequently used method for determining the destination mail server is the proxy method. To use this method, specify the name or address (or also the port) as part of the login user name for the given mail server, separating them with the / character. For example, for the account user1 on the server


pop.acme.com and the port 8200 you would use user1/pop.acme.com:8200 for the login name;

- *Fixed host* in this case, the program will always use the server specified here. Please specify the address or name of your mail server. The login name remains unchanged. For a name, you may use a domain name (for example, pop.acme.com) as well as an IP address (for example, 123.45.67.89). If the mail server uses a non-standard port, you can specify this port after the server name by using a colon as the delimiter (for example, pop.acme.com:8200). The standard port for POP3 communication is 110.
- Additional settings specifies more detailed parameters:
 - Local port specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for POP3 communication;
 - Use APOP when available this option provides more secure mail server login. This makes sure that the *E-mail Scanner* uses an alternative method of forwarding the user account password for login, sending the password to the server not in an open, but in an encrypted format using a variable chain received from the server. Naturally, this feature is available only when the destination mail server supports it;
 - Connection in the drop-down menu, you can specify which kind of connection to use (regular/SSL/SSL default). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is also only available when the destination mail server supports it.
 - *E-mail client POP3 server settings* provides brief information on the configuration settings required to correctly configure your e-mail client (so that the *E-mail Scanner* will check all incoming mail). This is a summary based on the corresponding parameters specified in this dialog and other related dialogs.
 - *E-mail client POP3 server activation* (*switched on, by default*) if needed, allows you to temporarily switch off the server with the above specified settings.



Advanced AVG Settings	
Appearance Maintenance PUP Exceptions Anti-Spam Web Shield Link Scanner Scans Certification Mail Filtering Logs and Results Certification Mail Filtering Logs and Results Servers POP3 SMTP MutoSMTP:10025 Resident Shield Update Remote Administration	SMTP Server Name AutoSMTP Relay Host Automatic Fixed host Additional settings Local port (used in e-mail client): Queue processing: Automatic Automatic Manual Connection: Regular Administrative server Send administrative messages to server port: AutoPOP3:10110 E-mail client SMTP server settings Original E-mail client SMTP server activation Activate this server and use it for sending e-mail

In this dialog (opened via *Servers / SMTP*) you can set up a new *E-mail Scanner* server using the SMTP protocol for outgoing mail:

- SMTP Server Name unfortunately, this option is deactivated with **AVG 8.0 Free**; if you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (<u>www.avg.com</u>) for information on AVG 8.0 purchase options.
 - **Relay Host** defines the method for determining the mail server used for outgoing mail:
 - *Automatic* login will be carried out automatically, according to your e-mail client settings;
 - *Fixed host* in this case, the program will always use the server specified here. Please specify the address or name of your mail server.



You may use a domain name (for example, smtp.acme.com) as well as an IP address (for example, 123.45.67.89) for a name. If the mail server uses a non-standard port, you can type this port behind the server name using a colon as the delimiter (for example, smtp.acme.com:8200). The standard port for SMTP communication is 25.

• Additional settings - specifies more detailed parameters:

- Local port specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for SMTP communication;
- Queue processing determines the behavior of the *E-mail Scanner* when processing the requirements for sending mail messages:
 - Automatic the outgoing mail is immediately delivered (sent) to the target mail server
 - Manual the message is inserted into the queue of outgoing messages and sent later
- Connection in this drop-down menu, you can specify which kind of connection to use (regular/SSL/SSL default). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is available only when the destination mail server supports it.
- **Administrative server** shows the number of the port of the server that will be used for the reverse delivery of administration reports. These messages are generated, for example, when the target mail server rejects the outgoing message or when this mail server is not available.
- *E-mail client SMTP server settings* provides information on how to configure the client mail application so that outgoing mail messages are checked using the currently modified server for checking the outgoing mail. This is a summary based on the corresponding parameters specified in this dialog and other related dialogs.
- *E-mail client SMTP server activation* (*switched on, by default*) if needed, allows you to temporarily switch off the server with the above specified settings.



8.9. Resident Shield

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

🕌 Advanced AVG Settings	
 Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans C Schedules E-mail Scanner Resident Shield Exceptions Exceptions Update 	Resident Shield Scan for Tracking Cookies Scan Potentially Unwanted Programs and Spyware threats Scan files on close Scan boot sector of removable media Use Heuristics Auto-heal
Default	OK Cancel Apply

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

- Scan for Tracking Cookies 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*)
- Scan Potentially Unwanted Programs and Spyware Threats (switched on by default) scanning for <u>potentially unwanted programs</u> (executable applications that can behave as various types of spyware or adware)
- **Scan files on close** 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 (switched on by default)
- **Use Heuristics** (switched on by default) <u>heuristic analysis</u> will be used for detection (dynamic emulation of the scanned object's instructions in a virtual computer environment)
- Auto-heal any detected infection will be healed automatically if there is a cure available

8.9.1. Advanced Settings

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

🕌 Advanced AVG Settings	
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans Construction Resident Shield Exceptions Exceptions Update	Files scanned by the Resident Shield Scan all files Scan infectable files and selected types of documents Exclude files with the following extensions from scanning: Always scan files with the following extensions: ;386;ASP;BAT;BIN;BMP;BOO;CHM;CLA;CLAS*;CMD;CNM;COM;CPL;DEV;DLL;DO*;DRV;EML;E Always scan files without extensions The Resident Shield will scan Resident Shield will scan files with following extensions: ;386;ASP;BAT;BIN;BMP;BOO;CHM;CLA;CLAS*;CMD;CNM;COM;CPL;DEV;DLL;DO*;DRV;EML;E xE;GIF;HLP;HT*;INI;JPEG*;JPG;JS*;LNK;MD*;MSG;NWS;OCX;OV*;PCX;DDF;PGM;PHP*;PIF; PL*;PNS;POT;PNS;DT;FS;SMT;STS;TIF;VBE;VBS;VBX;VXD;WMF;XL*;XML;ZL* Scanning files without extension is on.
Default	OK Cancel Apply

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.



ä Advanced AVG Settings		_ 🗆 🔀
Advanced AVG Settings	Resident Shield - Directory Excludes	Add Path Add List Edit Path Edit List Remove Path
Default	OK Cancel	Apply

8.9.2. Exceptions

The **Resident Shield - Directory Excludes** dialog offers the possibility of defining folders that should be excluded from the <u>Resident Shield</u> scanning. If this is not essential, we strongly recommend not excluding any directories! If you decide to exclude a folder from <u>Resident Shield</u> scanning, mark the **Use excludes in Resident Shield** check box. The new settings will only take effect after the computer is restarted!

The dialog provides the following control buttons:

- **Add path** specify directories to be excluded from the scanning by selecting them one by one from the local disk navigation tree
- Add list allows you to enter a whole list of directories to be excluded from the <u>Resident Shield</u> scanning
- Edit path allows you to edit the specified path to a selected folder
- Edit list allows you to edit the list of folders
- Remove path allows you to delete the path to a selected folder from the



list

8.10.Update

불 Advanced AVG Settings	
Appearance Ignore faulty conditions Maintenance PUP Exceptions LinkScanner Scans E-mail Scanner Resident Shield Proxy Dial-up URL	When to update files Outpdate upon next computer restart. (Updated files will be prepared, and the update will be completed after the computer restart.) Outpdate immediately If computer restart is required: Outpdate confirmation from the user Restart immediately Complete at next computer restart Additional update options Will new system restore point after each program update. Use DNS update Require confirmation to close running applications. AVG may require the closing of some running applications (for example MS Outlook).
Default	OK Cancel Apply

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

When to update files

In this section you can select between two alternative options: <u>update</u> can be scheduled for the next PC restart or you can launch the <u>update</u> 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 <u>update process</u>

- Restart immediately the computer will be restarted automatically immediately after the <u>update process</u> has finished, and your approval will not be required
- **Complete at next computer restart** the <u>update process</u> 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

Additional update options

- Build new system restore point after 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 item** (*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.



Appearance			
Ignore faulty conditions	Update settings - Proxy		
📳 Maintenance	Try connection using proxy and	f it fails, connect directly	
 UP Exceptions LinkScanner Scans 	Manual Server:		Port: 3128
- 🕼 Schedules - 📳 E-mail Scanner	Use PROXY authentication	Any (default)	
E Resident Shield	Username:		
Dial-up	Password:		
	C 💿 Auto		
	• From browser	Internet Explorer	~
	From script Autodetect		

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

Try connection using proxy and if it fails, connect directly - default settings

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 (*supported browsers being Internet Explorer, Firefox, Mozilla, and Opera*)
- **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



8.10.2.Dial-up

🕌 Advanced AVG Settings		
Appearance Grant Grant	Update settings - Dial-up connection Use dial-up connection when finished Close dial-up connection when finished	
Default	OK Cancel A	Apply

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.



Update settings - URL Name V update free server	URL http://guru.avg.com/softw/80free/update/	Add
		Add
✓ update free server	http://guru.avg.com/softw/80free/update/	
		Edit Delete Move up Move down
		OK Cancel

The **URL** dialog offers a list of Internet addresses from which the update files can be downloaded. Unfortunately, this list cannot be modified in **AVG 8.0 Free**; if you are interested in further and extended functionality within AVG 8.0 full products, please visit the <u>AVG website</u> (www.avg.com) for information on AVG 8.0 purchase options.



9. AVG Scanning

Scanning is a crucial part of **AVG 8.0 Free** functionality. You can run on-demand tests or <u>schedule them to run periodically</u> at convenient times.

9.1. Scanning Interface

🙀 AVG Anti-Virus Free	
File Components History Tools He	lp
AVG Anti-Virus Free Edition	You are protected. All security features are working correctly and are up to date.
	Scan for threats
0verview	Scan for threats
	Scan whole computer Scan specific files or folders
Computer scanner	Change scan settings
📝 Update now	
Updating	Schedule scans
	Name Next scheduled run
	Scheduled scan 9.4.2008, 12:00:00
Statistics Last scan: 8.4.08.12:00	
Last update: 8.4.08, 14:10	Add scan schedule Edit scan schedule Delete scan schedule
Virus DB: 269.22.5/1357 AVG version: 8.0.95	
License expires: Free	Scan history View Virus Vault
Show notification	

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

- overview of <u>predefined scans</u> two types of test (defined by the software vendor) are ready to be used immediately on demand or scheduled;
- <u>scan scheduling</u> 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 <u>Scan results overview</u> dialog with the entire history of scanning



View Virus Vault - opens a new window with the <u>Virus Vault</u> - a space where detected infections are quarantined

9.2. Predefined Scans

One of the main features of AVG 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 8.0 Free** you will find two types of scanning predefined by the software vendor:

9.2.1. Scan Whole Computer

Scan whole computer - 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 <u>Virus</u> <u>Vault</u>. Scanning of the whole of your computer should be scheduled on a workstation at least once a week.

Scan launch

The **Scan of a whole computer** can be launched directly from the <u>scanning interface</u> 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 (**Cancel**) if needed.



불 AVG Anti-Virus Free		
File Components History Tools H	lelp	
AVG Anti-Virus Free Edition	You are protected. All security features are working correctly and are up to date.	
	Scan is running	
Overview		
	File Result/Infection	
Computer scanner		
Scan whole computer		
Update now		
🕓 Updating	K	>
Statistics Last scan: 8.4.08, 12.00 Last update: 8.4.08, 14.10 Virus DB: 269.225/1357 AVG version: 8.0.95 License expires: Free Show notification	Objects scanned: 91 Threats found: 0 Elapsed time: 4 second(s) Currently scanning: Processes Current object: C:{WINDOWS{system32{MSACM32.dll Additional scan settings Automatic scan Pause	Cancel

Scan configuration editing

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



WG Anti-Virus Free File Components History Tools H	elp
AVG Anti-Virus Free Edition	You are protected. All security features are working correctly and are up to date.
Dverview Computer scanner Scan whole computer Cupdate now Updating	Change scan settings for Scan whole computer V Automatically heal/remove infections S Scan Potentially Unwanted Programs and Spyware threats S Scan for cookies S Scan inside archives V Use Heuristics V Scan system environment S Scan infectable files only Scan for roothts
Statistics Last scan: 8.4.08, 14:18 Last update: 8.4.08, 14:10 Virus DE: 289,225/1357 AVG version: 80.95 License expires: Free ▼Show notification	Scan process priority Automatic scan Set additional scan reports Save the current settings Default Start scan Cancel

- **Scanning parameters** in the list of scanning parameters you can switch on/off specific parameters as needed. By default, most of the parameters are switched on and these will be used automatically during scanning.
- Scan process priority 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*).
- Set additional scan reports the link opens a new Scan Reports dialog where you can select what types of possible findings should be reported:

📕 Scan reports 🛛 🔀		
Scan reports		
Report password protected archives		
Report password protected documents		
Report locked files		
Report files containing macro		
Report hidden extensions		
OK Cancel		



 Additional scan settings - the link opens 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 is computer is locked).

Additional scan settings
Computer shutdown options
Shutdown computer upon scan completion
Force shutdown if computer is locked
OK Cancel

Warning: These scan settings are identical to the parameters of a newly defined scan - as described in the chapter <u>AVG Scanning / Scan scheduling / How to Scan</u>.

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.

9.2.2. 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 <u>Virus</u> <u>Vault</u>. 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 <u>scanning</u> <u>interface</u> 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*). Finally, to launch the scanning, press the **Start scan** button; the scanning process itself is basically identical to the <u>scan of a whole</u>



computer.

🛃 AVG Anti-Virus Free		_ 🗆 🛛				
File Components History Tools He	lp					
AVG Anti-Virus Free Edition	You are protected. All security features are working correctly and are up to date.					
	Select specific files or folders for scanning					
Overview		~				
Computer scanner	Computer					
Scan whole computer						
📝 Update now	⊕ □ = C:\ ⊕ □ _ @ D:\					
Vpdating Statistics	⊕ □ ⊋ F: [(\medea2\mediuma)] ⊕ □ ⊋ I: [(\loadiddisk_\loadidsk_\loadi					
Last scan: 8.4.08, 14:18 Last update: 8.4.08, 14:10 Virus DB: 269.22.5/1357	C C C C C C C C C C C C C C C C C C C					
AVG version: 8.0.95						
License expires: Free	Automatic scan Start scan	Cancel				

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!*



NVG Anti-Virus Free	
File Components History Tools H	
AVG Anti-Virus Free Edition	You are protected. All security features are working correctly and are up to date.
	Change scan settings for Scan specific files or folders
0verview	Automatically heal/remove infections
🔍 🔍 Computer scanner	Scan Potentially Unwanted Programs and Spyware threats
📝 Update now	Scan for cookies
🕓 Updating	Use Heuristics
	Scan system environment
	Scan infectable files only Scan for roothts
	Scan process priority
	Automatic scan
Statistics Last scan: 8,4,08, 14:18	Set additional scan reports
Last update: 8.4.08, 14:10	
Virus DB: 269.22.5/1357 AVG version: 8.0.95	Save the current settings
License expires: Free	
Show notification	Default Cancel Cancel

- **Scanning parameters** in the list of scanning parameters you can switch on/off specific parameters as needed (*for detailed description of this settings please consult chapter <u>AVG Advanced Settings / Scans / Scan Specific Files or Folders</u>).*
- Scan process priority 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*).
- **Set additional scan reports** the link opens a new **Scan Reports** dialog where you can select what types of possible findings should be reported:

Scan reports
Scan reports
Report password protected archives
Report password protected documents
Report locked files
Report files containing macro
Report hidden extensions
OK Cancel



 Additional scan settings - the link opens 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 is computer is locked).

📕 Additional scan settings	\mathbf{X}
Computer shutdown options	_
Shutdown computer upon scan completion	
Force shutdown if computer is locked	
0K Cancel	

Warning: These scan settings are identical to the parameters of a newly defined scan - as described in the chapter <u>AVG Scanning / Scan scheduling / How to Scan</u>.

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 (<u>all customized scans are based on</u> <u>the current configuration of the Scan of selected files or folders</u>).

9.3. Scanning in Windows Explorer

Besides the pre-defined scans launched for the entire computer or its selected areas, AVG 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

9.4. Command Line Scanning

Within **AVG 8.0 Free** 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 commas, 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 <u>command line parameters overview</u>.

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

CMD scanning launched from the graphic interface

When you run your computer in Windows Safe Mode, there is also the 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.

9.4.1. CMD Scan Parameters

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

- Scan specific files or folders /path,path/
- COMP
 Scan whole computer
- /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
• <i>/BOOT</i>	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)

9.5. Scan Scheduling

With **AVG 8.0 Free** 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 <u>Scan whole computer</u> 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 <u>on a computer start-up when the task has been missed</u>.

To edit the default schedule, see the <u>AVG scanning interface</u> and find the bottom section called **Schedule scans**:

🛃 AVG Anti-Virus Free	
File Components History Tools He	qk
AVG Anti-Virus Free Edition	You are protected. All security features are working correctly and are up to date.
Overview	Scan for threats
	Scan whole computer
Computer scanner	Change scan settings
📝 Update now	
😡 Updating	
	Schedule scans
	Name Next scheduled run
	Scheduled scan 9.4.2008, 12:00:00
Statistics	
Last update: 8,4,08, 14:10 Virus DB: 269,22,5/1357	Add scan schedule Edit scan schedule Delete scan schedule
License expires: Free	
× Show notification	Scan history View Virus Vault
Updating Statistics Last scarr: 8.4.08, 12:00 Last update: 8.4.08, 14:10 Virus DB: 269.225/1357 AVG version: 8.0.95	Scan whole computer Change scan settings Scan specific files or folders Schedule scans Change scan settings Name Next scheduled run Scheduled scan 9.4.2008, 12:00:00 Add scan schedule Edit scan schedule



Control buttons for the scan scheduling

Within the editing section of you can find the following control buttons:

- Add scan schedule this button is disabled in AVG 8.0 Free. If you need to schedule scanning more often and based on your specific needs, please visit the <u>AVG website</u> (www.avg.com) for information on AVG 8.0 purchase options
- <u>Edit Scan Schedule</u> This button is only active when you select a scan from the list of scheduled scans. It will display the **Settings for scheduled scan** dialog, <u>Schedule settings</u> tab, where you can edit the selected schedule.
- Delete scan schedule this button is also disabled in AVG 8.0 Free.

9.5.1. Schedule Settings

This dialog is divided into three tabs: **Schedule settings** - see picture below (the default tab that will be automatically displayed), <u>How to scan</u> and <u>What to scan</u>.

🕌 AVG Anti-Virus Free			_ 🗆 🖂	
File Components History Tools He	əlp			
AVG Anti-Virus Free Edition	You are protected. All security features are	working correctly and are up to date.		
	Settings for scheduled sc	an		
Overview	Schedule settings How to scan What I			
Q Computer scanner	Name	Scheduled scan		
Update now	Schedule running			
Updating	O Run every:	1 Hour(s)	~	
	Run at specific time:	Every day 🖌 12:00		
	Action based:	On computer startup	~	
	Advanced schedule options			
Statistics	🔲 Run on computer startup if task h	as been missed		
Last scan: 8.4.08, 14:18 Last update: 8.4.08, 14:10	Run even if computer is in low power mode			
Virus DB: 269.22.5/1357	Task settings			
AVG version: 8.0.95 License expires: Free	🗹 Enable this task			
Show notification		Save	Cancel	

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

• Name - If you wish, you can rename the default scan.



- *Schedule running* specify the intervals for the scheduled scan launch.
 - *Run every* run the scan every 'n' number of hours. E.g. every 4 hours.
 - **Run at specific time** select **Every day**, or select a specific day of the week, and specify what time of day the scan should start.
 - > **Action based** run the scan on computer startup.

Note: More comprehensive options are available in full versions of AVG.

- Advanced schedule options
 - Run on computer startup if task has been missed if the scan cannot run at the scheduled time/interval, then it will run the next time the computer restarts.
 - Run even if computer is in low power mode this option applies to battery powered computers such as notebooks. The default action is for AVG to postpone scanning when the computer's power resources are low.
- Task settings in the section you can uncheck the Enable this task item to simply deactivate the scheduled test. Not recommended.

Control buttons of the Settings for scheduled scan dialog

- **Save** saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the <u>AVG scanning interface default dialog</u>. 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 <u>AVG scanning interface default</u> <u>dialog</u>.



9.5.2. How to Scan

불 AVG Anti-Virus Free	
File Components History Tools He	lp
AVG Anti-Virus Free Edition	You are protected. All security features are working correctly and are up to date.
	Settings for scheduled scan
🗊 Overview	Schedule settings How to scan What to scan
Computer scanner	Automatically heal/remove infections Scan Potentially Unwanted Programs and Spyware threats Scan infor cookies Scan infectable archives Scan system environment Scan infectable files only Scan for rootkits
Statistics Last scan: 8.4.08, 14:18 Last update: 8.4.08, 14:10 Virus DB: 269, 22.5/1357 AVG version: 8.0.95 License expires: Free Show notification	Scan process priority Automatic scan Set additional scan reports Save Cancel

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** (*switched 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.
- Scan Potentially Unwanted Programs (switched on, by default): this parameter controls the <u>Anti-Virus</u> functionality that allows <u>detection of</u> <u>potentially unwanted programs</u> (executable files that can run as spyware or adware) and these can then be blocked, or removed;
- Scan for cookies (switched on, by default): this parameter of the <u>Anti-Spyware</u> 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 (switched on, 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** (switched 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** (*switched on, by default*): scanning will also check the system areas of your computer;
 - **Scan infectable files only** (*switched off, by default*): if this option is switched on, then scanning will not be applied to files that cannot get infected. These can be for instance some plain text files, or some other non-executable files.
 - Scan for rootkits This option is disabled in AVG 8.0 Free.

Within the *Scan process priority* section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the medium level of automatic resource usage. If you want the scan to run faster, it will take less time but system resources usage will increase significantly during its run, 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.

Additional scanning options are available via the following hyperlinks:

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



 Additional scan settings - the link opens 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*).

📕 Additional scan settings 🛛 🔀
Computer shutdown options
Shutdown computer upon scan completion
Force shutdown if computer is locked
0K Cancel

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 <u>Advanced settings</u> dialog accessible via the **File / Advanced setting** system menu item.

Control buttons of the Settings for scheduled scan dialog

- **Save** saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the <u>AVG scanning interface default dialog</u>. 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 <u>AVG scanning interface default</u> <u>dialog</u>.



9.5.3. What to Scan

불 AVG Anti-Virus Free		_ 🗆 🔀
File Components History Tools He	You are protected.	
Anti-Virus Free Edition	All security features are working correctly and are up to date. Settings for scheduled scan	
Overview	Schedule settings How to scan What to scan	
Q Computer scanner	Scan whole computer	
Update now	Scan specific files or folders	
↓ Updating Statistics Last scan: 8.4.08, 14:18 Last update: 8.4.08, 14:10 Virus DB: 229.225/1357 AVG version: 8.0.95 License expires: Free ★ Show notification	Gektop My Computer My Computer General Art(General Art) General Art) General Art(General Art) General A	E ancel

On the **What to scan** tab you can define whether you want to schedule <u>scanning of</u> the whole computer or <u>scanning of specific files or folders</u>. 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 which folders should be scanned.

Control buttons of the Settings for scheduled scan dialog

- **Save** saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the <u>AVG scanning interface default dialog</u>. 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 <u>AVG scanning interface default</u> <u>dialog</u>.



AVG Anti-Virus Free ile Components History Tools H	Help				_	
AVG Anti-Virus Free Edition	You are	protected. features are work	ng correctly and a	re up to date.		
0verview	Scan results ove	rview				
CAELAIEM	Name	Start time	End time	Tested objects	Infections	Spy
Q Computer scanner	🔝 Scheduled scan	5.4.2008, 12:00	5.4.2008, 13:40	720001	0/0	0/0
Computer scanner	🖹 Scheduled scan	6.4.2008, 12:00	6.4.2008, 13:38	719836	0/0	0/0
Update now	🖹 Scheduled scan	7.4.2008, 12:00	7.4.2008, 13:37	719534	0/0	0/0
Copulate now	Scheduled scan	8.4.2008, 12:00	8.4.2008, 13:49	720146	0/0	0/0
🕓 Updating	🖹 Scan whole computer	8.4.2008, 14:18	8.4.2008, 14:18	139	0/0	0/0
Statistics Last scan: 8.4.08, 14.18 Last update: 8.4.08, 14.10 Virus DB: 268.22.5/1357 AVG version: 8.0.95	<]					>
License expires: Free	View details	Delete result			Back	

9.6. Scan Results Overview

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

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

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

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

I - 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 <u>Scan</u> <u>Results</u> 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
- **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 this button is only active if a specific scan is selected in the above overview; press it to switch to the <u>Scan results</u> dialog to view detailed data on the selected scan
- Delete result this button is only active if a specific scan is selected in the above overview; press it to remove the selected item from the scan results overview
- **Back** switches back to the default dialog of the <u>AVG scanning interface</u>

9.7. Scan Results Details

If in the <u>Scan Results Overview</u> 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:

- <u>Results Overview</u> 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

- <u>Spyware</u> this tab is displayed only if <u>spyware</u> was detected during scanning
- <u>Warnings</u> this tab is displayed only if some objects unable to be scanned were detected during scanning
- <u>Information</u> 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

9.7.1. Results Overview Tab

불 AVG Anti-Virus Free			-	
File Components History Tools He	elp			
AVG Anti-Virus Free Edition	You are protected All security features and	I. e working correctly and are up to date.		
0vervie w	Scan results Results overview Warnings			
Computer scanner	Scan "Scheduled scan" was finished.			
Update now Updating	 Infections found: Infected objects removed or healed Not removed or healed. Spyware found: Spyware removed: Not removed: Not removed: Warnings count: 	0 0 0 0 0 131		
Statistics Last scan: 8.4.08, 14:18 Last update: 8.4.08, 14:10 Virus DB: 269.22.5/1357 AVG version: 8.0.95	Scan started: Total object scanned: Time needed: Errors encountered: Export overview to file	5. dubna 2008, 12:00:01 720001 1 hour(s) 40 minute(s) 20 second(s) 0		
License expires: Free Show notification	🚺 The scan is complete.	В	ack	

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

- detected <u>virus infections</u> / <u>spyware</u>
- 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.

9.7.2. Infections Tab

🚽 AVG Enterprise Edition		
File Components History Tools He	elp	
🛃 AVG	Your computer is safe. All security features are working correctly and are up to date.	
	Scan results	
Overview	Results overview Infections	
Computer scanner	File	Infection
	C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\virus\eicar_com.zip:\eicar.com	Virus identified EICAR_
🖉 Update now	C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\virus\eicar_com.zip	Virus identified EICAR_
Statistics Last scan: 11.1.08, 12.48 Last update: 111.108, 958	Image: Solution of the selected infections Remove all up	healed infections
Virus DB: 269.17.13/1216 AVG version: 8.0.46 License expires: 31.1.2008	👔 The scan has been finished.	Back

The **Infections** tab is only displayed in the **Scan results** dialog if a <u>virus infection</u> 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 <u>virus</u> (for details on specific viruses please consult the <u>Virus Encyclopedia</u> 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 <u>switched off the automatic healing</u> <u>option</u> in a specific scan settings)



- $_{\rm O}$ Healed the infected object was healed automatically and left in its original location
- *Moved to Virus Vault* the infected object was moved to the <u>Virus</u> <u>Vault</u> quarantine
- $_{\rm O}$ 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 <u>PUP</u> <u>Exceptions</u> dialog of the advanced settings)
- $_{\rm O}$ **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 scan** result information:

Property name	Property value		
Object name Detection name	C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adware\adw Adware Generic.ZG		
<	1111		



In this dialog you can find information on the location of the detected infectious object (*Property name*). Using the *Previous / Next* buttons you can view information on specific findings. Use the *Close* button to close this dialog.

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

AVG Enterprise Edition				ונ
e Components History Tools He	elp			
🛃 AVG	Your computer is safe. All security features are working correctly	and are up to date.		
	Scan results			
Overview	Results overview Infections Spyware			
Computer scanner	File	Infection	Result	~
	C:\KLARA\DOKUMENTACE\TEST VIRUS ADWARE\adw	Adware Generic.NG	Moved to Virus Vault	1
📝 Update now	C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.AAI	Moved to Virus Vault	
	C:\kLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.A	Moved to Virus Vault	
	C:\kLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.AKM	Moved to Virus Vault	
	C:\kLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.DFB	Moved to Virus Vault	
	C:\kLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.DFB	Moved to Virus Vault	
	C:\kLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.BB	Moved to Virus Vault	
	C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.XQ	Moved to Virus Vault	
	C:\kLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.FP	Moved to Virus Vault	
	C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.GU	Moved to Virus Vault	
	C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.GZ	Moved to Virus Vault	
Statistics	🔄 C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adw	Adware Generic.ZG	Moved to Virus Vault	~
Last scan: 11.1.08, 13:19 Last update: 11.1.08, 9:58 Virus DB: 269.17.13/1216	View details Remove selected infec	Remove	all unhealed infections	
AVG version: 8.0.46 License expires: 31.1.2008	👔 The scan has been finished.		Back	_

9.7.3. Spyware Tab

The **Spyware** tab is only displayed in the **Scan results** dialog in if <u>spyware</u> 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 <u>spyware</u> (for details on specific viruses please consult the <u>Virus Encyclopedia</u> 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 <u>switched off the automatic healing</u> <u>option</u> in a specific scan settings)
 - $_{\odot}$ Healed the infected object was healed automatically and left in its original location
 - Moved to Virus Vault the infected object was moved to the <u>Virus</u>
 <u>Vault</u> quarantine
 - o 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 <u>PUP</u> <u>Exceptions</u> dialog of the advanced settings)
 - $_{\odot}$ **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 scan result information*:



📕 Detailed scan	result information 🛛 🔀
Property name	Property value
Object name	C:\KLARA\DOKUMENTACE\TEST_VIRUS_ADWARE\adware\adwa
Detection name	Adware Generic.ZG
<	
Previous	Next Close

In this dialog you can find information on the location of the detected infectious object (*Property name*). Using the *Previous / Next* buttons you can view information on specific findings. Use the *Close* button to leave this dialog.

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

9.7.4. Warnings Tab

The **Warnings** tab displays information on "suspected" objects (*typically files*) detected during scanning. When detected by the <u>Resident Shield</u>, 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.

9.7.5. 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. All data on this tab is merely informative.



9.8. Virus Vault

📲 History				
Event History				
Virus Vault	Infection type	Virus Name	Path to file	Date of storage
	infection 💀	Virus identified EICAR_Test	C:\Document	29.11.2007, 12:33:26
	Infection	Virus identified EICAR_Test	C:\Document	29.11.2007, 12:36:18
	Notection 😨	Virus identified EICAR_Test	C:\Document	30.11.2007, 4:05:42
	<			>
	Restore	Delete	Send to	analusis
	THESTORE	Delete	Senuto	analysis
Default		Ok	Cancel	Apply

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

- **Infection type** distinguishes finding types 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 <u>Virus encyclopedia</u> (online)
- **Path to file** full path to the original location of the detected infectious file
- **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
- Delete removes the infected file from the Virus Vault completely
- Rescan double-checks the suspected file to make sure it is really infected
- **Send to analysis** sends the suspected file for deep analysis to the AVG virus labs



10. AVG Updates

10.1.Update Levels

AVG offers two update levels to select from:

- **Definitions update** contains changes necessary for reliable anti-virus, anti-spam and anti-malware 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 <u>scheduling an update</u>, it is possible to select which priority level should be downloaded and applied.

10.2.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 <u>pre-set an update plan</u>. 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.

10.3.Update Process

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



11. Event History

불 History				🗆 🔀
Event History	Event date and time 17.6.2008, 11:43:26 17.6.2008, 11:43:36 17.6.2008, 12:27:53 17.6.2008, 12:28:20	User NT AUTHORITY\SYSTEM NT AUTHORITY\SYSTEM NT AUTHORITY\SYSTEM NT AUTHORITY\SYSTEM	Source General General Update Update	Event description AVG is starting. AVG is running. Update was started. Update was finished.
	Q 17.6.2008, 13:06:37 Q 17.6.2008, 13:06:40	DEV\konicarovak DEV\konicarovak	Scan Scan	User scan was started. User scan was interrupted. Fc
	< 〕 Empty list	III		Refresh list
		ОК	Car	ncel Apply

The **Event History** dialog is accessible from the <u>system menu</u> via the **History/Event History Log** item. Within this dialog you can find a summary of important events that occurred during **AVG 8.0 Free** operation. **Event 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 <u>Resident Shield</u> or <u>scanning</u>) including occurrence location
- Other important events

Control buttons

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



12. FAQ and Technical Support

Should you have any problems with your AVG, either business or technical, please refer to the *FAQ* section of the AVG website at <u>www.avg.com</u>. Unfortunately, using **AVG 8.0 Free** you are not entitled to technical support provided to full versions of AVG products. If you have <u>registered</u> your **AVG 8.0 Free**, you can also try to look up some help in AVG forums and discussions. Or, you may want to consider buying the full version of AVG, then please visit the <u>AVG website</u> (<u>www.avg.com</u>) for information on AVG 8.0 purchase options.